



I am seeking information regarding your council's current Technology Enabled Care (TEC) and Telecare service contracts. For clarity, this includes any commissioned services or supply contracts related to telecare monitoring, call handling, equipment provision, installation, responder services, digital TEC solutions, sensors, alarms, dispersed alarm units, or any broader technology-enabled care systems used to support service users.

Please note that if Telecare contracts are separate from broader TEC contracts, I would like information on both. Where multiple suppliers are used (for example: one for call handling and another for equipment), please provide information for each contract individually.

Please provide the following information for each TEC / Telecare contract currently in place:

1. Contract Supplier

Medequip

- Which organisation(s) currently hold the contract(s) for delivering Technology Enabled Care services and/or Telecare services?

2. Contract Scope

- A brief description of what each contract covers (e.g., call monitoring, equipment provision, installation, response services, digital solutions, etc.).
 - To provide a portfolio of technology for people to use in their homes, includes installation, removal and repairs
 - Ordering and storage of equipment
 - Mobile response service that attends people in their homes and provides appropriate lifting
 - Alarm receiving centre to deal with alerts and calls from the technology and to liaise with the mobile response service.
 - Wigan Homes sheltered schemes are supported by the ARC and mobile response team out of the Scheme Managers hours

3. Contract Start and End Dates

- When did the contract begin?
- When is the contract due to expire?

10th July 2023
10th July 2028

4. Contract Extensions / Break Clauses

- Does the contract include any extension options? If so, please state the length and whether any extensions have been exercised.
- Does the contract include a break clause? If yes, please provide details

Initial contract was three years with two additional single years

5. Key Deliverables and KPIs

- Please provide the key performance indicators (KPIs), service-level agreements (SLAs), or core deliverables included in each contract.

6. Performance Against KPIs

- Is the current supplier meeting the KPIs and SLAs defined in the contract? (A simple "yes/no" response is sufficient, though further detail is welcome.)

7. Total Contract Value

- What is the total value of each contract?
- If the full contract value is not available, please provide the annual spend or estimated annual value.

Call Monitoring

97.5% of alarm calls answered within 60 seconds.

99% of alarm calls answered with 180 seconds.

Emergency response

95% of calls will be responded to within 45 mins and 100% within 60mins.

Sheltered Schemes

95% of calls will be responded to within 30 minutes, with the upper limit being 45 minutes.

Standard Installation

KPI - 95% response rate.

Emergency Installation

KPI 95% response rate

KPI- 95% response rate

Hospital Discharge

KPI- 95% response rate

Repairs

KPI target 95%

Disconnections

KPI target 95%

Yes.

Monitoring is done via a BI dashboard. Which reports monthly with 3 monthly contract meetings.

Under the Contract, we have paid the following amounts related to each Financial Year:

2023/24 (11/07/2023 to 31/03/2024)
£423,120.92

2024/25 (01/04/2024 to 31/03/2025)
£599,303.32

2025/26 (01/04/2025 to 31/01/2026)
£604,396.01

This relates to payments made for the Provision and installation of Equipment, Alarm Receiving Centre, and Mobile Response for people in their own homes and those in Sheltered Accommodation