



# Measures of Excellence

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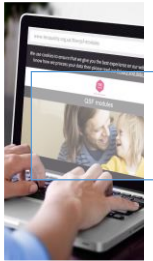
**The Journey to Excellence Continues**



# TEC Quality Improvement Journey



2017: Launched the QSF - Conducted the initial Test Bed/Early Adopter Audits



2018: Start of UKAS journey – New structure, changes to the ratings/processes



2019: UKAS accreditation, QSF internal process review, KPI Review etc.



# KPI Review

In April 2019, TSA hosted an externally facilitated workshop (facilitator - Ros Moore), which was attended by Service Providers from across the UK.

Suggestions and feedback obtained during the workshop were subsequently evaluated and categorised as follows:

- Possible criteria for future QSF standards
- Possible new 'Measures of Excellence'
- Already in existence within the existing QSF minimum criteria
- Could be additions to existing QSF criteria
- Not relevant to the TEC sector



# KPI's

Have you ever being asked to produce some KPI's and thought:

*“I haven't got time for this”*

or...

*“What's the point?”*

Maybe you love analysing data & numbers and you think *“Yee Haa!!”*...



# So... What is the point of a KPI?

It's the 'SO WHAT' Factor that brings out the 'X' Factor

*"So... We achieved the KPI but **what** difference did it make?"*

So... What's behind the data?

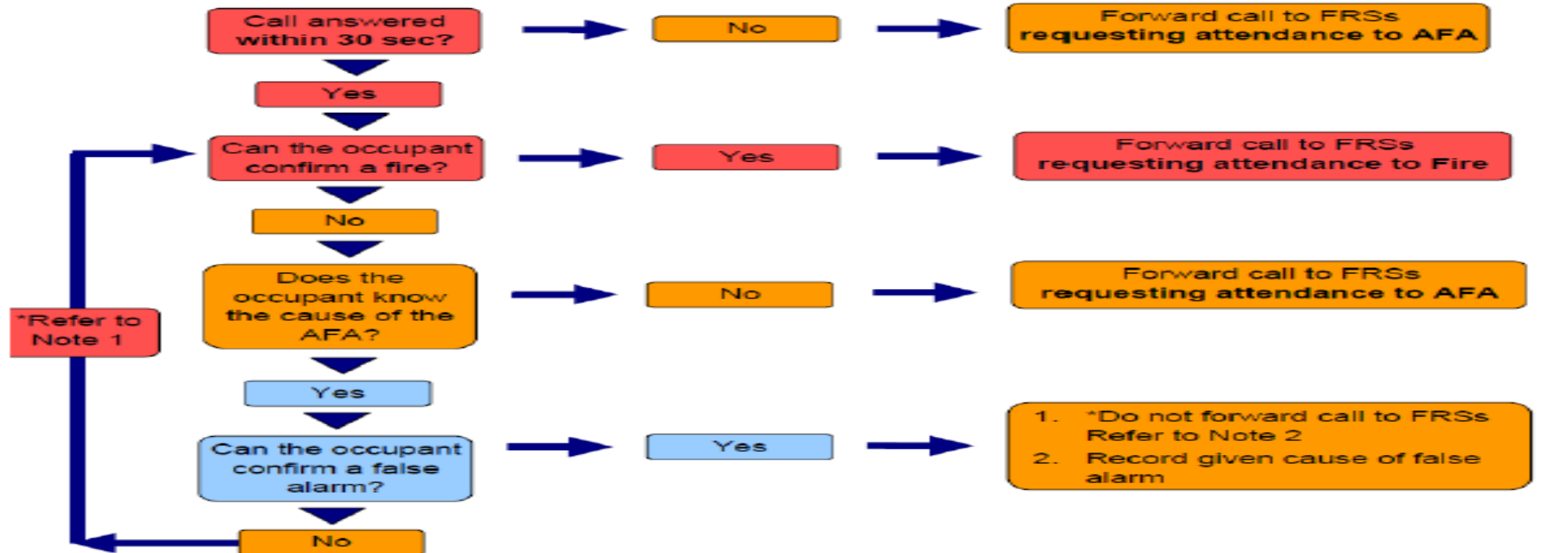
- Teams working together
- Exceptions analysis
- Quality Monitoring
- Training
- Etc.

So what do we need change?



# BS5979 to BS8591

Figure E.1 – Fire response from ARC to site following receipt of a fire alarm signal



**\*Note 1**  
**DO NOT RECYCLE AN ENQUIRY MORE THAN ONCE**  
Occupiers who are confused over the filtering process should have been identified under the risk assessment and alternative filtering measures put in place. If the false alarm cannot be confirmed:  
Forward call to FRSS requesting attendance to AFA

**\*Note 2**  
**IF THE ALARM SIGNAL IS NOT SENT TO FRSS:**  
Inform the caller that if a fire, or signs of fire, are subsequently discovered, a new alarm call will be required in order to alert emergency services.

**90  
seconds!**



# Behind the alarm call...



QSF Target: 99% of Calls Answered in 3 mins





So... What's the story behind the KPI...



# Measures of Excellence

**Auditor Question to the 'Brilliance Within Telecare' service:**

*"Can you show me your analysis of the Exception Reports?"*



# Why is evaluation so important?

Evaluation and in depth analysis of data identifies trends and specific issues which if left unattended can (and has) resulted in failure and ultimately can lead to the death of a service user or even a colleague.

It's important that TEC Quality implement changes to the QSF wording and KPI measures to ensure that the 'right' things are audited to provide assurance that services are operating safely.



# What are the RIGHT Measures?

From the QSF audit perspective, it's important that the measures in the QSF are those that drive improved outcomes for the People who receive **any** TEC service.



# UKAS Challenge & the KPI Review



10482

UKAS Accreditation is driving TEC Quality along a continual Improvement Journey and has provided external oversight and guidance around some further changes we need to make to the QSF.



The KPI Review alongside the feedback from the Emergency Services Group and Auditors, has provided internal industry perspective about some things we need to change in the QSF.

We're considering all the different perspectives and there are still some challenges to overcome...



# Current Rating System

<b>Black</b>	<b>Red</b>	<b>Amber</b>	<b>Green</b>
Does not conform to the standard Rectification required before certification can be granted	Does not fully meet the standard Immediate action plan required before certification can be granted	Mostly meets standard requirements - evidence of some gaps. Certification can be granted.	Fully meets standard

**UKAS Challenge:** *“It could be misleading to commissioners, stakeholders and service users if you certify an organisation who haven’t achieve 100% of all minimum criteria” i.e. **Amber** or **Red***



# Proposed Grading System

Rating	Definition
<b>Outstanding</b>	An organisation that has demonstrated that as well as compliance with the minimum criteria, they have achieved <b>100%</b> of additional, aspiration criteria of the QSF.
<b>Very Good</b>	A very good organisation that is performing really well and has demonstrated that as well as compliance with the minimum criteria, that they have exceeded at least <b>75%</b> of the additional, aspirational criteria of the QSF.
<b>Good</b>	An organisation that has demonstrated compliance with all the QSF outcomes and minimum criteria, but there are some development areas which can be worked upon for the next audit.
<b>Requires Improvement</b>	An organisation that does not meet the minimum criteria and requires corrective action before certification can be granted. A 3-month window is allowed for this improvement.
<b>Inadequate</b>	An organisation where safety concerns have been identified, which need to be corrected prior to certification being granted. A 1-month period is allowed for this corrective action.



# Moving Forward

Any significant changes to the QSF requires:

- Approval by UKAS in relation to the concept proposed
- Approval by the TEC Quality Impartiality Committee
- Test Bed Audits to be conducted

Other work underway also influences how the QSF is changing e.g. Development of the Fire and Ambulance Triage tools as part of the work of the Emergency Services Group

**A Paper will be presented to the TEC Quality Board, aiming to implement QSF changes from April/May 2020.**





# Life Throws Lemons – We Help Throw Them Back...



The image shows a person in a red shirt looking at a computer monitor. The monitor displays a performance dashboard with the following data:

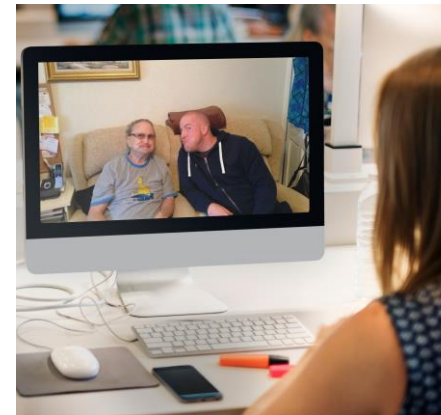
Monitoring				
	Jan	Feb	Mar	Apr
Within 1 minute (97.5)	92.4	95.4	96.4	98.59
Within 3 minutes (99)	98.2	97.4	97.1	99.84

Installations				
	Jan	Feb	Mar	Apr
Urgent within 2 working days	85	78	53	62
	83	78	50	62
	95%	79%	81%	100%

Non-Urgent within 15 working days				
	Jan	Feb	Mar	Apr
	92	95	83	85
	50	55	58	63
	55%	58%	70%	74%



# It's Why We Do What We Do...





Questions?

