

Meeting of South Ayrshire Health and Social Care Partnership	Integration Joint Board
Held on:	10th September 2025
Agenda Item:	13
Title:	South Ayrshire Technology Enabled Care (TEC) Plan
Summary:	
<p>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 to present the plan for approval.</p>	
Author:	Thomas Griffin, Digital Programme Manager Rachael Graham, Planning and Performance Co-Ordinator
It is recommended that the Integration Joint Board:	
<ul style="list-style-type: none"> i. Agree the Technology Enabled Care Plan in Appendix 1. ii. Note the progress made in developing the TEC Plan for South Ayrshire. iii. Note the significant engagement undertaken with staff, partners and local communities and the resulting changes to the plan. iv. Agree the establishment of a multi-agency TEC Oversight Board to support delivery. 	
Route to meeting:	
<p>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.</p> <p>Reports have previously been presented to SPAG on 18th March and 20th May 2025 which set out the steps to develop the plan as well as progress in the development.</p>	
Implications:	
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"/>

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 to present the plan for approval.

2. RECOMMENDATION

2.1 It is recommended that the Integration Joint Board:

- I. Agree the Technology Enabled Care Plan in Appendix 1.**
- II. Note the progress made in developing the TEC Plan for South Ayrshire.**
- III. Note the significant engagement undertaken with staff, partners and local communities and the resulting changes to the plan.**
- IV. Agree the establishment of a multi-agency TEC Oversight Board to support delivery.**

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 improve 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 considers 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

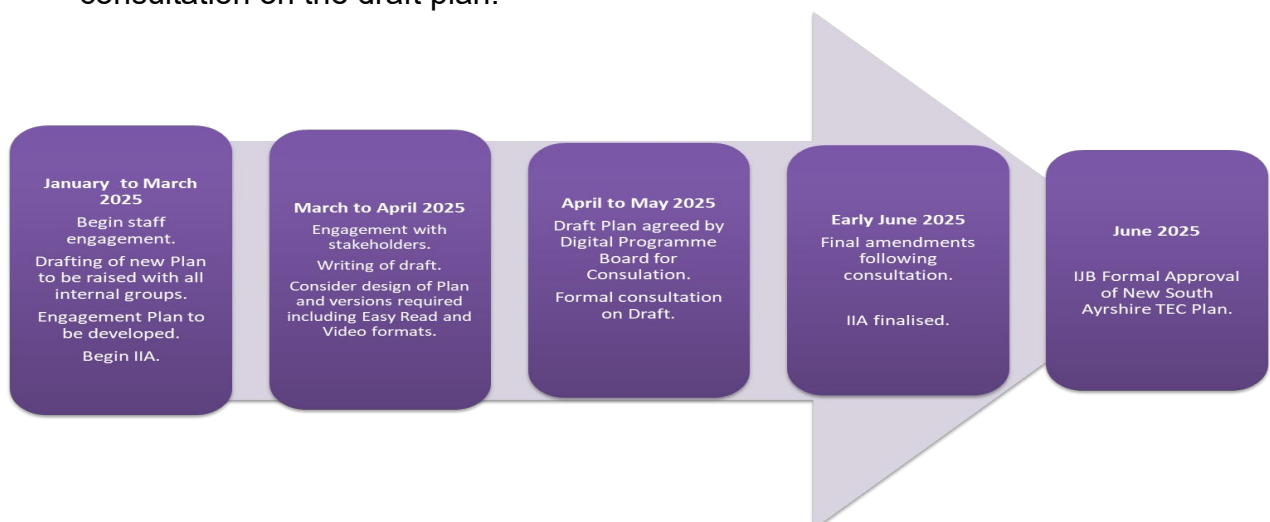
4.1 Technology is a growing part of modern-day life and can play a key role in meeting social care needs. People are not always aware of what Technology Enabled Care (TEC) solutions are available and the positive outcomes they can deliver for people. TEC, also known as telecare or assistive technology, 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, 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 was followed in line with our approach in South Ayrshire. This commenced in Spring 2025. A full engagement plan was developed and included staff, partners, communities and the third and independent sector. A full engagement report can be found in Appendix 2.

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 developed for this Plan and will be reviewed at various stages of the Plan development. This can be found in Appendix 3.

4.9 A TEC Subgroup that will support the delivery of the TEC plan including representation from NHS Ayrshire and Arran, South Ayrshire HSCP, third sector partners and representation from champion groups.

4.10 An “easy read” summary report of the TEC plan and a glossary will be created for general consumption.

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 Costs relate to device lifecycle, licences/connectivity, training, community engagement, evaluation, and integration. These will be managed within agreed budgets and through targeted bids for external funding. A benefits framework will track cashable and non-cashable gains.

6.2 Human Resource Implications

6.2.1 Delivery requires staff training, team-level champions, and limited dedicated coordination capacity. No immediate changes to terms/conditions are proposed or identified.

6.3 Legal Implications

6.3.1 DPIAs, clinical safety assessment and procurement standards will apply. Role-based access, audit, and data minimisation are embedded.

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 Remote contacts can reduce travel. Procurement will consider device lifecycle and recycling.

6.6 Clinical/professional assessment

6.6.1 There are no implications to agreeing this report.

7. CONSULTATION AND PARTNERSHIP WORKING

7.1 Extensive engagement informed the plan. The HSCP held workshops, surveys and community events across all six localities, involving service users, carers, staff, third sector partners, clinicians and the wider public. Key messages included the need for:

- Plain language and clear examples of TEC, supported by a glossary.
- TEC hubs and pop-ups in community venues to showcase equipment and provide a “no wrong door” for referrals.
- Routine training for staff, carers and the public, including digital confidence.
- Affordability and transparency on charging, with concessions for those who cannot pay.
- Sensory-aware design and accessible venues for people with visual and hearing impairments.
- Responsible AI - ensuring technology complements rather than replaces human care and is explainable and ethical.

8. RISK ASSESSMENT

8.1 Key Risks Include:

- Adoption risk (staff/public confidence and skills).
- Inclusion risk (digital exclusion, sensory needs).
- Data/safety risk (compliance, security, explain ability).
- Resourcing risk (capacity to deliver at pace).

8.2 Mitigations include phased implementation, training and champions, accessible hubs/pop-ups, robust IG/clinical safety processes, and oversight through the TEC Planning/Oversight Board.

APPENDICES

Appendix 1 – South Ayrshire Technology Enabled Care Plan

Appendix 2 – TEC Plan Integrated Impact Assessment

Appendix 3 – TEC Plan 2025 – 2028 Engagement Report

BACKGROUND PAPERS

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

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Date of Report: 26th August 2025