



**Information Governance Team**

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29 May 2019

Dear Sir/Madam,

**Freedom of Information Act 2000 (FOIA)  
Request ID: REQ05457**

Thank you for your request for information relating to telecare technology.

You have requested the following information:

- 1. Do residents fund their own telecare/assistive technology or is this funded by the Local Authority? If it is funded by the Local Authority, is it available to all residents or is needs assessed?**

Telecare is a charged service. Those who have assessed needs have a financial assessment to determine if they can pay otherwise the Local Authority fund. The service is also available to self-funders who would not require a needs assessment.

- 2. What percentage of your residents using Telecare/assistive technology are private pay, compared to the percentage that are funded by the Local Authority?**

Private pay 57%

Local Authority funded 43%

- 3. How many residents do you currently have using your Telecare offer?**

1,715.

**4. How many of these connections are hard wired (scheme) and how many are dispersed?**

86 service users from Coventry City Council Housing with Care have a Telecare Service Provision. Hard wired schemes are only within our Housing With Care.

**5. How many staff do you have employed in connection with your telecare provision?**

30 however telecare provision is only one aspect of their roles.

**6. What platform is your Alarm Receiving Call Centre operating on? Is it PNC (which version), UMO, Jontek or Verklizan?**

PNC 7.

**7. Do you have a Digital Switchover Plan for your Telecare offer in place?**

No.

The supply of information in response to a freedom of information request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: [infogov@coventry.gov.uk](mailto:infogov@coventry.gov.uk)

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email [casework@ico.org.uk](mailto:casework@ico.org.uk).

Please remember to quote the reference number above in your response.

Yours sincerely

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