

Could you direct this to the relevant department and provide responses to the questions attached - as requested under the Freedom of Information Act 2000.

Please see below PDF.

1. Does your Council provide a Careline/Warden Call service to residents?  
*Yes*  
If your answer is No, then please return FOI but disregard questions 2-10
2. How many connections (approximately) do you have?  
Please detail...  
*Dispersed - 3 schemes – 89 connections.*  
*2671 community devices*  
*Hardwired (independent living) – 37 Schemes with 1079 connections.*  
*Hardwired (extra care) – 2 schemes with 95 connections.*
3. Do you use an external provider for Careline monitoring? If so, can you please detail: -
  - Name of monitoring centre/ provider with contract start/end date  
*Careium (Doro) 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2023*
  - Not applicable as council run (disregard questions 5-9 and answer questions 4 & 10 only)
4. Do you have any intention to outsource your Careline monitoring in the next 3 years?  
*Yes*
5. What is the annual value of your monitoring contract?  
*£694,600*
6. What is the 'per connection' charge of your monitoring contract (per week/month/annual as preferred)?

<i>Monitoring:</i>	<i>£0.05</i>
<i>Mobile response:</i>	<i>£0.23</i>
<i>Routine/follow up visits:</i>	<i>£0.13</i>
<i>Total</i>	<i>£0.39</i>
<i>(per unit, per day):</i>	
<i><b>Total per week:</b></i>	<i><b>£2.74</b></i>
7. Are happy with the performance of your careline monitoring provider? Awaiting info via  
*N/A*  
Feel free to add a comment.
8. What tender framework/ portal does the council use for the procurement of careline monitoring?  
*The chest procurement portal [www.the-chest.org.uk](http://www.the-chest.org.uk) via an open tender and no framework was used.*
9. For your future monitoring services tender, will you include equipment maintenance/upgrades or keep separate?  
*For the community alarms installations, maintenance, disconnections would be part of the tender*  
*Separate*  
*Combined*

10. 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?

*The overall responsibility for the contract is within the remit of Joanne Willmott – Director of Home and Communities.*

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