Digital Telecare

Housing Blog November 2026
The Final Push: Making Sure No Housing Partner Is Left Behind



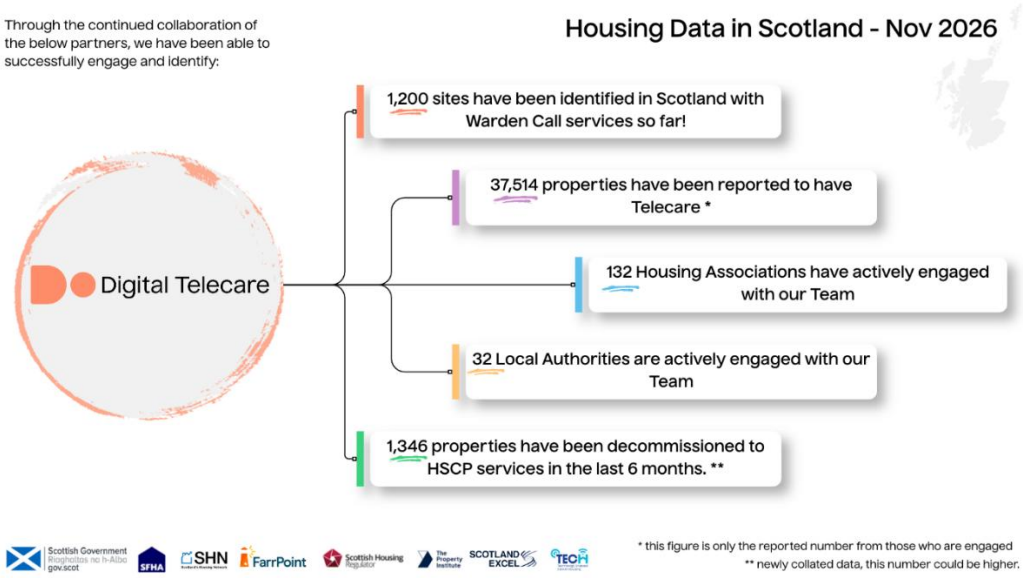
Housing Blog
by Sharon Hannah

Reports showing housing links to Alarm Receiving Centres (ARCs) have helped us identify organisations that need support with the move to digital, including those with less experience or those with only a few grouped housing sites. All linked organisations have been contacted to offer help with their transition journey. This has been our most successful way of reaching those who need support.

New to this update or unsure how to move forward? Our revised Housing Resource Pack brings together information and opportunities to connect with us and other housing partners across Scotland.

During August and September, we ran a six-week campaign to reach organisations that had not yet engaged with us, including those that had not confirmed whether telecare and support services were decommissioned within their housing stock.

The latest ARC quarter 3 returns show progress with the move to digital telecare. The summary below brings together the latest monitoring figures. Thanks to everyone who submitted their ARC monitoring statistics.



132 housing associations and 32 local authorities are engaged with us.

Nearly 1200 housing sites have warden call or support services linked to Alarm Receiving Centres in Scotland and one centre in England. These services include fire detection systems, lift alarms and door access as well as Telecare warden call systems.

Housing partners are taking several approaches to the transition. Some have completed partial upgrades or introduced ATAs or bridging solutions; others have moved, or are planning to move, to dispersed solutions. The latest figures show

Digital Telecare

For more information, please contact

Digitaltelecare@digitaloffice.scot



that nearly 1,350 properties have been decommissioned. Many are helping residents who still need or want telecare to apply to their local Health and Social Care Partnership (HSCP).

Responder services operate across 25 Scottish council areas, most often providing support and response 24 hours a day, seven days a week which is a welcomed boost of support for those living in independent or retirement housing tenures.

We estimate that around 37,500 properties receive telecare services. This is not an exact count: decommissioning and moves to Health and Social Care Partnership (HSCP) services are making the total increasingly difficult to track.

At the last count, 61 housing partners, including housing associations and factors or property management companies, had not yet engaged with us. Almost half do not appear in the reports of organisations linked to an ARC. We still need to clarify their position rather than assume that telecare and support services like fire detection to an ARC are no longer in place.

Although we will pursue all, we are focusing on the remaining 31 organisations to confirm whether telecare and support services are still in place. We ask that they check their housing estate for equipment that still relies on analogue infrastructure: as delays in moving to digital increase the risk of interrupted or cause failed alarm calls. Further reminder emails are planned for December 2026 and before then, a ministerial letter will be issued through housing membership and regulatory organisations, highlighting the urgency of acting now.

ARC monitoring statistical requests will continue into 2027. After the festive break, we will ask ARCs for quarter 4 monitoring information, with a short turnaround this time with link reports due by the end of January 2027. The returns will help us to publish the latest housing-link and digital transition figures by the end-of-January 2027.

Beyond January 2027 emulated PSTN services such as PDPL or EVAc are available to some but not all. For telecare or support equipment lines, ask your communication provider whether a protective PDPL pathway is available. More than 100,000 lines have already been converted to PDPL, but availability varies dependent on the type of exchange serving your lines. Communications providers have recently indicated that emulated services may be an option for ISDN and multi-line PSTN, but these involve advance ordering and number porting and are not at all quick to arrange. We implore you to check directly with your communication provider what is available for your analogue lines rather than assuming a fallback will be in place.

There is still time to migrate before the switch-off but perhaps help or support is needed. Are equipment or A2D adaptor installations holding up your migration? Are you waiting for configuration by a manufacturer or ARC platform supplier? Get in touch using the email address below as we can provide supporting information or help with supplier discussions and negotiations.

Scotland’s telecare programme is well positioned, with Health and Social Care Partnership (HSCP) dispersed services reported as 99% digital. To help us reach the remaining housing partners, please share this update and our email address. Let us know when your organisation has completed its transition or tell us about any barriers where our support may be of help.

Digital Telecare

Action checklist for housing partners

1. Confirm whether telecare and support services are still in place.

2. Check your housing estate for equipment that still relies on analogue infrastructure.

3. Without delay, contact your communications provider about any ISDN or multi-line PSTN services, available options and lead times. For other analogue lines, ask whether a protective PDPL pathway is available.

4. Tell us when your transition is complete or contact digitaltelecare@digitaloffice.scot about barriers or support needs.

5. Share this update and our email address with housing partners who may need support.

A little personal news

I'll be off work from 18 November until the turn of the year for a hip replacement. Once my hips are fully digital, I hope to return in the new year with a spring in my step!

In the meantime, you'll be in very safe hands with the other in the team. Please continue to get in touch if you need support with your housing telecare migration.

For more information, please contact

Digitaltelecare@digitaloffice.scot

