REQUEST 19449

This survey is sent as a FOI, (Freedom of Information) survey for public service organisations that offer telecare and community alarm monitoring services the elderly and vulnerable population.

RESPONSE

1. Please provide the name of your organisation.

   Wigan Council

2. Do you provide your own telecare / alarm response service? If you use an external service provider, could you please name who they are? Please tick box below re answer (s) that applies.

   - YES, we provide our own in-house telecare and alarm monitoring services –
   - PARTIAL we provide equipment, but contract out to external alarm monitoring service – if this statement applies, please give name of external service provider below-
   - NO, we contract out fully to an external service for all telecare provision – if this statement applies- please give name of external service provider.

   Medequip

   - NO – we do not provide telecare at all

   NB – if you don't provide any telecare services or devices – please note that the rest of this questionnaire does not apply to you

3. How many telecare service users/devices are currently registered with your service?

   2076

4. Please tell us about your equipment/devices etc

   a. How many of those registered devices are 2G only?

   N/A

   b. How many of those registered devices are fully 4G Digital?

   Canary Care is the only 4g device we use

   c. When was the last time your service purchased a 2G only device?

   N/A

   d. Do you look after Warden Call systems in Schemes that are analogue PSTN or 2G only?

   N/A

   e. If yes how many Warden Call systems in Schemes are analogue PSTN or 2G only?

   N/A

f. What procurement framework(s) do you use for purchasing new equipment /devices? N/A

g. Do you use more than one TEC supplier for Dispersed alarms/Warden Call and if so, could you name the supplier(s)? Yes
Cariumn, Tynetec, Iris, CHUBB, Chiptech. We will use any supplier as we fit the tech around the person.

5. Have you noticed an increase in call failures of 2G devices? N/A

6. Do you operate your own ARC platform, if yes please state below including the platform, if you are aware e.g. (UMO, Sky Response, Tunstall SaaS, Jontek Answerlink) and whether you are using digital or analogue protocols... Medequip
UMO Platform digital protocols

7. If you could rate your main concerns at the moment from 1 to 3 *(as in 1 being most worrying)* what would these be. Examples being cyber security/ budget/ head count / job security/ knowing who to trust/ AI etc... N/A
    1 – most concerning
    2 – moderately concerning
    3 – slightly concerning

8. Could you please list your main decision makers for each area - Name, title, contact details:

Overall responsibility for telecare services:
Name – Leon Bergman
Title - Director – Innovation and Finance
Contact phone - 01942 828192
Contact email – l.bergman@wigan.gov.uk

Supervisor for alarm call centre:
Name – Medequip
Title -
Contact phone -
Contact email –

Responsibility for Warden Call in Housing Schemes: As detailed above
Name –
Title -
Contact phone -
Contact email -