



TSATM

Enhancing Our Governance for A Stronger Future in TEC

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**EMPOWERING
PEOPLE'S LIVES**



Supporting the TSA CIC Board in identifying and responding to long-term risks and strengthening the influencing/lobbying outcomes

**Strategic
Futures
Advisory
Committee**



**Sector
Risk &
Innovation
Group**

Supports Strategic
Futures Advisory
Committee and TSA
Senior Executives with
the right skills mix to
tackle current risks and
future opportunities for
the sector

Creation of a pool of skilled panelists who will contribute to the committees and independently challenge and review project proposals

Innovation
&
Challenge
Panel



New measures to better protect vulnerable customers agreed with Telecoms firms



The Rt Hon Michelle Donelan MP

Secretary of State for Science,
Innovation and Technology

UK phone providers have agreed a number of new measures to protect vulnerable customers as phone lines are upgraded to a new digital network.

Key communications providers have signed **a charter to protect the most vulnerable** following cases of telecare devices failing after being switched to digital landline technology.

To combat this, Technology Secretary Michelle Donelan MP brought together VMO2, BT, TalkTalk and Sky to create a charter that would mitigate risks going forward.

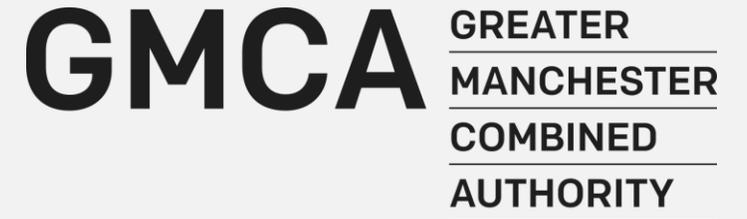




Balancing risk and opportunity

- Risk of analogue devices over digital networks
- Resilience of digital TEC communications systems
- Risk profiling, risk stratification and protecting the most vulnerable

Continuous improvement - National Communications Charter and National Telecare Charter



Department for
Science, Innovation,
& Technology

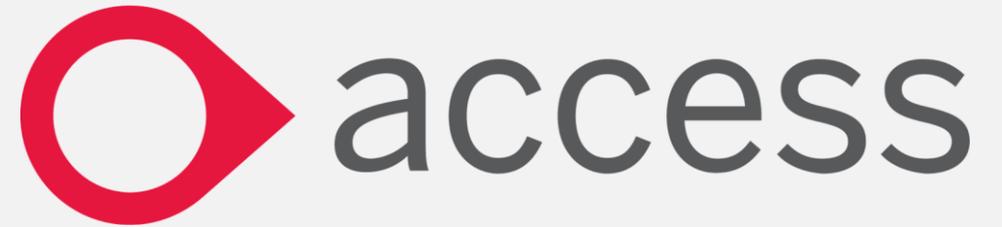


Department
of Health &
Social Care



Department for Levelling Up,
Housing & Communities

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A close-up photograph of several people's hands clasped together in a circle, symbolizing unity and teamwork. The hands are of various skin tones and are positioned in a way that suggests a group huddle or a supportive gesture. The background is dark and out of focus, emphasizing the hands in the foreground. The lighting is warm, highlighting the texture of the skin and the interlocking fingers.

**'Stronger
Together'**

TSATM

Thank you

www.tsa-voice.org.uk

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