Case Study

How TEC Data is Creating a Roadmap for the Transformation of Public Service Care

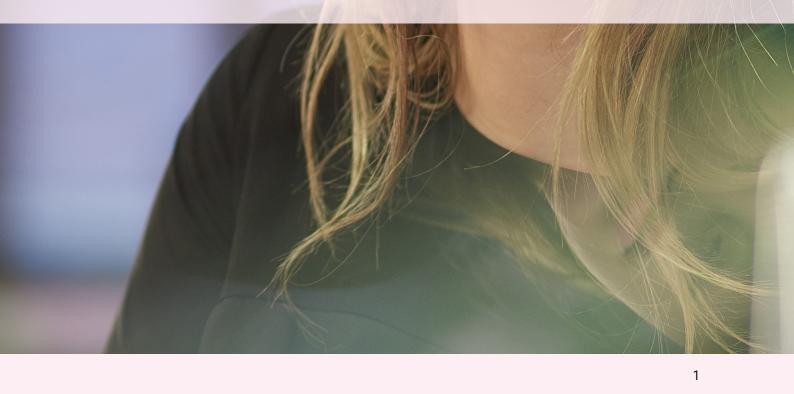TSA™

The voice of technology enabled care

Haringey LONDON

How TEC Data is Creating a Roadmap for the Transformation of Public Service Care

Data is increasingly playing a key role in the way public services are transformed to deliver better outcomes and greater efficiency. That trend accelerated during the pandemic as local authorities and other organisations utilised data to target support at their most vulnerable residents. By gaining greater insight into people's needs and the way in which they interact with services, it's far easier to design more effective and efficient provision tailored to an individual's needs.

Better use of data can open the door to a whole host of benefits – as Haringey Council discovered when it brought in TSA consultancy services to support the overall transformation of its technology enabled care (TEC) provision, including the critical element of supporting its shift to a new TEC monitoring platform while also bringing responsibility for call receiving back inhouse.

The north London council has a vast array of TEC across its borough and wanted to move to a new platform to give it greater flexibility in the way it supports people to live as independently as possible in their own homes, while making it better prepared for the move from analogue to digital. But such a move can present potentially life-threatening risks, particularly around call failures, and requires careful planning.

Tim Mulrey, business transformation and strategy consultant at TSA, explains: "We always advise that if you are moving from any platform or device, you need to understand impact on alarm call failures. Different platforms can react in different ways with regards to processing alarms from devices, systems and protocols of varying ages and types – some transitions might not work or might work less well. For example, alarm calls might take two or three attempts to get connect through to the monitoring centre when, for some emergency situations, every second counts."

TSA calculated Haringey's baseline data, including call failures and where they occurred most frequently, so that staff running its Connected Care service could monitor any issues moving forward. A dashboard was introduced with a variety of indicators, including peak monitoring periods during the week as well as alarm call failure rates for scheme and dispersed solutions. This has enabled the council to track and interpret data and get a far clearer picture in order to support the 3,500 residents across the borough who are connected.

The whole exercise has been a highly valuable learning curve, says Caroline Humphrey, transformation project lead at Haringey Council.

"Historically, the way we did what we called telecare was quite limiting. We wanted to move to a 'one size doesn't fit all' ethos because people want different things. We wanted to go with a platform that would enable us to be ready for the digital switch but also be technology agnostic.

"We're still on that journey, but the reality is what we have now is better in terms of the information it gives us. The whole process helped us do a massive clear out of old records and gave us a much clearer picture of who and where our clients are. Everybody was being supported before but it wasn't running as effectively and efficiently as it could be and from an operational point of view we're now far better prepared for the future.

"It also enabled us to challenge a provider and work with it to ensure it was meeting the Quality Standards Framework."

From Testing to Tendering

TSA worked with the council on its analogue to digital plan, using the data to create a risk matrix and identify where to prioritise investment. It's also helped Haringey to put a project plan in place that sets out a road map – from testing out TEC to going out to tender.

"They've been involved every step of the way – so they understand how to have those conversations with manufacturers," says Tim. "It's all about helping Haringey have their eyes wide open. Ultimately, if you have 50 schemes to potentially upgrade it's a lot of investment, so you need to get it right. It's giving them commercial know how and ensuring they have the right systems in place to meet future needs."

The way in which Haringey Council's partnership with TSA had brought data front and centre to the way it works has had an impact on many different levels, according to Caroline.

"From a practical point of view, you need to understand what your resourcing levels should be and the skills set you need. The dashboard gives you that level of information.

"From a wider council perspective, I can summarise our achievements – over 62,000 inbound calls in the last six months, over 700 visits to people's properties, around 230 installations – and it demonstrates the difference it's making to people. On a corporate level, all of this gives me the evidence that people want assistance in one way or another and it helps to justify the business case."

Council Transformation

Caroline's role involves her leading transformation projects in many different service areas of the council. Working in an area as technical as TEC can be challenging, she admits, but made much easier with TSA in her corner.

"The council has invested heavily in this service because it has made a commitment to our residents to enable people to live independently for as long as possible in their own homes and technology offers a route to delivering on that," says Caroline.

It's not about replacing care, it's about the right care and enabling people to live their best life possible. But the council also recognised that it didn't have the expertise inhouse and that TSA could provide that support in partnership with us.

"TSA give very honest opinions. They tell you the things to watch out for and the questions we should be asking TEC providers."

"They're good at providing guidance, reassurance and challenge and they're flexible and adaptable. Even though the original contract has finished, they're always very willing to have conversations and provide a steer whenever needed."

Benefits & Improvements

Implemented a dashboard that gives the council a clear and comprehensive view of how TEC is performing – linked to a baseline on critical indicators like call failure rates

The council can now access a rich vein of data that can be used to inform investment decisions and ensure the service in Haringey meets the Quality Standards Framework requirements

Plan now in place setting out a clear TEC journey from analogue to fully digital – including a bespoke framework

Council teams empowered to take a commercially savvy approach when dealing with providers and manufacturers

Get in touch

For further information and support around your technology needs across Housing, Health and Social Care, contact: **consultancy@tsa-voice.org.uk**