

Digital Switchover Update

Community Scrutiny, 30th October 2024

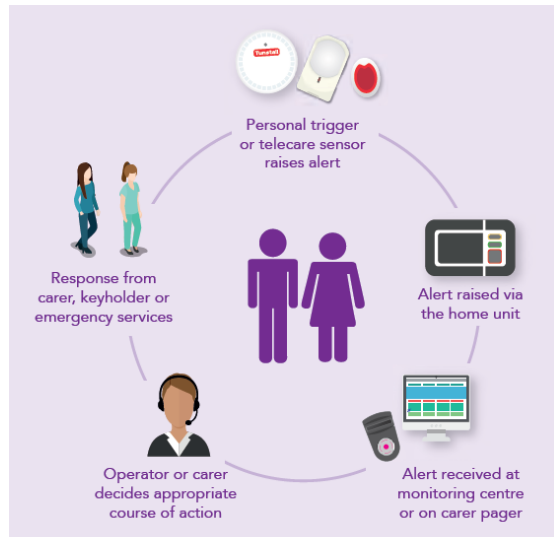
Gareth Denslow – Digital Customer and Strategy Manager



Somerset
Council

Somerset Lifeline

Technology Enabled Care



5100 community alarms across Somerset

2100 Sheltered and Extra Care alarms

Building Sensors
Flood Detector
Ambient Temperature Sensor
Heat Detector
Smoke Detector
Carbon Monoxide Alarm
Movement Detector (PIR)

Security Sensors
Property Exit Sensor
Bogus Caller Button



Personal Need Sensors and Solutions
Bed/Chair Occupancy Sensor
Enuresis Sensor
Epilepsy Sensor
Sensory Impairment Solution
Pressure Mat
Medication
Reminder/Dispenser

Home Units
Lifeline Digital
Lifeline Smart Hub

Wearable/Portable Alarms
CareAssist
Minuet Watch
iVi Intelligent Pendant
MyAmie Pendant
Fall Detector

470,000+ calls

1,250+ installations

2850 emergency response visits

6000 connections through external contracts

OOH provision for the Council – highways, housing repairs and more

Digital Switchover

- **National switchover** of telecommunications infrastructure - traditional (analogue) phone lines are going to stop working by 2027 (was originally 2025) and replaced by a digital network.
- **4260** customers need to have their Lifeline units (*the machine that activates a call to the 24/7 Monitoring Centre*) replaced with new digitally compliant machines. This is because some Lifeline units can only make calls using the old analogue lines, which will no longer exist from 2025.
- All **new customers** are being provided with the new digitally compliant units and some existing customers already have compliant machines.
- For those impacted, a programme of equipment replacements is underway, with an aim to complete by the end of March 2025.
- Capital funded programme – budget of 2.23m.
 - Somerset Lifeline - 1.5m
 - Homes in Sedgemoor – 730k

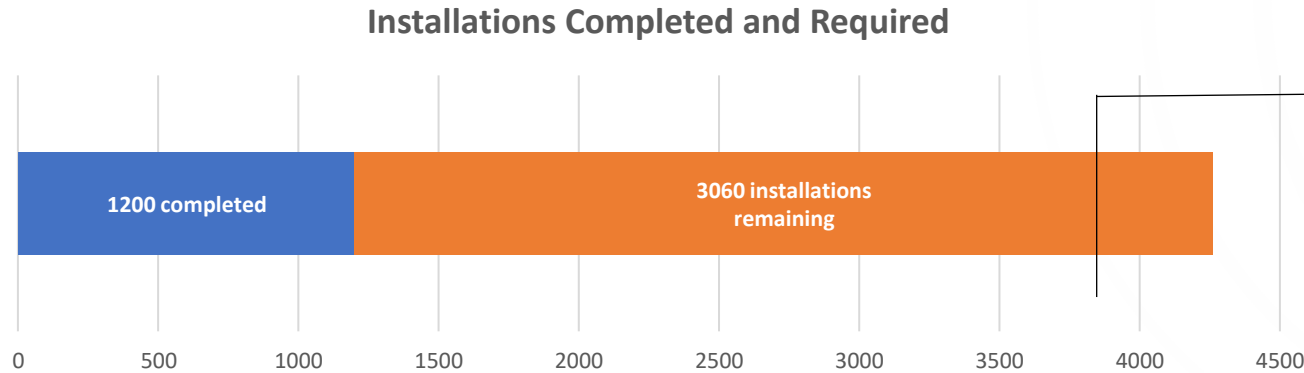


Project Timeline

February 2024	Raising awareness - all customers received an Information Sheet explaining: <ul style="list-style-type: none">• What Digital switchover means.• Advanced warning of the programme of replacements.• Telephone number, e-mail and web form promoted to ask any questions.• Link to FAQ;s on our website.
May 2024	Procurement - Decision to award contract to TeleAlarm as supplier for digitally compliant equipment.
June/July 2024	Recruitment - Team Leader, 6 Installers and Support Officer recruited
August – September 2024	Start of Installations – initial focus on Sheltered Housing properties.
October 2024 – March 2025	Community alarms – replacement of 3060 alarms across Somerset alongside any remaining Sheltered Housing installations.
April – May 2025	Completion of remaining incompletions and completion of project in May 2025.

Progress

Installations



We anticipate that we will complete 3,828 installations by 31st March 2025 and will be seeking to extend the project to 31st May 2025.

Challenges

- Programming of new equipment and transferring of customer information in our management system has taken longer than anticipated – meaning more preparation time is required before installations.
- There have been a larger than anticipated number of ‘no response’ visits in Sheltered Housing properties. We are working closely with our Housing teams to ensure that new units are installed for these customers.
- Turnover of staff – a number of staff have been successful in applying for permanent roles elsewhere within the organisation therefore temporarily reducing our installation capacity.

Feedback and Opportunities

- Over 150 responses to Information Sheet from customers, their family members and carers.
- Scam calls – some customers being contacted by unknown individuals/organisations regarding the digital switchover, attempting to provide their personal details. Comms has been implemented to ensure customers are aware and report these instances.
- Working closely with BT on a Data Sharing Agreement which will allow BT to identify and then highlight customers that are potentially vulnerable.
- Links established with Healthwatch Somerset and regular updates on project progress to Adult Social Care through TEC Steering Group.
- Promotion of 'Digital Voice' events held by BT in September across Somerset – exact numbers unknown but attendance was high in comparison with other counties.

Capital Finance

Capital Profile	Homes in Sedgemoor	Lifeline	Total
2023/24	730,000	500,000	1,230,000
2024/25		500,000	500,000
2025/26		500,000	500,000
Total	730,000	1,500,000	2,230,000

Forecast spend	1,864,000
Homes in Sedgemoor	-£316,000
Somerset Lifeline	-£50,000
Total Forecast	-£366,000

Time for Questions



Useful links:

- [Somerset Lifeline Website – Digital Switchover](#)
- [BT Website](#)
- [Local Government Association – Digital Switchover Hub](#)

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