

1. What is the name of your organisation

WIGAN COUNCIL

2. Does your organisation offer a telecare service?

<input type="checkbox"/>	a) NO – thank you, this is the end of the survey for you
<input type="checkbox"/>	b) YES - we have an inhouse alarm receiving centre that we operate ourselves
<input checked="" type="checkbox"/>	c) YES - but we don't operate this ourselves. It is contracted out to an external service

3. If the answer to question 2 was c) yes but contracted out. Could you please give the name of your external service provider. The rest of the questions may not be appropriate for you, but if you could read through them anyway in case some are, we would appreciate this.

Careium

4. Would you consider yourself digitally prepared for the 2025 switch from analogue to digital?

<input type="checkbox"/>	a) YES
<input checked="" type="checkbox"/>	b) PARTIALLY
<input type="checkbox"/>	c) NO
<input type="checkbox"/>	d) UNSURE WHERE WE STAND ON THIS

5. If your answer was b, c or d, it would be interesting to understand what the main issues are. Could you comment on your main concerns or delays and if they are related to device or ARC platforms or something other.

<input type="checkbox"/>	DEVICES – knowing what to buy
<input type="checkbox"/>	DEVICES – availability (supply chain issues)
<input type="checkbox"/>	DEVICES – affording the new digital units
<input type="checkbox"/>	DEVICES – compatibility with present ARC platform
<input type="checkbox"/>	DEVICES – other – please comment here>
<input type="checkbox"/>	ARC PLATFORM – is not digital, but we are still in contract & so cannot change
<input type="checkbox"/>	ARC PLATFORM – awaiting upgrade to digital version with present supplier
<input checked="" type="checkbox"/>	ANYTHING OTHER not listed please comment here >

6. Please tell us something about yourself. How many device connections do you have? A connection is defined as any telecare device (e.g. a dispersed alarm, digital alarm or scheme call point) monitored by you. A device is usually the hub containing a microphone and speaker for communication with the monitoring centre. Sensors that are attached to the hub (e.g., portable triggers, fall detectors, smoke detectors, low temp, door contacts etc.) are not counted as connections.

2700 community 1300 sheltered customers

7. What is the name of the software alarm receiving platform you presently use & the supplier who provides it (or if known, what your service provider uses)?

UMO

8. With your present ARC provider, is the server....

<input type="checkbox"/>	On Premise – your location
<input type="checkbox"/>	Remote – other location
<input type="checkbox"/>	Remote/ Hosted – other location
<input type="checkbox"/>	Cloud hosted – AWS or Azure Data Centre
<input checked="" type="checkbox"/>	Unsure
<input type="checkbox"/>	Any of the options above – but with SaaS

9. When does the contract with your present platform provider or service contract expire? Best guess is fine if you cannot be precise

3rd April 2023

10. Could you please enter name (& contact details if possible) of your ARC Senior manager/ technical/ IT manager &/or other decision maker

NAME	TITLE	EMAIL	PHONE NUMBER
(This falls within the remit of) Joanne Willmott	Director of Homes and Communities	J.Wilmott@wigan.gov.uk	01942 489451

11. Thank you for responding to this “Freedom of Information” survey. If you would like to make any other comments re your views of the Analogue to Digital Switchover process, please feel free to comment. Your opinions are important although not officially part of a freedom of information request and so totally optional.

Any additional comments:-