



Reference: FOI2503

Request:

I am writing to make an open government request for all the information to which I am entitled under the Freedom of Information Act 2000. Could I possibly suggest that you direct these questions towards one or some of the following employees: - Assistive Technologies Manager/ Lead, Service delivery manager, assisted living/housing association dept, Care Home support, Adult services, Service manager, Contact centre Manager - or similar roles to those listed above. In order to assist with this survey, could you please answer the following:

1. Does your council presently provide a Telecare operations centre to monitor your local vulnerable population? - YES / NO IF the answer is YES please reply to the questions below - 1 to 12 IF the answer is NO please reply to questions - 2 and then 12 to 13 ONLY

Yes

2. Is the council a member of the TSA &/or UK Telehealth care or other organisations related to telecare? YES / NO (and if so, which is applicable)?

Yes - North Tyneside Council's Care Call service is a member of TSA

3. Do you use an external provider for alarm responder/monitoring services? If so, can you please detail: -
 - Name of monitoring centre/ provider with contract start/end date

Not applicable as council run

4. What type of devices are used in the community? If you can name device supplier/manufacturer this would be appreciated. See selection of device type below -
 - ADL monitoring
 - Data exchange
 - Mobile Alarming
 - Nurse call
 - Telecare IP
 - Telecare PSTN
 - Telehealth
 - Other (not listed) COMMENTS -

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North Tyneside Council's Care Call service procure from the whole of market. We source the best tele-care solution for our customers based on their need and home situation.

We currently use products from Tynetec/Legrand, Chubb, we are trialling Doro. We also use universally available products including Amazon echo show and dot. We use table technology and apps.

5. Who was the installer?

- CSI
- Customer department
- FocusCura
- Secuvita
- Volunteers
- Welthuus
- G4S
- Other (not listed)

We install all our own tele-care

6. Could you please indicate which software platform is used in the monitoring centre you use?

- UMO (Verklizan)
- PNC (Tunstall)
- Jontek
- Bosch/TeleAlarm
- Neat
- Azursoft
- Chubb
- Apello
- ESI
- T2I
- STT- DM8
- Ibernex
- ENAI
- SELMA
- Other (not named) - please give details

Jontek - Our platform has been upgraded to support IP technology

7. As regards the above - do you know when the contract end date is &/or when the software platform used will be under review?

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We review our service agreement and licence with Jontek annually. This is due for renewal Jan 2021

8. As regards the above - are you a member of any partner programs - YES / NO / UNSURE **No**
9. Do you know what contract type best describes your current platform software provider?
 - Lease contract 3 years
 - Lease contract 3 years with optional 4th & 5th Year
 - Lease contract 5 years
 - Direct Purchase
 - ASP
 - Hosted contract 1 year
 - Hosted contract 2 years
 - Hosted contract 3 years
 - Other

We use Jontek call handling platform and telecare equipment that is compatible with this platform. We renew our agreement on an annual basis. Consideration for change would have to be taken in line with telecare installed in customers homes and the call handling platforms ability to manage this

10. Have you any concerns about your present service? Some possible common concerns listed below, but please feel free to comment -
 - Ability for call handlers to work remotely during this present lock down phase.
 - The analogue to digital switch-over and how suppliers can play catch up
 - Safety of lone workers
 - Service costs/ budget restrictions
 - Security of email and chat when discussion client confidential data
 - Infrastructure costs - considering move to hosted solution
 - Restriction on choice of alarm devices which could be used
 - Support and customer service concerns
 - Alarm signals - failure rates
 - Concerns re moving from platform supplier & reprogramming individual units
 - Lack of responder app capability for remote workers
 - Ease of use & training new starters
 - Device management/ stock control
 - Other issues/concerns not listed -

COMMENT We are extremely happy with our current provider; it meets all of our service needs and expectations.

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11. What tender framework/ portal does the council use for procurement? ** North Tyneside Council uses the NEPO Portal for all procurements.**

12. 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?

**Eleanor Binks Assistant Director for Service Integration, Adult Social Care,
Eleanor.binks@northtyneside.gov.uk, Tel: 0191 6437076**

13. If the council does not operate a monitoring centre - is there a reason for this OR an intention to move to such a system? YES / NO / UNSURE

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