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The Digitisation of Social Care in the East Midlands



Analogue to Digital Switchover: The National Programme

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Balancing risk and opportunity

- Risk of analogue devices over digital networks
- Resilience of digital TEC communications systems
- Risk profiling, risk stratification and protecting the most vulnerable

Continuous improvement - National Communications Charter and National Telecare Charter



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Risks of Analogue Devices over Digital Networks

Objectives

- To provide critical advice to TEC service providers on the ever-increasing risks from continuing to use analogue infrastructure over digital lines.
- Identify critical elements that need to be mandated within QSF.

Deliverables -

- Engagement with main Communication Providers to mitigate risk to life for vulnerable customers
- Leadership within the Telecare Action Board (TAB), with representation from cross-government, Comms providers & TEC Stakeholders.
- Training tools for front line staff across CPs & TEC services.

Current Progress

- Programme of work underway with Virginmedia02 & Stockport Homes/Stockport Council to build safe processes relating to digital migration, including process of TEC services engaging with comms providers ahead of an engineer upgrade visit.

Resilience of Digital TEC Communications Systems

Objectives

- Define key sub-systems that underpin TEC services.
- Identify requirements for 'resilience' standards for these sub-systems. It is anticipated that digital communications between ARCs and alarm devices will be the main area of focus, although there is potential impact on ARC, DMP and alarm components.

Deliverables:

- Definitions of 'target availability' for core communications
- Identification of impacts on ARC, DMP, alarm operation
- Guidance for service providers (connectivity options, BCP etc.)
- Requirements for QSF amendments
- Webinar and Training Proposals for Service Design Authorities

Current Progress

- Draft guidance produced, holding next session with working group on 22/07.

Risks Profiling

Objectives

- To identify criteria for mapping user needs and risks to types of TEC services and technologies.
- To provide guidance through examples of TEC provision.
- To identify any necessary QSF amendments.

Deliverables

- Risk profiling guidance & consultation
- QSF proposed changes
- Risk profiling training proposals

Current Progress

- Draft Guidance is currently being reviewed internally before going out to wider consultation

Communications, Quality Standards & Training

- TSA's communication & engagement plan is to ensure key messages from each of the workstreams are relayed correctly throughout the project and linked back to TSA's core strategic messaging on the digital transition, capturing personal stories, the purpose/impact of the work programme & most importantly ensuring the learnings and guidance are pushed out to TEC providers, Communication providers and other stakeholders on a National basis.
- Quality Standards Framework (QSF) is a fundamental part of the work programme, which will see select outputs from all three areas taken through a scheme change process and consultation before being embedded into the QSF audit. Quality and safety has to be the focus to mitigating the risk to life.
- New training materials will be developed to support our TEC workforce with the transition to digital and to instil confidence, trust and understanding of the new processes and risk assessments developed.

Why we need to act now

- **BT Group / Openreach Announcement**

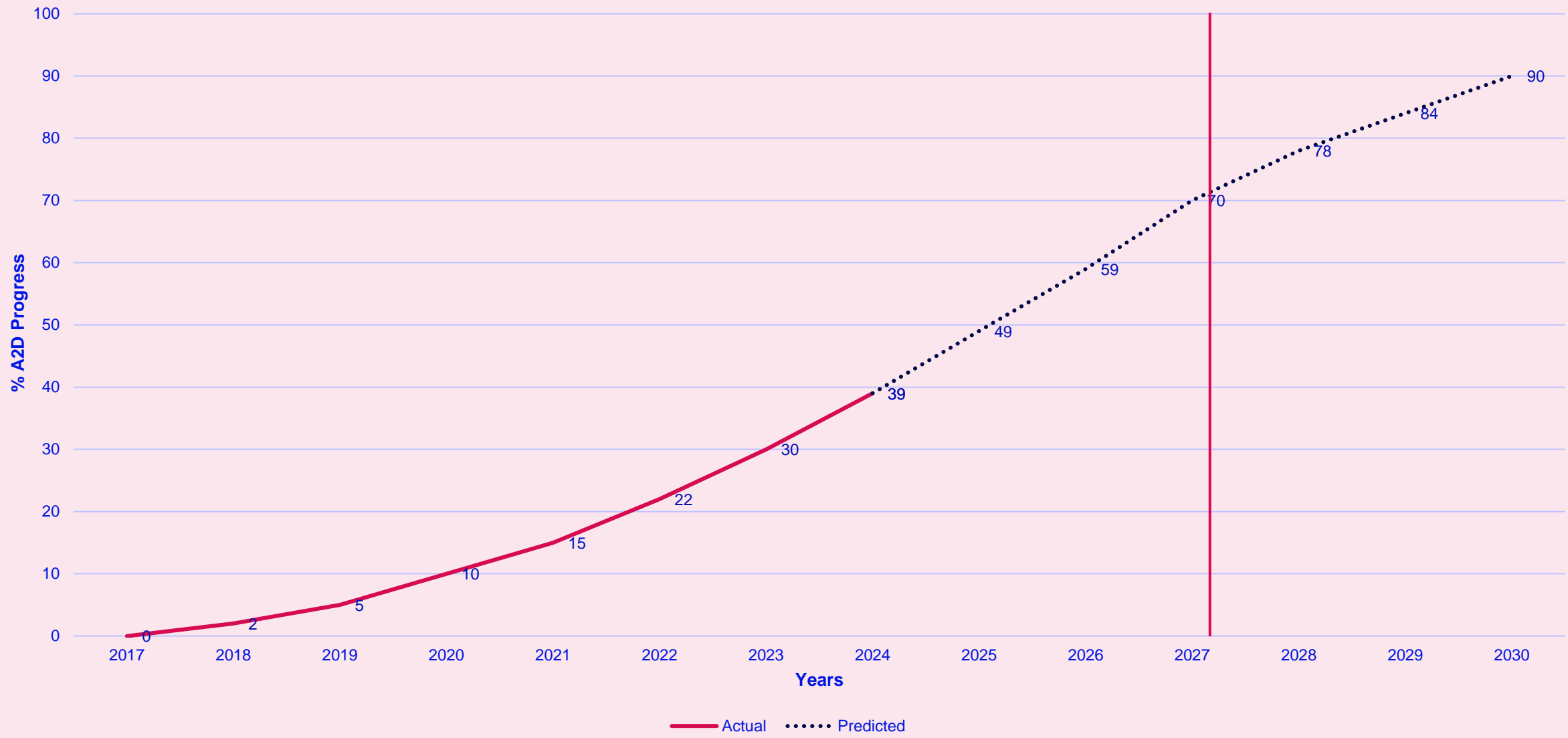
- Following the industry-wide pause to non-voluntary migrations in December 2023, Openreach now expect to have migrated all customers off the PSTN by the end of January 2027, allowing alignment with the programme to provide full fibre broadband customer upgrades where available.

- **TSA Response**

- The extension of the deadline should not be viewed as a chance to delay any migration work
- This new timeline is a strategic extension to ensure that the migration process is comprehensive and minimally disruptive, taking account of current pilots and planned process updates
- The extension of the migration deadline does not imply a relaxation in standards – it is a critical period to ensure that all TEC service providers adhere to their migration plans and are certified through TEC Quality's Quality Standards Framework (QSF)

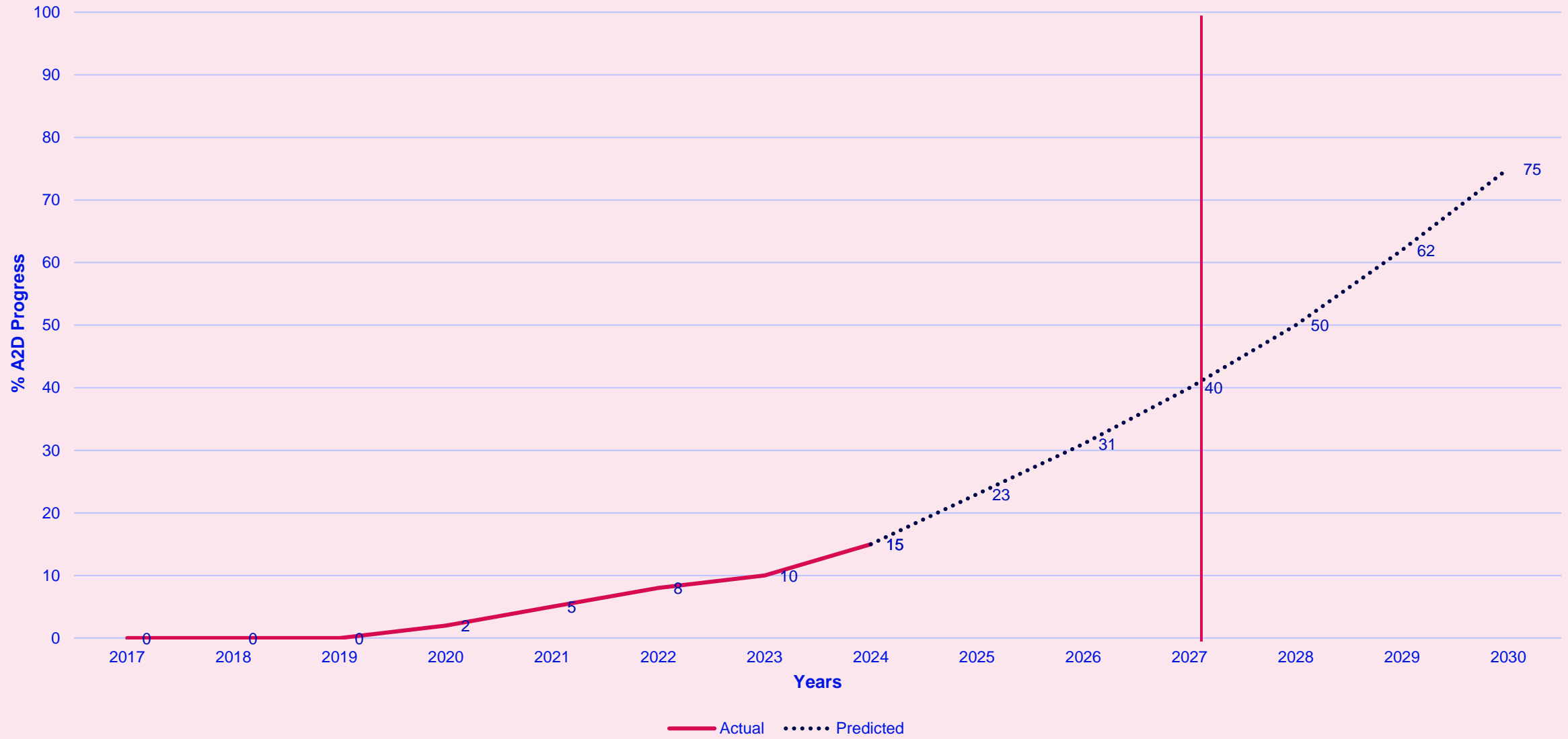


Dispersed A2D Progress





Scheme A2D Progress





Combined A2D Progress



Call To Action

1. Ensuring close contact between Telecare and Corporate Telephony
2. Refreshing ARC Dialed Numbers List for sharing with TSA and CPs
3. Ensure CPs are aware of the criticality of certain business lines
4. Flag any outages quickly to the Comms Provider and notify TSA via ALLIP@tsa-voice.org.uk
5. Develop a plan for the transition of schemes and lines to digital (schemes / ARC lines etc...) as well as the ARC platform to digital – talk to us!



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Thank you

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