

DIGITAL TELECARE INSIGHT SERVICE

THE POWER OF COLLABORATION: SCOTLAND AND WALES DIGITAL TELECARE PROGRESS

SCOTLAND AND WALES JOIN FORCES...

It has been around 6 months since [TEC Cymru](#) and the Digital Office for Scottish Local Government signed an agreement to underpin a new phase of working collaboratively across the Digital Telecare Programmes in both regions. During this time benefits of working together have become increasingly stronger, and the partnership has supported both programmes to harness this opportunity to build on existing experience and knowledge and move forward at pace.



JOURNEY TO DIGITAL TELECARE...

The digital telephony migration is already well underway across the UK and some telecare service providers are experiencing a rise in the number of failed alarm call attempts from their equipment in the field. In addition, there are increasing reports of cases where citizens who rely on telecare have been migrated over to a digital telephony service in their property and left with analogue telecare equipment operating either unreliably, or not operating at all.

The risks to service providers delaying their migration to digital are therefore substantial and are increasing exponentially as we approach the looming deadline of 2025. All of this means that the ability of both programmes to work collaboratively through this period of significant disruption allows us the opportunity to build greater capability and knowledge on the key areas of the transition, which can then be shared across the sectors in both regions.

KEY STRENGTHS OF WORKING COLLABORATIVELY

The ability to work collaboratively has been a key enabler for both programmes to build on learning and accelerate their existing work on digital telecare migration in Scotland and Wales. Some of the key areas of focus over the past 6 months have been:

RESOURCE

40 playbook documents were utilised by the Wales team allowing them to save time and effort.

Both programmes now routinely share any new resources that are developed, allowing us to maximise effort and accelerate our transitions.

ENGAGEMENT

The collaboration between Wales and Scotland has enabled us to take a more joined up approach to working in partnership with equipment providers on key areas such as: **cyber security, connectivity, equipment testing and resilience.**

INNOVATION

Working in partnership with Aaron and his team has allowed us to explore these possibilities together and support service providers to deliver the long-term benefits digital will bring for both the organisation and the citizen.

THE NEED FOR COLLABORATION...

Before signing the collaboration agreement, Aaron Edwards (TEC Cymru Telecare Programme Manager) and I had met a few times previously. It was immediately clear from these early discussions that both Scotland and Wales were faced with a wide range of common challenges as part of their digital migration prior to the switch off of all analogue telephony services in the UK by December 2025. Interestingly though, the differences between each regions also add an additional layer of learning for both programmes; for example, Aaron regularly reminds me that there are only 7 Alarm Receiving Centres (ARCs) in Wales compared with 25 in Scotland (and more than 150 in England).



David Brown,
Digital Telecare
Business Relationship
Manager

FACTORS IMPACTING THE MIGRATION TO DIGITAL TELECARE:



Industry is faced with a range of supply issues due to pandemic and global chip shortage.



Managing a rapid increase of citizen demand and complexity for more than a decade.



Vast differences between each region adds an additional layer of learning for both Scotland and Wales.

LOOKING TO THE FUTURE...

Disruption or delays on migrating to digital telecare could lead to dangerous failures of these essential services and will create an unacceptable level of risk to vulnerable individuals who rely on the 24/7 support these services provide. It is vital that the programmes in Wales and Scotland continue to work in partnership and build on existing activity, along with identifying new areas for collaboration. This will help ensure that service providers in both regions can realise the benefits that the transition to digital brings by sharing knowledge, resources and best practice and growing stronger as we move forward together.

[ACCESS OUR PLAYBOOK HERE](#)