



Housing Blog

by Sharon Hannah

Scotland's housing sector is making significant progress in preparing for the transition from analogue to digital telecare, with housing providers across the country taking important steps to ensure residents continue to receive safe, reliable support services beyond January 2027.

The move to digital telecare is now well underway, and encouragingly, progress within council and Health and Social Care Partnership dispersed telecare services has reached **97% digital connectivity**. While this marks a major milestone, attention is increasingly turning to some of the more complex housing-based systems that remain reliant on analogue infrastructure.

For many housing providers, this includes legacy warden call systems, alarm receiving equipment, protocol converters and integrated services such as fire alarms, lift alarms and door entry systems. Over recent months, Digital Telecare has been working closely with councils, housing associations and other housing providers to help identify remaining analogue dependencies, address technical challenges and develop practical migration plans tailored to local circumstances.

Strong Engagement Across the Housing Sector

Engagement across the sector continues to grow. To date, almost **190 housing partners** have been contacted and have reviewed their telecare arrangements with the Digital Telecare team. Follow-up engagement is continuing with more than 60 organisations that have yet to confirm their telecare status or migration plans.

Support from sector bodies, membership organisations and regulatory partners is helping to extend awareness of the January 2027 deadline and ensure housing providers understand the assistance available to them.

One of the key messages emerging from these conversations is that digital migration does not always require a direct replacement of existing systems. Many housing providers are finding that a resident-centred assessment of need can identify more appropriate solutions, often replacing traditional blanket coverage models with targeted digital telecare services that better meet individual needs.

This approach is already delivering positive outcomes across Scotland, and several organisations have shared their experiences through the Digital Telecare Playbook. These case studies demonstrate how providers can use the migration as an opportunity not only to modernise technology but also to review and enhance support models for residents.

Supporting Legacy Systems Through Innovation

For organisations wishing to retain elements of their existing warden call infrastructure, progress is also being made with suppliers to develop solutions that allow analogue systems to continue operating through integration with digital Alarm Receiving Centres (ARCs). Work continues to

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improve compatibility between protocol converter devices and multiple ARC platforms.

While some promising developments are emerging, further testing and development are still required in certain areas. Digital Telecare will continue to share updates and guidance as new solutions become available.

The Importance of Knowing Your Position

Although significant progress has been made, challenges remain. The greatest risk continues to be for organisations that have not yet confirmed whether their services contain analogue telecare or integrated systems that may be affected by the UK's analogue network switch-off.

Over the coming weeks, additional communications from housing sector bodies, membership organisations and regulatory partners will help reinforce the importance of acting now. These activities build on the extensive guidance, resources, case studies and support already available through the Digital Telecare Programme.

To further strengthen awareness across the sector, a Ministerial letter is expected to be issued to housing providers, encouraging organisations to confirm their current position, seek support where needed and ensure plans are in place ahead of the January 2027 deadline.

Resources and Support Available Now

To make it easier for housing providers to get started, the Digital Telecare team has recently refreshed and simplified its **Housing Resource Pack**, bringing together practical guidance, support materials and routes to further assistance.

- Housing providers are encouraged to connect with the Digital Telecare community through:
- The Digital Telecare Playbook
- Housing Resource Pack
- Digital Telecare newsletters
- Monthly Telecare Service Provider (TSP) meetings
- Meet the Supplier (MTS) sessions
- One-to-one support from the Digital Telecare team

These forums provide opportunities to learn from peers, hear directly from suppliers, share experiences and access practical advice from organisations already making good progress on their digital journey.

Housing providers can also arrange a dedicated discussion with **Sharon Hannah, Housing Project Manager**, who can provide tailored support, review existing telecare arrangements and help organisations develop a migration plan suited to their housing stock and operational requirements.

In addition, providers can take advantage of the Digital Telecare Migration Readiness Checklist, a practical "digital health check" designed to help organisations assess current arrangements, identify analogue dependencies and prioritise next steps.

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What We Need From Housing Providers

As we move closer to January 2027, understanding the current position across Scotland's housing sector remains essential.

If you are a housing provider, please confirm your telecare status with us, even if your organisation does not currently operate telecare or resident support services. If telecare is in place, we encourage you to identify any remaining analogue-linked services and share your migration plans as soon as possible.

The earlier we understand your position, the better we can provide tailored support and help ensure residents continue to receive safe, resilient and effective services throughout and beyond the analogue switch-off.

Access the Housing Resource Pack: [PLAY023 Housing Resource Pack](#)

Need support? Contact Sharon Hannah and the Digital Telecare team to arrange a housing digital migration health check and discuss the next steps on your digital journey.

CHECKLIST:

The below practical table brings together learning from Telecare Service Providers already making strong progress with digital migration. If your organisation has not yet confirmed its plans for the analogue-to-digital transition, use it as a quick starting point and contact Digital Telecare's Housing Project Manager for tailored advice and support.

✓	Requirement	Action & Context
☐	Engage with Digital Telecare	Contact Digital Telecare if analogue systems remain in place and relay your plans to us or seek our support to develop a migration plan.
☐	Confirm analogue line dependencies	Check what telecare or support services (fire, lift, door, etc.) still use analogue (PSTN) lines, contact your communication provider to gain confirmation. and reach out to Digital Telecare on available solutions, hard-wired warden call, convertors or ATAs, bridge solutions or PDPL remain in use.
☐	Housing Strategy	What is the strategy for your housing stock over the next 5 years, that information could sway your technical or equipment decision. Identify if specialised and supported accommodation is site specific or person centred and provided by adapting flats within a normal grouped housing environment. Care is now delivered to the home (any home) and that care package which includes telecare can now grow with residents no matter where they live.

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☐	Housing Tenure and Resident Review	What is the housing allocation age criteria per development? Is it as young as 55+ as grouped housing is attracting younger, fitter people who don't need the blanket coverage warden call equipment provides. If so, provide choice by assessing telecare need and want with each resident as well as reviewing the overall housing tenure.
☐	Resident usage reports	The ARC monitors residents for 133 hrs of any given week (normally when the development manager is off-site) presuming staff are on site weekdays from 9-5. The data collated by the ARC is so valuable, who, when and what telecare is being used for is available to you just ask. It helps tremendously for future planning.
☐	Review existing equipment	Internally collaborate with IT, with Property or Asset Management and Housing to understand what is in place, what is required and what is on offer. The later normally includes discussions with communication providers and equipment suppliers, but don't forget the ARC as the choice of digital equipment will need to be compatible with their call handling platform. The objective is to get rid the PSTN lines and move onto a digital telecare offering.
☐	Confirm temporary solutions	If temporary solutions are being used, please clarify to Digital Telecare which of the offerings you are using or waiting on; convertors, ATAs, bridging services, PDPL (pre-digital phone lines), etc. We are interested quantifying any equipment or services used beyond the Jan27 deadline.
☐	Agree a migration plan	Unless you have agreed to the provision of a 2030 analogue product from your communication provider, you need to put a migration plan in place before January 2027 to reduce risk, protect residents and maintain service continuity.