

Data Sharing Agreements

The charter of commitments for customers with Telecare

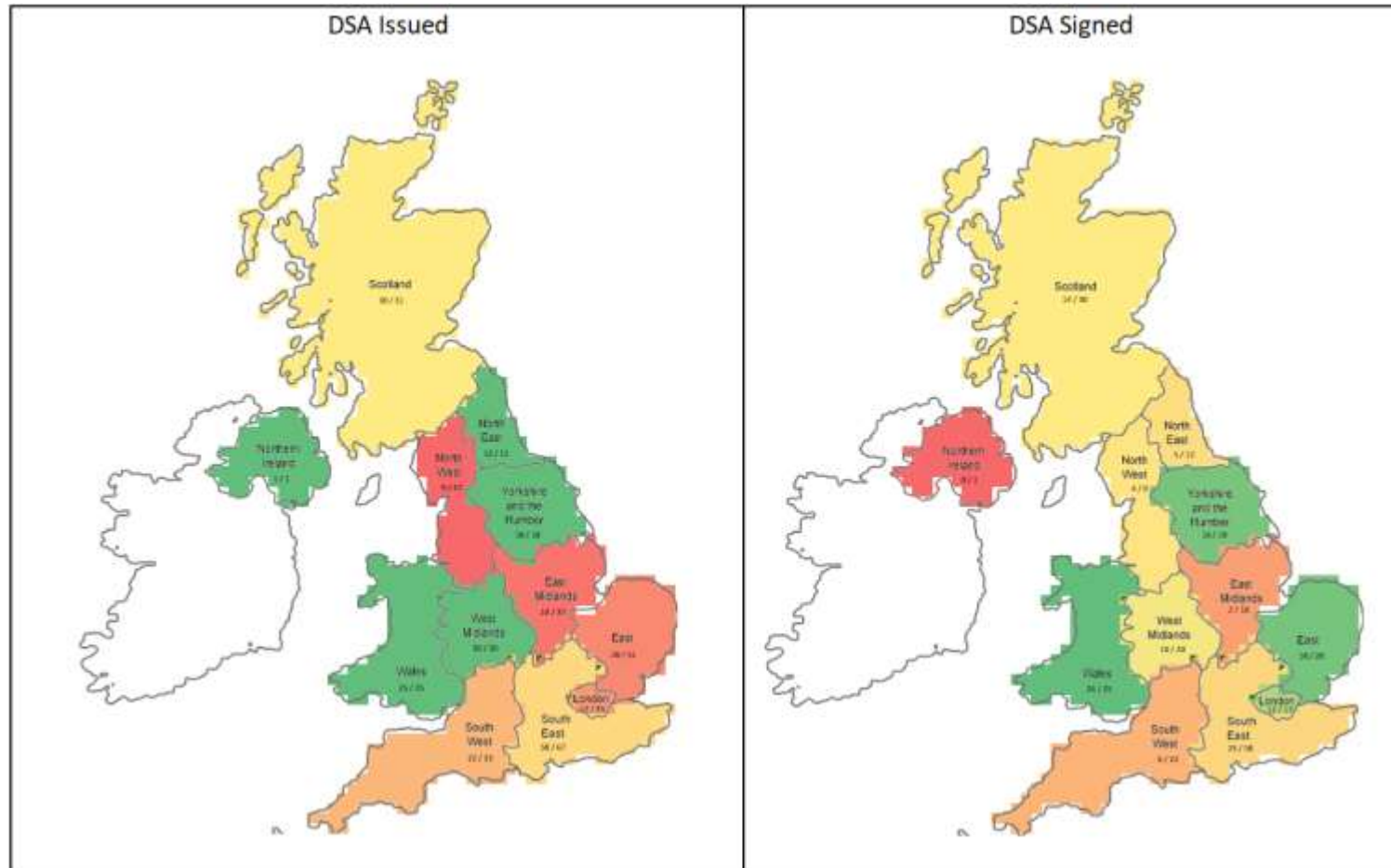
Communications Providers must:

1. Not undertake any non-voluntary migrations, until they have **full confidence they are taking all possible steps to protect vulnerable people** through the migration process.
2. Not migrate Telecare users without CP's, the customer, or the telecare company **confirming they have a compatible and functioning telecare** solution in place.
3. Work to provide battery backup solutions **that go beyond the Ofcom minimum of 1 hour of continued** access to emergency services in the event of a power outage.
4. Collectively work with Ofcom and Government to create a **shared definition of 'vulnerable' customer** groups that require greater support, specific to the digital landline migration.
5. Conduct checks on customers who've already been migrated to **ensure they don't have telecare devices we were unaware of**, and if they do, ensure suitable support is provided.

Data Sharing Agreements are essential to ensure CP's know which customers have Telecare devices. BT are working with private Telecare Providers and Local Authorities to get these agreements in place.

DSA Completion

- 34% of Local Authorities & Telecare providers (138) have now signed a Data Sharing Agreement.



DSA Impact

- 33% of customers provided in the DSA have not previously been flagged as having telecare

ARC Data usage

- Reliant on Calls being made
- Number given doesn't always match the number built/programmed into the system

Prove Telecare & Media Gateway testing

How we are better supporting those with telecare throughout the DV migration

Prove Telecare – follows DSA update

- Openreach Site Visit Reason (SVR) to reconnect customers telecare alarm during a Digital Voice migration
- Phase 1a trial formally approved by Openreach. This excludes full rollback so initial migrations will be supported with the on-site attendance of the telecare provider.
- Trial migrations from early August to October with 3 telecare providers – Cardiff, North Yorkshire & Southwark
- Customers with compatible analogue telecare alarms will be provided with a Battery Back-up Unit and their existing alarm reconnected to Digital Voice by Openreach.

Media Gateway / Pre-Digital Phone Line Testing

- Leading telecare providers estimated to represent over 70% of analogue dispersed alarms system types have visited the BT Digital Services Lab in May – June.
- All dispersed alarm systems tested worked successfully over the MGW test line.
- Additional testing carried out by some providers using Scheme based telecare systems which also performed successfully,
- Review testing with industry (TSA)

LGA DSA

The LGAs Data Sharing Agreement is now live and published online:
<https://www.local.gov.uk/our-support/cyber-digital-and-technology/digital-switchover/digital-switchover-telecare-data>



Portal now contains:

- DPIA Template
- Full Data Sharing Agreement
- Lawful Basis
- Large FAQ section
- Contact details for CPs

Simplifies the process for local authorities with one template for all leading providers