

## **Freedom of Information – Response – 26676**

### **2G Telecare Device Market Research**

*This survey is sent as a FOI, (Freedom of Information) survey for public service organisations that offer telecare and community alarm monitoring services the elderly and vulnerable population.*

*The answers within this survey will be used to assess the state of the telecare market and its switch from 2G to 4G devices in light of the Mobile Network Operators (MNO'S) sunsetting of 2G services. Including the October 2025 shut off of O2 2G Roaming Services.*

*Thank you for your participation.*

#### **1. Please provide the name of your organisation:**

Suffolk County Council – Cassius Digital Care Partnership

#### **2. 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.**

<input type="checkbox"/>	<b>YES</b> , we provide our own in-house telecare and alarm monitoring services –
<input type="checkbox"/>	<b>PARTIAL</b> we provide equipment, but contract out to external alarm monitoring service – if this statement applies, please give name of external service provider below-
<input checked="" type="checkbox"/>	<b>NO</b> , we contract out fully to an external service for all telecare provision – if this statement applies- please give name of external service provider below -
<input type="checkbox"/>	<b>External service provider is:-</b>
<input type="checkbox"/>	<b>NO</b> – 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 Q 1 AND Q2.**

#### **3. How many telecare service users/devices are currently registered with your service?**

We currently have 6,650 active customers

**4. Please tell us about your equipment/devices etc**

5a) How many of those registered devices are 2G only? None
5b) How many of those registered devices are fully 4G Digital? 100% of devices are 4G
5c) When was the last time your service purchased a 2G only device? Never
5d) Do you look after Warden Call systems in Schemes that are analogue PSTN or 2G only? No
5e) If yes how many Warden Call systems in Schemes are analogue PSTN or 2G only? N/A
5g) What procurement framework(s) do you use for purchasing new equipment /devices? Our digital care partnership (Cassius) is with Alcove and within this contract Alcove will purchase new equipment in consultation with Suffolk County Council.
5h) Do you use more than one TEC supplier for Dispersed alarms/Warden Call and if so, could you name the supplier(s)? Yes – Chiptech, Zin, James/iLogs

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

N/A
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6. 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...

The ARC platform is managed by Alcove who are the tech provider for the Cassius Service. The platform they use is UMO

7. 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...

1 – most concerning	None
2- moderately concerning	None
3- slightly concerning	None

Please feel free to elaborate: -

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

Name – Overall responsibility for telecare services	Amy Lees
Title -	Digital Systems and Innovation Manager
Contact phone -	
Contact email -	Amy.Lees@suffolk.gov.uk

Name – Supervisor for alarm call centre	Kerri Robinson
Title -	Head of Customer Success
Contact phone -	
Contact email -	Kerri.Robinson@alcove.care

Name – Responsibility for Warden Call in Housing Schemes	N/A
Title -	
Contact phone -	
Contact email -	

**Thank you for responding to this survey.** If you would like to make any other comments re your views of the 2G Sunsetting process and its impact on telecare and the support of vulnerable people, please feel free to comment. Your opinions are important but totally optional.

*Thank you for participating*

Any additional comments: -