



Building Connected Communities through a TEC- ready Workforce

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Is this the moment to accelerate workforce transformation?

National ambition is shifting. Workforce capability must keep pace.

The Prime Minister's Challenge

“We will not get the care service we all want until we improve the strength and the capability of care at the very front of the service.”

- Andy Burnham, Speech on Social Care, 29 July 2026

The Direction Of Travel

Prevention

Support people to live independently for longer.

Care At Home

Help people receive support where they want and need it.

Integration

Connect social care, the NHS and community services.

Workforce Capability

Invest in skills, training and the confidence to deliver change.

Our Opportunity In The North East and North Cumbria

Build on Virtual Home engagement to turn awareness into confident practice, better use of TEC and new models of care.

Three Years of Building TEC Capability Across the North East



2023

Launch and initial adoption

2024

Regional scaling

2025

Embedding in workforce development

2026

Reflections, Virtual Home Enhancement and next phase

North East & North Cumbria TEC Workforce Strategy

As we enter another year of Virtual Home engagement, we want to build on what works and be ambitious about what comes next.

01

Pause

Take stock of progress

Recognise what has been achieved and where Virtual Home is already making a difference.

02

Reflect

Learn from best practice

Listen to partners, share experience and identify what is working and what could work better.

03

Reset

Raise our ambition

Agree how we can reach more people, deepen learning and turn awareness into lasting workforce transformation.

Our ambition: move from awareness to workforce transformation

Reach more people, Deepen learning and Support strategic priorities

What have we achieved so far?

Engagement across the NE:

Organisation	Completion % (Explorer)	Completion % (Expert)
1	68.8	66.2
2	64.6	59.6
3	64.1	9.9
4	50	31.8
5	45.8	20
6	41	29.9
7	39	30.1
8	38.1	24.5
9	37.4	20.9
10	29.4	24.8
11	0	0.7

98.5%

**Knowledgeable or good
understanding of TEC after
completing TEC Expert**

98%

Increase in TEC Confidence

Reflections Entering Year 3

Success Factors

- Leadership support
- Local champions
- Regional funding
- Regional Collaboration

Challenges

- Competing priorities
- Staff turnover
- Capacity constraints
- Uncertainty of continued funding

Opportunities

- Better integration into induction
- Wider reach across provider sector
- New virtual Home content

Template for Success

Strategy

Does it link into overall strategy and workforce development planning – how is it communicated to staff - part of culture change programme

Governance

What is the overarching governance – where does the impact report into?
Ensure strategic importance and measures are in place – keep high on the agenda

Evidence

What evidence is available to share with strategic leaders and regional and local level – use as evidence for CQC Assessment
- What data do we need to collect that we don't currently have

Adoption

Who drives adoption? Local Champions – TEC Leads? Professional Leads?
Which categories of staff?

Template for Success

Localisation

Consider policies, processes and TEC solutions that will be needed to ensure alignment to local practice

Data

Data to be available on a local and national/sector level to measure impact and necessary interventions

Communities of Practice

How is reflection on practice embedded across the workforce development pathway? Both at a LA level but also across the Region? How does this inform new models of care to realise Government ambition.

TEC Adoption and Impact

How is TEC impact measured? What measures have been put in place? How do the outcomes feed into procurement decisions?

Next Steps:

- Feedback across all Local Authorities has been captured to inform Virtual Home enhancement (via Skills for Care funding)
- Meeting with Local Authority VH Leads to:
 - Determine Categories of staff undertaking training (identify gaps)
 - Agree Plan to drive further adoption
 - Establish strong community of practice across LA's
 - Establish Adoption Champions
- Determine oversight and governance route feeding into appropriate regional structures e.g. COIN?



The voice of technology
enabled care

Virtual Home – Road Map Development

Building a learning and decision-support ecosystem to support social work practice



TEC in practice: improving outcomes for people

A set of integrated tools to build TEC awareness, skills and confidence in real-world practice

Learn

Build core knowledge and understanding of TEC.

TEC Foundation Principles

TEC Advanced Principles

Experience

Explore realistic home environments and see TEC in context

Virtual Tours

Apply & Practise

Develop practical skills through realistic scenarios and challenges.

Learning Scenarios

Practice Challenges

Support Practice

Find Guidance, products and supplier training to support real-world application

What TEC?

TEC Catalogue

Supplier Product Training

A living, sector-informed Virtual Home

TSA's unique position connects real-world sector insight and quality assurance to continually refreshed workforce learning,



You said. We listened. We're building together.

Our shared purpose remains clear: help people live well, safely and independently in their own homes.

Together, we will use Virtual Home and the wider TSA workforce offer to turn shared insight into practical change.

More Impactful Practice

Build workforce knowledge, confidence and capability to make TEC part of person-centred support.

New Models Of Care

Support proactive, preventative and neighbourhood-based approaches that work across organisational boundaries.

Greater Efficiency

Help services make better-informed decisions, use resources effectively and reduce avoidable escalation where possible.

Continuous Improvement

Keep learning, scenarios and TEC catalogues current through partnership, evidence and sector feedback.

Continuing in partnership with the North East & North Cumbria

Listen, Learn, Adapt, Deliver and Measure Impact