

RESULTS FROM FORESTCARE LIFELINE SURVEY 2008/09

Our 2008/09 survey received a fantastic response from our Lifeline customers.

- 99 % of you are happy with our service.
- 96% felt the service represents good value for money (although some of you mentioned that you were concerned about the price rising in the future).
- 97% knew (or would try in future to remember) to test your button each month.
- In 100% of cases, when we responded in an emergency, our clients agreed that our operators were polite, reassuring and helpful.

A selection of the comments we received from our customers:

"The response was excellent and possibly saved my life"

"The response was "perfect"

"I had burglars in my house, I pressed the button and you got the Police quite quickly"

"Excellent – I am sure your quick response has saved my mother's life on many occasions"

"Lifeline makes me feel safe as I spend a lot of time alone"

"Not used in an emergency, but knocked accidentally and response was immediate. Thank you"

"I had an accident with a garden fork. From pressing my button to hospital and back home, sorted, just about 1 hour. That is what I call good service".