

Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)
Request ID: FOI853182575

Thank you for your request for information relating to Telecare Digital Migration.

You have requested the following information:

1. Have you completed the upgrade of your telecare alarm systems from analogue to digital connectivity?

Yes.

2. If yes, which supplier(s) are you currently using for your digital telecare solution(s)?

Tunstall and Chiptech.

3. If not, approximately how many telecare devices remain connected via analogue lines?

Not applicable.

4. What percentage of your total telecare devices does this represent?

Not applicable - all completed.

5. How many telecare users do you support in total?

2,745 in total.

6. When do you expect all telecare devices and services to be fully upgraded to digital connectivity?

Not applicable. All completed.

7. What steps are you taking to ensure residents do not lose access to telecare services when the analogue telephone network is switched off?

Not applicable.

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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