



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI494769729

Thank you for your request for information relating to Careline Monitoring.

You have requested the following information:

1. Does your Council provide a Careline/Warden Call service to residents?

Yes.

If your answer is No, then please return FOI but disregard questions 2-10

2. How many connections (approximately) do you have?

Please detail...

Dispersed

Hardwired (independent living)

Hardwired (extra care)

1,837 Dispersed alarms.

3. Do you use an external provider for Careline monitoring? If so, can you please detail: -

Not applicable as council run (disregard questions 5-9 and answer questions 4 & 10 only)

4. Do you have any intention to outsource your Careline monitoring in the next 3 years?

No.

5. What is the annual value of your monitoring contract?

6. What is the 'per connection' charge of your monitoring contract (per week/month/annual as preferred)?

7. Are happy with the performance of your careline monitoring provider?

Feel free to add a comment...

8. What tender framework/ portal does the council use for the procurement of careline monitoring?

ESPO Framework

9. For your future monitoring services tender, will you include equipment maintenance/upgrades or keep separate?

Questions 5 to 10 disregarded as per request.

10. Who is the main person(s)/ decision maker (s) or team – who would be responsible for your Telecare monitoring centre - name/title/direct dial number/email?

CCTV and Community Safety Manager

Telephone: 024 76832208

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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

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 icocasework@ico.org.uk.

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

Yours faithfully

Information Governance