Digital Telecare Housing Resource Pack

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Digital Telecare

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Digital Telecare Playbook

An online, fully interactive, resource providing telecare service providers with a repository of relevant support and guidance materials to facilitate the transition to a digital telecare service.

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The Playbook has been designed to group documentation along pathways or user groups. Pathways provide stepping stones for the most common business areas such as management or technical. User pages group the most common documentation specific to a particular user group.

Resources available on the Digital Telecare Playbook:

Pathways are used to present a tailored approach, showcasing new ways to develop a fit for future telecare service and to have our citizens at the heart of those innovative solutions.

Access to a library of recorded presentations from the telecare and housing providers and supplier events.

Our glossary of terms and acronyms help steer you throughout the supporting documents within the Pathways.

Access case studies and information from those already transitioning from analogue to digital telecare.

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Implementation Award Scheme

The Implementation Award Scheme provides recognition to telecare service providers across Scotland when reaching five key milestones during their transition to digital telecare.

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Our Implementation Award Scheme is designed to celebrate the success of reaching each one of the key milestones in the analogue to digital telecare journey, while simultaneously reinforcing the importance of these milestones themselves. Our five milestones are: Bronze, Silver, Gold Level 1, Gold Level 2 and Platinum.
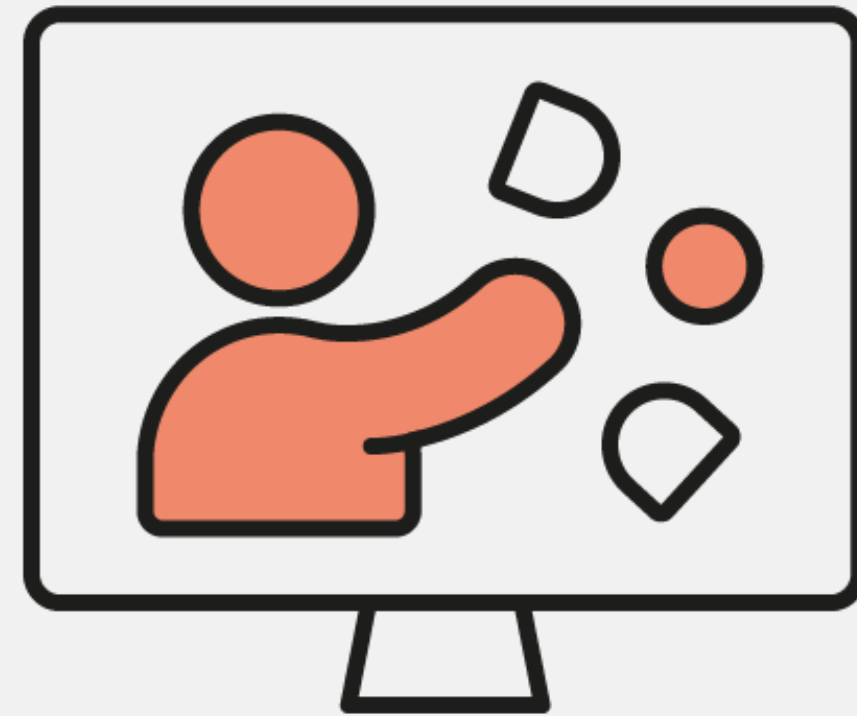

Access our guidance on our Implementation Award Scheme here.

Note: You will need to be logged into the Playbook to access resource links.

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TSP Show and Tells

Our regular telecare service provider (TSP) meetings are in place to discuss current concerns or raise issues around digital telecare, as well as to receive updates from Digital Telecare and other programmes of work.

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Our Show and Tells provide a platform for telecare service providers to showcase experiences, best practice and innovation in the many areas of telecare and supporting services. This has proven to be very useful with attendees using experiences and lessons learned from participants to aid their own transition plans.

Please complete this Sign Up Form if you would like to register your interest in attending these meetings and get in touch if you would like to showcase your work.

Presentations are recorded and held in our video library meaning even if you miss the meeting, you can still catch up.

Note: You will need to be logged into the Playbook to access resource links.
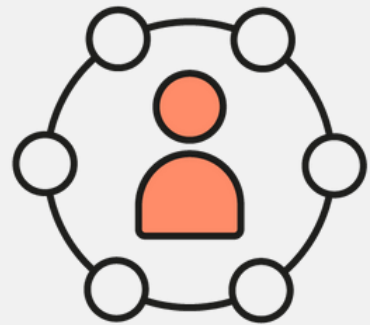
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TSP Engagement Meetings

Our telecare service provider engagement meetings allow the Digital Telecare team to give tailored guidance and assistance, and to hear updates from you about how you are progressing in your analogue to digital journey.
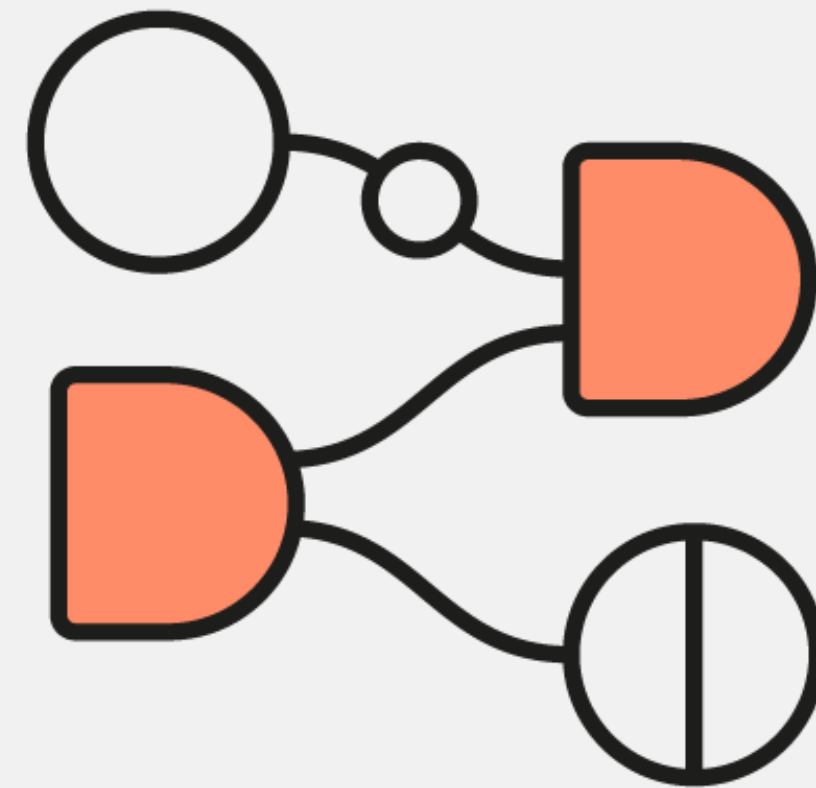
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Our telecare service provider engagement meetings can be held as often or infrequent as you like, however, we recommend catching up with a member of the team once every 6- 8 weeks.

Get in touch with our Digital Telecare team for more information on our TSP engagement meetings.

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A2D Housing Yammer Community

We have set up a Yammer site, through M365, to encourage discussion and sharing of information, best practice and advice among Housing Associations.

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Our A2D Housing Yammer Community will be used as a channel for the Digital Office to communicate updates on Digital Telecare news and make support and resources readily available to those who may need it.

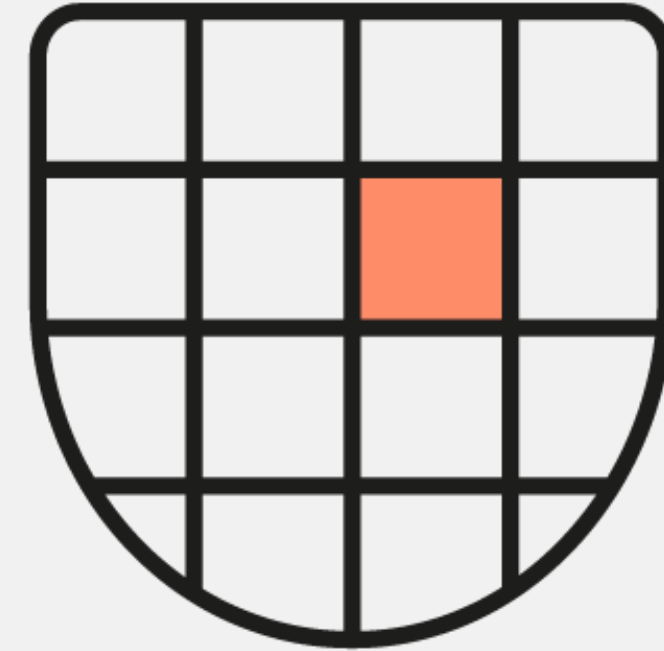To register your interest for the A2D Housing Community, please complete this Sign Up Form.

If you would like further information on how Yammer works, catch up on our Show and Tell.

Note: You will need to be logged into the Playbook to access resource links.

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Digital Telecare Events

We offer a range of events throughout the year to help support you on your journey from analogue to digital. All past event recordings are available to view on the Digital Telecare Playbook here.

Note: You will need to be logged into the Playbook to access resource links.
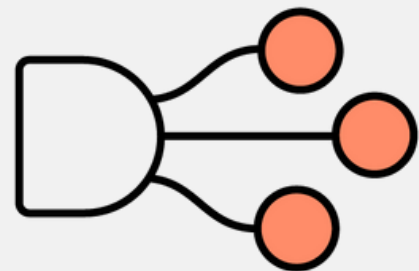
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Digital Telecare Events

The Digital Telecare Forums are useful sessions in which we hear from Digital Telecare, TEC Scotland and SFHA who give updates on the ongoing work within telecare. We also hold longer show and tells in these forums, most recently from TEC Cymru, Perth & Kinross and Angus Council about their digital transition work. Participants have the opportunity to take part, ask questions and gain insight into where others are in analogue to digital transitioning.

If you would like to attend, please ensure you are signed up to our monthly newsletter, where you will be notified of forthcoming events.

Our Meet the Supplier events shine a light on products and services. Telecare Service Providers can hear directly from the supply chain and take part in a Q&A session. These events are a regular occurrence giving suppliers a perfect chance to communicate their offerings.

If you would like to attend, please ensure you are signed up to our monthly newsletter, where you will be notified of forthcoming events.

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Project Managers Meetings

Project Manager Meetings are held each month and act as an online community to share resource, discuss best practice and raise any issues or concerns with the analogue to digital transition.
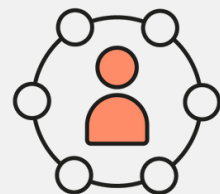
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We have a range of discussion points in our meetings. Key topics include: equipment, management platforms, service development, processes, supply issues, and communication providers' switch-off plans.

Get in touch to be included in our Project Managers meetings.

We also have a dedicated M365 area for Project Managers to network, seek advice and share expertise. Contact us to be added to this group.

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Short-Life Working Groups

Short-life working groups normally come from a need for further exploration with the intent to end the meetings in a matter of months.
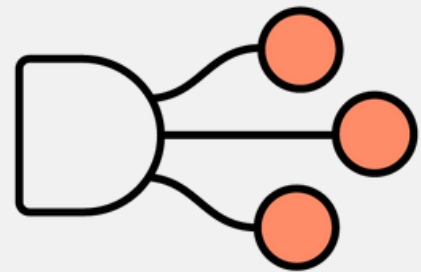

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Short-Life Working Groups

The Playbook Review Short-Life Working Group is a steering group gathered together to influence changes to the Playbook. Originally set up in 2022 to provide feedback on the options available following a Playbook review, it is an on-going meeting with responsibility to implement the changes from that review. This group will be closed down soon and a new review group will be replace it for each subsequent review.

Get in touch with the team if you'd like more information about this group.

The Benefits Short-Life Working Group is a steering group created to gather different benefits realised with the introduction of digital solutions and practices. The process of introducing digital in the home and into telecare call handling, and response processes will feed into documentation and work around benefit realisation.

Get in touch with the team if you'd like more information about this group.

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Housing Template

The housing template is a spreadsheet being utilised by housing associations in partnership with the Digital Telecare team.

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This document captures grouped housing links and relevant information. It is used to promote collaboration, provide support and monitor progress in the analogue to digital programme. The template will allow team members to get a full picture of your housing estate, and therefore gain an understanding of where additional support is needed. The template is then used at pre-arranged TSP engagement meetings with local authorities or directly with housing partners.
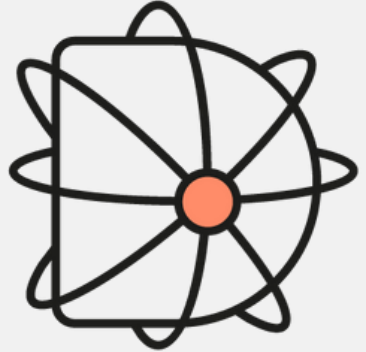
 <u>Access the Housing Template here.</u>

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Peer Lead Case Studies

We have a library of peer lead case studies available on our website on managing and transforming service delivery.
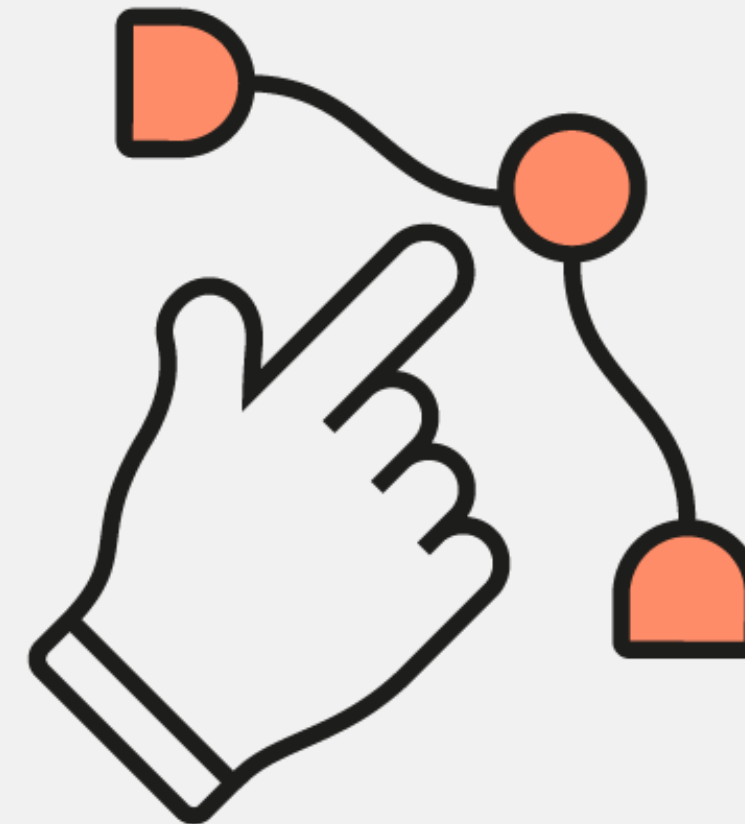

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Our peer lead case studies cover a range of different journeys from both housing associations and local authorities. Each case study outlines the ways in which they are transitioning services from analogue to digital to meet the 2025 deadline.

You can read our peer lead case studies on our website here.

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Other Useful Resources

We have a range of other resources that telecare service providers can access to support their analogue to digital transition.

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Other Useful Resources

Subscribe to our monthly newsletter to get the latest news from the Digital Telecare Programme directly to your inbox. Register your interest here.

Our blogs feature key topics of interest to the analogue to digital switchover. You can access the blogs on our website here.

We have a Microsoft Teams Environment dedicated to the analogue to digital switchover. You can request access by submitting this form.

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Contact Information

For housing specific queries or TSP Catch Up meeting requests, please contact:

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Connect with us.

in Digital Office for Scottish Local Government

✕ @DigTelecareScot