

OVERVIEW OF THE ANALOGUE TO DIGITAL TELECARE PROGRAMME

**DIGITAL
TELECARE**

Scottish Local Government



INTRODUCTION TO DIGITAL TELECARE

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OVERVIEW OF THE DIGITAL TELECARE PROGRAMME

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Strategic background:

- Telephony providers advising shift to digital in 2017
- Providers are currently in the process of actively migrating to digital in Scotland
- Digital switchover is cross-cutting – impacting housing, local authority, HSCP and NHS service providers



Scottish Government's Technology Enabled Care (TEC) Programme:

- Responds by setting a strategic direction to support analogue switch off by 2025
- Commissions the Digital Office to address the challenge through digital improvement, integration and innovation

THE CHALLENGE

How do we support service providers, with a variety of operating models and wide range of socio-econominc challenges, not just transition to digital telecare safely and securely before the analogue switch off in 2025...

...but to do so in such a way that ensure's providers can fully exploit the capabilities of their upgraded telecare solution to improve efficiency, resilience, reduce cost and enhance the range of services that can be offered to Citizens.

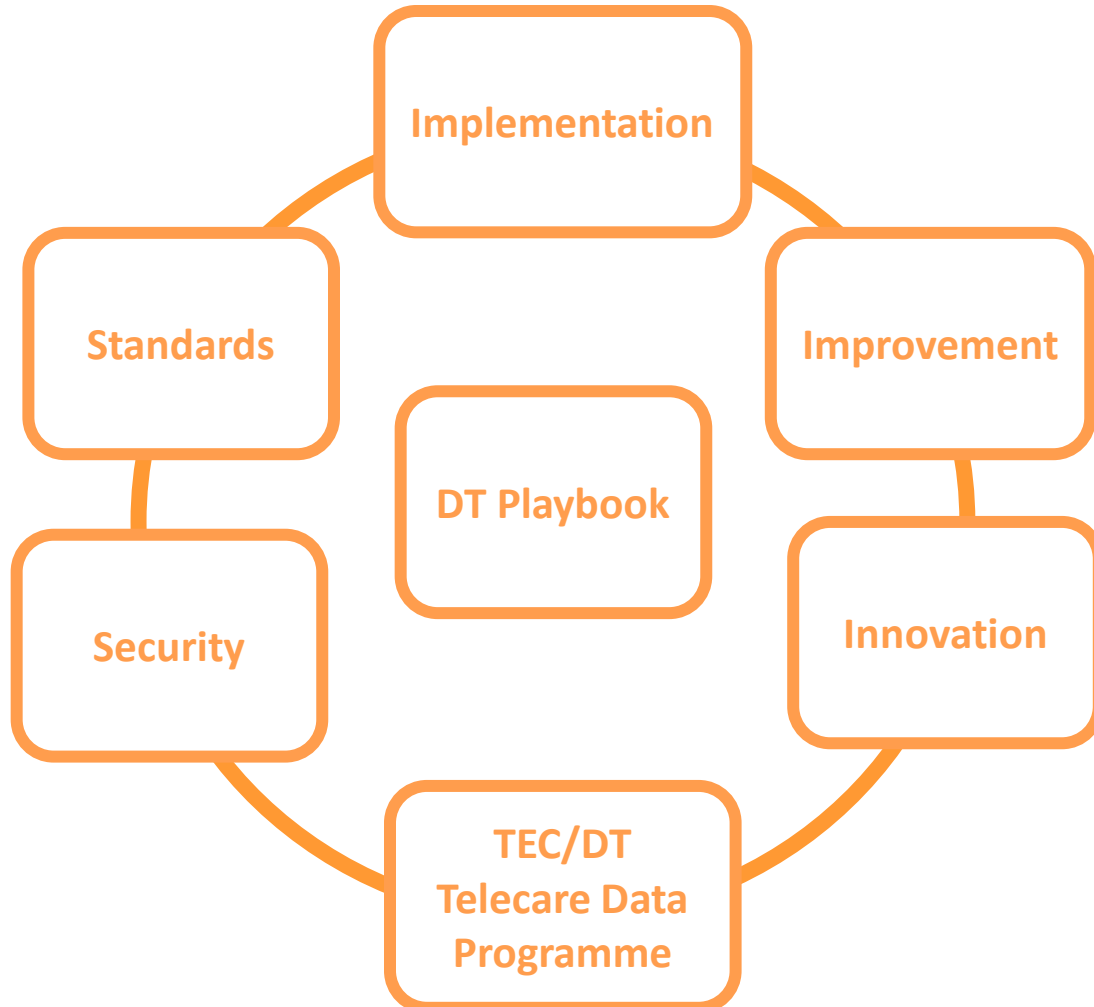
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THE DIGITAL TELECARE PROGRAMME

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Established by TEC to support the transition from analogue to digital telecare, through a portfolio of programmes providing:

- Thought leadership
- Operational telecare management experience and knowledge
- Digital security expertise and guidance
- A 'once for Scotland' approach where:
 - the experiences of different stakeholders undertaking the transition are shared
 - standardised models and processes are implemented
 - Innovation and best practice is shared




CURRENT POSITION

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DIGITAL CONNECTIONS

6500 live digital connections

 ...but this is <5% of total telecare connections.

IMPLEMENTATION AWARDS SCHEME



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4



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RESOURCE

Digital Telecare Playbook and Security Assessment Scheme facilitating a **rapid transition.**

DIGITALLY CAPABLE DEVICES

12000 devices which can operate digitally currently deployed

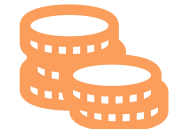
 <8% of total telecare connections.

ENGAGEMENT

100% of local authorities and HSCPs actively engaged with the programme and implementing **innovative, future-proofed and resilient solutions.**

FUNDING

£3.0m in funding allocated.



THE SHARED ARC TECHNOLOGY SOLUTION

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We are seeking to establish a shared cloud-based ARC technology solution for Scotland with the key aims of:

1. Simplifying and accelerating providers' transition to digital telecare
2. Establishing a platform through which to drive innovation

Key features:

- Specification co-created
- Cloud-based
- Multi-tenanted
- Off-the-shelf initially
- Use open protocols, data standards & APIs
- Support for future development

KEY BENEFITS FOR TELECARE SERVICES

- Simplified and accelerated procurement process
- Reduced technical burden
- Cost savings through collective approach
- Provides a scalable and resilient solution
- Simplifies future telecare development
- Powers a national approach to innovation
- Supports better use of data

Digital Telecare Programme Support

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- National programme team in place as part of a business partnership model, providing 1:1 support for each provider engaged
- Robust guidance and resources live as part of the Digital Telecare Playbook

Next Steps:

- Continue to build on existing resources, as more providers engage in the programme and progress through the transition to digital as quickly and efficiently as possible
- Progress the Shared ARC Programme
- Digital Telecare programme will offer a gap analysis to providers to detail an options appraisal and budget implications as to next steps
- Continue to engage with partners including; Scottish Government TEC Programme, TEC Cymru Digital Telecare Programme, TEC Services Association (TSA), Openreach, Ofcom, Communication Providers etc