



**Information Governance Team**

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24 July 2024

Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)**

**Request ID: FOI632992659**

Thank you for your request for information relating to Telecare monitoring - in-house or outsourced provision.

You have requested the following information:

**Please can you provide under the Freedom of Information Act details with respect to your provision of assisted technology and monitoring services provided by the local authority:**

**1. Does the local authority provide telecare monitoring services in-house or are these services outsourced to a third party?**

Yes - in house.

**2. If the monitoring services are delivered by the local authority can you please provide contact details of the person managing the service (please provide name, job title, email address and phone number)**

Joy Adams - CCTV & Community Safety Manager

Email: [joy.adam@coventry.gov.uk](mailto:joy.adam@coventry.gov.uk)

**3. If the monitoring services are provided by a third party please supply the name of the organisation.**

Not applicable.

**4. If the monitoring services are delivered by the local authority can you please supply the name of the platform used.**

Tunstall SASS PNC8.

## **5. How far ahead are you with the analogue to digital switch?**

Approximately 1,700 telecare monitoring user and there is approximately 610 now fully digital.

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](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 [icocasework@ico.org.uk](mailto:icocasework@ico.org.uk).

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

Yours faithfully

**Information Governance**