

**TSA**<sup>TM</sup>

# TSA Surgeries Round 2

**July  
2024**

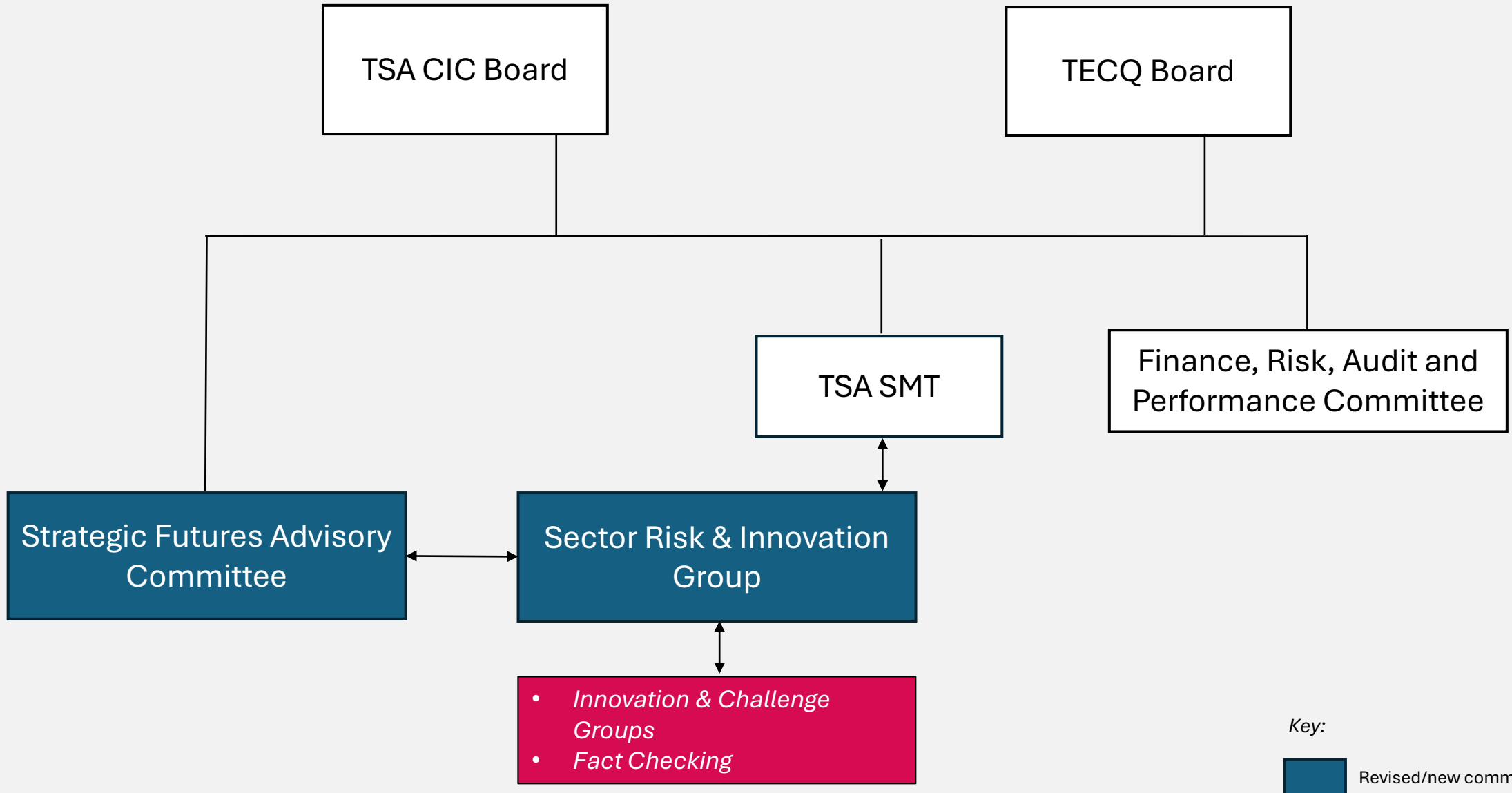




01 Membership

# Update

# Refreshed governance structure from 1 July 2024





## 02 TEC Quality

# Update

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## TEC Quality Updates:

TEC Quality have moved to QSF auditing through a new Digital Auditing Platform for Full and Annual audits.

### Benefits include:

- Easy to use portal
  - Addition of Application Guidelines and suggested evidence
  - Easy to use upload, directly to the criteria
  - Up to 4 Auditee access with delegation function within the portal
  - Links to guidance
  - Individual Digital Auditing Platform training session
- 
- TEC Quality Scheme Change Consultation is now complete and V11.0 of the Gap Analysis will be audited against from 30<sup>th</sup> September 2024. All information can be found on the new criteria, guidance and toolkits on the Audit toolkit page of the TEC Quality website [www.tecquality.org.uk](http://www.tecquality.org.uk)
  - 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](mailto:admin@tecquality.org.uk)  
All Auditees receive a 6-month pre audit support meeting and a post audit meeting to capture Auditee feedback.



### 03 Workforce Development

# Update



## Building Your TEC Knowhow

# Workforce

Enquiries and for further information:

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

- Suite of resources to enhance knowledge of and confidence in prescribing TEC
  - Two eLearning modules – TEC Explorer and TEC Expert
  - 4 immersive scenarios to build confidence in associating solutions to manage risks and hazards
  - Virtual property portfolio – house, block of flats and bungalow
  - Assessment Tool – available in English and Welsh to support a strengths-based approach to assessing for TEC
- 1, 3 and 5-year licenses available
- Based on 4,500 users
  - 95% reported they felt more knowledgeable after completing this learning
  - Referral uplift up to 45%
  - Based on 300 users a 5-year, fully administered license equates to £45 per user per year





04 TSA Events

# Update





## UPCOMING EVENTS SCHEDULE

**TSA Regional Event – 17 July 2024 at Notts County Football Club**

**All Members Event – 25 September 2024 at Kings House Conference Centre Manchester**

**3<sup>rd</sup> Round of TSA Surgeries in November 2024 (online)**

**TSA Regional Event – Scotland – November – Date & Venue TBC**

**Date for your Diary – ITEC 2025 – ICC Birmingham – 17 & 18 March 2025**



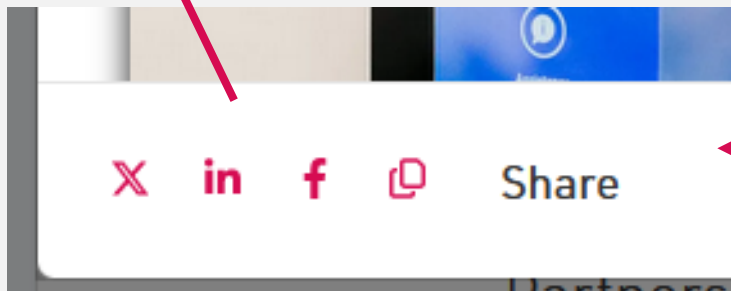
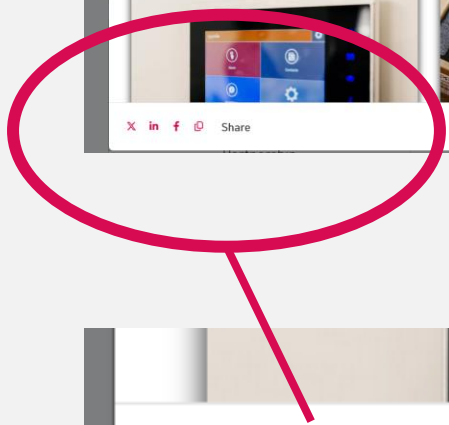
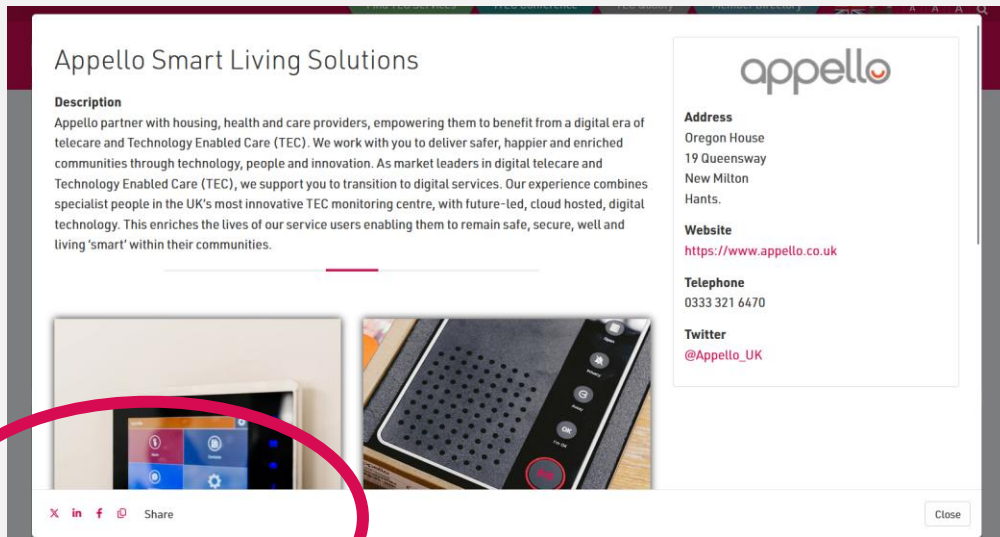
**What would you like to hear about?  
What key topics you would like us to cover?**



05 TSA Marketing  
**Update**

# Member Lightboxes – Update

- Now is a great time to ensure your lightbox on TSA’s website is up to date
- Please check that all of your details are correct
- You are able to share four pieces of content (hosted by your organisation or externally – Youtube for example)
- Email [marketing@tsa-voice.org.uk](mailto:marketing@tsa-voice.org.uk) with your content to update your Lightbox



**Member lightboxes are now shareable – you can do this via the icons at the bottom of your profile and share either directly to your social media channels or via a link**



## 06 Member Insight

01

**What do you see as the biggest opportunity for the TEC sector within next 5 years?**

02

**What do you see as the biggest risk for the TEC sector within next 5 years?**

03

**What are the top 3  
priorities for your  
service right now?**





07 Digital Transition

# Update

**TSA™**

# TSA Surgery Digital Slides June 2024

**Charlotte Dugdale, TSA**

**Tim Mulrey, TSA**



# Agenda

- **Openreach Announcement**
  - Pre-Digital Phone Line (PDPL)
  - Recent Network disruptions
- **TSA Core Work Programmes**
  - The Risk of Analogue over Digital
  - Resilience of TEC Digital Systems
  - Risk Profiling
- **Telecare Action Board Additional Focus Areas**
  - VMO2 Pilot
  - ARC Dialed Numbers
  - CP Data Sharing Agreement
- **Analogue to Digital within Schemes**
  - Full End to End Digital Scheme
  - IP Converters
  - Dispersed in schemes
  - Proactive / Preventative Solutions
- **Interoperability Matrix**
- **Member Feedback**

# A2D Updates – Openreach Announcement

- **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)

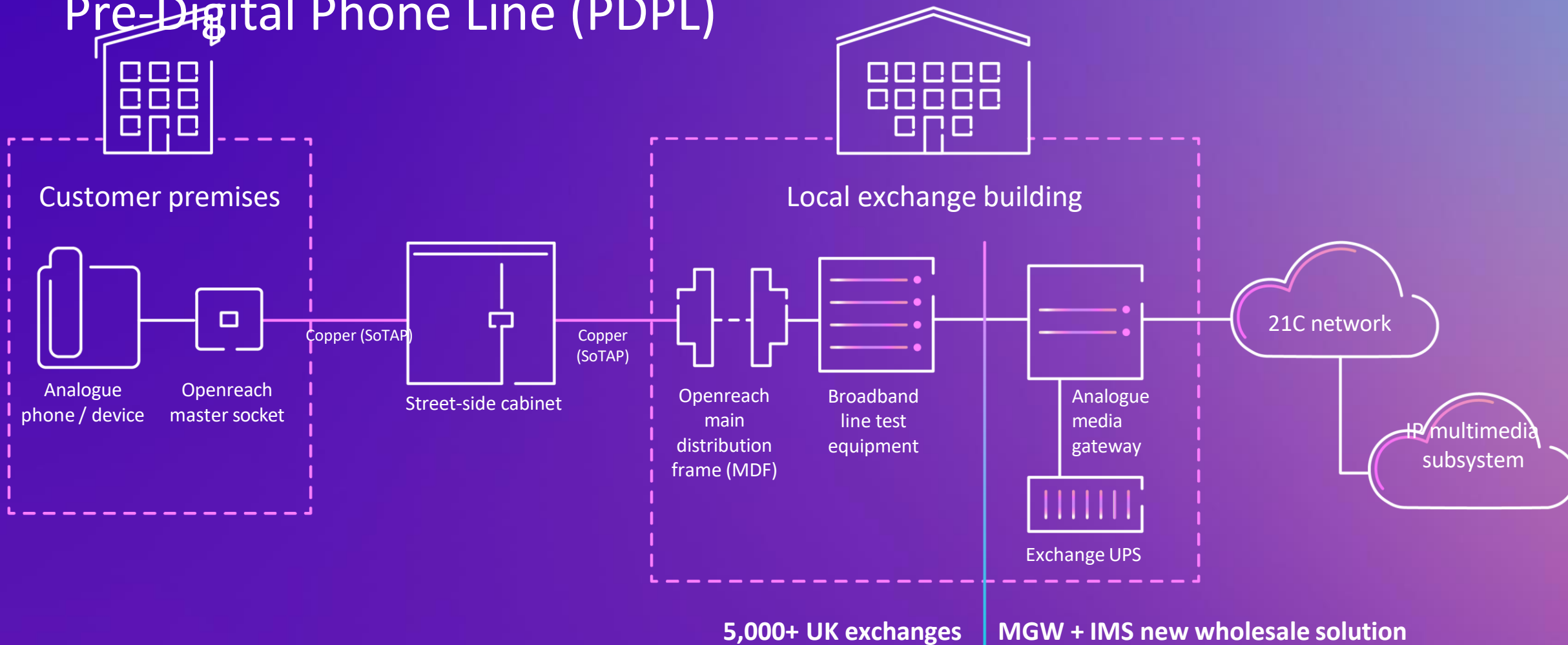
## Pre-Digital Phone Line (PDPL) – A reminder

- **A landline that converts the analogue signal to digital at the local exchange**
- **Is only available for existing Openreach landline-only users (no broadband)**
- **Benefits**
  - No engineer visit to home
  - No change to home set up
  - No additional battery back-up required in the home
- **Risks**
  - Relies on IP networks to carry analogue tones across core networks where there have been disruptions and failures of DTMF/STMF tones
  - Time limited to 2030 when Openreach are closing 80% of 5,000+ telephone exchanges

# Pre-Digital Phone Line (PDPL) – Testing to date

- **Tunstall PNC (BT ISDN30)**
  - Tunstall Lifeline Vi
  - Tunstall Communicall Vi Scheme
  - Tunstall Haven Scheme
- **Enovation Umo (Gamma SIP)**
  - Legrand Advent XT Scheme
  - Tunstall Lifeline Vi
  - Doro Sara
  - Tynetec Reach Analogue
- **Legrand Answerlink (ISDN30)**

# Pre-Digital Phone Line (PDPL)





# Recent Core Network Disruption

- **Rochdale (December 2023)**
  - TDM switch moved to IP in core network
  - 3 days outage
  - Daily DTMF protocol call failure from 600 to 7,000
- **Glasgow (January 2024)**
  - STMF Protocol failure within Talk Talk network
- **Southampton (April 2024)**
  - Instruction sent to Comms Provider to disconnect 100+ lines for non-usage
  - Analogue lines on divert were ceased
  - 8,000 grouped living residents disconnected for 26 hours
- **Southwark (May 2024)**
  - Comms Provider moved core network technologies
  - 13 days of outages affected over 350 residents
  - Local Authority paid £50k for additional security patrols

# Core Network Disruption Mitigation

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](mailto: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

# TSA Core Work Programmes

- The Risk of Analogue over Digital
- Resilience of TEC Digital Systems
- Risk Profiling



# 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.

## Strategic 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.

## Anticipated 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.

## Anticipated 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



## Telecare Action Board Additional Focus Areas

- ARC Dialed Numbers
- CP Data Sharing Agreement







# ARC Dialed Numbers

Tel number	Type	BT Match	Virgin Match	Sky Match	Talk Talk	Called from BT line In Last 12 Months	Vol. of Characters
08450	Inbound Services	Yes	Yes	No	No	No	11
03005	Inbound Services	Yes	Yes	No	No	Yes	11
01224	Local Number	Yes	Yes	Yes	Yes	No	11
08450	Inbound Services	Yes	Yes	Yes	Yes	Yes	11
03004	Inbound Services	Yes	Yes	Yes	Yes	Yes	11
08450	Inbound Services	Yes	Yes	No	No	Yes	11
03004	Inbound Services	Yes	Yes	No	No	Yes	11
01934	Local Number	Yes	Yes	Yes	Yes	Yes	11
01934	Local Number	Yes	Yes	Yes	Yes	Yes	11
01275	Local Number	Yes	Yes	Yes	Yes	No	11
01934	Local Number	Yes	Yes	Yes	Yes	Yes	11
01934	Local Number	Yes	Yes	Yes	Yes	Yes	11
01275	Local Number	Yes	Yes	Yes	Yes	Yes	11
08450	Inbound Services	Yes	Yes	No	No	No	11
01633	Local Number	Yes	Yes	Yes	Yes	No	11
01753	Local Number	Yes	Yes	Yes	Yes	No	11
01633	Local Number	Yes	Yes	Yes	Yes	No	11
01633	Local Number	Yes	Yes	Yes	Yes	No	11
01633	Local Number	Yes	Yes	Yes	Yes	No	11

# CP Data Sharing Agreement

## Data Sharing Agreement - Digital Switchover Telecare Provision

### Summary of purpose

Local authorities (LAs) sharing telephone numbers of adult social care clients who have telecare devices, to communications providers (CPs), so that suitable support can be provided to individuals during the digital switchover of analogue phone lines.

Parties
<ul style="list-style-type: none"> <li>[Insert Local authority name]</li> </ul>
<ul style="list-style-type: none"> <li>[Insert CP name]</li> </ul>
<ul style="list-style-type: none"> <li>Controller to Controller</li> </ul>

Part 2 processing
<ul style="list-style-type: none"> <li>Personal data</li> </ul>
<ul style="list-style-type: none"> <li>[Insert Special category data]</li> </ul>

Key legislation
<ul style="list-style-type: none"> <li>Care Act 2014</li> </ul>
<ul style="list-style-type: none"> <li>Public Switched Telephone Network Charter</li> </ul>

<b>Name of signatory</b>	
<b>Date of agreement</b>	

<b>Name of communications provider</b>	
<b>Date of agreement</b>	

<b>Name of signatory</b>	
<b>Date of</b>	

<b>Name of local authority</b>	
<b>Date of</b>	

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# Digital options for Scheme Solutions



# What are the current options?

## **Full end-end Digital (high cost / high functionality)**

- Futureproof option but most expensive out of all 3 options.
- Enables end to end digital communication from ARC to home

## **IP Connectors (low cost / low functionality)**

- Risk of lack of testing of live and deployed connectors
- Current adaptors available to purchase;
  - Appello Smartbridge – live into Appello ARC platform
  - NCS – live into Jontek, testing on Umo cloud
  - IOT Comms
  - Tunstall IP Connector – several installed but not live

## What are the current options?

### **Dispersed Alarm Units (DAU) used within Schemes (medium cost & functionality)**

- Demand for the use of DAU's in schemes is rising, especially within Bungalows.
- Increase in TEC Suppliers of DAU solutions now offering scheme solutions
- Important to follow Fire Safety guidance in schemes, eg Grade D2 Category LD1 (linked mains powered detectors in every room within sheltered housing / extra care etc..)
- Think about solutions for lifts, communal fire panels, door entry etc...

### **Proactive Solutions for schemes**

- Drive for more proactive style solutions within schemes, Bringing together TEC & Housing Management systems
- Potential for Universal Credit tenants to receive rebates
- Data led solutions to help housing services be more informed of the health & wellbeing of their tenants/residents and the property.



The voice of technology  
enabled care

# Thank you

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