

An Introduction to Progress Lifeline



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About us: Progress Housing Group

Progress Lifeline are a business stream within Progress Housing Group

- Progress Housing Group are a not for profit housing provider who own and manage over 12,000 homes.
- One of the UK's leading supported living providers for people with autism and learning disabilities.
- Based in Lancashire providing services nationally
- Operate as one team.





About us: Progress Lifeline

Progress Lifeline is an award-winning personal alarm and assistive technology service providing monitoring services to over 65,000 people across the UK.

We provide services across the UK to a wide variety of customers including

- Self funders
- Local Authorities
- Health
- Housing Associations
- Charities
- Progress Housing Group Tenants

Utilise a wide variety of equipment from multiple suppliers

A person-centred, quality approach is at the heart of everything that we do

TEC Quality - Quality Standards Framework (QSF) certified organisation



Partnerships in
TEC Award



Certified Organisation



About us: Monitoring

Our key services include:

- 24/7/365 monitoring and response service to individuals at home
- Our ARC handles over 130,000 calls per month
- Out-of-hours contact centre for housing providers and local authorities, providing repairs support and homelessness services and a variety of other services
- Team of Service Delivery Manager, 4 Team Leaders and 60 Operators



About us: Emergency Home Response

We provide TSA accredited Emergency Home Responder services to over 24,000 people 24/7/365

- Emergency Home Response and Assistive Lifting with specialist lifting equipment
- Provide service across 6 UK counties
- Team of 2 Service Delivery Managers, 2 Team Leaders and over 60 Responders
- Attend over 1400 visits a month
- Direct referrals received from Ambulance Trusts, Care Homes & Domiciliary Care Agencies
- Part of TSA Pilot for Decision Support Tool working in partnership with UCR
- Services deliver a significant reduction in ambulance callouts





Thank you for listening

Any Questions?

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