

From Risk to Readiness: Why you must act now to safeguard residents through the digital transition

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TSATM

From risk to readiness - the impact of the digital switch for landlords and residents

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The voice of technology
enabled care

**Strategic adviser for the TEC
sector, shaping national
policy and connecting care,
health and housing**

355 Members
Serving over 2 million people





< 25%

of grouped living
(sheltered, extra care,
retirement living)
have migrated to digital alarm
systems

The digital switchover has real impacts on residents.

Many people rely on everyday systems for safety and independence without ever seeing them.



**The analogue network is being
switched off on January 31st 2027**



**There isn't a geographical UK map
with timelines for switchover**

It is happening now and all around the UK



There is a legal obligation to act

**Doing nothing is still a decision &
choosing to delay creates risk.**

The risk now sits with housing providers
and their boards.

Why are some organisations stuck?

Not because they do not care, but because they lack clarity about where risk actually lies and the options available.

**There are practical steps
you can take now.**

Recognise that A2D is not just about buying technology

It is about continuity of care, safety, and whether help arrives when someone needs it.

Use A2D to enable proactive and preventative services

Providing data and insight that support making better informed care decisions for the people & properties you support.

Preparation starts with understanding impact.

Landlords need clarity about how the switchover affects their buildings, systems and residents.

Our role is to help you move forward with confidence.

We help landlords understand impact, clarify risk and plan confidently for the digital switchover.

The steps you need to take

Build Asset
Knowledge



Understand
Options



Develop
new specs

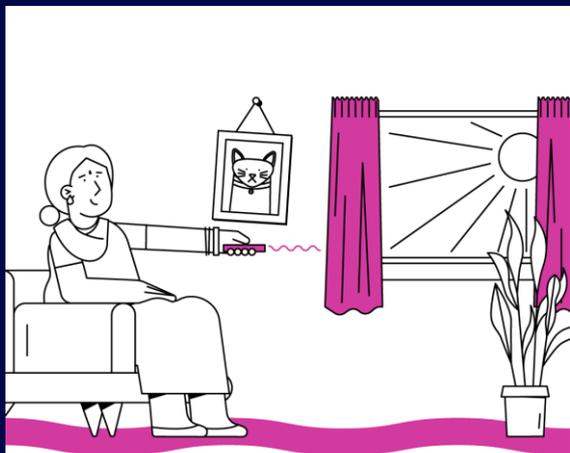


Commission
Digital Spec

TEC is Key to the Government Agenda

1. Moving care from hospitals to the community
2. Shifting services from analogue to digital
3. Moving away from treating sickness to prevention





KEEP US **IN CONTROL**



KEEP US **IN TOUCH**



KEEP US **SAFE & WELL**

**The choices landlords make now
determine the kind of lives
residents will be able to live later.**



The telecare digital switchover: Helping you to take action

Who are we?

Introduction to NHC Procurement.

We solve complex procurement challenges for public sector organisations, including housing associations, local authorities, healthcare bodies, education facilities, and blue light services. We deliver an efficient, trusted, and compliant procurement offering through 16 practical frameworks and DPS, working with 150+ suppliers delivering regional and national contracts, on behalf of our members.



Our mission

How we demonstrate social impact.

We are part of Northern Housing Consortium (NHC), working in tandem to positively impact the lives of residents and service users nationally. Our surplus (£2.5 million over the last 5 years) is reinvested to represent members at a national government level, driving change-making conversation, exploring key challenges and opportunities, and influencing policy on behalf of the membership.



The deadline is fast approaching

Supplier capacity is limited.

The switchover deadline will not be pushed back and the switchover is now less than a year away.

Suppliers tell us that the closer we get to the deadline, the tighter their capacity will be.

From installations and repairs to maintenance and onboarding, technicians' diaries are quickly get booked up.

Don't leave it until the last minute - we can help.





Avoid bottlenecks

Supply and demand.

Similar to the supplier capacity issue, issues could arise with the availability of digital switchover products if the sector leaves it too late to take action.

There is a finite stock of products across the supply chain, and limited manufacturing capacity.

If too many in the sector leave it to the last minute to make the switch, this will create bottlenecks and supply shortages, leading to long lead times. This poses a risk - even if you've gone through the procurement process, you may miss the deadline.

Supply will come down to first come first served - beat the queue and get in early!



Procurement Risks

Procurement Act compliance is essential.

The average contract value in Technology Enabled Care is nearly £270,000. That means, depending on your requirements, the chances are that your contract will be above the Procurement Act threshold of £207,720 (including VAT).

The full procurement procedure required under the Act requires a significant amount of time, spanning supplier engagement, establishing the requirements, the tender period, evaluation, award and mobilisation.

Should the full tender not provide a Most Advantageous Tender (i.e. no bids or unfulfilled requirements), the process must be run again. A rushed procedure also increases the risk of challenge.

This is why it is vital to start the process now.

Frameworks

A quicker and compliant route to market.

Frameworks such as our Technology Enabled Lives Framework allow for a direct award for Technology Enabled Care products, with all major suppliers available. This allows you to engage with the supplier market, establish your needs and requirements, then award the right supplier accordingly, significantly reducing timescales and getting your contracts in place in time.

Since 2024, our Framework - which is informed and endorsed by the TSA - has awarded over £51m worth of contracts - that's 193 contracts with no challenges.



We can help - get in touch

solutions@nhcprocurement.org.uk

www.nhcprocurement.org.uk

The International Technology Enabled Care Conference

16 - 17 March 2026.
The ICC Birmingham.

THE TEC EVOLUTION

Connecting communities
and enriching lives



Introducing Our Conference Chair:
Baroness Tanni Grey-Thompson
Paralympic Icon, Campaigner and Parliamentarian

2026 ITEC Conference Themes:

- Digital Transformation in Health, Housing & Care:
- AI, Data and Predictive Care
- Digital Skills for the TEC Workforce and the People They Support



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