



Digital and beyond

Tim Barclay, CEO | Appello



400,000

Connections (as of February 2023)

370,000

Service Users (as of February 2023)

747,700

Monthly average inbound calls
in 2023

225,000

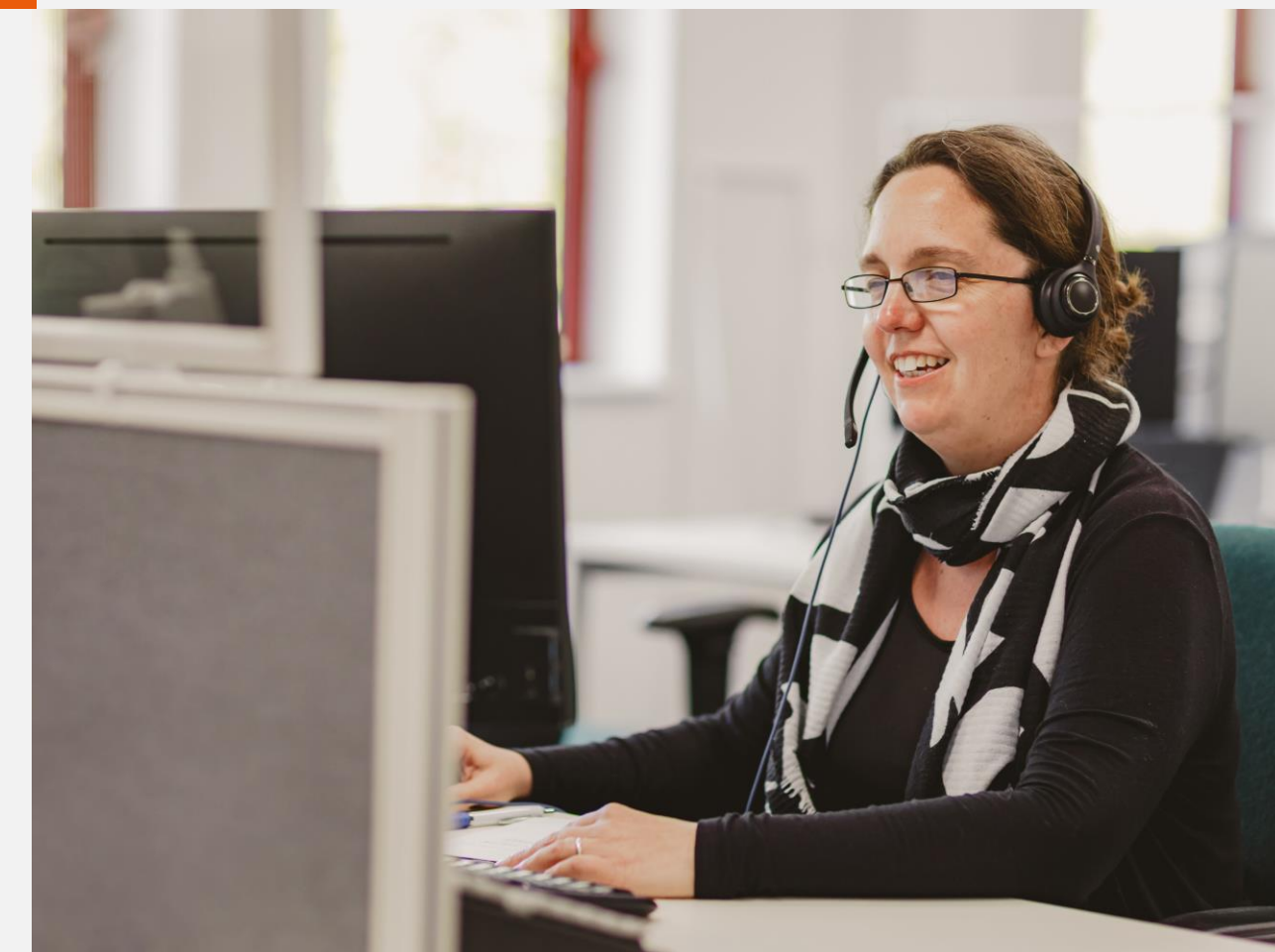
Monthly average telecare calls
in 2023

7.5m

Telecare calls managed
in 2022 (Appello Group)

7,200

Average calls requiring 999
assistance every month



2.5m +

Digital calls handled by
operators. 670k in 2022



45,000

Number of digital
telecare devices installed
and/or sold.

110+

Combined number of years experience in the TEC
sector amongst our Executive Team.

appello

Moving to digital is a recognised requirement

Everyone deserves the benefits of digital

“This (digital) shift has urgent implications for the technology enabled care (TEC) sector and the millions of people who rely on telecare in the UK. The transition has begun already with many telecom exchanges having converted over to fully digital... Action and careful planning needs to begin now so that telecare and social alarm service reliability and safety is not compromised: that lives are not put at risk.”

[The Digital Shift](#), TSA



The voice of technology
enabled care

“At the moment, many vulnerable telecare users are at risk... That’s because telecare is still mainly provided through analogue equipment and these devices may not be digitally compatible or perform as reliably as they do now on digital networks. The need to mitigate this risk is urgent...”

[Ministerial Forward](#) from The Lord Markham CBE, Parliamentary Under Secretary of State, Department of Health and Social Care



Department
of Health &
Social Care

“The telecommunications industry and Ofcom recommend that all communications devices connected to telephone networks – including telecare alarms – should be digital because of the risk that signals from analogue devices could be corrupted or lost over a digital network.”

[Department of Health & Social Care](#)



Department
of Health &
Social Care

“Inaction on switching to digital telecare could lead to dangerous failures of essential services and will put the support given to vulnerable individuals at risk... Telecare service providers should view costs as a necessary and effective investment which will support the effectiveness of future care services.”

[National Briefing Document](#), Digital Office Scotland

**DIGITAL
OFFICE**

Scottish Local Government

Moving to digital is a recognised requirement

Everyone deserves the benefits of digital

The realisation amongst housing providers that digital is the right solution is slowly gathering pace...

80%

Housing and Care Providers believe their plans for moving to digital TEC is on or ahead of schedule.¹

59%

Housing and Care Providers believe their organisations commitment to TEC has increased in 2023 due to wider economic pressures.¹

... The large majority of the market is only just beginning to upgrade though.

6%

Approximate number of the 1 million dispersed alarms in the UK to have been upgraded to digital.²

5%

Approximate number of the 25,000 housing schemes with hardwired emergency alarms to have been upgraded to digital.²

¹ Research from TSA Webinar: Inspiring your Technology Enabled Care plans for 2023

² Digital Telecare Briefing November 2022, Appello and HousingLIN



Digital telecare, what are the challenges?

Everyone deserves the benefits of digital

The success of this mass migration to digital telecare is dependent on housing providers initiating projects to upgrade their systems, and telecare suppliers being able to support with the right solutions.

Monitoring	Equipment	Supply v Demand	Capacity
<ul style="list-style-type: none">• The digital capabilities of current monitoring service.• The digital capabilities of platform providers.• At present approx. 20 platforms are upgraded annually, and these projects take approx. 6 months.	<ul style="list-style-type: none">• The digital capabilities of manufactures.• Is an inability to have digital products monitored, slowing adoption?• Once monitoring is no longer a barrier, can we assume their will be adoption on mass?	<ul style="list-style-type: none">• A delicate balance: supply will only increase if demand increases but a this increase in supply won't happen overnight.• There is a finite resource for installation works in the UK, which will take time to expand.	<ul style="list-style-type: none">• We know we can expect a swell in demand for digital telecare as we approach 2025 but are telecare suppliers – and the supply chain they depend on - able to meet this?

The immediate risk is that **c18,000 developments** will have life safety equipment that may not be fit for purpose by 2025. This leaves **c750,000 people** reliant on an emergency alarm system that potentially **fails >10%** of the time for first time calls.

| Be Visionary

LATER

NEXT

NOW

Objectives

Everyone deserves the benefits of digital

Make sure your existing and future telecare equipment can work together



Meet your customers' expectations and improve digital inclusion at your properties



Enable integration with other digital systems across your organisation

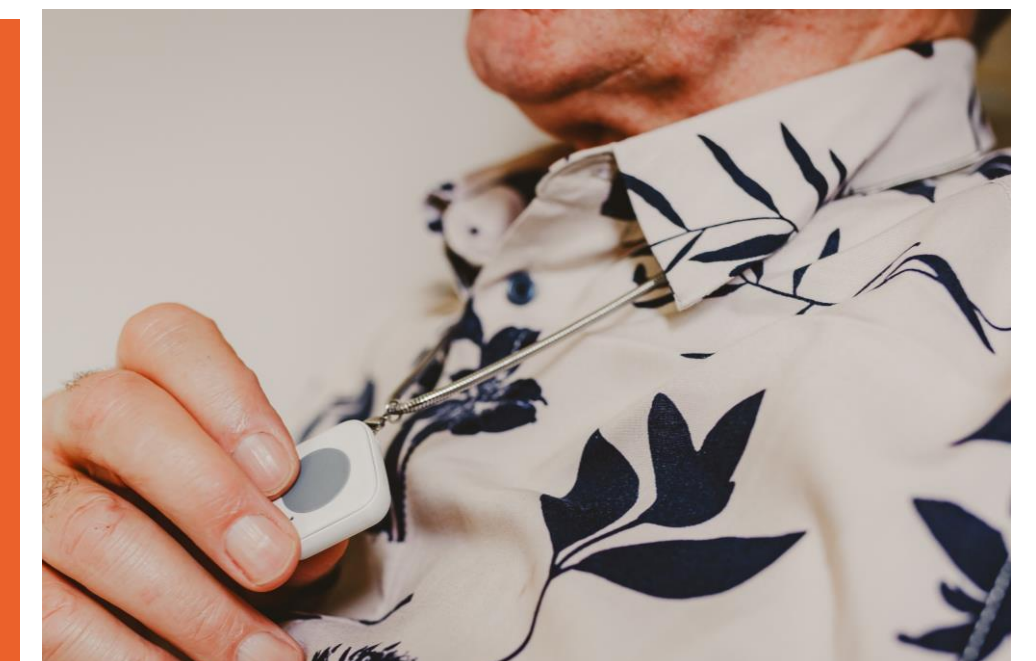


Increase staff efficiency and reduce operational costs

Help your customers feel more connected and reduce isolation



Provide better personal and building security



Analogue to digital



45,000

Number of digital telecare devices installed and/or sold.

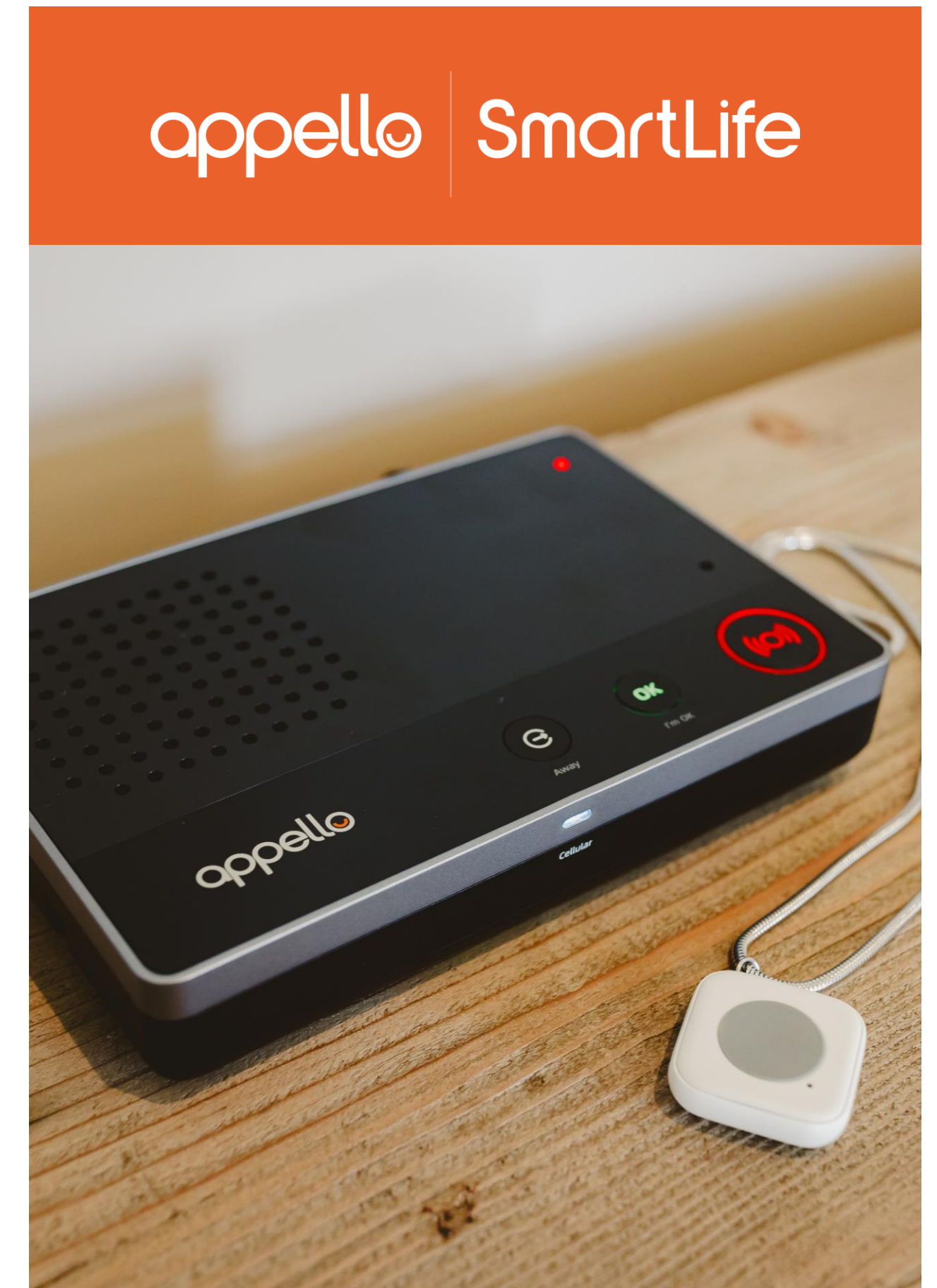
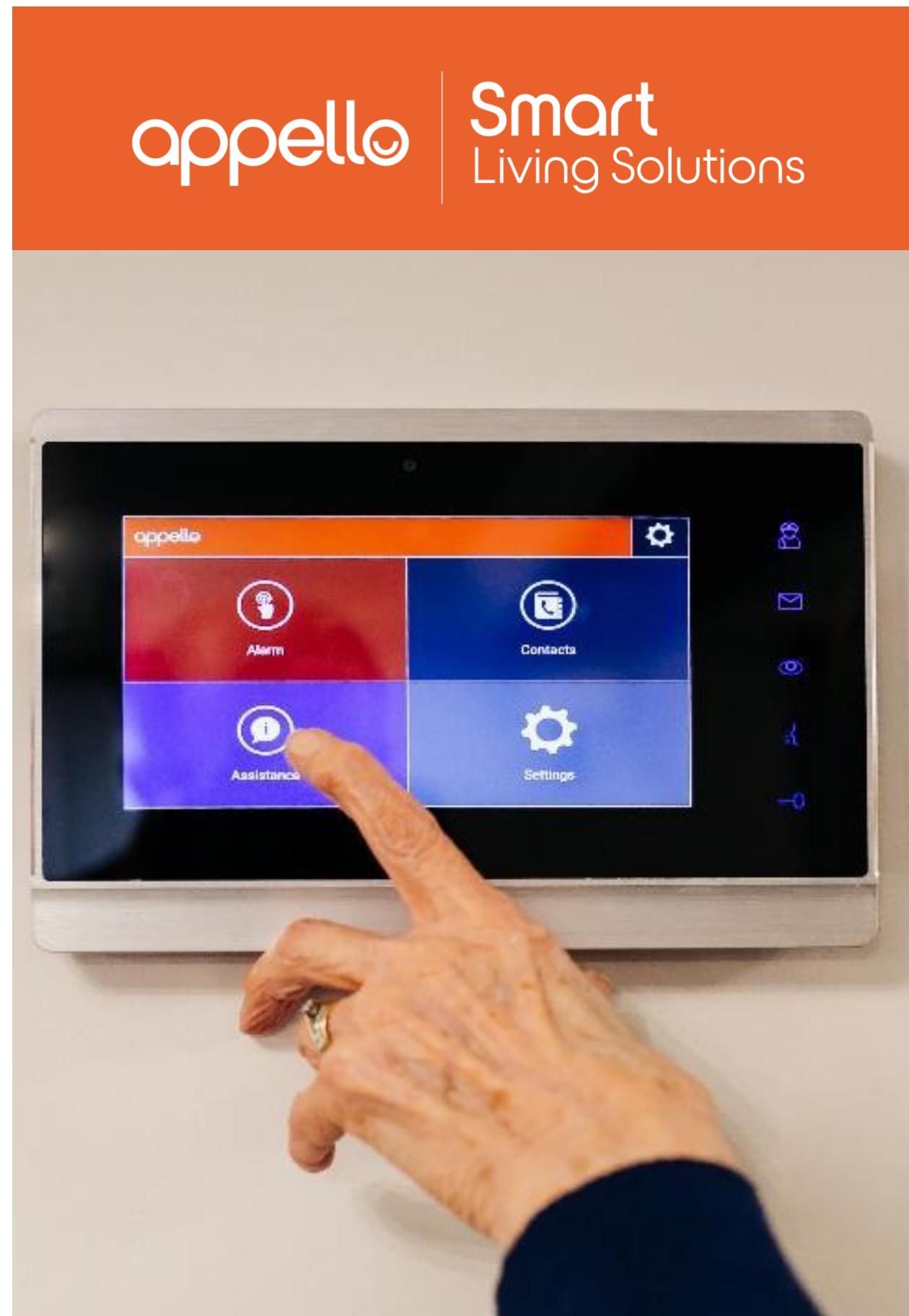
2.5m +

Digital calls handled by operators. 670k in 2022



Appello SmartTEC

Our range of digital products



Hardwired



Dispersed

Tackling winter pressures

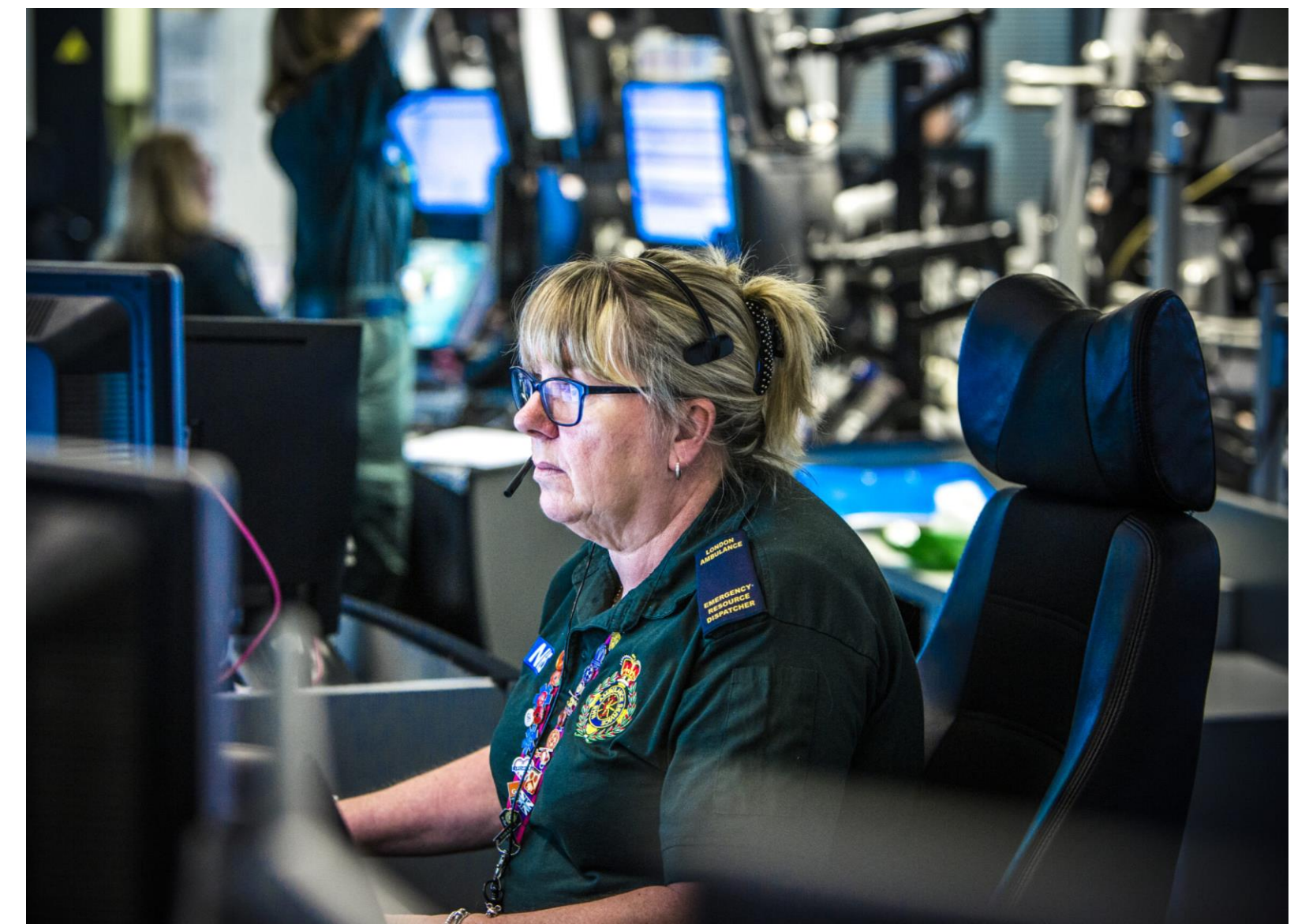


22

Live Urgent Care Responder teams working with Appello.

Avg. 45min – 1.5hr

Reducing wait times for non-critical emergency from 8hr + to 45min – 1.5hr



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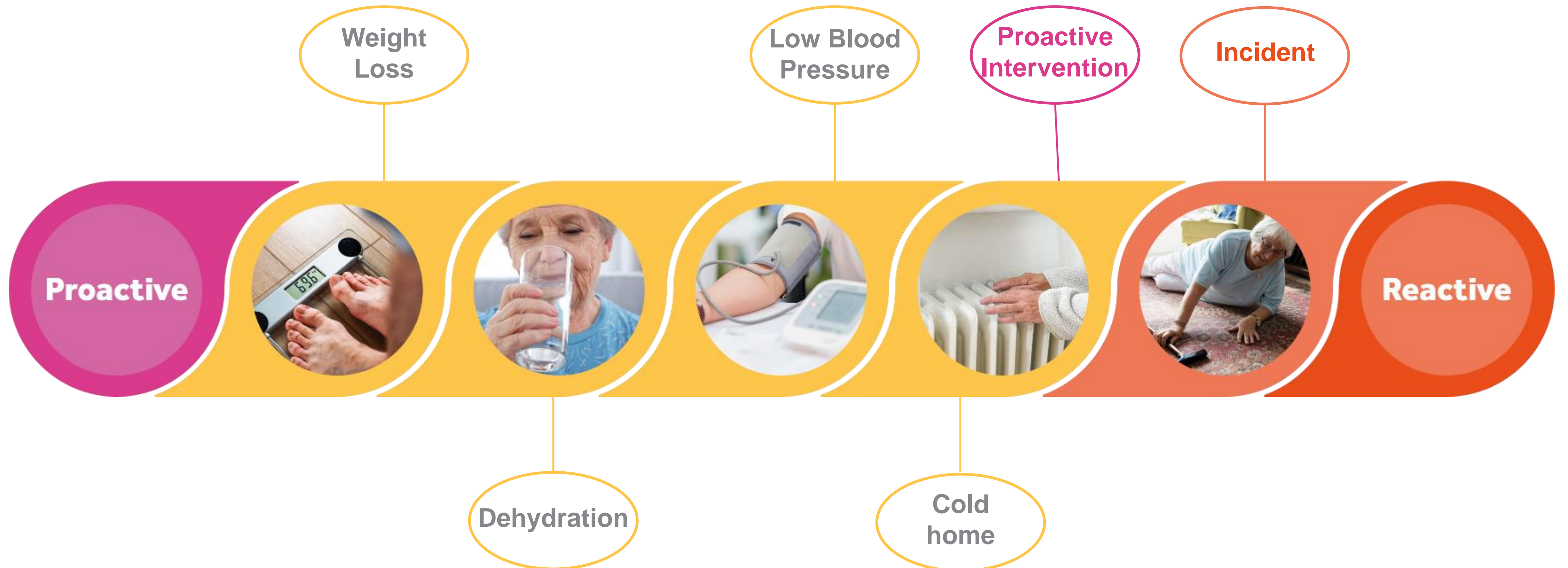
The next sector
focus...





Monitoring data from innovations to proactively avoid an incident

There are often signs in the journey towards an incident occurring that can be acted upon





Managing inputs and data from multiple innovations which feed into both the monitoring centre and our wellbeing index reporting



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**Visit our team in the
exhibition area.**

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