



Reference: FOI-661

Request:

1. Does your Council provide a Careline/Warden Call service to residents?
If your answer is No, then please return FOI but disregard questions 2-10
2. How many connections (approximately) do you have? Please detail...
 - a. Dispersed
 - b. Hardwired (independent living)
 - c. Hardwired (extra care)
3. Do you use an external provider for Careline monitoring? If so, can you please detail:
 - a. Name of monitoring centre/ provider with contract start/end date
 - b. Not applicable as council run (disregard questions 5-9 and answer questions 4 & 10 only)
4. Do you have any intention to outsource your Careline monitoring in the next 3 years?
5. What is the annual value of your monitoring contract?
6. What is the 'per connection' charge of your monitoring contract (per week/month/annual as preferred)?
7. Are happy with the performance of your careline monitoring provider?

Yes

Feel free to add a comment...
8. What tender framework/ portal does the council use for the procurement of careline monitoring?
9. For your future monitoring services tender, will you include equipment maintenance/upgrades or keep separate?

Separate
Combined
10. Who is the main person(s)/decision maker (s) or team – who would be responsible for your Telecare monitoring centre - name/title/direct dial number/email?

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Response:

1. Yes
2. a) 3,500
b) 1,000
c) 50
3. No – Service is provided by North Tyneside Council
4. No
5. No monitoring contact in place
6. N/A
7. Yes
8. This is currently provided by North Tyneside Council
9. N/A
10. Susan Redpath
Manager Crisis response and support services
Susan.redpath@northtyneside.gov.uk
01916434663

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