Housing 2023 Digital Migration Update

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What is Technology Enabled Care (TEC)?

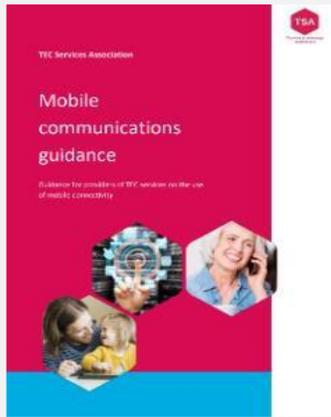| TECHNOLOGY ENABLED CARE		
TELECARE	PROACTIVE SERVICES	TELEHEALTH
Reactive emergency services triggered by devices in the homes of older and vulnerable people	Proactive services and technology solutions aimed at supporting older and vulnerable people to stay well in their own homes for longer	The use of sensors and equipment to monitor and report on the health of people in their own homes

Mobile Communications Guidance

Interoperability of Digital TEC systems

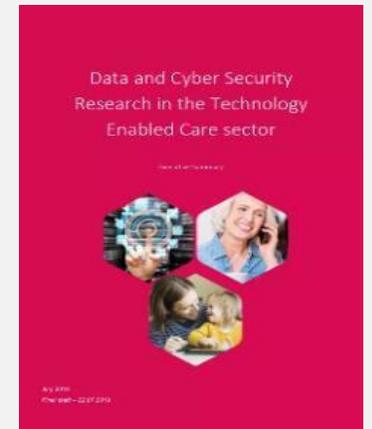TSA Testing & Installation Guidance

Digital Readiness Guidance

A Digital Future for Technology Enabled Care?

TSA Digital Transition Publications

The impact of Analogue to Digital Migration of Technology Enabled Care

Data and Cyber Security Research for Technology Enabled Care

Who is in the Technology Enabled Care (TEC) Sector?

- 253 Commissioning Organisations and Service Provider Organisations of TEC

  - Circa 160 Alarm Receiving Centres (ARCs)

- 101 Manufacturers of TEC equipment and technology in the UK

- Over 1.8 million elderly and / or vulnerable people in the UK connected to TEC

  - Circa 1.3 million in private dwellings / 600,000 in grouped living accommodation
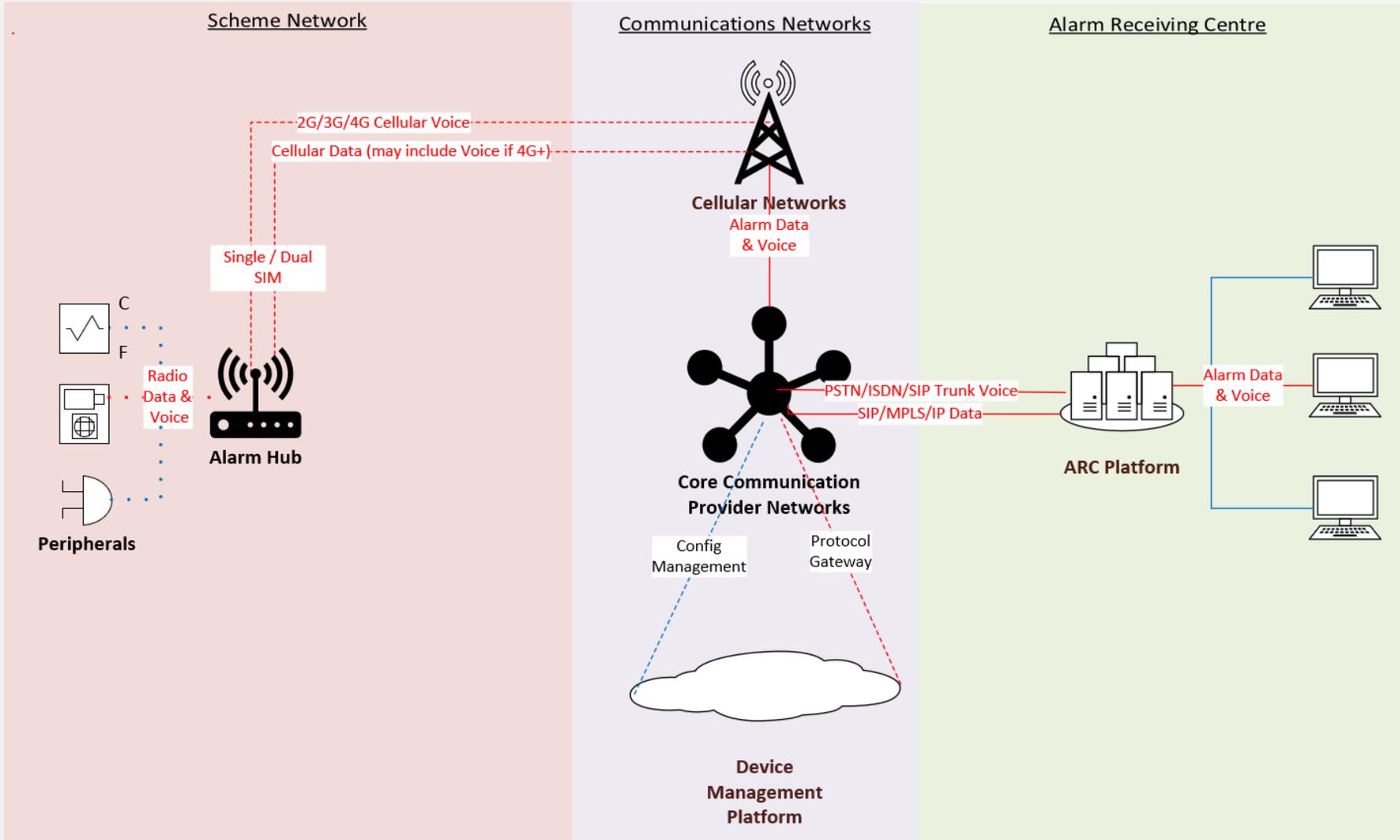
What is the pre-Digital Migration Scheme set up? (PSTN)
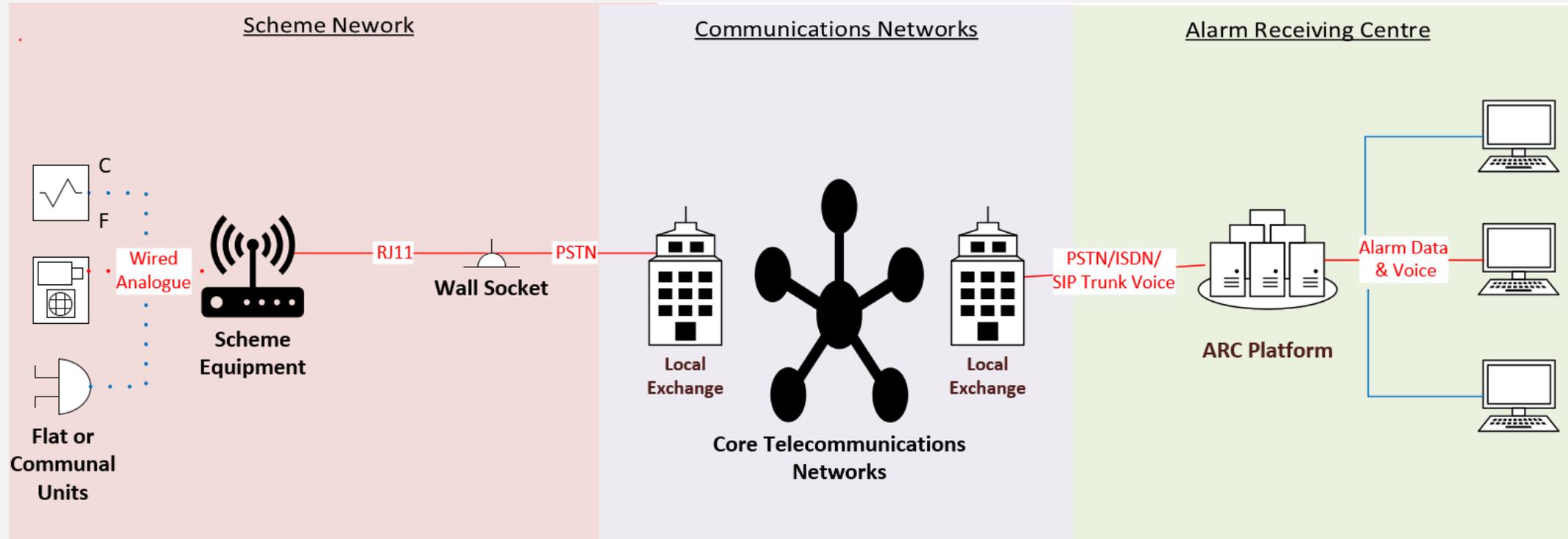
What is the post-Digital Migration Scheme set up? (broadband with cellular backup)
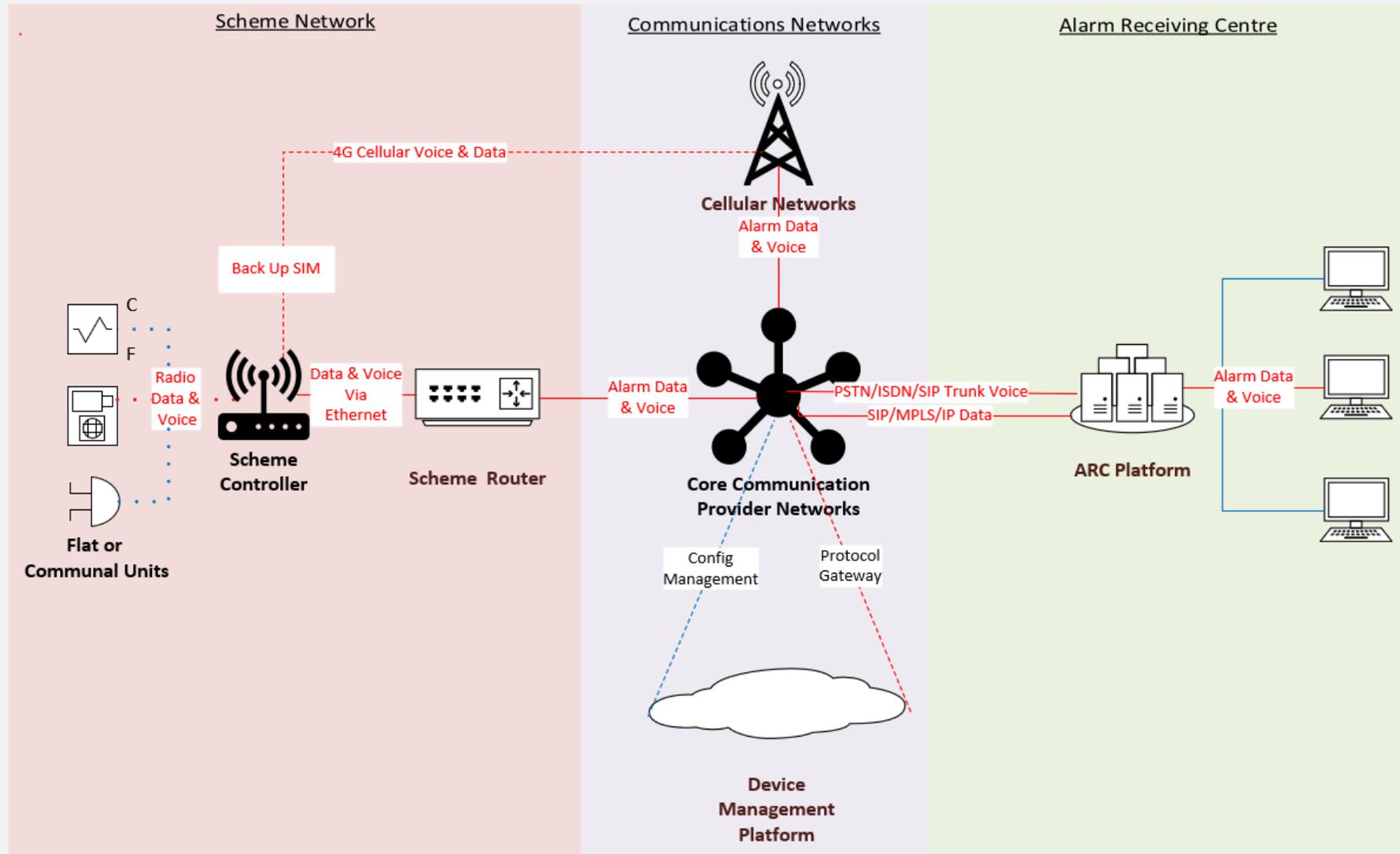
What is the post-Digital Migration Scheme set up? (cellular dispersed set up)

Current estimate of deployed 'end to end' digital TEC in the UK:

26%

Key Risks / Barriers to full Digital Migration in TEC

01

Digital Migration Funding Shortage

- Local Authorities commission circa 75% of TEC service provision in the UK and there is no specific budget for digital migration
- Private pay accounts of circa 25% of overall TEC and we are in a significant cost of living crisis

02

Digital Equipment Supply Delays

- The worldwide digital component shortage has also affected all manufacturers of digital TEC equipment
- The situation has improved over the last 12 months but timescales for equipment provision have lengthened

03

Confidence in Interoperability

- TEC equipment is not just the central hub but also the peripherals – the vast majority of digital equipment will not connect to existing peripherals
- Some Alarm Receiving Centre (ARC) platforms are not interoperable with all Digital TEC equipment

04

Digital Reliability Concerns

- Broadband and VoIP is seen as a less reliable infrastructure for transmission of life critical alerts
- Battery back up is not uniformly provided within Broadband infrastructure
- SIM based technology is also challenging from a reliability point of view

Recommended Grouped Living Roadmap Stages

1. Analyse scheme fault and service record data
2. Agree site visits / surveys
   - Confirm equipment in situ
   - Assess cabling and telephony infrastructure
   - Assess communal elements
3. Gain feedback from on-site management / staff / residents
4. Meet with current equipment providers / maintainers
5. Develop broad specification of requirements
6. Meet with potential suppliers
7. Draft a recommendations report covering all of the above elements and potential costs / benefits
8. Move to procurement stages

What are the future steps to drive Digital Migration in TEC?

- Guidance for to all stakeholders in the TEC industry to support their digital transition in a safe and timely manner will continue to be developed
- Lobbying for funding at all levels of national and local government and the NHS will continue as well as support for funding applications
- A helpdesk service will continue to be provided for all TEC stakeholders during and beyond the digital migration
- Awareness of the digital migration will continue at events, both face to face and online, across the UK as well as the full spectrum of social media
- Testing and monitoring of reliability and interoperability will continue, ensuring that results are shared with key stakeholders in the transition
- A fast response to any life-critical outages in the analogue or digital TEC infrastructure

Thank you

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