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FOR THE ATTENTION OF TELECARE ALARM RECEIVING CENTRES - TELECARE RESEARCH PROJECT

The Department of Health and Social Care (DHSC) has commissioned FarrPoint to undertake a research project aimed at improving our 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 signals. 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 seeking data on telecare provision.

The research project is two-fold:

1. FarrPoint, working with Partners in Care and Health, has contacted local authorities, housing associations and other telecare providers, seeking an update on progress preparing for the digital phone switchover. FarrPoint also asked for information on the alarm receiving centres (ARCs) used by these organisations. This is to help us build a picture of ARCs across England. You can find this survey at: https://forms.office.com/e/abMZAfqetv

2. FarrPoint is now contacting ARCs/ call handling providers. ARCs hold valuable information on how telecare devices communicate, and how many devices are currently communicating using analogue signals vs digital signals. These organisations are asked to complete a short survey: https://forms.office.com/e/agee7bi0vU

Survey for alarm receiving centres/ call handling providers

This survey is principally designed to identify how many telecare devices are currently communicating using analogue signals. These devices could become unreliable following the digital switchover and represent a risk to their users. The data collected will be aggregated and used to inform policy and support for the sector.

The data being collected via this survey is not currently available to government, and we ask that you please provide this even if you have provided similar data to other organisations previously. A fuller number and range of ARC responses will allow us to create a robust and representative sample to draw conclusions from. Based on testing with a small number of ARCs, we anticipate that this survey should take 15 minutes to complete. We appreciate the time taken to provide this data and are grateful for your responses, as these will help us towards our ultimate aim of safeguarding telecare users.

We want to track progress and levels of risk over time. To do this, we will ask a selection of ARCs to resubmit a small amount of data every three months to analyse how the number of analogue calls is changing as we move towards the Jan 2027 deadline. This will help to quantify remaining risk and inform whether further support might be needed. Only a subset of these questions will be repeated, and we will aim to ensure minimum burden for you in completing this.

Where ARCs are unsure about how to collate this data or for questions regarding the research, Farrpoint can be contacted via the following email address telecare@farrpoint.com.

Responses will be treated confidentially. The data collected will be aggregated and used to inform policy and support for the sector. It will not be used for assurance purposes. More information on how data will be used is provided in the introduction to the survey.

Thank you in advance for your time and support. Your participation is invaluable to this work.

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