

**From:** [Foi Enquiries](#)  
**To:** [REDACTED]  
**Subject:** FOI-17-1025 - Contact Details  
**Date:** 20 July 2017 10:28:54  
**Attachments:** [Further Information - Right to Review & Appeal.pdf](#)

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Dear [REDACTED],

Thank you for your information request of 19 July 2017.

**Could you please provide the following information under the freedom of information act?**

- 1. Name of person responsible for the management of telecare/telehealth**
- 2. Their designation**
- 3. Their address**
- 4. Their telephone number**
- 5. Their email address**
- 6. Does the Council outsource the call handling for telecare or is it provided in-house?**
- 7. If outsourced, who provides this?**
- 8. If outsourced, what is the annual cost of this?**
- 9. If outsourced, when is the contract renewal?**

This information is held by Bon Accord Care, which is a separate body under the Freedom of Information (Scotland) Act 2002 (FOISA). This means that ACC does not hold the information you have requested.

If you would like to request the information from Bon Accord Care, they can be contacted at the following postal address or email:

Bon Accord Care  
1st Floor, Inspire Building  
Beach Boulevard  
Aberdeen  
AB24 5HP  
T: 01224 570400  
F: 01224 211050  
E: [bacinfo@bonaccordcare.org](mailto:bacinfo@bonaccordcare.org)  
<http://bonaccordcare.org/contact-us/>

ACC is unable to provide you with information on **management of telecare/telehealth** as it is not held by ACC. In order to comply with its obligations under the terms of Section 17 of the FOISA, ACC hereby gives notice that this information is not held by it.

Yours sincerely,

Grant Webster  
Information Compliance Officer

**INFORMATION ABOUT THE HANDLING OF YOUR REQUEST**

ACC handled your request for information in accordance with the provisions of the Freedom of Information (Scotland) Act 2002. Please refer to the attached PDF for more information about your rights under FOISA.

Information Compliance Team  
Customer Service  
Corporate Governance  
Aberdeen City Council  
3rd Floor North  
Business Hub 17  
Marischal College  
Broad Street  
ABERDEEN AB10 1AQ

[foienquiries@aberdeencity.gov.uk](mailto:foienquiries@aberdeencity.gov.uk)

Tel 03000 200 292

\*03000 numbers are free to call if you have 'free minutes' included in your mobile call plan.

Calls from BT landlines will be charged at the local call rate of 10.24p per minute (the same as 01224s).

[www.aberdeencity.gov.uk](http://www.aberdeencity.gov.uk)