The Digital Reality

Digital Switchover White Paper

Supported by:

everon™   🏠 Housing LIN
Connecting people, ideas and resources

With contributions from:

TSA — *The voice of technology enabled care*   openreach   BT   eseye

Foreword

"We must ensure that there's an ease of transition from analogue to digital which doesn't disrupt the lives of the people who need it most."

By
Jeremy Porteus
CEO, Housing LIN

Housing LIN
Connecting people, ideas and resources

This white paper comes at an important time. First and foremost, we want to make sure that our members in health, housing and social care sectors are aware of the implications of the digital switchover so that anyone who has analogue systems can build their strategies to be digital ready before the end of 2025.

This impacts anything from social alarm telecare provision through to systems that are Wi-Fi enabled, community equipment services or adaptations in the home, such as floor lifts with a digital interface.

"This is as significant an issue as the cost-of-living crisis and I think it has to be red flagged by the boards and committees at the highest level."

A large majority of the housing, care and health sector's existing customers will be older adults and those living with long term conditions and my message is to look at your customer profiles. There is an urgent need to engage with and develop the appropriate strategies to address how to be ready for the digital switchover. There isn't long to go. There's a high possibility that whilst they know about it, doing the transformation has to be done at pace.

"We need to build the social capital as well as the technical/digital capital."

How do we get there? Some of the actions required will be based around research and evaluations and piloting, such as the TAPPI project (see page 12), but also regulation and quality assurance mechanisms. A core component is co-production and co-design and one of the other principles is around interoperability. How to mix and match. The population isn't a homogeneous group.

We have ongoing relationships with our partners such as Everon, to make sure that we are constantly raising awareness, sharing best practice and that includes looking at relevant products, key service delivery impacts and above all, consider the overall implications for residents and users of services whether in receipt of care or support.

Introduction

By
Pete Kerly
Managing Director, Everon UK

everon™

This briefing paper has been drafted because of a growing need to better inform the health, housing and care sector about important changes impacting the digital transition.

At some point during the run up to 2025, traditional analogue systems will fail. Knowing where to go for help and advice is an issue as there is limited information and trusted sources available to help health, housing and social care providers make informed decisions about how to upgrade their stock.

The white paper has been developed following two successful webinars and a breakfast meeting with housing and care leaders, which unearthed the real issues with the digital switchover.

This independent guide to digital switchover:

› Provides an up-to-date position on the digital switchover from the industry experts.

› Pulls out the real risks for buyers and service users.

› The opportunities of digital for housing and care providers.

› Detailed Q&A with practical tips.

› Case studies of those on the digital journey.

This briefing aims to address solutions to these challenges.

01 Are clients really at risk?

The technology in existing analogue systems is already failing, due to frail cable networks and old technology.

02 What is the future of housing?

How can technology really help housing providers thrive and strive for better health and care outcomes for their residents or facilitating self-care and support.

03 Misinformation is widespread

There are many solutions on the market that claim to be digital, but points of failure are significant.

04 How do we control costs?

The cost to upgrade and the disruption to clients is of enormous concern to providers.

05 How can digital integration transform care?

Both the NHS and adult social care are increasingly prioritising digital services so that health and care services can be delivered more flexibly at home.

The What and the Why - Openreach

Contribution By
John Livermore
All IP Industry Engagement Manager, Openreach

openreach

"By the end of 2025, the historic analogue network, used to make most phone calls from our landlines and used for broadband, will have reached the end of its life. A new digital phone network is taking its place. The new network will provide a future proofed, more reliable, and dependable broadband service that will support the UK for decades to come."

What is happening?

The Telephone Exchanges in the UK, some 5,500 of them, will stop using the old analogue equipment by the end of 2025. This will have a significant impact on how we all use telephony services. We will all be using our landlines with a router in future. Many of us already use routers, or Hubs for our broadband services and so you won't need to change the way you use the service. However, in future ALL telephone lines will need to use a router, whether it's a line we use only for voice telephone calls, or we use it for something special, like an intruder alarm or telecare device. The change will also impact business, communities, and services, as things like lift alarms, ATMs, lines used for water, gas and electricity monitoring services and others, will also need to start using a router, where once they just plugged their devices into the telephone socket.

Why is this happening?

The Telephone Exchange Equipment that we use today was last upgraded in the 1980s and is now at its end of life. Over the last 5 years, Openreach, the company that runs the lines that we use from the Telephone Exchange buildings in our local areas, to our premises, have been upgrading the network and installing miles of glass fibre lines to replace the old copper network. In some areas the fibre lines run all the way from the customer's premises to the Telephone Exchange Building, but in others, the fibre runs to the green street cabinets from the Telephone Exchange and then our existing copper line remains in place, back to our premises. This new fibre network uses light instead of sound to transmit our calls and data and therefore is much faster and more reliable.

How will I know when this is going to happen to me?

The network has already been upgraded for most of the country already for fibre services, so each of us will be switched over by the telephone company that we pay our bills to, when they alert us. This is done by each of these companies independently and won't be all together on the same day. The practicality of this change is that you may be notified by your telephony provider any time between now and the end of 2025.

What should I do now?

If you are a business customer, you should do an audit of what you have and find out if they will work with a router. You can also contact your telephone company and ask them, if you have any concerns about the switchover, or you have specialist equipment that may be difficult to move to a router.

Summary points

› If you are going to continue to use analogue equipment down a digital route you need an analogue port on the back of your router provided by the communications provider (CP).

› If the router does have an analogue terminal adaptor, you need to make sure VoIP is part of the package you have from your CP.

› Openreach recommends using IP products for the IP network.

The What and the Why - BT

Contribution By
Sodhi Dhillon
BT Industry
Engagement Officer

"It is vital for organisations providing telecare services to ensure they understand how their existing solutions could be impacted by the All-IP programme and the withdrawal of traditional telephone lines. This is a massive programme of change, bigger than the switch over from analogue TV to digital TV, and we want to make sure nobody is put at risk during the transition."

In 2021, we began our major rollout of Digital Voice – BT's new home phone service that will mean calls are made over our new broadband network, rather than the old analogue network which is over 40 years old. Many customers have already been successfully migrated and are benefitting from the improved call quality and additional features that Digital Voice provides.

However, we underestimated the disruptive impact this upgrade would have on some of our customers. We have temporarily paused Digital Voice switchovers for customers who don't want to move to the new technology straight away. The pause gives us the opportunity to get better, more resilient back-up options in place for customers who need or want them. It will also mean we can ensure all our customers are aware this change is coming - and why it is needed.

The Digital Voice rollout will continue for some customers including those using our Fibre Voice Access broadband package, which means they receive voice services over their fibre broadband. We will also continue our rollout for customers in Salisbury and Mildenhall, where Openreach has been working closely with BT and other providers to trial the retirement and withdrawal of old, analogue landline technology. It's important we continue this work so that we learn how to upgrade customers in the smoothest, most efficient way.

Further reading:

Marc Allera, CEO, Consumer Division, BT

We're pausing our Digital Voice plans for Consumers, while we work on a more resilient rollout ↗

The Policy Position

Telecare stakeholder action plan: analogue to digital switchover

In December 2022, the government released a **policy paper** on how the Department of Health and Social Care is working with the telecare and telecommunications sectors in England to help prepare for the transition from analogue to digital networks.

The 4 workstreams aim to provide:

01 **Co-ordination for stakeholders** involved in telecare service delivery and the digital switchover, including those who are not currently members of existing interest groups

02 **Communication** particularly to increase awareness of the digital switchover among telecare users.

03 **Best practice and guidance** on the technical and operational issues raised by the digital switchover for telecare service users.

04 **Business case and strategy support** specifically for local authorities, including information on the benefits telecare services currently deliver and the case for transforming services.

"Much is already in progress, but the pace has to pick up: although the switchover won't complete until the end of 2025, it has already commenced and will accelerate over the coming months."

The Lord Markham CBE, Parliamentary Under Secretary of State, Department of Health, and Social Care

⌄

Progress will be updated on a quarterly basis with the first update published based on progress by the end of March 2023.

Adult Social Care Discharge Fund - £500 million

More than 13,000 people who are medically fit for discharge are stuck in hospital every day. The government announced its **Plan for Patients** (Sept 22) which committed £500 million to support timely and safe discharge from hospital into the community by reducing the number of people delayed in hospital awaiting social care. In Nov 22, guidance on allocations, conditions and metrics were **released:**

› **£200 million** will be distributed to local authorities, based on the adult social care relative needs formula (RNF).

› **£300 million** will be distributed to integrated care boards (ICBs), targeted at those areas experiencing the greatest discharge delays.

What can the fund be used for?

› Discharge to Assess (D2A) and provision of homecare.

› Adult social care workforce capacity and care home provision.

› Purchasing **supportive technology** to support recovery at home.

A plan for digital health and social care

The Department of Health and Social care states that over 28 million people now have the NHS App in their pocket, over 40 million people have an NHS login, and most NHS trusts have an electronic patient record system in place. This is on top of unprecedented investment in the digitisation of adult social care, including **£150 million** of funding for digital adoption announced in the recent white paper.

The **plan for digital health and social care** (June 2022) puts the health and social care system in a position to deliver the 4 goals of reform and provides guidance into one single action plan for achieving these goals on 4 complementary fronts.

01 Equipping the system digitally for better care.

02 Supporting independent healthy lives.

03 Accelerating adoption of proven tech.

04 Aligning oversight with accelerating digital transformation.

Important announcements for our sector

› Over the next 3 years, we are investing at **least £150 million** to make sure care providers have the right foundations in place to enable digital transformation, including high-speed connectivity, digital skills, and cyber resilience.

› A life-long, **joined up health and social care record - by March 2025**, all clinical teams in an ICS will have appropriate access to a complete view of a person's health and social care record that they can contribute to.

› Launch a multi-agency advice service for **AI deployment in the NHS**, made up of NICE, the MHRA, CQC and Health Research Authority (HRA), to streamline regulatory advice for AI technologies in health and care.

› Launch a scheme to use promising **care technology** to help people live independently in their own homes for longer. Funding will be used to test ideas for technology to support independent living (April 2023).

› Increase the availability of **digital monitoring of vital signs for people in care homes and at home**, with the aim of a further 500,000 people being supported by March 2023.

› Launch a fund to drive uptake in care homes of **sensor-based falls prevention** and detection technologies for the 20% of residents identified as being at high risk of falling (March 2024).

› Provide **funding through ICSs to pilot and build an evidence base for different types of care tech** (from July 2022).

The opportunities offered by digital transformation are huge, with benefits over the next decade running to billions of pounds in efficiencies, economic growth, and private investment. Digital transformation of health and social care is a top priority for the Department of Health and Social Care (DHSC) and NHS England (NHSE). The system's long-term sustainability depends on it.

Funding announcements in the white paper

Housing Transformation Fund - £300 million over 3 years to integrate housing into local health and care strategies...

with a focus on increasing the range of new supported housing options available. There are 2 tranches of funding. The first will be effectively a draw-down to support places with strategy development (small £hundreds of thousands per place) and the second tranche (a few £millions of revenue funding per place), will require a bid against a set of criteria (being developed by DHSC) to accelerate delivery of the strategy, including trying something new and innovative - digital innovation could well form part of that.

£150 million digital grant to drive greater adoption of technology...

and achieve widespread digitisation across social care. Digital tools and technology can support independent living and improve the quality of care. That's around £1m per CSSR, which is intended to look at how to use the potential of technology to support people's lives.

At least £500 million so the social care workforce...

has the right training and qualifications and feel recognised and valued for their skills and commitment. We want the workforce to also have their wellbeing prioritized.

A further £570 million per year...

(between 2022 to 2023 and 2024 to 2025) to provide funding to local areas to deliver the Disabled Facilities Grant (DFG) for home adaptations such as stairlifts, wet rooms and home technologies.

Launch a £30 million Innovative Models of Care Programme...

to support local systems to build the culture and capability to embed into the mainstream innovative models of care. This will work for a changing population, with more options for people that suit their needs and circumstances.

Continue to invest...

in the Care and Support Specialised Housing (CASSH) Fund, with £71 million per year capital funding (£210m total) available per year between 2022 to 2023 and 2024 to 2025.

Contribution By
Neil Revely
Association of Directors of Adult Social Services (ADASS) Housing Lead, and Local Government Association (LGA) Care & Health Improvement Adviser

Housing and digital infrastructure is fundamental to delivering the ambitions of the sector.

The Adult Social Care white paper (December 2021) - People at the Heart of Care, sets out an ambitious 10-year vision for how we will transform support and care in England. The vision puts people at its heart and revolves around 3 objectives:

01 People have choice, control, and support to live independent lives.

02 People can access outstanding quality and tailored care and support.

03 People find adult social care fair and accessible.

It highlighted choice, control and independence which is the ambition that people of all ages can live well, independently, behind their front door, for as long as they'd like to. The overall role of housing is foregrounded in the white paper with a much stronger emphasis and investment than ever. That choice, control and independence starts with the home in which you live, the fabric of the building, the tools such as technology, wet rooms and grab rails and the people around you.

Housing and technology features very strongly in the white paper. All places and ICSs are required to develop, refresh, or strengthen their strategic housing plans.

Over the coming months there will be a ramping up of local places starting to develop proposals. This isn't just a conversation with local authorities but with local housing providers, housing associations, charities, and tech/digital companies. In addition, from an NHS perspective, the development of Integrated Care Systems is a fantastic opportunity to set the direction at the broad, long term strategy level and steer priorities across housing, health, and social care.

**Contribution By
Alyson Scurfield
CEO, TSA**

Putting TEC at the heart of Government Policy

We are proud that TSA's work with the Department of Health and Social Care, NHS England, ADASS, Housing LIN and other partners across housing, care and health is having real impact. Harnessing this growing sense of opportunity is something I'm determined to help our wonderful sector with, going forward.

Latest from the sector on the switchover

Whilst the BT announcement to pause Digital Voice switchovers for customers who don't want to move to the new technology straight away is relevant, it is important to note that the digital migration is driven by the network operator rather than the Communication Provider and BT's Network Operator is Openreach.

The TSA have also approached Virgin Media O2 as the second largest Network Operator responsible for the digital transition and they have confirmed:

"Virgin Media O2 is undertaking essential work to modernise and futureproof our networks to ensure we can continue to offer our customers home phone services. We are committed to continuing to work closely with customers, industry stakeholders, Ofcom, local authorities, charities, and other stakeholders to ensure the transfer runs as smoothly as possible. We're providing additional support to vulnerable customers, including telecare users, and we'll continue to review our processes to make sure we're giving our customers the right level of support."

The TSA are also working with other leading UK Communications Providers (eg Sky, TalkTalk etc) to ensure that any lessons learned in the handling of the migration of vulnerable alarm users from analogue to digital are implemented to improve the overall process; please see link to the guidance on analogue on digital installation testing - https://www.tsa-voice.org.uk/downloads/tsa_analogue_on_digital_installation____testing_guidance.pdf

In summary, whilst the announcement from BT that they are pausing some aspects of the migration to consider what additional safeguards should be put in place for the vulnerable, this should not be seen as an opportunity to pause any migration planning and action that should be taking place from any stakeholder in the Technology Enabled Care industry.

The TSA will also be continuing to support all stakeholders within the industry with the following to support the transition to digital:

› Guidance for stakeholders to support digital migration - **https://www.tsa-voice.org.uk/ campaigns/digital-shift/social-alarms-systems-from-analogue-to-digital/**

› Co-ordination of Service Providers and manufacturers to test both analogue and digital equipment with various CP installations.

› Collation of all dialed numbers from all Alarm Receiving Centres in the UK to be used by CP's to identify installations dialing those numbers.

› Helpdesk for affected individuals and organisations to raise issues directly related to the digital migration for advice, co-ordination and escalation as required.

› Collation and tracking of 'real-world' alarm call history to identify current and future alarm call failure trends and recommendations.

› Enhanced information for the Openreach exchange migration lists including regions and post codes for specific exchange buildings.

All Service Providers have been provided with a template to provide dialed numbers and many Alarm Receiving Centres have been approached to provide call history data to support the UK-wide analysis of call failure rates both now and in the future.

Finally, the TSA has been working across the four home nations and DHSC in England in order to produce a call to action that requests all service providers and suppliers to conduct and publish test and real-world results for analogue and digital solutions - **industry_call_to_action_-_tsa.pdf (tsa-voice.org.uk)**

Any questions regarding this statement or any other questions related to the digital migration, please contact the TSA All IP team at: ALLIP@tsa-voice.org.uk or 01625 520320

The Opportunity

The digital opportunity for housing and care providers

TAPPI (Technology for our Ageing Population: Panel for Innovation)

TAPPI has the potential to recognise that there are several important principles that have to be embedded in going digital. Phase 2 of TAPPI is working closely with 6 locality 'testbeds' (or demonstrator sites) in England, Scotland, and Wales to co-produce a 'TAPPI Framework'. The successful community-based organisations will ensure that the 10 principles recommended during Phase 1 are developed and applied across a range of housing settings. TAPPI Phase 2, jointly administered by the Housing LIN and the TSA, is funded by the Dunhill Medical Trust. The TAPPI traffic lights turned green on 5 September 2022 - it's a long journey and the next 12-15 months will help that journey. Read more here.

**Contribution By
Nick Earle
CEO and Chairman,
Eseye**

The digital opportunity for housing and care providers is huge. It presents a chance to better join up health and social care and ultimately deliver care with more confidence. The real advantage lies in the data. By upgrading analogue systems to digital smart devices, providers can unlock a wealth of insights about user behaviour.

Our customer Everon uses non-intrusive smart sensors around the home to build a detailed picture of a user's day-to-day activity. This data can be used to understand their typical pattern of activity and highlight any shift in behaviour. Rather than waiting for an alarm to go off, providers can proactively get ahead of health issues before they become urgent, for example a change in behaviour when using the toilet may indicate a urinary tract infection (UTI) which can be dangerous for frail, and elderly individuals. By noticing this early, insight driven decisions can be made to provide treatment and care. This move from reactive to a preventative approach to care marks a real step-change for the industry.

Remote telecare technology offers so many benefits to users and their families too. Individuals can live independently for longer with the reassurance that help is on hand if needed. The data itself can also be shared through a user-friendly interface, like an app, so that families can quickly check in on loved ones to see they are up and about, and get notifications and alerts at a glance.

Eseye's industry position

We believe that IoT connectivity should 'just work'. Our advanced AnyNet+ eSIM can be easily embedded into telecare devices. It comes loaded with multiple network user profiles, which allows the device to switch dynamically to another cellular network on any loss of connectivity. This automatic switching approach means that devices can achieve near 100% connectivity, everywhere, every time. The ability to use the same SIM, with a single SKU, across all of its devices also keeps admin and management minimal.

Eseye's Infinity IoT Platform™ allows customers to see and control each device in their IoT estate, plus manage all connections. The platform has APIs with all public cloud services, and our Virtual Private Network (VPN) encrypts and authenticates IoT data, keeping all telecare data protected on its journey to the cloud.

Further reading:

Everon Case Study ⤢
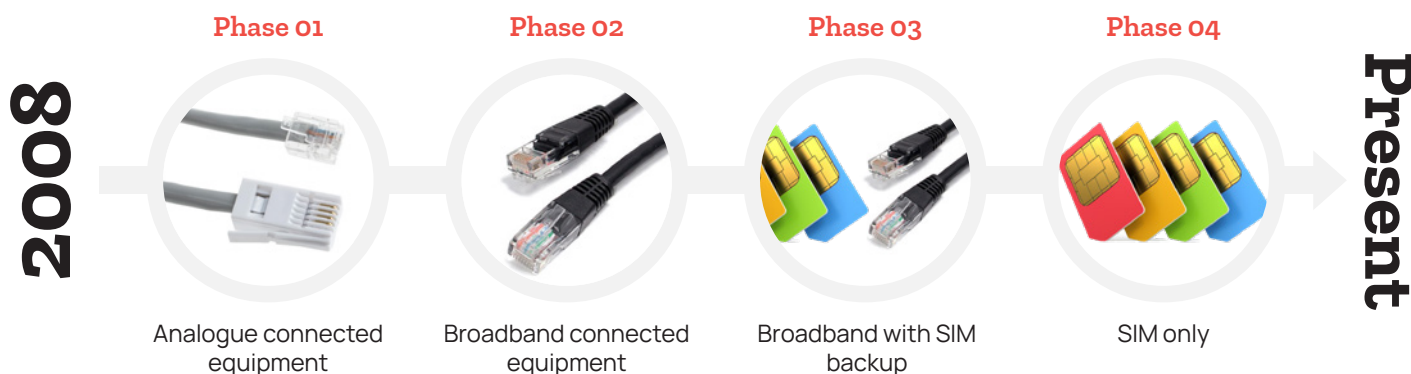
TECS industry position

Contribution

Head of Product Development, Everon UK

Richard Hosier, Everon's Head of Product Development UK, has worked in the TEC industry for nearly 14 years, and for the last 9 years, has been working with Scandinavian equipment manufacturers. In that time, he has gleaned an insight into the processes they went through whist migrating from A2D and understands the early, middle, and final issues and outcomes.

Evolution from Analogue to Digital in Scandinavia

Scandinavian counterparts moved **98% of systems** to cellular as opposed to fixed line connection.

2008

Phase 01

Analogue connected equipment

Phase 02

Broadband connected equipment

Phase 03

Broadband with SIM backup

Phase 04

SIM only

Present

Phase 01

The Scandinavian countries were some of the earliest adopters of digital technology enabled care (TEC) products. Sweden carried out the replacement of analogue infrastructure with digital (A2D) in 2008-2010, which is the same migration that we are currently manoeuvring through in the UK.

Phase 02

In Sweden, broadband became the replacement of the analogue line. The first digital TEC equipment was developed on the basis of sending their calls via a broadband connection. Then, as time passed, equipment was installed on broadband, but various issues arose and several factors affected the installation, meaning that broadband connected equipment could be more complicated to install. Broadband does occasionally "go down" and systems don't work. There is also the major issue when there is a power cut, or if the equipment is unplugged, it will not work.

Phase 03

So, the next step in the migration from A2D was to develop equipment that used broadband, but also had a cellular/SIM back up. Then, if there was an issue, the equipment could fall off the broadband connection and onto the SIM connection and still work. So, equipment was developed and deployed with broadband and SIM connectivity.

Phase 04

Again, time elapsed, equipment was installed with broadband and Cellular/SIM back up, but after a while, it was identified that service providers of TEC equipment favoured the SIM connection and in fact, they wanted Cellular/SIM only equipment. Therefore, TEC equipment was designed and manufactured that was SIM only. Eventually, around 98% of equipment installed was used solely with a SIM connection.

The reasons the SIM connection was favoured:

> **Cured the issues with installations being more complicated**

> **Resolved the issue of the broadband connection going down**

> **Removed the risk of the equipment not working when there was a power cut or unplugged**

Overall, experience has shown, with the appropriate non-steered fully roaming SIM and a device that has a strong roaming algorithm, using SIM connectivity proved to be the most preferred and reliable connectivity method in Scandinavia.

Note:

98-99% of the UK is covered by UK mobile networks.
Source

In situations where there is no signal, other options are available.

When comparing Analogue to Digital, what are the benefits to our industry?

There are many benefits, but here's a snapshot:

Analogue	Digital
Alarm calls fail As analogue equipment was not designed to work over the new digital infrastructure, calls to Alarm Receiving Centres are failing. They are not connecting first time every time. It is discussed within our industry that the rate is around 1 in 10 alarm calls are not connecting on first attempt.	**Alarm call reliability** Digital products are designed to work over the new digital infrastructure, and this makes them far more reliable. When it comes to call failures, redialling attempts slow down the connection to the control centre and these time delays could greatly affect the outcome, as the redial attempts slow down the time taken for emergencies to be dealt with.
Is it working? With analogue alarms plugged into phone lines, you don't know if the alarm is working. With equipment plugged into an analogue telephone line, if the phone line goes down, whilst there is an indication on the device, the service provider will not be proactively aware of this.	**Always online** Digital equipment sends a regular heartbeat to a device management platform which confirms the equipment is online. A dashboard provides an immediate display, often with green, red, and amber symbols indicating the status of all equipment, allowing the provider to easily see, react and resolve any issues.
Single Line With analogue, they plug into a single telephone line, and this is a single point of failure.	**Roaming SIM all networks** Using a roaming SIM that has access to all networks means that if one mobile network goes down, or is at capacity, the device can roam to one of the others and still make that alarm call.
Visits With analogue, you must visit the location of the equipment to carry out the majority of upgrades, setting changes, faults etc and this involves a potential delay in getting an engineer to a site and also a cost.	**Remote Visits** With digital, 90% of fixes, setting changes, etc, can be carried out by logging on to the device management platform and carrying out "OTA" over the air changes. This will often mean a change can be made immediately, and the cost is removed of sending an engineer.
Slower alarm call speed The connection duration of an analogue device would normally be around 30 seconds if it connects first time.	**Faster alarm call speed** With digital alarm calls, depending on the communication method used, the alarm call speed can be from a couple of seconds to 15 seconds. Seconds really do count in certain situations.
Reactive Most of the analogue equipment only reacts when there is something going on with the service user e.g., a fall or emergency, and it is reacting to that event.	**Proactive** With digital equipment, and current and future developments, the opportunity is being able to learn the service user's behaviour and be able to raise a pro-active alert before the reactive alert is needed.

Clarion Housing and Everon — Digital Upgrade Programme

A unique partnership to make a difference to over 7,000 residents.

"Everon proved that they were the only digital solution in the market that met our technical requirements."

Fiona Fraser, Contract Surveyor, M & E, Clarion Housing, who is responsible for all emergency call systems across Clarion's sites.

Clarion is the UK's largest housing association, owning and managing 125,000 homes and supporting 350,000 people. Following a two-year comprehensive investigation, the project board ascertained that Everon was the only solution that met all of Clarion's requirements. Everon commenced work at the end of 2021, to upgrade Clarion's 200 LiveSmart schemes.

Summary outcomes:

› No other manufacturer met Clarion's technical specifications.

› 200 LiveSmart schemes to be future proofed.

› Sites range from 5 to 105 residents, across the Southeast, Southwest, Midlands and East Anglia.

› Approx 7000 residents to benefit and up to 10,000 hubs to be upgraded.

› Rolling programme over the next couple of years.

Clarion specific challenges:

› Clarion has a lot of old equipment from a mixture of manufacturers, linking to different monitoring centre platforms, so the digitalisation of the network was a big concern.

› Clarion wanted a system that was wireless and not reliant on CAT6 hard wired cabling and telephone lines.

Everon delivers the only proven digital offering that can work as a scheme and can link to door entry without CAT 6 cabling. Everon is a group wide system which allows residents to call for assistance across the site. It provides smart divert and smart call features which allows the LiveSmart Manager to totally manage the site from anywhere utilising a Cellular based solution.

Benefits and expected outcomes

Cost Savings

› Potential negation of significant maintenance fees

› Installation cost savings, no expensive cabling Cost control - subscription based

› Time saving for the LiveSmart Managers

Performance

› Interoperability - Everon's system is an open platform capable of integrating with health, housing and social care data utilising artificial intelligence.

Ease of installation / future proofed

› Speed and ease of installation - up to 80% less time

› Less upheaval for residents

› Everon uniquely invests 10% of its revenue in R&D pa

› Software upgrades included free of charge

View full case study ↗

Hft and Everon — Personalised, Digital, Flexible

A unique partnership to better support individuals living with learning disabilities

"We chose to partner with Everon on this project as they ticked a lot of boxes for us. There are limited solutions on the market, even though the digital switchover is happening in a short space of time."

Vincent Scaife, Personalised Technology Co-ordinator, Hft

Personalised solutions:

Hft is a national charity providing services for people with learning disabilities. Their teams support individuals to live their best life possible.

Because of the impending digital switch-over, Hft had been looking for organisations capable of meeting its specific requirements. After meeting Everon and holding a demo day, a period of testing took place, ensuring the solution was technically robust and fit for purpose for the people being supported in this location.

Summary outcomes:

› Everon's solution met Hft's digital needs.

› Hft worked with Everon to put together technology packages to best meet the needs of the people being supported.

› The Everon system was found to be robust and very flexible.

› Hft was able to access all data remotely, analyse trends and patterns.

Everon provided a digital solution that had multiple benefits for Hft

Simple and easy to deploy	Cost effective	Future proofed	Digital means fast
Personalised solution	No DECT phones needed	Compatibility	Multiple occupancy

View full case study ↗

Q&A

Question posed at recent webinars and breakfast meeting:

Q:

"Is cellular / GSM a good alternative?"

A:

This can often be quite a contentious discussion.
Maybe the best way to answer is to look at a few pluses and minuses of each. Let's look at "Broadband vs SIM":

Looking at these points alone below, overall, SIM connectivity shows to be not just a good alternative, but also best as the main communication path for device connectivity.

Broadband	SIM / Cellular
Installation	**Installation**
Broadband connection requires the system to be connected to a router, or an ethernet port in the service users dwelling, and likely a power socket.	SIM card is not restricted to only being installed in certain areas, as it only requires a power supply. This means it can be installed anywhere, but also without the need of installing cabling throughout a home or site which would not only save costs but enable very quick installation.
Power Failure	**Power Failure**
Broadband is reliant on power, so if there is loss of power for any reason, broadband will likely cut out.	SIM can work for 48h with no power on a backup battery.
Reliability	**Reliability**
Broadband is reliant on one line being provided by one Internet Service Provider.	SIM has access to not just one provider, but 4 mobile networks - so if one has an issue – there are 3 others. However, yes, we have seen SIM outages. But these outages are becoming fewer, and technology and logic is now in place to ensure that resilience is there for SIM connectivity.

Please also see a comprehensive list of Q&As which were covered at the Webinar "Myth Busting the Digital Landscape" ⬈

Conclusion

The UK infrastructure is a mix of copper, fibre, undersea cables, and mobile networks. This is all being replaced with a digital full fibre optic network.

The problem is that in the UK we have a very competitive market with 690 different companies providing telecoms services. When the digital upgrade happens at your premises, you will be sent a router. However, there are at least 1m residential customers who have never used a router previously. They will suddenly be sent a router in the post which they must plug into the master socket. The issue here will be the potential confusion this may cause coupled with the possibility that the router and letter will be ignored.
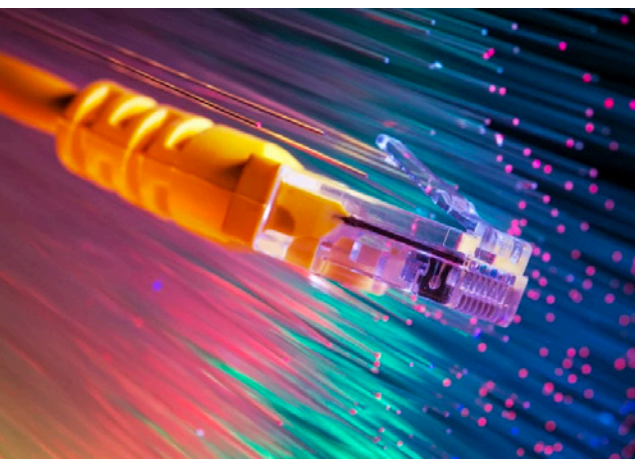
There are many benefits of course - Fibre Optic is so much better than copper. It's higher quality, faster, more reliable, less susceptible to the British weather, needs less maintenance, much less likely to go wrong and is future proofed. This means less digging up the roads or gardens when things go wrong, and it is 15 times faster than the UK average broadband speed.

However, this upgrade will affect us all - traffic lights, lifts, burglar alarms, payment machines and more will also be affected.

I'm sure many of us have more questions than answers. It will create hurdles, there are things to solve, plans to make and it will cost money.

But there are also opportunities to save money, to help people become more independent and to add more value to your services and therefore people's lives.

Housing and care providers have ageing stock and arguably the technology sector has been slow to provide a digital offering. Customers want choice, best of breed technology, open APIs, yet they need to understand the costs and don't want a one size fits all approach. However, the first step in solving the problem is to recognise that it does exist.

We hope this paper has given you the information you need to make important steps forward with digital.

If you would like further support on your analogue to digital journey, please contact:

Lee Balfour (Sales Director)
Email: lee.balfour@everon.net
Phone: +44 (0)7931 990 352

Contributors / Further Reading

Thank you to all contributors in the production of this white paper.

> Jeremy Porteus, CE, Housing LIN.
> John Livermore, ALL IP Industry Engagement Manager, Openreach.
> Sodhi Dhillon, BT industry engagement officer.
> Neil Revely, Association of Directors of Adult Social Services Housing Lead and Local Government Association Care & Health Improvement Adviser.
> Alyson Scurfield, Chief Executive at TEC Services Association (TSA) – the voice of technology enabled care.
> Nick Earle, CEO and Chairman at Eseye, Global IoT Connectivity Provider
> Clarion Housing
> Hft
> Peter Kerly, MD, Everon UK peter.kerly@everon.net
> Richard Hosier, Head of Product Development, Everon UK.
> Ali Rogan, Hornsey Consulting, Editor.

Further reading/useful links

> **Commissioner/Buyer Guidance:** Analogue to Digital Social Alarms Systems Nov 2021. TEC Services Association.

> **TAPPI2:** https://www.housinglin.org.uk/Topics/browse/Design-building/tappi/

> **Local Government Digital Switchover Working Group:** https://www.local.gov.uk/our-support/sector-support-offer/supporting-financial-resilience-and-economic-recovery/digital/switchover/working-group

> **Openreach useful webpages**
> https://www.openreach.co.uk/cpportal/products/the-all-ip-programme
> https://www.openreach.co.uk/cpportal/products/the-all-ip-programme/services-industry-and-business
> Upgrading landlines to digital technology – what you need to know - Ofcom

> **Housing LIN/Appello - Digital Telecare:** How ready are we for the digital switch briefing paper https://www.housinglin.org.uk/Topics/type/Digital-Telecare-How-ready-are-we-for-the-digital-switch/