

# Telecare National Action Plan: protecting telecare users through the digital phone switchover

TSA webinar  
7th May 2025



# We have now published the Telecare National Action Plan



- Thank you to those who have engaged in the TNAP in detail and provided case studies for it.
- The TNAP is a joint action plan developed by DHSC and DSIT and it sets out government's expectations of stakeholders and the agreed actions that need to take place to safeguard telecare users during the switchover.

The key actions that government expects telecare suppliers and ARCs to play a role in delivering are as follows:

**Action 1.1** data is shared to ensure that telecare users are correctly identified, and the necessary safeguards are put in place

**Action 1.2** telecare users are only migrated to digital landline services if they have a compatible and functioning telecare solution in place

**Action 2.1** stop the sale and purchase of analogue telecare devices

**Action 2.2** phase out the redeployment of analogue alarm devices already in circulation

**Action 2.3** ongoing testing of analogue telecare devices on digital telephone lines and sharing results

**Action 2.4:** ARC platforms should be interoperable

# Government will continue to prioritise this work until we can be assured risks are being effectively mitigated



- Government will continue to monitor the issue, particularly in light of non-voluntary migrations starting again
- We also need to monitor how TNAP is having an impact. We have committed to providing updates on progress against the TNAP every 6 months

## Next set of priorities:

- Monitoring progress, risks and tackling emerging issues, including 2G switch-off and scams
  - Exploring the use of national standards for telecare
  - Encourage the sharing of results among suppliers
  - Encourage the sharing of data with CPs to identify and protect telecare users
  - Shaping a communication provider led national communications campaign
  - Commitment to establish a date for analogue phase out – engagement with the telecare sector will be crucial for this
-



# 2G / 3G switch off

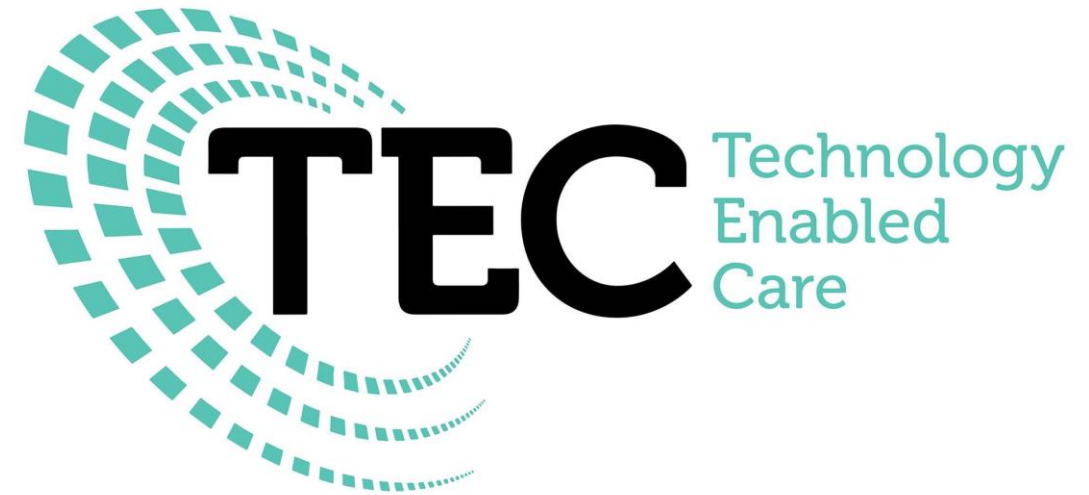
- Whilst the 3G switch off is mostly complete, the 2G switch-off will take place by 2033 at the latest. Some operators are moving sooner, for example BT/EE are turning off their network by the end of the decade. All suppliers will need plans to migrate 2G / 3G reliant devices well ahead of the networks switching off.
- More urgently, VMO2 are withdrawing their 2G roaming services on 1 October 2025. This will cause any telecare device using international SIMs that cannot connect to either the EE or Vodafone networks to lose connectivity. Analysis indicates there are 9,000 SIMs impacted in this way, and these should be the immediate upgrade priority.
- DSIT have worked with Ofcom to identify the new 2G roaming not spots: [Preparing for 2G switch-off - devices using international roaming SIMs: 2G Network Coverage Data and predicted new '2G Inbound Roaming Not-Spots' – Ofcom](#)
- It is vital that providers using 2G SIMs for telecare connectivity (as opposed to fixed lines) are prepared to upgrade to 4G SIMs / digital fixed lines or have other mitigatory actions in place to ensure continuity of service.



# Government continues to encourage the use of Technology Enabled Care (TEC) and the future proofing of telecare



- Recent social care announcements on Baroness Casey Review and short-term reform to social care included the **setting of new national standards** and trusted guidance on the best technology in care, so that people receiving care, their families and care providers can confidently buy what works and get the safest, most effective tech into their homes or services.
- “...the government’s immediate action to support adult social care also includes **harnessing the power of care technology** to transform care and support older people to live at home for longer”



# Overall reflections / Questions - survey



Do you have any overall reflections on the actions within the TNAP?



How can we bring suppliers and ARCs into our next set of priorities?



Examples from your own digital journey

