

**Oldham Borough Council
Record of Decision**



1. **TITLE:** Digital Switchover – Upgrade of Council Funded PSTN Lines
2. **SERVICE AREA:** Resources Directorate - Digital Services
3. **PURPOSE OF DECISION**
Funding is required to mitigate the risk of critical services, such as intruder and lift alarms, becoming disconnected because of the national digital switchover programme, leaving council buildings at risk of being unmonitored and occupants at risk.
4. **DECISION MADE BY:** Chief Executive
5. **DECISION:**
 1. To **note** the potential impact on the Council, its buildings and staff because of the digital switchover. And proposed solutions to migrate the affected services and mitigate the risk.
 2. To **agree** with the recommended option within the report that IT capital funding should be utilised for the migration of services to new solutions that are compatible with the digital switchover, at a cost of circa £403K.
6. **REASON FOR DECISION**
The digital switchover presents a critical risk to essential Council services, but also an opportunity to modernise infrastructure and improve resilience. Approval of the recommended funding will ensure continuity of service, protect council assets and occupants, and enable a controlled transition ahead of the 2027 deadline.
7. **ALTERNATIVE OPTIONS CONSIDERED**
Option 1 – Do Nothing – this is untenable as the services will fail at the point BT or Wavenet cease the PSTN service, and while both carriers have forced migration options, in many of the Council's cases these will not support the existing equipment and services.

Option 2 (preferred Option) – To proceed with the migration solutions identified in the report. Due to the varied nature of the services supported by the Council's PSTN lines there is no single solution to migrating these services. To overcome this, we have put common services into groups and identified a suitable migration approach for each group. In most cases the recommended approach is based on the already adopted approach for new installations.
9. **PRINCIPAL GROUPS CONSULTED:**
 - Assistant Director Customer Experience
 - Managing Director Miocare – coordination with telecare digital switchover and significant user of legacy analogue broadband lines

- IT Networks – responsible for support of the Council's PSTN lines
- Response Services – as the service responsible for monitoring intruder alarms and lift emergency calls
- Property – as the service responsible for provision and maintenance of alarms and lifts
- Central Procurement

Assistant Director Education and Early Years

10. **DOCUMENT CONSIDERED:**
Not applicable.