

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.

If you can't use the Google Form, please download and fill out the form using the link below.

[Form download link](#)

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* Indicates required question

Please provide the name of your organisation *

Dover District Council

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. *

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.

- ☐ YES, we provide our own in-house telecare and alarm monitoring services
- ☐ PARTIAL we provide equipment, but contract out to external alarm monitoring service – if this statement applies, please give name of external service provider below
- ☒ NO, we contract out fully to an external service for all telecare provision – if this statement applies- please give name of external service provider below
- ☐ NO – we do not provide telecare at all



Names of external providers

Careium UK

How many telecare service users are currently registered with your service?

The Council does not hold this information

How many telecare devices are currently registered with your service?

The Council does not hold this information

Please tell us about your equipment/devices etc

5a) How many of those registered devices are 2G only?

5b) How many of those registered devices are fully 4G Digital?

5c) When was the last time your service purchased a 2G only device?

5d) Do you look after Warden Call systems in Schemes that are analogue PSTN or 2G only?

5e) If yes how many Warden Call systems in Schemes are analogue PSTN or 2G only?

5g) What procurement framework(s) do you use for purchasing new equipment /devices?

5h) Do you use more than one TEC supplier for Dispersed alarms/Warden Call and if so, could you name the supplier(s)?

The Council does not hold this information



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

- ☐ Yes
- ☐ No
- ☒ Don't know

[Clear selection](#)**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...**

Not applicable.

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...

	Cyber security	Budget	Headcount	Job security	Trust	AI	Other
1 – most concerning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2- moderately concerning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3- slightly concerning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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

Name – Overall responsibility for telecare services

Title

Contact phone

Contact email

This information is exempt from disclosure under Section 40(2) of the Freedom of Information Act as it is considered personal data.

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

Name – Supervisor for alarm call centre

Title

Contact phone

Contact email

This information is exempt from disclosure under Section 40(2) of the Freedom of Information Act as it is considered personal data.

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

Name – Responsibility for Warden Call in Housing Schemes

Title

Contact phone

Contact email

This information is exempt from disclosure under Section 40(2) of the Freedom of Information Act as it is considered personal data.



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.

Your answer

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