



From Risk to Readiness Understanding Capacity, Capability and Complexity

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THE
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EVOLUTION

Connecting communities
and enriching lives

Less Than 12 Months To Go: Awareness Does Not Equal Readiness

With less than 12 months until analogue switch off, 2026 is the final opportunity for housing providers to meet the digital deadline.

98.6% aware of the 2027 deadline

→ Awareness alone does not deliver safe digital services.

Only 25.8% see it as a major concern

→ Risk of underestimating scale and operational impact.

75% satisfied with progress

→ Confidence may not reflect technical resilience testing.

60% lack skills to make confident digital decisions

→ Procurement, interoperability, and safety risks increase.

Half relying on A2D converters

→ Interim solutions may stabilise lines, but do not equal strategic digital transformation.

*Statistics from the Digital Technology Housing Strategy Barometer, Housing LIN and Appello

Delivery Pressure, Digital Risk, And The Three Cs

Housing providers are balancing:

Increased development expectations

→ Competing leadership attention and capital allocation.

Falling housing delivery and constrained social rent supply

→ Financial pressure reduces margin for digital investment mistakes.

Nearly 1 million households in fuel poverty

→ Vulnerable residents most exposed if digital systems fail.

For many housing providers, the challenge comes down to three things:

Capacity

Limited bandwidth to redesign services while managing compliance and development pressures.

Capability

Gaps in technical knowledge around connectivity, interoperability, and digital risk management.

Complexity

TEC decisions intersect housing, health, care, telecoms, regulation, and procurement.