

<b>Reference:</b>	FOI.13214.23
<b>Subject:</b>	Telecare
<b>Date of Request:</b>	23 November 2023

**Requested:**

I would appreciate if you could supply the following information under FOI:

1. The name of the lead officer responsible for the Telecare analogue to digital switchover, their email address, and phone number
2. The number of Telecare recipients
3. An approximate percentage of completion to switching over from analogue to digital telecare boxes
4. The name of the supplier of the Telecare alarm receiving centre software that is utilised

**Response:**

Hywel Dda University Health Board (UHB) does not hold this information; this would fall under the remit of the Local Authority (LA). We would therefore recommend that you redirect this part of your request to the Freedom of Information Teams within each LA in the UHB's footprint, who may be able to help you with your enquiry. For ease, their details are set out overleaf:-

Information & Data Protection Officer, Carmarthenshire County Council, County Hall,  
Carmarthen, SA31 1JP or by email [foia@carmarthenshire.gov.uk](mailto:foia@carmarthenshire.gov.uk)

Complaints & Freedom of Information Team, Ceredigion County Council, Canolfan Rheidol,  
Rhodfa Padarn, Llanbadarn Fawr, Aberystwyth, Ceredigion, SY23 3UE or by email  
[foi@ceredigion.gov.uk](mailto:foi@ceredigion.gov.uk)

Information Governance Team, Pembrokeshire County Council, County Hall, Haverfordwest,  
Pembrokeshire, SA61 1TP or by email [FOI@pembrokeshire.gov.uk](mailto:FOI@pembrokeshire.gov.uk)