

### The Digital Switchover 2025

- 1.1.1. The UK Telecom's infrastructure is being upgraded to digital, the plan is to switch off analogue telephone services by 31 December 2025. Traditional telecare equipment rely on analogue signals to communicate with the call monitoring centre, therefore this shift has urgent implications for people who rely on telecare in the UK.
- 1.1.2. The transition of Telecare in Hackney from analogue to digital requires the Council to undertake two key actions:
  1. Cease provision of analogue equipment and start installing digital equipment for all new customers and repairs.
    - This will increase annual revenue costs.
  2. Replace linked analogue equipment used by existing community Telecare clients with digital equipment by 31 December 2025.
    - This will require significant additional capital expenditure.
- 1.1.3. A like-for-like digital supplier was identified and installation of digital equipment for new customers and repairs commenced in April 2022.
- 1.1.4. The recommendation to use DFG underspend to fund the capital cost of the transition was approved by the Adults, Health and Integration Senior Management Team (A,H&I SMT) in August 2022.
- 1.1.5. The digital transition means Councils across the UK need to make a choice. In Hackney we have decided to view the unavoidable investment in the digital transition as an opportunity to future proof and improve our service offer to residents rather than simply investing in a like-for-like replacement of our current analogue 'button and box' offer.
- 1.1.6. The requested contract will allow the Council to continue working with the incumbent provider to deliver the digital transition. Commissioning and mobilising to a new contracted provider(s) during the digital transition is likely to be challenging and will present risks that will need to be managed.