



Reference: FOI0931

**Request:**

Please could you provide us with the following information:

1. Do residents fund their own telecare/assistive technology or is this funded by the Local Authority? If it is funded by the Local Authority, is it available to all residents or is needs assessed?

Telecare service is a universal service but LA only fund the needs assessed residents, this is subject to financial assessment.

2. What percentage of your residents using Telecare/assistive technology are private pay, compared to the percentage that are funded by the Local Authority?

Care Call 97% private / 3% LA funded

3. How many residents do you currently have using your Telecare offer?

Circa 4,200 customers (3,300 level 1,2 and 3 customers but around 900 are declined/opt out NTL customers)

4. How many of these connections are hard wired (scheme) and how many are dispersed?

1400 hardwired (schemes)

2800 dispersed

5. How many staff do you have employed in connection with your Telecare provision?

38 members of staff (34 wte)

6. What platform is your Alarm Receiving Call Centre operating on? Is it PNC (which version), UMO, Jontek or Verklizan?

Jontek

7. Do you have a Digital Switchover Plan for your Telecare offer in place?

Yes