

ANALOGUE TO  
DIGITAL

# COMMUNITY HOUSING'S JOURNEY

KATIE SMART- HEAD OF CARE AND SUPPORTED  
HOUSING



COMMUNITY  
HOUSING

# The need for change

Risk of digital exclusion

National shift- analogue switch off originally Dec 2025 now 2027

Obsolete and failing equipment

High Maintenance costs

Infrastructure upgrades- wi-fi, digital call systems

Emphasis on prevention and early intervention

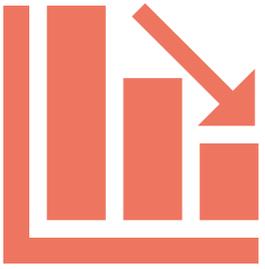
Person centred, proactive and connected services

Real time data

# Review and Business Case

- Internal Technology Enabled Care Service - prompted and supported the need to start a project to upgrade in early 2022. As a Housing Association without this early support to commence the upgrade there would have been limited knowledge and drive to start the journey.
- Review of equipment, ages, models, maintenance costs, internet infrastructures.
- Understanding the market and what is on offer- Tunstall, Appello, Everon, ChipTech.
- CH requirements, needs and available budget- Schemes and dispersed alarms.
- Engagement of providers/demonstrations/in house knowledge and experience.
- Pricing models, site surveys , quotations, methodology of implementation.
- Business Case – to Executive Management Team for approval of budget – initially proposed over 3 years, proposed providers and implementation plans.





# Our Implementation Journey

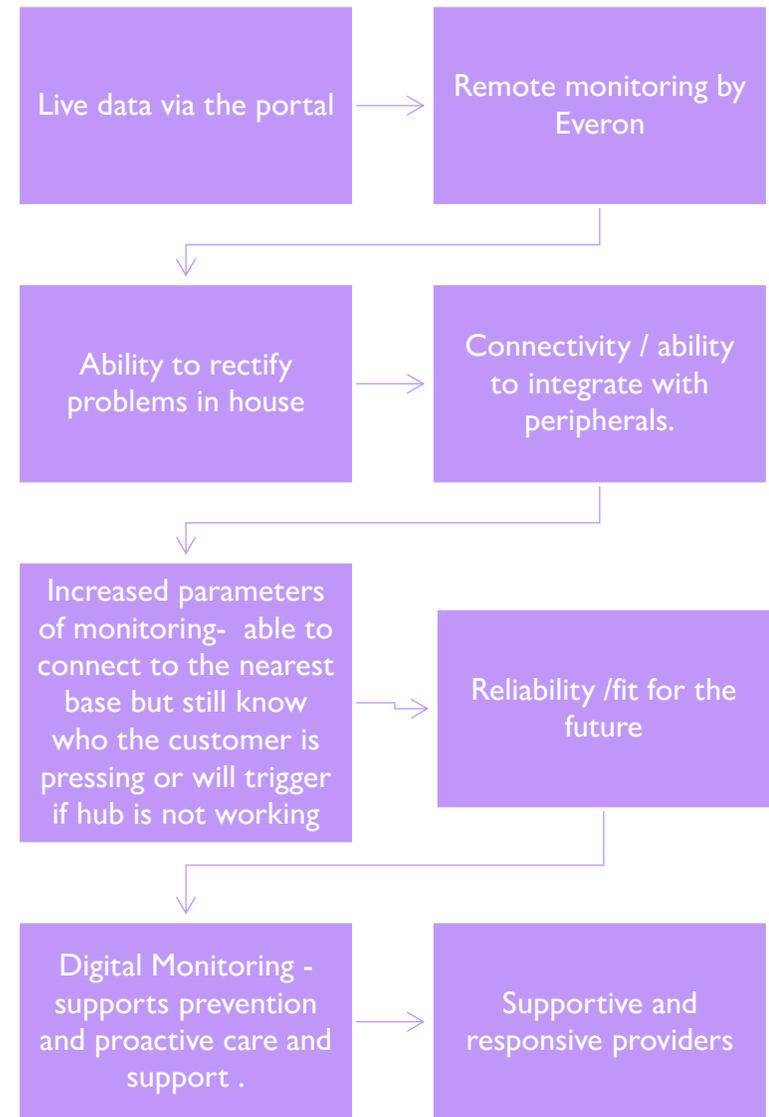
- Largest scheme went forward first for upgrade
  - ? Right or wrong decision ?
  - Decision was made due to old and failing equipment and the increased risk of failure.
  - Customer Engagement- joint meetings, explanation of new equipment, need for upgrade, implementation process and on-going dialogue , presence and support with customers.
  - Colleague Engagement- sessions with Everon , how the equipment worked, digital platform to monitor activity, connectivity and need to re-sets. Involvement of key colleagues.
  - Initial problems with speech modules into the ERC - had to be resolved off site with Everon development team. Worked in partnership, supportive and desire to fix the problems quickly. Continued upgrade as problem was being solved.
  - Upgrade across the scheme , thoroughly tested on and off site, fire panels and fully assured in operation prior to the old system being turned off and transferred over.
  - Once fully operational and then the roll out on to the other schemes identified under the project.
  - Dispersed alarms- implementation of ChipTech devices led by CH TECs team and now transferred to PPP Taking Care as part of our new contract.



# Benefits of Digital



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# What is next for CH ?

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3 Schemes remaining to upgrade

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Signal issues following extensive testing in one scheme, now progressing with testing Volte enabled hubs to establish if they support the required level of connectivity and speech at the site.

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Liaison with our analogue support and maintenance provider around a digital bridge to support the remaining 2 schemes that have relatively new equipment to remain within budget constraints .

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Continued upgrade programme for our category 1 flats and bungalows - analogue to digital dispersed programme alongside PPP Taking Care.

