

## **Freedom of Information – Response – 26823**

*I am submitting this request under the Freedom of Information Act 2000.*

*I am seeking information regarding your council's current Technology Enabled Care (TEC) and Telecare service contracts. For clarity, this includes any commissioned services or supply contracts related to telecare monitoring, call handling, equipment provision, installation, responder services, digital TEC solutions, sensors, alarms, dispersed alarm units, or any broader technology-enabled care systems used to support service users. Please note that if Telecare contracts are separate from broader TEC contracts, I would like information on both. Where multiple suppliers are used (for example: one for call handling and another for equipment), please provide information for each contract individually.*

*Please provide the following information for each TEC / Telecare contract currently in place:*

**1. Contract Supplier**

*o Which organisation(s) currently hold the contract(s) for delivering Technology Enabled Care services and/or Telecare services?*

Our contract supplier is Alcove Ltd.

**2. Contract Scope**

*o A brief description of what each contract covers (e.g., call monitoring, equipment provision, installation, response services, digital solutions, etc.).*

The contract covers the following:

- Equipment provision
- Installation and removal of equipment
- Monitoring service with response service subcontracted by Alcove to Medequip.

**3. Contract Start and End Dates**

*o When did the contract begin?*

The contract commenced in May 2021.

*o When is the contract due to expire?*

The contract is due to expire in May 2028

**4. Contract Extensions / Break Clauses**

*o Does the contract include any extension options? If so, please state the length and whether any extensions have been exercised.*

The contract was initially for 3 years with the options to extend in 2 yearly intervals taking it to a full 7 years.

*o Does the contract include a break clause? If yes, please provide details.*

No

**5. Key Deliverables and KPIs**

*Please provide the key performance indicators (KPIs), service-level agreements (SLAs), or core deliverables included in each contract.*

|          | <b>Goal / Objective</b>   |
|----------|---|
| <b>1</b> | % of Service Users satisfied with the service   |
| <b>2</b> | Number and value of Private Pay Customers   |
| <b>3</b> | % of standard referrals responded to within 48 hrs  |
| <b>4</b> | % of urgent referrals responded to within 4 working hours   |
| <b>5</b> | % of standard installations completed within 10 working days of booked date                           |
| <b>6</b> | % of urgent installations completed within 2 working days of booked date                              |
| <b>7</b> | % of essential for discharge installations completed within 24 hours (working days) of requested date |

|           |   |
|-----------|---|
| <b>9</b>  | Monitoring contacts within SLA levels     |
| <b>10</b> | Response service visits within SLA levels |
| <b>12</b> | Effective use of invested stock           |

**6. Performance Against KPIs**

*o Is the current supplier meeting the KPIs and SLAs defined in the contract?  
(A simple “yes/no” response is sufficient, though further detail is welcome.)*

Yes

**7. Total Contract Value**

*o What is the total value of each contract?*

*If the full contract value is not available, please provide the annual spend or estimated annual value.*

The average annual spend is between 3 and 3.5 million.