



Ref No: EQ547133439

Please click this button to download copy of the 'Equality Impact Assessment Guidance' :
Download Instructions

Officer Name: Thomas Fell

Email Address: tom.fell@ipswich.gov.uk

Title of report: Digital Switchover of the Emergency Services Centre

Report : The Ipswich Borough Council Home Emergency Alarm Response Service (HEARS) provides telecare monitoring and emergency response services to 1500+ customers across Ipswich and the surrounding areas. HEARS achieves this through the use of dispersed alarm units (DAU's).

The current stock of alarm units are analogue, utilising the customers phone line to transmit alarm calls.

By the end of 2025, the UK will move away from the analogue public switched telephone network, moving to digital infrastructure.

Analogue telephone lines remain operable during power outages, allowing analogue alarm devices, with their battery back up to transmit alarm calls, however, post digital switch, phone lines will now require power to operate. This will render analogue alarms unable to operate during power cuts.

As such, HEARS must now upgrade its service to digital dispersed alarm units, removing the reliance upon the customers phone line, which after the digital switch, will no longer work during power cuts.

While Ipswich Borough Council has no statutory requirement to provide telecare services, failure to continue to provide the councils telecare alarm service would disproportionately affect council customers aged 70 years or older and those with underlying medical conditions based upon the current distribution of HEARS customers

What evidence/data is being used to support this equality analysis? Please select all that apply.: Analysis of service data (e.g I-card)

Service area: Community Support

Corporate Manager: Gaviin Fisk

Corporate Manager email: gavin.fisk@ipswich.gov.uk

Links to supporting documents where available:

Please upload any supporting documents: HEARS Age Distribution.xlsx

What is proposed?: The procurement of digital dispersed telecare devices to replace the current

provision of analogue dispersed telecare devices.

Why are the changes being introduced?: The UK is currently in a period of transition from analogue to digital telephone networks. This is set to be complete by the end of 2025 and once complete, analogue devices will no longer be reliable.

What evidence is being used to support this Equality Impact Assessment, and how is it being used?: A analysis of the age distribution of HEARS customers has been undertaken which has identified that a failure to provide the HEARS would have a disproportionate affect upon the elderly and those with underlying medical conditions.

How will this change be implemented?: The procurement and subsequent roll out of replacement digital dispersed telecare alarm devices.

Age: No impact

Please provide an explanation of this impact and actions to mitigate any adverse impact, or further promote positive impact.: If the project is successful, there will be no impact. However, a failure of the project will lead to a significant negative impact.

Disability: No impact

Please provide an explanation of this impact and actions to mitigate any adverse impact, or further promote positive impact.: If the project is successful, there will be no impact. However, a failure of the project will lead to a significant negative impact.

Marriage & Civil Partnership: No impact

Please provide an explanation of this impact and actions to mitigate any adverse impact, or further promote positive impact.: The provision of HEARS alarm devices has no identified bearing upon this characteristic.

Race: No impact

Please provide an explanation of this impact and actions to mitigate any adverse impact, or further promote positive impact.: The provision of HEARS alarm devices has no identified bearing upon this characteristic.

Pregnancy & Maternity: No impact

Please provide an explanation of this impact and actions to mitigate any adverse impact, or further promote positive impact.: The provision of HEARS alarm devices has no identified bearing upon this characteristic.

Religion or Belief: No impact

Please provide an explanation of this impact and actions to mitigate any adverse impact, or further promote positive impact.: The provision of HEARS alarm devices has no identified bearing upon this characteristic.

Gender Reassignment: No impact

Please provide an explanation of this impact and actions to mitigate any adverse impact, or

further promote positive impact.: The provision of HEARS alarm devices has no identified bearing upon this characteristic.

Sex: No impact

Please provide an explanation of this impact and actions to mitigate any adverse impact, or further promote positive impact.: The provision of HEARS alarm devices has no identified bearing upon this characteristic.

Sexual Orientation: No impact

Please provide an explanation of this impact and actions to mitigate any adverse impact, or further promote positive impact.: The provision of HEARS alarm devices has no identified bearing upon this characteristic.

I can confirm the report does meet Ipswich Borough Council's equality objectives: I can confirm the report does meet Ipswich Borough Council's equality objectives

The report helps us to 'eliminate unlawful discrimination, harassment & victimisation' in the following way(s): Provision of emergency alarms and assistance to customers within Ipswich and its surrounding areas.

The report helps us to 'advance equality of opportunity...' in the following way(s): Provision of emergency alarms and assistance to customers within Ipswich and its surrounding areas.

The policy helps us to 'foster good relations...' in the following way(s): Provision of emergency alarms and assistance to customers within Ipswich and its surrounding areas.

The new provisions will be reviewed in the following way(s): This project does not create a new provision, but ensures maintenance of our current provision.
