

Midlothian Integration Joint Board



Thursday 22nd June 2023, 14:00-16:00

Analogue to Digital Transition 2023/24

Item number:	5.5
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Executive summary

The purpose of this report is to provide background on the requirement for investment to implement the Analogue to Digital (A2D) transition and estimated associated funding required. It should also provide an update on the progress of securing the necessary funding.

Members are asked to:

- Note the non-recurring funding requirement to support the A2D transition and the associated risks that may result without appropriate resourcing.
 - Note the positive update from Midlothian Council Capital Plan and Asset Management Board that provided support for provision of the funding with formal approval anticipated following full Council on 9 May 2023.
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Midlothian Integration Joint Board

Analogue to Digital Transition

1 Purpose

- 1.1 This report sets out to provide background on the requirement for investment to implement the Analogue to Digital (A2D) transition and estimated associated funding required.
- 1.2 Update the IJB following the discussion at the March IJB meeting where it was recommended that a paper (see Appendix 1) for this transition be taken to the Midlothian Council Capital Plan and Asset Management Board, to be considered for non-recurring support this year.

2 Recommendations

- 2.1 As a result of this report, Members are asked to:
 - Note the non-recurring funding requirement to support the A2D transition and the associated risks that may result without appropriate resourcing.
 - Note the positive update from Midlothian Council Capital Plan and Asset Management Board that provided support for provision of the funding with formal approval anticipated following full Council on 9 May 2023.

3 Background and main report

- 3.1 In 2017 it was announced by all the main telephony providers in the UK that their existing analogue telephone infrastructure would be decommissioned and replaced with a digital internet protocol (IP) service by 2025. Updates provided by these suppliers indicate acceleration of these timescales in some cases with an end date of 2023. Although many users will be unaware of any change to their telephony service following this transition, this announcement causes significant implications for telecare service providers, and for citizens in Scotland who are currently in receipt of these essential services within their home.
- 3.2 Over the past few years, the Local Government Digital Office (LGDO) has been working in partnership with Technology Enabled Care (TEC) and COSLA to develop best practice, strategic guidance, and operational support to Scottish telecare service providers for the planned transition from analogue to digital telecare.
- 3.3 The LGDO worked collaboratively with a group of telecare service providers to identify the requirements to ensure a smooth, safe, transition to a digital service delivery model. This learning and collaboration has been captured and collated and now forms the basis of the Digital Telecare Playbook which provides a Once for

Scotland approach to transformation, reducing effort, time and costs, and streamlining the process.

- 3.4 Midlothian Health and Social Care Partnership (HSCP) elected to work collaboratively with the Scottish Borders and East Lothian HSCP's to carry out the required A2D transition. The tri-partite arrangement successfully applied for 2-year funding for a Project Manager, hosted and managed by Midlothian HSCP. The project manager has begun work and a project team and project steering group have been established with representatives from the three areas and led by the HSCP Digital Programme Manager and overseen by the Digital SRO. Work is underway with Midcare (Midlothian's telecare service) to safely transition the service over to digital technology.
- 3.5 In carrying out the exploratory work within the A2D project, there is clear evidence of a need for a large capital spend programme (for replacement alarms and peripherals) to mitigate the effect of the digital telecom's switchover.
- 3.6 Considering a discussion at the IJB Special Meeting on 16 March 2023 in relation to the Council's resource allocation to the IJB for 2023/24, it was suggested that a request for this funding from the Capital Plan and Asset Management Board be submitted.
- 3.7 The anticipated costs and risks of not approving funding are outlined below in sections 7 and 8.

4 Policy Implications

- 4.1 There are no policy implications arising from this report.

5 Directions

- 5.1 This report does not relate to any specific directions.

6 Equalities Implications

- 6.1 There are no equalities implications from this report at this stage.

7 Resource Implications

	Clients	Alarm Cost	Peripherals Package Cost	
Total Client Base	1776			
60% Basic 'average package' (Alarm + pendent + falls detector)	1066	£200	£144	
35% Full 'average package' (BASIC + 3 Smokes + Heat + CO + 2xFlood, + Chair Occupancy + Bed Occupancy)	622	£200	£744	
5% Enhanced 'average' package (FULL + Property Exit Sensor, PIR)	89	£200	£1,049	
Basic 'Average' package	1066	£213,120	£153,446	
Full 'average package'	622	£124,320	£462,470	
Enhanced 'average' package	89	£17,760	£93,151	
		£355,200	£709,068	Total Estimated Equipment Cost
				£1,064,268

The estimated costs are based on the current service data and are subject to change based on the 'actual' requirements when works gets underway and needs of individuals, and real-time demand is realised.

8 Risk

- 8.1 Not approving funding would present significant risks to the Council and Health and Service Care Partnerships ability to maintain the safety of the most vulnerable people in our society as outlined below.

Risk	Description	Consequence
Risk of alarm failure	Call failing due to progression digitalisation for the network.	There is a risk that an emergency call fails to connect when required due to loss of service. This could result in the most severe injury to a person and ultimately potential litigation and compensation costs to the organisation.
Finance	Wasting public resources	While we continue to buy alarms that we expect to become obsolete before the end of their serviceable life, we are wasting resource.
Risk of inaction	Procuring equipment from a nascent supplier marketplace	The global supply chain issues with technological kit is impacting suppliers adding to scarcity at a time with the whole UK industry is needing to react. Cost and availability are considerations here.
Risk of not establishing a foundational infrastructure	Developing a model of Digital Telecare	With the arrival of <i>digital</i> equipment there is a convergence of Telecare and smart home/assisted living/consumer tech. There are likely to be increasing cases where, through the convergence of Midcare with Home Care, Reablement, Home first, proactive frailty support, etc, that we see opportunities to support technology adoption to facilitate connection and communication, or environmental control, or active monitoring.
Risk of telecare system failure	Midcare is unable to provide a proactive maintenance programme.	Installation workflow and alert response demand high – & the service carries a waiting list. If the system does not report a fault but rather a component (door exist sensor, movement sensor, bed sensor, etc) goes 'off-line' then the telecare package is no longer providing care.

9 Involving people

9.1 Internal stakeholders have been consulted during the preparation of this report.

10 Background Papers

None.

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Appendices:

Appendix 1: Analogue to Digital (A2D) Transition Capital Plan and Asset Board Report 2023

Appendix 2: Analogue to Digital (A2D) Transition slide pack April 2023