

NCC-037315-19 Telecare users /contract

Dear Requester,

Further to your request for information under the Freedom of information act, please see the below link provided by the Assistive Technology team and answers below.

Work for ASCH – see the [Assistive Technology Website](#) for detailed information on AT equipment

We trust this now resolves your enquiry, however should you have any further queries please do not hesitate to contact me directly on the details below.

Nottinghamshire County Council regularly publishes previous FOIR,s and answers on its website, under Disclosure logs. (see link)

<http://site.nottinghamshire.gov.uk/thecouncil/democracy/freedom-of-information/disclosure-log/>

You can use the search facility using keywords.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to the Team Manager, Complaints and Information Team, County Hall, West Bridgford, Nottingham, NG2 7QP or email complaints@nottsc.gov.uk .

Kind Regards

Complaints, Information & Mediation Officer Chief Executive's Department Nottinghamshire County Council County Hall

Hello there,

Could you answer me the following please?

1. How many residents use Telecare (including Assistive Technology) in your area? 2300 of which 1034 are linked to telecare call monitoring (NB: These are the customers of Nottinghamshire County Council – there are many other providers of lifeline services in Nottinghamshire which would need be contacted separately for their own data)
2. Do you outsource all or part of your offering? If so, which parts of your telecare provision, e.g monitoring, installation, etc? Equipment supply, installation, maintenance, equipment recycling, logistics and telecare call monitoring are all outsourced. The contract for call monitoring expires on 1st October 2020, but there is an option to extend until October 2022. The contract for the other elements listed expires on 1st October 2019, with an option to extend until October 2021.
3. What are the expiry dates of your relevant telecare contracts? See above answer.
4. Upon expiry of these, do you intend to go out to tender? Procurement will carried out in accordance with the council's financial regulations and procurement law in force at the time. Currently this would mean that a tender process would be required which complied with EU procurement law.