

Reference Number: FOI-101004353404

Response provided under: Freedom of Information Act 2000

Request and Response:

- 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?**

Both - residents fund their own telecare and assistive technology equipment. Telecare and assistive technology is available to anyone who wants it. The Local Authority also funds telecare where it has been identified as part of the support planning process and is included within the personal budget.

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

More than 99% are private pay.

Please note that this figure includes private pay and residents who fund telecare through a personal budget.

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

We currently have 4582 private telecare service users.

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

Approximately 2263 connections are schemes, 1561 dispersed other and 4582 private dispersed

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

26

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

UMO (Verklizan)

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

Yes

Information provided by: Adult Social Care

Date of response: 21st March 2019