



Response to Request for Information

Reference FOI 003330
Date 7 March 2019

Telecare

Request:

Please could you provide us with the following information:

1. Do residents fund their own telecare/assistive technology or is this funded by the Local Authority? If it is funded by the Local Authority, is it available to all residents or is needs assessed?
The Telecare service is provided to residents currently receiving care and support through the Council forming part of an assessed charge; Telecare is also provided at no charge for the duration of any reablement support or to prevent a hospital admission.

The Service is provided without charge to those in receipt of at least one of the following benefits

- Pension Credit (Guaranteed)
- Income Support
- Income-related ESA
- Universal Credit (below established threshold)
- Maximum Housing Benefit
- Maximum Council Tax Reduction
- Form DS1500 (prognosis of less than six months to live)

If the following benefits are received, in addition to any of the above, the service is chargeable.

Chief Executive: Shaun Aldis
Registered Office: Wolverhampton Homes, 29 Market Street, Wolverhampton WV1 3AG



- Attendance Allowance
 - Disability Living Allowance
 - Personal Independence Payment
2. What percentage of your residents using Telecare/assistive technology are private pay, compared to the percentage that are funded by the Local Authority?
28% purchase the service
 3. How many residents do you currently have using your Telecare offer?
Total number of users = 5267

This number includes customers who have Telecare/ assistive technology equipment that is not connected to the 24/7 control centre.

In addition, they may be more than 1 user per dispersed alarm.
 4. How many of these connections are hard wired (scheme) and how many are dispersed?
Hard wired connections = 167
Number of dispersed alarms = 4363
 5. How many staff do you have employed in connection with your Telecare provision?
16 members of staff.
 6. What platform is your Alarm Receiving Call Centre operating on? Is it PNC (which version), UMO, Jontek or Verklizan?
Jontek platform
 7. Do you have a Digital Switchover Plan for your Telecare offer in place?
No