

# Digitalisation of the Emergency Number

## Non-verbal emergency reporting technology



**INCLUTECH**  
MAKE . IT . BETTER



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# THE CHALLENGE

“it is predicted that in the future, more and more consumers are likely to be in vulnerable situations for a number of reasons.

Supplier and distribution network companies need to proactively identify which of their customers might be in a vulnerable situation and offer tailored additional services to help them engage in the energy market.”

“Vulnerable Consumers in the Energy Market: 2019” - Ofgem



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# CHALLENGE ACCEPTED

Support consumers in vulnerable situations

Digitally transform the emergency reporting system

Enable greater inclusivity and give all customers greater confidence  
In communicating with the gas supplier and distribution networks





# TIMELINE



2015 preparation for Wakefield



2016 999 App Certification Scheme Launch



2017 Spread the story...



2019 DCMS 999LC accreditation for all four EMS



2021 MADRID ICC Awards Best Use of Technology



2022 Winner of Security & Policing Innovation Award Farnborough



# WHY

**28 million** UK adults have characteristics of vulnerability



**12 million**  
**Hearing loss**



**15 million adults**  
**Mental health**



**7 million adults**  
**Poor literacy**



**14 million**  
**Disabled**

## CORE VALUES

Equality

Accessibility

Inclusivity

Communication

# PERSPECTIVE OF THE CITIZEN

## Do you think the 999 service is in need of digitalisation ?

You can see how people vote. [Learn more](#)



## Do you feel confident knowing when to phone 101 or other emergency support numbers for utilities (gas, water, electric) v 999 ?

You can see how people vote. [Learn more](#)



## In your opinion is the current 999 service inclusive and accessible for all ?

You can see how people vote. [Learn more](#)



## What would be your preferred method to communicate with 999? Read all before choosing..

You can see how people vote. [Learn more](#)



## What possible enhancements to 999 would you be willing to use?

If you have another answer feel free to comment belc ...see more

You can see how people vote. [Learn more](#)



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# HOW



## TapSOS

- Non-verbal 999
- Icon based
- All four services
- Government approved



## TapDA

- Discreet & Disguised
- First point of contact
- Distributed by Police
- Able to meet demand



## TapGAS

- Digitalised 0800
- Guided reporting
- Smart triaging
- Concurrent access





BUT WAIT



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INCLUSIVE INNOVATION



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