



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

Date: 09 March 2021

FREEDOM OF INFORMATION REQUEST 1500

I write further to your email dated 10 February 2021.

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. Do you offer a Telecare/Assistive Technology/Technology Enabled Care to your residents?
Yes, NWLDC offers telecare services & assistive technology to residents living within the District.
2. If so, what is its name and who provides the current Service?
*As a landlord, NWLDC provides 24/7 alarm services to tenants living in our supported & sheltered accommodation as part of the service charge element of their rent. Most of these properties are fitted with lifeline alarm units, some have hard-wired pull-cords.
We also offer chargeable telecare services & assistive technology to any households living within the District, via our Safe & Well Service.*
3. If not, how is this provided in your area?
N/A
4. If provided, please indicate which elements of the following are provided.
 - a. Equipment
Yes.
 - b. Assessments
Yes.
 - c. Installation
Yes.
 - d. Monitoring
Yes.
 - e. Mobile Response
Yes, we offer a responder service during office hours only – NB this is in addition to any emergency or next-of-kin contacts recorded against the customer, who would be contacted in the first instance.
5. Please indicate of these elements, which ones are provided either In-House or whether they are Outsourced.
All elements above are provided in-house (except the maintenance of the hard-wired systems).

6. If they are provided In-House, please indicate which Council Function has responsibility for the elements of the service.
Equipment, assessment, installation and mobile response – Housing Support team (part of Housing Management)
Monitoring – Central Control (part of Customer Services)
7. If they are provided through outsourcing, please indicate which provider companies supply the different elements.
Tunstall Healthcare UK provide maintenance solely for the hard-wired alarms.
8. If these elements (or the whole service) are outsourced, can you tell us the start date of the contract and what the expected end date is? Upon expiry of the contracts, do you intend to go out to tender?
Maintenance contract commenced July 2017 and is due to expire July 2021. A request has been made to extend the current contract by 12 months due to uncompleted works as a result of Covid-19.
9. If the services are In-House, are there any plans to review existing arrangements and if so when is this likely to take place?
We are completing the transfer of hard-wired alarms to Lifeline alarms which will allow maintenance to be provided in-house. No other changes / reviews are planned at this time.
10. For the outsourced services are you able to indicate an annual cost of the service?
Annual costs for maintenance of hard-wired systems for 2020/21 - £32,293.67 (excluding ad hoc charges for work not included in the contract).
11. How many registered users do you have for these services?
907 supported and sheltered properties.
631 Safe & Well Service customers.
12. If you provide a mobile response service, can you please indicate on average, per annum, how many people receive this service and how many call outs there are?
Emergency call-outs per annum are estimated at <100 per annum. However this data is not currently tracked.
13. Do you charge for any element of the service – if so which elements? And can you please provide your charges.
Charges are made according to the equipment provided (charges are inclusive of installation, monitoring, and response). Charges from April 2021 will be:
 - *NWLDCs sheltered and supported properties: pull-cords or lifeline alarms - £2.79 p/w*
 - *Safe & Well Service (private customers): lifeline alarm (landline) - £4.21 p/w; Lifeline alarm (GSM-enabled) - £6.34 p/w*
 - *For all customers, additional assistive technology devices are charged as follows:*
 - *Falls detector - £1.54 p/w*
 - *Smoke detector - £0.83 p/w*
 - *CO detector - £1.65 p/w*
 - *Bed/chair occupancy sensor - £2.55 p/w*
 - *Epilepsy sensor – £5.70 p/w*
 - *Bogus call alarm - £0.81 p/w*
 - *Flood sensor - £1.37 p/w*

14. Have you made the transfer from analogue to digital in your services? And if not, what are the plans for doing this by 2025?
An increasing proportion of new installations already use IP protocol and we are in discussion with our equipment suppliers to ensure compatibility with our other existing hardware. Upgrading of the alarm infrastructure our sheltered schemes to full IP has been scheduled during 2021-22 and 2022-23.
15. Do you have a lead for TECS in the council and if so, could you provide a contact email for the individual please?
Ben Parkinson – Housing Support Team Leader
ben.parkinson@nwleicestershire.gov.uk
16. Do you have a lead commissioner in the council for these services and if so, could you provide a contact email for the individual please?
Amanda Harper – Housing Management Team Manager
amanda.harper@nwleicestershire.gov.uk
17. Is your council reviewing telecare services/assistive technology at the moment? If so, what is the contact name of the person who is leading this review and what is the reason for reviewing these services?
There are no plans to review the Assistive Technology service at this time.
18. If In-House, do you procure your TECS equipment through a procurement framework and if so please give details of which ones?
No, we do not procure our TECS equipment through a procurement framework. We currently procure directly from a manufacturer.
19. What 'self-serve', privately funded options are there for your TECS services?
See Q2 – all the TECS services we offer is funded privately by customers, except for the 24/7 alarms within our supported and sheltered accommodation (which is a service charge and therefore eligible for Housing Benefit).
20. Do you have a link to a traditional community equipment service for these services, and if so which service?
No – our Assistive Technology service is distinct from the local community equipment services, which are provided by Leicestershire County Council. Please forward your request to foi@leics.gov.uk.

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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.

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.

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

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