

# TELECARE SERVICE REVIEW: SCOTLAND IN TRANSITION

## EXECUTIVE SUMMARY, MARCH 2026



### Telecare Migration



137,524  
Telecare  
Service  
Users

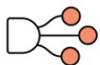


157,267  
Telecare  
Connections  
including  
Housing and  
Fire Panels



105,935  
Telecare  
Alarms

### Telecare Service Delivery



6 Million  
Average Calls  
Annually



29% of Telecare Referrals received  
from Health & Social Care and Social  
Work Teams

### Digital Status



All HSCP's  
Connected to  
a Digital ARC



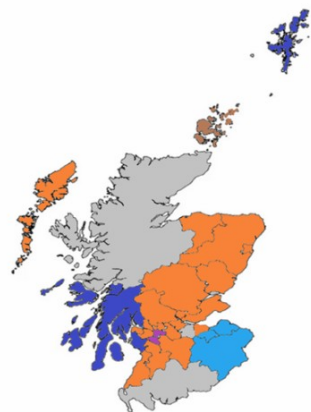
90.4% of  
Household Alarms  
Migrated to Digital

### PSTN Switch-Off



31st January  
2027

### Scottish ARC Suppliers



Number of ARC's on each  
platform:

- 4 Tunstall
- 1 Legrand
- 1 Appello
- 2 Enovation
- 1 Careium
- 14 Shared ARC

23 ARC's In Total

### Telecare Charging Models



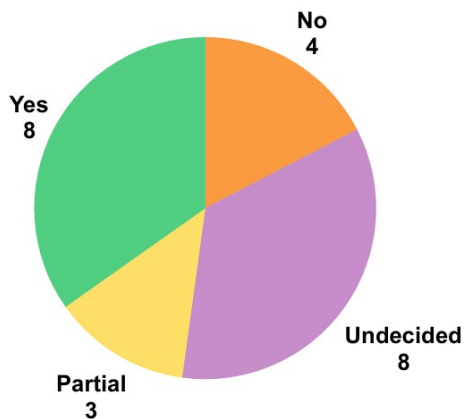
Across 32 Local Authorities,  
Weekly Telecare charges for  
a Basic Package vary  
between **£2.00 and £5.00**,  
while a Complex Package  
ranges from **£2.33 to £9.72**



71% use a **Basic Package**  
(alarm and pendant only)

29% using a  
**complex** or **other** package (a range  
of sensors/peripherals are  
provided dependant on need)

### Decommissioning Grouped Housing/Warden Call Schemes



### HSCP Implementation Awards



|                    |    |    |    |    |    |
|--------------------|----|----|----|----|----|
| Awarded to Date    | 30 | 24 | 23 | 21 | 12 |
| Eligible for Award | 3  | 9  | 9  | 9  | 5  |

### Housing Implementation Awards



|                  |   |   |   |   |   |
|------------------|---|---|---|---|---|
| Awarded to date: | 2 | 2 | 2 | 2 | 2 |
|------------------|---|---|---|---|---|