TSA Virtual Surgeries 2022

01 The Quality Standards Framework (QSF)

Update

- **999/NHS/TEC Quality Project Update-**

- Amanda Pritchard NHS Chief Executive – email to ICB boards - NHS England » 24/7 control centres among new plans to step up NHS winter preparations
- Development of a 'Universal Response Service' to alleviate NHS pressures on ambulance and hospitals.
- 3 dates available for a Training Workshop for roll out of the Decision Support Tool & Service Finder on a 'train the trainer' methodology for TEC Services. (For Trainers/Managers of Monitoring Centres).
- Workshop one – 29th November 0930-1130. Workshop two – 5th December 1400-1600. Workshop three – 6th December 1000-1200
- Guidance and Training documents available following attendance of a workshop.
- Various pilots currently running with PPP Taking Care, Medequip Connect, Progress Lifeline, Warrington Borough Council to use 'Urgent Community Response' teams as an additional referral pathway for TEC Providers.
- Warrington BC Case Study – Connecting TEC, UCR & Responder Services - https://www.tsa-voice.org.uk/downloads/case_studies/warrington_case_study-_final.pdf

- **Scheme change process** is in early stage consultation. Scheme changes include addition of Proactive and Preventative Care criteria and output of SIG 8.
- Scheme change process will conclude in January 2023 with will be audited against from April 2023.
- Two QSF Webinar dates booked in
- 9th November 1500-1600 Click here to join the meeting
- 10th November 1100-1200 Click here to join the meeting

- **Digital Auditing Platform** – in development, with testing being completed.
- Provides easier, more streamlined auditing process
- All information uploaded to one portal
- Application Guidelines to support audit preparation and to assist the Auditee

- **Special Interest Groups**
- SIG15 Infection, Prevention and Control – creation of guidance material ongoing
- SIG16 TEC Health, Response, Integration – work continues to build an Integrated Universal Response service

02 Workforce Development
Update

Group training and workshops

- Training and workshops to the end of 2022

- Final places available

Enquiries and bookings to:

training@tsa-voice.org.uk

November

15th November – Communication Skills
16th November – Role of a Responder
17th November - Mental Wellbeing

December

6th December - CPD Accredited Call Handling
7th December - CPD Assessing & Installation of TEC

TSA

New for 2023

- Launching in November

Enquiries and bookings to:

**training@tsa-voice.org.uk**

2023 Workshops

- CPD Accredited Call Handling
- CPD Assessing & Installation of TEC
- Role of a Responder
- Mental Wellbeing
- Call Quality Monitoring
- Enhancing the Service User Experience
- Effective Communication
- Conflict Management
- Handling Difficult Conversations
- Experienced Call Handling
- Suicide Awareness
- Leadership, Management & Coaching
- Persuading & Influencing Skills

TSA

Workforce Development Learning Journeys

Engage
Enquiring into how we can support your organisation's workforce development needs is the first step into creating an engaged, informed and valued team.
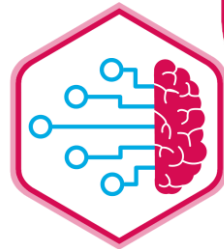
Assess
We work with you to understand your requirements, including challenges, goals and objectives, whether that's to improve knowledge and skills or support mental well-being.

Define
We define the levels of knowledge, skills and behaviours your organisation needs to succeed. We're then able to create tools and training courses with a mix of learning experiences, refresher training and skills enhancement, while encouraging a culture of knowledge sharing.
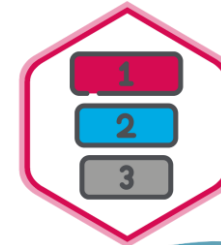
Develop
We build a workplace development strategy that achieves your goals, this may include the creation of tools, bespoke e-learning packages, instructing internal trainers, reviewing current management processes along with performance review recommendations to ensure best practice.

Refine
Once the plan has been developed, we present the options, at which point we review and refine your priorities and finalise a plan.

Deliver
To minimise disruption, we establish an effective delivery timeline to provide the necessary consultancy services and implement the tools and training for maximum impact.

Learning Journeys

- Focussing on the initial key roles

- Launched in November

- Discounts available if booked before December

Enquiring and bookings to:

training@tsa-voice.org.uk

Call Handler

- CPD Call Handling
- Mental Wellbeing
- Suicide Awareness
- Enhancing the Service User experience
- Conflict Management
- Handling difficult conversations
- Persuading & Influencing
- Experienced Call Handling

Call Handling Team Leader /

- CPD Call Handling
- Mental Wellbeing
- Call Quality Monitoring
- Leadership, Management & Coaching

Learning Journeys

- Launched in November

- Discounts available if booked before December

Enquiring and bookings to:

training@tsa-voice.org.uk

Assessors & Installers

- CPD Assessing & Installation of TEC
- Mental Wellbeing
- Enhancing the Service User experience
- Conflict Management
- Handling difficult Conversations
- Persuading & Influencing

Assessor & Installer Team Leaders

- CPD Assessing & Installation of TEC
- Mental Wellbeing
- Leadership, Management & Coaching

Learning Journeys

- Launched in November

- Discounts available if booked before December

Enquiring and bookings to:

training@tsa-voice.org.uk

Responder

- Role of a Responder
- Mental Wellbeing
- Suicide Awareness
- Enhancing the Service User experience
- Conflict Management
- Handling difficult Conversations
- Persuading & Influencing

Response Service Team Leaders

- Role of a Responder
- Mental Wellbeing
- Leadership, Management & Coaching

03 TSA Marketing
Update

Member benefit

TSA Member Directory Lightbox

- Update your **contact details + LOGO**
- Submit your 100-word **company profile**
- Showcase your best work, products and services with **4 pieces of content** >>
- The lightbox **supports images, PDF brochures, video files, infographics, surveys, links to websites** and more...
- Directory will soon be made public, visible to **consumers, families and health professionals.**
- Raise your profile and brand reach within TEC, housing and care!

Email your content to:

marketing@tsa-voice.org.uk
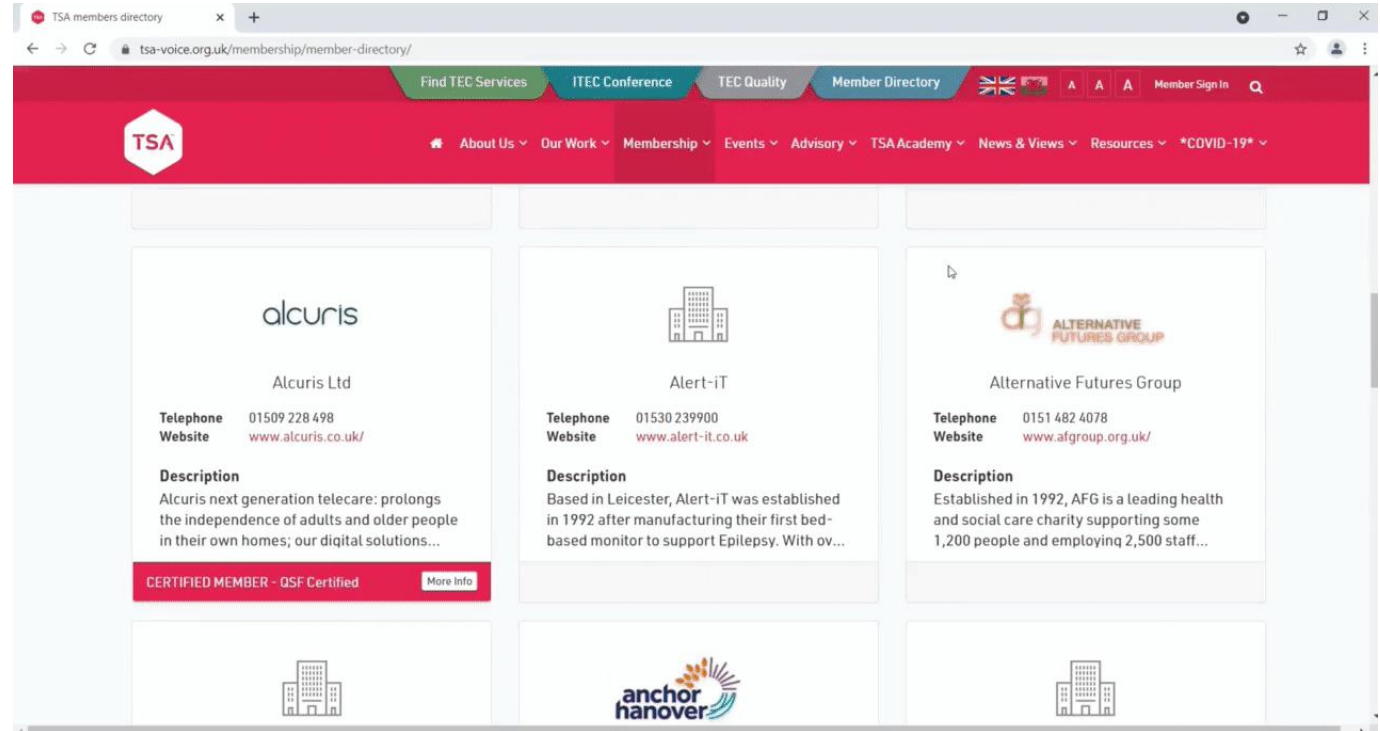
04 TSA Events

Update

The International **Technology Enabled Care** Conference 2023

27 - 28 March 2023
The ICC, Birmingham

A choice of programmed content each day including:

- **Daily morning and afternoon plenary sessions**
- **Innovation Stage, featuring 4 sessions per day**
- **6 Knowledge and Networking sessions per day**

www.itecconf.org.uk

Single day tickets from £195

Two days with a gala dinner ticket from £370

UNLOCKING PERSONALISED OUTCOMES

Headline Sponsors:

Anthropos

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Taking Care
Part of AXA Health

access
freedom to do more

TSA Upcoming Events 2022/2023

The following events will take place in early 2023

Face to Face Events:

- Scotland - January 2023
- Wales - January 2023
- ITEC Conference - March 2023

Full details on these events will be released in due course

Online Events:

- Launch of the TSA Business Plan 2023 to 2025 - January 2023

Further webinars are to be confirmed

What would you like to hear about?
What key topics you would like us to cover?

05 Digital Transition

Update

Digital Transition Publications

The impact of Analogue to Digital Migration of Technology Enabled Care

Mobile Communications Guidance
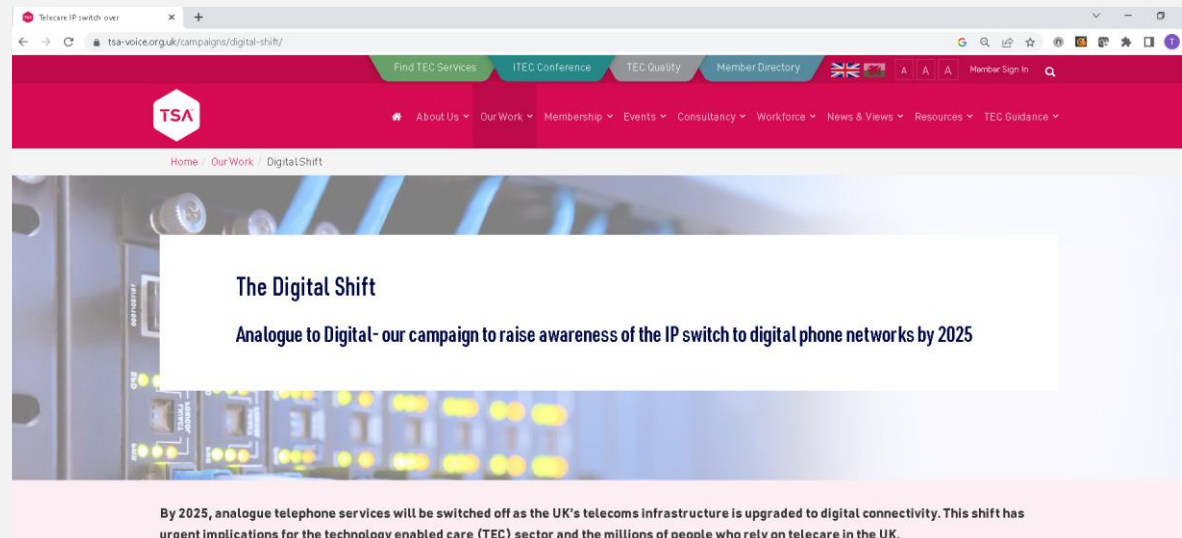
Interoperability of Digital TEC systems

Digital Readiness Guidance

Data and Cyber Security Research for Technology Enabled Care

A Digital Future for Technology Enabled Care?

Openreach Update

- **672 telephone exchange now identified for early migration to provide new digital only**
- **18 telephone exchanges removed from the early migration list**
- **317 exchanges have now been migrated**
- **All exchanges to provide new digital only from end of September 2023 onwards**
- **Openreach test centre in London for suppliers to test equipment over new digital networks from BT, Sky, Vodafone, TalkTalk & Zen**

Openreach Region	N/A Removed from stop sell	Trial notification 01/12/2020	Tranche 1a 29/06/2021	Tranche 1b 13/10/2021	Tranche 2 13/10/2021	Tranche 3 25/01/2022	Tranche 4 29/04/2022	Tranche 5 02/08/2022	Tranche 6 01/11/2022	Tranche 7 08/02/2023	Tranche 8 09/05/2023	Tranche 9 08/08/2023	Tranche 10 01/11/2023	TBD TBD	Grand Total
East of England	3			1	2	3	2	3		5	2	5	1	6	33
Lancashire & Cumbria				3	1	5	2	6	4	2	3	2		8	36
London	1		1	5	2	4	6	2	1	5	7	4	1	1	40
Midlands	4		6	14	3	5	8	3	5	15	20	10	9	8	110
North East	2			2	2	2	1	1	1	1	1	3			16
North West				21	3	6	4	4	3	8	9	7	1	4	70
Northern Ireland			4	10	5	10	27	19	18	12	2	1	1	6	115
Scotland East			1	3	1	4	3	3	2	6	3	4	1		31
Scotland North				5	2		1	3		2	3	1	4		21
Scotland West	3			4				3	2	4		7	3	3	29
South East				3			2	3	3	2	2	7		4	26
South West	5	1		12		2	6	5	5	6	3	3	5	3	56
Wales North			1	3			2	4	4	3	3	5	2	1	28
Wales South				3	1		2	4	2	6	5	1	2	1	27
Yorkshire & Humberside				5	4	6	3	4	1	9	8	5	2	5	52
Grand Total	**18**	**1**	**13**	**94**	**26**	**47**	**69**	**67**	**51**	**86**	**71**	**65**	**32**	**50**	**690**

317
Total To Date

Virgin Update

- **To date Virgin have only provided information for upgrades taking place up until June 2022**
- **Further information due imminently – this will be shared on the TSA website**
- **Alarm Receiving Dialled Numbers have been shared with Virgin to identify telecare users**
- **Virgin have confirmed that all Telecare equipment users will be given 6 months notice to move onto digital**
- **Virgin test laboratory is available for suppliers and service providers to visit to test their equipment on Virgin digital networks**
- **In addition, the TSA will be attending to test selected combinations of equipment / protocols**

Virgin Migration Postcodes April to June

Download here

| Exchanges	Column Labels										
Regions	26/04/2022	03/05/2022	10/05/2022	17/05/2022	24/05/2022	31/05/2022	07/06/2022	14/06/2022	21/06/2022	28/06/2022	Grand Total
East Midlands											
City of Derby (B)	19	31	38	129	105	179	129	173			725
Erewash District (B)	2				3	18		7			23
South Derbyshire District	1		1		2	2		8			14
East of England											
Aylesbury Vale District		29	1	1	3	21	56	22			129
Chiltern District	1	10	1	3	2	38	20	12			79
Dacorum District (B)	2	33	29	36	71	62	65	70			324
East Hertfordshire District	1	6	9	10	6	15	20	35			89
Epping Forest District		1		1				1			3
Harlow District	2	37	22	65	59	101	71	76			356
Southend-on-Sea (B)	24	37	21	40	74	66	78	331	124	305	739
St. Albans District (B)	4	35	25	38	52	63	48	71			303
Wycombe District		2	1	5	7	4	11	9			39
Greater London											
Bexley London Boro									370		370
Dacorum District (B)		1	1	1	1		3	4			10
Dartford District (B)									97		97
Hertsmere District (B)	35	17	25	34	104	13	47	51			300
Sevenoaks District									61		61
Three Rivers District	15	10	38	61	48	9	26	44			213
Watford District (B)	9	42	26	18	43	76	62	37			271
Welwyn Hatfield District (B)			1								1
North East											
Darlington (B)	279	285	291	147	208	205	261	1,005	549	938	1,464
Hartlepool (B)	2	31	12	93	77	128	115	120	407		727
Stockton-on-Tees (B)								1		1	1

Virgin Affected Post Codes (2/3)

Exchanges / Regions	26/04/2022	03/05/2022	10/05/2022	17/05/2022	24/05/2022	31/05/2022	07/06/2022	14/06/2022	21/06/2022	28/06/2022	Grand Total
Northern Ireland											
Antrim and Newtownabbey	148	29	19	24	28	7	26	24			232
Belfast	65	3	28	4	17	2	7	4			123
Derry City and Strabane	1	2	5	16	8	15	12	18	40		105
Lisburn and Castlereagh	69	154	224	71	111	98	103	77			466
Scotland											
Angus	1	1	2	13	17	4	1	5			43
City of Edinburgh	25	69	73	178	144	225	158	245			1,044
Dundee City	27	33	31	68	91	76	93	121			499
North Lanarkshire	28	51	23	71	69	121	85	108			499
Perth and Kinross		35	13		46	82	47	28			221
South East											
Ashford District (B)									94		94
Basingstoke and Deane District (B)	3	22	20	25	41	28	41	40			196
Bracknell Forest (B)	5	20	10	22	30	37	31	47			170
Chiltern District		3	1	1		6	1	1			13
City of Portsmouth (B)	35	38	27	123	133	135	106	154	1		663
City of Southampton (B)	9	22		68	32	39	72	57	158		412
East Hampshire District	2		16	14	1	28	19	45		270	338
Eastleigh District (B)	5	10	14	5	24	51	5	81	21	154	325
Fareham District (B)	16	18	25	65	43	58	50	716	350	627	1,564
Folkestone and Hythe District									17		17
Gosport District (B)		22	33	13	23	123	13	190	126	9	444
Havant District (B)	18	30	20	87	46	97	136	265		13	605
New Forest District	4	2	1			22	10	13			48
Test Valley District		6	3	8	13	13	9	14	99		142
West Berkshire		9	4	11	17	13	15	18			79
Winchester District (B)			4			1	5	2		22	30
Wycombe District		1		1	2	2	2	2			9

Exchanges / Regions	26/04/2022	03/05/2022	10/05/2022	17/05/2022	24/05/2022	31/05/2022	07/06/2022	14/06/2022	21/06/2022	28/06/2022	Grand Total
South West											
City of Plymouth (B)	28	109	64	121	204	172	224	185			1,001
Cornwall			1		8	9	23	11			48
East Devon District			2								2
Exeter District (B)	514	714	490	351	319	221	137	406			1,773
South Hams District				1			1	8			10
Swindon (B)									289		289
Teignbridge District	6	7	6	74	14	69	39	48			201
Test Valley District	3	11	8	14	15	21	16	20	161		223
Torbay (B)	95	113	120	223	214	296	353	369			940
Wiltshire	7	17	15	22	24	36	34	35	55		217
West Midlands											
Birmingham District (B)	585	606	539	163	243	194	249	163			2,065
Bromsgrove District		17	36		7		14	19			66
Coventry District (B)	12	40	30	39	52	73	66	88			366
Nuneaton and Bedworth District (B)								1			1
Solihull District (B)	186	170	179	64	87	89	69	35			589
Walsall District (B)		1	66	3	2		1	7			71
Yorkshire & Humberside											
Bradford District (B)									3		3
Rotherham District (B)									4		4
Sheffield District (B)									11		11
Grand Total	2,293	2,992	2,694	2,645	2,990	3,463	3,285	5,747	3,037	2,339	22,599

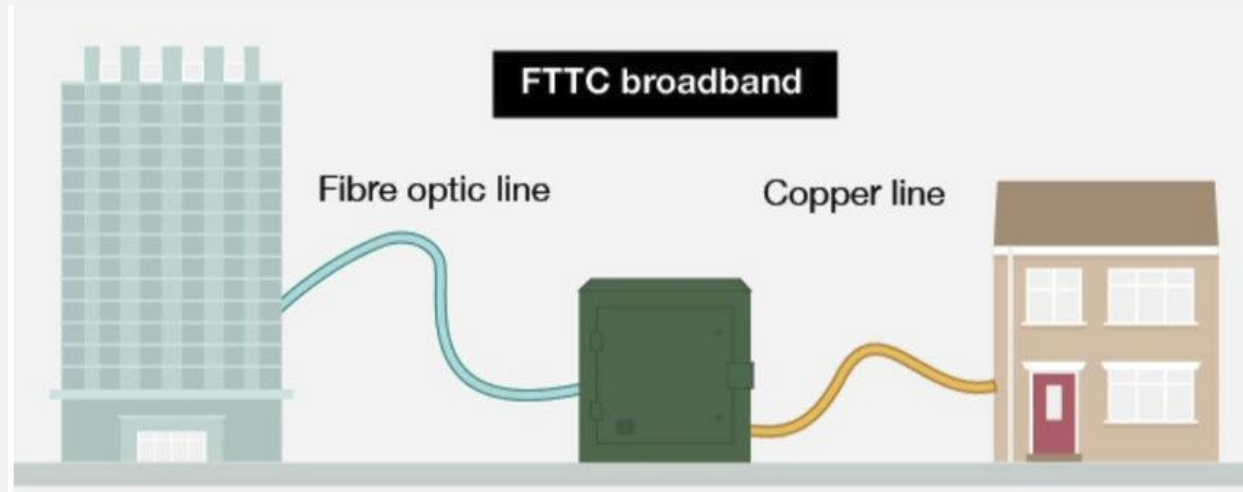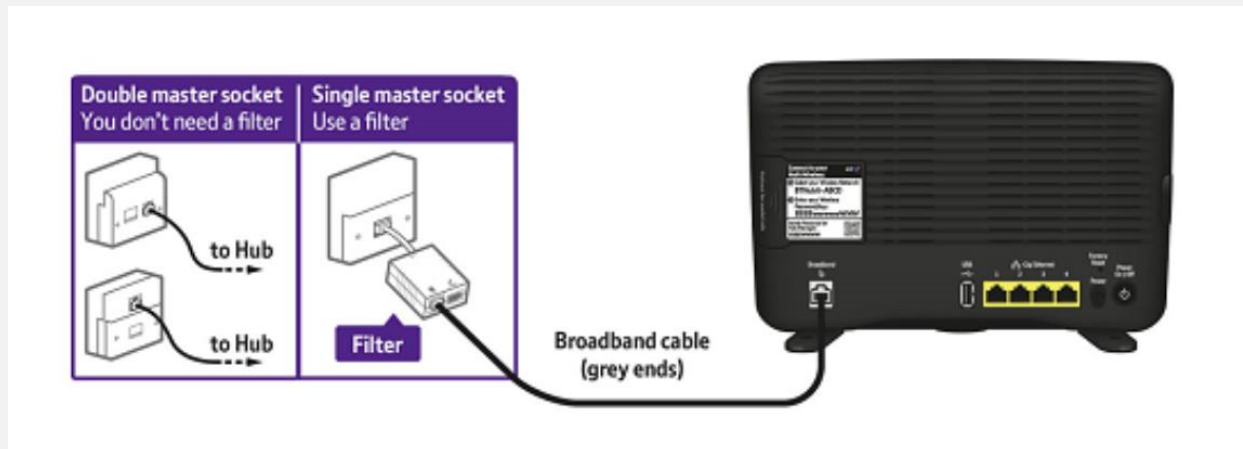# Analogue on Digital – Digital Landline only
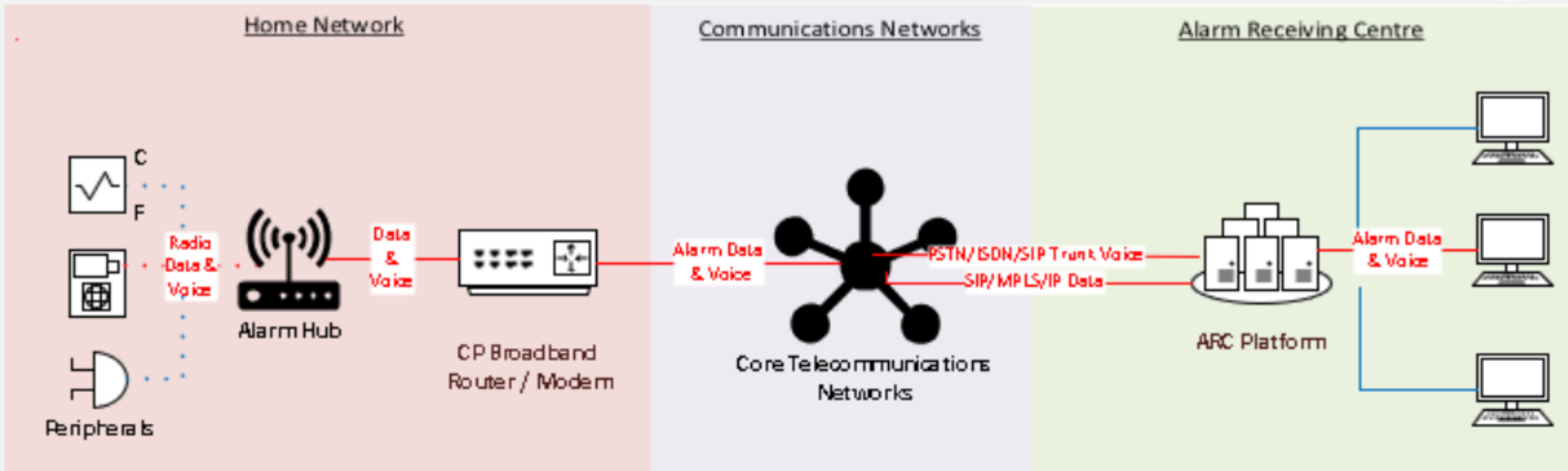
Note:

Installing Analogue-only equipment on Digital landlines is not recommended:
- No standard power backup for mains failure
- No power outage notification to ARC if no router/modem backup in place
- Analogue protocol disruption expected to increase as core networks transition to digital

Analogue on Digital – Fibre To The Curb (FTTC) / SOGEA

FTTC broadband

Fibre optic line   Copper line

Double master socket
You don't need a filter

Single master socket
Use a filter

to Hub

to Hub

Filter

Broadband cable
(grey ends)

- There are two main types of digital lines – FTTC (fibre / copper mix) and FTTP (full fibre)

- This example shows FTTC (copper / fibre mix) – this mix is also referred to as SOGEA by Openreach

- FTTC installations connect to the local exchange via the street cabinet

- FTTC installations can occur with very little or no installation work required in the home as routers plug into the existing sockets

- No modem is required so it is only the router that will require battery back-up in the event of a mains power failure
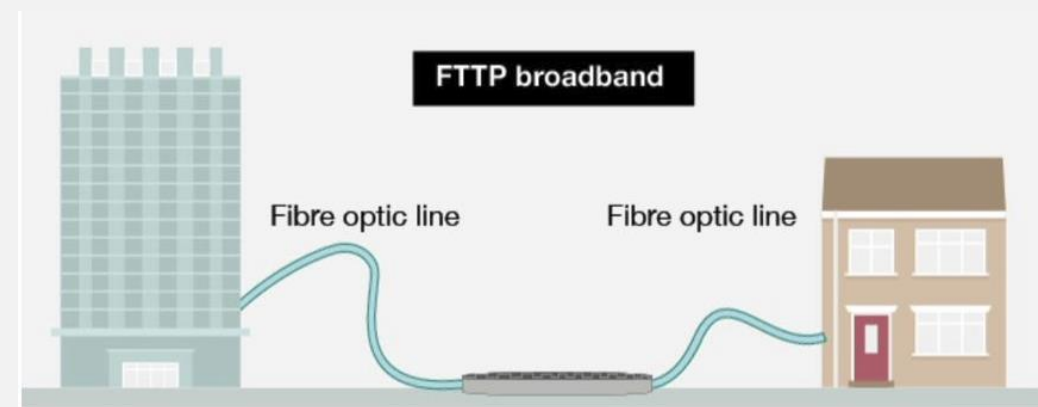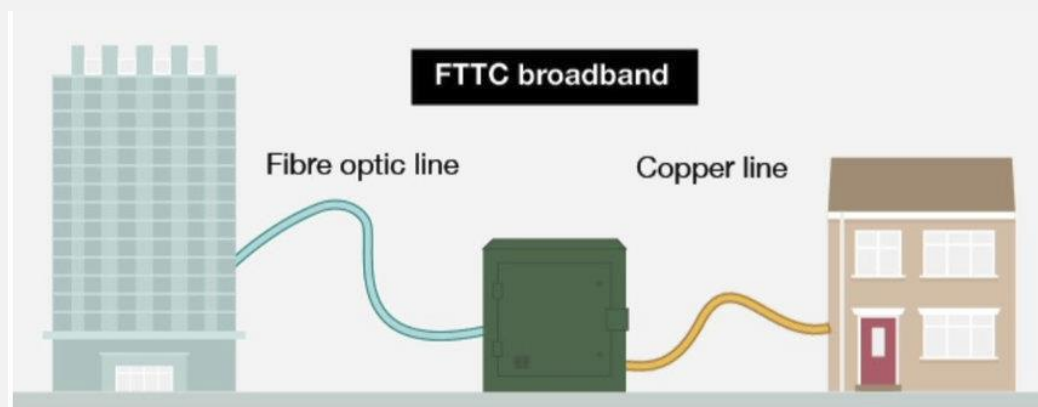
Analogue on Digital – Fibre To The Premises (FTTP) / Full Fibre

FTTP broadband

Fibre optic line   Fibre optic line
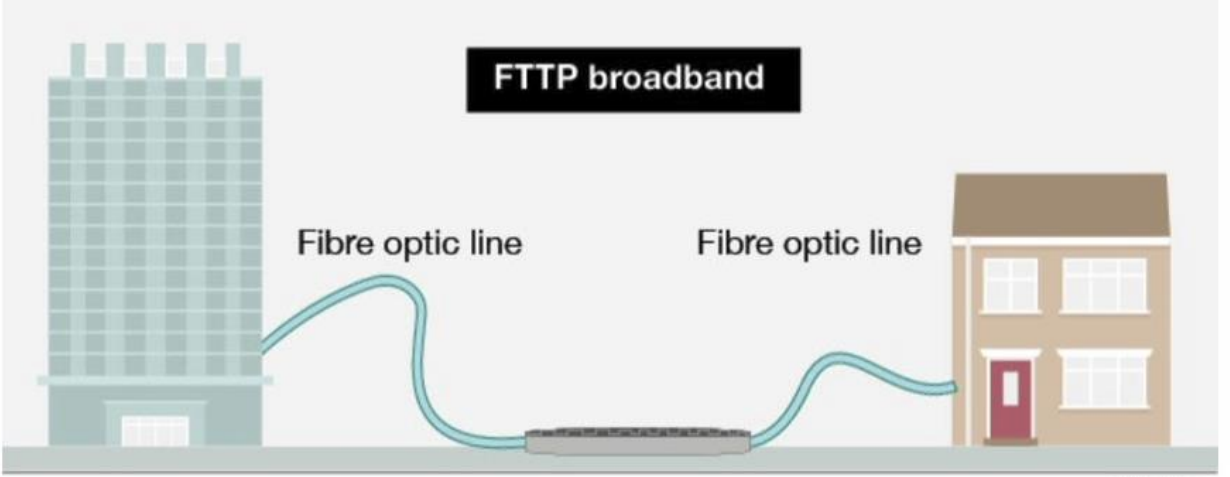
- **This example shows FTTP (full fibre)**
- **FTTP installations do not connect to the local exchange via the street cabinet – they are directly wired to the local exchange**
- **New FTTP solutions require an engineer visit and the installation of a wall mounted modem near to a plug socket for mains power**
- **Battery back-up for the modem is not provided as standard meaning the solution will fail to operate if mains power lost**
- **The router is connected to the wall mounted modem via an ethernet cable**
- **Battery back-up (not provided as standard) will be required for both the router and the modem to operate successfully during a mains power failure**

Analogue on Digital – Power Outages

1. **The Comms Provider (CP) router/modem does not have any Battery Back-Up (BBU) provided as standard and therefore the overall solution will fail to connect to the ARC during any mains power outage.**

2. **Some CP's (e.g. BT / Talk Talk) have committed to providing BBU to a cohort of users that they agree are vulnerable**

   - **Those batteries will provide a maximum of 1 hour of back-up in the event of mains power outage**

   - **Vodafone are developing a 4-hour BBU for the modem/router**

3. **Street Cabinets that provide non-FTTP services are fitted with 4-hour battery backup units**

   - **For outages lasting longer than 4 hours, engineers are normally able to swap out batteries from other street cabinets that are still under mains power**

4. **Openreach Exchanges each have a diesel generator that can provide 7 days of power to an exchange in the event of a power outage**

FTTC broadband

Fibre optic line   Copper line

FTTP broadband

Fibre optic line   Fibre optic line

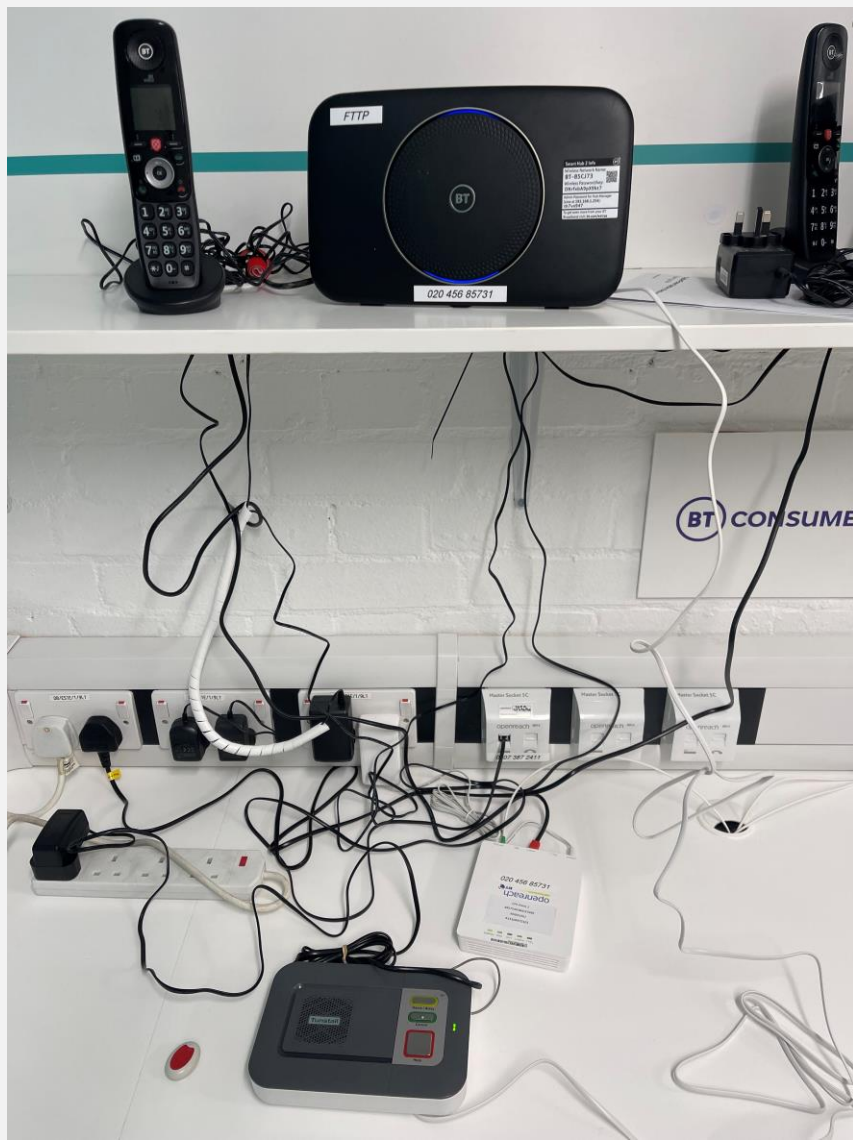# Analogue on Digital Testing – Openreach Test Centre

Analogue on Digital Testing – BT SOGEA / FTTC

- **No Openreach modem required**
- **Just the router requires power**
- **Telecare plugs into green 'phone' port on back of router**
- **The router is connected via the grey 'Broadband' port to the wall socket**
- **The red 'WAN' socket on the right is not used**
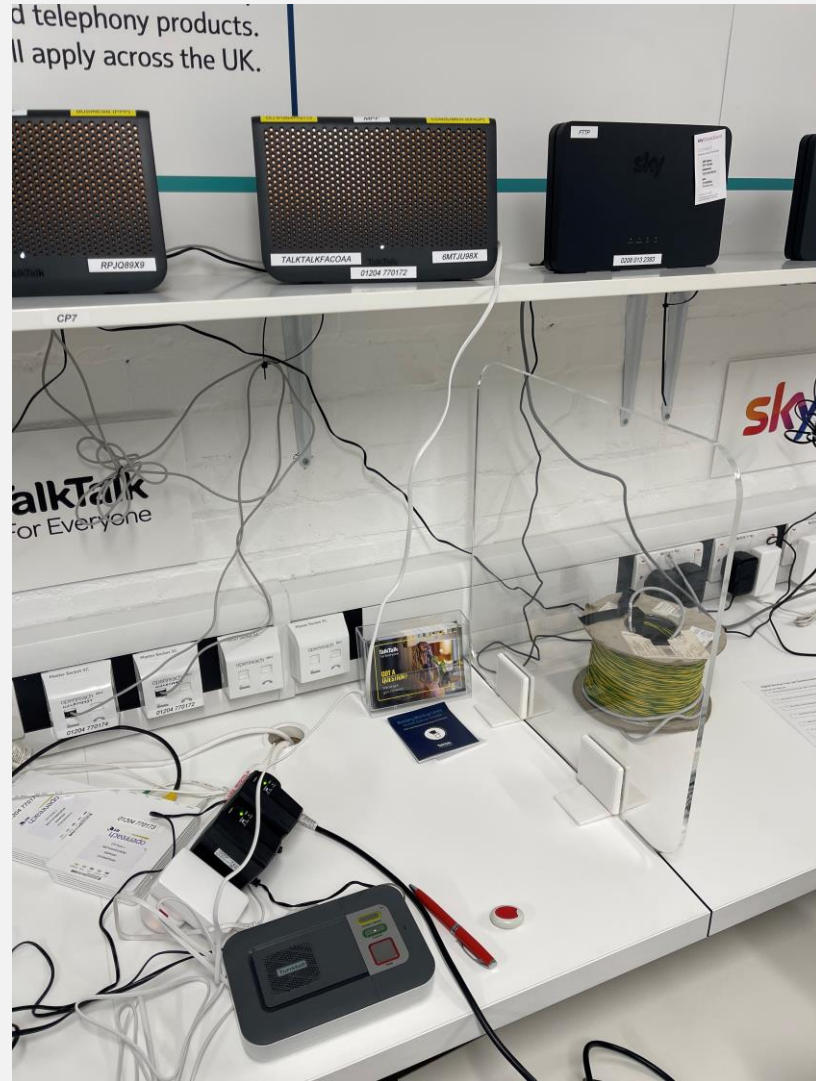- **Note the Battery Back Up unit to the left of the router**
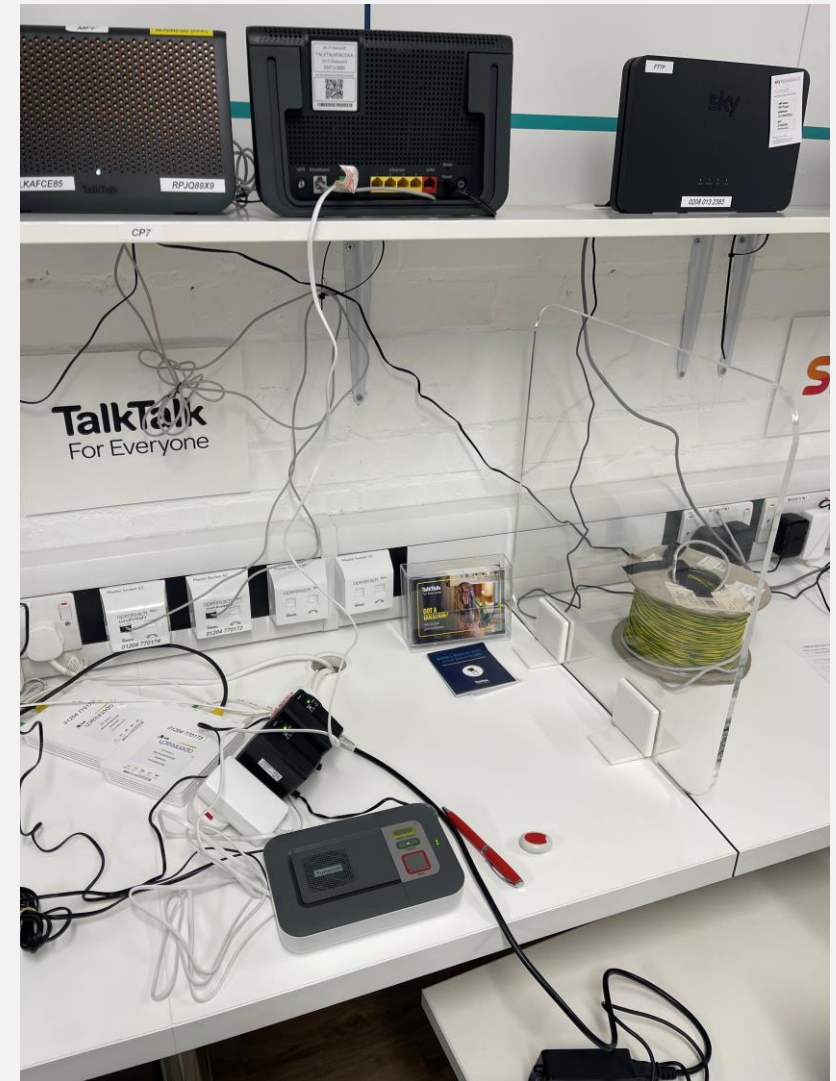
Analogue on Digital Testing – BT FTTP

- **Openreach modem is required (normally wall mounted)**
- **Both the router and the modem requires power**
- **Telecare plugs into green 'phone' port on back of router**
- **Note the fibre connection uses the red 'WAN' port on the right rather than the grey 'Broadband' port**
- **The Openreach router is then connected to the wall socket**

Analogue on Digital Testing – Talk Talk SOGEA / FTTC

- **No Openreach modem required**
- **Just the router requires power**
- **Telecare plugs into green 'phone' port on back of router**
- **The router is connected via the grey 'Broadband' port to the wall socket**
- **The red 'WAN' socket on the right is not used**
- **Note the Battery Back Up contained in the plug sockets**

# Analogue on Digital Testing – Talk Talk Battery Back-Up

- **Powers the Talk talk router only**
- **Integrated into the Talk Talk router plug**
- **Green lights indicates if on mains power or back up**
- **Tested for one hour on back up with 10 calls made successfully**

Analogue on Digital Testing – Talk Talk FTTP

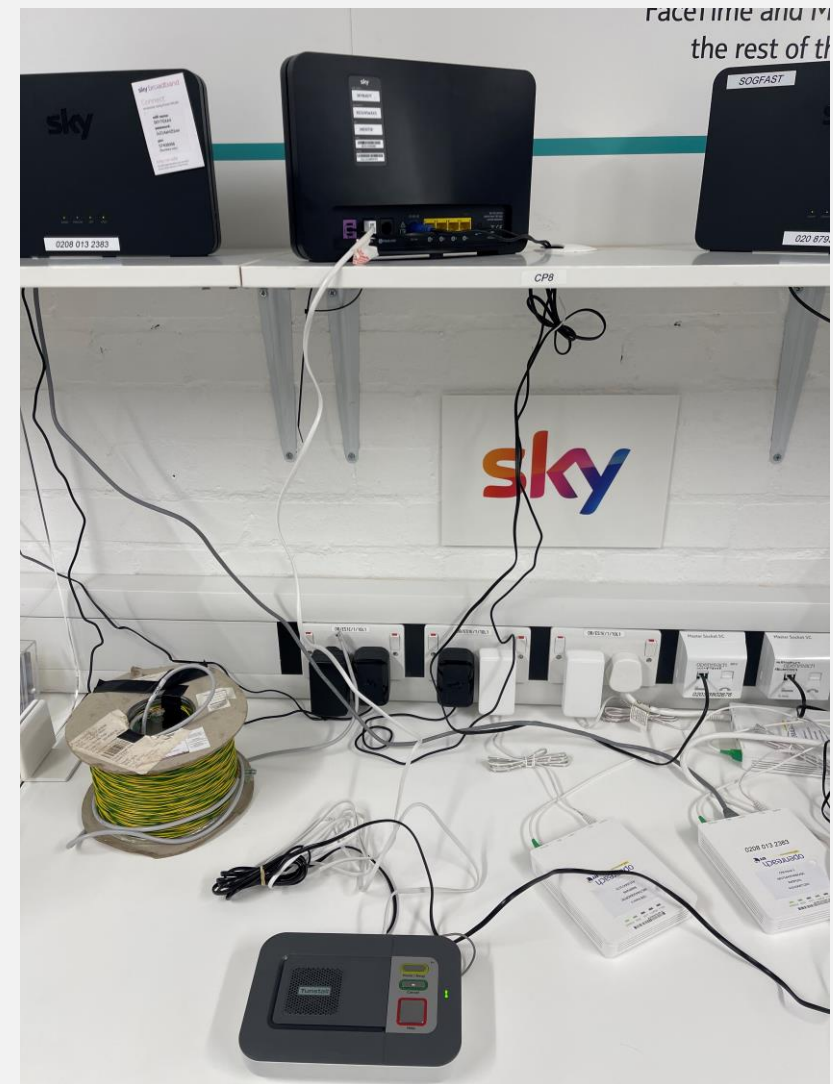- **Openreach modem is required (normally wall mounted)**
- **Both the router and the modem requires power**
- **Telecare plugs into green 'phone' port on back of router**
- **Note the fibre connection uses the red 'WAN' port rather than the grey 'Broadband' port**
- **The Openreach router is then connected to the wall socket**
- **The BBU plug would continue to power the router but the modem would fail**
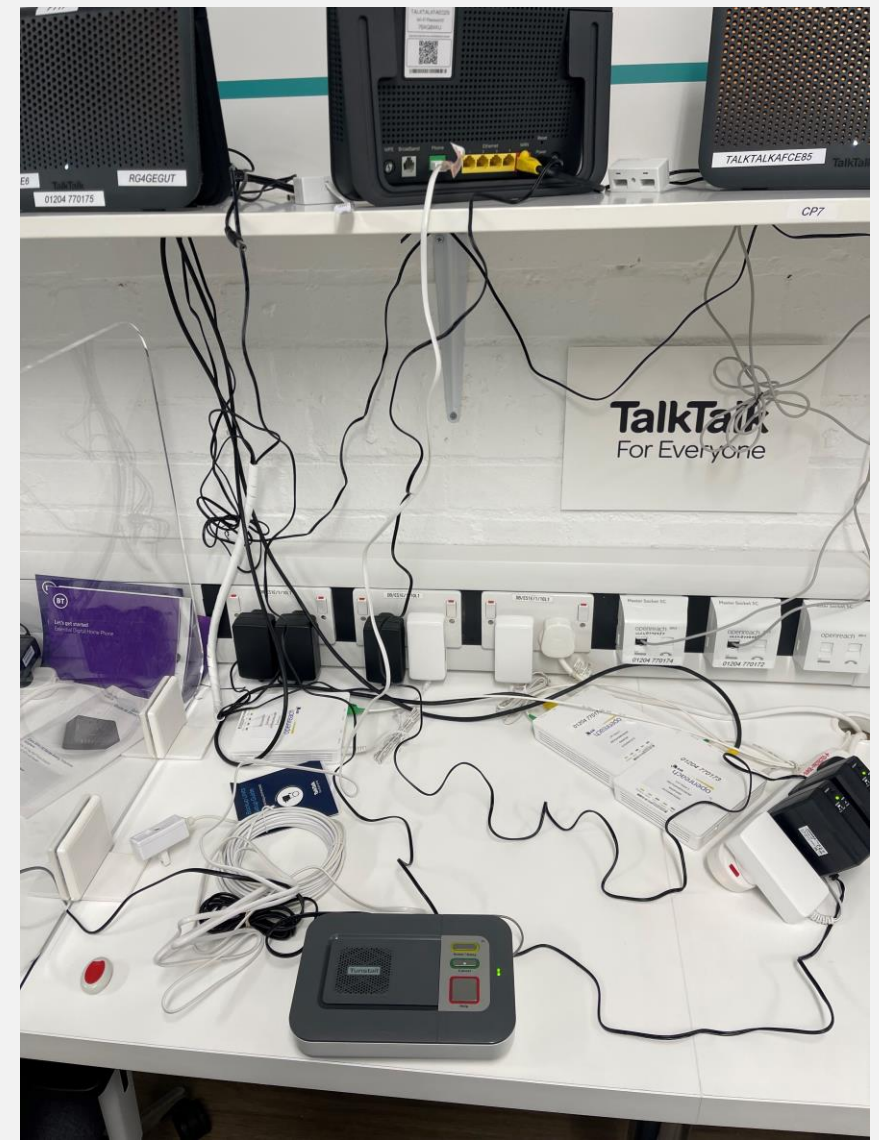
Analogue on Digital Testing – Sky SOGEA / FTTC

- **No Openreach modem required**
- **Just the router requires power**
- **Telecare plugs into black 'UK' port on back of router**
- **The router is connected via the purple port to the wall socket**
- **The yellow ethernet sockets on the right are not used in this set up**

Analogue on Digital Testing – Sky FTTP

- **Openreach modem is required (normally wall mounted)**
- **Both the router and the modem requires power**
- **Telecare plugs into black 'UK' port on back of router**
- **Note the fibre connection uses one of the yellow ethernet ports rather than the purple port**
- **The Openreach router is then connected to the wall socket**

Analogue on Digital Testing – Vodafone SOGEA / FTTC

- **No Openreach modem required**
- **Just the router requires power**
- **Telecare plugs into green 'Tel 1' port on back of router**
- **There is a 2nd port available for analogue connection (green 'Tel 2' port)**
- **Note that both the 'Tel 1' and 'Tel 2' ports are not RJ11 traditional telephone ports and so both require an adaptor (sometimes known as a 'tail') to connect to the Telecare device**
- **The router is connected via the red 'Internet' port to the wall socket**
- **The ethernet sockets on the right are not used in this set up**

Analogue on Digital Testing – Vodafone FTTP

- **Openreach modem is required (normally wall mounted)**
- **Both the router and the modem requires power**
- **Telecare plugs into green 'Tel 1' port on back of router**
- **Note the 'Tel 1' port is not an RJ11 traditional telephone port and requires an adaptor (sometimes known as a 'tail')**
- **Note the fibre connection uses the blue 'WAN' port rather than the red 'Internet' port**
- **The Openreach router is then connected to the wall socket**

Analogue on Digital Testing – Zen Internet FTTP

- **Openreach modem is required (normally wall mounted)**
- **Both the router and the modem requires power**
- **Telecare plugs into black 'Fon' port on back of router**
- **Note the 'Fon' port is not an RJ11 traditional telephone port and requires an adaptor (sometimes known as a 'tail')**
- **The fibre connection uses one of the yellow ethernet ports rather than the grey 'DSL' port**
- **The Openreach router is then connected to the wall socket**

Analogue on Digital Testing – BT Enterprise Analogue Terminal Adapter (ATA)

- **Connects the BT Enterprise (BT Business) router to the Telecare Unit via the Ethernet port**
- **The Green 'phone' port on the back of the BT Enterprise router is blocked from use**

Analogue over Digital Testing – Openreach Test Results

TEST RESULTS

CP	Network	ARC	Doro Sara CPC	Possum Neo BS8521	Possum Neo CPC	Possum Novo PSTN BS8521	Possum Novo PSTN TT92-DTMF	Possum Novo PSTN CPC	Telealarm TA74 BS8521	Chubb Unity TT92-DTMF	Tunstall Vi BS8521	Tunstall Vi TT92-DTMF	Tunstall Vi+ BS8521	Tunstall Vi+ TT92-DTMF
BT Consumer	SOGEA	Jontek	G G G G G			G			G G G	G G G	A A A	G G G	G G G	G G G
	FTTP	Jontek	A G G G G			G			G G G	G G G	A A G	G G A	G G G	G G G
	SOGEA	PNC									G G G			G A G
	FTTP	PNC									G G G			G G G
	SOGEA	Umo			G A G			G			G G G		G G G	
	FTTP	Umo			G A G			G			G G A		G G G	
Talk Talk Consumer	MPF	Jontek									G G G		G G G	
	FTTP	Jontek	G A A G A G			G G			G A G	G G G	A A A	G G G	G G G	G G G
	MPF	PNC												
	FTTP	PNC									G G G			G A G
	MPF	Umo											A G G	
	FTTP	Umo			G			G G			G A G		G A G	
Sky	SOGEA	Jontek	G G G G G			G			G G G G	G G	A A A A	G G G	G G G	G G G
	FTTP	Jontek	G G A G G			G			G G G G G	A A A	G G G	G G G	G G A A
	SOGFAST	Jontek	A G A G A G			G			G A G G G G	A A A	G G G	G G G	A G A
	SOGEA	PNC									G G G			G G G
	FTTP	PNC									G G G			G G A
	SOGFAST	PNC									G G G			G G G
	SOGEA	Umo			G			G			G		G G G	
	FTTP	Umo			G			G			G G G		G G G	
	SOGFAST	Umo			G			G					G G G	
Vodafone	SOGEA	Jontek	G G G G						G A A G G		A A A	G G G	G G G	G G G
	FTTP	Jontek	G G G G						G G G G G	A A A A	G G G	G G G	G G G
	SOGEA	PNC					G G				G G G			G G G
	FTTP	PNC					G G				G G G			G G G
	SOGEA	Umo			G									G
	FTTP	Umo			G									G
Zen	SOGEA	Jontek	R R R G G						R R R R R R R R R R R R R	R R R R R	R R R
	FTTP	Jontek	R R R R R		G G				R R R R R R R R R R R R R	R R R R R	R R R
	SOGEA	PNC					G R				R R R			R R R
	FTTP	PNC					G R				R R R			R R R
	SOGEA	Umo			G									
	FTTP	Umo			G									
BT Enterprise	SOGEA	Jontek			G A G	R								
	FTTP	Jontek	R R R G A G			R			R R R R R R				
	SOGEA	PNC												
	FTTP	PNC												
	SOGEA	Umo			G			R						
	FTTP	Umo			G			R			A A A		G G G	

Analogue On Digital – Conclusions and Next Steps

- **The UK telephony network is designed in a way that there is no set route for each call to connect from Point A to Point B**

- **There is a lot of Communications hardware, both provided by the broadband provider and also sourced by the customer that differs significantly from what was has been tested**

- **Due to the volume of combinations of equipment / touters / equipment / protocols / platforms, only a limited amount of testing at each combination is possible – larger sample sizes may reveal a higher percentage failure rate**

- **Caveat regarding results at the Openreach Test centre:**

  The Test Centre represents perfect network conditions (short distance to the street cabinet etc)

  There is no battery back up provided as standard (Some CP's providing optional BBU)

  Test results are a snapshot in time

- **Equipment tested and Platforms connected to will change software and hardware over time, so a successful test now does not guarantee a successful call on an ongoing basis**

- **Other platforms, networks, protocols and equipment remains to be tested through a combination of TSA testing and the sharing of data from Suppliers and Service Providers**

<u>USING ANALOGUE EQUIPMENT OVER DIGITAL LINES IS NOT RECOMMENDED</u>

TSA Annual Digital Survey

- **Which ARC platform (type and version number) do you currently use?**

- **Is your current ARC platform able to accept digital alarm calls?**

- **How many dispersed alarm connections does your organisation currently have?**

  How many of those dispersed connections are linked to digitally-capable alarm devices?

- **How many grouped alarm schemes does your organisation currently have?**

- **How many grouped alarm scheme connections does your organisation currently have?**

  How many of those grouped connections are linked to digitally-capable alarm devices?

- **Are you currently continuing to procure any alarm devices which have analogue-only capability?**

  If so, why?

- **Are there any other points surrounding the 'Digital Shift' that you require further clarity around?**

- **On a scale of 1 to 10, how prepared is your organisation for the digital shift?**

06 Attendee Feedback

Hot Topics

01

ARC Platform

02

SIM Costs

03

Charging Policy

04

Digital Roll-Out

05

Scheme Upgrades

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Thank you

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