



2 Bristol Avenue,
Colindale, NW9 4EW
23 February 2021
Our ref: 7013268

Thank you for your request received on 11 February 2021, for the following information:

1. Do you offer a Telecare/Assistive Technology/Technology Enabled Care to your residents?

2. If so, what is its name and who provides the current Service?

3. If not, how is this provided in your area?

4. If provided, please indicate which elements of the following are provided.

a. Equipment

b. Assessments

c. Installation

d. Monitoring

e. Mobile Response

5. Please indicate of these elements, which ones are provided either In-House or whether they are Outsourced.

6. If they are provided In-House, please indicate which Council Function has responsibility for the elements of the service.

7. If they are provided through outsourcing, please indicate which provider companies supply the different elements.

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?

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?

10. For the outsourced services are you able to indicate an annual cost of the service?

11. How many registered users do you have for these services?

We have processed this request under the Freedom of Information Act 2000.

Response

The council holds the information requested and the answers to your questions are below

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?

PA Consulting Services Ltd - Argenti

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

Yes – PA Consulting Services Ltd

b. Assessments

Yes - PA Consulting Services Ltd

c. Installation

Yes - PA Consulting Services Ltd

d. Monitoring

Yes - Appello

e. Mobile Response

Yes – Red Alert

5. Please indicate of these elements, which ones are provided either In-House or whether they are Outsourced.

All Outsourced

6. If they are provided In-House, please indicate which Council Function has responsibility for the elements of the service .

N/A

7. If they are provided through outsourcing, please indicate which provider companies supply the different elements .

(see question 4)

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?

Current contract is for 5 years and due to end March 2022 . Council follow standard procurement procedure when extending/ renewing contracts.

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?

N/A

10. For the outsourced services are you able to indicate an annual cost of the service?

The cost for outsourced services are incorporated within the contract total contract value of the existing contract.

11. How many registered users do you have for these services?

Current number of registered service users (as at January 2021 - 4,614)

Further information

If you are interested in the data that the council holds you may wish to visit Open Barnet, the council's data portal. This brings together all our published datasets and other information of interest on one searchable database for anyone, anywhere to access. <http://open.barnet.gov.uk/>

Advice and Assistance : Direct Marketing

If you are a company that intends to use the names and contact details of council officers (or other officers) provided in this response for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference.

You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link www.ico.org.uk

For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.

Your rights

If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information

Management Team at: foi@barnet.gov.uk. Or by post to Information Management Team (FOI) London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information Commissioner at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (telephone: 0303 123 1113; website www.ico.org.uk). There is no charge for making an appeal.