



The voice of technology
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North East and
North Cumbria



Delivering the Digital Shift: How TSA is Supporting Safe, Scalable and Innovative Transformation

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Delivering the Digital Shift: How TSA is Supporting Safe, Scalable and Innovative Transformation

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63 weeks
318 working days

**Until Openreach end of PSTN date
31st January 2027**

PSTN switch-off, it is not a cliff edge, it's going patchy before it goes dark



IMPORTANT NOTICE: Revised Termination Date for NCC Standard Interconnect Agreement

Dear Sirs,

IMPORTANT NOTICE: TERMINATION OF NCC STANDARD INTERCONNECT AGREEMENT BETWEEN YOU (THE "OPERATOR") AND BRITISH TELECOMMUNICATIONS PLC ("BT")

As you will be aware, BT wrote to you in November 2023 advising that your Agreement would terminate on the 1 December 2025, which included the removal of TDM Voice Interconnects.

Following a recent review please note that the termination of the Agreement (including TDM voice interconnects) will now be postponed to the **31 March 2026**. Your Agreement (including TDM Voice Interconnects) will therefore terminate on the 31 March 2026.

Where are we now?

70% of dispersed alarms are digital ready

Less than 20% of social housing schemes are digital ready



TSA critical digital work programmes



2G & 3G Timeline Review

February 2025 ✓	Industry action planning
March 2025 ✓	2G restriction playbook developed
April 2025 ✓	DSIT engagement
May 2025 ✓	Development of 'red flag' SIM list
June 2025 ✓	Testing of VMO2 removal from 2G-only devices
July 2025 ✓	2G Restriction webinar
August 2025 ✓	Final VoLTE Upgrades
September 2025 ✓	Agreement to 'Lifeboat' 2G exceptions
October 2025 ✓	Restriction of 2G UK in the UK
November 2025	Restriction of 3G in majority of Scotland
December 2025	Final 3G spectrum removed in UK

2G & 3G Lessons Learned

- **Complexity** – SIM cards commercial agreements can be very complex, for example the most complex agreement we had to unpick was a multi level agreement that had been made:

Telecare device → Eseye Service → Manx Telecom Operator → Vodafone SIM

- **Communication** – Not all stakeholders were adequately communicated with by their suppliers but many were appreciative of the support offer by many of their suppliers as well as the industry webinars
- **Clarity** – There was some confusion about the plan for 3G services as even though VMO2 were not switching off 3G at the end of September, some Network Operators took matters into their own hands
- **Government** – Central Government, DSIT in particular, did play a key role in holding comms providers and suppliers to account which did help with mitigating the deadline

Interoperability / Compatibility Progress

- **Timescales** – Holding suppliers of devices and ARC platforms to account, driving faster timescales for signed off interoperability / compatibility
- **BSi** – Working with stakeholders to drive better British Standards for interoperability in TEC
- **Testing** – Driving a programme of testing of both dispersed and scheme equipment over various network connections to provide support to TSA members and the sector in general
- **DMP** – Working closely with Medequip as a partner supplier to produce industry guidance for the safe operation of Device Management Platforms (DMP)

Digital tools

**Interoperability
Matrix**

**New released
TEC Scam
Guidance**

SRIG
Ongoing
Q1 2026

**Digital
resilience**

SRIG
Ongoing
Q1 2026

**Cyber
Guidance**

Ongoing
Q1 2026

DMP Guidance

**Futureproofing
services to ensure we
are creating
integrated
neighbourhoods**

Critical change in recognising the profound impact that housing has on the health and care of people.



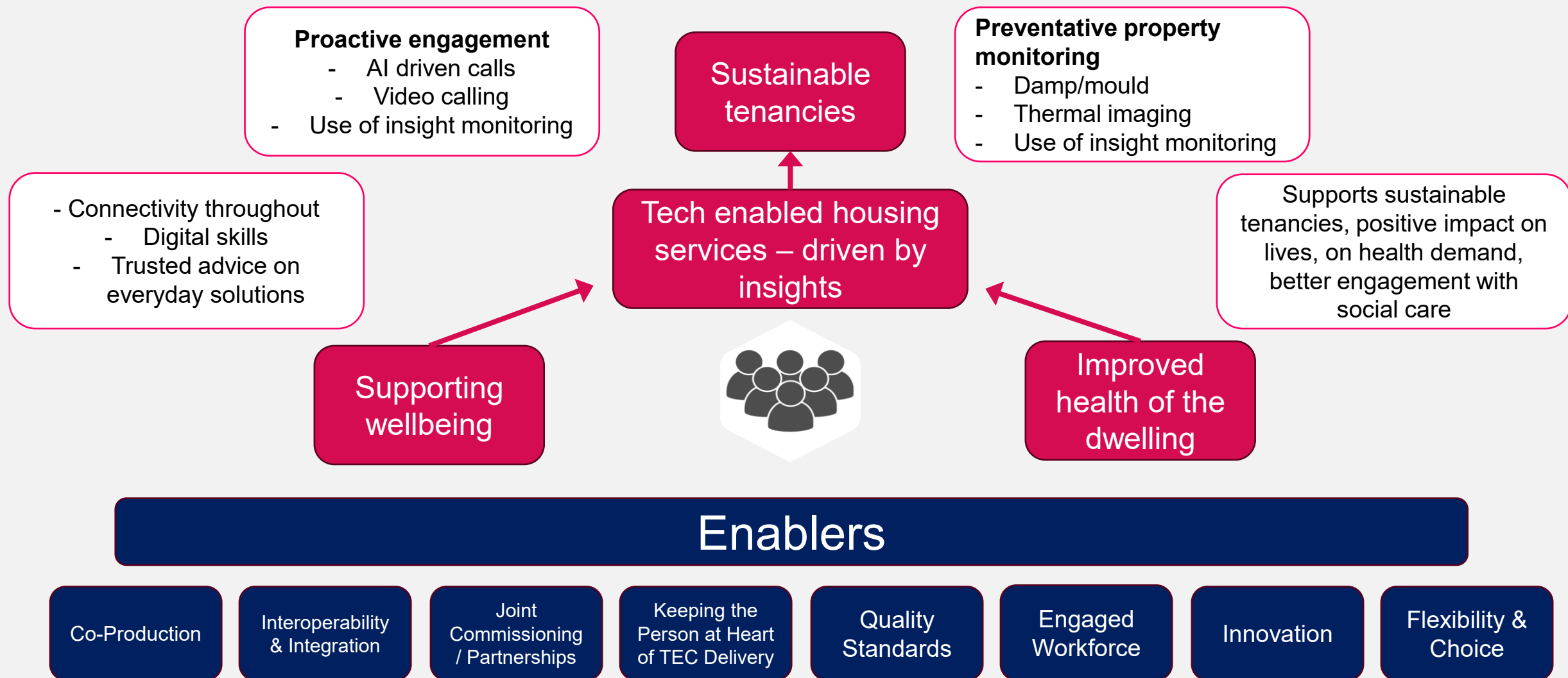
Ministry of Housing,
Communities &
Local Government

Guidance

Awaab's Law: Guidance for social landlords - Timeframes for repairs in the social rented sector

Updated 27 October 2025

How TEC can support creating integrated neighbourhoods and communities





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Thank you

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