TEC Quality

Quality · Safety · Innovation

TSA Quality Standards Framework

AUDIT REPORT

UKAS PRODUCT CERTIFICATION

10482

Quality Standards Framework

Audit Report

Organisation

Bield Housing and Care

Main contact name(s)

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Audit date

9 April 2026

Audit type

Annual Year 1

Auditor

Anthony Anderson

Quality Standards Framework

Audit Report

Scope of Audit

The TEC Services Association Quality Standards Framework audit will cover - a review of any improvement needs since the last audit (if any), the Common Standards and Service Delivery Modules listed below:

- User and Carer Experience (Version 4.2 - UE)
- User and Service Safety (Version 4.3 - US)
- Information Governance (Version 4.2 - IG)
- Partnership Working & Integrated Services (Version 3.1 - PW)
- The Workforce (Version 3.5 - TW)
- Business Continuity (Version 3.4 - BC)
- Performance & Contract Management (Version 3.1 - PM)
- Continuous Improvement & Innovation (Version 3.2 - CI)
- TEC Monitoring (Version 4.4 - TM)

The Audit Scheme has been established to provide independent external audit of an organisation against the requirements of the Quality Standards Framework. 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.

Methodology

The Audit has been conducted using a document sampling process and in discussion with Senior Management and Staff. TEC Quality are not therefore responsible for any issues present but not identified at the time of the audit. This report provides a summary of the audit findings, highlighting any areas for improvement, or non-compliance, but will also show any areas of particular "Good Practice" that the auditor may find. The tables in the report show the improvement areas, but where modules are omitted, it can be assumed that the organisation has demonstrated, "Compliance" with the criteria audited in that module.

Audit Report

Introduction

Bield Response 24 (BR24) is a 24/7 digital alarm Monitoring and emergency Response Service operated by Bield Housing & Care. Based in Glasgow, BR24 is one of the largest monitoring centres in Scotland, providing essential support to more than 20,000 individuals nationwide.

Bield Housing & Care delivers a broad range of services, including a social housing portfolio of 4,616 units across 21 Local Authority areas, supporting over 6,000 tenants. In addition, the organisation provides approximately 3,500 hours of care and support each week across 10 sites.

BR24 itself maintains over 18,000 active connections and works in partnership with 52 external organisations, reflecting its significant operational reach and strategic importance within the wider service provision.

To maintain certification to the Quality Standards Framework (QSF), an Annual audit took place via Microsoft Teams with the Head of BR24 & Assistive Technology Development.

A range of evidence was provided ahead of audit, and included:

- Training Documents
- QA Procedure
- Job Descriptions
- Infection Control Procedures
- Risk Registers
- Measures of Excellence Data
- Call Recordings

There has been no significant incidents, data breaches or significant complaints since the last QSF audit.

Summary of Evidence Reviewed/Key Findings

Standards and Service Delivery Modules

User and Carer Experience (Version 4.2 - UE)

Total Number of Criteria in this Module	2
Number of Criteria Compliant	2
Number of Criteria Improvement Observation	0
Number of Criteria Not applicable	0
Number of Criteria Requires improvement	0
Number of Criteria Inadequate	0

User and Service Safety (Version 4.3 - US)

Total Number of Criteria in this Module	2
Number of Criteria Compliant	2
Number of Criteria Improvement Observation	0
Number of Criteria Not applicable	0
Number of Criteria Requires improvement	0
Number of Criteria Inadequate	0

Information Governance (Version 4.2 - IG)

Total Number of Criteria in this Module	1
Number of Criteria Compliant	1
Number of Criteria Improvement Observation	0
Number of Criteria Not applicable	0
Number of Criteria Requires improvement	0

Number of Criteria Inadequate	0

Partnership Working & Integrated Services (Version 3.1 - PW)

Total Number of Criteria in this Module	1
Number of Criteria Compliant	1
Number of Criteria Improvement Observation	0
Number of Criteria Not applicable	0
Number of Criteria Requires improvement	0
Number of Criteria Inadequate	0

The Workforce (Version 3.5 - TW)

Total Number of Criteria in this Module	2
Number of Criteria Compliant	2
Number of Criteria Improvement Observation	0
Number of Criteria Not applicable	0
Number of Criteria Requires improvement	0
Number of Criteria Inadequate	0

Business Continuity (Version 3.4 - BC)

Total Number of Criteria in this Module	3
Number of Criteria Compliant	3
Number of Criteria Improvement Observation	0
Number of Criteria Not applicable	0
Number of Criteria Requires improvement	0
Number of Criteria Inadequate	0

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Performance & Contract Management (Version 3.1 - PM)

Total Number of Criteria in this Module	2
Number of Criteria Compliant	1
Number of Criteria Improvement Observation	0
Number of Criteria Not applicable	1
Number of Criteria Requires improvement	0
Number of Criteria Inadequate	0

Continuous Improvement & Innovation (Version 3.2 - CI)

Total Number of Criteria in this Module	1
Number of Criteria Compliant	1
Number of Criteria Improvement Observation	0
Number of Criteria Not applicable	0
Number of Criteria Requires improvement	0
Number of Criteria Inadequate	0

TEC Monitoring (Version 4.4 - TM)

Total Number of Criteria in this Module	12
Number of Criteria Compliant	12
Number of Criteria Improvement Observation	0
Number of Criteria Not applicable	0
Number of Criteria Requires improvement	0
Number of Criteria Inadequate	0

Rating definitions

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Rating	Definition
COMPLIANT	An organisation that has demonstrated compliance with all the QSF outcomes and minimun criteria. However there may be some development observations found during the audit, which can be worked upon for the next audit.
REQUIRES IMPROVEMENT	An organisation that does not meet the minimun criteria and requires corrective action before certification can be granted, but which is not considered to be safety related. A three-month window is allowed for this improvement.
INADEQUATE	An organistion where safety concerns have been identified, which need to be corrected prior to certification being granted. A one-month period is allowed for this corrective action.
IMPROVEMENT OBSERVATION	Is an improvement that the auditor has identified, that may improve the service offering, but is not a requirement of the QSF, or is a mandatory improvement area.

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Audit summary

There were no Improvement Needs identified at the Services Full audit in 2025.

The audit commenced with introductions from the Head of BR24 & Assistive Technology Development, and TEC Quality's Quality & Improvement Manager.

A presentation was completed by the Head of BR24 & Assistive Technology Development, which outlined the service offering and updates over the last 12 months.

The Service has recently undergone a restructure, with the previous model, which included the removing of two roles, one a partnerships role and, another separate role for day-to-day service management, which had been in place for 12 months but was not operating effectively. As a result, the structure was revised, which included the Chief Operating Officer overseeing all front facing teams. Two Operations Managers are now in post, with a new manager due to start this coming month (April 2026). Operations Managers shifts are staggered to ensure visibility and engagement across all shift patterns and leadership presence.

Beneath the Operations Managers are 5 Team Leaders, all working part time. Staff, including Team Leaders, work between either 6 or 5 hour shifts on a two-week rotation, with night shifts operating on an 8-hour pattern. Evidence of an up-to-date organogram was provided.

Team Leaders provide direct supervision to Call Advisors, ensuring that learning from incidents, quality assurance activity and quality checks are consistently followed up and embedded into best practice. A dedicated night shift structure is in place, which includes 3 teams of 3 staff (9 staff in total). Operations Managers work 35 hours per week during core hours, although weekend and evening cover is there if required. Team Leaders work 28 hours per week and manage specific staff, ensuring that each Call Advisor has a designated Team Leader. One Team Leader is assigned specifically to night shifts and completes three-night shifts per week. The Service currently has two Call Advisor vacancies.

The Service has operated as a fully digital Monitoring Centre since 2018, with conversations confirming that the digital infrastructure enables tailored responses based on individual Service User needs. The team is preparing to launch a Lone Worker solution through Sky Response, which will further enhance the Service's digital capability and support workforce safety.

Evidence was provided of various policies and procedures, all of which are subject to review and updating within the Services SharePoint, where changes are tracked. The Service maintains a structured approach to quality, risk and continuous improvement, with the Head of BR24 & Assistive Technology Development confirming there is a clear emphasis on alignment to QSF Standards.

Quality Assurance checks are centred on ensuring consistency of practice and adherence to established processes, with evidence of QA checks provided. Coaching and QA outcomes are recorded, with call monitoring completed monthly to identify trends, highlight areas for improvement and support staff development. The monthly QA checks include at least one emergency call; However, it was noted that on occasions staff may not have handled an emergency call within the month, and in such cases non-emergency falls calls are reviewed as an alternative, to ensure critical call handling skills are reviewed.

Fire detection calls are subject to additional sampling, to ensure that effective triage is completed within 30 seconds, and that calls are passed in line with the requirements of BS9518. Where issues are identified, feedback is provided directly to staff and formally documented. For these cases and where possible, a further sample of 5 calls is completed the following month to ensure that improvements have been embedded. Fire call exceptions are monitored daily, with a report generated for the previous day's fire calls, which is then reviewed by the Management Team. The Head of BR24 & Assistive Technology Development confirmed the Service is consistently meeting its internal target of answering all fire calls within 30 seconds, and any calls that fall between 30 and 60 seconds are reviewed and discussed at Management meetings to understand the cause and identify any required improvements. Evidence was seen during audit of calls not exceeding the 60 second QSF requirement.

Measures of Excellence data was reviewed for the service, with compliance demonstrated in all but one month over the last 12 months.

Evidence was provided of the Services certification to Cyber Essentials.

Evidence was presented of three critical incidents that occurred over the past 12 months. The Head of BR24 & Assistive Technology Development provided a detailed overview of each incident, the actions taken, and the learning outcomes identified. All incidents were confirmed to be of no fault of BR24, with the Service playing a crucial and supportive role throughout each incident.

The Services Design Authority (DA) is embedded within the wider project and IT Teams, along with the Head of BR24 & Assistive Technology Development. DA activity is overseen through the organisation's Digital Governance Group, which meets monthly and is made up of the different Heads of Service. This group reviews DA responsibilities and any required updates to ensure appropriate oversight of digital programmes and service critical systems. There has been no significant downtime affecting BR24 services.

During 2025, the Service successfully went live on the Shared ARC in Scotland platform, provided by SkyResponse and Chubb. The migration was delivered through a phased approach, with all TEC alarms included in phase one being transferred with a 100% success rate. The Service provided a comprehensive training and support programme to ensure that staff were ready for the new platform. All staff completed mandatory platform training, along with a series of additional training sessions delivered across evenings, weekends and night shifts to ensure full training was provided for the entire workforce.

'SkyResponse Champions' were appointed to provide 1:1 support, and in house BR24 trainers delivered tailored group sessions as well as 1:1 training for individuals requiring additional guidance.

The Auditor reviewed two end to end emergency calls ahead of audit, with the calls found to be compliant with the requirements of the QSF.

The Service provides staff with a variety of training to complete as refresher and at the point of induction, which includes:

- Safeguarding
- Working Safely
- Damp & Mould
- Freedom Of Information
- Dementia Awareness
- Information Security
- Bield Fire Safety
- Complaints Handling
- Data Protection

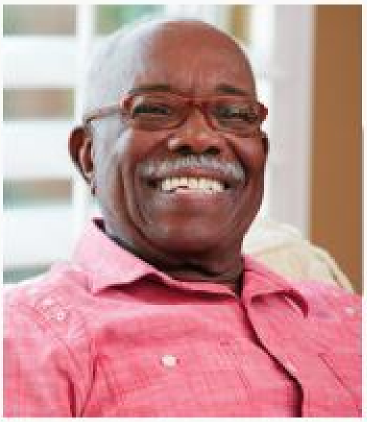
The Service has begun a process to start completing the TEC Quality Core Training Modules, with the Services Learning & Development Team involved in the co-ordination of this.

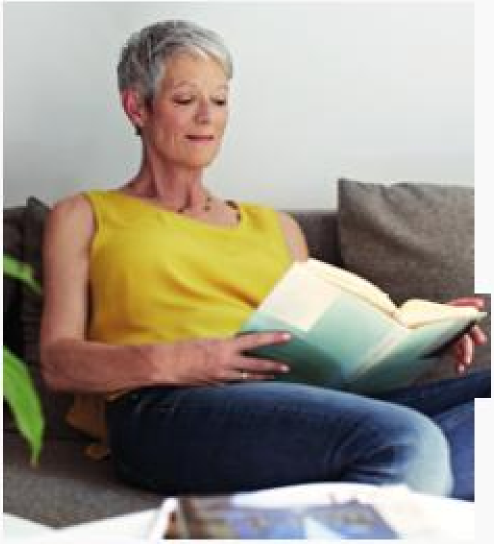
The Auditor recommends that Bield Housing and Care is granted certification to the Quality Standards Framework. For surveillance audits, certification can continue.

Auditor signature

Anthony Anderson

Auditor on behalf of





Telecare

Wellness Devices

E-health

Self-care Apps

Telemedicine

Telecoaching

Telecare Call Monitoring

Telehealth

Telecare Response Services

TEC Quality is the organisation set up to develop and run the Quality Standards Framework (QSF) - a set of outcome based standards developed in partnership with key stakeholders across the TEC sector. TEC Quality audits and certifies organisations against these standards.

Whilst QSF is the intellectual property of the TSA, TEC Quality has full autonomy and sector-wide support to administer the QSF standards. TEC Quality has a team of independent auditors, who have all been trained to ISO 19011 standards.