**WBCIR:14002 V2**

I would be grateful if you would supply the following information about the council’s Technology Enabled Care Service (to include Telecare and Community Alarm Services):  
  
  
1. Do you offer a Telecare/Assistive Technology/Technology Enabled Care to your residents? **Yes**  
2. If so, what is its name and who provides the current Service? **TEC Service, Wokingham Borough Council**   
  
3. If not, how is this provided in your area? **N/A**  
  
4. If provided, please indicate which elements of the following are provided.  
a) Equipment   provided by **NRS**  
b) Assessments **TEC service and NRS**   
c) Installation **NRS**d) Monitoring **NRS / TEC**   
e) Mobile Response N/A  
  
5. Please indicate of these elements, which ones are provided either In-House or whether they are Outsourced. **Suppling equipment from NRS via BCES.**

6. If they are provided In-House, please indicate which Council Function has responsibility for the elements of the service. **Adult Social Care-Brokerage & Support – TEC.**

7. If they are provided through outsourcing, please indicate which provider companies supply the different elements. **Equipment is supplied by NRS, life lines are from Forest Care.**

8. If these elements (or the whole service) are outsourced, can you tell us the start date of the contract and what the expected end date is? Upon expiry of the contracts, do you intend to go out to tender? **The NRS contract is a jointly procured service by 6 x Local authorities and 6 CCG’s. West Berkshire Council are the lead for this contract. Dates 1/4/2017 to 31/3/2022. A tender process will be instigated on the expiry of this contract.**  
  
9. If the services are In-House, are there any plans to review existing arrangements and if so when is this likely to take place? **To clarify the TEC team provide professional assessment and advice and part of our adult social care services focussed on preventing, delaying and reducing the need for formal care and support. Equipment recommended by our TEC team is provided through our Community Equipment Loans Service. Responder services/community alarms services are purchased on a individual customer basis through personal budgets or on a premise basis by the on-site by care provider.**

10. For the outsourced services are you able to indicate an annual cost of the service? **The NRS contract is a jointly procured service by 6 x Local authorities and 6 CCG’s. West Berkshire Council are the lead for this contract. Wokingham Borough Council contributes approx. £536,000 per year to this contract.**

11. How many registered users do you have for these services?  **Available to all ASC Customers, this number fluctuates monthly**.

12. If you provide a mobile response service, can you please indicate on average, per annum, how many people receive this service and how many call outs there are? **N/A**

13. Do you charge for any element of the service – if so which elements? And can you please provide your charges. **Customer’s Personal budget will meet ongoing monitoring costs of TEC.**

14. Have you made the transfer from analogue to digital in your services? And if not, what are the plans for doing this by 2025? **N/A; NRS HAVE THIS DETAIL**

15. Do you have a lead for TECS in the council and if so, could you provide a contact email for the individual please? [Katrina.Reeves2@wokingham.gov.uk](mailto:Katrina.Reeves2@wokingham.gov.uk)

16. Do you have a lead commissioner in the council for these services and if so, could you provide a contact email for the individual please? [Anita.balmer@wokingham.gov.uk](mailto:Anita.balmer@wokingham.gov.uk)

17. Is your council reviewing telecare services/assistive technology at the moment? If so, what is the contact name of the person who is leading this review and what is the reason for reviewing these services? **Continual review of the in house service working in partnership with our equipment provider.**

18. If In-House, do you procure your TECS equipment through a procurement framework and if so please give details of which ones? **TEC equipment is procured by the  6 x Berkshire Unitary authorities and 7 x Berkshire CCG’s via a joint procurement process and is delivered by the Berkshire Community Equipment Service.**

19. What ‘self-serve’, privately funded options are there for your TECS services?  **NRS / Forestcare**

20. Do you have a link to a traditional community equipment service for these services, and if so which service? **BCES / NRS**