

59062 Telecare Equipment in The City of Edinburgh Council

This is a survey for public service organisations that offer telecare and community alarm monitoring services the elderly and vulnerable population.

Please provide the name of your organisation.

[The City of Edinburgh Council](#)

Do you provide your own telecare / alarm response service?

If you use an external service provider, could you please name who they are?

Please tick box below re answer (s) that applies.

- YES, we provide our own in-house telecare and alarm monitoring services
- PARTIAL we provide equipment, but contract out to external alarm monitoring service – if this statement applies, please give name of external service provider below
- NO, we contract out fully to an external service for all telecare provision – if this statement applies- please give name of external service provider below
- NO – we do not provide telecare at all

NB – IF YOU DON'T PROVIDE ANY TELECARE SERVICES OR DEVICES – PLEASE NOTE THAT THE REST OF THIS QUESTIONNAIRE DOES NOT APPLY TO YOU – THANK YOU FOR YOUR TIME & RESPONSE TO Q1 AND Q2.

[Yes, we provide our own in-house telecare and alarm monitoring services.](#)

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

Please tell us about your equipment/devices etc.

[We have 5,680 dispersed devices.](#)

Have you noticed an increase in call failures of 2G devices?

[No call failures linked to 2G devices have been identified.](#)

Do you operate your own ARC platform, if yes please state below including the platform, if you are aware e.g. (UMO, Sky Response, Tunstall SaaS, Jontek Answerlink) and whether you are using digital or analogue protocols.

[Specific details on the platform used are withheld under Section 30\(c\) - Prejudice to effective conduct of public affairs \(cyber-security\).](#)

If you could rate your main concerns at the moment from 1 to 3 (as in 1 being most worrying) what would these be.

Examples being cyber security/ budget/ head count / job security/ knowing who to trust/ AI etc...

Please feel free to elaborate: -

[On-going budgetary implications of connectivity costs.](#)

Could you please list your main decision makers for each area - Name, title, contact details.

Derek McEwan, Interim Head of Service, Community Hospitals, Care Homes and Technology - derek.mcewan@edinburgh.gov.uk

Fiona Steiner, ATEC24 Senior Manager - fiona.steiner@edinburgh.gov.uk