

Integrated impact assessment (IIA) Template

Complete as a record of your assessment.

Read the IIA guidance before completing this template.

Title of proposal
Sheltered Housing Analogue to Digital Transition – Community Alarm Service
Purpose of proposed work
Edinburgh Council's Sheltered Housing schemes are currently served by hard-wired community alarm systems that operate over an analogue telephone network and have been in place since the early 2000's. Each alarm system is wired to a central control cabinet within the scheme and connects to the telecare service's digital alarm receiving centre over a single analogue BT phoneline. Although connectivity to the alarm receiving centre is maintained our warden call systems are showing their age. The technology allows only one alarm call at a time to be handled from the scheme, replacement parts are becoming harder to source and there are increasing risks of failed alarm calls as the systems reach their end of life and become more unstable. In addition, due to the degradation and impending shutdown of the analogue telephone network at the end of 2026, there is a pressing need to replace these alarm systems with modern, digitally compatible community alarm equipment in order to support and safeguard sheltered housing tenants.
Lead officer, name, job title, service and department
Ryan Taylor: ATEC24 Senior Change and Delivery Officer
Additional colleagues: name, job title, service and department
• Craig O'Donnell: Service Manager, ATEC24 Sheltered Housing & Digital Transition Programme • Andy Jones: Acting Senior Change and Delivery Officer (from 1st July 2026) • Lorna Somers: Supervisor, ATEC24 Sheltered Housing Service • Gemma Cantley: ATEC24 Community Care Assistant • Sebastian Triglia: ATEC24 Community Care Assistant • Nicky Scally: Registered Manager, ATEC24 Sheltered Housing Service • Jonathan Smith: Edinburgh Tenant's Federation
Date
29/04/2026
Briefly describe public involvement in this proposal to date and planned
Tenant engagement sessions were carried out throughout January 2026 at multiple sheltered housing community rooms across the city. The purpose of these meetings was to raise awareness to service users of the need to upgrade the existing community alarm systems and obtain any feedback/concerns. Further engagement sessions will be scheduled once a preferred Supplier for the digital transition work has been selected, so

that more in-depth queries and plans can be discussed. This project has also been on the agenda at the last two quarterly tenant scrutiny group meetings, again with the view of highlighting the purpose of the project and next steps. Through discussions at these meetings some tenants volunteered to form part of a working group around this project, and their input will form part of the IIA.

Impacts

1 Equality impacts

We want to ensure our proposals are fair for everyone. Consider potential positive and negative impacts of your proposal on groups/people with [protected characteristics](#). Assessment of impact means we consider the needs of everyone with an “intersectional lens.” This means looking at the impact that different protected characteristics and other factors can have on people.

Consider if your proposal will help:

- prevent discrimination
- advance equal opportunities by reducing disadvantage and meeting different needs, and
- foster good relations by encouraging inclusion and understanding.

Consider if your proposal could impact on groups/people with protected characteristics. Tick all that apply

	Negative impact	Positive impact	No impact
1. Age		X	
2. Disability		X	
3. Gender reassignment		X	
4. Marriage and civil partnership		X	
5. Pregnancy and maternity		X	
6. Race		X	
7. Religion or belief		X	
8. Sex		X	
9. Sexual orientation		X	
10. Care experienced children and young people		X	

Use the text box below to describe the differential impacts you have identified on each of the groups/people with protected characteristics. Consider any intersectional impacts.

Within the scope of this proposal are 35 sheltered housing schemes comprising in the region of just over 1000 individual tenancies. Age and gender dispersal for this cohort is described as:

	Age bracket			Gender Total
	>59	60 >75	+75	
Male	71	286	137	494
Female	64	247	222	533
Cohort by age:	(13%)135	(52%) 533	(35%) 359	1027

Residents of Sheltered Housing schemes are generally those of an older demographic that can require additional support to live independently. Community alarm systems provide the means to get help 24/7 should the person require emergency assistance at home. The service also gives peace of mind to tenants and loved one's involved in their care.

There will be a positive impact in that new replacement alarm systems will connect digitally to the alarm receiving centre, effectively ending dependence on unreliable analogue telephony and infrastructure. For elderly sheltered housing residents and those with disabilities our new digital alarms will provide increased service resilience, quicker connection times, improved voice quality and the ability to register a daily "I'm OK" wellbeing check if appropriate.

Upgrading to modern digital telecare technologies will serve also as the foundations for new and novel assistive technology products and services accessible to residents with the purpose of improving outcomes and enabling them to remain connected and safe at home for longer.

Proposals may also positively impact a smaller cohort of sheltered housing tenants who can be described as working age and more socially and physically active but may still

possess protected characteristics. Proposals will enable greater choice previously denied to this group whereby they will have the freedom to opt in or out of a digital telecare service. Where the tenant elects not to take up the offer of a digital alarm service economic benefits will prevail in the form of a reduction in tenancy service charges.

Evidence

Use the text box below to summarise what evidence you have used to inform this IIA. Where possible, include links if the documents are published. Show how you have used your evidence in making your assessment of potential impacts.

Example: A proposal to increase charges will impact women more than men as we know women are more likely to be vulnerable to poverty. The [Gendered Nature of Poverty briefing note](#) provides an overview of this issue and why it matters.

Evidence could include the results of any relevant consultation/engagement. If further evidence is required, please note how it will be gathered.

Tenants affected by this project were lettered and invited to attend engagement sessions throughout January 2026 within various sheltered housing community rooms across the city. The purpose of these meetings was to outline the need to digitally upgrade the current hard-wired alarm systems in place and the reasons behind this, whilst allowing tenants to raise any questions or concerns they had. We were also able to gain some general thoughts on the service through their completion of a short survey. The responses of 34 tenants randomly selected can be found below.

Do you use your alarm?	
Yes	No
29	5

What alarm features are most important to you?	
Residents:	
• Heat and smoke detection	28
• 24/7 call handling and response services	22
• Pendant alarm	19
• Daily monitoring	17
• Pull cords	16
• None suggested	1

What features would you like to see?	
	Residents:
• Improved voice quality	28
• None	13
• Alternative call units (not wall fixed)	11
• Improved call connection times	9
• Other	1

What features would be beneficial?	
	Residents:
• None	15
• Video calling	12
• Self-set absence and holidays	12
• Out-and-about pendants	11
• Person to person calling (in scheme)	10

Although the turnout was quite low in terms of physical attendance across the sessions, key messaging relating to the analogue to digital transition was relayed and awareness raised through both the sessions and the delivery of letters. In general, verbal feedback suggested there was understanding of the need to change the alarm systems in place, with main concerns raised around what the level of disruption would be and how long the work would take to complete.

This project has also been highlighted through recent quarterly tenant scrutiny group meetings where information has been shared with residents on the panel around the need for change and factors under consideration. This is a further opportunity for residents to air any queries or concerns they may have.

As standard, every sheltered housing property is fitted with a main alarm unit fixed to the wall, pullcords in each room, interlinked heat and smoke detectors and an inactivity (PIR) monitor in the hallway. The PIR sensor monitors daily movement that the response centre actively follow-up on however residents have the choice whether to receive this service or not (the equipment must remain in place regardless). A review of this estimates that 65-70% of residents have opted out of this monitoring. Although this does not necessarily indicate that these people do not require a community alarm, it suggests that there needs to be a more flexible solution implemented to tailor support and technology as per individual needs.

Please record any mitigating actions for any negative impacts identified, at Section 9 of this template

2 Human Rights impacts

The Council must act compatibly with Human Rights legislation. Think about what kind of impact the proposal may have on people in terms of [Human Rights](#). Use the text box below to describe which Human Rights Articles are relevant, which groups are affected and what the potential impacts are.

Article 8: Respect for your private and family life

This article covers respect for a person's 'home'. Work required to remove and replace alarm systems in place should be carried out considerately and considering individual needs and requirements, with safeguarding measures put in place if needed. This will be done through liaising with tenants individually as well as other relevant stakeholders such as family, carers etc to ensure support is in place through the changeover.

Article 14: Protection from discrimination

Alarms systems will be replaced appropriately within properties regardless of the person's sex, race, colour, language, religion, political or other opinion, national or social origin, association with a national minority, property, birth or other status. Properties are currently fixed with alarm equipment regardless of the occupied resident and their background so no one will be discriminated against within the scope of the project. Consultation and information can be shared in a variety of ways with residents such as phone calls, emails and face to face visits where required to meet differing needs.

Evidence

Use the text box below to summarise what evidence you have used to inform this IIA. Where possible, include links if the documents are published. Show how you have used your evidence in making your assessment of potential impacts.

Evidence could include the results of any relevant consultation/engagement. If further evidence is required, please note how it will be gathered.

Tenant engagement sessions highlighted some concerns from residents around the physical implications of replacing equipment in terms of disruption within properties and the length of time engineers may be required on site. It is the intention to hold further engagement sessions when the preferred supplier has been identified to discuss these concerns in more detail and allow equipment demonstrations prior to work taking place.

Please record any mitigating actions for any negative impacts identified, at Section 9 of this template

3 Children's Rights impacts

The Council must act compatibly with Children's Rights legislation. Think about what kind of impact the proposal may have on children and young people in terms of [Children's Rights](#). Use the text box below to describe which Children's Rights Articles are relevant, which groups are affected and what the potential impacts are.

Residents within Sheltered Housing schemes are generally those of an older demographic so there is unlikely to be children present and there is therefore unlikely to be any negative impact on Children's Rights.

However, where residents are younger or working age and if there were children present/living on the scheme, the housing support offered to these individuals would continue to be provided "as is" with any further independent living support that may be accessible through the assessed provision of telecare monitoring and response. This would be supportive of Children's Rights and positively impact on young carers.

Evidence

Use the text box below to summarise what evidence you have used to inform this IIA. Where possible, include links if the documents are published. Show how you have used your evidence in making your assessment of potential impacts.

Evidence could include the results of any relevant consultation/engagement. If further evidence is required, please note how it will be gathered.

Not applicable.

Please record any mitigating actions for any negative impacts identified, at Section 9 of this template

4 Socio-economic disadvantage impacts

The Council has a duty to consider how it can reduce inequalities of outcome caused by [socio-economic disadvantage](#), when making strategic decisions. However, to support the Council's Business Plan priorities, the Council considers it best practice to consider the potential impact that all relevant proposals may have on people experiencing socio- economic disadvantage and how inequalities of outcome can be reduced.

Consider if your proposal could impact on any of the below groups? Tick all that apply.

	Negative impact	Positive impact	No impact
Low income – cannot afford to maintain regular payments such as bills, food, clothing		X	
Low/no wealth – enough money to meet basic living costs and pay bills but have no savings to deal with unexpected spends and no provision for the future		X	
Material deprivation – being unable to access basic goods and services, ie home contents insurance, repair/replace broken electrical goods, warm winter coat		X	
Area deprivation (including communities of interest and communities of place) – where you live, where you work, visit or spend a continuous amount of time can all have an impact ie rural areas, accessibility of transport, education and employment impact, people who have experienced homelessness and/or the asylum			X

	Negative impact	Positive impact	No impact
system, those who share an identity and/or protected characteristic			
Socio-economic background – disadvantage that can arise from parents' education, employment and income, social class in other words.			X

Use the text box below to describe the impacts you have identified on each of the groups above, and how you can reduce inequalities of outcome?

This transformation project is expected to be covered by capital spend and therefore annual charging for alarm systems, for those eligible, will remain as is subject to yearly council-wide reviews of standing charges. The key factor to consider is those who require technology enabled care at home will receive it, and support can be offered to facilitate any financial assessments that may be needed.

The existing sheltered housing technology model describes one-size fits all where tenants, irrespective of need, are obliged to pay for telecare in their homes. The proposal will deliver equality through the freedom of individual tenants to make an informed choice if they wish to take up a telecare service. Those electing to opt out of telecare support in their homes shall benefit from a reduction in tenancy service charges leading to a positive impact especially for those of low wealth or on low incomes.

Evidence

Use the text box below to summarise what evidence you have used to inform this IIA. Where possible, include links if the documents are published. Show how you have used your evidence in making your assessment of potential impacts.

Evidence could include the results of any relevant consultation/engagement. If further evidence is required, please note how it will be gathered.

All users of Telecare services can request to be financially assessed to establish whether they can be made either partially or fully exempt from paying the standing charges for the service. This applies to both residents within sheltered housing as well as 'dispersed' telecare service users. Through reviewing and upgrading the sheltered housing provision of telecare, residents can be supported should they require re-assessment. It is important to note that the current model of hard-wired alarm systems within properties means residents are forced to pay for the equipment whether they need it or not, should they not qualify for financial exemption. The proposed model of a dispersed solution gives residents the opportunity to opt-out of receiving a service.

Please record any mitigating actions for any negative impacts identified, at Section 9 of this template.

5 Climate and nature impacts

The Council has a [duty](#) to reduce greenhouse gas emissions, adapt to the impacts of climate change, incorporate the principles of sustainability into decisions and actions, and ensure a just transition (just transition only applies to climate mitigation or adaption projects).

Consider if your proposal could impact on any of the below? Tick all that apply.

	Negative impact	Positive impact	No impact
Climate Mitigation - opportunities to reduce greenhouse gas emissions		X	
Climate Adaptation - opportunities to prepare for future changes in our climate		X	
Just Transition – opportunities to ensure a fair shift to a low carbon economy that doesn't disadvantage people or increase inequality		X	
Nature Recovery Impacts			X
Overall Sustainability		X	

Use the text box below to describe the impacts you have identified on each of the sections above and then consider how you can reduce greenhouse gas emissions, adapt to the impacts of climate change, incorporate the principles of sustainability into decisions and actions, and ensure a just transition. Also consider any cumulative effects of climate change on people.

The overall impact on climate is very much dependant on the preferred supplier and where their equipment is manufactured and dispatched from. Some telecare suppliers manufacture their equipment externally and ship from other countries whereas others have UK-based operations, however there will still be a need to transport goods for the provision of work.

A potential move away from hard-wired systems would be more environmentally friendly in that equipment is not fixed to properties or wired back to a central control point, reducing disruption where remedial work is required or future full system replacements. Equipment can be easily installed, maintained and replaced without the need to complete significant external work that may require heavy duty machinery to install.

There is the additional benefit that a dispersed alarm model will not require the same number of on-site visits for repairs and maintenance of equipment, therefore there is less need to travel to site, potentially on a number of occasions.

Use the text box below to describe the impacts you have identified on nature.

Climate Mitigation and Adaptation

Works to remove existing hardwired infrastructure that will soon be redundant following analogue to digital change, can ensure that removed materials are sustainably disposed of in line with Waste Electrical and Electronic Equipment (WEEE) Regulations.

The Sheltered Housing service is part of the ATEC24 family of services that includes Telecare Monitoring and Response which also purchases technology enabled care, so there are opportunities for sustainable procurement and best value for money by combining future supply contracts.

Evidence

Use the text box below to summarise what evidence you have used to inform this IIA. Where possible, include links if the documents are published. Show how you have used your evidence in making your assessment of potential impacts.

Evidence could include the results of any relevant consultation/engagement. If further evidence is required, please note how it will be gathered.

The Council's contract specification reference and place requirements on suppliers with regard to;

- the Council's Low Emission Zone (LEZ) scheme.
- the supplier and their employees making every effort to minimise the impact of the delivery of the Contract on the environment.
- the Supplier taking action to achieve the efficient use of energy and, where possible, to maximise the use of biodegradable, recycled products and re-use of packaging.
- the Supplier operating an active, sustainable and robust ethical sourcing policy, spanning the full supply chain.

Please record any mitigating actions for any negative impacts identified, at Section 9 of this template

6 Strategic Environment Assessment (SEA)

Could your proposal result in significant environmental effects? If yes, you may need to complete a Strategic Environment Assessment? Information is available on the [Scottish Government SEA website](#).

Yes	No
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7 Consumer Duty

The Council has a duty to consider consumers' interests when making strategic decisions. If this applies to your proposal, you may need to complete a [consumer duty impact assessment](#). Information is available on the [Consumer Scotland website](#).

Yes	No
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8 Communications

Record how you will communicate information about this proposal change to those with different communication needs using [inclusive communications guidance and resources](#).

Consultation has already begun through face-to-face engagement sessions held in January 2026; however, the project team will engage all residents appropriately using a variety of methods such as, but not limited to letters, phone calls or face-to-face visits and group sessions where required. We will also engage other stakeholders where appropriate such as housing officers, support staff, carers, family or other key contacts. Access to key details such as risk or medical information is available for vetting purposes as all residents are existing users of Telecare. The information we hold will also be used to ensure any communication needs are met and all residents are engaged. Further communication will also be cascaded via scheduled tenant scrutiny group meetings as well as planned working groups moving forward specific to this project.

9 Contractors

Is any part of this proposal to be carried out wholly or partly by contractors and if so, how will equality, human rights, children's rights and climate and nature issues be addressed?

This proposal will require the use of external contractors, both for the provision of new alarm equipment and the removal of existing systems in place, with guidance from Edinburgh council staff in terms of scheduling and facilitating access.

The details will be subject to the appropriate procurement process being identified but the following requirements are included within the Council's standard terms and conditions and there are typically similar requirements when the Council agrees to utilise terms and conditions from other organisations.

- Human rights, Equalities and Equal Opportunities
- Compliance with Anti-Slavery and Human Trafficking Laws
- the Council's standard clause to pay subcontractors within 30 days.

10 Actions

Record your actions in the table below. Actions may include:

- mitigations to reduce or eliminate negative impacts
- advancing equality of opportunity and fostering good relations
- addressing cumulative impacts
- collecting additional evidence
- financial implications
- risks
- any other actions.

Actions	Who will take them forward (name and job title)	Deadline for progressing	Review date (add name and job title)
First draft of procurement specification	Andy Jones (acting SCDO) Alasdair Burgess (Procurement Specialist)	10 th September 2026	15 th September 2026
Present project overview at next scrutiny group meeting (04/09)	Andy Jones/ Gemma Cantley (CCA)	4 th September 2026	10th December 2026
Further tenant engagement sessions to be carried out	Gemma Cantley / Sebastian Triglia (CCA)/ Andy Jones (SCDO)	September 2026	19 th October 2026

11 Monitoring impact

Monitoring ensures that your proposal is effective and any issues are addressed.

Record your actions in the table below. Actions may include:

- how impacts on protected characteristics will be monitored, once the proposal has been introduced and implemented
- how IIA agreed actions will be monitored
- review process and timescales
- officer responsible.

Actions to monitor impact of proposal	Who will take them forward (name and job title)	Deadline for progressing	Review date (add name and job title)
Tenant engagement sessions	Andy Jones/Sebastian Triglia	15 th September 2026	7 th December 2026 Andy Jones (SCDO)/ Sebastian Triglia (CCA)
SHSO engagement	Andy Jones	9 th November 2026	11 th January 2027 Andy Jones (SCDO)
Scrutiny Group	Andy Jones/ Gemma Cantley	10 th December 2026	8 th March 2027 Andy Jones/ Technology Practitioner
Contract review	Andy Jones	7 th December 2026	11 th January 2027 Andy Jones (SCDO)/ Technology Practitioner

Actions to monitor impact of proposal	Who will take them forward (name and job title)	Deadline for progressing	Review date (add name and job title)
Tenant feedback survey	Gemma Cantley/ Sebastian Triglia	25 th January 2027	22 nd February 2027 Technology Practitioner/CCA
Service migration data analysis	Andy Jones	11 th January 2027	15 th February 2027 Andy Jones (SCD)/ Technology Practitioner/CCA

12 Next steps

Elected members must have access to IIAs in order to scrutinise them before making decisions. You must:

- share the IIA with them (this can be at draft stage for an APM meeting)
- complete the [committee report](#) with:
 - a summary of the identified impacts at section 7 of the committee report template: key policies
 - actions to address them at section 5 of the committee report template: next steps
- provide a link to the published IIA or attach as an appendix.

13 Quality assurance and approval

Complete the quality assurance checklist.

Send the quality assurance checklist and your completed IIA to your Head of Service for approval.

14 Authorisation

Name and title (Head of Service):
Mike Massaro-Mallinson
Mike Massaro-Mallinson, Service Director Operations
Date
8 September 2026

15 Publication

Send the approved IIA template to the relevant contact for publication. Ensure the title of the IIA is clear and concise, without acronyms and the content, layout and language style is [inclusive and accessible](#).

The City of Edinburgh Council:

- integratedimpactassessments@edinburgh.gov.uk to be published on the [Council website](#)

Edinburgh Integration Joint Board/Health and Social Care:

- sarah.bryson@edinburgh.gov.uk to be published on the [EH&SCP website](#)

Keep a copy of your template for a period of at least three years (longer if needed for business reasons).