Digitalisation of the Emergency Number
Non-verbal emergency reporting technology
“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.”

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
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?**
- Yes: 78%
- No: 22%

**Do you feel confident knowing when to phone 101 or other emergency support numbers for utilities (gas, water, electric) vs 999?**
- Yes: 18%
- No: 82%

**In your opinion is the current 999 service inclusive and accessible for all?**
- Yes: 46%
- No: 54%

**What would be your preferred method to communicate with 999? Read all before choosing.**
- Email: 7%
- Phone Call: 43%
- Mobile App: 50%
- Text: 0%

**What possible enhancements to 999 would you be willing to use?**
- Location Sharing: 22%
- Image/Video Sharing: 6%
- Live Video Call: 0%
- All the above: 72%
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

INCLUSIVE INNOVATION