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TSA Formal Statement: Urgent Action on Digital Migration

10 July 2026

Imagine one of your residents in need of urgent assistance, activating an alarm system they trust, only to find that it no longer connects to your response service. Without timely action, this could become a reality across housing, care and support services as the UK completes the transition from analogue to digital communications.

By 31 January 2027, all analogue Public Switched Telephone Network (PSTN) lines will be permanently switched off. This change is already underway and progressing in phases across the country.

Despite its scale, it is still being underestimated by some. Yet the consequences of inaction are immediate and significant. To TSA's knowledge, there will be no delay to this deadline, and organisations must not plan on or rely upon any extension to the migration timeline.

Many Technology Enabled Care (TEC) services, including telecare, grouped living systems and analogue dispersed alarm unit, still rely on analogue connectivity. As these networks are replaced and withdrawn, are becoming increasingly unreliable, leading to higher call failure rates and ultimately complete service failure. For residents reliant on these services, this presents a direct risk to safety and wellbeing.

This is not simply a technical matter. The digital switchover is a board level responsibility, directly linked to resident safety, service continuity, and regulatory compliance. A failed alarm call due to lack of digital readiness is not an IT issue; it is a failure of governance and duty of care.

With time running out, organisations must act now. Transition timelines are substantial: procurement can take six to eight months, installation of digital solutions can take weeks per scheme, and large-scale device replacement requires sustained operational capacity. Delay will increase both risk and cost.

As the industry body for TEC, TSA strongly advises all organisations responsible for managing the digital transition of TEC and housing services to move away from analogue dependent solutions and prioritise fully digital, interoperable systems and devices designed for long term resilience. Reliance on interim fixes will not provide the assurance required as communication networks continue to evolve.



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Organisations are strongly encouraged to explore and implement all viable options to mitigate risk, rather than delay action or do nothing. Taking no action is still making a decision that you will be held accountable for.

While the risks are clear, this transition also presents a strategic opportunity. Digital systems enable more proactive and preventative approaches to care and housing management, improving outcomes for residents and strengthening operational performance.

Organisations must ensure that:

- Clear, funded and deliverable digital migration plans are in place
- Risks to service continuity are actively identified and mitigated
- Internal stakeholders recognise the urgency and priority of this transition
- Residents and people in receipt of services are supported with clear and accessible communication

Additionally, every organisation should now be able to answer five questions:

1. How many analogue devices remain?
2. What is our migration timetable?
3. Is the timetable deliverable?
4. What are the risks if delivery slips?
5. Who is accountable at board level?

Collaboration across the sector will be essential, and TSA continues to work with government, Ofcom and industry partners to support TSA members and the wider sector, through this transition.

TSA continues to engage with local authorities, housing providers, TEC suppliers and telecommunications providers. Evidence from across the sector indicates that



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significant numbers of analogue devices remain in service and that organisations delaying migration face increasing operational, financial and service continuity risks as analogue networks are progressively withdrawn. TSA is concerned that these organisations will run out of time to complete the transition and that residents will be exposed to high risk levels in February 2027 as a result.

The digital switchover is no longer a future risk. It is an active and accelerating reality.

Action is required now. Ensuring digital readiness is fundamental to maintaining safe, reliable and compliant services. TSA Members are encouraged to use this statement to drive urgency with internal colleagues, partners and customers.

To discuss your challenges or for further support and guidance, please contact TSA at membership@tsa-voice.org.uk.