

TSATM

TSA Surgeries Round 1

February
2025



Surgery Agenda



Digital migration restart dates for vulnerable & telecare customers from BTEE/VM02



TEC Quality Update



TSA Virtual Home



TSA's Upcoming ITEC & Marketing Update



TEC Sector Risk Survey 2024



Digital Update -



Good News Stories & Open Discussions

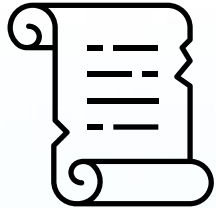
The BT logo consists of the letters 'BT' in a bold, sans-serif font, centered within a light blue circle. This circle is surrounded by a thick, dark blue border. The background of the slide is a gradient from light blue at the top to purple at the bottom.

BT

Digital Voice

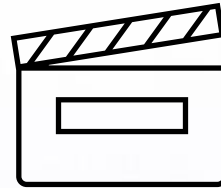
The digital home phone
switch over

Cross industry & Government engagement & support



Telecare Charter of Commitments

Specific guidance created by Government on how all providers should support those with telecare



Telecare Action Board (TAB)

Attended by Central Gov, Local Gov, Telecare & Telecoms industries, working together to ensure a consistent response to the Charter



Readiness Checklist

Set of conditions that all Communications Providers must meet before they're allowed to migrate customers "non-voluntarily"

A hybrid home phone using the UK's best mobile network with 87% geographical & 99% population coverage



Hybrid phones with built-in batteries, which switch to mobile network connection when necessary.

or

For those in areas with no signal, a battery back up to keep the broadband service running at home



Both free for those with additional needs

Battery back-up units (BBUs). Keep your hub/router on so you can still make Digital voice calls

Supporting those with Telecare



Openreach engineers will support customers through the switch from an analogue to a digital landline and will make sure that the telecare device is working before leaving the property, completely free of charge (including free power backups)



If the telecare device isn't working, then the engineer will switch the customer back to an analogue landline.



We're relying on local authorities and telecare providers to share their telecare data, to ensure the most vulnerable customers are safeguarded through this change.

When are we moving customers to digital voice?

Throughout 2024

Zero usage customers

Customers who have not used their landlines (outgoing) for 12 months



From January 2025

Voice engaged, non-vulnerable Customers

These customers will be moved nationally



From Spring 2025

Vulnerable Customers

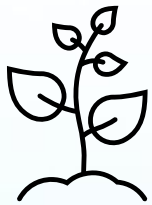
We will start to move all other customer groups including those with additional needs regionally



Approved by UK Government

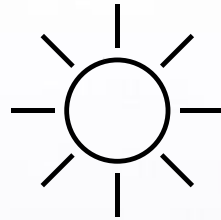
Vulnerable customers will be moved regionally

Moving all customers with additional needs regionally, allows for greater focus and engagement from us, local authorities, charities and community groups in the area



From Spring 2025

East of England
Northern Ireland
Wales
Yorkshire & Humber



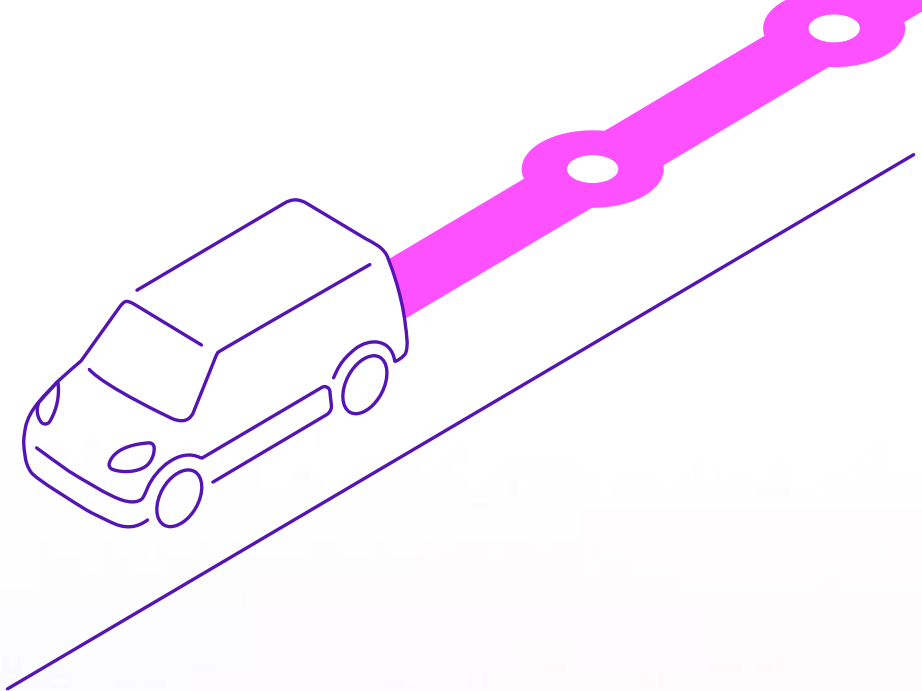
From Summer 2025

East Midlands
London
Northeast England
Scotland



From Autumn 2025

Northwest England
Southeast England
Southwest England
West Midlands



We're raising awareness regionally - as personally as possible

We visited every area of the UK in 2024

- 600 events
- Over 35,000 face to face conversations
- Radio & Press adverts in every region

...and we're not stopping

- We are revisiting every area of the UK again, running an additional 800 events focusing on more rural areas
- Ensuring more presence on Social Media to reach the supporting family members of vulnerable people
- Nationwide awareness raising campaigns working with a well-known face to increase engagement
- Working in partnerships with charities & local organisations



Reaching our customers via trusted voices

We know our vulnerable customer base will gain greater reassurance if they hear more about Digital Voice from more trusted sources

Partnerships

Hearing



Visual



Cognitive



Support network



England
Wales



Disability



Scotland



N.I.



Media and publications



Engaging with the support network of vulnerable customers

We're going to trial targeting the adult children & grandchildren of our vulnerable customers, with information on how they can support their loved ones through the switch using trusted Influencers to help us amplify and engage new audiences



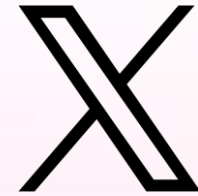
The Green family



Giuseppe Federici
& Nonna



Instagram



X (formerly Twitter)



Facebook



LinkedIn



BT

Restarting Digital Voice Migrations

December 2024



Background :

Comms industry needs to retire the analogue PSTN (Public Switched Telephone Network). It is end of life and will become unreliable / unrepairable if no action is taken

Date	Event
2021/2	VMO2 Migrations begin
Dec 2023	Industry migration pause
Jan 2024	DSIT Charter agreed in relation to telecare and vulnerable customers
4 Sep 2024	Ministerial Roundtable
18 Nov 2024	Ministerial Roundtable and Restart Checklist agreed
12 Dec 2024	DSIT / VMO2 bilateral restart meeting
Jan 2025	DSIT confirming restart agreement
Feb 2025	VMO2 proposed restart of migration for selected non-vulnerable customers

Our Migration Restart Principles:

Data analysis to identify lowest risk customers:

- No Emergency Calls
- No Calls to Helplines
- Compatible Broadband Hub (remote migration)

Create simple to understand comms:

- Plain English with clear Calls to Action
- Highlighting when customers should contact us

Direct all calls to UK based specialist teams:

- All migration customers auto directed to our 'Complex Voice' Team

Exclude customers with a known vulnerability:

- Internal Vulnerability & Telecare flags
- Alarm Receiving Centre (ARC) number check
- Local Authority DSA (Preferred)
- >75 years of age
- Textual analysis of customer notes for keywords

Build low volume customer cohorts for initial launch:

- Limit new migration batches to 10k

Repeat comms via multiple channels:

- Letter
- Email
- SMS

Review, Test and Learn:

- Automated landline check to confirm successful migration
- Usage-based check to highlight post migration usage anomalies
- Build confidence in systems and process before moving to customers with higher risk profiles

PSTN Non-Voluntary Migrations Checklist

	VM Approach
Meet with DSIT to outline customer safety measures during non-voluntary migrations	Meeting on 12 Dec 2024 with deck including customer journeys presented.
Notify customers well ahead of migrations using accessible, multi-format communication that specifies the migration date, seeks telecare user confirmation, and offers support	60-day migration journey, to strike a balance between maintaining customer engagement and providing appropriate notice periods
Partner with local authorities to identify telecare users comprehensively	Strong links to LAs, maintaining focus on securing DSA's and continuing to develop further Vulnerable and Telecare trials. LAs advised of restart migrations
Provide support for Vulnerable Customers by providing free engineer visits during the migration process	All vulnerable customers excluded from this initial phase of migrations. Multiple comms and checkpoints to ensure any newly identified vulnerable customer is removed from cohort
Address complaints of disconnected lines or non-functional telecare devices with priority restoration , including temporary PSTN reinstatement if no alternatives exist	No Telecare users to be part of this initial phase of migrations.
Provide emergency backup systems exceeding Ofcom's 1-hour minimum standard for uninterrupted emergency access during power cuts	No Vulnerable customers to be part of this initial phase of migrations,. If a customer requires an emergency backup system, they will be removed from the cohort.
Begin non-voluntary migrations with a small, low-risk cohort to validate processes before scaling up	10k cohorts proposed for initial batches. Checkpoints with clear metrics to drive decisions on scale up.
Minimize unsupported non-voluntary migrations for telecare users , resorting to this only as a last measure after exhaustive efforts.	No Telecare users to be part of this initial phase of migrations

Proposed Cohorts:

Cohort 1 :

- Non-vulnerable customers with compatible Hub
- Customer list checked against LA data for telecare users
- **No calls for 3 months (suggesting very low / no reliance on landline)**
- Initial batch limited to 10k customers
- February communications

Cohort 2 :

- Non-vulnerable customers with compatible Hub
- Customer list checked against LA data for telecare users
- **Less than 1 call per week**
- Initial batch limited to 10k customers
- February communications

Cohorts 3 and 4 :

- Non-vulnerable customers with compatible Hub
- Customer list checked against LA data for telecare users
- **Up to 4 calls / 5 calls or more per week**
- March / April communications

General :

- 60 day migration journey
- No disconnections (service remains, just migrated from analogue to digital via Hub)
- Checkpoints post Group 1 & 2 migrations allow for migration date to be extended for Groups 3 & 4 if required

Further Work / Collaboration:

Data Sharing :

- Still need to seek data sharing agreements to ensure we can identify telecare users to ensure :
 - They are not in a “non-vulnerable” journey
 - They can be placed in a later appropriate supported journey

Migration Trials :

- June - October 2024 : Stockport Homes / TSA / VMO2 trial
 - 190 migrations – all completed without technical issue
 - Dual visit model (migration + telecare upgrade at same time)
- Q1 2025 : Second Trial Phase
 - Larger area / customer number
 - Different approaches; single visits with full feedback / support from LA
- Q2 : Trial output to define Supported Migration Journey for vulnerable customers

Awareness Campaign

- Industry collateral and website already available; LGA resources; CP resources
- Q2 National Awareness Campaign in planning

Thank You

Any Questions ?

IPVoice@virginmediaO2.co.uk



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

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

**The Assurance and Profile of the TEC Sector is changing as we meet the needs of the Health, Housing and Care Sector. [Social care tech to be categorised and whitelisted | UKAuthority](#)
Are you ready?**

- Completed a full year on the Digital Auditing Platform – assists Auditees with the upload of evidence alongside application guidelines.
- TEC Quality have been working on a new workforce offer for all QSF certified providers. A webinar was held on the 28th January with TEC Providers to outline the e-learning training offer for frontline staff. QSF certified organisations can access the recording on the TQ website (Audit Toolkit page)
- Following the number of outages experienced by the TEC sector guidance to risk profile people and to support the sector is being developed. This is currently in draft, and volunteers required to test the risk matrix.
- 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
- All Auditees receive a 6-month pre audit support meeting and a post audit meeting to capture Auditee feedback.
- Don't forget your Community Equipment provision to be included in your QSF audit. <https://www.tecquality.org.uk/community-equipment-and-wheelchair-services>



Workforce Development Update

Workforce Development: The Virtual Home



- 5000+ people utilising the virtual home across 20+ organisations within UK
- E-learning modules with scenario-based learning to support staff across health, care and housing
- Supporting the need for outcomes-led rather than technology led approaches
- Examples of local authorities seeing sustained increase of >30% in quality referrals into TEC services following application of virtual home solution
- Opportunity to position as supporting tool within health and care courses across Further Education & Higher Education



Virtual Home – Update and Learnings

- Public access provided through a link on your website – helping to provide greater confidence for those looking to self-serve and find everyday technology solutions
- Amazing introduction into the sector for employees with limited prior knowledge
- Prepares employees for the post-digital world
- Supports wider culture change activity
- Students onboarded and completing the training within their health and social care courses
- Demonstrating use of the virtual home e-learning can contribute to the evidence provided to CQC ASC Inspections to support digital workforce training

Virtual Home – Collaboration across Health, Care and Housing





ITEC 2025

Update



TRANSFORMING LIVES

THROUGH DIGITAL INNOVATION

The International Technology Enabled Care Conference. Unlocking insights. Building knowledge. Improving outcomes.

ITEC Awards

Gala Dinner

Exhibition Zone

Plenary Sessions

Innovation Stage

Knowledge Sharing

Single day tickets from £205



2025 Conference Chair

Paralympic Icon, Campaigner and Parliamentarian

Baroness Tanni Grey-Thompson



Confirmed Speaker

Stephen Kinnock MP
Minister of State for Care

Two days with a gala dinner ticket from £399

2025 Conference Themes

- From Analogue to Digital – Leading the Transformation
- Harnessing the Power of Data for Proactive and Preventative Care
- Quality, Safety, and Continuous Improvement: Developing Quality Frameworks

Headline Sponsors:



Early Bird Bookings
Until 7 February

<https://itecconf.org.uk>

MED2QUIP
Connect
Technology Enabled Care Service

appello

chiptech

access
freedom to do more

legrand | care

nobi

possum
life enhancing solutions

Alert-Fi
Care Alarm Technology

SOLON

sentai

CAME
MORE THAN TECHNOLOGY

IP DOOR ENTRY

Service Robotics Limited

MOBIUS NETWORKS

mindme
always there, everywhere

everon

DEVELCO
PRODUCTS

Pivotell

2iC-Care

T2 FIRE&TECS

ATTENTIVE

Canary Care

TELECOM DESIGN

cascade^{3d}

NRS Healthcare
Putting People First

sensio

vocala

BEANBAG

aico

ABILIA

enovation^{umo}

TeleAlarm
A KATEK Brand

Taking Care
Part of AXA Health

evondos

ethel
my smart care hub

enovation^{care to connect}

PANDU

Chubb
POWERED BY **API GROUP**

TeleAlarm
A KATEK Brand

Taking Care
Part of AXA Health

careBUILDER

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PANDU

Tunstall

keysafe
ark Life

essence smartcare

SKYRESPONSE

JAMES

intratone
Access a better life

SENTINEL

anya

GBR Digital Health Solutions

Consortium Procurement
reduce risk, save time, save money, be compliant

careium

Living made easy
part of shaw trust

Circadacare

ZINTOUCH
care.connect.protect

t&o
t&s creative communications

247 GRID

Med Page
Quality Care Solutions
Easylink UK

iotcomms.io

ITEC 2025 Exhibition Showcase:

- ITEC 2025 will have **58 individual companies**, showcasing the latest in cutting edge devices and software in the Technology Enabled Care Sector
- **11 new Exhibitors** compared to ITEC 2024 including Sentai AI, Alert IT, Medpage, CAME Entrotec, T2 Digital, Amba, James Watch, AICO, Carebuilder, GBR Digital & Circadacare



Devices on show from our new Exhibitors will include:

Alert-iT – Care technology to increase independence

Carebuilder – Connected care platform

CAME – Door entry and access controls

AICO – Home life safety

Circadacare – Ambient lighting

T2 Fire & TECS – Installation and maintenance

Amba – Care technology to increase independence

Sentai – Voice-enabled digital companion

IP Door Entry – Door entry and access controls

James Watch – Wearable technology

GBR Digital – Installation and maintenance

Headline Sponsors:



<https://itecconf.org.uk>

Reasons to Attend ITEC 2025:

- Our brand-new Conference Chair – Baroness Tanni Grey-Thompson will bring a wealth of knowledge from her advisory and consultant roles with organisations such as the National Disability Council and being a cross bencher in The House of Lords. Tanni will be challenging senior officials on our Plenary Stage to try and push the sector forward.
- Networking opportunities with colleagues throughout the sector
- Hear first hand the outputs of TSA's & ADASS Proactive & Preventative Commission
- Analogue to Digital Migration – Surgery style digital forum for TEC Service Providers Only (Day 1)
- Visit the TSA & TQ stand to learn more about the Virtual Home, Portfolio and Assessment Tool
- Standards Knowledge & Networking session including Fire Standards for Grouped Living



Headline Sponsors:



<https://itecconf.org.uk>



Marketing Update



Check out TEC Voice – It's FREE!

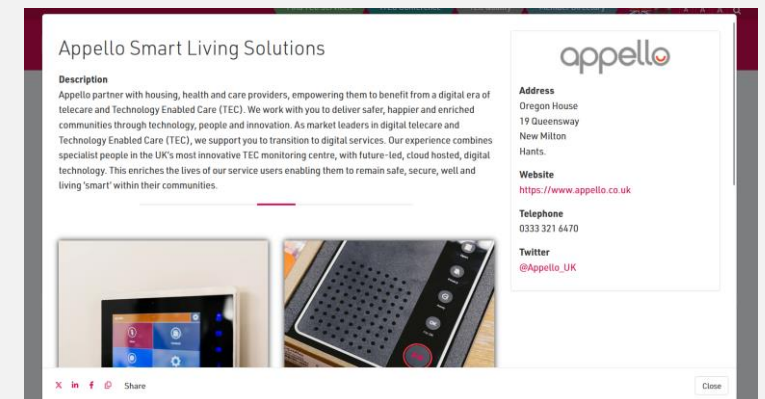


If you haven't already, be sure to take a look at the latest edition of TEC Voice, TSA's bi-monthly magazine, with 21 pages of essential news, thought leadership, and insights – our most content-packed issue yet.

View the latest edition now!

https://www.tsa-voice.org.uk/news_and_views/tec-voice/

Member Lightboxes



- Email marketing@tsa-voice.org.uk with your content to update your Lightbox

TSATM

TEC Sector Risk & Opportunity Survey 2024 Results



Short-Term Risks & Opportunities: 2024 Top 10

2024	Weight
1. Cost of digital transition	100.0
2. Cost of living crisis reduces adoption of TEC services.	78.3
3. Failure to integrate with Health, Social Care and Housing services	70.7
4. Lack of interoperability within TEC sector restricts market growth	68.7
5. Delivery of sub-optimal care due to lack of data sharing and interoperability between Health, Social Care and TEC	68.3
6. Failure to deliver new, preventative and proactive services	53.8
7. Healthcare outcomes and economic benefits need to be evidenced further and communicated better	51.8
8. Digital unreliability impacts on delivery of TEC services	49.4
9. New Health and Social Care structures fail to adopt TEC	49.0
10. Extended ambulance waiting times	48.6

Number 1 Risk

Cost of Digital Transition

The Business Case

- Examples of councils securing A2D funding with successful business case
- How can we share the success stories & lessons learned?
- LGA Business Case for A2D
- Template

<https://www.local.gov.uk/our-support/cyber-digital-and-technology/digital-switchover/digital-phone-switchover/digital>

Utilising available funding pots

- Examples of services utilising Disability Funding Grant (DFG) to support A2D. The only fund that is increasing in value.

Embedding new approaches

- Include risk profiling method to identify high risk customers for priority A2D upgrade.
- Understanding all available options that can support the move to digital

Number 6 Risk

Failure to deliver new, preventative and proactive services



In partnership with:



https://www.tsa-voice.org.uk/news_and_views/latest-news/tsa-news/unlocking-the-power-of-proactive-and-preventative-care-services-a-blueprint-for-transforming-social-care/

Number 3, 4, 5 & 8 Risk

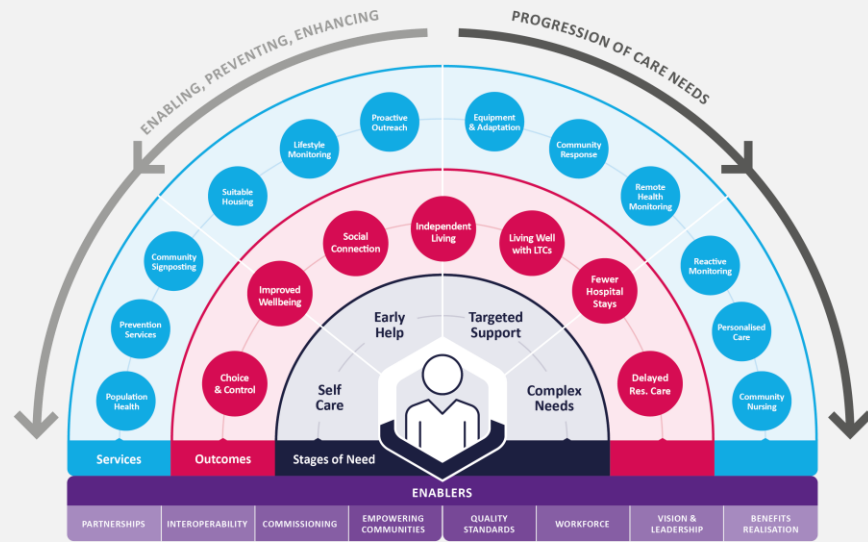
Common theme of interoperability, integration & digital reliability

SRIG OUTPUTS

- Digital Resilience Risk Register
- Cyber Mitigation Guidance
- Serious Incident Report Log
- Interoperability Matrix

Digital Devices	Device Type	Appello Coranet EVO			Chubb Cloud Care Control / Skyresponse			Enovation Jmo			Legrand Answerlink			Tunstall PNC IP		
		Protocol(s)	ARC Confirmed	Customer Verified	Protocol(s)	ARC Confirmed	Customer Verified	Protocol(s)	ARC Confirmed	Customer Verified	Protocol(s)	ARC Confirmed	Customer Verified	Protocol(s)	ARC Confirmed	Customer Verified
Tunstall Lifeline Digital		TS50134-9	<input checked="" type="checkbox"/>	<input type="checkbox"/>	SCAIP	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	TS50134-9	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	TS50134-9	<input checked="" type="checkbox"/>	<input type="checkbox"/>	SCAIP	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
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Attentive - LUNA MOBILE			<input type="checkbox"/>	<input type="checkbox"/>	SCAIP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	SCAIP & SOLEM IP	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
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Digi Tech Care Watch / SureSafeGO +			<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	SCAIP	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
Mindme (All Devices)			<input type="checkbox"/>	<input type="checkbox"/>	HTTP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	XML SOAP	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	CLI Match	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	CLI Match	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Pandu PanPan Watch			<input type="checkbox"/>	<input type="checkbox"/>	HTTP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	XML SOAP	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	Embedding / API	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Appello SmartBridge		Analogue (TT92, TTNew & BS8521-1) to NOWIP 1.5	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
IoT Comms Converter			<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	Analogue (TTNew / TT92 / BS8521-1) to SCAIP	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Analogue (TTNew / TT92 / BS8521-1) to SCAIP	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
NCS Communicator	Scheme IP Converter		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	Analogue (TTOld / TTNew / TT92) to BS8521-2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Analogue (TTOld / TTNew / TT92) to BS8521-2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
Tunstall Communicator			<input type="checkbox"/>	<input type="checkbox"/>	BS8521-2	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	Analogue (TTNew / TT92 / BS8521-1 / TT21) to BS8521-2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Analogue (TTNew / TT92 / BS8521-1 / TT21) to BS8521-2	<input checked="" type="checkbox"/>	<input type="checkbox"/>

RISK REVIEW AND QUALITY IMPROVEMENT



CARE MODEL DEVELOPMENT

continuous improvement through quality standards, guidance, educational content



INNOVATION & CHALLENGE GROUPS

Jan 2025 – Voda & Tele2 Outage

Whilst the initial issue has been down to a problem with the Vodafone UK network where in many cases, there has been a failure of devices to successfully roam onto other mobile networks. A secondary outage has followed with the outage of the Tele2 network, which has caused devices to fail to connect.

- **Was your Service impacted by the outage?**
 - **If yes, how did your devices perform?**
 - **How was the level of communication you received from Suppliers?**
 - **Is there a tool/piece of guidance that would have been of help during the outage?**
 - **What did you do to keep your customers safe during the outage?**

VM02 2G Switch off

Key points to be aware of:

Virgin Media O2 (VMO2) has announced the withdrawal of global inbound roaming services on its 2G/3G networks from 1st October 2025.

While 4G Telecare devices may experience minor impacts, the most significant challenge will be for 2G-only Telecare devices.

Available networks will be reduced to BTEE or Vodafone, which could have a considerable effect on service resilience across the UK.

600K

Devices reliant on cellular connectivity

250K

Devices reliant on entirely on 2G



<https://www.tsa-voice.org.uk/events/past-events/>



Developing the 2G Restriction Playbook

Anywhere Care

Appello

Canary Care

Chiptech

Chubb

Essence

Everon

Legrand

MindMe

Possum

Good News Story

Taking Care (Previously CH TECS) have been working with Worcestershire County Council for many years.

Following our great partnership, Commissioner's between Health & Social Care got talking and introductions into Health started.

We undertook a small project with the ICB supporting them with Sensor Based TEC to support Health & Social Care. We had loads of successes but also some learning.

The ICB saw how we embedded TEC, how we work as a TEC Expert, how we can benefit collectively and how working in partnership works.

The ICB have recently allocated underspend in other projects to TEC allowing us to start a 12-month project to see how we embed a TEC Service into Reablement.

Worcester recently submitted a bid and were successful for some ARF funding from Government to support unpaid Carers – As part of their BID it stated TEC via ourselves had to be part of the offering. We are proud to see our LA ensuring TEC is a key part of a BID and Taking Care are their trusted partner. We are also launching a TEC offering, collaborating with WAC (Worcestershire Association of Carers) who are delivering the main ARF support.



Common discussion areas



Refer a Friend- Sharing TSA guidance/events with fellow organisations who may currently not be engaged with TSA network.



What do you want to see/hear in future TSA surgery sessions? Would you prefer monthly drop in sessions?



Do you want to submit and share a good news story?



The voice of technology
enabled care

Thank you