

1. What is the name of your organisation?

Wigan Council

2. Does your telecare services provide monitoring equipment for the following population cohort? If not, is this an ambition? (Please comment if required)

| | |
|-------------------------------------|---------------------------------|
| <input checked="" type="checkbox"/> | a) Elderly & Infirm |
| <input checked="" type="checkbox"/> | b) Disabled Adults |
| <input checked="" type="checkbox"/> | c) Disabled Children |
| <input checked="" type="checkbox"/> | d) Victims of Domestic Violence |
| <input type="checkbox"/> | e) Other, (please comment) |

3. Is it mandatory or just convenient that you standardise on a specific supplier for any of the above?

Mandatory as part of the Care Act 2014

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

| | |
|-------------------------------------|----------------------------------|
| <input checked="" type="checkbox"/> | a) YES |
| <input 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 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 connections. 1300 sheltered connections

7. What is the name of the software alarm receiving platform you presently use & the supplier who provides it (or if you use an external service provider – what they use)?

UMO

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

| | |
|-------------------------------------|--|
| <input checked="" 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 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?

2026

10. Will you be going out to tender when your present contract expires and if so, do you know approximately when this would be and what framework you would use?

| | | |
|-------------------------------------|---------------------------|--|
| <input checked="" type="checkbox"/> | Not known | |
| <input type="checkbox"/> | Yes – approximate date is | |

11. 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 |
|--------------|-------------------------------------|--|--------------|
| Leon Bergman | Assistant Director Finance (Adults) | L.Bergman@wigan.gov.uk | 01942 489467 |

12. 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.