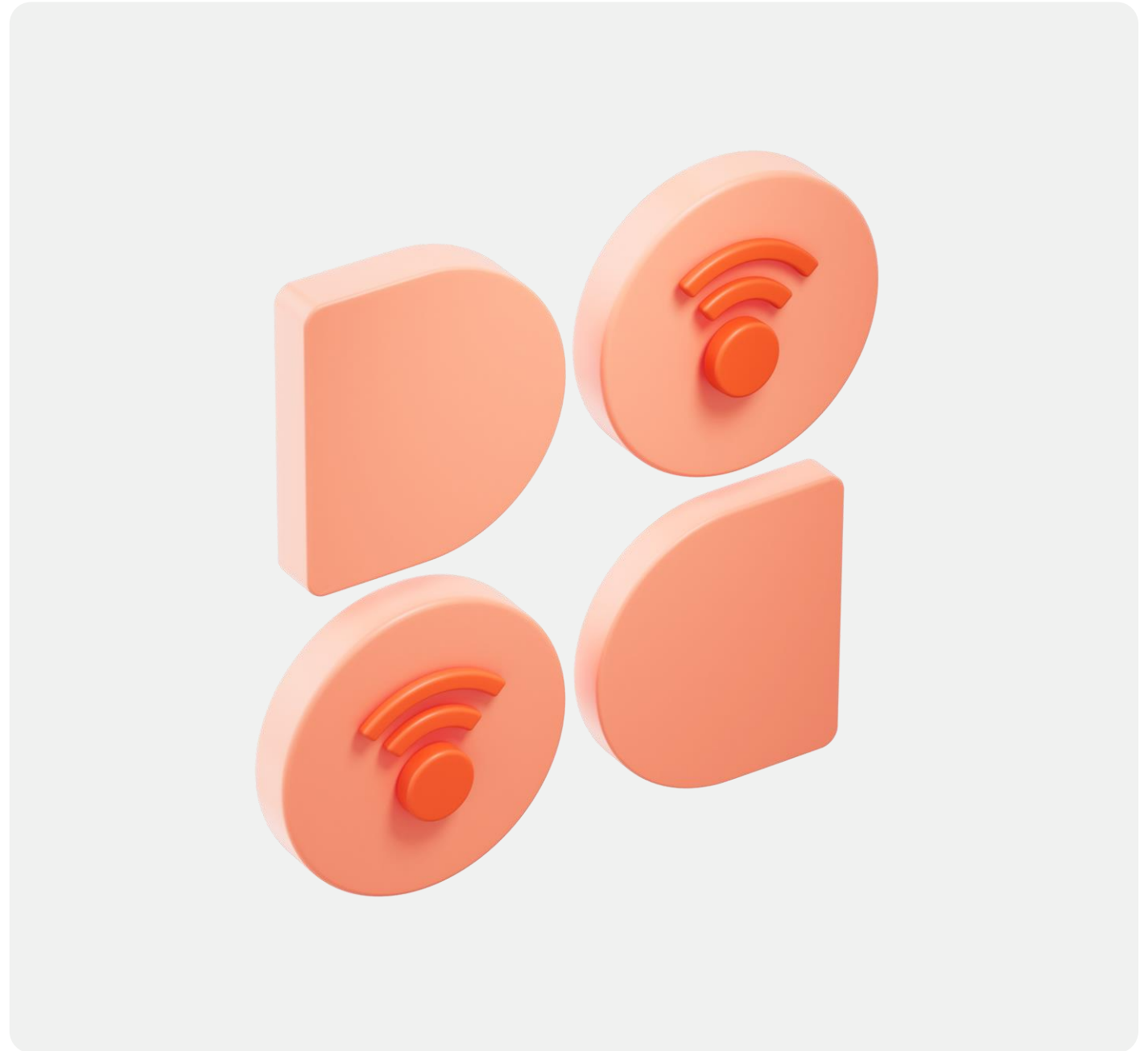


Digital Telecare: Unlocking the Power of Cloud.

TSA Collaborative and Coordinated Care @ Home
Tuesday 19th November



Today's speaker:

Martyn founded the Digital Office back in 2016 to create and support accelerated digital change in partnership with Scottish councils in delivering critical front-line services whilst also balancing budgets.

Martyn is the Senior Responsible Officer for Digital Telecare, working in close partnership with Digital Health and Care, Scottish Government and Health & Social Care colleagues.



Martyn Wallace

Digital Office Chief Digital Officer

Digital Telecare Programme.

Analogue to digital Switchover.

Technological change is a fast-moving environment that is prominent in our lives and work.

In 2017, BT announced it was going to its analogue telephone networks as part of an industry-wide upgrade of landline services.

By 2027, telecommunication providers will have turned off their existing analogue network and moved to digital connectivity – creating a pressing need for telecare service providers to upgrade their services to digital.

The Digital Telecare Programme has actively engaged with all Local Authorities and HSCPs to implement innovative, future-proofed and resilient telecare solutions ahead of the digital switchover in 2027.

How does this impact telecare services in Scotland?



Telecare Landscape in Scotland

There are currently around 140,000 citizens in Scotland in receipt of a Telecare Service. With 23 Alarm Receiving Centres (ARC) in operation, approximately 4 million alarm calls from service users are handled per annum.



Impact on Local Authorities

Telecare generates benefits of around £99m per annum to the Scottish public sector, with Local Authorities spending circa £39m per annum to provide telecare to 20% of people within the 75+ age cohort.



Destination Digital

Providers are currently in the process of actively migrating to digital. Through the support of the Digital Telecare Programme, there is a total of over 56,781 digital or digitally ready connections in Scotland.

The Digital Telecare Programme.

The Digital Telecare Programme was established to support the A2D transition, through a portfolio of programmes including:

Leadership and guidance

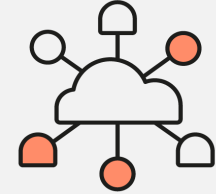
Operational telecare experience and knowledge

Digital security and guidance

A 'Once for Scotland' approach – a united approach to share experience, standardise processes, innovation and best practice.



Analogue to Digital Programme



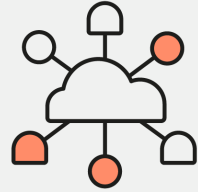
Shared ARC Programme



Data Programme



Housing Programme



Digital Connections

Digital-ready devices

36,021

Fully Digital connections

29,289

Total fully digital and digital ready

65,310



Funding

Over £3million in funding has been allocated to telecare service providers across Scotland.

Engagement

100% of local authorities and HSCPs actively engaged with the programme and implementing innovative, future-proofed and resilient solutions.



Implementation Award Scheme



20

11

10

8

3

Planning and Delivery – The Shared ARC Programme.

The Shared ARC Platform.

The core mission of the Shared ARC Platform is to simplify and accelerate Telecare Service Providers' transition to digital telecare and establish a platform to drive innovation; allowing organisations to focus on delivering exceptional services.

Cloud-based

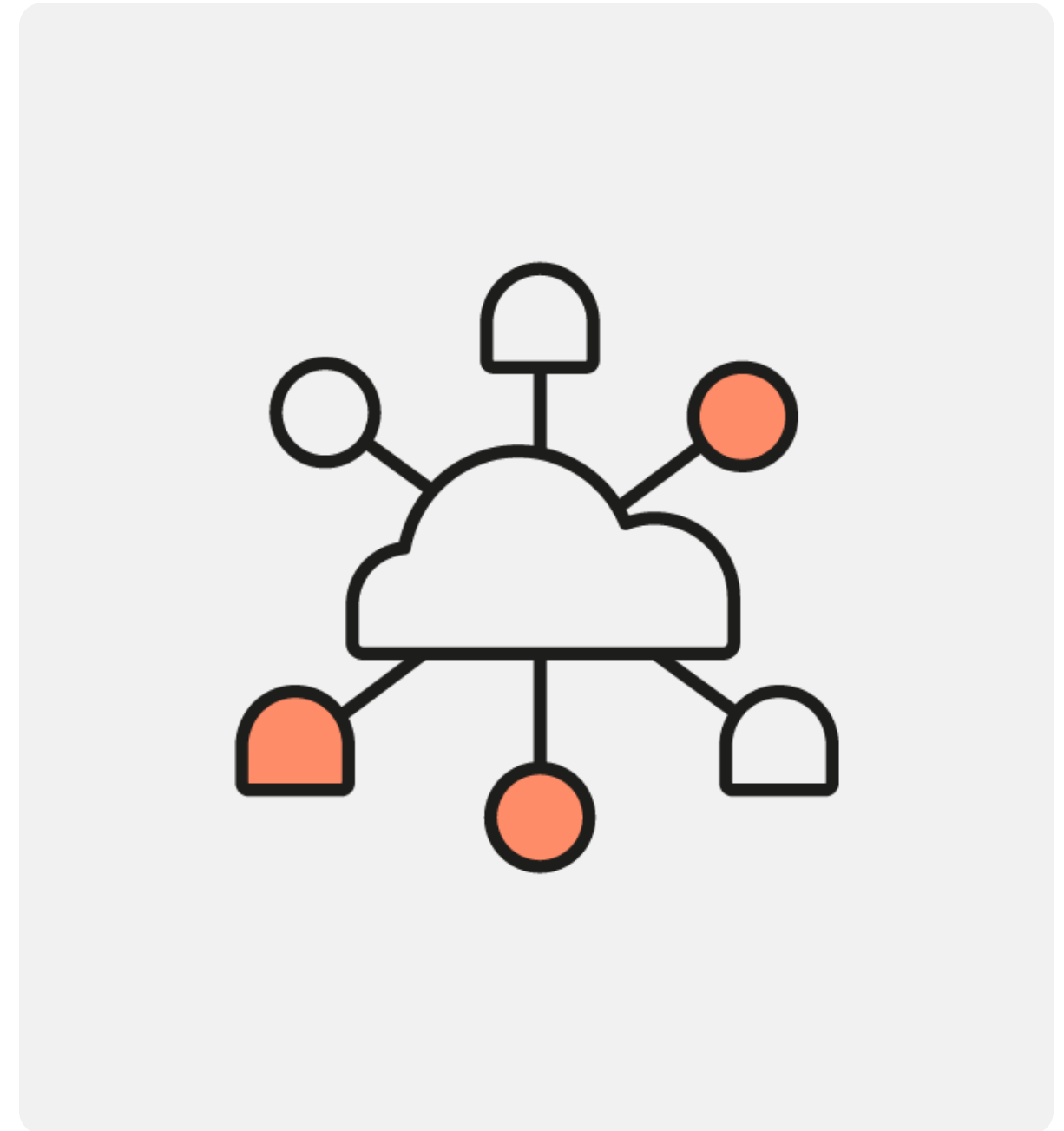
Multi-tenant

Co-created

Off-the-shelf

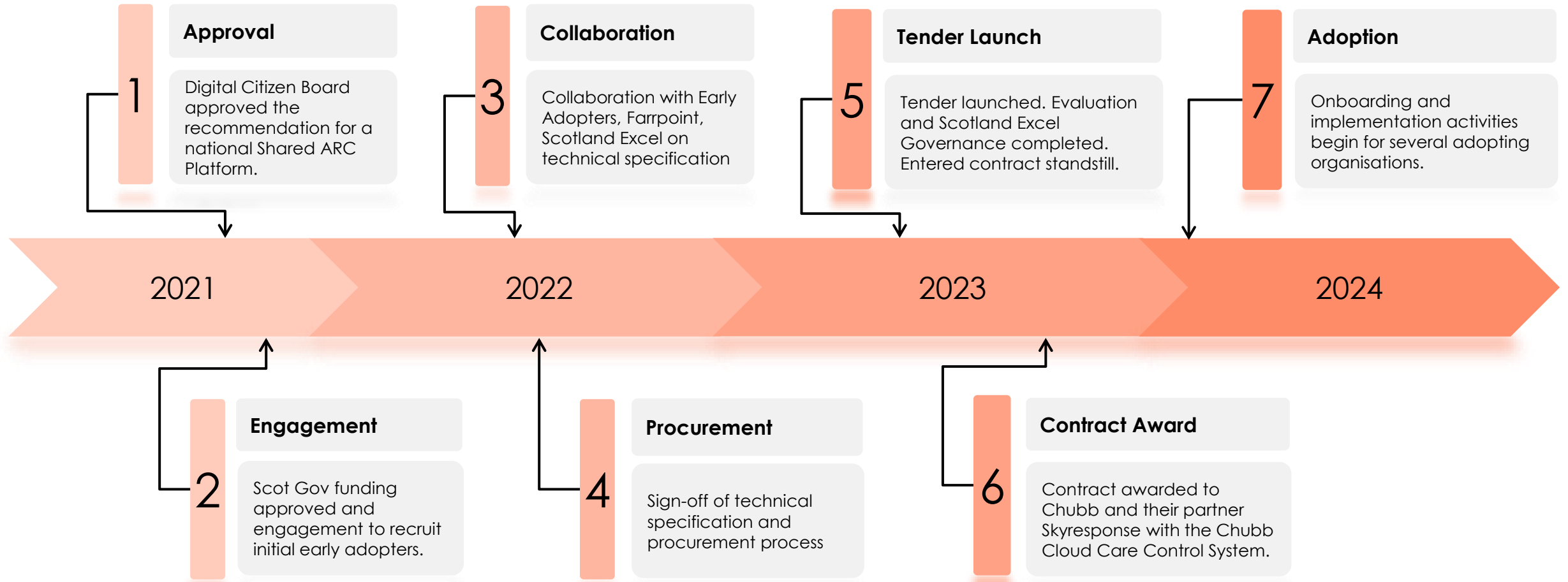
Industry partner

Economies of scale



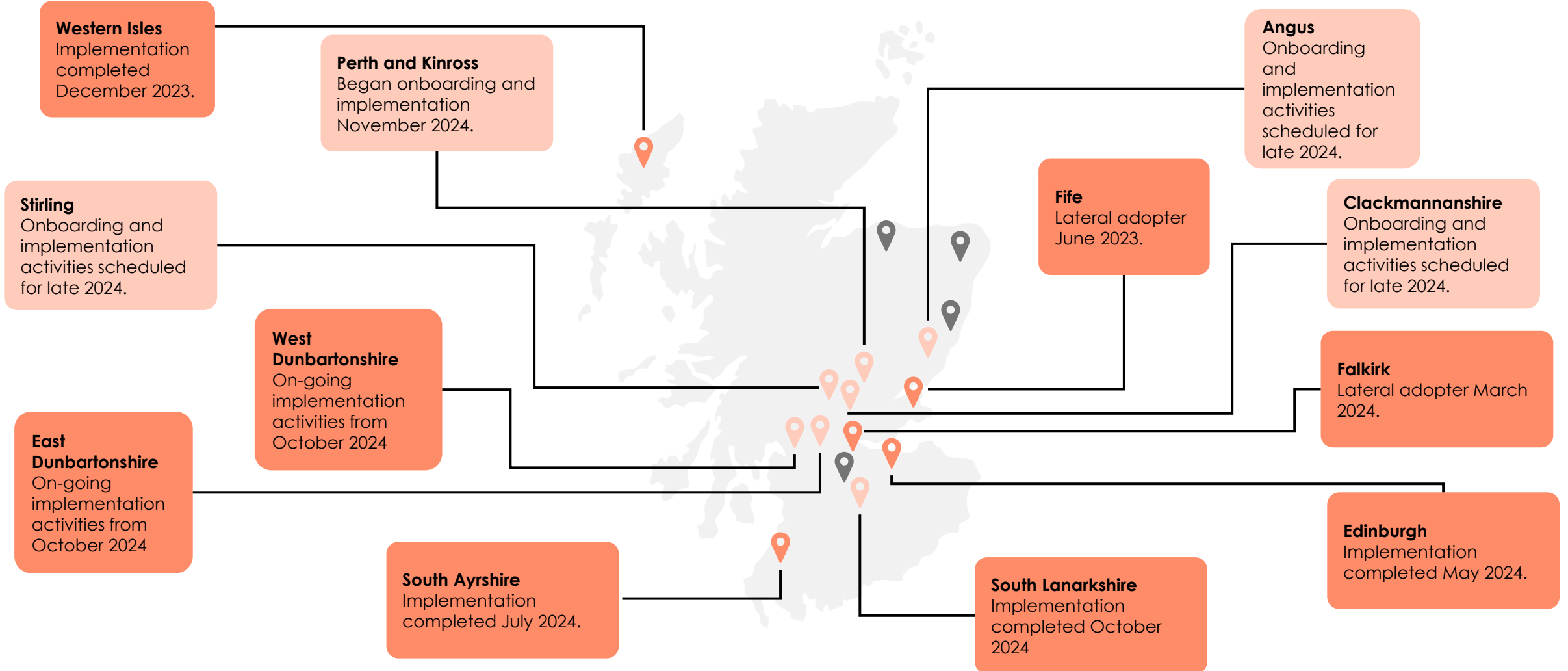
Project timeline.

We ensured continued involvement from Early Adopters throughout the project with regular Working Group, Steering Group, and Technical Assurance Group meetings. The project reports into various boards: Telecare Delivery Board, Digital Office Board, Digital Partnership Board, Enabling Technologies Board, and Digital Citizen Board.



Onboarding and implementation.

We have continued collaborative working with a range of partners to ensure a smooth transition to the platform. We remain engaged with adopters throughout the process, and we are in advanced discussions with other organisations seeking to join the platform.



Shared ARC: A platform for service innovation.

The Shared ARC Platform is a groundbreaking platform designed to drive service innovation, addressing the broader challenges of telecare services and fostering long-term improvements in citizen outcomes.



Automation



Flexible and remote working



Scalable and resilient solution with reduced technical burden.



Use of open protocols and APIs



National approaches to standardised training



Artificial intelligence



Enables collective approach to challenges.



Reciprocal call-handling arrangements

The Telecare Data Programme

The Telecare Data Programme.

The Telecare Data Programme includes three key workstreams designed to build capability and intelligence across the sector

Build capability in the sector

Develop intelligence and visibility

Harness the opportunity of digital deployment

Unlock opportunities to move from reactive to proactive



Telecare Information Framework



Telecare Benchmarking



Telecare Benefits

Connect with us.



Digital Office Scottish Local Government



@DigTelecareScot

