FarrPoint

Alarm Receiving Centre (ARC) Questionnaire ⸜

Thank you for agreeing to complete this questionnaire.

This information is being collected as part of a research project to improve the Department of Health and Social Care's (DHSC's) evidence base on telecare provision in England, in support of the Telecare National Action Plan.

Despite the size and importance of the telecare sector, there is currently limited data on how telecare is delivered, particularly regarding the number of telecare devices still using analogue telecare signalling. This makes it difficult to assess how much progress has been made in reducing risks to telecare users from the digital switchover. To address this DHSC is working with FarrPoint to gather better data on telecare provision across England, including how many alarms are analogue versus digital. This will enable us to track how risks to telecare users are changing as more telecare alarms are upgraded to digital devices.

This questionnaire seeks information from ARCs / Call Handing Providers to understand how many telecare devices are currently communicating using analogue and digital telecare signalling. This will help identify how many telecare users are still using devices which could become unreliable following the digital switchover and therefore guide future policy. This is a new data set and therefore please complete this even if you have provided similar data to other organisations previously.

To ensure this data is robust and can be used to track progress, we need to understand how the number of analogue devices changes over time. Therefore, we will ask ARCs / Call Handing Providers to resubmit data every three months to analyse how the number of analogue calls is changing as we move towards the January 2027 deadline. This will help to quantify remaining risk and inform whether further support might be needed.

The results of this survey will not be used for assurance purposes. Its purpose is to provide intelligence and inform policy

To help you prepare your responses, a PDF of the survey questions is included at this **https://www.farrpoint.com/dhsc-telecare-arc-questionnaire** for your information.

It should be possible to obtain most of the data required to complete this survey from your ARC platform. If you don't have all the data requested please skip a question and provide us as much as you can.

From testing with other ARCs, we estimate this will take 15 minutes to complete.

Please submit your responses via this online survey. If you require further information on the questionnaire, how to gather the data required, or how your data will be used please contact FarrPoint at telecare@farrpoint.com.

* Required

Confidentiality

1. I understand that my participation in this survey is voluntary and I consent to taking part.

   I understand and accept that any data provided in response to this questionnaire will be shared by FarrPoint with Department of Health & Social Care / NHS England. In addition, anonymised and summary-level versions of the data collected may be shared and published by Department of Health & Social Care / NHS England / FarrPoint. *

   ◯ Yes

   ◯ No

2. I understand and accept that individual responses from councils that operate their own ARC may be shared with the Local Government Association to support their understanding of the digital switchover *

○ Yes

○ No

○ Not Applicable - we are not a council

3. I am willing to be contacted by Department of Health & Social Care / NHS England / FarrPoint to clarify the questionnaire responses provided to seek further information if required. *

○ Yes

○ No

4. I am willing to be contacted by Department of Health & Social Care / NHS England / FarrPoint with important updates regarding telecare / care tech safety or to inform other telecare/care tech policy *

○ Yes

○ No

About You

5. Name *

Enter your answer

6. Email Address *

Please enter an email

7. Role *

About Your Organisation

8. Name of your organisation *

9. Any other names the organisation is known as

Alarm Receiving Centre (ARC) Solution - Analogue and Digital Capability

10. Which Alarm Receiving Centre (ARC) solution / service do you currently use to handle alarm calls?
    Provide details of supplier and solution, ie Enovation UMO

11. If you are planning on changing / upgrading your ARC, please provide details of the solution / service you are moving to (or state if it is currently unknown)

12. Is your ARC currently capable of receiving alarm calls using **digital telecare signalling protocols** such as TS50134-9, SCAIP, or BS8521-2 (NOWIP)?

    ◯ Yes

    ◯ No

13. If you responded no above, **do you have a date when you expect to have added this capability to your ARC**?

    ◯ Yes

    ◯ No

14. **When do you expect to add the capability to receive digital protocol alarm calls**?
    (Respond with expected date – only month and year will be used when analysing survey results).

15. Is your ARC currently capable of receiving alarm calls using **analogue telecare signalling protocols**, such as TT21, TT92, BS8521-1?

    ◯ Yes

    ◯ No

16. If you answered Yes above, **how long do you expect to be able to continue to offer this analogue capability**?
    (Respond either with expected date analogue will be offered until, or state "unknown" if you do not currently have a defined date for withdrawing analogue call handling capability).

Telecare Service Users - General

The following questions seeks to understand the number of telecare service users your organisation provides call handling for.

Figures provided should:

- Include service users for any other organisations you provide call handling / monitoring services on behalf of.
- Exclude service users where call handling is offered as a Disaster Recovery service only (and another organisation handles calls in normal operation).

17. Are any of the service users your organisation provides call handling / monitoring for located outside England (ie rest of UK or internationally)?

○ Yes

○ No

18. If possible, we are seeking responses to this questionnaire that only relate to your service users that are located in England.

Please indicate whether your responses to this questionnaire relate to England only - or also include users from the rest of the UK and Internationally.

○ Our responses relate only to service users **based in England**

○ Our responses relate to service users **based across the UK** (ie not just England)

○ Our responses relate to service users **based across the UK and Internationally**

19. What is the **total number of service users** your organisation provides call handling / monitoring for?

[   ]

The value must be a number

20. Of all your service users, **how many have purchased the monitoring service privately** (as a consumer service, rather than through a commissioned/contracted service or a local authority for example)? This question is likely to be most relevant to commercial, rather than LA ARCs.

[   ]

The value must be a number

21. Do you also provide telecare handling / monitoring services on behalf of other organisations?

○ Yes

○ No

22. Please provide details of the number and type of organisations you provide these services for

[   ]

Telecare Service Users - Dispersed Alarm Users

In this section a **Dispersed alarm** is defined as a telecare alarm device that supports a single service user or household - including GPS pendant alarms.

Where questions ask about analogue and digital telecare protocols **the responses should relate to the signalling protocol currently being used, not the capability of the alarm device**. For example, an alarm device communicating using TS50134-9 or BS8521-2 should be included in the digital total. A **hybrid** alarm that is capable of working digitally, but is currently connecting to the ARC using analogue protocols such as TT-92, should be included in the analogue total.

All responses should:

- Include service users for any other organisations you provide telecare services for.
- Exclude where call handling is offered as a Disaster Recovery service (and another organisation handles calls in normal operation).

23. How many of the service users you handled calls for are provided with telecare **using a dispersed alarm**?

    [   ]

    The value must be a number

24. Of the service users **that use a dispersed alarm**, how many are using **Analogue Telecare Protocols** to connect to ARC?

    [   ]

    The value must be a number

25. Of the service users that **that use a dispersed alarm**, how many are using **Digital Telecare Protocols** to connect to ARC?

    [   ]

    The value must be a number

Grouped Housing Scheme Solution Service Users and Solutions

In this section a **Grouped Housing Scheme Solution** is defined as telecare alarm equipment that provides services to multiple service users or residences in the specialist social housing and private housing sectors, for example in a sheltered/retirement housing. Also referred to as a Warden Call System.

As before, where questions ask about analogue and digital telecare protocols **the responses should relate to the signalling protocol currently being used, not the capability of the alarm solution**. For example, a grouped scheme solution communicating using BS8521-2 should be included in the digital total. A hybrid alarm that is capable of working digitally, but is currently connecting to the ARC using analogue protocols such as TT-92, should be included in the analogue total.

All responses should:

- Include service users for any other organisations you provide telecare services for.
- Exclude where call handling is offered as a Disaster Recovery service (and another organisation handles calls in normal operation).

26. How many of the service users you handle calls for are provided with telecare using a **Grouped Housing Scheme Solution**?

    This question is seeking to understand **the number of individuals (service users)** provided with telecare using a grouped housing scheme. As an example, an organisation may provide call handling for 100 service users. These service users live in 4 housing schemes, each of which has a grouped housing scheme solution. In this example the response to this question should refer to the 100 service users, the response to the questions at the end of this section should refer to the 4 housing scheme **solutions** used to provide telecare to these individuals.

    > The value must be a number

27. Of the **service users** that use **a grouped housing scheme solution**, how many are using **Analogue Telecare Protocols** to connect to ARC?

    > The value must be a number

28. Of the **service users** that use **a grouped housing scheme solution**, how many are using **Digital Telecare Protocols** to connect to ARC?

    > The value must be a number

29. How many **grouped scheme alarms** are used to provide telecare to the grouped scheme residents detailed above? For this question **we want to know the number of grouped scheme master alarm units** (which serve multiple rooms/flats) rather than the number of individual alarm consoles in rooms or flats that these master alarm units are connected to.

    > The value must be a number

30. **Of the grouped housing scheme solutions** used to provide telecare to the residents listed above, how many are using **Analogue Telecare Protocols** to connect to ARC?
    Response should relate to the number of solutions, not the number of service users.

    > The value must be a number

31. **Of the grouped housing scheme solutions** used to provide telecare to the residents listed above, how many are using **Digital Telecare Protocols** to connect to ARC?
Response should relate to the number of solutions, not the number of service users.

The value must be a number

Alarm Call Handling

The following questions seek to understand the number of telecare alarm calls your organisation has handled over the previous **3 month period**, and the number of these calls that are using analogue and digital protocols to connect to the ARC.

Figures should:

- Include "background" calls, such as battery warnings.
- Including calls handled for any other organisations you provide telecare service for.

32. What is the **total number of alarm calls** received by your organisation over the previous 3 months?

The value must be a number

33. Of these alarm calls, how many are **used an analogue telecare protocol** to connect to the ARC?

The value must be a number

34. Of these alarm calls, how many **used an digital telecare protocol** to connect to the ARC?

The value must be a number

35. How many **failed analogue calls** were experienced over the 3 month period?
Failed calls are defined as calls from an alarm device using analogue signalling protocols that failed to connect correctly to the ARC - either on first or a subsequent connection attempt.

The value must be a number

36. Are you currently experiencing any other issues with your service that you believe are related to the digital telephony switchover, for example:

- Poor performance or reliability of your ARC solution / telecare service.
- Failed / delayed alarm calls.
- Receiving complaints from service users.

If yes, please provide brief details of the nature of and frequency of the issues.

Proactive and Preventative Services

37. Do you offer handling of proactive/preventative technology enabled care services instead of, or in addition to, telecare?
For example, sensors which monitor someone's daily living patterns to identify where there might be an issue or deterioration, without the individual having to call for help

○ Yes

○ No

38. If you do offer handling of proactive/preventative technology enabled care services, please provide brief details of your service offer and the equipment / services used

Other Information

39. Please provide any further information or comments that assist us understand your telecare service and/or the responses you have provided to this questionnaire.