TSA Surgeries Round 3

November 2024
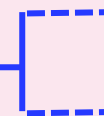
SRIG Proposed Work Themes

THE BUSINESS CASE FOR TEC: ADDRESSING BARRIERS & EVIDENCE — **ICGs**
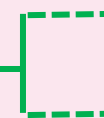
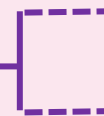**DIGITAL RESILIENCE & SEAMLESS OPERATION** — **ICGs**

QUALITY ASSURANCE — **ICGs**

DIGITAL TEC SKILLS — **ICGs**

Proactive and Preventative Care Services

Proactive & Preventative Services

Definitions and Guidance
March 2023

https://www.tsa-voice.org.uk/tec-guidance/proactive-and-preventative-services---definitions-guidance/
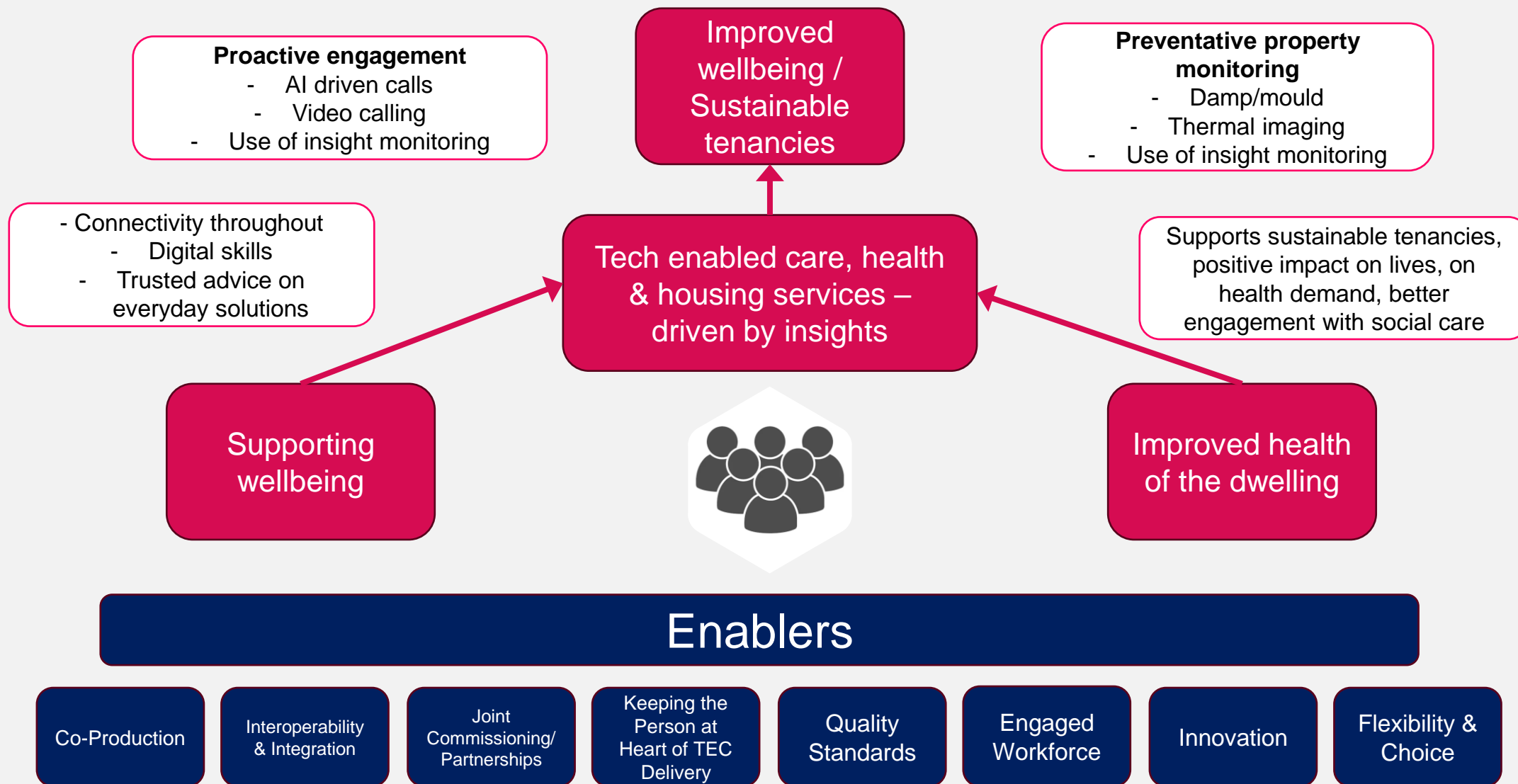
March 2023

Working in partnership to unlock the power of proactive and preventative care services

Common Understanding of TEC

- One of the key findings from the TEC Action Alliance work was the inconsistency in language around TEC

- TSA have invested £25,000 from its reserves to undertake research, desktop analysis and engagement with people who have lived experience

- This activity will produce materials and assets that can be used by all members to help create consistent and concise messaging

- The aim is to launch materials during Q1 of 2025

Outcomes focused services – enabled by technology – delivered through collaboration

Proactive engagement
- AI driven calls
- Video calling
- Use of insight monitoring

Improved wellbeing / Sustainable tenancies

Preventative property monitoring
- Damp/mould
- Thermal imaging
- Use of insight monitoring

- Connectivity throughout
- Digital skills
- Trusted advice on everyday solutions

Tech enabled care, health & housing services – driven by insights

Supports sustainable tenancies, positive impact on lives, on health demand, better engagement with social care

Supporting wellbeing

Improved health of the dwelling

Enablers

| Co-Production | Interoperability & Integration | Joint Commissioning/ Partnerships | Keeping the Person at Heart of TEC Delivery | Quality Standards | Engaged Workforce | Innovation | Flexibility & Choice |

02 TEC Quality

Update

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:

TEC Quality have moved to QSF auditing through a new Digital Auditing Platform for Full and Annual audits.

Benefits include:

- Easy to use portal
- Addition of Application Guidelines and suggested evidence
- Easy to use upload, directly to the criteria
- Up to 4 Auditee access with delegation function within the portal
- Links to guidance
- Individual Digital Auditing Platform training session

- TEC Quality Scheme Change Consultation is now complete and V11.1 of the Gap Analysis will be audited against from 30th September 2024. All information can be found on the new criteria, guidance and toolkits on the Audit toolkit page of the TEC Quality website www.tecquality.org.uk

- 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

TEC as a Key Priority for Government

Partnership agreement with TSA, to promote the adoption of the Quality Standards Framework

- Analogue to digital commitment; Ministers from DHSC and DSIT letters to Suppliers, Communications Providers and Local Authorities

The National Workforce Strategy

A Workforce Strategy
for Adult Social Care in England

July 2024

https://www.skillsforcare.org.uk/Workforce-Strategy/resources/Supporting-resources/A-Workforce-Strategy-for-Adult-Social-Care-in-England.pdf

July 2024

- Empowering the future workforce by utilising technology and digital

- Opportunity to embed supporting tools and awareness of TEC within educational qualifications

- Develop a UKAS assurance scheme to ensure quality, safety and digital skills, public sector training tools for digital assessment enhanced by virtual reality hardware

Supported by members of the TEC Quality Board of Directors

Sir David Pearson
Co-Chair

Anna Severwright
Steering Group Member

Alyson Scurfield
Expert Panellist

Workforce Development: The Virtual Home

- 6000+ 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

- 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

https://www.tsa-voice.org.uk/tsa-training-service/the-virtual-home/

workforce@tsa-voice.org.uk

"immersive learning"
27 Technologies available
Kitchen
Smart / Remote Plugs
View the details of this technology.

TSA ITEC 25

17-18 March 2025.
The ICC Birmingham.

TRANSFORMING LIVES › THROUGH DIGITAL INNOVATION

The International Technology Enabled Care Conference. Unlocking insights. Building knowledge. Improving outcomes.
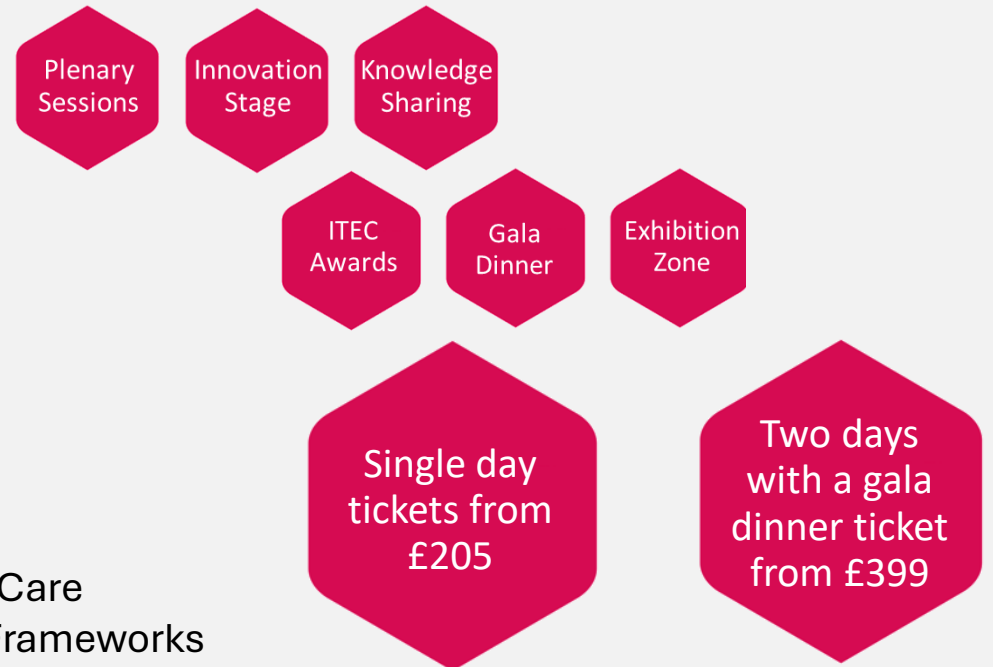
2025 Conference Chair
Paralympic Icon, Campaigner and Parliamentarian
Baroness Tanni Grey-Thompson

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

Plenary Sessions

Innovation Stage

Knowledge Sharing

ITEC Awards

Gala Dinner

Exhibition Zone

Single day tickets from £205

Two days with a gala dinner ticket from £399

Headline Sponsors:

MEDEQUIP Connect

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access

Early Bird Bookings

Until 7 February

https://itecconf.org.uk

ITEC Awards 2025 – Launching Soon!

The **ITEC Awards Categories** for 2025 are as follows:

- Innovation at Scale Award
- Operational Leader Award
- Partnerships Award
- Service Transformation Award
- Strategic Leader Award
- Up-and-Coming Innovation Award
- Workforce Development & Culture Award

Baroness Tanni Grey-Thompson

Paralympic Icon, Campaigner and Parliamentarian
will be presenting one of the ITEC Awards at the Gala Dinner on 17 March 2025

ITEC AWARDS SUBMISSION DEADLINE:

FRIDAY 10 JANUARY 2025

Headline Sponsors:

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.

TEC Voice is always packed with industry news and insight from both TSA, our members and the wider industry – stay up to date with TEC Voice!

View the latest edition now!
https://www.tsa-voice.org.uk/news_and_views/tec-voice/

01

Q1 - As ITEC 2025 is fast approaching, what content would you like to be delivered in the knowledge & networking sessions?

02

Q2 – Throughout 2025, what themes would you like to see addressed by TSA via online webinars?

03

Q3 – As we head into winter pressures, what are the biggest pain points for your service?

Digital Work Programmes: Resilience Interoperability Cyber

Key Target Outcomes

- Publish interoperability information on the TSA website

- Independently verify success with service providers

- Ensure information is updated regularly

- Develop clear statements identifying any functions not tested

- Set up process to feed back to Standards Committees

- Investigate the need for interoperability info for Priority 2 and 3 TEC services

Interoperability Matrix

Driving interoperability across the TEC sector is a priority for the TSA . If we want to achieve truly integrated services whilst promoting choice for citizens within our communities, interoperability is essential.

The interoperability matrix has been developed and published by the TSA but with the considerable support of the TSA members that form the interoperability working group.

The information displayed within the matrix is broken down to show the different types of TEC devices (Dispersed, Scheme & Converters) and which Alarm Receiving Centre (ARC) platforms there is a confirmed test or live connection to in the UK.

Driving Interoperability Examples

- **Legrand Advent XT2 Scheme to Appello Carenet Evo ARC**

  - Scheme to ARC connectivity established, further development required for ARC to scheme calling

- **NCS UDC Scheme Converter to Umo ARC**

  - Testing completed, two-way communication established

- **Careium dispersed hubs to Tunstall PNC IP**

  - Initial discussions

- **Tunstall Lifeline Digitals to Appello Carenet Evo**

  - Initial digital connection established

Key Target Outcomes

- Conduct comprehensive risk assessments for a representative set of TEC systems.

- Implementation of sector-specific cybersecurity measures.

- Regular updates and review of security policies and procedures.

- Fostering a culture of cybersecurity awareness.

Digital Readiness Survey

TSA has committed to Central Government that It will lead the collation and publication of a near to live regional and national dashboard showing the current position and future timescales for the completion of analogue to digital migration in the UK.

- The data will be used to track UK A2D progress for dispersed and scheme connections
- TSA will update cross government colleagues every month
- We won't be publishing anything down to organisation level – the intention is industry wide information

https://www.surveymonkey.com/r/NTRG3D6

A2D Dashboard
Research

- **Total number of dispersed connections**
  - Total number of Analogue-only dispersed units
  - Total number of Digital Dispersed units
  - Estimated number of digital units planned to be installed per month
  - Makes and models of digital devices installed or to be installed
- **Total number of scheme connections**
  - Total number of Analogue-only scheme sites
    - Total number of Analogue-only scheme connections
  - Total number of Digital scheme sites
    - Total number of Digital scheme connections
  - Estimated completion date for installation of digitally connected schemes
  - Makes and models of digital scheme equipment or IP converters installed or to be installed
- **Type of ARC Monitoring Platform**
  - Version of the ARC Monitoring Platform
  - Analogue / Hybrid / Digital Platform
  - Estimated date for the full digital ARC upgrade (if applicable)

A2D Dashboard
Analysis

TSA

Overall Dashboard Summary
- 15 organisations out of 163 have provided data (9%)
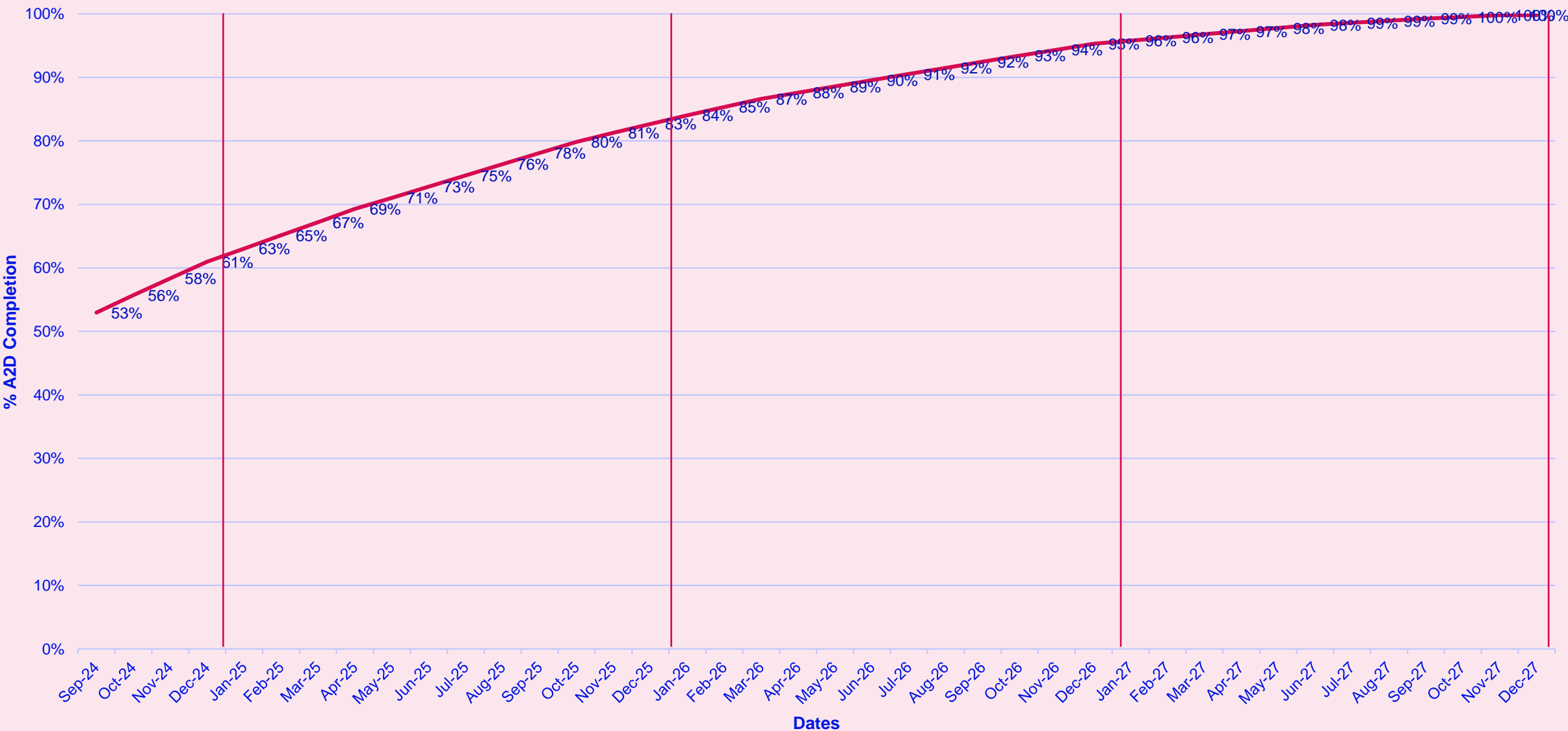
Dispersed Summary
- 63,026 dispersed connections out of circa 1.4 million (4%)
  - 33,383 digital or digitally capable dispersed connections (53%)
  - 1,735 digital or digitally capable conversions per month (2.75% per month)
  - 17 months to average digital or digitally capable dispersed roll-out completion
  - 38 months to fully digital or digitally capable dispersed roll-out completion

Scheme Summary
- 35,328 scheme connections out of circa 600,000 (6%)
  - 3,814 digital or digitally capable scheme connections (11%)
  - 10 months to average digital or digitally capable scheme roll-out completion (9% per month)
  - 27 months to fully digital or digitally capable scheme roll-out completion

Charging policies, who covers the cost of the sim?

Who is experiencing challenges with scheme interoperability?

Digital position for ARC

Who is considering the use of DAU's within grouped living schemes?

The voice of technology
enabled care

Thank you

tim.mulrey@tsa-voice.org.uk

ALLIP@tsa-voice.org.uk