



TSA Surgeries Round 3

November 2025



Agenda

- VMO2, BT & Openreach Update with Q&A
- TEC Quality update
- TSA News
- TSA Marketing/communications update
- ITEC 2026
- Introducing the Membership Masterclasses
- Breakout Rooms supporting discussion & shaping content
 - Membership Masterclasses
 - ITEC 2026
- Q&A



Digital Switchover Nov 2025 Update TSA Virtual Surgery

12/12/2025

Current Plan for VMO2 Consumer Customers

Customer Type	Current Action
Non Vulnerable – No Usage (12mth+) – DSA in place	Migrations from Q1 2025 on going
Non Vulnerable – Compatible Hub – DSA in place	Migrations from Q2 2025 on going
Telecare Customers	Northern Ireland Pilot – Opt in Migrations from Aug 2025
Vulnerable Customers	Northern Ireland Pilot – Opt in Migrations from Aug 2025
Other Non-Vulnerable Customers – needing new equipment / Telco only	Northern Ireland Pilot – Opt in Migrations from Aug 2025

Non-Vulnerable Customers with the Right BB Hub

- We contact customers (multiple comms / channels)
- Vulnerable / non-eligible customers asked to identify and will be moved to different journey
- We provide an adapter
- Customer will need to unplug their phone from the wall socket and plug it back into the port on the Hub on their migration date
- 60 day journey from 1st Comms to Migration date
- We will monitor post migration usage

- Customers excluded :
 - Vulnerable
 - Telecare
 - Over 75
 - Don't have a mobile phone
 - Incorrect Hub
 - Phone Only
 - No DSA in place

This journey has been live from May 2025 and will continue through 2025 and 2026 for eligible customers



Vulnerable Customers

Customers :
Flagged as Vulnerable in our records
Known to be a Telecare Customer
Known to be Over 75
With no access to a mobile

- Self Identification key – we don't need doctors notes or evidence sent in
- Non-vulnerable Comms includes information to ask vulnerable customers to self identify
- Support network can call on behalf of vulnerable customers to register them
- All vulnerable customers will be offered an **Engineer Visit** and an **Emergency Back Up Line**
- National Information Campaign highlighted the importance of telecare users registering.

Emergency Back Up Line



A Corded phone that works normally but has a SIM card to use mobile network in a power or network outage.
Battery will last 8hrs in a power cut

National Telecare Campaign

Aim to increase awareness and engagement

3 Month campaign June – August 2025

Encourages telecare users to register

This means we can flag them to ensure an appropriate journey

DPA checks amended to ensure not a barrier to flagging

Teams trained and ringfenced



Migration Process for vulnerable and telecare customers

Comms to customer (letter, email, SMS, calls)

They will be invited to book an appointment calling a dedicated number

The appointment can be booked by support network

An engineer will visit on the agreed day and will:

Migrate the phone line and install any new kit (eg BB Hub)

Set everything back up as it was

Install an Emergency Back Up Line and explain what it is

For telecare customers, check any connected alarm is working before and after the migration.

If a telecare device does not work after migration, we will revert to analogue and work with telecare providers.

We will send post migration comms to ensure everything is working as it should be

Currently, no vulnerable customer will be migrated without them engaging and booking an appointment

Live in Northern Ireland to be rolled out to other regions from Q4 25 through 2026



Future Plans

Plan to extend NI Pilot to other areas.

London boroughs will be first area later this year / early 2026

We will then roll out across the rest of the country

That will mean we have journeys to migrate:

all non-vulnerable customers with compatible Hubs

Other customers who engage with our comms and agree a migration

This will leave customers who still require a migration but are not engaging with us.

Where we can work with Local Authorities, or other Telecare Providers, we may be able to increase engagement rates (eg Cardiff Telecare Trial)

We are currently working on alternative journeys in discussion with DSIT and other providers.

The aim is to ensure we can move all customers off an end of life network in a safe and appropriate manner.



Thank You
Any Questions ?

12/12/2025

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BT

Digital Voice

The digital home phone
switch over

Supporting those with Telecare moving to Digital Voice



Telecare customer migrations commenced from Autumn 2025 following a successful pilot with over 40 Local authorities across the UK.



Openreach engineers will support customers through the switch from an analogue to a digital landline and will make sure that their telecare device is reconnected and working before leaving the property.



This visit will be free and will include the installation of a free battery back-up unit where required.



If the telecare device doesn't work on Digital Voice, the engineer will switch the customer back to their analogue landline and wait until the customer has a compatible device.

Landline only customers

Customers who don't have or want broadband will be moved to our new 'dedicated landline service', allowing customers to continue using their landline in the same way as they do today.

This service will be available from 2025 and will keep customers connected to their existing service until they're able to move over to Digital Voice or an alternative.



Works in a similar way to the analogue technology but still allows BT to switch off the PSTN



New equipment installed at the local telephone exchange means **no engineering visit** is required and **no change in the customers home**



Keeping customers connected without broadband until they're able to switch to Digital Voice

National Telecare Campaign

We launched a national industry-wide campaign in June 2025, supported by government aiming to reach all telecare users and their loved ones.



Call to Action:

If you have a telecare alarm, you must let your home phone provider know



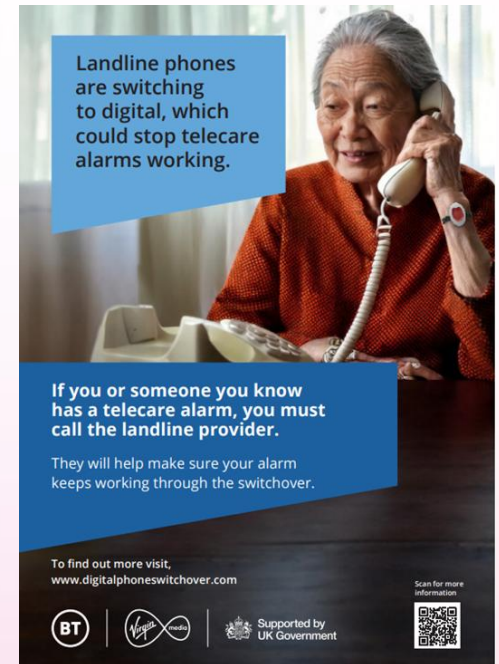
Launch Date:

2nd June 2025
Across multiple media channels including TV, newspapers, social media, GPs & hospitals



Support:

The campaign will be amplified by many stakeholders including charities, local authorities and community groups using the [Partner Toolkit](#)



[Government Press Release](#)

[BT Group YouTube Video: Do you or someone you know use a telecare alarm?](#)

Connected Together

Engaging with the support networks of vulnerable customers



Purpose

To reach and activate the support system of our hard to reach elderly and vulnerable customers: their friends, family and support networks.

Approach

We're collaborating with 4x partners and 3x social media creators to build authentic stories and empower audiences to take action.

Campaign Messaging

Provide accurate reassuring information about the switch, addressing myths and misconceptions head on.

Creator and Partner Content

Shared exclusively on Instagram via Reels and Stories. Partner organisations have a customisable content toolkit for distribution on their own channels.

'Connected Together' website and 'Conversation starter pack'

Helping family and friends make the switch to Digital Voice, including registering via webform for extra support.

How you can help us



Raising awareness

Recommend venues and locations for us to connect with local authorities, community partners, charities and faith groups. Help us to raise awareness of Digital Voice by posting on your social media channels.



Telecare data-sharing

Engage with local authorities in your area and encourage them to complete and return our data-sharing agreement for telecare customers



Identifying customers with additional needs

Encourage your constituents who need additional help to contact our customer services team. They can do this by phone (**0800 1234 150**) or online via webform www.bt.com/connected-together



Download our one-page Digital Voice guide & Assets

Share with your constituents and communities, to help our customers feel better supported and knowledgeable about the Digital Switchover and reassure them that support is available for them.

www.bt.com/connected-together

[Digital Voice](#) | [Digital Home Phone](#) | [BT](#)



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www.bt.com/connected-together

[Digital Voice](#) | [Digital Home Phone](#) | [BT](#)



UK Analogue to Digital Switchover

John Livermore

November 2025

openreach



Openreach

A bit about us

We build and maintain the UK’s largest wholesale communications network which provides phone, broadband, TV and data services to millions of homes, businesses and other organizations.

We’re owned by the BT Group but we’re legally separate and heavily regulated.

We work on behalf of Communications Providers like Sky, Vodafone, BT, TalkTalk, Zen and hundreds of smaller players.

Our engineers work in every community in the UK, around the clock, and in all kinds of weather to install and maintain equipment that provides fast, reliable broadband to millions of people.

We provide around 24.5m voice and broadband lines to homes and businesses in the UK.

We are upgrading the UK’s broadband infrastructure to pass 25m homes and business with Full Fibre connections by 2026.

We are committed to a balanced build including over six million premises in rural and semi-rural areas.

Openreach

↳ **Communications provider**



End customer



690+
Communications providers



35k+ employees



Building Full Fibre to
25m premises by Dec 2026



20m+ Full Fibre build complete
(4.3m rural), building 78k a week



38% end customers
connected to Full Fibre



The PSTN is becoming less reliable as time goes on

Ofcom Connection Nations UK Report 2023/4

Equipment is beyond its intended lifespan and reduced skills in legacy technology



Since 2020, the fault rate on the copper network was 50% higher than on FTTP



In 2023 the number of PSTN incidents increased by 20%

In 2023 there was a 60% increase in hours lost for customers on the PSTN



In 2024 the number of PSTN incidents increased by 45%

In 2024 there was a 55% **Decrease** in hours lost for customers to due moving to **Digital Voice Services**

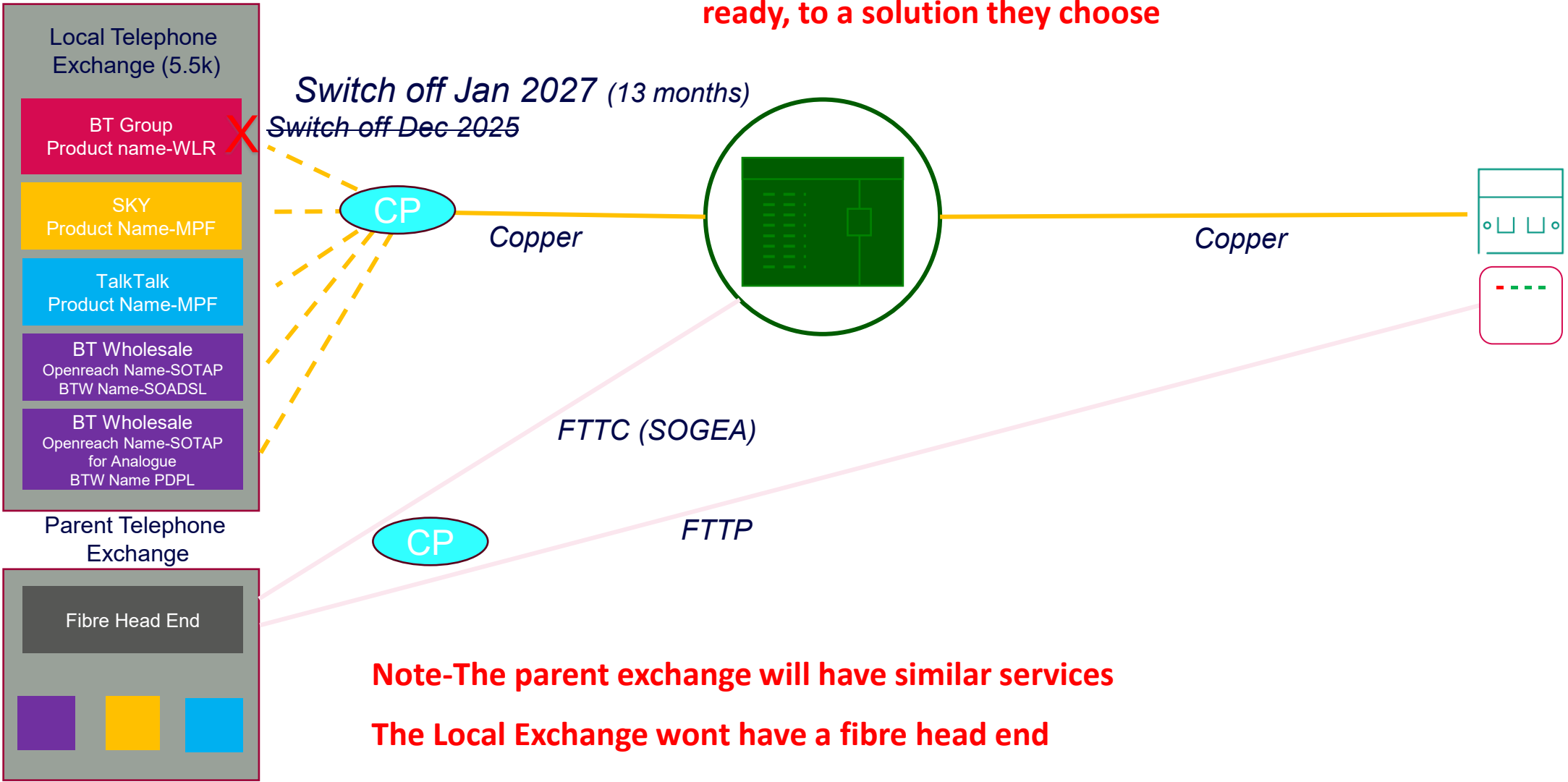
“The volume of fixed incidents, particularly relating to PSTN voice, has **grown** over the years due to the equipment being **beyond its intended lifespan** and the **reduction of qualified personnel within industry** with experience of these legacy technologies. “

“This year has seen a **45% increase** in the number of PSTN incidents reported to us, although a **55% decrease** in the amount of service hours being lost for customers (the ongoing migration of customers from PSTN to Digital Voice services means that fewer customers are impacted by service loss when the incidents occur)”

The Network

Note-There will not be Exchange switch-over!

Each CP will migrate their own customers when they are ready, to a solution they choose



The Communications Provider

Their choices

CPs need to move their PSTN customers from that exchange equipment before the end of Jan 2027

Each CP will choose how they want to do this. The choices are:

Move to FTTP if at the premises or FTTC (SOGEA) if not.

Where there is no Fibre product, they can move their customer to BT Wholesale's SOADSL product (ADSL service)

Even if Fibre is at the premises, they can move their customer to SKY or TalkTalk who have their own exchange equipment that works on an all-copper line and where there is a Special Service and the CP feels that they don't want to move their customer to Fibre. they can use BT Wholesale's PDPL (Pre-Digital Phone Line) product.

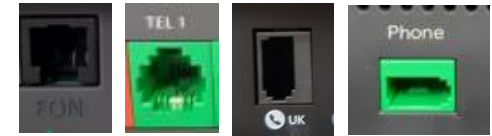
The long-term goal should be to move to All IP on a fibre line.

How do I connect existing devices?

All devices in the current installation will need to connect to a router supplied by their Communications Provider

There are 3 ways to connect a device to a router

1. Wi-Fi
2. Ethernet port
3. ATA port (where provided)



What is an Analogue Terminal Adapter port?

The ATA is a socket provided by SOME Communications Providers, which may be integrated into the back of the router or may present through a stand-alone device plugged into the Ethernet port on a Router

The ATA port must be “switched on” by the Communications Provider as part of the customers package

An ATA port can give very varied results and Openreach do not recommend the use of these for life saving devices

The ATA port is designed for Voice calls from phones not for sending **DTMF/STMF** tones which are machine to machine and can get lost in transmission, elongated or shortened. This could seriously affect the reliability of the devices plugged into them

How can you get ready?

1. Audit your own telephone estate records

Check which devices you use today that are plugged into a main phone or extension socket.

This could be a telephone, a system, a telecare device, or many other things. Take the 13-month extension as a safety net, don't delay your plans.

2. Contact your device providers

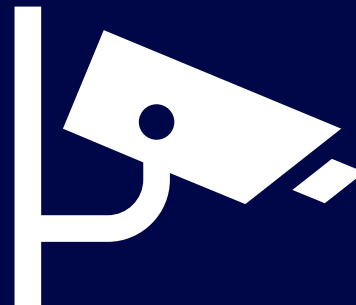
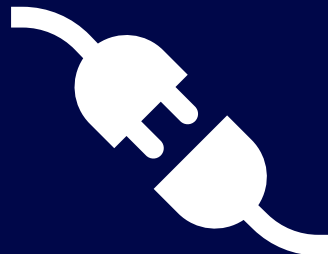
Ask them how the devices will work when plugged into a router (supplied by the CP).

Do they have solutions to ensure your devices work when not using the PSTN

3. Contact your CP

Speak to your account manager or customer services, and ask their advice for your migration.

They may have a specialist team or good information for you to read



Summary

The Deadline for withdrawing services on the PSTN is January 2027.

Between now and then, all Communications Providers (Telephone/Broadband suppliers/ISP) using PSTN, must migrate all of their customers from old exchange equipment to the new digital fibre network

Customers may be contacted by their own CP, but can migrate anytime as the vast majority of alternative solutions are ready and available

Any Special Services (Telecare (Healthcare devices), Intruder, Fire or Lift alarms, telemetry (monitoring lines), fax etc) may need to connect to a router. Digital devices are recommended as analogue devices can be problematic

In the event of a power outage, the line will rely on the router and the internal Openreach equipment being powered and so the customer may need a Battery Backup Device

Openreach run a Digital Services Test Lab for Vendors of devices to test in an All IP environment. To date we have had 35 visits from 24 different vendors



Thank you



openreach



TEC Quality

Update

www.tecquality.org.uk

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

Anthony Anderson – Quality and Improvement Manager - Anthony.Anderson@tecquality.org.uk

Chris Pugh – Scheme Support Manager - Chris.pugh@tecquality.org.uk

Dawn Ireland – Dawn.Ireland@tecquality.org.uk

Supporting the TEC and Community Equipment Sector to provide Quality and Safe Service and Supply.

What Is TEC Quality?

TEC Quality is the organisation behind the Quality Standards Framework (QSF) - the only UKAS-accredited certification scheme purpose-built for Technology Enabled Care (TEC).

QSF provides a consistent, nationally recognised benchmark for safety, quality, performance and innovation, supporting organisations across service delivery and technology supply to go beyond compliance and deliver measurable outcomes.

The QSF auditing process focusses on continuous organisational improvement, mitigating risk through robust processes.

It is an outcomes focussed scheme putting people at the heart of service and supply.

Work with external stakeholders and with our internal Governance structure SFAC – SRIG to ensure the QSF is current and relevant. DHSC, NHSE, NFCC, British and European Standards etc.

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

Are you committed to Quality and Safety, for your organisation?

- 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. <https://www.tecquality.org.uk/learning-management-system>
At the end of September – 77 Organisations joined with 1848 learners enrolled onto the courses.
547 learners have completed all three modules, gained CPD accreditation.
- The QSF Journey Group for new organisations – Suppliers and Providers – to commence January 2026.
- All Auditees receive a 6-month pre audit support meeting and a post audit evaluation to capture Auditee feedback.
- Digital Auditing Platform – updated version to Moodle 5.1 – Further development in 2026.
- Next QSF Scheme Change Process commences consultation January 2026 for May 2026 implementation.
- 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.
<https://www.tecquality.org.uk/community-equipment-and-wheelchair-services>

SRIG Outputs for 2025

Completed

Publication of
Interoperability Matrix

Completed

Publication of P&P
Blueprint

Completed

Delivery and
Implementation of new
CPD training into QSF

Ongoing
Into Q1 2026

Digital resilience

Ongoing
Into Q1 2026

Cyber

Key Themes for Future Activities

Cyber

Resilience

Interoperability

AI

Commissioning

2G & 3G Update

18th November 2025

TSA™



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

Lessons Learned

- **Complexity** – SIM cards commercial agreements can be very complex, for example the most complex agreement we had to unpick was a 3G agreement that had been made:

Chiptech 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
- **Government** – Central Government did play a role in holding comms providers and suppliers to account



Workforce Development

Update

Why Virtual Home?



Sensory Loss Telephone

About this item

There are a range of telephones to support people with visual or hearing impairments. These may include features such as larger buttons with contrasting colours to make them easier to see or hearing aid compatible telephones. Some telephones have separate volume controls and amplified ringtones.

This item can support

- **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

Feedback from our Learners

- Survey in Sheffield City Council found that only 10% of their workforce felt knowledgeable in TEC prior to completing the training, this is compared to 55% of their workforce following the completion of the training modules
- Across the Northeast 95% of learners record that they are more knowledgeable about the use of TEC following completion of the training
- We have seen sustained 30% increases in high quality TEC referrals from teams that have adopted and integrated the training with their internal procedures.



The Virtual Home: Driving a digital-first approach

TSA



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



Unlocking the Power of Proactive and Preventative Care Services

In Partnership With:



Headline Goals of North-East ADASS project

1. Assessing and benchmarking the use of proactive and preventative services across the region
2. Providing recommendations for each council on maximising the value of existing investments and making changes over the short, medium and long term
3. Creating regional strategy options for Testing, Developing and Rolling out at scale

Aligning ADASS and NHS projects in the North-East: what TSA are doing

Principal Activities

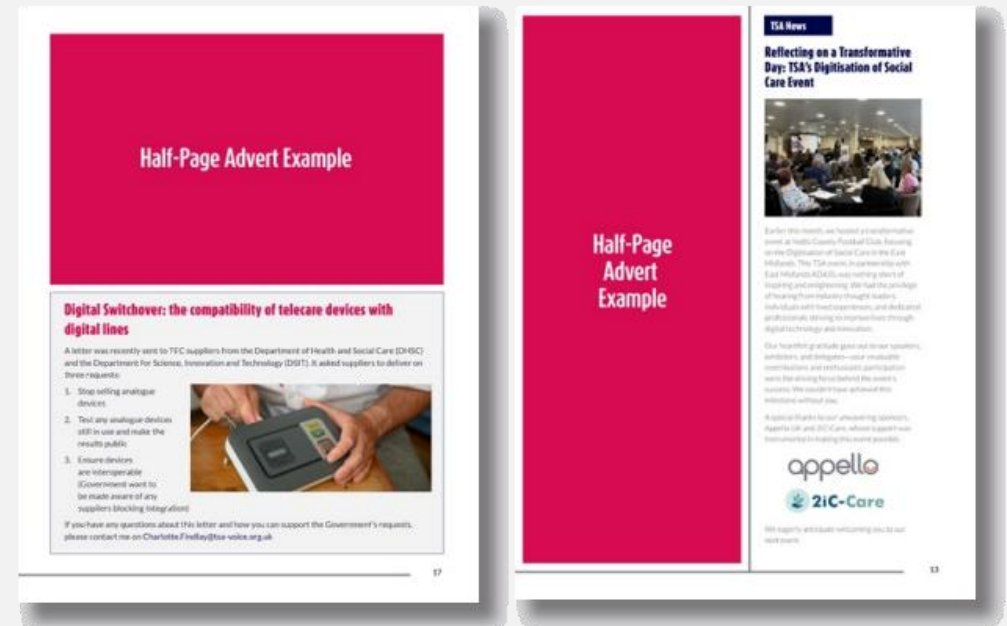
- Rapid Assessment of all 13 local authorities
- Development of individual dashboards and improvement plans for each Authority
- Aggregation of findings into a regional overview
- Strategy development including Regional Options Plan
- Facilitation of Community of Practice for peer learning and validation

Principal Outputs

- **Rapid Assessment Reports for each of the 13 local authorities**
- **Individual assessment dashboards and improvement plans**
- **Regional overview of all proactive and preventative projects**
- **Regional Options Plan**

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](https://www.facebook.com/TSAVoice)

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

Plenary
Sessions

Innovation
Stage

Knowledge
Sharing

ITEC
Awards

Gala
Dinner

Exhibition
Zone

Single day
tickets from
£215

Two days
with a gala
dinner ticket
from £419

Headline Sponsors:



**Early Bird Bookings
Until 6 February**

<https://itecconf.org.uk>

Membership Masterclasses

Regular online workshops, from Spring 2026, providing targeted upskilling opportunities for members.

Purpose of Masterclasses

The masterclasses provide bite-size, practical one-hour workshops to upskill members on current TEC challenges and innovations.

Diverse Workshop Topics

Sessions cover digital upgrades, data interpretation, AI integration, and funding applications for TEC.

Member Involvement

Members actively contribute by suggesting topics, recommending speakers, and sharing experiences to enhance sessions.

Community Learning Culture

Collaborative approach fosters shared learning and continuous improvement within the TSA community.

Membership Review Additional Feedback



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](#)



The voice of technology
enabled care

Thank you