

For immediate release

PRESS RELEASE

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LIFE SAVING COMPANY INVEST £1.5M IN EMERGENCY CALL CENTRE

Personal Alarm provider saves more lives than ever, creating over 15 jobs

Lifeline24, the nation's favourite personal alarm provider is continuing to provide accessible telecare to the elderly, frail and disabled by opening an emergency call centre in Norfolk.

The already established business, based in Taverham, has grown by a staggering 50 employees in just three years and will soon open their doors to another 15 or so staff to run their new emergency call centre, creating many more jobs in East Anglia.

Lifeline24 provide personal alarms to the whole of the UK and Ireland and are investing over £1.5m in their call centre over the next three years.

The service that Lifeline provide consists of two parts: the system itself, including: the rental and upkeep of the alarm and pendant and the monitoring of the system, including answering the emergency calls and helping those on the other end.

The Future50 company will continue to provide an outstanding, life-saving service to their 20,000+ customers, with all aspects of their business being local to Norwich. The team, which will be staffed 24/7, will be made up of a management team with over 50 years of experience in the Telecare sector.

Managing Director, Simon Budd, said: "I have the best job in the world. Saving lives every day is so rewarding. The feedback we get from customers is invaluable and we're so ecstatic that we've been able to bring our whole business together in one location, whilst covering the whole of the UK."

This new venture has already created more jobs in the region and the company are still on the lookout. Lifeline24 are recruiting for more Emergency Call Handlers to answer the calls from their customers across the UK and continue to grow other aspects of their business with job roles in IT, Customer Service and Administration also available.

The fast-growing company have welcomed half a dozen apprentices to their team over the past two years – most of whom have continued into full time positions at the company.

HR Manager, Britany Chiba, said: “We’re always on the lookout for new talent as the business is growing so rapidly. We’ve been able to bring all sorts of people together from Customer Service Executives to IT engineers. We’re lucky to have a wealth of experience in our team and are ready to welcome those looking to get onto the career ladder, those with prior experience and everyone in between.”

Lifeline24 is one of the UK’s largest telecare providers and saves lives on a regular basis. They boast some of the most affordable price plans in the UK Telecare industry and with this added benefit of having their entire operation in Norfolk, are ready to change more lives, every day.

To apply for a position at Lifeline24, please visit www.lifeline24.co.uk/jobs or get in contact with the HR team today at hr@lifeline24.co.uk.

ENDS

For all media enquiries, please contact:

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Notes for Editors:

- Find out more at: lifeline24.co.uk or call our freephone: 0800 999 0400.
- Proven to save lives – for finer details on the Care Team expansion including quotes from Adele, the newly recruited manager with nearly 20 years' experience under her belt, please contact Olivia Chan.
- Lifeline 24 offer a premier telecare service for frail, elderly or disabled people living anywhere in the UK.
- Lifeline 24 personal alarms can be delivered, and set-up within 24 hours of a customer order.
- Lifeline personal alarms for the elderly are now waterproof and have a range of up to 100m, offering complete peace of mind in all areas of the home.