

Analogue to Digital Migration: The National work programme

- **Charlotte Findlay**, Head of Membership Services, TSA
- **Tim Mulrey**, Business Strategy & Transformation, TSA
- **David Hammond**, Chief Executive Officer, Chiptech
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Analogue to Digital Migration The National Programme

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Estimated A2D Progress Sep 2024 – Jan 2027

Dispersed 39% → 70%

Scheme 14% → 40%

A2D Progress 2024 - 2027

420,000

Number of people still
connected to analogue
dispersed alarms by Jan 2027

360,000

Number of people still
connected to analogue
scheme alarms by Jan 2027

What is slowing the progress?

**Lack of
budget**

**Lack of
confidence
in
TEC products**

**Lack of
interoperability**

Important letter to TEC Suppliers:

The Digital Telephone Switchover – Compatibility of Telecare Devices with Digital Lines

**Stop sell of
analogue
devices**

**Testing is
carried out on
analogue
devices still in
use and results
made public**

**Gov urge for
interoperability
and want to be
made aware of
supplies blocking
integrations**



Department for
Science, Innovation,
& Technology



Department
of Health &
Social Care

Interoperability Matrix

Driving interoperability across the TEC sector is a priority for the TSA . If we want to achieve truly integrated services whilst promoting choice for citizens within our communities, interoperability is essential.

The interoperability matrix has been developed and published by the TSA but with the considerable support of the TSA members that form the interoperability working group.

The information displayed within the matrix is broken down to show the different types of TEC devices (Dispersed, Scheme & Converters) and which Alarm Receiving Centre (ARC) platforms there is a confirmed test or live connection to in the UK.



[TSA - Interoperability Matrix \(tsa-voice.org.uk\)](https://tsa-voice.org.uk)

Interoperability Matrix

Digital Devices	Type	Appello Carenet EVO	Archangel	Chubb Care Control	Chubb Skyresponse	Enovation Umo	Legrand Answerlink	Sentinel	Tunstall PNC IP
2iC Care Andi	Dispersed Alarms				SCAIP	SCAIP			
Attentive - All Products						SCAIP & SOLEM IP			
Access Assure						SCAIP / TS50134-9			
Appello Smartlife						SCAIP			
Careium Eliza / Eliza S		SCAIP			SCAIP	SCAIP / TS50134-9	SCAIP		SCAIP/TS50134-9
Careium Care Mobile		SCAIP			SCAIP	SCAIP / TS50134-9	SCAIP		
Careium Care IP / Care IP Mobile		SCAIP			SCAIP	SCAIP	SCAIP		SCAIP/TS50134-9
Chiptech Seven		SCAIP TS51034-9	SCAIP		TS51034-9,SCAIP,SS91100	TS51034-9,SCAIP,CONTACT ID	SCAIP TS50134-9	TS51034-9,SCAIP,CONTACT	SCAIP TS51034-9, CONTACT ID
Chubb CareUnity						SCAIP			
Essence Care@Home						SCAIP			
Legrand Reach IP						SCAIP	SCAIP		
Legrand Reach IP 4G		SCAIP			SCAIP* Tested Only	SCAIP	SCAIP		TS50134-9
Possum Novo IP						SCAIP			
Telealarm TA74		SCAIP	SCAIP	SCAIP	TS50134-9	SCAIP & TS50134-9	SCAIP		TS50134-9
Tunstall Smarthub						SCAIP			
Tunstall Lifeline Digital						TS50134-9	TS50134-9		
Yorbl						XML SOAP			
Appello SLS	Scheme Alarms	NOWIP 1.5				NOWIP 1.5	NOWIP 1.5		
Appello Smart Connect		NOWIP 1.5							
Chubb Care Unity CS		BS8521-2				BS8521-2	BS8521-2		
Eclipse ENS						XML SOAP			
Everon Lyra						XML SOAP TS50134-9 / SCAIP	TS50134-9 / SCAIP		
Legrand Care Advent XT2		BS8521-2			BS8521-2	BS8521-2	BS8521-2		
Legrand Care Infinity							BS8521-2		



Balancing risk and opportunity

- Risk of analogue devices over digital networks
- Resilience of digital TEC communications systems
- Risk profiling, risk stratification and protecting the most vulnerable

Digital Voice Switchover:

Support for
Telecare Users



Carecall
Proud to be part of SHG

TSATM



Stockport Homes Group

One team, transforming lives

Carecall

Proud to be part of SHG

Stockport A2D Pilot

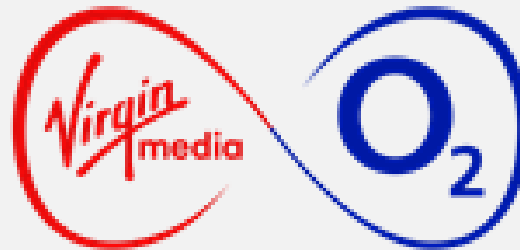


Who are we and why did we take part in this pilot?

Carecall

Proud to be part of SHG

Stockport Homes Group
One team, transforming lives



A2D Pilot Steering Group

- A pilot steering group was created, involving all key partners
- A small A2D Pilot team was formed within Carecall / Stockport Homes.
- The logistics around booking joint appointments were explored with VM02
- Awareness - Information was shared with our customers and their families
- We were able to determine which VM02 customers were also Carecall customers
- We were then able to sort and prioritise taking customer needs and current equipment into account

Risk Assessment

- The TSA provided a risk matrix alongside guidance. We used this to assess and score our customers appropriately. Below is a visual reference.

RISK				
Digital Telecare User- Dual Communication Living with others No Disability/ Illness Under 70 Other comms available	Analogue Telecare User	Analogue Telecare User	Analogue Telecare User	Analogue Telecare User
	Living with others	Living Alone	Living Alone	Living Alone
	No Disability/ Illness	Disability/ Illness	Disability/ Illness	Disability/ Illness
	Under 70	Under 70	Over 70	Over 70
	Other comms available	Other comms available	Other comms available	No alternative communication
	Digital Telecare User	Analogue Telecare User	Analogue Telecare User	Analogue Telecare User
	Living with others	Living with others	Living Alone	Living Alone
	No Disability/ Illness	No Disability/ Illness	No Disability/ Illness	Disability/ Illness
	Under 70	Under 70	Under 70	Under 70
	No alternative communication	No alternative communication	No alternative communication	No alternative communication
	Digital Telecare User	Analogue Telecare User	Analogue Telecare User	Analogue Telecare User
	Living with others	Living with others	Living Alone	Living Alone
	No Disability/ Illness	No Disability/ Illness	No Disability/ Illness	No Disability/ Illness
	Over 70	Over 70	Over 70	Over 70
	No alternative communication	No alternative communication	No alternative communication	No alternative communication
	Digital Telecare User	Analogue Telecare User	Analogue Telecare User	Analogue Telecare User
	Living with others	Living with others	Living Alone	Living Alone
	Disability/ Illness	Disability/ Illness	Disability/ Illness	Disability/ Illness
	Over 70	Over 70	Over 70	Over 70
	No alternative communication	No alternative communication	No alternative communication	No alternative communication
	Digital Telecare User	Analogue Telecare User	Analogue Telecare User	Analogue Telecare User
	Living Alone	Living Alone	Living Alone	Living Alone
	Disability/ Illness	Disability/ Illness	Disability/ Illness	Disability/ Illness
	Over 70	Over 70	Over 70	Over 70
	No alternative communication	No alternative communication	No alternative communication	No alternative communication

Lessons Learned

On the surface it all sounds very straight forward, doesn't it? But naturally there were a few lessons learned along the way. Here are just a few examples

- Original communication script adapted
- Auto-routing
- Asbestos
- Scam calls
- Communication & flexibility

What next?

- Replicate what we have learned and
- Continue to swap out devices, replacing old units for new
- Support our customers through the transition
- Provide an excellent service

What have our customers said?

- Mr Nutall, Stockport said " The booking system was seamless and the visits from Carecall and Virgin Media 02 has been outstanding. I attended 2 visits as I am next of kin for both my parents and my in laws, who are both customers. Both visits was booked for the same day, one after another.
- Mr and Mrs Clarke, Stockport said " The joint visit has been refreshing, the 2 most important technologies in our property and to see them working together has been fantastic"

Thank you

Carecall

Proud to be part of SHG



Analogue to Digital Switchover

Delivery and Resilience

David Hammond

Chief Executive Officer UK/EUR - Chiptech



Chiptech

Over two decades of experience

Led the Australasia A2D switchover

Renowned for safety and ease of use

UK digital market leader

>160,000 live digital devices in the UK

Operational on all TEC digital ARCs



Innovation at Scale



Certified Organisation



Carecall Requirements



Ease of Use



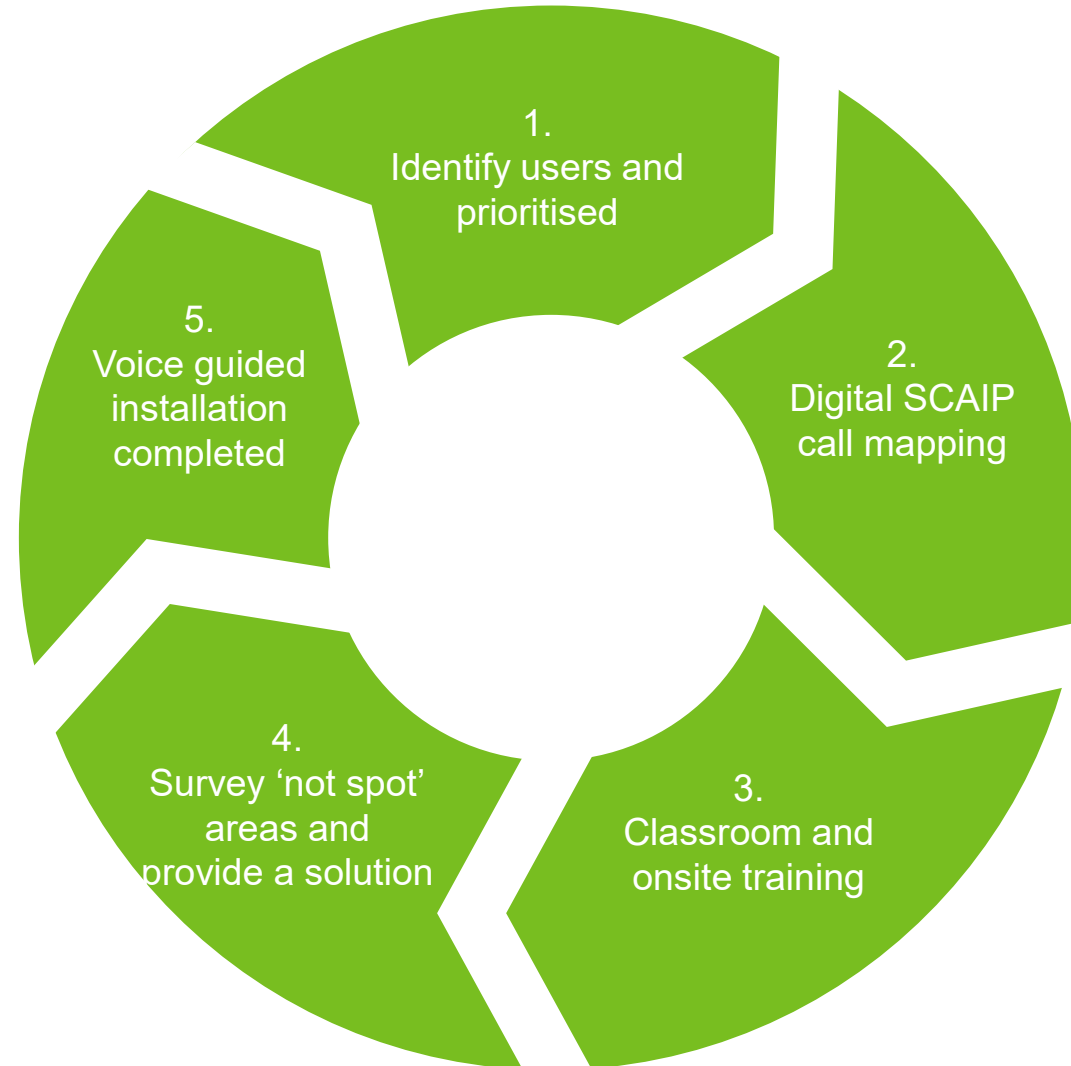
Dedicated
Support



Resilient



Carecall Cycle



Resilience

Dual SIM

Separate Core Networks / SIM Providers for cellular network resilience. (Always On)

VoLTE

Native to 4G LTE
Prioritized 4G Voice
Provides HD Voice

Realtime Monitor

Telecare Heartbeats



SRIG

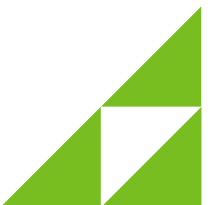
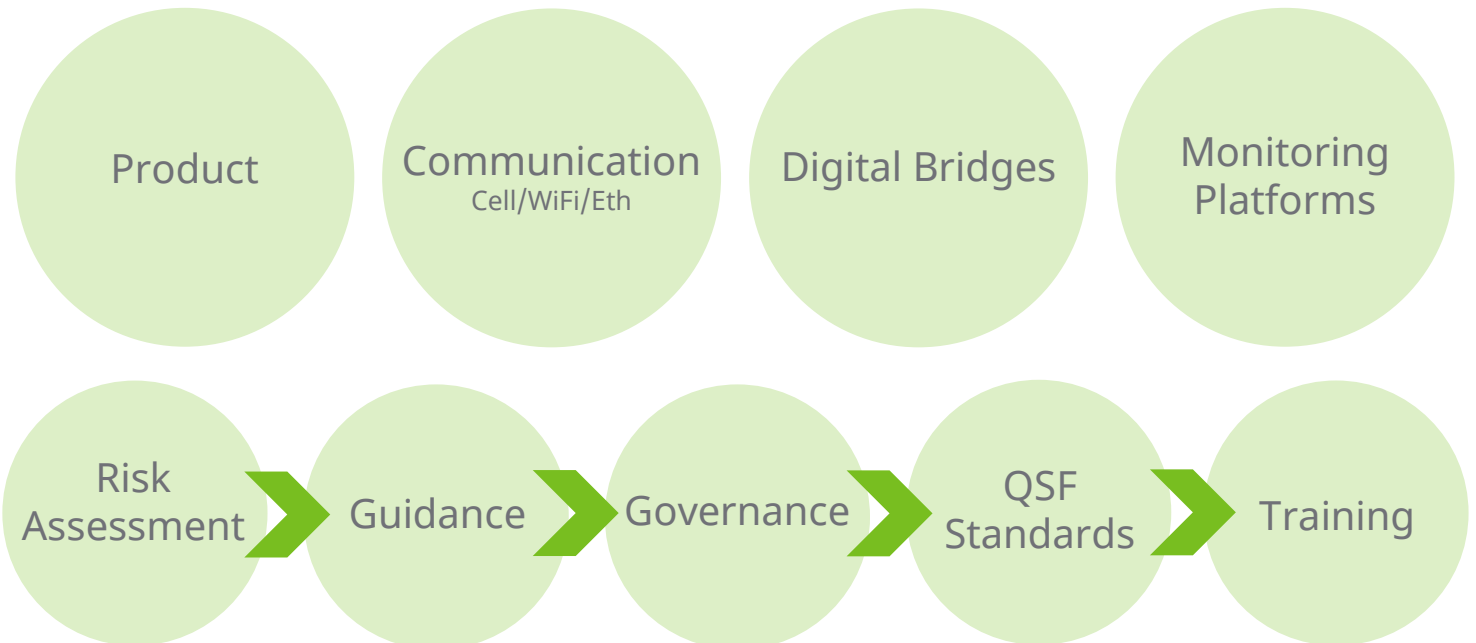
Sector Risk and Innovation Group

Digital Resilience and Seamless Operational

Standards for Resilience of Services and Systems



The voice of technology
enabled care



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