56182

Do you provide your own telecare / alarm response service? If you use an external service provider, could you please name who they are?

We provide our own in-house services

What ARC platform do you presently use?

This information is in the public domain and can be found at https://www.edinburgh.gov.uk/contractregister

What is the contract expiry date for your present platform?

March 2030

Do you intend to go out to tender for a new platform in the next 2 years?

No

Please tell us about your telecare service

How many telecare service users are currently registered with your service?

c8500

When do you hope to complete your digital transition?

October 2025

What are the current charges for service users of your Telecare service?

Up to £9.72 per week

Do you have a private pay service B2C, if so, how many customers are B2C?

N/A

Do you offer a free telecare service in any way e.g. for reablement or hospital discharge?

YES, in line with COSLA charging guidance.

Does your ARC operate a proactive/preventative outbound service? If so, what are the volumes of calls you make monthly?

N/A

How many device connections do you have?

c7000

Please tell us about your equipment/devices etc

What percentage of your Telecare devices are now digital?

90%

What suppliers are you currently working with for digital upgrades?

This information is in the public domain and can be found at https://www.edinburgh.gov.uk/contractregister

How often is equipment tested or maintained?

24/7 monitoring

Are all your alarms 4G enabled?

Partial

When does your current Telecare monitoring or equipment supply contract end?

January 2029

What procurement framework(s) do you use for purchasing new equipment /devices?

Scotland Excel Procurement Framework

Do you use more than one TEC supplier and if so, could you name the supplier(s)?

This information is in the public domain and can be found at https://www.edinburgh.gov.uk/contractregister

What is your average call failure rate in the ARC e.g. as a result of DTMF corruption/Digital transition.

0.95% (based on Q1 25/26)

Are you noticing more failure rates now and if so, have you an opinion on what the reason may be?

Failure rates have reduced.

Have you experienced any system outages recently and if so, have you been given a reason?

No

For Scottish Alarm centres only – have you or will you be joining the shared digital ARC programme?

YES, already joined