Glasgow City
Integration Joint Board
Finance, Audit and Scrutiny Committee

Report By:	**Gordon Bryan, Lead Head of Service for Operational & Technical Care Services, and Older People's Residential & Day Care**
Contact:	**Robert Murray, Interim Head of Care & Technical Services**
Phone:	**0141 353 9292**

Community Alarm and Telecare Service –
Annual Audit Carried out by Technology Enabled Care Services Association (TSA)

Purpose of Report:	To advise the IJB Finance, Audit and Scrutiny Committee on the outcome of the annual Technology Enabled Care Services Association (TSA) Quality Standards Framework Maintenance audit of the Community Alarm & Telecare Service (February 2025), and to present the improvement action plan that has resulted in full compliance and successful reaccreditation.

Background/Engagement:	TSA is a UK representative body for technology enabled care (TEC) services, working on behalf of and advising organisations including Telecare and Telehealth providers, suppliers, care providers, emergency services, government bodies and health and social care commissioners.
	At present, there is no legal requirement for Community Alarm and Telecare providers to be a member or an accredited member of TSA, the purpose of (accredited) membership is to demonstrate that services are provided in compliance of TSA's National Quality Standards Framework (UK).
	The audit was conducted via document sampling and interviews with senior management and staff, with evidence submitted through the Digital Auditing Platform.
	The audit scope included a review of previous improvement needs, compliance with new QSF requirements, and demonstration of good practice.

Governance Route:	The matters contained within this paper have been previously considered by the following group(s) as part of its development. HSCP Senior Management Team ☒ Council Corporate Management Team ☐ Health Board Corporate Management Team ☐ Council Committee ☐ Update requested by IJB ☐ Other ☐ (please note below) Not Applicable ☐

Recommendations:	The IJB Finance, Audit and Scrutiny Committee is asked to: a) Note the outcome of the TSA Quality Standards Framework audit and the achievement of full compliance; b) Endorse the improvement action plan implemented to address the KPI for alarm call handling and other identified areas; and c) Note the decision to no longer proceed with accreditation.

Relevance to Integration Joint Board Strategic Plan:

Care Services support a range of vulnerable citizens through the use of telecare. At the time of the audit, the service supported 8,305 service users to live independently for as long as possible in their own home. Community Alarm and Telecare services minimise the impact on other areas of Care Services such as Homecare by providing a means for vulnerable service users to summon assistance or request help for areas such as personal care, continence care tasks, and support with falls.

In the year 2022–23, the Community Alarm services responded to:

- 42 0015 incoming alarm calls
- 11 5833 outbound calls
- 28 910 onsite requests for assistance by the Responder service

Telecare promotes independence, reduces care home admissions, and facilitates hospital discharge, contributing directly to the Integration Joint Board's vision and partnership priorities of supporting people to live safely and independently in their communities.

Alignment with Strategic Plan:

- Partnership Priority 1 – Prevention Early Intervention and wellbeing
- Partnership Priority 2 – Supporting Great Determination and Informed Choice
- Partnership Priority 3 – Supporting People in their Communities
- Partnership Priority 4 – Strengthening Communities to Reduce Harm
- Partnership priority 6 – Building a Sustainable Future

Implications for Health and Social Care Partnership:

Reference to National Health & Wellbeing Outcome(s):	**Outcome 1**: People are able to look after and improve their own health and wellbeing and live in good health for longer.
	Outcome 2: People, including those with disabilities or long-term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community.
	Outcome 3: People who use health and social care services have positive experiences of those services, and have their dignity respected.
	Outcome 4: Health and social care services are centered on helping to maintain or improve the quality of life of people who use those services.
	Outcome 5: Health and social care services contribute to reducing health inequalities.
	Outcome 6: People using health and social care services are safe from harm.
	How the service supports these outcomes:
	Telecare enables independence and reduces reliance on institutional care, aligning with Outcomes 1 and 2. Person-centred delivery and high satisfaction ratings support
	Outcome 3. Improved KPI performance ensures timely emergency response, enhancing safety (Outcome 6) and quality of life.
	Outcome 4. Integration with health services and proactive risk management contribute to reducing inequalities.

Personnel:	No direct personnel implications; ongoing staff development and recruitment addressed in the improvement plan.

Carers:	No adverse implications; service improvements benefit carers indirectly.

Provider Organisations:	N/A

Equalities:	N/A

Fairer Scotland Compliance:	N/A

Financial:	N/A

Legal:	N/A

Economic Impact:	N/A

Sustainability:	N/A

Sustainable Procurement and Article 19:	N/A

Risk Implications:	N/A

Implications for Glasgow City Council:	N/A

Implications for NHS Greater Glasgow & Clyde:	The audit outcome and improvement actions support integrated working with health services, particularly in facilitating timely hospital discharge, reducing admissions to residential care, and supporting people to live independently at home. The service's compliance with the Quality Standards Framework and its commitment to continuous improvement contribute to the broader health and wellbeing objectives of the NHS. The partnership approach, including regular engagement with health teams and the use of technology to support vulnerable service users, strengthens the interface between health and social care, ensuring seamless support for individuals across organisational boundaries. The results through the TSA audit provide assurance that critical calls are handled promptly, reducing delays in emergency response and supporting safe, efficient hospital discharge processes.

1.   Purpose

1.1   To advise the IJB Finance, Audit and Scrutiny Committee on the outcome of the annual Technology Enabled Care Services Association (TSA) Quality Standards Framework Maintenance audit of the Community Alarm & Telecare Service (February 2025), and to present an improvement action plan that has resulted in full compliance and successful reaccreditation.

2. Background

2.1 TSA is a UK representative body for technology enabled care (TEC) services, working on behalf of and advising organisations including Telecare and Telehealth providers, suppliers, care providers, emergency services, government bodies and health and social care commissioners.

2.2 At present, there is no legal requirement for Community Alarm and Telecare providers to be a member or an accredited member of TSA, the purpose of (accredited) membership is to demonstrate that services are provided in compliance of TSA's National Quality Standards Framework (UK).

2.3 The Audit Scheme has been established to provide independent external audit of an organisation against the requirements of the Quality Standards Framework. Note, in Scotland telecare services are not currently inspected by the Care Inspectorate. TEC Quality confines its requirements, evaluation, review, decision, and surveillance (if any) to those matters specifically related to the scope of certification unless an extension of scope has been agreed with the organisation concerned.

2.4 The TSA audit assessed Glasgow City HSCP against the Quality Standards Framework, covering:

- Common Standards:
  o User and Carer Experience
  o User and Service Safety
  o Information Governance
  o Partnership Working
  o Workforce
  o Business Continuity
  o Performance & Contract Management
  o Continuous Improvement & Innovation

- Service Delivery Modules:
  o TEC Monitoring (including KPI compliance and BS9518 fire monitoring)
  o Assessment, Installation & Maintenance of TEC
  o TEC Response Services

2.5 The audit also reviewed evidence uploaded to the Digital Auditing Platform, call sampling for quality assurance, progress on Analogue-to-Digital migration, and risk mitigation measures such as Design Authority Planning and disaster recovery procedures.

3. Audit Outcome

3.1 The audit identified one specific area which was not meet - consistently meeting the KPI for alarm calls answered within 60 seconds (TM28). The TSA target is set at a rate of 97.5%. Failure to meet this standard could have resulted in delayed responses to vulnerable service users, impacting safety and service reputation.

3.2   TSA required an improvement action plan (Appendix 1) to directly addressed this risk through enhanced KPI monitoring, targeted staff support, resource allocation during peak times, and the deployment of digital solutions such as the "Responder App" which allows real time deployment and monitoring of Responder Teams attending to service users within their own homes.

3.3   Since implementing the improvement plan, call handling performance has improved significantly (Apr 2024 – Oct 2025):

- o   The average percentage of alarm calls answered within 60 seconds has increased and is now meeting the TSA target and demonstrating sustained progress.
- o   The percentage of calls answered within three minutes consistently exceeded the 99% target, averaging 99.9% across the reporting period.

3.4   These improvements provide assurance that operational risks related to delayed emergency response have been effectively mitigated and that service resilience has been strengthened, with no further actions required from TSA.

4.   Action

4.1   The successful completion of the TSA audit and implementation of the improvement plan reinforce Glasgow City Council's commitment to delivering high-quality, technology-enabled care for vulnerable citizens. The Council benefits from enhanced assurance that services are safe, effective, and compliant with national standards.

4.2   Ongoing risk management is embedded in daily operations, with regular review of call handling data, supervision, and escalation protocols ensuring that any emerging risks are identified and mitigated promptly.

4.3   The service's robust approach to business continuity, including updated Design Authority Planning and disaster recovery procedures, further reduces exposure to operational and reputational risks.

4.4   These improvements reflect the effectiveness of targeted actions such as enhanced resource allocation, weekly KPI reviews, and the introduction of digital tools to streamline call handling. The outcome provides confidence that service delivery standards remain robust and responsive to the needs of vulnerable citizens.

4.5   Following strategic review and Social Work Governance approval (September 2025), the decision has been taken to discontinue TSA accreditation and move to being a member organisation only.

4.6   This strategic shift aligns with the Council's priorities, as Glasgow is no longer seeking business from external providers and where this accreditation then has a commercial advantage this allows the Council to focus resources on direct service delivery and continuous improvement, rather than external certification.

4.7   Performance KPIs will continue to be monitored by the service and there will be a schedule of ongoing audit by the Operations Manager – Quality Assurance & Improvement against the Quality Standards Framework (QSF).

5.   Recommendations

5.1   The IJB Finance, Audit and Scrutiny is asked to:

a) Note the outcome of the TSA Quality Standards Framework audit and the achievement of full compliance;
b) Endorse the improvement action plan implemented to address the KPI for alarm call handling and other identified areas; and
c) Note the decision to no longer proceed with accreditation.

TSA Audit 2025 – Improvement Action Plan

TM28 Improvement: Plan				
Objective	**Action**	**Owner**	**Comments**	**Date Completed**
To enhance the efficiency and effectiveness of the ARC call handling to meet the TSA accreditation standards.	1. **Weekly KPI Meetings:** • Conduct weekly meetings to discuss Key Performance Indicators (KPI's) and review areas of good practice and identify areas needing improvement.	Response Centre Manager/ Senior Officer/Seniors/ Service Manager		This has been implemented and will be ongoing to ensure problems are highlighted timeously
	2. **Review Heat Maps:** • Regularly review heat maps daily and weekly to identify patterns and areas requiring attention.	Response Centre Manager/Senior/Service Manager	Feedback to individual seniors at supervision	This has been implemented and will be ongoing to ensure problems are highlighted timeously.
	3. **Call Handling Times:** • Seniors to analyse call handling times for their teams to identify individuals who may benefit from additional support.	Response Centre Manager/ Senior	Review at individual supervisions and team huddles	Completed
	4. **Resource Allocation:** • Use heat maps to identify peak call times and allocate additional resources accordingly.	Response Centre Manager/ Senior Officer	Designate these times as meeting-free periods to prioritise call handling.	Completed.
	5. **Prioritise Alarm Calls:** • Ensure that alarm calls are prioritised in the call stack (e.g., pendant calls will take precedence over administrative lines)	Seniors / Call handlers	This is to allow call handlers to focus on urgent calls. -GCHSCP have raised with system provider to make system changes	Completed.
	6. **Inactivity Calls:** • Move inactivity calls for void properties to the background.	Seniors / Call handlers	This allows for streamlining of call handling	Completed
	7. **Implement Responder App** • Deploy the responder app to reduce call volumes to the ARC from responders, thereby freeing up time for call handlers.	Senior Officer / Seniors / Call handlers / AAOM	App is part of the wider digital programme and shall need to be installed initially and then tested.	Completed.
	8. **Additional Staff Resource** • Dayshift senior post to offer one to one support for call handling, and support with the implementation of new policies and support with call handling in busy times. • Creation of a Project Officer Assistant who will assist with admin tasks freeing staff up for call handling	Response Centre Manager/Seniors	Both staff moved into their new roles in Jan 2025	Completed