



Information Governance Team

Postal Address:
Coventry City Council
PO Box 15
Council House
Coventry
CV1 5RR

www.coventry.gov.uk

E-mail: infogov@coventry.gov.uk

Phone: 024 7697 5408



24 November 2023

Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)
Request ID: FOI564471285**

Thank you for your request for information relating to telecare switch to digital.

You have requested the following information:

1. The name of the lead officer responsible for the Telecare analogue to digital switchover, their email address, and phone number

Diane Matthews, Clinical Telecare Advisor.
Email: diane.matthews@coventry.gov.uk

2. The number of Telecare recipients

2,424.

3. An approximate percentage of completion to switching over from analogue to digital telecare boxes

We have 143 units out in the community at present.

4. The name of the supplier of the Telecare alarm receiving centre software that is utilised

Tunstall.

The supply of information in response to a FOI/EIR 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

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