



# Cumbria Digital Inclusion Network

Minutes from the meeting 11 June 2025

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## Brief overview of issues covered

Firstly, thank you to everyone who attended this Network meeting 😊

It was great to welcome Rhia Mukherjee from Capgemini who has taken over from Jon leading on Capgemini's support of both this Cumbria Digital Inclusion Network and the 'Let's Get Digital, West Cumbria' project.

We heard from Lydia about BT Digital Voice and the roadshow where they'll be out and about in the community, supporting people with the digital telephone switchover. Angela and Nichola came to chat about the NHS App, and the plea to continue supporting people to download and access it to manage their health. Becky came to introduce the 'getUBetter' App, which supports people with Musculoskeletal issues – free for GP surgeries and patients. We then updated the group on recent events, demonstrated the Digital Skills support map, that anyone can access to find their nearest digital skills support in Cumbria.

### Speaker/ Topics covered:

[Watch a recording of the meeting](#) – it's split into chapters covering the following topics, so if there's a particular speaker/ section you want to watch, you can just jump straight to it. It includes:

- **BT Digital Voice info & update** from [lydia.beeston@ee.co.uk](mailto:lydia.beeston@ee.co.uk) (see notes below on further resources.
- **NHS App support in the community** from [angela.gorse1@nhs.net](mailto:angela.gorse1@nhs.net) & [nichola.wiggett1@nhs.net](mailto:nichola.wiggett1@nhs.net)
- **Muscularskeletal App 'getUBetter'** from [beckyb@getubetter.com](mailto:beckyb@getubetter.com)
- **Digital Events feedback/update** including the WiFi for village halls.
- **Digital Skills Support Map** how it works and access the map here:  
<https://www.digitalunite.com/products/special-projects/cumbria-digital-inclusion-network/map-digital-skills-support-cumbria>

### BT Digital Voice Update

After the meeting Lydia sent through the following links/ resources.

These are the slides from [Lydia's presentation](#) and her summary below.

### In summary

- Landline phone calls have traditionally been delivered over a network known as the public switched telephone network (PSTN), using underground copper wires. This network is old, and becoming harder and more expensive to maintain, with it becoming increasingly difficult to source the parts needed to maintain or repair customer connections. Ofcom's (the UK's communications regulator) recent Connected Nations report highlights that in 2024, the number of significant PSTN incidents reported

increased by 45%. The change to Digital is not happening only in the UK. These changes are taking place all over the world, with many countries having now completely moved.

- BT's digital home phone service, Digital Voice, works by using something called a Voice over Internet Protocol (VoIP). It converts your voice into a digital signal so it can be sent between devices over the internet. The digital home phone service is also more resistant to severe weather as the cables used are waterproof, and less prone to damage during a storm or other severe weather events.
- Our customers landline number won't change as a result to moving to Digital Voice. The only difference is that our customers will need to include their area dialing code, like we do on our mobile phones. Our customers current calling plan won't change, and 99% of home phones used by our customers are compatible with Digital Voice. We will also provide on Digital Voice, Enhanced Call Protect at no cost which uses Artificial Intelligence (AI) to help with detecting and blocking spam and fraud calls, without blocking your important calls. Our customers will be warned if a call has been reported as a scam or potential fraud before picking up the phone and we're blocking over 20,000 scam calls & identifying 160,000 spam calls every day.
- One point to note, Digital Voice won't work without power because to make and receives calls, a customer will be using the internet. Rest assured, we have multiple solutions to keep our customers connected in the event of a power cut and all vulnerable customers will get one for free. (Slides 9 and 10)
- We are contacting customers nationally to make the switch. In the North West vulnerable customer migrations will start from Autumn 2025. Please note that this excludes Telecare customer migrations (outside of our Telecare pilot which is running at the moment).
- [The National Telecare campaign went live on Monday 2<sup>nd</sup> June](#). BT have teamed up with VMO2 and the UK Government to deliver this campaign, with a really clear call to action for Telecare users across the UK. Simply put, we need all Telecare users to contact their landline provider as soon as possible, to let them know they use a Telecare device. By Landline providers having this information, we're collectively able to ensure uninterrupted access to the Telecare service they rely on, throughout their upgrade to a digital landline. We'll also be in contact with all BT customers who we already know have telecare to reassure them that their details are already recorded.
- We write to our customers with at least 4 weeks' notice and all communication is physical (letters/postcards) so we can be sure the information we need them to know, reaches them safely. We will be in touch regularly throughout that time with everything they need to know and how we will support them.
- BT will be returning to the Northwest in July 2025 with our truck teams and also pop-up events in local libraries and community hubs. Please visit [Digital Voice Events | Digital Home Phone | BT](#) for all events and if you cover an area where an event is taking place, please get in touch and I can share a BT event poster to support us in advertising so we speak to as many of your communities as possible.

Here are some **useful resources and further information** related to the Digital Switchover and BT's Digital Voice. Help us by amplifying our messages and National Telecare Campaign within your communities.

1. A guide to Digital Voice which can be shared externally with your communities.
2. Advertorial Digital Asset advertorial which can be used in any of your communication/ social media channels to raise awareness
3. BT Digital Voice website: [Digital Voice | Digital Home Phone | BT](#)
4. BT Digital Voice U-Tube video including Digital Voice set up : [Introduction to Digital Voice - YouTube](#)

5. Our '[Connected Together](#)' campaign focusing on those that can support friends and family with the digital switchover. Customers can also register for free additional support from us by using the webform on this website.
6. BT Press Release (April 2025) [BT teams up with Moira Stuart to announce enhanced support for vulnerable customers moving to Digital Voice / Helping the nation make the switch – with Moira Stuart](#)
7. National Telecare Campaign from Monday 2<sup>nd</sup> June - [National telecare campaign partner toolkit | Local Government Association](#)
8. UK Government website - [UK transition from analogue to digital landlines - GOV.UK](#)
9. Tech UK- [Digital phone switchover](#)

If you'd like me to keep in touch with our programme and key updates, please drop me an email if you were not on today's call and I will add you to my North West stakeholder community contact list.

Link to [Lydia's presentation](#) and slides

## AOB:

**Cumberland Council** – Craig Barker, Senior Leader for Digital & Customer Experience, sent his apologies for not being able to attend. There is currently a recruitment freeze on the Digital Inclusion Officer for Cumberland Council, but he would still very much like to recruit for that role.

**Richard Heeks, University of Manchester** – Some of you may hear from Richard in the coming weeks/months. Richard is doing some research on Digital Inclusion in rural Cumbria and is keen to hear from Cumbria Digital Inclusion Network members about what your experience/feedback is on this subject is, to help inform his research and to hopefully inform our future work as a Network too.

**Future CDIN topics** – If there are any topics you would like covered at these CDIN meetings, please let Sarah Jewell, Digital Unite know. Liz Nichol mentioned AI would be a good subject, maybe the pitfalls/concerns of AI.

**Next meeting** – September – Sarah to send out next meeting appointment

## Attendees:

Sarah Jewell, Digital Unite – Let's Get Digital West Cumbria

Pat Maskell, AbilityNet Cumbria

Liz Nichol, Cumberland Council – CDO for South Cumberland (Frizzington to Millom)

Joe Cosby – Cumbria Community Foundation

Angela Gorse, Maryport Health Service

Emma Bragg, Oval Centre, Riverside Housing

Caroline Parry-Jones, Oval Centre, Riverside Housing

Lesley Robinson, Chambre of Commerce

Rhia Mukherjee , Capgemini, Funder of 'Let's Get Digital, West Cumbria'

Sally Thoburn, Healthwatch Cumberland

Chris Grant, AbilityNet

Rachel Robson, Lakes College

Emma Fisher, Citizens Advice Allerdale

Nichola Wiggett, North Cumbria Integrated Care NHS Foundation Trust

Ella Leibowitz, North Cumbria Integrated Care NHS Foundation Trust

Ben Heslop, Cumberland Council

Becky Broadbear, getUbetter

Lydia Beeston, BT/EE