TSA Connect

Learn, shape, network and collaborate.

Welcome and Introduction

Alyson Scurfield, Chief Executive, TSA

Quality, Safety and Improvement

Alyson Scurfield – Chief Executive

@TSAVoice

www.tsa-voice.org.uk

Committed to Making a Difference / Inspiring Trust and Confidence / Strong Together

Quality Standards Framework

- Quality, Safety and Improvement

- Audited compliance ISO 17065

- Outputs to outcomes

UKAS
PRODUCT
CERTIFICATION

10482

TEC
Quality

TSA

Service Users

National Fire Chiefs Council

Association of Ambulance Chief Execs

Regulators CI, CQC, RQIA, CIW

European Standards Boards

Ofcom

Department of Health

British Standards

TEC Quality

Quality · Safety · Innovation

TEC Quality

Collaboration Partnership

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TSA

Care Inspectorate

Service Users

National Fire Chiefs Council

Association of Ambulance Chief Execs

Regulators CI, CQC, RQIA, CIW

European Standards Boards

Ofcom

Department of Health

British Standards

TEC Quality
Quality · Safety · Innovation

A comprehensive Memorandum of Understanding to underpin collaboration with the Care Inspectorate in Scotland

A comprehensive Memorandum of Understanding to underpin collaboration with the Care Inspectorate in Scotland.
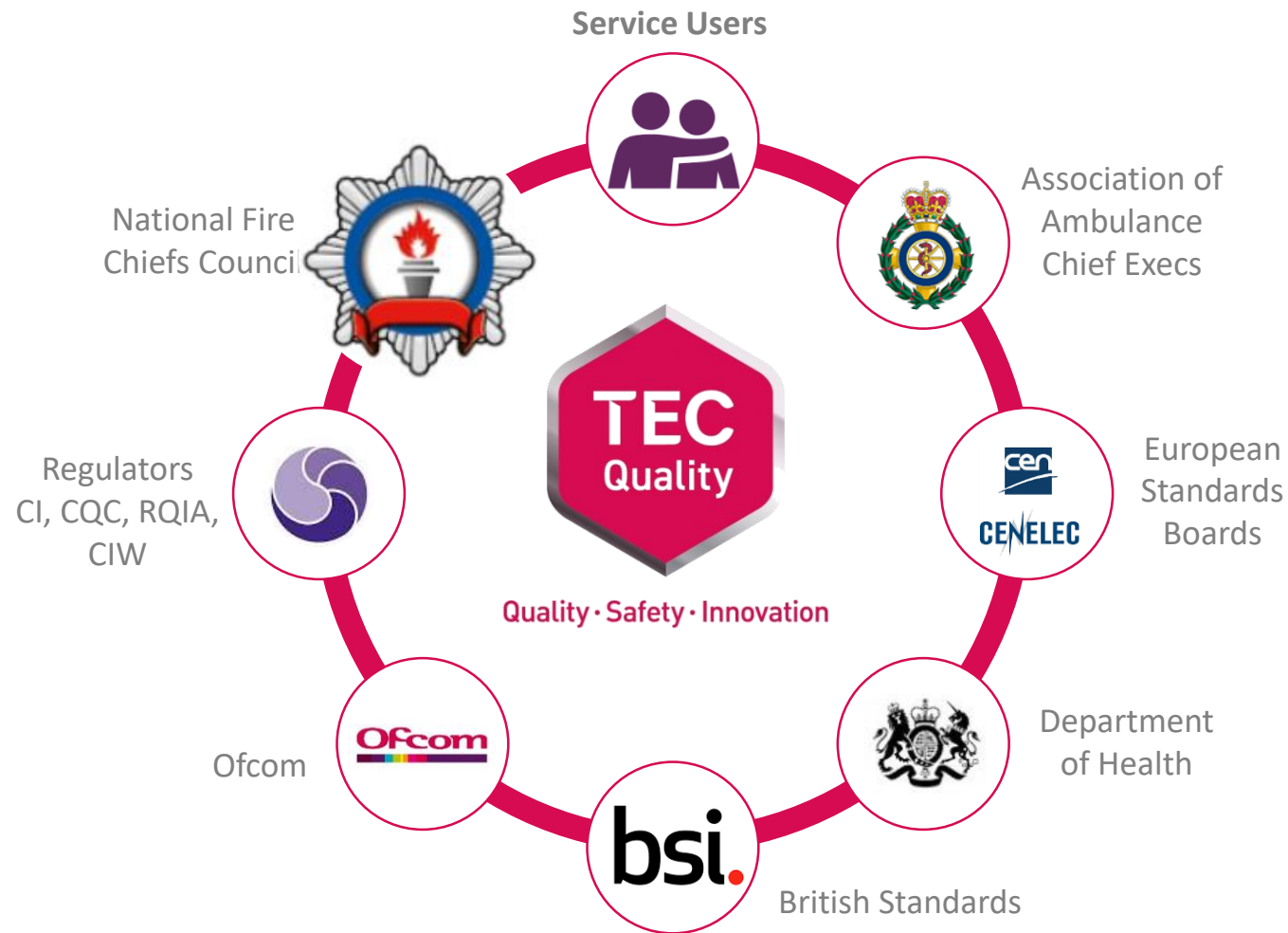
TSA will work with the Care Inspectorate in knowledge transfer, skills training and best practice
TEC Quality will work alongside both parties in the course of auditing activities.

The Care Inspectorate will aim to signpost care service providers to good practice use of Technology Enabled Care and the TEC Quality QSF standards

Seek to build the adoption of Technology Enabled Care and a quality standards framework north of the border
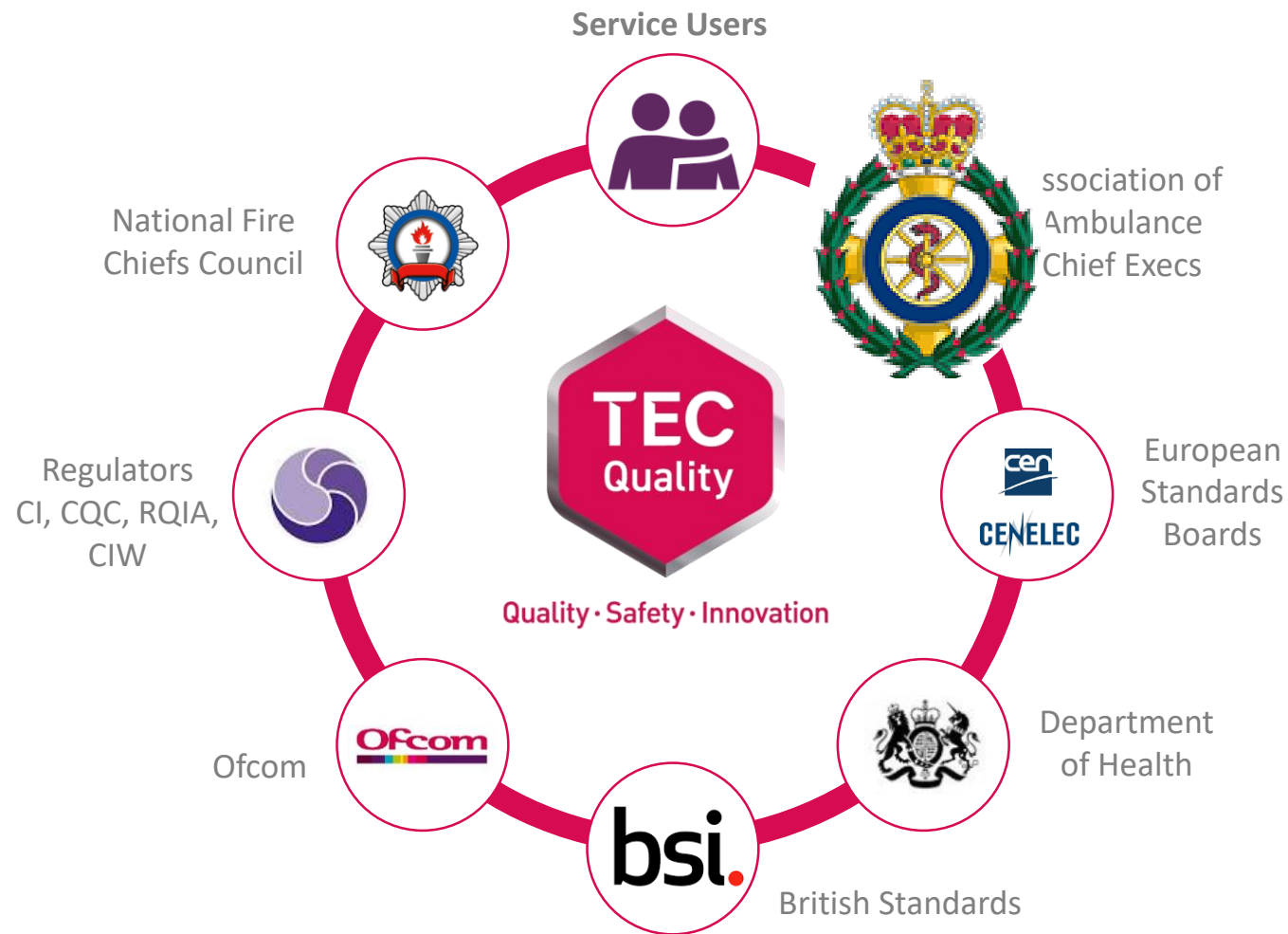
National Fire Chiefs Council (NFCC)

Service Users

Association of Ambulance Chief Execs

European Standards Boards

Department of Health

British Standards

Ofcom

Regulators CI, CQC, RQIA, CIW

National Fire Chiefs Council

Renewed Memorandum of Understanding (MOU)
Fire Service Connection Agreement (Greenwich & Appello Monitoring)

Code of Practice on Unwanted Fire Signals
New Initiatives from Home Office for the above
Aligned with requirements of QSF

Association of Ambulance Chief Executives (AACE)

Service Users

National Fire Chiefs Council

Association of Ambulance Chief Execs

Regulators CI, CQC, RQIA, CIW

Ofcom

European Standards Boards

TEC Quality
Quality · Safety · Innovation

Department of Health

bsi.

British Standards

Call handling triage algorithm
Calls to Ambulance Services – Straw poll results:
Services with no response service pass 4% of calls
Service with responders 0.08% calls passed

Nursing and Residential Triage tool (NaRT)
Tool to evaluate fallers prior to calling ambulance services
The final tools will be used to strengthen future revisions of QSF

TEC Quality

Launch Equipment Services Quality Standards Module

10482

- Memorandum of Understanding NAEP, TSA and TEC Quality

- Development of TEC and Equipment Services Standards

QSF Scheme Process Review

- Lead Auditor currently conducting full review of all audit processes:

  - CRM functionality and streamlining of procedures

  - Communications and auditee support

  - Internal resource requirements

  - Auditor training

  - Internal audit

Review of Key Performance Indicators

- A review of the KPI`s has taken place, facilitated by independent chair

- We are changing terminology from KPI's to Measures of Excellence, which is more in line with outcomes based scheme

- The feedback and suggestions actually provided suggestions on what could be included in the QSF as requirements, as well as potential measures

- We have now received the draft report, which is currently being reviewed

- Currently evaluating **new measures**, **new requirements** and **application guidelines**

- Draft proposals to Conference in October 2019 – consultation to commence implementation during 2020

TEC
Quality

TEC stories

HOW TECHNOLOGY ENABLED CARE HAS TRANSFORMED PEOPLE'S LIVES

A powerful collection of case studies that capture ten very different, very personal stories, each painting a vivid picture of how technology enabled care is transforming lives

@TSAVoice   www.tsa-voice.org.uk

TSA
The voice of technology enabled care

think local
act personal

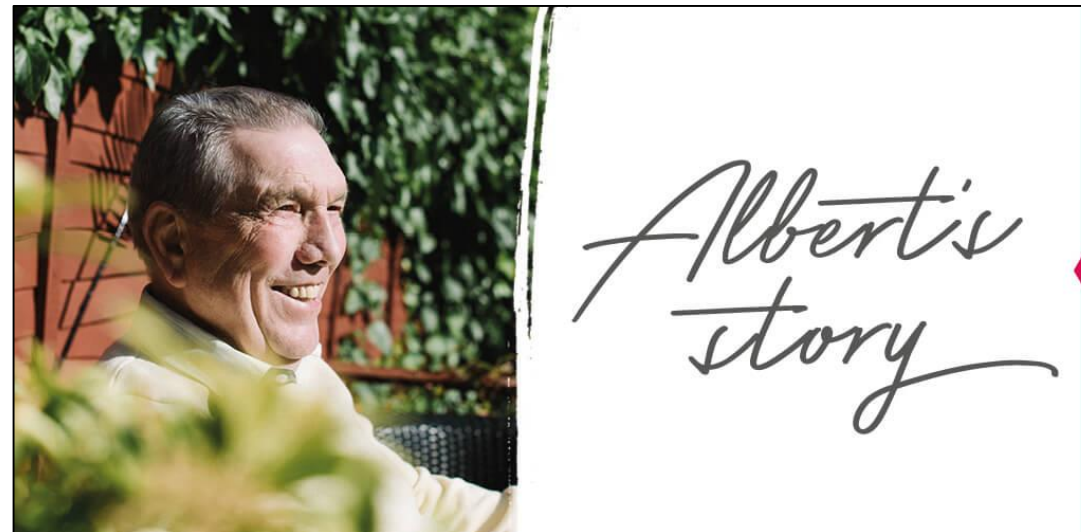directors of
adass
adult social services

Hear **Colin's** story: he has complex disabilities and technology is levelling the playing field for him

Sam's story describes how a mobile tool is helping to manage her anxiety

Albert lives with dementia and we hear how TEC has kept residential care and hospital at bay

@TSAVoice   www.tsa-voice.org.uk

The connected resident

- Key Smith, retired tissue viability nurse and patient ambassador
- Use of VR headset for pain management due to MCAS medication intolerance, allergic to all painkillers and antibiotics
- Scuba diving in the Indian ocean whilst undergoing surgery
- VR has allowed Kay to fulfil her bucket list

5 Steps to effective delivery of technology solutions

- Shift the culture within your organisation to one that

  embraces technology

- **Quality Safety and Improvement – Audited Compliance**

- Lay the foundations for a robust Technology Enabled

  Care offer

- Clear Governance and Strong Leadership

- **Working in Partnership**

Training and education programme

- **Off the shelf packages**

- **Core Competency training – embedded within QSF**

- **Flexible learning courses – on line**

- **Power of Attorney**

- **Train the trainer**

- **Level 2 developments – Personalised Care**

LEARNING CURVE GROUP

TSA™

The voice of technology enabled care

LEVEL 2 COURSE IN
TECHNOLOGY-BASED SOLUTIONS WITHIN A HEALTH AND SOCIAL CARE SETTING

Technology-enabled care is playing an increasing role in health and social care. Over 1.7 million vulnerable people in the UK rely on technology-enabled care to support independence in their own homes - avoiding care homes, hospitals or home care. Developed in partnership with the TEC Services Association, this qualification is aligned to all health and social care roles and is designed to give learners the skills and knowledge to effectively assess needs and recommend appropriate technology solutions to help maintain dignity and reduce dependence on external provision.

What you will learn:

> An introduction to technology-enabled care

> An understanding of a person-centred approach to technology-based solutions

> Clarity on roles and responsibilities in relation to technology-based solutions

> Appropriate assessment to achieve individuals' personal outcomes

POTENTIAL FOR DEVELOPMENT

To register your interest, please contact us on: 01625 520 320 | admin@tsa-voice.org.uk

LGA Cyber Security Project

Data and Cyber Security Research in the Technology Enabled Care sector

Executive Summary

July 2019
Final draft – 22.07.2019

LGA Cyber Security Update

- The TSA was commissioned to provide a report on the strength of cyber security within the sector

- 13% of Alarm Response Centres representing roughly 65% of the Telecare clients in England were reviewed

- A draft report has been developed with a number of areas highlighted that are a potential threat to both cyber security both now and in the future

- There will be a webinar presentation during the next quarter to give stakeholders a more detailed update and an opportunity for Q&A

TSA™

The International Technology Enabled Care Conference 2019

15th – 16th Oct 2019
The ICC, Birmingham

Conference Themes:

- **Citizen Powered Service Quality & Improvement**

- **Citizen Powered Proactive services**

- **Citizen Powered Technology enablement**

Plenary Sessions

Interactive Breakout Sessions

Exhibition Zone

Innovation Stage

Guest Speakers

Call for Papers

ITEC Awards

The International Technology Enabled Care Conference 2019

15th – 16th Oct 2019
The ICC, Birmingham

ITEC Awards 2019 – Get the recognition you deserve

- The categories for the 2019 ITEC Awards are:
  - Innovation in TEC Award
  - Integrated TEC Services Award
  - Individual TEC Leadership Award
  - Impact in TEC Team Award
  - International TEC Award

- Winners will be announced at the prestigious Gala Dinner on the evening of 15th October 2019

Confirmed Patron
**Baroness Sally Greengross**

Full information and details on how to apply for the awards can be found at:
http://itecconf.org.uk/itec-awards-2019

TSA Website Development

- **Launched on 20th June 2019**

- **Up to date, all new design**

- **Mobile friendly responsive templates**

- **A specific members area with ability to update:**

  - Account details
  - Contact information
  - Services offered/needs addressed/locations serviced

- **Dynamic Find a Service search engine – updateable**

- **Searchable members directory**

- **Online membership applications**

- **Blog, member news, TSA and industry news sections**

TSA

Membership ˅ Standards Campaigns ˅ Events ˅ Consultancy ˅ Training ˅ News & Views ˅
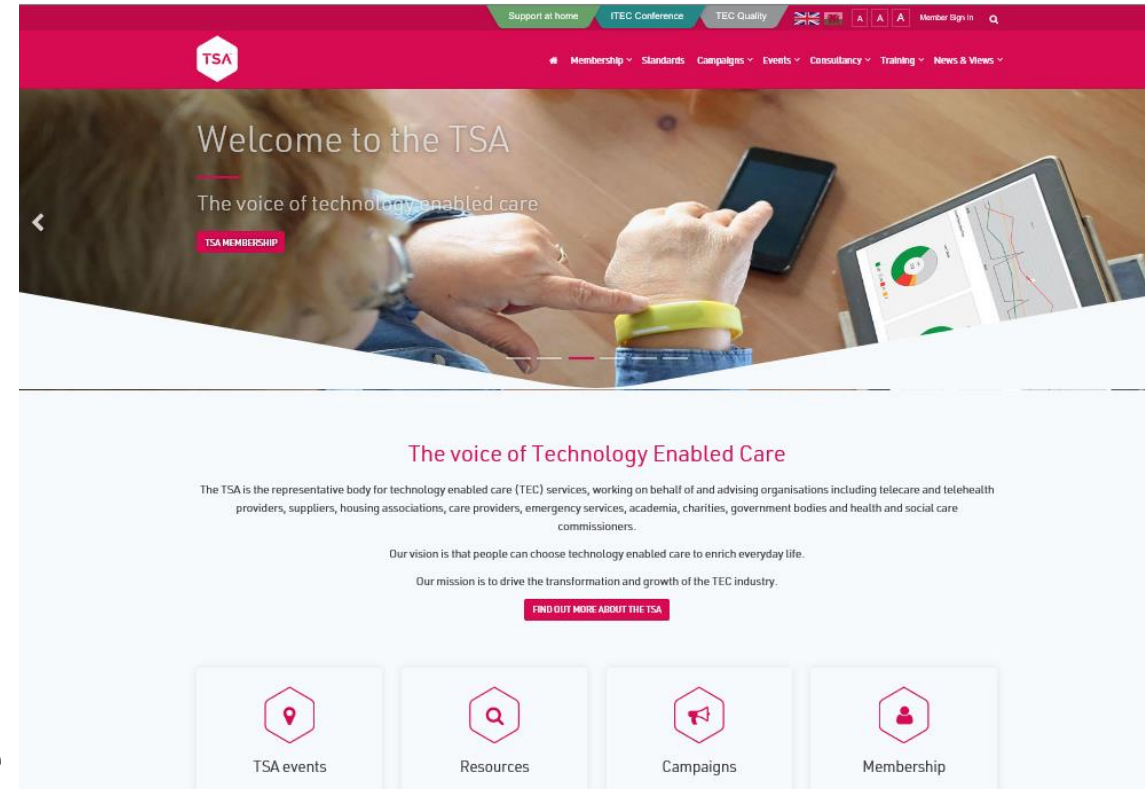
TEC Services Association

The representative body for care
technology providers and suppliers

LEARN MORE ABOUT THE TSA

The voice of Technology Enabled Care

The TSA is the representative body for technology enabled care (TEC) services, working on behalf of and advising organisations including telecare and telehealth providers, suppliers, housing associations, care providers, emergency services, academia, charities, government bodies and health and social care commissioners

TSA

Any Questions

@TSAVoice   www.tsa-voice.org.uk

TSA Connect

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The TEC Programme – Analogue to Digital

Andy Jones, Technical and Technology Lead, City of Edinburgh Council

Edinburgh Health and Social Care Partnership

Analogue to Digital Telecare

Andy Jones (Technology Lead, ATEC24)

Working together for a caring, healthier, safer Edinburgh

Telecare services in Scotland

- 175 000 people in Scotland receive Telecare
- All HSCPs in Scotland offer a Telecare Service
- Across Scotland 20% of all 75 year old citizens receive Telecare
- Services support independent living through care at a distance and rely upon remote connectivity using analogue technology

Scotland's Telecare ARC Landscape

- 38% of ARCs are providing services for more than one public body

- 4 million incoming Telecare alarm calls per annum.

- The ARC solutions deployed vary in their age and software release
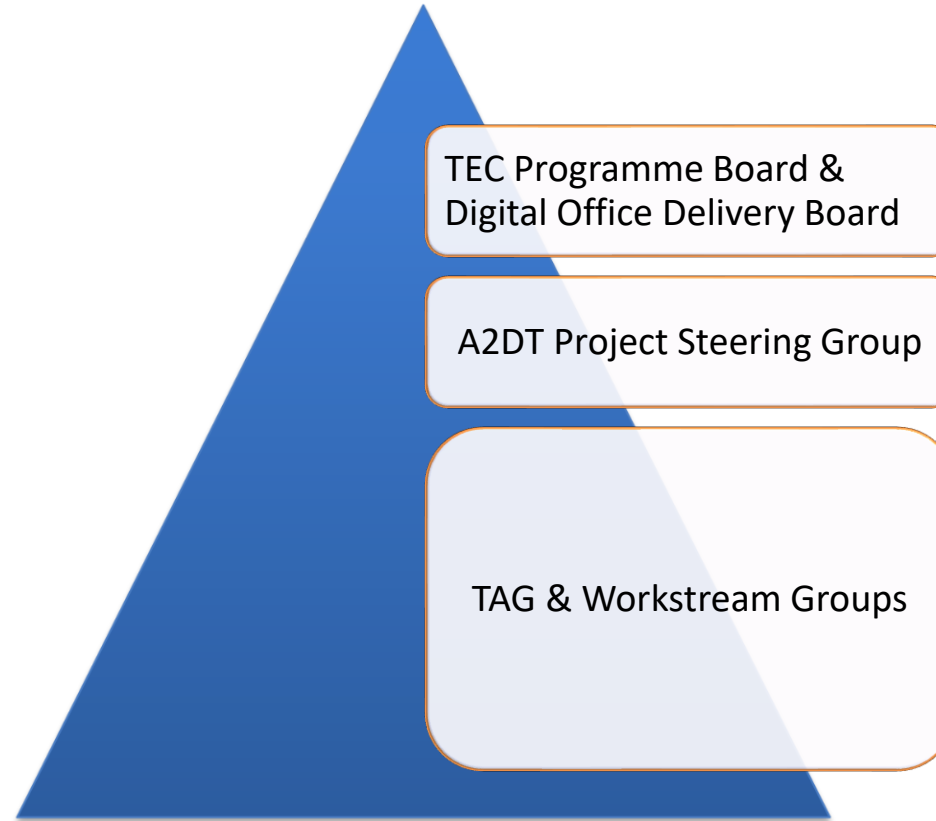
Edinburgh's Telecare ARC Landscape

2019	ECO Number	Techs	FUP	Calls in
January	1235	228	10	31,536
February	1007	164	4	28,582
March	1137	165	6	41,804
April	1022	134	10	29,302
May	975	179	10	29,104
June	999	161	13	27,918
July	1055	169	8	28,801
August	1132	229	16	28,310
Total	8562	1429	77	245,357
Unknown	123			

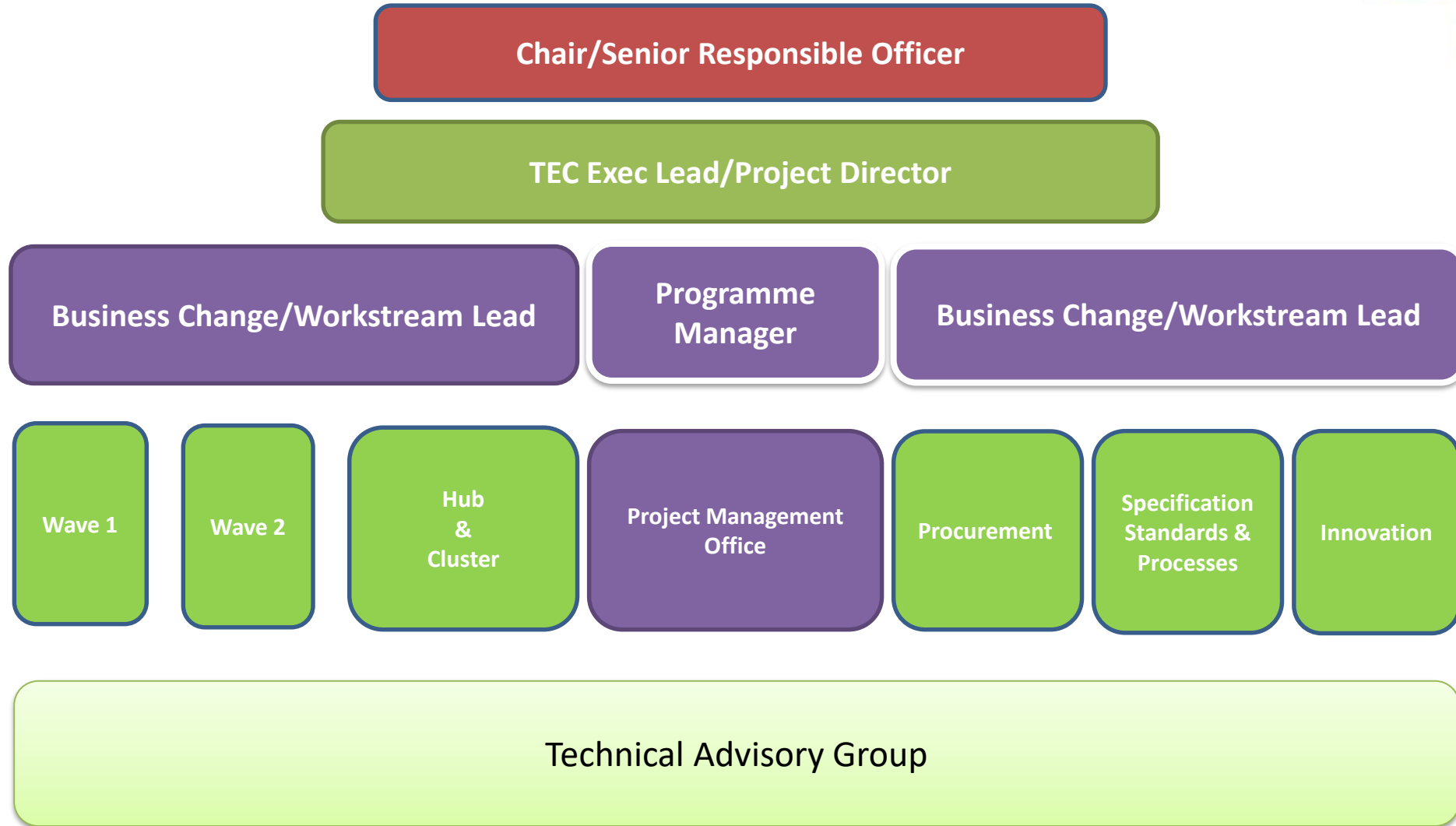| 2019	total ECO for early shift inc tech	total ECO for early shift exc tech	average for early shift per day (inc technical)	total tech for early shift
January	463	321	14.9	142
February	367	286	11.8	81
March	408	319	13.2	89
April	391	309	12.6	82
May	408	310	13.2	98
June	355	253	11.5	102
July	389	284	12.5	105
August	463	310	14.9	153

2019	total ECO for night shift inc tech	total ECO for night shift exc tech	average for early shift per day (inc technical)	total tech for early shift
January	415	384	13.4	31
February	329	307	11.8	22
March	373	349	12.0	24
April	324	301	10.8	23
May	260	246	8.4	14
June	303	290	10.1	13
July	304	285	9.8	19
August	314	296	10.5	18

2019	total ECO for back shift inc tech	total ECO for back shift exc tech	average for back shift per day (inc technical)	total tech for back shift
January	335	280	10.8	55
February	290	229	9.4	61
March	331	279	10.7	52
April	279	250	9.0	29
May	300	233	9.7	67
June	362	316	11.7	46
July	342	297	11.0	45
August	334	276	10.8	58

A2D Programme Structure

TEC Programme Board &
Digital Office Delivery Board

A2DT Project Steering Group

TAG & Workstream Groups

Programme Leadership Structure

Chair/Senior Responsible Officer

TEC Exec Lead/Project Director

Business Change/Workstream Lead

Programme Manager

Business Change/Workstream Lead

Wave 1

Wave 2

Hub & Cluster

Project Management Office

Procurement

Specification Standards & Processes

Innovation

Technical Advisory Group

Bield, Edinburgh, Perth & Kinross, East Lothian

- Test digital dispersed and grouped housing alarms
- Connection via IP over roaming mobile SIM & Broadband
- Mix of localities – urban, rural, very rural
- Mix of service users – new and existing, basic and complex
- Provide like for like telecare services but via digital connection
- No change to service scope or working methods

Analogue to Digital Trials - Outline Project Plan 2018-2019

Item	Phase	Task	Start date	Indicative End Date	Actioned by	Comment
1	**Project Planning**	Develop outline plan and distribute to stakeholders for discussion	26/10/2018	05/11/2018	AJ	
		Establish resources/ project team	30/10/2018	05/11/2018	DB/CoD/AJ	
		Review Refine Reissue Project plan	30/10/2018	05/11/2018	AJ	
		Communicate the plan		09/11/2018	AJ	
2	**DPIA**	Initial Privacy Impact Assessment drafted	Sep-17	Complete	CoD	
		Information Governance Review of PIA	Jan-18	Complete	CoD	
		Revision of PIA to reflect GDPR	Jun-18	Complete	CoD	
		DPIA review by Information Governance	Sep-18	Complete	CoD	
		Updated DPIA submitted to Information Governance Board	Dec-18	Complete	CoD	
		Review of DPIA following feedback and resubmission	Mar-19	Complete	AJ	
			Apr-19	V.7 submitted	AJ	
3	**Penetration Testing**	Review solution design and supplier security questionnaire responses	June-Aug 2018	Complete	CGI/ICT/ DB/CoD/AJ	
		Develop scope for Pen Testing	Apr-19	Complete	RP/AJ/DB/KM	
		Raise PO	Apr-19	Complete	CGI/ICT/ DB/CoD/AJ	
		Complete Pen Testing	Jun-19	Complete	CGI/ICT/ DB/CoD/AJ	
		Review test results against risk appetite	Aug-19	Complete	CGI/ICT/ DB/CoD/AJ	
		Address high risk findings	Aug-19	In process	CGI/ICT/ DB/CoD/AJ	
		Retest is required	Sep-19	Pending	CGI/ICT/ DB/CoD/AJ	
4	**Equipment Specification and Procurement**	Specification and costs from suppliers	2018	Complete	RP/AJ	
		Raise order for 30off units from Possum, Tynetec and Doro for IPGSM alamrs	Oct-18	Complete	RP/AJ	
		Develop and communicate A2D stock control procedures	Aug-19	In process	RP/AJ/HCO	
5	**Identify Service Users**	Define service user criteria	Sep-19	In process	SE/DB/CoD/AJ	
		Define the geopgraphic area	Sep-19	In process	SE/DB/CoD/AJ	
		Consider property type	Sep-19	In process	SE/DB/CoD/AJ	
		Agree the optimum service user profile	Sep-19	In process	SE/DB/CoD/AJ	
6	**Soft Testing of Alarm Devices**	Define test plan and success criteria for testing	Oct-19	Complete	Tech/HCO/AJ	
		30 IPGSM alarms from each supplier soft tested with ATECH24 staff and users	Oct-19	In process	Tech/HCO/AJ	
		Test resilience of Jontek Answerling 9 SCAIP protocol (main site and DRC)	Oct-19	Complete	Tech/HCO/AJ	
		Collect data from soft testing	Oct-19	Still to do	Tech/HCO/AJ	
		Review test data against success criteria	Oct-19	Still to do	Tech/HCO/AJ	
		Develop fall back options	Oct-19	Still to do	Tech/HCO/AJ	
		Develop performance monitoring procedures	Oct-19	Still to do	Tech/HCO/AJ	
9	**Installation Scheduling**	Define timescales	Oct-19	Still to do	SE/Tech/HCO/AJ	
		Arrange appointments	Oct-19	Still to do	SE/Tech/HCO/AJ	
		Plan resource	Oct-19	Still to do	SE/Tech/HCO/AJ	
10	**First-off User Testing (30)**	Develop test plan and success criteria for user testing	Nov-19	Still to do	AJ	
		Ensure familiarity with roll back plan	Nov-19	Still to do	SE/Tech/HCO/AJ	
		Identify low risk users for first off trials	Nov-19	Still to do	SE/Tech/HCO/AJ	
		10 IPGSMs from each supplier to be deployed in first off user testing	Nov-19	Still to do	SE/Tech/HCO/AJ	
		Collect data from first off user testing	Nov-19	Still to do	SE/Tech/HCO/AJ	
		Review test data against success criteria	Nov-19	Still to do	DB/CoD/AJ/Tech	
11	**Migration of Low Risk Users (30)**	Develop migration plan	Nov-19	Stll to do	DB/CoD/AJ/Tech	
		Make adjustments to roll back plan if needed	Nov-19	Stll to do	DB/CoD/AJ/Tech	
		Prepare existing first off users for full migration to digital	Nov-19	Stll to do	SE/Tech/HCO/AJ	
		Identify another 30 low risk users for full migration to digital (10 IPGSM alarms from each supp	Nov-19	Stll to do	SE/Tech/HCO/AJ	
		Collect data from full migration user testing	Nov-19	Stll to do	SE/Tech/HCO/AJ	
		Review test data against success criteria	Nov-19	Stll to do	DB/CoD/AJ/Tech	
12	**First -off High Dependence User Testing (30)**	Develop test plan and success criteria for user testing	Jul-19	Stll to do	DB/CoD/AJ/Tech	
		Ensure familiarity with roll back plan	Jul-19	Stll to do	SE/Tech/HCO/AJ	
		Identify low risk users for first off trials	Dec-19	Stll to do	SE/Tech/HCO/AJ	
		10 IPGSMs from each supplier to be deployed in first off user testing	Dec-19	Stll to do	SE/Tech/HCO/AJ	
		Initial period of soft testing exercises with high dependence users	Dec-19	Stll to do	SE/Tech/HCO/AJ	
		Collect data from first off user testing	Dec-19	Stll to do	SE/Tech/HCO/AJ	
		Review test data against success criteria	Dec-19	Stll to do	DB/CoD/AJ/Tech	
12	**Migration of High Dependence Users**	Develop migration plan	Dec-19	still to do	DB/CoD/AJ/Tech	
		Make adjustments to roll back plan if needed	Dec-19	still to do	DB/CoD/AJ/Tech	
		Prepare existing high dependence users for full migration to digital (30)	Dec-19	still to do	SE/Tech/HCO/AJ	
		Collect data from full migration user testing	Jan-20	still to do	SE/Tech/HCO/AJ	
		Review test data against success criteria	Jan-20	still to do	DB/CoD/AJ/Tech	

Data Protection Impact Assessment Form

If you are introducing, changing, or assessing a process that handles personal data, you must complete a Data Protection Impact Assessment (DPIA).

A DPIA provides assurance that personal data is processed in accordance with the data protection principles. You should complete this form in as much detail as possible, using the DPIA Guidance for Writing a DPIA and Checklist to help. If you have any questions about the kind of controls that need to be in place, or the DPIA process more generally, consult the Orb or contact the Information Governance Unit at: information.compliance@edinburgh.gov.uk

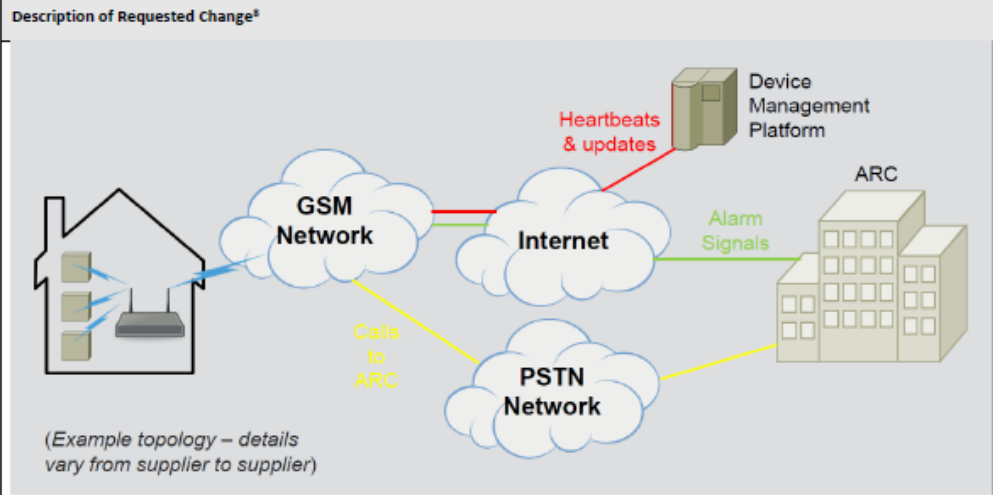|	
Team / Service:	**Assistive Technology Enabled Care** **Edinburgh Health and Social Care Partnership**
Information Asset Owner:	Judith Proctor Chief Officer
Team / Service Contact:	Craig O'Donnell Service Manager
Description of processing being assessed:	Continued processing of data to support the provision of an emergency monitoring and response service to individuals living at home or in a grouped setting. The process for support will be managed under a digital arrangement rather than analogue.

Version	Date	Author	Change
V0.1	12/10/2017	Craig O'Donnell	First draft
V0.2	02/11/2017	David Brown	Second draft
V0.3	05/06/2018	Craig O'Donnell	Third draft – transfer to new template
V0.4	27/06/2018	Craig O'Donnell	Fourth draft – amendments from Richard Parkinson and Thomas Buchendorfer , Farrpoint
V0.5	05/10/2018	Craig O'Donnell	Fifth Draft – amendments from Jill Walker, CEC Information Governance and inclusion if Farrpoint Feasibility Study and CATS Service Agreement as associated documents
.v0.6	23/11/2018	Craig O'Donnell	Sixth Draft – amendments from Richard Parkinson, Farrpoint Ltd.
V0.7	20/04/2019	Andy Jones	Seventh draft – amendments from PIA Assessment Report DPIA1785

Request for Simple Change

CGI | **EDINBVRGH**
THE CITY OF EDINBURGH COUNCIL

SECTION 1 – CHANGE REQUEST DETAILS
To be completed by Change Requestor

Change Title[1]	Black box penetration testing of ATEC24 Alarm Receiving Centre end to end IP/GSM infrastructure		OBS Number[2] (if known)	
Raised by[3]	Name	Andy Jones	Date Raised[4]	12/03/2019
	Email	Andy.jones@edinburgh.gov.uk		
	Telephone	0131 469 5991	Date Required[5]	26/03/2019
	Username	Andy J0nes		
Directorate			Department	EHSCP - ATEC24
CEC Owner[6]	Name	David Brown	Complexity[7]	
	Email	David.j.brown@edinbgh.gov.uk		
	Telephone	01315292279		
	Username	3524707		

Description of Requested Change[8]

Device Management Platform

Heartbeats & updates

GSM Network

Internet

ARC

Alarm Signals

Calls to ARC

PSTN Network

(Example topology – details vary from supplier to supplier)

CGI
Experience the commitment®

Simple Change Proposal

City of Edinburgh Council CRQUK0000832480 - CEC | Black box penetration testing of ATEC24 Alarm Receiving Centre end to end IP/GSM infrastructure

Commercial in Confidence

PEN TEST PARTNERS

Tynetec Reach-IP Platform Test
Summary Report (Redacted) for
Legrand Assisted Living and Healthcare

Version 1.0
9th October 2018

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intertek
nta

NTA Monitor Ltd
trading as **Intertek NTA**

Internal Penetration Test

CGI IT UK Ltd

Jontek CATS ARC / Onsite / Hosted

NTA CHECK Team:
David Johnson – CHECK Team Leader
Ross Higgins – CHECK Team Member

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intertek
nta

NTA Monitor Ltd
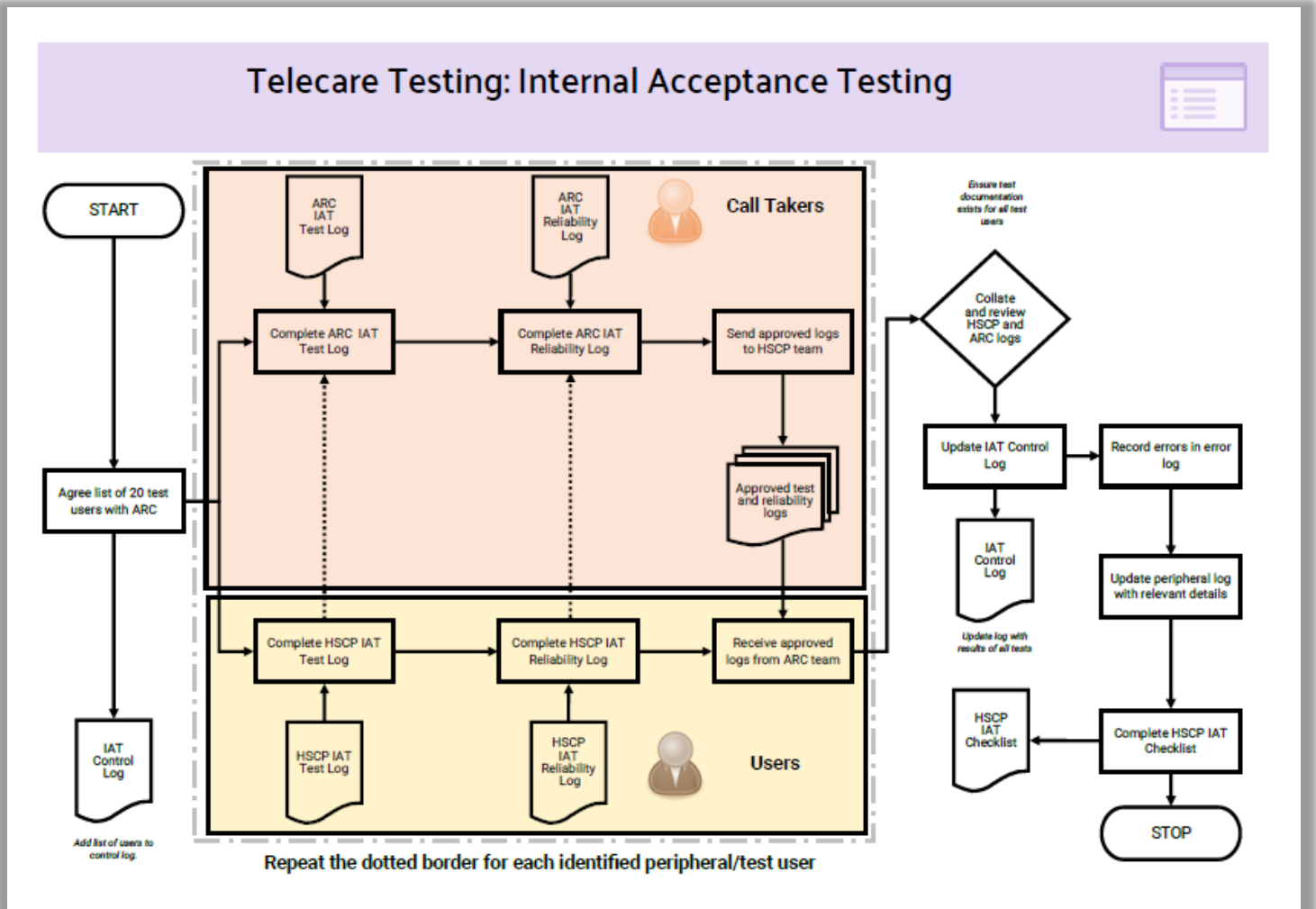trading as **Intertek NTA**

External Penetration Test
Internet Security Report

CGI IT UK Ltd
Jontek CATS ARC / Remote / Hosted

Go Live

Identify Service Users	Define service user criteria
	Define the geopgraphic area
	Consider property type
	Agree the optimum service user profile
Soft Testing of Alarm Devices	Define test plan and success criteria for testing
	30 IPGSM alarms from each supplier soft tested with ATECH24 staff and users
	Test resilience of Jontek Answerling 9 SCAIP protocol (main site and DRC)
	Collect data from soft testing
	Review test data against success criteria
	Develop fall back options
	Develop performance monitoring procedures
Installation Scheduling	Define timescales
	Arrange appointments
	Plan resource
First-off User Testing (30)	Develop test plan and success criteria for user testing
	Ensure familiarity with roll back plan
	Identify low risk users for first off trials
	10 IPGSMs from each supplier to be deployed in first off user testing
	Collect data from first off user testing
	Review test data against success criteria
Migration of Low Risk Users (30)	Develop migration plan
	Make adjustments to roll back plan if needed
	Prepare existing first off users for full migration to digital
	Identify another 30 low risk users for full migration to digital (10 IPGSM alarms from each supplier)
	Collect data from full migration user testing
	Review test data against success criteria
First -off High Dependence User Testing (30)	Develop test plan and success criteria for user testing
	Ensure familiarity with roll back plan
	Identify low risk users for first off trials
	10 IPGSMs from each supplier to be deployed in first off user testing
	Initial period of soft testing exercises with high dependence users
	Collect data from first off user testing
	Review test data against success criteria
Migration of High Dependence Users	Develop migration plan
	Make adjustments to roll back plan if needed
	Prepare existing high dependence users for full migration to digital (30)
	Collect data from full migration user testing
	Review test data against success criteria

Telecare Testing: Internal Acceptance Testing

Call Takers

- START
- Agree list of 20 test users with ARC
- IAT Control Log
- *Add list of users to control log.*

ARC IAT Test Log → Complete ARC IAT Test Log → **ARC IAT Reliability Log** → Complete ARC IAT Reliability Log → Send approved logs to HSCP team → Approved test and reliability logs

Users

- Complete HSCP IAT Test Log → Complete HSCP IAT Reliability Log → Receive approved logs from ARC team
- HSCP IAT Test Log
- HSCP IAT Reliability Log

Ensure test documentation exists for all test users

- Collate and review HSCP and ARC logs
- Update IAT Control Log → Record errors in error log
- IAT Control Log
- *Update log with results of all tests*
- Update peripheral log with relevant details
- HSCP IAT Checklist ← Complete HSCP IAT Checklist
- STOP

Repeat the dotted border for each identified peripheral/test user

Specifications, Standards & Processes

- Use information gathered from Wave 1
- Digital Standards
- Test Scripts
- Operational Standards
- Privacy Impact Assessment 'Gold Standard'
- Guidance Paper
- Penetration Testing
- IP Technical Standards

Innovation

- Explore and develop service and technology integration options
- Support the deployment of innovative integrated services
- Link with Innovation Centres
- Development of Innovation Process

Roadmap

- 6 partnerships live - 1,000 digital Telecare users
- 1,000 digital Telecare users in Clustered Models
- **Operational standards V0.1 identified for digital Telecare**
- **Publication of series of Operational 'How to Guides'**
- Scotland Excel Digital Technologies
- A2DT Innovation Process
- Next Generation Solutions Roadmap

Thankyou!

TSA Connect

Learn, shape, network and collaborate.

QSF Operational Guidance

Paul Finch, Associate – Standards, TSA

Andy Jones, Technical and Technology Lead, City of Edinburgh Council

QSF Operational Digital Guidance

With changes, there are three areas for consideration:

1. **Does the QSF itself need to be changed?**

2. **Can we develop application guidelines?**

3. **What do the auditors need to look for?**

Does the QSF Need to be changed?

- **The standards need to be agile and not prescriptive**

- **Possibly some minor amendments**

- **Principles remain the same**

- **For example – Assessing for installation**

Auditor Guidance

- **Again, the audit process will remain the same conceptually**

- **Work undertaken to develop a list of areas that auditors will need to review**

- **This will naturally evolve over time with experience**

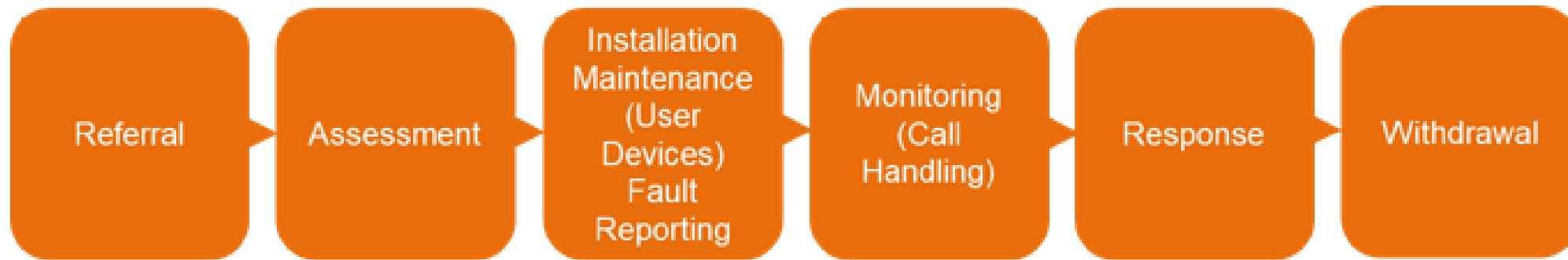- **Auditors will be briefed and provided with guides to support the audit process**

Application Guidelines

- **Standards are the 'What'**

- **Application guidelines cover the 'How'**

- **The Farrpoint and TEC's Programme Work is a good basis**

- **Learn from UK wide experiences**

- **Meeting held on 30th of July**

- **Clear that this will be an evolving document**

- **Written from a Service Provider perspective**

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The Operational Guide

Client Facing Processes

Referral → Assessment → Installation Maintenance (User Devices) Fault Reporting → Monitoring (Call Handling) → Response → Withdrawal

Back Office Processes

| Business Continuity / Disaster Recovery | Technology Management / Asset Management / System Management | Training & Development | Quality / Management Information | Charging |

Next Steps

- **Re-Draft following the workshop**

- **Continue with learning and update with experiences**

- **Resolve some technical questions that have arisen**

- **Consult, amend and distribute**

- **Impartiality and governance structure**

- **Recommendation to bed within QSF**

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Any Questions

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Learn, shape, network and collaborate.

Lunch and Networking

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Analogue to Digital - Disaster Recovery Planning
Andrew Woodward
TSA Associate – Business Strategy & Service Transformation

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Outage Case Study

Steven Rankine, Interim Head of Service, Bield Housing & Care
Christina Greig, Change Manager, Bield Housing & Care
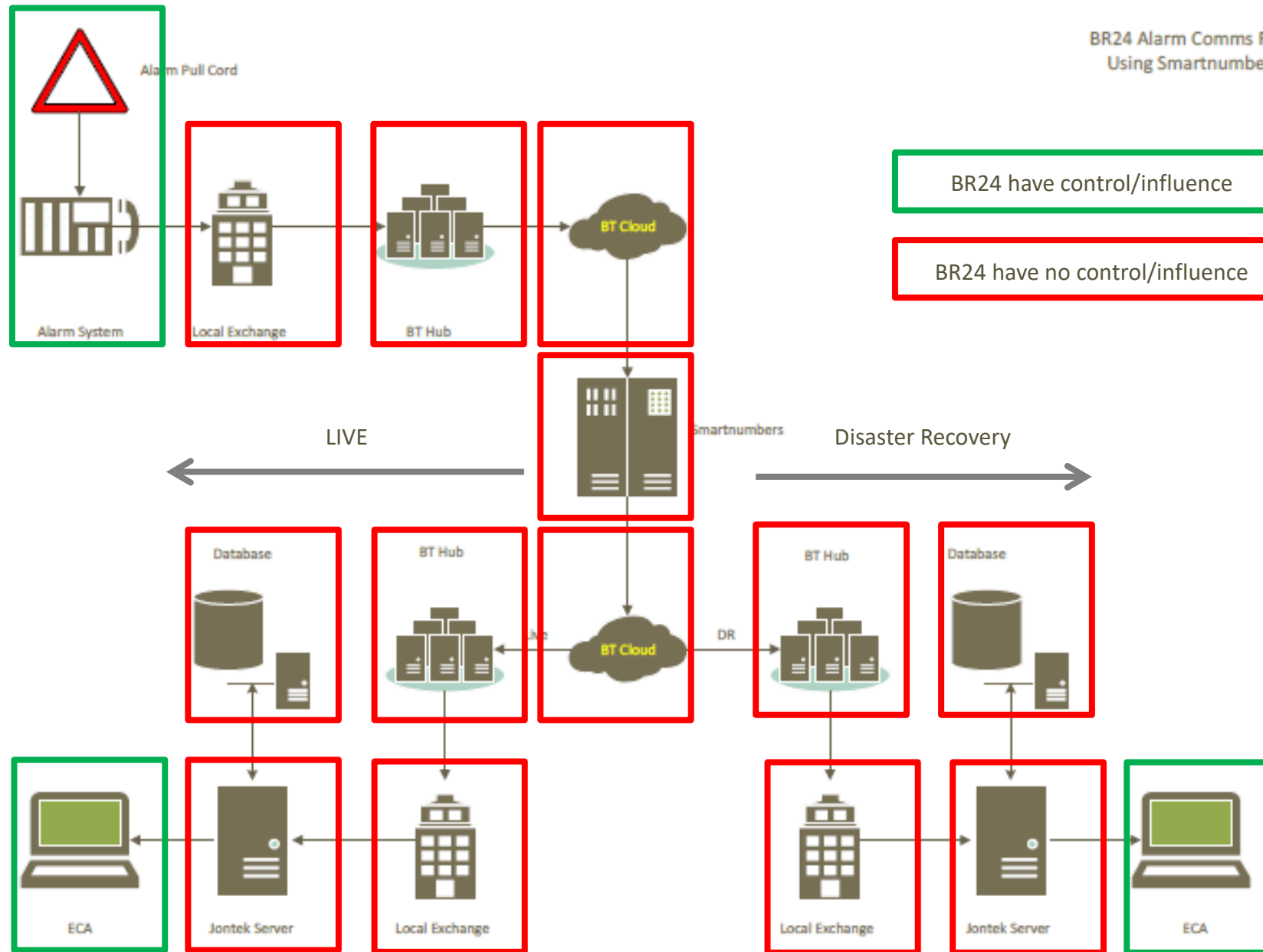
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Steven Rankine

Head of Contact Centre Operations

What Happened..

- 6 – 9 June, 52 hours outage.
- Live and disaster recovery sites responding in the same way (despite separate servers/systems/locations).
- Escalating problem; increasing from 4 sites to 49 sites.
- Internal sites and external customer sites affected.
- Required to take emergency interim actions.
- Escalated and increased pressures on Communication Partners.
- Trialed DDI numbers at 2 sites – mixed results.
- Service resumed – not because of any understanding of the fault.

BR24 Alarm Comms Flow
Using Smartnumbers

Alarm Pull Cord

Alarm System

Local Exchange

BT Hub

BT Cloud

BR24 have control/influence

BR24 have no control/influence

Smartnumbers

LIVE

Disaster Recovery

Database

BT Hub

BT Cloud

BT Hub

Database

Live

DR

ECA

Jontek Server

Local Exchange

Local Exchange

Jontek Server

ECA

www.bield.co.uk

Consequences (Internal)

- Internal (Bield) BR24 Customers
  - Notified local housing staff.
  - Notified Housing Managers / Service Managers.
  - Local contact with all customers to outline the position and the need for alternative actions.
  - Notified NOK, Welfare Guardians.
  - Where possible, notified external known visitors (especially Carer services).
  - Made alternative plans for key boxes, door opening etc.

Consequences (External)

- External (Commissioned) BR24 Customers
  - Notified Commissioning Partners.
  - Notified Local Sites .
  - Attempted to reset / testing.
  - Sent 30 minute reports (to some) commissioned services of failed calls for them to follow up.
  - Supported commissioners to implement alternative strategies – i.e. staff/ security.
  - Compensated Partners (some) for additional costs. .

Reflective Actions

- 2 Internal Lessons Learned Workshops
- 1 Conversation with our software provider (Jontek)
- Focused Discussion with our BT Case Manager
- Focused Discussion with our Third Party Communication Supplier (Gamma)
- Reached out to the CEO of BT
- Used our Extended Networks for Influence with BT
- Sought Support from the TSA

Mitigating Actions

- Moving our disaster recovery server/systems to another city (Edinburgh)

- Have agreed with SmartNumbers (part of the communication chain) that they will track any future problem across all of the partners.

- New Internal procedures – to mange future risks.

- Agreed new responsibilities internally for escalating communication problems; assigned and improved responsibility levels.

- We now have the Director of Public Sector, for BT, direct dial number for any future issues.

- Refocused and acceptance that Digital needs to be accelerated.

Advice & Support, Please?

Anything else we should have done, can do, would you recommend?

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Interactive Discussions

Paul Finch, Associate – Standards, TSA

What can we learn from the outage?

TSA Observations

- **Bield to their credit have been extremely open in their approach**

- **Risk mitigation for service users**

- **How often does this happen around the country?**

- **Between two stools - where did the fault sit?**

- **Jontek gave a very good analysis of the issue**

- **What impartial support did they have?**

What can we learn from the outage?

- **Several links in the chain**

- **Sometimes it's not what the fault is, but…**

- **What/how do you rule out those systems that are working?**

- **How do you decide?**

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Fault Elimination Guide - Considerations

1. **Contingency planning – Analysis of risk**

   1. System architecture
   2. Contracts
   3. Single points of failure

2. **Consideration for elimination of systems**

   1. What do you check
   2. How

3. **Contingencies**

   1. BCP
   2. Communication plans
   3. Interaction with partners

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Summary and Next Steps
Alyson Scurfield, Chief Executive, TSA

TSA

Any Questions

TSA Connect Scotland

10th September 2019

🐦 @TSAVoice

www.tsa-voice.org.uk

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