

TSATM

TSA Virtual Surgeries 2022





01 The Quality Standards Framework (QSF)

Update

- Scheme review process complete with 'go live' date of the 6th June (review cycle every 6 months to ensure QSF is up to date against relevant British Standards, service developments)
 - Guidance material and Scheme changes on the Audit Toolkit page – <https://www.tecquality.org.uk/the-qsf-modules>
- Trailblazer programmes for new QSF Organisations
 - Response Services running July – December 2022 – linking to SIG016
 - Proactive and Preventative running March – September 2022 – to inform next QSF revision, to be live from January 2023
- 999 Project
 - Call Handling Decision Support Tool – plans to roll out from September 2022 for QSF certified organisation
 - Access to the NHS Service Finder - <https://digital.nhs.uk/services/nhs-service-finder> - for all QSF certified organisations from October 2022 (only available to QSF certified organisations)
 - Guidance and Training document for Monitoring Centres
 - Pilot running June – August in the North West (PPP Taking Care, Medequip Connect, Progress Lifeline, Warrington Borough Council)

- Digital Auditing Platform – plans to be launched end of 2022 – to be tested with eight QSF certified organisations from October
 - Provides easier, more streamlined auditing process
 - All information uploaded to one portal
 - Guidelines to support audit preparation
- Fire Guidance – new guidance came into force from 1st July 2022, available through the auditing tool on the TEC Quality website
 - BS9518 to replace BS8591
 - Call handlers now have 30 seconds from accepting fire call to make contact with the customer
 - Call handlers then have a further 60 seconds to contact the fire service, if no response received from customer or if there is a fire
- Anthony Anderson has joined the Tec Quality Team as Scheme Support Manager



02 Workforce Development

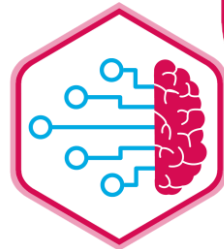
Update

Workforce Development Learning Journeys



Engage

Enquiring into how we can support your organisation's workforce development needs is the first step into creating an engaged, informed and valued team.



Assess

We work with you to understand your requirements, including challenges, goals and objectives, whether that's to improve knowledge and skills or support mental well-being.



Define

We define the levels of knowledge, skills and behaviours your organisation needs to succeed. We're then able to create tools and training courses with a mix of learning experiences, refresher training and skills enhancement, while encouraging a culture of knowledge sharing.



Develop

We build a workplace development strategy that achieves your goals, this may include the creation of tools, bespoke e-learning packages, instructing internal trainers, reviewing current management processes along with performance review recommendations to ensure best practice.



Deliver

To minimise disruption, we establish an effective delivery timeline to provide the necessary consultancy services and implement the tools and training for maximum impact.

Refine

Once the plan has been developed, we present the options, at which point we review and refine your priorities and finalise a plan.



Group training and workshops

- Training and workshops for the coming months
- New sessions being added all the time

Enquiring and bookings to:

training@tsa-voice.org.uk

July

- 21st July - Role of a Responder
- 22nd July - Getting the most from your people
- 26th July - Mental Wellbeing
- 29th July - Communication Skills in TEC

August

- 2nd Aug - CPD Accredited Call Handling
- 3rd Aug – CPD Assessing & Installation of TEC
- 4th Aug – Suicide Awareness
- 18th Aug – Mental Wellbeing

September

- 6th Sept - CPD Accredited Call Handling
- 7th Sept - CPD Assessing & Installation of TEC
- 20th Sept – Mental Wellbeing



03 TSA Marketing
Update



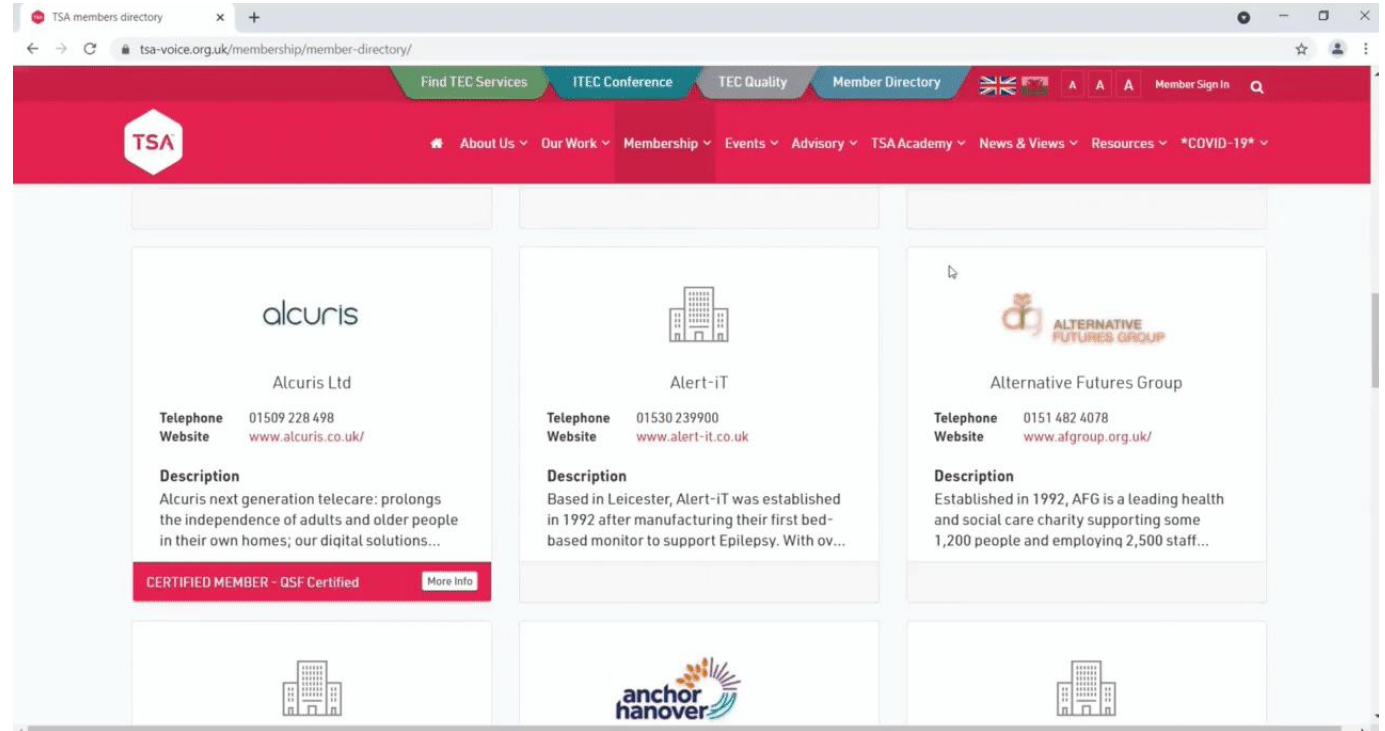
Member benefit

TSA Member Directory Lightbox

- Update your **contact details + LOGO**
- Submit your 100-word **company profile**
- Showcase your best work, products and services with **4 pieces of content >>**
- The lightbox **supports images, PDF brochures, video files, infographics, surveys, links to websites** and more...
- Directory will soon be made public, visible to **consumers, families and health professionals.**
- Raise your profile and brand reach within TEC, housing and care!

Email your content to:

marketing@tsa-voice.org.uk





04 TSA Events Update

TSA Upcoming Events 2022

For the remainder of the year we will run a series of face to face events and online events

Face to Face Events

These will take place after the summer break and across the following regions:

- Midlands (in partnership with ADASS) – September
- Yorkshire / North East / North West (in partnership with ADASS) – September
- Scotland - October
- Wales - October

Full details on these events will be released in due course

Online Events:

A number of webinars will take place after the summer holidays, and will run through until the end of the year

Are there any key topics you would like us to cover?

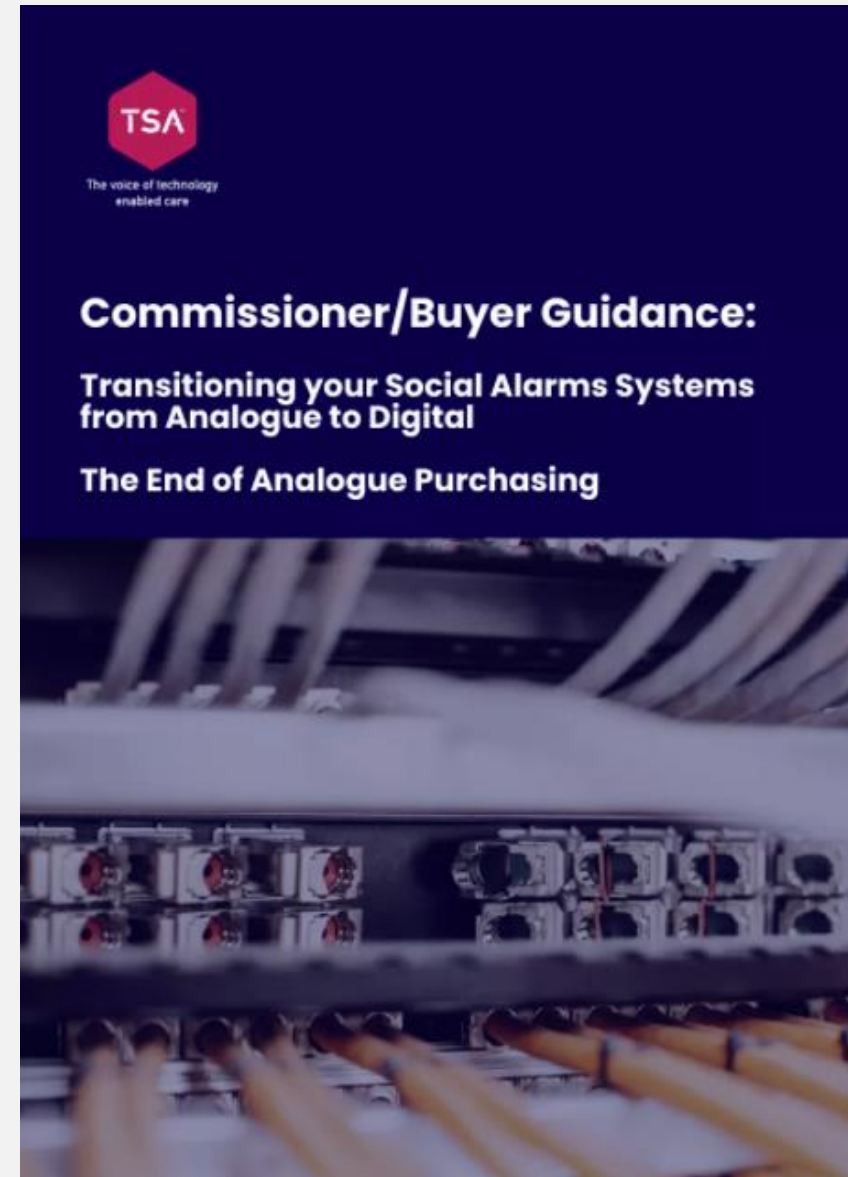


05 Digital Transition

Update

A2D Commissioner/Buyer Guidance

- **The purchase of new analogue only equipment**
- **Soft Market Testing**
- **Procurement**
- **RAG existing equipment**
- **Alarm User Risk Matrix**
- **Digital Interoperability**
- **Data transfer and testing**
- **KPI Reporting**
- **Buyer's Checklist**





Openreach Update

- 594 telephone exchange now identified for early migration to provide new digital only
- 251 exchanges have now been migrated
- All exchanges to provide new digital only from end of September 2023 onwards
- New Openreach test centre in London for suppliers to test equipment over new digital networks from BT, Sky, Vodafone, TalkTalk & Zen

No. of Exchanges													Grand Total
Region	Trial notification	Tranche 1a	Tranche 1b	Tranche 2	Tranche 3	Tranche 4	Tranche 5	Tranche 6	Tranche 7	Tranche 8	TBD		
	01/12/2020	29/06/2021	13/10/2021	01/11/2022	13/10/2021	25/01/2022	29/04/2022	02/08/2022	01/11/2022	08/02/2023	09/05/2023	TBD	
East of England			1		2	3	2	7	3	5	1		24
Lancashire & Cumbria			3		1	6	2	6	4	8	6		36
London		1	5		2	4	6	3	4	5	5		35
Midlands		6	14		3	5	8	10	15	25	7	2	95
North East			2		2	2	1	3	2	1			13
North West			21		3	5	4	6	7	7	7	1	61
Northern Ireland		4	10		5	10	27	20	27	10			113
Scotland East		1	3		1	4	3	5	2	3	3	1	26
Scotland North			5		2		1	3	2	2	1		16
Scotland West			4					5	3	5			17
South East			3				2	5	5	3	1	1	20
South West	1		12			2	6	8	7	6	1	4	47
Wales North		1	3				2	5	3		3	4	21
Wales South			3		1		2	5	3	6	4		24
Yorkshire & Humberside			5	1	4	6	3	6	2	12	7		46
Grand Total	1	13	94	1	26	47	69	97	89	98	46	13	594



Working in conjunction with NHS Transformation Directorate (formerly NHSx), TEC Cymru and the Scottish Digital Office to support all stakeholders through the transition

05

TSA Focus Areas

- **Collation of ARC dialled numbers for passing to Communications Providers**
- **A digital transition helpdesk to collate issues around alarm failures, disconnections in the home etc.. and to feedback to stakeholders**
- **Collation and analysis of alarm failures from around the UK by device type, network and protocol, where available**
- **Development and execution of analogue over digital test specification and testing, initially from the Openreach test centre**
- **Creation of best practice guidance for ‘on the day’ digital transition processes**

Alarm Dialed Number Collation

ARC Numbers Provided <input type="checkbox"/>	No. of ARCs	% of ARCs
No	33	20%
Yes	136	80%
Grand Total	169	100%

- ARC dialled number collation is designed to provide all Communications Providers with the means to:
 1. Identify installations using an alarm connected to a landline in advance of migration
 2. Protect and prioritise the end-to-end alarm voice and data transmission
- All UK Alarm Receiving Centres have been contacted multiple times via email and telephone
- Escalations have been submitted to Directors and Chief Executives as appropriate

TSA Digital Helpdesk

TSA has provided detailed technical advice and guidance on an individual basis with this being tailored to individual queries depending on the needs of these organisation, all of whom have a different starting point and requirements.

Over the course of the past five months through level 1 and level 2 helpdesk triage and subject matter expert capacity, there have been 1:1 sessions with

- 68 Service Providers and Commissioners
- 21 solution suppliers
- 12 Industry stakeholders
- 6 Alarm User enquiries

All IP Team / ALLIP@tsa-voice.org.uk / 01625 520320



05

Analogue Protocol Handshake Failures

Overall					
In/Out		In			
Calls					
Years	Months	Pass	Fail	Total	% Fail
2021	Apr	2,023	163	2,186	7.5%
	May	6,982	433	7,415	5.8%
	Jun	7,958	517	8,475	6.1%
	Jul	11,268	786	12,054	6.5%
	Aug	32,916	2,816	35,732	7.9%
	Sep	30,238	2,382	32,620	7.3%
	Oct	45,912	2,926	48,838	6.0%
	Nov	65,543	2,979	68,522	4.3%
2022	Dec	62,795	2,922	65,717	4.4%
	Jan	63,575	2,540	66,115	3.8%
	Feb	31,259	953	32,212	3.0%
	Mar	12,986	708	13,694	5.2%
	Apr	12,679	637	13,316	4.8%
Total		386,134	20,762	406,896	5.1%

Analogue over Digital Testing

TEST RESULTS														
CP	Network	ARC	Tynetech Reach				Tunstall Vi				Tunstall Vi+			
			BS8521		TT92 - DTMF		BS8521		TT92 - DTMF		BS8521		TT92 - DTMF	
BT Consumer	SOGEA	Jontek												
	FTTP	Jontek												
	SOGEA	Umo												
	FTTP	Umo												
	SOGEA	PNC												
	FTTP	PNC												
Talk Talk	SOGEA	Carenet												
	FTTP	Carenet												
	SOGEA	Jontek												
	FTTP	Jontek												
	SOGEA	Umo												
	FTTP	Umo												
Sky	SOGEA	PNC												
	FTTP	PNC												
	SOGEA	Carenet												
	FTTP	Carenet												
	SOGEA	Jontek												
	FTTP	Jontek												

Legend	
R	Alarm Voice call fails to connect
A	Alarm Voice call connects but quality is poor
G	Alarm Voice connects successfully

- Initial testing to take place in Openreach test centre during July and August (<https://www.openreach.com/upgrading-the-UK-to-digital-phone-lines/industry/digital-services-test-lab>)
- Agreement received from three ARCs to receive multiple test calls from the Openreach test centre
- Results will be published with appropriate caveats in place
- Subsequent testing will take place at other test centres (e.g. Virgin / KCom)

Digital Migration 'On The Day' Guidance

AIMS

- Improve the Alarm user experience during digital migration
- Develop best practice is for communications providers to:
 - 1 Notify ARC in advance of transition day of plan to migrate customer
 - 2 Analogue Test call to be placed to ARC at the start of the appointment
 - 3 Migration work to take place
 - 4 Analogue over Digital Test call to ARC at conclusion of appointment

ISSUES

- What actions to take place if there is a failure of the process or the test calls
- Acceptance that analogue over digital is a temporary solution due to lack of battery back up / potential for increased alarm failure rates
- Consistency across all Communication Providers and tens of thousands of engineers



06 Attendee Feedback



The voice of technology
enabled care

Thank you

www.tsa-voice.org.uk