



Data Protection Officer
Freedom of Information
NW Leicestershire District Council
Whitwick Road
Coalville
Leicestershire
LE67 3FJ
Telephone: 01530 454763

Date: 25 August 2020

FREEDOM OF INFORMATION REQUEST 1259

I write further to your email dated 29 July 2020.

Your request has been dealt with under the terms of the Freedom of Information Act 2000 (FOIA), explained on our [freedom of information](#) page.

Your request:

1. Does your organisation commission a community equipment service?
No, we do not provide community equipment service.
2. If yes, who is the lead (please provide contact details):
N/A
3. Who do you commission the service from, who is the current contract holder? Please provide details.
N/A
4. When is the contract due to be re-tendered?
N/A
5. What geographic area does your commissioned community equipment service cover?
N/A
6. Do you specify any quality standards as part of the contract and procurement process?
N/A
7. Who is your Chief Digital officer? Please provide contact details.
Sam Outama, sam.outama@nwleicestershire.gov.uk

Telecare

1. Does your organisation commission or deliver a telecare service?
Yes, we have an in house Safe and Well Team who provide assistive technology for residents of the district – see our website for more information. The maintenance of the service is provided by an external contractor.
2. If yes, who is the lead (please provide contact details):
Contract Manager - Amanda Harper, Housing Management Team Manager
3. Who do you commission the service from, who is the current contract holder? Please provide details.
See question one.
4. Do you specify any quality standards as part of the contract and procurement process?
N/A
5. When is the contract due to be re-tendered?
N/A
6. Are you aware of the switch from analogue to digital and are you preparing for this?
Yes.

7. Is your commissioned service using assistive technology and the Internet of Things to support service users to remain independent?
We are not using the Internet of Things to support service users.
8. Have you evaluated any of your programmes of work?
No.

Telehealth/Telemedicine

1. Does your organisation commission or deliver a telehealth/telemedicine programme. This includes remote health monitoring, apps and video solutions.
We do not directly, however we are participating in a pilot project led by Leicestershire County Council.
2. If yes, who is the lead (please provide contact details):
N/A
3. Who do you commission the service from, who is the current contract holder? Please provide contact details.
N/A
4. Do you specify any quality standards as part of the contract and procurement process?
N/A
5. When is the contract due to be re-tendered?
N/A
6. Please provide a list of the key Telehealth/Telemedicine products that you are using?
N/A
7. Have you evaluated any of your programmes of work?
N/A

The supply of information in response to a freedom of information request does not confer the right to re-use the information. UK copyright law allows information supplied for the purposes of private study and non-commercial research to be used without permission. Information supplied can also be re-used for the purposes of news reporting except for in the case of photographs.

GOING FORWARD

If you are dissatisfied with the information supplied please feel free to contact me on the number above for any queries in relation to this response. Please note that in responding to further enquiries I can only comment on the information contained within this correspondence and cannot provide any further information that may pertain to an additional FOIA request.

Please remember to quote the Authority's four digit reference number given at the top of this email in any future communications.

If you remain dissatisfied following the conclusion of the above informal review, you have the right to ask for an internal review. A request for a review whether formal or informal should be submitted within two calendar months of the date of receipt of the response to your original letter and should be sent to DPO@NWLeicestershire.gov.uk or the address above.

Further details on our appeals and complaints procedure can be found on our website [here](#).

If you remain dissatisfied following the conclusion of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at accessicoinformation@ico.org.uk.

Yours sincerely

Mackenzie Keatley
Information Governance Officer