**TSA Surgeries
Round 2**

July 2025

Surgery Agenda

- **The 2G sunsetting this October** - guidance on identifying and replacing remaining VM/02 units across your estate

- **A2D support** - explore the analogue-to-digital pathway and common challenges faced

- **ADASS Blueprint & Spring Survey -** real-world examples from UK councils and how TSA can support you

- **Everyday TEC -** a recap of this valuable toolkit, how to access it and the core messaging we all need to use across the sector

- **TSA highlights** - hear what the TSA team have been delivering for you and the key updates we can share

TEC Quality
Update

Helen Loveday - Head of Quality and Improvement - Helen.loveday@tecquality.org.uk

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Finola Murphy – TEC Quality Admin – Admin@tecquality.org.uk

www.tecquality.org.uk

TEC Quality Updates - The Quality Standards Framework (QSF) - The only UKAS accredited scheme for the TEC Sector.

The Assurance and Profile of the TEC Sector is changing as we meet the needs of the Health, Housing and Care Sector. Social care tech to be categorised and whitelisted | UKAuthority
Are you ready?

- TEC Quality have launched the new CPD accredited training for the workforce, aligned with the Quality Standards Framework audit, this training provides assurance of the workforce for Organisations and Commissioners across the core TEC Provider modules. **www.tecquality.org.uk/learning-management-system**

- The QSF Journey Group for new organisations – Suppliers and Providers – to commence September 2025.

- All Auditees receive a 6-month pre audit support meeting and a post audit evaluation to capture Auditee feedback.

- Completed a full year on the Digital Auditing Platform – assists Auditees with the upload of evidence alongside application guidelines – moving to the latest version of Moodle – Summer 2025

- If you would like further information, please contact the TQ team. Further support is available from our TEC Quality Support team whether you are an existing Auditee or wanting to commence your journey. Contact **admin@tecquality.org.uk**

- Don't forget your Community Equipment provision to be included in your QSF audit. **www.tecquality.org.uk/community-equipment-and-wheelchair-services**

Workforce Development

Update

Why Virtual Home?

- **Supporting staff – retention and upskilling** – providing on-going knowledge and home TEC solutions
- **Learning that transforms lives** through application of knowledge
- **Significant Reach** – across Local Authorities; NHS; Private Providers; Housing Associations; Voluntary & Community Sector – greater impact across the TEC sector
- **Outcomes-led** rather than technology led approaches
- **Evidence base** – feedback from English local authorities that VH supports evidence provided to the CQC adult social care audit process

A Sector- Informed L&D Tool

- **Immersive Learning Environment** - Shaped through the unique lens of the TSA ecosystem

- **Multiple councils/different geographical regions -** Scenarios developed drawing on evidence from across the sector

- **Joined-up workforce development**: Opportunity to position as supporting tool within health and social care courses across Further Education & Higher Education

The Virtual Home: Driving a digital-first approach

EXPERT

EXPLORER

26+

Organisations utilising Virtual Home

9000+

Users are gaining unique learning opportunities from Virtual Home

95%

Felt more confident in their awareness and prescribing TEC after the Virtual Home training

>30%

Sustained increase for local authorities in quality referrals into TEC services following application of The Virtual Home

VMO2 2G Sunset- TEC industry advice

Analogue to Digital must remain priority

Work with TEC supplier on mitigation plan

Identify postcodes reliant on VMo2 coverage

https://www.ofcom.org.uk/phones-and-broadband/coverage-and-speeds/preparing-for-2g-switch-off---devices-using-international-roaming-sims-2g-network-coverage-data-and-predicted-new-2g-inbound-roaming-not-spots

Industry Webinar - Virgin Media O2 2G Changes & the Impact on Telecare
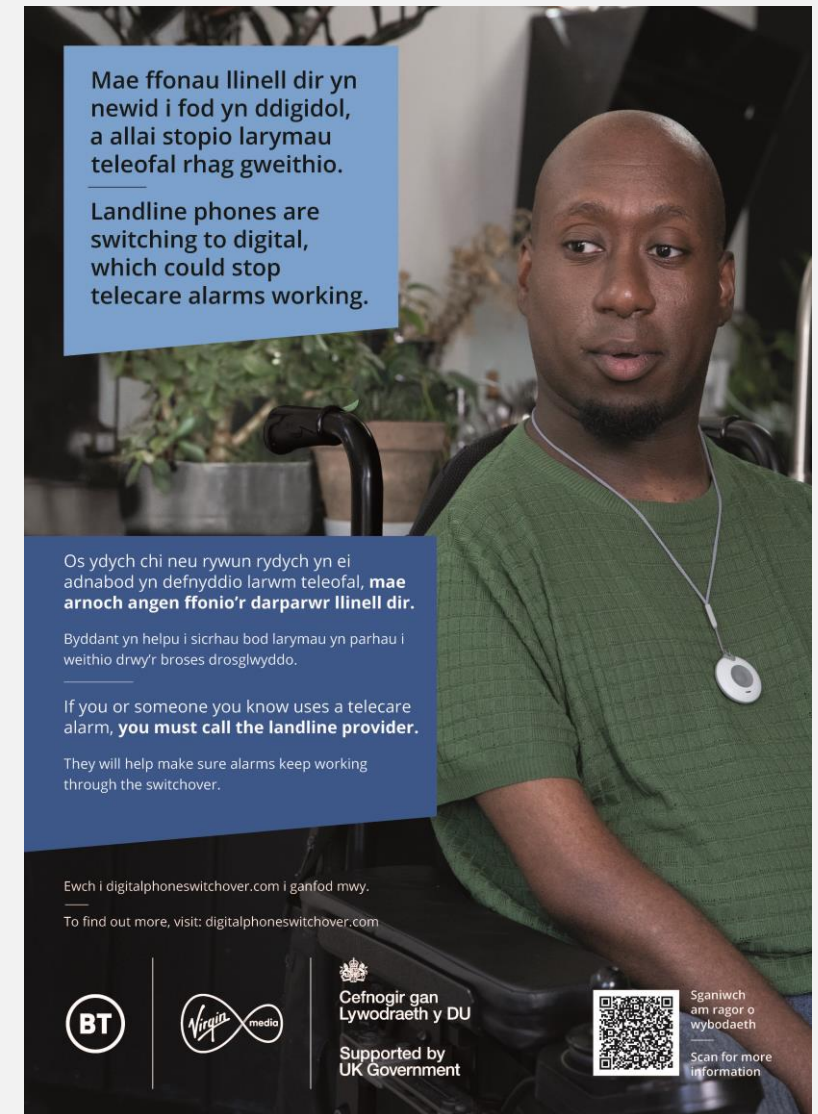
Access Recording & Slides

Recording - https://www.youtube.com/watch?v=ldOKWOSqm2U

Slides - https://www.tsa-voice.org.uk/events/past-events/

Assets – Web Banners, Posters and Additional Assets

Landline phones switching to digital could stop telecare alarms working.

Call the landline provider now for support.

BT · Virgin media · Supported by UK Government

Mae ffonau llinell dir yn newid i fod yn ddigidol, a allai stopio larymau teleofal rhag gweithio.

Landline phones are switching to digital, which could stop telecare alarms working.

Os ydych chi neu rywun rydych yn ei adnabod yn defnyddio larwm teleofal, **mae arnoch angen ffonio'r darparwr llinell dir.**

Byddant yn helpu i sicrhau bod larymau yn parhau i weithio drwy'r broses drosglwyddo.

If you or someone you know uses a telecare alarm, **you must call the landline provider.**

They will help make sure alarms keep working through the switchover.

Ewch i digitalphoneswitchover.com i ganfod mwy.

To find out more, visit: digitalphoneswitchover.com

BT · Virgin media · Cefnogir gan Lywodraeth y DU · Supported by UK Government · Sganiwch am ragor o wybodaeth · Scan for more information

Local Government Association

All Assets are hosted on the LGA website here:
https://www.local.gov.uk/national-telecare-campaign-partner-toolkit

How you can support the telecare campaign

- Post content about the campaign on social media using the assets in the [TSA resource hub](#).

- Share and like related social media content to help spread the message.

- Direct your audiences to [digitalphoneswitchover.com](#) for more information.

- Display printed campaign posters in relevant locations – for example, community centres, waiting areas and offices.

- Include campaign messaging in your communications, such as in newsletters or email updates.

New Digital Guidance & Tools- In Development

TEC Digital risk mitigation guidance

Proactive & Preventative Interoperability Matrix

TEC sector specific Cyber Guidance

Updated TEC Scam Guidance

ADASS Spring Survey 2025

- **Prevention Funding –** Prevention spending dropped to £1.3bn, the lowest since 2021/22
- **Confidence in Legal Duties –** 74% of Directors have minimal confidence in meeting legal duties for prevention and wellbeing
- **Overspending –** Councils overspent by £774m last year, the highest in a decade
- **Investment in Digital & TEC –** 72% of Local Authorities plan to increase investment in digital and technology in 2024/25
- **Shift in Care Activity –** Activity continues to shift from NHS to Adult Social Cared with unpaid carers absorbing a significant proportion of the pressure, with digital transformation hampered by workforce shortages and underinvestment

The Spring Survey paints a picture of urgent need. If we want the neighbourhood health hubs, empowered families and joined-up services showcased in the Government's recent 10-year plan, we need to ensure social care is resourced as an equal to health, not as an afterthought.

Unlocking the Power of Proactive and Preventative Care Services

In Partnership With:

Unlocking the Power of Proactive and Preventative Care Services

A practical blueprint for planning, implementing and scaling up

A phased approach to introducing new services

1 Strategic Assessment and Initial Planning

Vision & Purpose
Governance
Review of current services
Financial Viability

2 Preparation and Planning

Service Design
Workforce Development & Cultural Change
Technology Assessment & Selection
Evaluation Approach

3 Implementation

Operating Model
Pilot
Risk Management
Reporting

4 Scale and Optimise

Commissioning Strategy
Service Roll out
Continuous improvement
Continued Technology Development
Quality & Standards

500+ downloads

TSA

#EverydayTEC

Arms services and suppliers with creative assets and consistent messaging that show the benefits of TEC to people, families and carers.

#EverdayTEC Campaign

#EverydayTEC - Technology Enabled Care Services - Toolkit

The everyday help we need, to enjoy the lives we want


Download the Toolkit

Email

United Kingdom

First Name

Surname

Organisation

Job role
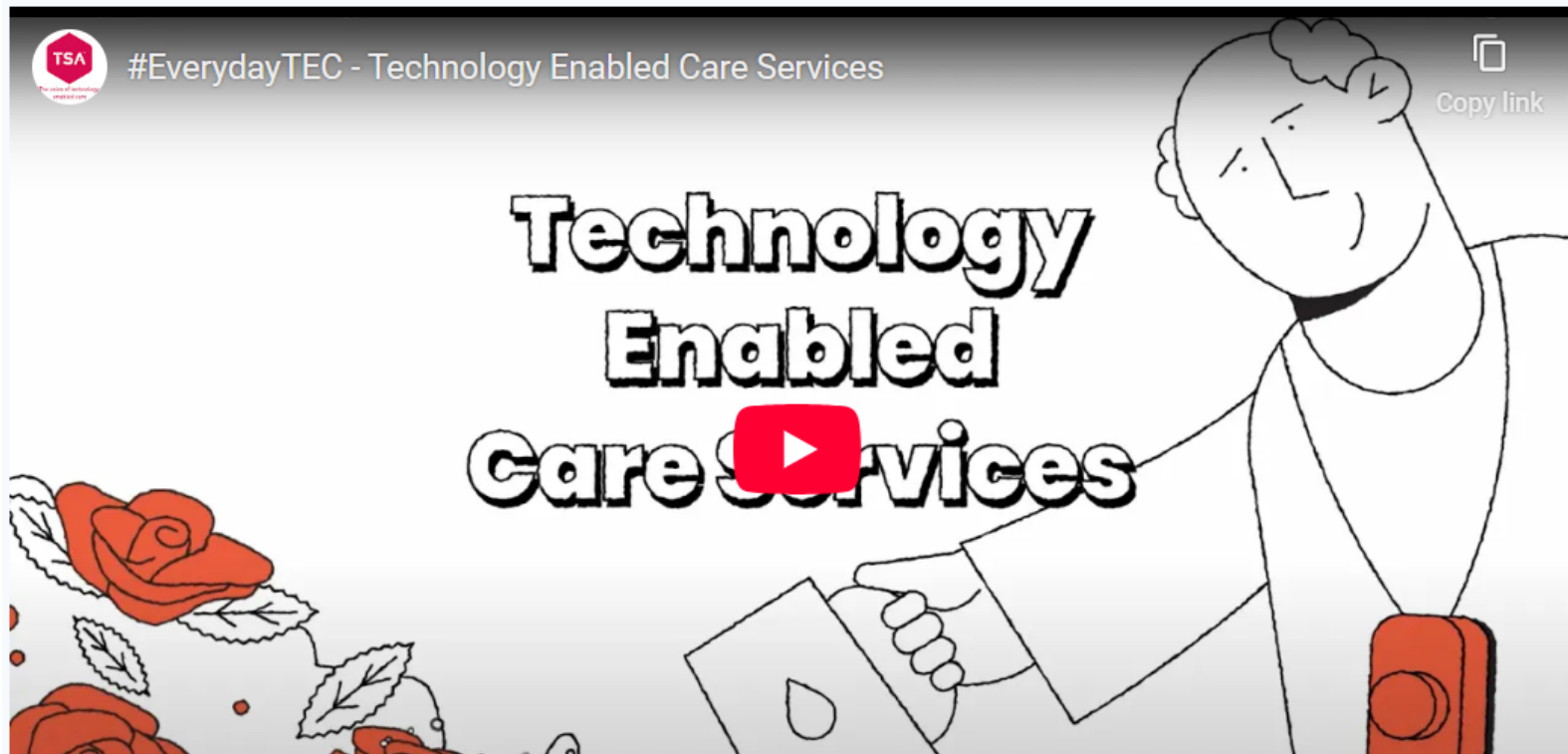
☐ I accept the terms & conditions of use *

Download here

TEC Voice Advertising

- Advertising in TEC Voice offers a unique opportunity to position your brand in front of thousands of TEC Professionals.

- TEC Voice is the **only magazine dedicated exclusively to Technology Enabled Care (TEC)** and has been a trusted resource for two years.

- Flexible advertising solutions **starting from just £100 per issue**:
    - Front Page, including a Half-Page ad
    - Half-Page
    - Quarter-Page
    - Eighth-Page
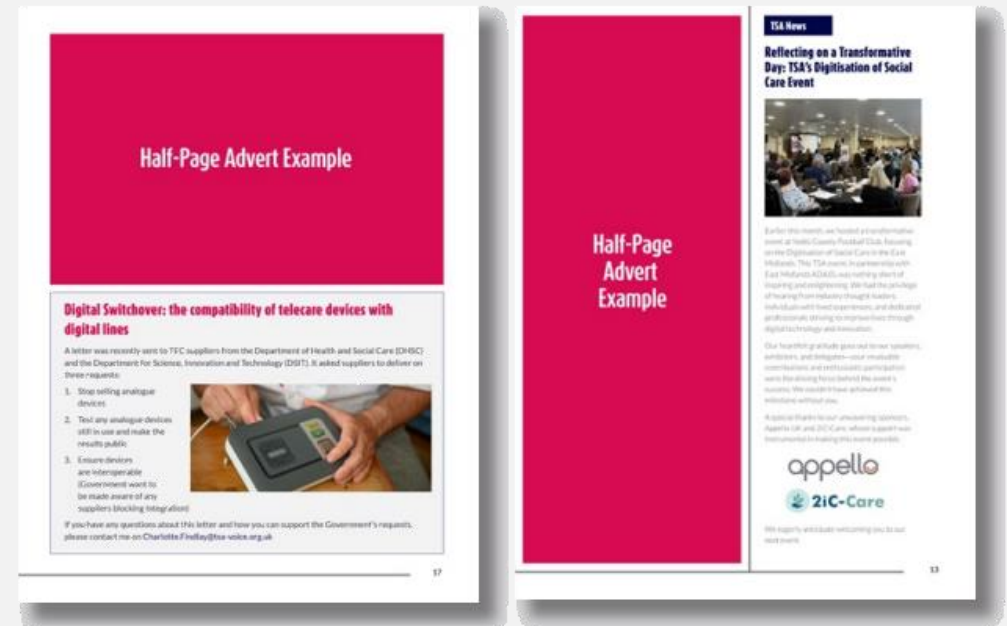
To express interest in advertising with TEC Voice email marketing@tsa-voice.org.uk

**Did you know we are now on Facebook?
Follow us to stay up to date with the latest from TSA**

@TSAVoice

All-Member Event - Recap - Insight to Impact: Shaping People's Lives Together

Just in case you missed our All-Member event on 3 July, we have summarised the session into the key points below for you:

- Fantastic engagement from members with the World Café interactive session to build the TSA 2026 – 2030 Business Plan and some detailed feedback on the 5 key strategic objectives

- Your Say, Your TSA – again some incredible engagement from our members for us to collate, analyse and shape your future membership value offer

- Nick Goodall Assistant Director – Digitising Social Care, NHS Transformation Directorate | NHS England - delivered some important updates from a Government perspective and highlighted key challenges and opportunities for the TEC Sector

- An insightful and refreshing panel session from our 4 Headline Sponsors (Medequip Connect, Appello, Chiptech & Access), looking ahead at the next 5 years for the sector and showing why a collaborative and interoperable approach is so important for the future of the industry

- A Digital Readiness Briefing and panel session, operational continuity through insights on 2G sunsetting, national communications and digital transformation – including key insights from Connor James, Adviser – Digital Transformation, Partners in Care and Health, Jack Heald, Head of Government Engagement – Telecoms Modernisation, Markets & Consumer, Department for Science, Innovation & Technology (DSIT), Jon Fawcett, Head of Mobile Product, Virgin Media O2

With thanks to our headline event sponsors

TSA THEMED EVENTS - AUTUMN SERIES

TSA will be running three focused and impactful events designed not only to explore innovation but to offer support and guidance on some of the sectors biggest challenges. Building on what our Membership has told us are their biggest challenges, each of the events detailed below are designed to bring together key experts, leaders and decision makers focused on the transformation of Technology Enabled Care across the UK.

September - The Future of Social Care: Powered by TEC, Driven by People
This hands-on event will showcase how TEC can revolutionise care, including compelling case studies, best practices in AI, effective strategies for integrating TEC across social care settings, and an Innovation Showcase. Attendees will gain practical tools and insights to embed TEC and deliver more effective, person-centred care.
Derby

November - Digital Horizons: Transforming TEC for a Smarter Future
Exploring the practical and technological aspects of TEC transformation. With expert guidance on digital risks, implementation strategies, cybersecurity, standards, and AI best practices, this event supports organisations to deliver smarter, safer care solutions. Essential for anyone navigating the shift to digital TEC.
**Newcastle**

Watch this space – these events will be launching very soon!

What's changed from 2024-2025?

Last year, the TSA and PA Consulting came together to launch From Ambition to Action. At the heart of that report were the results of the first TEC survey of Adult Social Care Senior leaders. For the first time, we can track how councils' views, priorities, and actions have evolved over the past year with responses from almost 1 in 3 Councils.

In 2024…
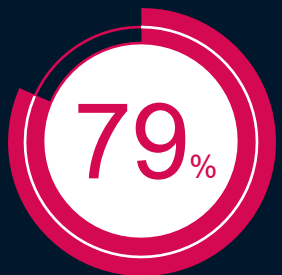
79% considered the case for TEC to be empirically proven

Top 3 areas of growth…

60% Supporting Younger Adults with learning disabilities

55% Supporting people with mental health issues

58% Supporting people transitioning from Children's into Adult Services

In 2025…

52% maximising TEC to support outcomes and reduce costs of care

30% maximising TEC to support demand management

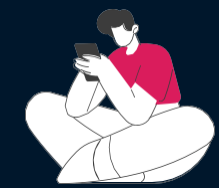### Percentage of Councils who regularly use TEC to support different needs…

69% Older adults

33% Learning disabilities

23% Mental health

14% Autism & transitions

Helpful Resources

Resource Hubs:
TSA- https://www.tsa-voice.org.uk/digital-shift/
LGA- https://www.local.gov.uk/our-support/cyber-digital-and-technology/digital-switchover/digital-phone-switchover/digital
DHSC – Telecare National Action Plan - https://www.gov.uk/government/publications/telecare-national-action-plan-protecting-telecare-users-throughout-the-digital-phone-switchover/telecare-national-action-plan-protecting-telecare-users-through-the-digital-phone-switchover
Care Connect/ Digital Communities APPG;
https://digitalcommunities.inparliament.uk/care-to-connect-public-switch-telephone-network-migration-report
Adult Social Care Leaders Survey 2025 – TSA/ PA Consulting;
https://www.tsa-voice.org.uk/tec-guidance/resources-library/state-of-the-sector-results/
EverydayTEC Campaign
https://www.tsa-voice.org.uk/about-tsa/about_tsa/everydaytec/
TSA/ADASS Blueprint - https://www.tsa-voice.org.uk/tec-guidance/resources-library/tsa-adass-commission-blueprint/
ADASS Spring Survey - Slide 1

Membership Review Additional Feedback

Thank you