Action Plan Work Group Updates
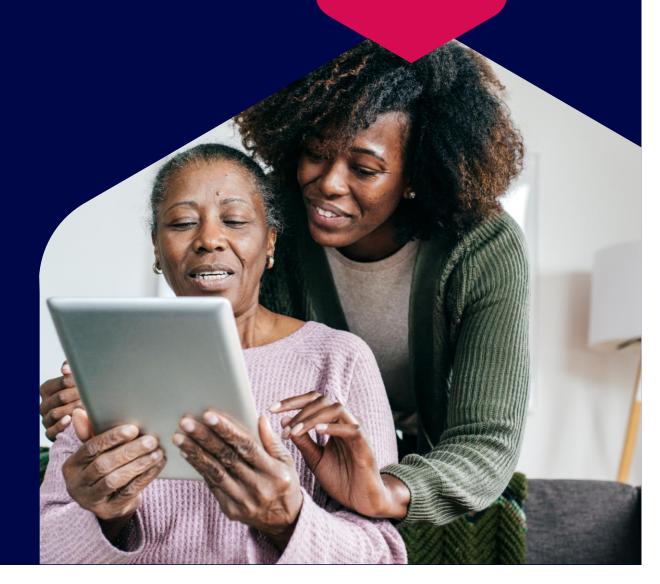
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TSA Action Plan Updates (1)

- The TSA provides a single point of contact that represents telecare services in the UK
  - TSA provides a common point of contact for all industry stakeholders from commissioners to service providers, manufacturers, and alarm users
  - Access is not TSA membership dependent and can be accessed via telephone (01625 520320) or email (ALLIP@tsa-voice.org.uk)
- The TSA using Special Interest Group 01 with representation from TEC stakeholders & major Communications Providers to develop critical thinking around the actions required to protect the vulnerable for the digital shift
  - https://www.tsa-voice.org.uk/campaigns/special-interest-gro/analogue-over-digital-/
  - SIG01 oversees specific actions in this Action Plan
- TSA and the Housing Learning and Improvement Network (LIN) are collaborating on the production of the Technology for our Ageing Population (TAPPI) principles to develop a benchmark for design and architecture of technology within new housing stock
  - TAPPI will be co produced with users of services, tested out and independently evaluated across 4 localities and different housing settings in the UK with the resultant findings due in 2023/24
  - More at: https://www.housinglin.org.uk/Topics/browse/Design-building/tappi/tappi2/

TSA Action Plan Updates (2)

- The TSA is planning two further rounds of surveys during 2022 requesting updates on digital switchover progress to get an up to date picture of the total number of UK connections and the volume of which are analogue and digital
  - A similar survey in 2021 revealed that circa 12% of UK telecare connections were 'digital'
  - The next survey is scheduled for release this month
- The TSA (in collaboration with Delta Wellbeing) has produced a letter template for Service Providers to use to communicate information about the digital switchover to its service users
- Documentation and guidance across a variety of technical topics
- TSA Digital surgeries on a quarterly basis available to TSA Service Provider and Commissioner members but slides are publicly available on the following link https://www.tsa-voice.org.uk/events/tsa-surgeries/
- Digital switchover training provided by the TSA Academy https://www.tsa-voice.org.uk/tsa-training-service/
- Bespoke digital roadmaps – provided as part of the TSA Consultancy offer on an individual basis
- The TSA has developed a structured programme for manufacturers & Service Providers which oversees and ratifies the testing of both analogue and digital alarm devices with ARC software platforms
  - TSA Test Specification
  - TSA Test Results Matrix
  - Testing laboratories at Openreach, Virgin, KCOM, BT & Talk Talk
  - Aim is to make public the evidence to indicate the reliability or otherwise of combinations of devices, networks, protocols and platforms

TSA Action Plan Updates (3)

- The TSA, through TEC Quality, have established a Quality Standards Framework (QSF) to accredit manufacturers and Service Providers in the provision of telecare service and there are several Analogue to Digital related additions to the QSF which goes live this month
  - Stipulate that each QSF certified organisation must have an A2D roadmap in place to demonstrate a plan for migration to digital by December 2025
  - Cease both the supply and procurement of 'analogue-only' telecare devices except in exceptional circumstances
  - Cease both the supply and procurement of hybrid or fully digital telecare devices which does not contain the SCAIP or TS50134-9 protocols
  - Failure to comply with those additions would result in suspension of QSF certification
- The TSA collating all dialled alarm numbers enabling Communication Providers to:
  - Identify installations using telecare services prior to digital shift action
  - Protect, as far as possible, the integrity of analogue alarm call routing
  - Of 170 ARCS in the UK, there are 41 that have as yet not provided dialled alarm number details
- TSA is also collating and analysing analogue and digital connectivity across different ARC software platforms, using call history and stock to evaluate failure rate by manufacturer, equipment type and age of alarm
  - This will help provide clearer evidence on how equipment will work going forward
  - The aim is to publish and update this information as the switchover continues over the coming months and years

Real World Feedback

What does the data show?

How can we use the data to support our services through the transition?

Why is it important to track data regularly?

TSA

Real World Feedback - Midlands

Midlands					
In/Out	**In**				

Calls					
Years	**Months**	**Pass**	**Fail**	**Total**	**% Fail**
2021	Nov	4,646	138	4,784	2.9%
	Dec	4,969	193	5,162	3.7%
2022	Jan	4,915	199	5,114	3.9%
	Feb	4,749	160	4,909	3.3%
	Mar	4,647	216	4,863	4.4%
	Apr	5,165	213	5,378	4.0%
Total		**29,091**	**1,119**	**30,210**	**3.7%**

Real World Feedback - London

London					

In/Out	In

Calls					
Years	Months	Pass	Fail	Total	% Fail
2021	Apr	2,023	163	2,186	7.5%
	May	6,982	433	7,415	5.8%
	Jun	7,958	517	8,475	6.1%
	Jul	11,268	786	12,054	6.5%
	Aug	8,351	629	8,980	7.0%
	Sep	8,126	636	8,762	7.3%
	Oct	8,917	491	9,408	5.2%
	Nov	8,424	682	9,106	7.5%
	Dec	9,497	523	10,020	5.2%
2022	Jan	7,412	424	7,836	5.4%
	Feb	3,575	229	3,804	6.0%
	Mar	8,339	492	8,831	5.6%
	Apr	7,514	424	7,938	5.3%
Total		98,386	6,429	104,815	6.1%

Real World Feedback - Yorkshire

Yorkshire					

In/Out	In

Calls					
Years	Months	Pass	Fail	Total	% Fail
2021	Oct	3,169	136	3,305	4.1%
	Nov	12,088	212	12,300	1.7%
	Dec	10,922	139	11,061	1.3%
2022	Jan	11,135	280	11,415	2.5%
	Feb	9,239	182	9,421	1.9%
Total		46,553	949	47,502	2.0%

Real World Feedback – South East

South East					

In/Out	In

Calls					
Years	Months	Pass	Fail	Total	% Fail
2021	Oct	10,771	146	10,917	1.3%
	Nov	17,983	282	18,265	1.5%
	Dec	16,739	317	17,056	1.9%
2022	Jan	18,050	419	18,469	2.3%
	Feb	13,696	382	14,078	2.7%
Total		77,239	1,546	78,785	2.0%

Real World Feedback – East of England

East of England

In/Out	In

Calls

Years	Months	Pass	Fail	Total	% Fail
2021	Aug	24,565	2,187	26,752	8.2%
	Sep	22,112	1,746	23,858	7.3%
	Oct	23,055	2,153	25,208	8.5%
	Nov	22,402	1,665	24,067	6.9%
	Dec	20,668	1,750	22,418	7.8%
2022	Jan	22,063	1,218	23,281	5.2%
Total		134,865	10,719	145,584	7.4%

Real World Feedback - Overall

Overall					

In/Out	In

Calls					
Years	Months	Pass	Fail	Total	% Fail
2021	Apr	2,023	163	2,186	7.5%
	May	6,982	433	7,415	5.8%
	Jun	7,958	517	8,475	6.1%
	Jul	11,268	786	12,054	6.5%
	Aug	32,916	2,816	35,732	7.9%
	Sep	30,238	2,382	32,620	7.3%
	Oct	45,912	2,926	48,838	6.0%
	Nov	65,543	2,979	68,522	4.3%
	Dec	62,795	2,922	65,717	4.4%
2022	Jan	63,575	2,540	66,115	3.8%
	Feb	31,259	953	32,212	3.0%
	Mar	12,986	708	13,694	5.2%
	Apr	12,679	637	13,316	4.8%
Total		386,134	20,762	406,896	5.1%

Real World Feedback – Analogue Devices

Overall					

In/Out	In

Models	Devices	Pass	Fail	Total	% Fail
Connect	218	2,552	122	2,674	4.6%
Connect +	271	9,874	96	9,970	1.0%
Vi	2,755	38,559	1,293	39,852	3.2%
Vi+	1,086	22,398	1,225	23,623	5.2%
Reach	1,336	13,687	203	13,890	1.5%
TOTAL	5,666	87,070	2,939	90,009	3.3%

Panel Q&A

The voice of technology enabled care

Thank you

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