# Challenges facing ARC's

**Digital transformation has not materially changed the way ARC's operate.**

Increased actionable data from digital devices

Move from reactive to proactive service delivery

50% of calls - false alarms/ test calls

40% of call handling time - false alarms /test calls

Every avoidable call competes with genuine emergencies

**Challenge:**

Manage rising inbound demand safely while maximising capacity for priority and preventative work.

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# The AI ARC

**Alcove ARC  -  founded in 2024 but built differently from the start. Home-based flexible workforce, utilising AI for reporting and insights, and automated calling**

## AI-Triage Pilot:

2025 – introducing AI triage to manage non-emergency calls Developed collaboratively with:

**Yokeru**  **enovation**  **TEC Quality**

### AI Triage Embedded in the Workflow:

- Alarm triggered → routed via UMO
- AI voice agent answers within seconds
- Determines false alarm or genuine alert via conversational triage
- Any uncertainty → immediate human escalation
- Full transcript and outcome written back into the customer record

### Safety by Design:

- Structured scenario testing and refinement
- Defined escalation rules
- 100% accuracy threshold before live use
- Controlled 3-month pilot with low-risk users
- Real-time human monitoring throughout pilot
- Aligned to TSA Quality Standards Framework.

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# The AI ARC

→ **300** live pilot users

→ **71%** of false alarms resolved without operator involvement

→ **30mins** per Service User in pilot saved per month

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**Capacity reinvested into proactive and preventative monitoring from our skilled workforce:**

- **Analysing** AI-data on trends, frequent callers, patterns of decline

- **Proactive reviews**, sign-posting and escalations, closer collaboration with ASC

- **22% increase** in onward proactive referrals

# What this Enables

**For Service Users**
Faster handling of routine alerts, faster human response to genuine emergencies and immediate escalation when needed.

**For Operators**
Reduced queue pressure and greater focus on true emergency, proactive and preventative work, best use of skills, better resource management – focus on staff delivering quality and excellent service where needed.

**For the TEC Community**
A responsible, QSF-aligned model for safe AI adoption in UK ARCs.

# Graded Roll-out

## Mechanisms for selecting suitable Service Users

- Smoke/Fire detection always goes straight to Operator
- No Safeguarding/Epilepsy/High risk/vulnerability users

**Expanding use if AI triage to manage Test calls/carer requests**

We are now in a live graded roll-out, doubling participating Service Users every week.

**Target: 50% of Alcove ARC customers will have AI-Triage by April**

# Commissioning for safety, sustainability and improved outcomes

CITY OF WOLVERHAMPTON COUNCIL

- **Responding to known demand pressures.**
- **Focused on resident outcomes, not service operations.**

- Commissioning for sustainable, outcome-focused provision.
- Setting clear expectations around safety, assurance and governance.
- Working with providers to enable responsible, evidence-led innovation.

# Thank you

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Working together for better health and care