Request:

The questions below all refer to your Telecare/ Care Call service.

1. What do you provide as part of your telecare service? Please refer to the following:
    -   Types of alarms generated
        o   Dispersed Alarms/ XT system
    -   Whether staff respond to alarms
        o   Yes staff respond to alarms
    -   How billing is managed
        o   Debtors system (Internal)
    -   Whether technology is available to purchase or loan
        o   Loaned out as part of service agreement
2. Is your Telecare service in-house or is it outsourced?
    a. North Tyneside Council provide assistive technology and telecare services as an internal service

3. How much did you spend on Telecare service in 2014/15, 2015/16, and 2016/17?
    a. 2014/15 – not available
    b. 2015/16 - £103,094 (equipment)
    c. 2016/17 - £39,502 (equipment)

4. How many call handlers and responders (if applicable) work within Telecare?
    a. 30 call handlers and responders to cover 24/7/365

5. How many Telecare customers do you currently have, and how many did you have for 2014/15, 2015/16?

    a. 1st April 2015 - 4207
    b. 1st April 2016 - 4361
    c. 1st April 2017 - 4418
    d. 1st Dec 2017 - 4389

6. Please describe the 2016/2017 telecare customer base in terms of general demographic information (if available).
    a. Not available

7. How many professional- and self-referrals do you receive for Telecare?
    a. Average 100 referrals per month, circa 40% professional referrals/60% self referrals

8. How many alarms were generated for 2014/15, 2015/16, and 2016/17, and how many of the alerts resulted in staff dispatches (if applicable)?

a. 2014/15 – not available
b. 2015/16 – not available
c. 2016/17 - 144,710 alerts resulted in 16,965 mobile responses

9. What range of Telecare Technology do you provide? Please include details on the companies used.
   a. Care Call use a range of equipment provided by both Tynetech and Chubb

10. What do you charge customers for your Telecare service and do you provide a tiered service?
    a. Level 1 - £3.83 per week - This includes community alarm and smoke alarm and is a monitoring service designed if you have family or friends near by to help.
    b. Level 2 - £6 per week - This includes a community alarm and a smoke alarm and also includes one other piece of telecare that you have been assessed as needing. It also includes a monthly face-to-face well being check to make sure you are safe and well.
    c. Level 3 - £9 per week - This includes everything in Level 2 but you can have any number of additional pieces of telecare that you have been assessed as needing. It will also include fortnightly well being checks rather than monthly.

11. What computer systems do you use to monitor Telecare alerts?
    a. Jontek system

12. What computer systems and/or technology do you use to monitor staff dispatches?
    a. Jontek system