

**TSA™**

# TSA Surgery February 2024

**Charlotte Dugdale, TSA**

**Tim Mulrey, TSA**





# TSA's A2D Guidance: Roadmap

Data and Cyber Security Research in the Technology Enabled Care sector

Executive Summary

July 2019

INTEROPERABILITY OF DIGITAL TEC SYSTEMS

TSA Response to All IP Webinar February 2021

February 2021

Commissioner/Buyer Guidance: Transitioning your Social Alarms Systems from Analogue to Digital

The End of Analogue Purchasing

November 2021

CONNECTING PEOPLE, IMPROVING LIVES

A DIGITAL FUTURE FOR TECHNOLOGY ENABLED CARE?

October 2017

Digital Social Alarm Protocol Guidance

Application Guidance

TSA 2019 Part 9: IP Communications Protocol  
Developed by TSA Special Interest Group 10

March 2023

Analogue On Digital

TSA Testing & Installation Guidance

January 2023

The Resilience of TEC Monitoring Services

Technology Strategy, TSA

December 2022



The voice of technology  
enabled care

# Social Alarm systems: IP Signalling Protocols

BS8521-2:2020: Part 2: Specification for NOW-IP

**Application Guidance**

Developed by TSA Special Interest Group 10



# The End-to-End Resilience of Technology Enabled Care Solutions. V1.2 August 2023



The End-to-End Resilience of Technology Enabled Care Solutions

Revision of the original document from last year



This document gives guidance on what is required for the outputs from the SIG 8 and 10 deliverables.



# Supporting documents of The End-to-End Resilience Guidance



<https://www.tsa-voice.org.uk/tec-guidance/the-end-to-end-resilience-of-technology-enabled-care-solutions/>

## Digital transition FAQ – What are the common queries & concerns?

What happens post 2025 if analogue units are still in use?

Charging policy for digital solutions, including SIM charges

Scheme upgrade options, what are the benefits/limitations to using a IP scheme connector?

Battery back ups- do all telecare customers receive a battery back up unit?

Dual connectivity for devices

Device Management Platforms

Process to follow in the event of an outage that impacts service delivery

Engagement with communication providers

# Telecommunications Charter

The TSA logo is displayed in white text on a red shield-shaped background. The letters 'TSA' are in a bold, sans-serif font, with a small 'TM' trademark symbol to the upper right of the 'A'.

Press release

## **New measures to better protect vulnerable customers agreed with Telecoms firms**

UK phone providers have agreed a number of new measures to protect vulnerable customers as phone lines are upgraded to a new digital network.



GOV.UK

**TSA™**

# TSA's response to Telecommunication Charter





## Telecare Charter **What are the key issues that need to be addressed?**

ARC Dialed Numbers

On The Day Process

Battery Back Up

Testing of analogue telecare on digital lines

Communications

Data Sharing Agreements

Definition of Vulnerability

Identification of Comms Provider Lines

Upgrade to Digital ARC platforms

Phasing out of analogue equipment

# Telecare Charter **How can those issues be addressed?**



<b>ARC Dialed Numbers</b>	<b>On The Day Process</b>	<b>Battery Back Up</b>	<b>Testing of analogue telecare on digital lines</b>	<b>Migration Communications</b>
<ul style="list-style-type: none"><li>• Provide CPs with the list of ARC numbers with Service Provider details for feedback</li><li>• Publicly identify non responders</li></ul>	<ul style="list-style-type: none"><li>• Lobby for final agreement and publication of process</li><li>• A pause of transition in the home does not mitigate the risk from core network upgrade</li></ul>	<ul style="list-style-type: none"><li>• Mandate battery back up (min 4 hours) for every telecare/vulnerable user</li><li>• BBU maintained by CP</li></ul>	<ul style="list-style-type: none"><li>• Publish existing TSA / NHS TD report on testing</li><li>• Mandate monthly testing of analogue Telecare devices</li></ul>	<ul style="list-style-type: none"><li>• Provide agreed communications from all Telecare Charter stakeholders jointly as to the commitments agreed</li><li>• Agree regional pilot transitions</li></ul>
<b>Data Sharing Agreements</b>	<b>Definition of Vulnerability</b>	<b>Identify Comms Provider Lines</b>	<b>Upgrade to digital platforms</b>	<b>Analogue phase out</b>
<ul style="list-style-type: none"><li>• Explore with Central Government to what extent DSA's can be mandated within Telecare</li></ul>	<ul style="list-style-type: none"><li>• Agree definition of vulnerability</li><li>• Agree tiers of vulnerability based on living situation and medical conditions</li></ul>	<ul style="list-style-type: none"><li>• Mandate all Service Providers to record (as much as possible) the CP that provides each service user telephone line</li></ul>	<ul style="list-style-type: none"><li>• ARCs to have the capability to accept digital calls on SIP trunks</li></ul>	<ul style="list-style-type: none"><li>• Conditions for tolerance of analogue alarms</li><li>• Set a date for the removal of analogue telecare equipment from the deployed telecare base of clients</li></ul>

# The three key themes for ITEC 2024:

TSA

## Enabling Personalised Outcomes:

ITEC 2024 is not just a conference but an evolving narrative of how care should be. At its core, proactive and preventative services will be critically examined. Our mission? Championing “people-powered partnerships”. By delving into the world of co-production, we’ll unearth strategies and insights, navigating the intriguing realm of “the art of the possible”. Furthermore, we’ll facilitate in-depth discussions surrounding business cases, including the TAPPI evaluation framework, and showcase real-world applications, spotlighting the transformative potential of TEC solutions.



## Harnessing The Power Of Data:

Today, data is the heartbeat of innovation. At ITEC 2024, we’ll delve into its role as a tool for ensuring quality, safety, and crafting visionary guidance. Expect stimulating workshops and sessions that detail the symbiosis between people and partnerships, and the art of co-producing transformative data. And amidst this digital revolution, a tribute to our diligent workforce – the architects of this transformation – will be essential.

**18 - 19 March 2024**

The ICC, Birmingham

## Transforming Knowledge Into Action:

Knowledge is powerful, but applying it is revolutionary. ITEC 2024 pledges to bridge that gap. We’ll illuminate the key enablers, demystify complex evaluation frameworks, and provide hands-on experiences, ensuring every attendee is equipped to traverse the path from knowledge to actionable strategies.

**EMPOWERING  
PEOPLE’S LIVES**

## CONFIRMED SPEAKERS



18 - 19 March 2024

The ICC, Birmingham

# EMPOWERING PEOPLE'S LIVES

We are delighted to announce some of our prestigious lineup of speakers, delivering inspiring content across three stages and two days of the conference. Our confirmed speakers include:



### CONFERENCE CHAIR

**Rt Hon Paul Burstow**  
Chair, TSA



### Anna Severwright

Co-convenor,  
Social Care Future



### Beverley Tarka

President of ADASS and  
Director of Adults, Health and  
Communities, Haringey Council



### Prof Martin Green OBE

Chief Executive,  
Care England

- Alexis Chappell, Strategic Director of Adults' Care and Wellbeing, Sheffield City Council
- Dr Lynne Douglas, Chief Executive Officer, Bield Housing & Care
- Debra Edwards, Co-Production Champion
- Clenton Farquharson CBE, Chair, Think Local Act Personal (TLAP) Board
- Tracy Harrison, Chief Executive, Northern Housing Consortium
- Jacqueline Myers, Executive Chief of Strategy and Operations, North East and North Cumbria Integrated Care Board
- Steve Peddie, Care and Health Improvement Adviser (National Digital), Local Government Association
- Prof Roy Sandbach OBE, Chair, Technology for our Ageing Population: Panel for Innovation
- Kathryn Smith, Chief Executive, SCIE
- Jane Townson OBE, CEO, Homecare Association
- Caroline Williams, Director of Adult Social Care, Warrington Borough Council

BOOK YOUR PLACE AT:

[iteconf.org.uk](https://iteconf.org.uk)





# The International Technology Enabled Care Conference 2024

18 - 19 March 2024

The ICC, Birmingham



As previously revealed, the title for the 2024 ITEC Conference is **Empowering Peoples Lives: Transforming Futures Through Knowledge, Innovation and Action**

ITEC 2024 will give you the answers. Enjoy a packed two-day programme of inspiring speakers, practical workshops, live feedback, networking opportunities and real-life experience.

**Early Bird Bookings Extended Until 7 February:**

[www.itecconf.org.uk](http://www.itecconf.org.uk)

**Early Bird Rates**

- Single day tickets from £205
- Two days with a gala dinner ticket from £469

**Headline Sponsors:**



**EMPOWERING  
PEOPLE'S LIVES**



# Digital Voice

The digital home phone switch over

# The UK's landline telephone network is being decommissioned

A vertical wooden utility pole stands against a clear blue sky. Numerous black wires are strung across the top of the pole, fanning out in all directions. Two black rectangular boxes are mounted on the pole, one above the other, with wires connected to them. The pole shows signs of age and weathering.

The whole of our industry (not just BT) is upgrading to digital phone lines, by December 2025.

Some parts of the network are over 100 years old. As a result, parts are now scarce and the network itself is very power hungry and no longer fit for purpose.

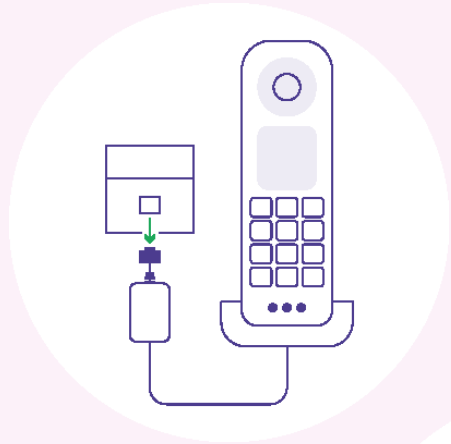


# This is a once-in-a-generation upgrade

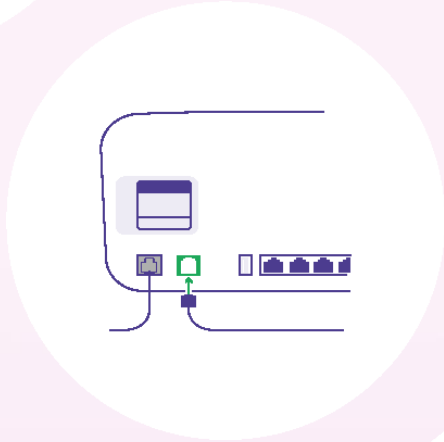
It'll connect everyone now and into the future with a **more resilient, sustainable and energy-efficient** digital phone service.



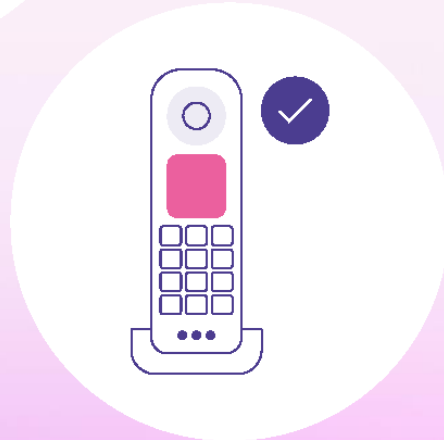
Step 1



Step 2



Step 3



# The good news is, the landline isn't going away

It's just changing. For most customers, the upgrade will be as simple as connecting your home phone handset to a router rather than the phone socket on the wall.

BT's new service is called Digital Voice.

# There are lots of benefits to Digital Voice



Keep the same number, minimising impact on the customer



Move to Digital Voice for the same price



99% of phones will work on the Digital Voice platform



Enhanced scam protect features, protecting customers from fraud



Crystal clear call quality, when talking to others on Digital Voice



3-way calling, connecting people with multiple family members or friends

# The charter of commitments for customers with Telecare

Communications Providers must:

1. Not undertake any non-voluntary migrations, until they have **full confidence they are taking all possible steps to protect vulnerable people** through the migration process.
2. Not migrate Telecare users without CP's, the customer, or the telecare company **confirming they have a compatible and functioning telecare** solution in place.
3. Work to provide battery backup solutions **that go beyond the Ofcom minimum of 1 hour of continued** access to emergency services in the event of a power outage.
4. Collectively work with Ofcom and Government to create a **shared definition of 'vulnerable'** customer groups that require greater support, specific to the digital landline migration.
5. Conduct checks on customers who've already been migrated to **ensure they don't have telecare devices we were unaware of**, and if they do, ensure suitable support is provided.

# 1. Protecting vulnerable customers:



Engineer visits

Resilient solutions

Around two million of our customers are more dependent on their home phone line and may feel more anxious about making the switch. No one will be left disconnected



No mobile phone signal in the home



Customers with additional needs or a disability



Customers with Healthcare pendants or alarms



Elderly customers over 75



Landline-only customers, who do not have broadband with any provider

**We've excluded vulnerable customers from our non-voluntary migrations since we restarted the programme.**

# 2. Telecare compatibility:

The screenshot shows an email from BT regarding the transition to Digital Voice. It includes a BT logo, a recipient address (Mr A B Sample), and a subject line: "Your home phone service is changing Here's what you need to know...". The email body contains several sections: "Hello <Name>," explaining the network revamp; "Why we're making the change" detailing the move to a digital service; "When will I be moved over to Digital Vc" stating the start of the move; "Will I get a new phone and will my num" clarifying that existing numbers are kept; "Is Digital Voice easy to set up?" providing instructions for existing broadband connections and the need for an adaptor; and "Phone nowhere near your router?" explaining the need for a free adaptor. A diagram shows a house with a phone connected to a wall socket and an adaptor plugged into a broadband router. A QR code and a link to a video are provided for more help. At the bottom, there are three steps for setting up the phone: 1. Disconnect (remove phone cable from wall socket or microfilter), 2. Reconnect (plug phone cable into the green port on the back of the broadband router), and 3. Ready to use (phone can now be used, but local calls may require area codes).

**BT**

Mr A B Sample  
Sample House Number  
Sample Road  
Sample Town  
Sample County  
AB1 2CD

Month 20XX  
BT ID:XXXXXXXXXXXX

**Your home phone service is changing**  
Here's what you need to know...

Hello <Name>,  
The time has come for the UK's entire home phone network to undergo a major revamp. The headline, as we know it, has served us well, but it can't keep up with the demands of modern life. But the good news is we've got something much better. We'll be moving you over to Digital Voice - BT's new hi-2 million customers and makes keeping in touch clear.

**Why we're making the change**  
The existing headline network has become old and out of date, and is being replaced by a digital service. Digital Voice runs on a broadband connection, which is a service new and in the future.

**When will I be moved over to Digital Vc**  
We'll be starting to move customers over to Digital Vc longer - 12 months or more - before everyone is switched over to Digital Voice.

**Will I get a new phone and will my num**  
You'll still be able to use your own phone, keep your num move over to Digital Voice.

**Is Digital Voice easy to set up?**  
If you have a broadband internet connection already, a broadband router instead of the wall socket. Don't worry if your broadband router is in an awkward place - we'll provide you with a free adaptor to keep your phone in easy reach. If you don't have a broadband connection and only use which service you'll be switching to. In the meantime, y

**Phone nowhere near your router?**  
You may need to order a free adaptor.

**Hi <name>,**  
Your new BT home phone service - Digital Voice - works by plugging your phone into your broadband router, instead of the wall. But that could be tricky if your router is far away from your phone - such as in the hallway or in the cupboard under the stairs. If you can't plug your phone into your broadband router without having to move it, you'll need to order a free adaptor.

**The adaptor plugs into any wall socket.**  
Plug your phone into the adaptor - it will connect wirelessly to your router. That's it, you're all set. Order your free adaptor at [bt.com/dvequipment](http://bt.com/dvequipment) or text **ADAPTOR** to 61998. Keep an eye out for information on how to set up your new home phone service, which we'll be sending soon.

For more help on how to set up your adaptor, watch the video at: [bt.com/help/landline/digital-voice-how-do-i-set-up-my-service](http://bt.com/help/landline/digital-voice-how-do-i-set-up-my-service)

We'll send you an email to let you know when we're switching your home phone service over to Digital Voice. You'll then need to follow these three steps to set up your phone.

**Set up your phone in 3 steps:**

- 1. Disconnect**  
No dial tone? You're ready to switch. Remove your phone cable from the wall socket or out of the microfilter if you use one - **don't remove the filter or any broadband cables.**
- 2. Reconnect**  
Plug the phone cable into the green port on the back of your broadband router. If it's covered with a black sticker, remove it.
- 3. Ready to use**  
You can now use your phone. But remember, you'll need to start including area codes when making local calls.

**Need more help?**  
If you still have questions, please visit [bt.com/digital-voice](http://bt.com/digital-voice) or scan the QR code to see a simple set-up video. You can also contact us on 0330 1234 150.

Phone nowhere near your router? You can order a free adaptor at [bt.com/dvequipment](http://bt.com/dvequipment) or text **ADAPTOR** to 61998.

- We've been working with the Telecare industry since 2017 and Telecare providers have tested their kit for compatibility with DV in our test labs
- We've been working with Telecare Providers and Local Authorities across the UK on Data Sharing Agreements, to give confidence in knowing which customers have Telecare and require more support.
- Central Government now looking at how they can assist with the need for data sharing, as all stakeholders agree it's essential.
- Customers, or a family member that acts on their behalf, can call us at any time to inform us that they have a Telecare service, so the relevant flag can be put against their account.
- We're trialling Openreach engineers connecting and testing Telecare devices after an FTTP installation, in the Spring.

# 3. Battery Backup:

Both these options exceed the OFCOM regulation which states that batter backup solutions must provide a minimum of an hour talk time.



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Battery back-up units (BBUs).

Most suitable for customers that do not have mobile signal. These will be offered to all vulnerable customers for free.



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Hybrid phones with built-in batteries, which switch to mobile network connection when necessary.

Most suitable for customers with mobile signal. These will be offered to all vulnerable customers for free.

# 4. Collective view of Vulnerable customers

- We put flags against our customers' accounts, based on several vulnerabilities including:
  - Visual impairment
  - Hearing impairment
  - Registered disability
  - Telecare user
- Customers can self-identify these vulnerabilities with us, as can their nominated third party who is able to talk to us on their behalf.



# Bringing Industries together

Telecare Advisory Board sat for the first time on 29<sup>th</sup> January with senior representatives from:

- Telecommunications providers
- Telecare Providers
- Telecare governing bodies
- Central and Local Government



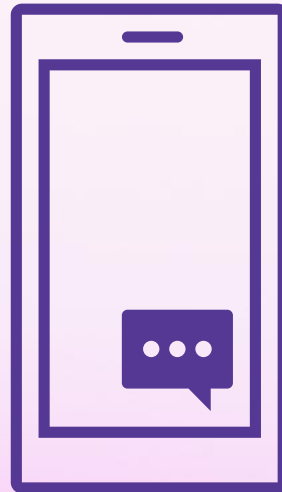
All parties aligned on the complexity and need for PSTN closure and the need for action to protect residents with Telecare.

Multiple working groups occurring between now and March TAB, focussing on Data sharing, Vulnerability definition, National campaign



## 5. Retrospective checks:

- We're periodically going out to our customer base via various forms of communication, to remind them:
  - To regularly test their Telecare device
  - To ensure they have the right equipment
  - To check whether they need any more support







# Digital Switchover Update

TSA Virtual Surgery : 6 Feb 2024

13/02/2024

# Managed Migration of Customers



- VM Programme based on a rolling switch upgrade programme
- Switches will be moved from analogue to digital voice between now and 2025
- Differs from Openreach network – that is a product withdrawal on 31 Dec 2025
- Each VM switch will have a decommission date – originally provided in 2022 and now updated
- The migration of customers on a switch will happen during the year in advance of the decommission date
- Customer will be notified at least 3 months in advance and multiple comms channels are used
- Vulnerable customers get Emergency Back Up Line (EBUL) to allow voice calls in power / network outage
- EBUL does not back up any third party devices
- Committed to working with telecare stakeholders to ensure maximum support:
  - Pre-identification through ARC checks
  - Data Sharing Agreement
- Increasing comms to drive further awareness (local media trials under way)
- Working together as an industry to ensure maximum understanding of this necessary change.

# Update on Government Charter

In December 2023, the Secretary of State met with CPs to agree a charter to ensure best practice in relation to migrations to Digital Voice

The aim of the charter is to ensure that vulnerable customers, and especially telecare users, are treated as safely as possible during the migration

Currently, all non-voluntary migrations (where a customer has not agreed to move to Digital Voice) are paused.

The following CPs are listed on the Gov.UK website as having signed the Charter:

BT	VMO2	Sky
TalkTalk	Vodafone	Shell Energy
KCOM		

The Charter is published at [Public Switched Telephone Network charter - GOV.UK \(www.gov.uk\)](https://www.gov.uk/public-switched-telephone-network-charter)

# Public Switched Telephone Network charter –

Published 18 December 2023

- We, as Communications Providers, commit to the following:
  - 1. We will **not undertake any non-voluntary migrations** to digital landlines, until we have full confidence that we are taking all possible steps to protect vulnerable people through the migration process.
  - 2. **No telecare users will be migrated to digital landline services without us, the customer, or the telecare company confirming that they have a compatible and functioning telecare solution in place.**
  - 3. Where battery back-up solutions are provided, we will **work to provide solutions that go beyond the Ofcom minimum of 1 hour of continued, uninterrupted access to emergency services** in the event of a power outage.
  - 4. We will collectively work with Ofcom and Government to create a **shared definition of ‘vulnerable’ customer groups that require greater support**, specific to the digital landline migration.
  - 5. **We will conduct additional checks on customers who have already been non-voluntarily migrated to ensure they do not have telecare devices we were unaware of, and if they do, ensure suitable support is provided.**

# Update on Activities

- A key area is identification of telecare customers, and cooperation with local authorities is a key enabler of this – DHSC and DSIT have written to all English Local Authorities stressing that cooperation with the telecommunications industry is vital.
- ARC numbers are vital in being able to pre-screen customer lists for telecare users. A centralised list was produced in 2022; this is being reviewed to improve its accuracy. Cooperation on this is key.
- Data Share Agreements (DSA) can enable the sharing of telephone numbers of telecare service users. BT and VMO2 have drafted DSAs and have a number in place with LAs and other key Stakeholders including in the telecare industry.
- Migrations policies are currently under review to ensure we meet all charter requirements.
- Migration switch closure dates will be further reviewed as they may change in light of the migration pause and any policy changes.
- Migrations may still occur where a customer's telephone service needs to be migrated due to a fault on their existing service
- New customers will still join on Digital Voice services
- Charter covers consumer customers – business lines not covered.



The voice of technology  
enabled care

# Thank you

[tim.mulrey@tsa-voice.org.uk](mailto:tim.mulrey@tsa-voice.org.uk)

[ALLIP@tsa-voice.org.uk](mailto:ALLIP@tsa-voice.org.uk)