

Meeting of South Ayrshire Health and Social Care Partnership	Strategic Planning Advisory Group															
Held on:	20th May 2025															
Agenda Item:	9															
Title:	South Ayrshire Technology Enabled Care (TEC) Plan															
Summary: The purpose of this report is to provide an update on the development of a Technology Enabled Care (TEC) Plan for South Ayrshire HSCP and present a consultation draft for approval.																
Author:	Thomas Griffin, Digital Programme Manager Rachael Graham, Planning and Performance Co-Ordinator															
Recommendations: It is recommended that the Strategic Planning Advisory Group: <ul style="list-style-type: none"> i. Agree the consultation draft plan in Appendix 1 for circulation. ii. Note the progress made in developing the TEC Plan for South Ayrshire. 																
Route to meeting: The development of the TEC Plan has previously been discussed and agreed at the Digital Programme Board and is a key element of delivering on our ambitions set out in the Digital Strategy 2024-29. An initial report was presented to SPAG on 18 th March 2025 which broadly set out the steps to develop the plan.																
Implications: <table border="0" style="width: 100%;"> <tr> <td>Financial</td> <td><input type="checkbox"/></td> </tr> <tr> <td>HR</td> <td><input type="checkbox"/></td> </tr> <tr> <td>Legal</td> <td><input type="checkbox"/></td> </tr> <tr> <td>Equalities</td> <td><input type="checkbox"/></td> </tr> <tr> <td>Sustainability</td> <td><input type="checkbox"/></td> </tr> <tr> <td>Policy</td> <td><input type="checkbox"/></td> </tr> <tr> <td>ICT</td> <td><input type="checkbox"/></td> </tr> </table>			Financial	<input type="checkbox"/>	HR	<input type="checkbox"/>	Legal	<input type="checkbox"/>	Equalities	<input type="checkbox"/>	Sustainability	<input type="checkbox"/>	Policy	<input type="checkbox"/>	ICT	<input type="checkbox"/>
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SOUTH AYRSHIRE TECHNOLOGY ENABLED CARE (TEC) PLAN

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to provide an update on the development of a Technology Enabled Care (TEC) Plan for South Ayrshire HSCP and present a consultation draft for approval.

2. RECOMMENDATION

2.1 It is recommended that the Strategic Planning Advisory Group:

- I. Agree the consultation draft plan in Appendix 1 for circulation.**
- II. Note the progress made in developing the TEC Plan for South Ayrshire.**

3. BACKGROUND INFORMATION

- 3.1 South Ayrshire IJB approved the [Digital Strategy 2024-29](#) on Wednesday 12th June 2024. This strategy set out our ambitions for digital in South Ayrshire and is a commitment to leveraging digital solutions for better health outcomes and service quality in our community.
- 3.2 The Digital Strategy was designed to build upon our Strategic Plan, with a strong focus on enhancing overall wellbeing. It aims to address the current fragmented nature of service delivery and promote a more integrated, efficient, and user-centric approach.
- 3.3 In South Ayrshire we also face known demographic challenges where demands on services continue to rise, staffing capacity and demand remains pressured and an ageing population are living longer, independently.
- 3.4 The action plan which accompanied the Digital Strategy set out a number of actions and workstreams to be developed to support delivery of the strategy. One of these ambitions is to develop a TEC Plan for South Ayrshire which sets out our approach to TEC in South Ayrshire over the next 5 years.
- 3.5 The plan will consider national and local policy contexts. We also have key learning from other areas across Scotland and further afield where similar plans have been developed.
- 3.6 Key aspects of the national approach to TEC include:
- **Strategic Goals and Objectives:** The national TEC programme aims to improve health and wellbeing outcomes for Scottish citizens and to embed TEC within strategic planning and service design processes. It also focuses on expanding and integrating the effective use of TEC as a sustainable and cost-effective component of health, housing, and care services.

- **Funding and Initiatives:** The Scottish Executive has provided funding for TEC initiatives since 2007. This funding has supported stakeholder engagement, promotion, training, and implementation of TEC in line with the government's strategy for an integrated approach. There has been specific funding to support the adoption and delivery of TEC at scale, including telehealth and telecare. The government has also funded "tests of change" to drive innovation and demonstrate measurable improvements through technology.
- **Key Workstreams:** The national TEC programme has focused on several key areas, including Connect Me (remote health pathways), Digital Mental Health, Near Me video appointments, Digital Social Care, Telecare, Transforming Local Systems, and Digital Inclusion.
- **Telecare Transformation:** Nationally, there is a drive to transform and innovate in telecare deployment and service delivery, including the transition from analogue to digital telecare. This shift aims to enable a more proactive and preventative approach, potentially integrating citizen data to anticipate needs and enable earlier intervention.
- **Digital Inclusion as a Priority:** Scotland recognises the problems of digital exclusion and places digital inclusion at the heart of its approach, ensuring everyone has the opportunity to develop digital skills, access devices, and obtain connectivity. Digital and data are considered facilitators of equity and inclusion.
- **Emphasis on Integration and Collaboration:** The national approach encourages the integration of TEC into existing care pathways and fosters cross-sector collaboration between health, social care, housing, and the third sector.
- **Focus on Evaluation and Improvement:** There is a strong commitment to measurement and evaluation to support the continuous improvement of the TEC programme. The Rapid, Relevant, Research Process (RRRP) is a recommended framework for future evaluation activities.
- **"TEC First" Approach:** Some areas in Scotland are adopting a "TEC First" approach, ensuring that technology solutions are considered at the initial point of contact in care planning. This involves training staff to prioritise TEC solutions.
- **Building Digital Capabilities:** Nationally, there are efforts to build digital capabilities within the workforce to support the implementation and use of TEC effectively. Initiatives like the Care Technologist project aim to provide skilled practitioners who can help people benefit from technology.
- **National Digital Platforms:** The national approach includes building on emerging national digital platforms to enable direct access to advice and assistance.

3.7 The development of a TEC Plan for South Ayrshire aligns with this national direction by seeking to embed technology to support local health and social care strategic objectives and address local demographic challenges. By creating a local plan, South Ayrshire can tailor the national vision and strategic priorities to its specific context and needs. The plan's focus on expanding TEC, integrating it into care pathways, and ensuring digital inclusion echoes the overarching themes of the national TEC approach.

4. REPORT

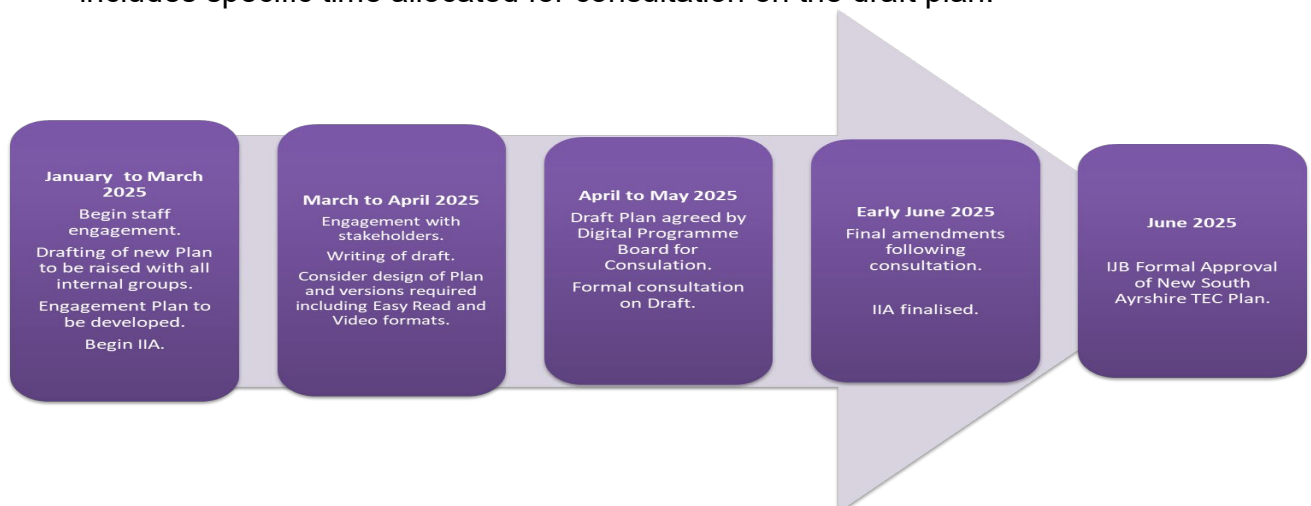
4.1 Technology is a growing part of modern-day life and can play a key role in meeting social care needs. People are not always aware of what Technology Enabled Care (TEC) solutions are available and the positive outcomes they can deliver for people. TEC, also known as telecare or assistive technology, is the use of technology to support and enhance health and social care outcomes. This technology includes devices, systems and software that enables people to live more independently and supports their wellbeing.

4.2 Our vision is to use technology to enable people to fulfil their potential, be actively involved and included in their communities, make informed decisions, have control over their lives, and be valued.

4.3 TEC is an umbrella term used to describe and refer to telehealth and telecare, as well as mobile electronic and digital health and social care services. This may include:

- Remote health monitoring and consultation (e.g. Near Me)
- - Community alarm and peripherals for health, safety and independence (Telecare)
- - Use of consumer technology for health and care (e.g. Digital devices, Virtual Reality, Smart speakers)

4.4 The development of the plan commenced in January 2025 and a short life working group (SLWG) of key stakeholders has been appointed to meet regularly and take forward this work area. There is representation from Digital Programme Board, Locality management, Telehealth and Telecare and Planning and Performance. The timeline for development is detailed below and includes specific time allocated for consultation on the draft plan:



4.5 The core principles of the South Ayrshire TEC Plan will include:

- Ensuring a Person-Centred Approach: Tailor TEC solutions to individual needs and preferences.

- Early Intervention and Prevention: Use TEC to prevent needs from escalating.
- Collaboration: Foster cross-sector collaboration.
- Digital Inclusion: Bridge the digital divide by providing access to skills and connectivity.
- Evidence-Based Practice: Implement technologies with a strong evidence base.
- Continuous Improvement: Measure and evaluate TEC interventions routinely.
- Strategic alignment with other plans and strategies both locally and nationally.

4.6 A proportionate engagement and consultation process will be followed in line with our approach in South Ayrshire commencing in Spring 2025. A full engagement plan is being developed and will include staff, partners, communities and the third and independent sector. Initial engagement is underway.

4.7 There is a lot of learning from previous engagement exercises that will help us to form the draft Plan. This includes consultation from a range of activities in 2024 including the Digital Strategy, Ageing Well Strategy, the IJB Strategic Plan and our new Dementia and Mental Health Strategies. We are also able to join up some elements of engagement with the new Adult Carers Strategy which is in development currently.

4.8 An Integrated Impact Assessment (IIA) has been started for this Plan and will be reviewed at various stages of the Plan development. A final draft of the IIA will be presented to the IJB in June alongside the Plan and other accompanying documents.

4.9 The proposed plan is presented at Appendix 1 and includes the objectives which are categorised into short- medium and longer-term objectives.

4.10 An implementation plan will be developed which sets out how the actions will be taken forward and the projected timescale for this.

5. STRATEGIC CONTEXT

5.1 The development of a TEC Plan is fundamental to our work in progressing the Digital Strategy, whilst also contributing to a range of strategic outcomes. The successful delivery of the strategy will contribute to the following IJB Strategic Plan 2021-31 Objectives in particular:

- We are an ambitious and effective Partnership,
- We are transparent and listen to you.

6. IMPLICATIONS

6.1 Financial Implications

6.1.1 There are no financial resources to agreeing this report.

6.2 Human Resource Implications

6.2.1 There are no HR implications to agreeing this report.

6.3 Legal Implications

6.3.1 There are no legal implications to agreeing this report.

6.4 Equalities implications

6.4.1 An Integrated Impact Assessment will be completed as part of this plan being developed.

6.5 Sustainability implications

6.5.1 There are no sustainability implications to agreeing this report.

6.6 Clinical/professional assessment

6.6.1 There are no implications to agreeing this report.

7. CONSULTATION AND PARTNERSHIP WORKING

7.1 There was extensive partnership work and engagement involved in the development of the Digital Strategy. Any further consultation for the TEC Plan will take this engagement into account and be proportionate to the scale of the TEC Plan.

8. RISK ASSESSMENT

8.1 There is no risk associated with this progress report.

APPENDICES

Appendix 1 - South Ayrshire Technology Enabled Care Plan 2025 – 2028

BACKGROUND PAPERS

[South Ayrshire Digital Strategy 2024-29.](#)

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