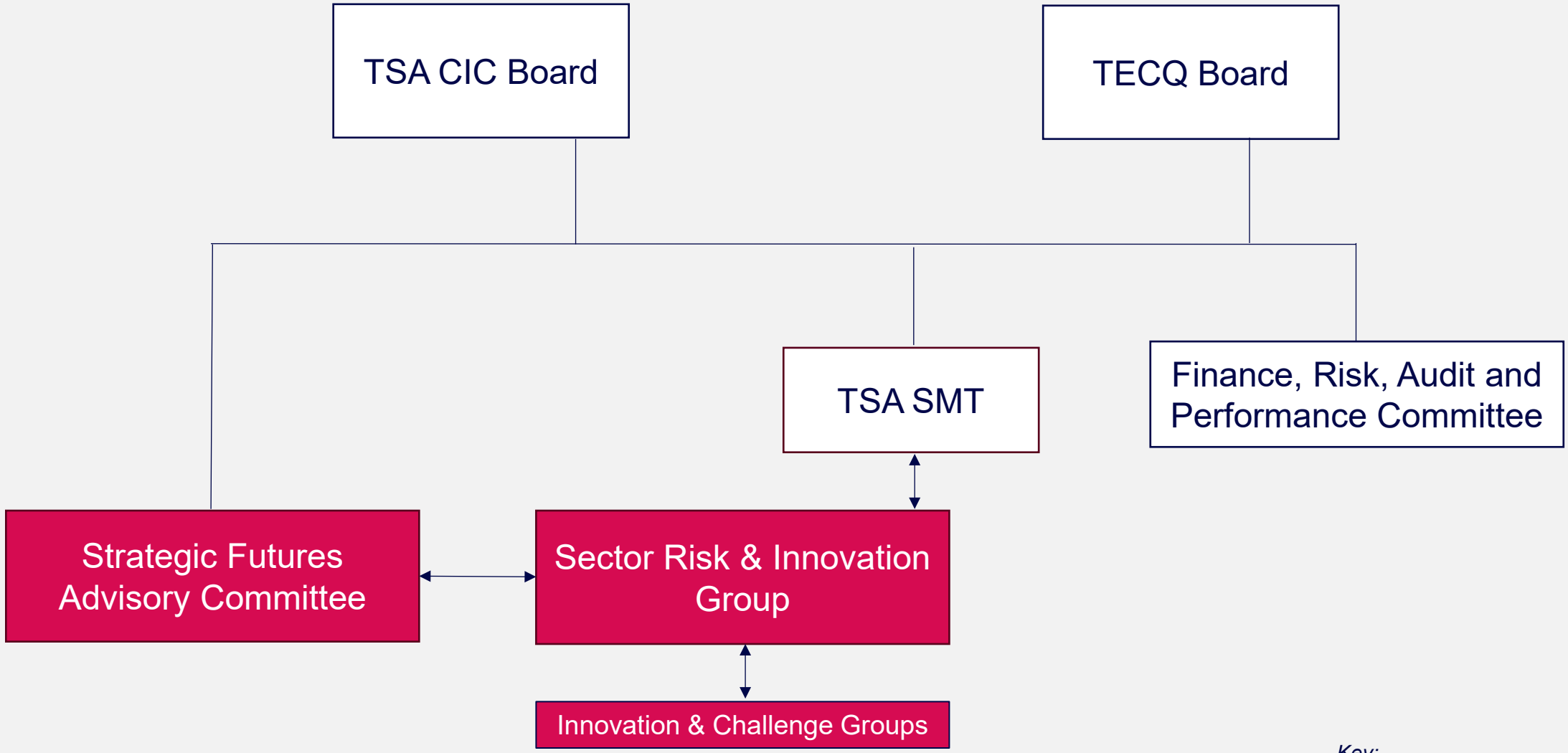
Sector Risk and Innovation Group (SRIG): 2024/2025 Work Programmes

- **Alyson Scurfield**, Chief Executive, TSA
- **Steve Gates**, Managing Director, Taking Care
- **Paul Shead**, Managing Director, Enovation and Member of the Sector Risk and Innovation Group (SRIG)
- **Stuart Ellis**, Head of IT, Taking Care and Member of the Sector Risk and Innovation Group (SRIG)

Sector Risk and Innovation Group (SRIG): 2024/2025 Work Programmes

Alyson Scurfield
Chief Executive, TSA

Refreshed governance structure from 1 July 2024



Sector Risk and Innovation Group

Alyson Scurfield
Chief Executive, TSA & Chair SRIG

Stuart Cole
Independent Living Services Manager, Mole Valley

Gary Clark
Technical Director, Careium

Helen Loveday
Head of Quality and Improvement, TEC Quality

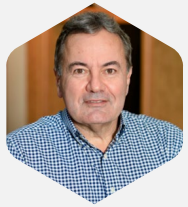
Rich Amos
Person who draws upon care and support

Nathan Downing
Director of Membership and Consultancy Services, TSA

Stuart Parsons
Director Consulting Services, CGI

Paul Berney
Former Chief Commercial Officer, Anthropos

Stuart Ellis
Head of IT, Taking Care



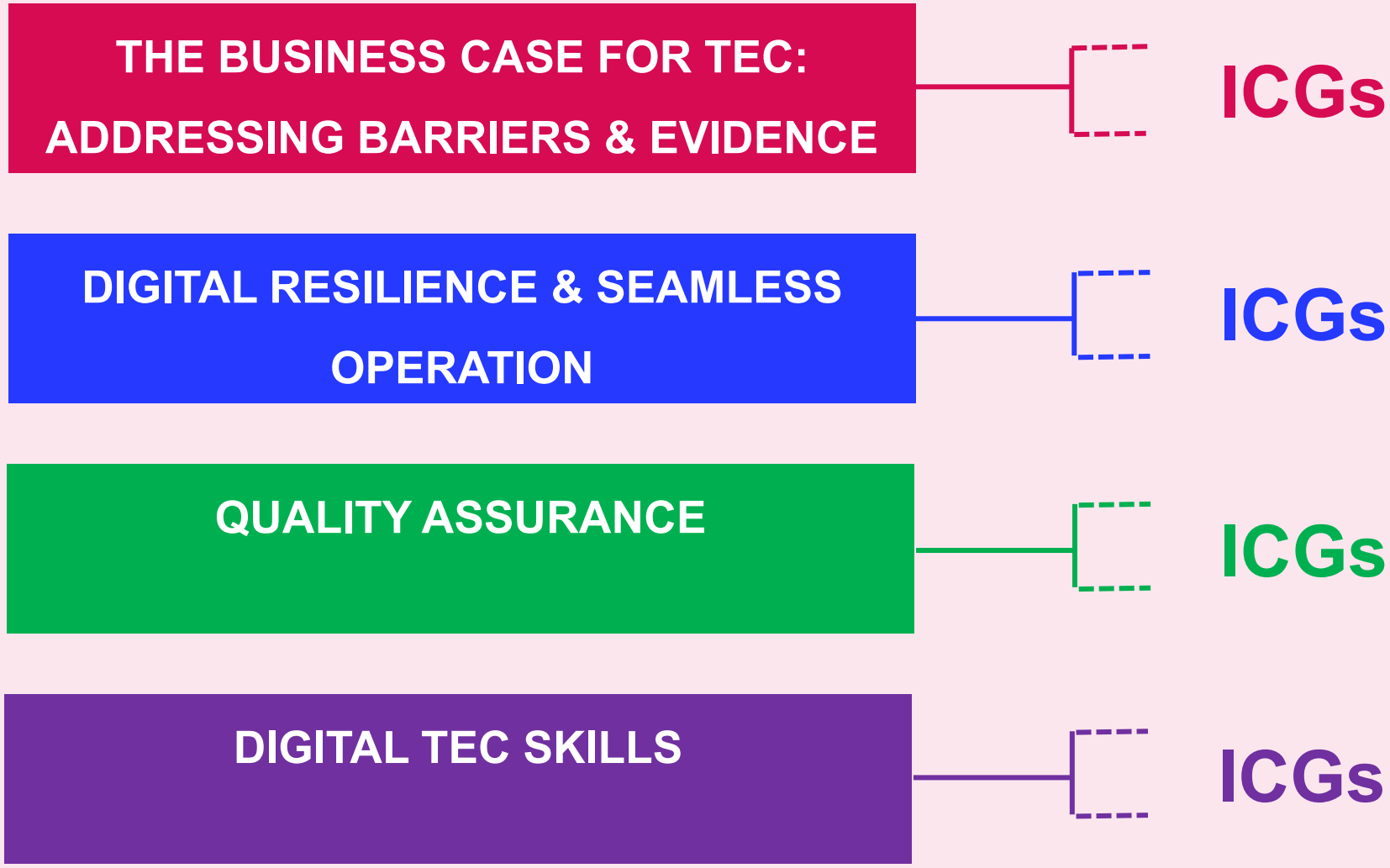
Steve Sadler
Technology Strategist, TSA

Lisa Brumwell
Operations Director, Astraline

David Hammond
Chief Executive Officer, Chiptech

Paul Shead
Managing Director, Enovation

Proposed Work Themes



The importance of effective risk management

Steve Gates
Managing Director, Taking Care

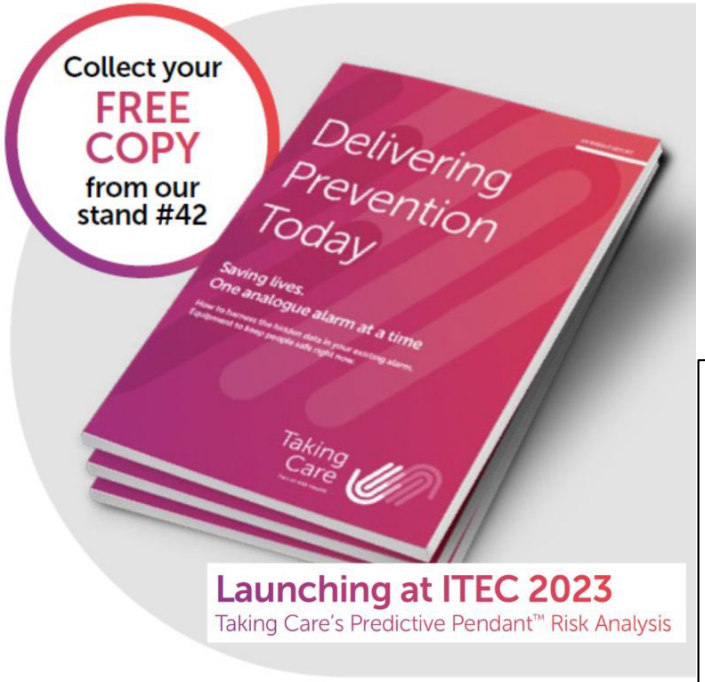
The importance of effective risk management

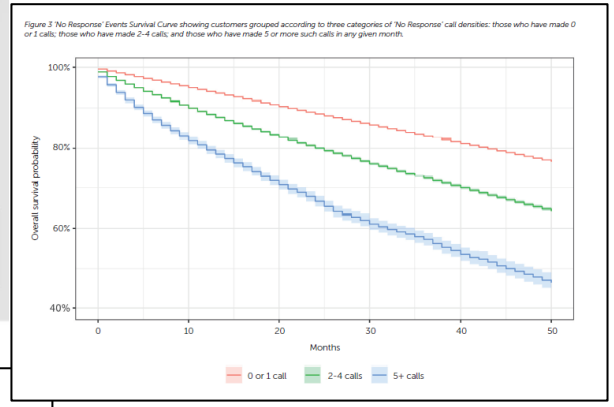
Taking Care

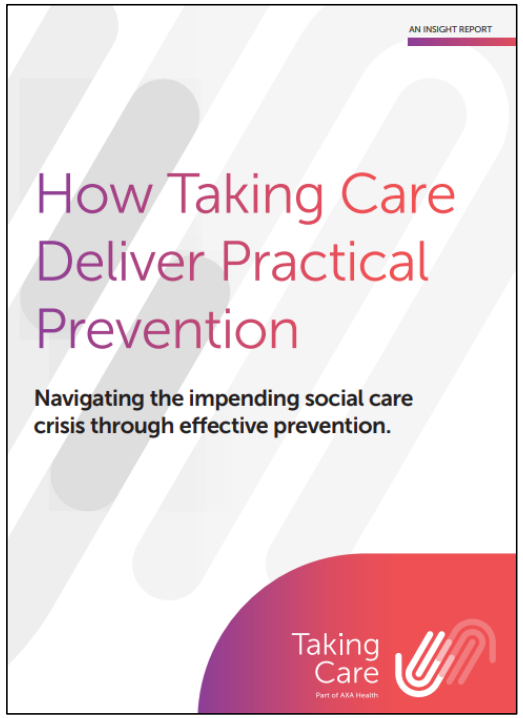
Our strategy governance journey within the TSA

Taking Care

The importance of a strong evidence base



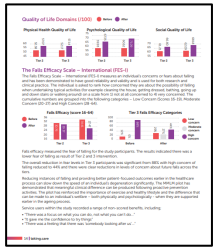




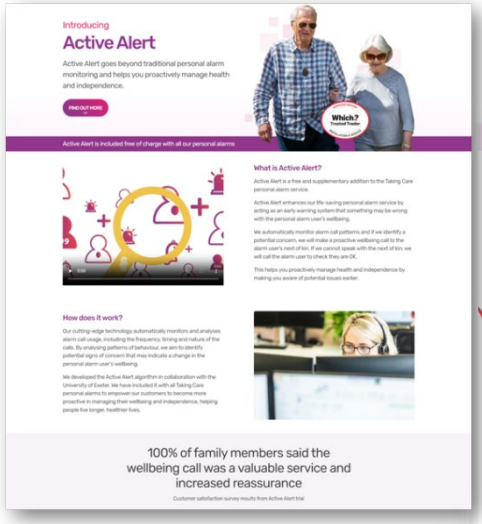
Call reasons as correlated to subsequent death	Frequency trigger (how many is too many)	Monthly risk	Prediction period	Risk ratio
1. Assistance Required	3 calls or more in a month	3.1%	3 months	4.8
2. No Response	5 calls or more in a month	4.4%	1 months	4.7
3. 999 Called	1 call or more in a month	1.5%	3 months	3.0
4. Total Calls	5 calls or more in a month	1.2%	1 months	3.0
5. Test	0 calls in a month (1 or more indicates lower risk)	1.0%	12 months	2.0
6. Accidental	10 calls or more in a month	3.1%	3 months	2.0

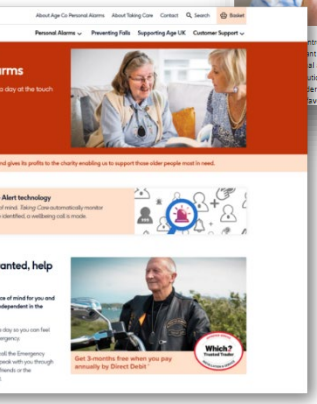
Call reasons as correlated to de-registration for reasons other than death	Frequency trigger (how many is too many)	Monthly risk	Prediction period	Risk ratio
1. No Response	10 calls or more in a month	2.7%	3 months	5.7
2. Assistance Required	3 calls or more in a month	2.5%	3 months	5.3
3. Total	10 calls or more in a month	1.5%	1 month	4.8
4. 999 Called	2 calls or more in a month	1.4%	6 months	3.1
5. Test	0 calls in a month (1 or more indicates lower risk)	0.6%	1 month	2.4
6. Accidental	5 calls or more in a month	0.9%	6 months	1.9

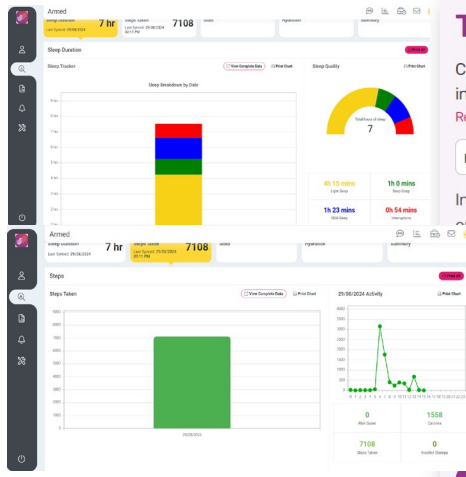
age NI · Taking Care Part of AXA Health · ARMED Advanced Risk Modelling for Early Detection · HSC Public Health Agency · HSC Southern Health and Social Care Trust · Ulster University · BIG MOTIVE · Department of Health

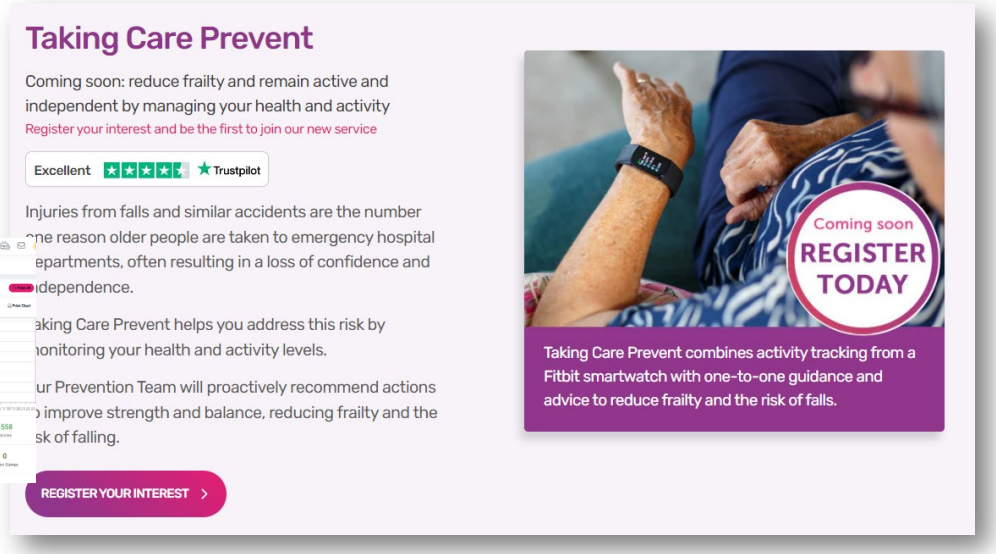


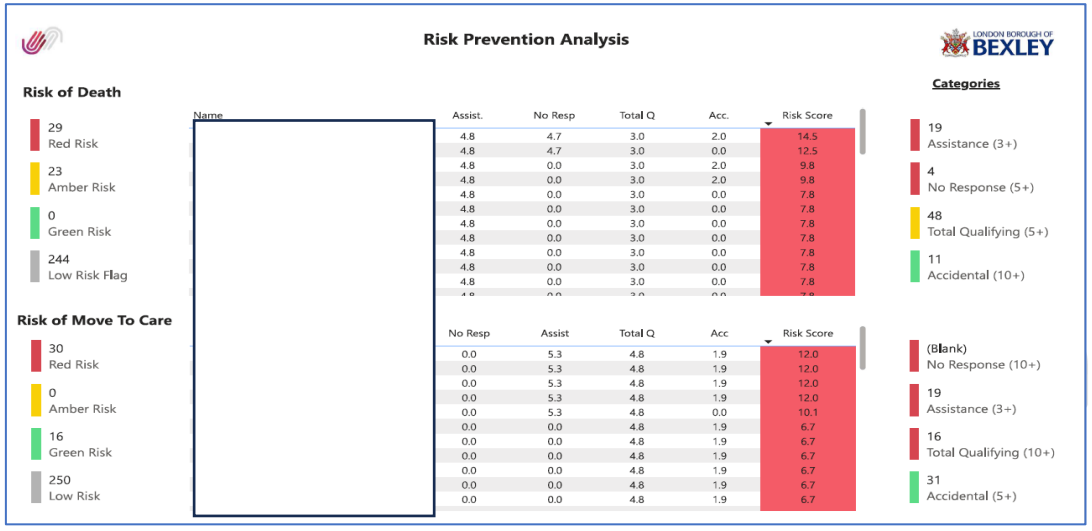
Which allows us to develop new and innovative propositions as a sector











THE BUSINESS CASE FOR TEC:

ADDRESSING BARRIERS & EVIDENCE

ADDRESS KNOWN BARRIERS TO MARKET GROWTH

Alyson Scurfield, Chief Executive, TSA and Chair of the Sector Risk and Innovation Group (SRIG)

ADDRESS KNOWN BARRIERS TO MARKET GROWTH

Objectives & Scope

Creating a Blueprint for Local Authorities - Phase 1

- Support the introduction of proactive and preventative services.
- Provide a vision of how these technologies could be used in the future to support services and a simplified explanation of how they work (myth buster).
- Show how proactive and preventative technologies and accompanying services are already being used successfully to support people, their families and unpaid carers to live the life that they want and reference their lived experiences of these services.
- Build upon previous TSA work in SIGs and with the Action Alliance.
- Be based on best in class approaches already being deployed by Local Authorities.
- Develop tools that will allow a Local Authority to work out at a high level, the likely costs, benefits and outcomes of proactive and preventative services.

ADDRESS KNOWN BARRIERS TO MARKET GROWTH

Method of Approach

Creating a Blueprint for Local Authorities - Phase 1

- The TSA will interview Commissioners, people who draw on care and support, their families and carers and TEC suppliers and others from Local Authorities who have already launched proactive and preventative services to understand the business case that was used to justify the expenditure and the ongoing reporting and tracking of KPIs.
- The approach applied by each of the Authorities will be compared to look for commonalities that could become part of a blueprint.
- The blueprint will be tested at a roundtable of commissioners. Feedback will be used to revise the blueprint.
- A final review will be undertaken by commission members before publication at the ADASS Spring Seminar in April 2025

DIGITAL RESILIENCE & SEAMLESS OPERATION

SELECT OR DEFINE STANDARDS FOR INTEROPERABILITY & INTEGRATION

Paul Shead
Managing Director, Enovation UK
and Member of the Sector Risk and Innovation Group (SRIG)

SELECT OR DEFINE STANDARDS FOR INTEROPERABILITY & INTEGRATION

The Challenges for deployment

- Specifications for interoperability of digital TEC systems are limited to the 2 protocols for alarm to ARC interaction
- these protocols have been implemented slightly differently by different manufacturers
- some devices to ARC test OK but need configuration during first time deployment
- typically, not all functions are tested – these need to be stated
- manufacturers could claim interoperability without 3rd party verification

SELECT OR DEFINE STANDARDS FOR INTEROPERABILITY & INTEGRATION

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

SELECT OR DEFINE STANDARDS FOR INTEROPERABILITY & INTEGRATION

Resources we are looking for

A core team of people is required to support including:

- People who understand digital TEC protocols BS8521-2 and/or TS 50134-9
- People with real world experience in testing digital devices to ARCs
- People with experience of integrating digital, connected care systems for Priority 2 and 3 TEC services

DIGITAL RESILIENCE & SEAMLESS OPERATION

STANDARDS FOR RESILIENCE OF SERVICES & SYSTEMS

Paul Shead
Managing Director, Enovation
and Member of the Sector Risk and Innovation Group (SRIG)

STANDARDS FOR RESILIENCE OF SERVICES & SYSTEMS

Objectives & Scope

The project will be set into 5 parts which cover the provision of TEC systems. These are defined as:

- System (end to end resilience requirements)
- Product (DAU, Housing, IOT, Telecare)
- Communication Method (Cellular, WIFI, Ethernet, Hybrid)
- Middleware (Bridge's, SIP Trunks)
- Monitoring Platforms (Platforms, Remote Call Handling, New Critical and Low Priority Alert management)

The project will risk assess the resilience of systems, data and technology sub-systems listed along with how they impact services. Where we find that systems are not appropriate for their intended purpose or that supporting information is not adequate, then guidance on digital resilience & seamless operation will be identified and created or revised.

Following this, requirements for training and standards will be identified along with relevant measurables which will later be considered for inclusion in QSF Standards.

STANDARDS FOR RESILIENCE OF SERVICES & SYSTEMS

Key Target Outcomes

1. A full Risk Assessment will take place on a representative set of end-to-end Systems along with mitigation options
2. Guidance and Standards for resilience of TEC systems and products will be created, aiming for consistency with previous work on ‘Service Resilience’, and will be published to the TEC sector to ensure best practice implementation. Service Resilience will be reviewed and up-issued where appropriate to accompany the new standards.
3. Recommendations for training and toolsets for commissioners and service providers, to help identify risks and guide mitigation adoption (it is expected that the Workforce Development programme will examine the implementation of these recommendations)
4. Critical resilience metrics will be identified along with recommendations for QSF amendments
5. RACI tools and guidance will be produced to support in the event of a specific service or system failure
6. Recommendations for any further work required

STANDARDS FOR RESILIENCE OF SERVICES & SYSTEMS

Resources we are looking for

- A Core team of people are required to lead system, product, comms, middleware and monitoring subsets
- Further participation of TEC and COMMS manufacturers and service providers will be needed for review and feedback
- Further participation from DHSC and regulatory bodies

DIGITAL RESILIENCE & SEAMLESS OPERATION

TEC-SPECIFIC CYBER RISKS

Stuart Ellis
Head of IT, Taking Care
and Member of the Sector Risk and Innovation Group (SRIG)

TEC-SPECIFIC CYBER RISKS

Objectives & Scope

Identify and address specific cyber risks in the TEC sector.

Assess whether TEC requires unique cybersecurity measures.

Explore existing standards, resources, and support that can be leveraged.

TEC-SPECIFIC CYBER RISKS

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.

TEC-SPECIFIC CYBER RISKS

Resources we are looking for

- A core team of people is required to support including people from the following:
    - TEC manufacturers and Providers
    - Government and regulatory bodies.
    - Industry associations and professional networks
    - Cybersecurity training and certification programs

Collaborations:

- Partnerships with technology providers
- Sharing best practices and threat intelligence.
- Engaging with cybersecurity communities.

DIGITAL RESILIENCE & SEAMLESS OPERATION

TEC-SPECIFIC SECURITY INCIDENT MANAGEMENT

Stuart Ellis
Head of IT, Taking Care
and Member of the Sector Risk and Innovation Group (SRIG)

TEC-SPECIFIC SECURITY INCIDENT MANAGEMENT

Objectives & Scope

Provide comprehensive incident management guidance during an incident, with recommendations for quality standards amendments where appropriate.

This guidance covers all phases of incident management, including preparation, detection, analysis, containment, eradication, recovery, and post-incident activities.

This would outline the procedures and responsibilities for managing security incidents to minimise the impact on service and ensure a swift recovery.

TEC-SPECIFIC SECURITY INCIDENT MANAGEMENT

Key Target Outcomes

Provide necessary tools, resources and templates for incident management:

- Incident Response Plan
- Defined Roles
- Communication Plan and RACI
- Proposals for Training and Awareness Programs
- Proposals for quality standards & QSF amendments
- Post-Incident Review Reports
- Collaboration between TEC suppliers that facilitate the service

TEC-SPECIFIC SECURITY INCIDENT MANAGEMENT

Resources we are looking for

- A core team of people is required to support including the roles of an Incident Response Team to include:
    - Crisis Managers
    - ARC Operational managers
    - Information Security specialists
    - IT Support
    - IT Forensics
    - Comms team
    - Suppliers to ARC service
    - Risk team

DIGITAL TEC SKILLS

DIGITAL TEC SKILLS

Alyson Scurfield, Chief Executive, TSA and Chair of the Sector Risk and Innovation Group (SRIG)

DIGITAL TEC SKILLS

Objectives & Scope

1. To work with QSF certified organisations to develop e-learning modules to enhance the competency and skills required by frontline staff delivering services within the TEC sector.
2. To embed e-learning training as mandatory through the revision of QSF criteria and Scheme Change process.
    - Phase 1 – Assessment & Installation/TEC Monitoring/TEC Responder Services
3. To measure through the annual QSF audit the competency skills of staff.
4. To develop an annual review process to update the training content to ensure the training material, remains current and fit for purpose.
5. Develop a reporting mechanism for TEC Organisations/TQ

DIGITAL TEC SKILLS

Key Target Outcomes

1. Outline Statement of Work	Sept 24
2. SRIG Review & Approval of Statement of Work	Sept 24
3. Start-up ICG workshop	Oct 24
4. Recommendations to Board/SRIG	Oct 24
5. Identify requirements for QSF amendments	Nov 24
6. Content for modules agreed by end of	Nov 24
7. Scheme Change process commences	Dec 24
8. Testing on LMS completed by end of	Feb 25
9. Draft guidance material	Mar 25
10. Project closure and BAU commences	Aug 25

DIGITAL TEC SKILLS

Resources we are looking for

- A core team of people will lead this project
  - TSA Associate Julie Stone will lead on researching Learning Management System Hosting and creation/design of materials for e-learning modules.
  - Support to help develop learning content and question bank.
  - Support to critique and test materials for each module through each stage of development.

How Can TSA Members Support

Alyson Scurfield
Chief Executive, TSA

HOW CAN TSA MEMBERS SUPPORT DELIVERY OF OUR WORK PROGRAMMES

Each work programmes require membership support
to help us achieve our goals

Could that be you or one of your colleagues?

If you have the right skills and would like to support, please do let us know.

Please contact TSA via Alan Williamson - Alan.Williamson@TSA-Voice.org.uk.

Your support is greatly appreciated in delivering our work programmes.

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