



Run by social care providers
for social care providers.

Commissioning for digital maturity and cyber resilience in social care

13th August 2026

 digitalcarehub.co.uk

House Keeping

- This webinar is being recorded
- Attendees **are on mute and can't be seen**
- **Please put your name and organisation in the chat**
- Please use the **Q&A** function to ask questions, not the chat
- You will get access to the recording and the presentation



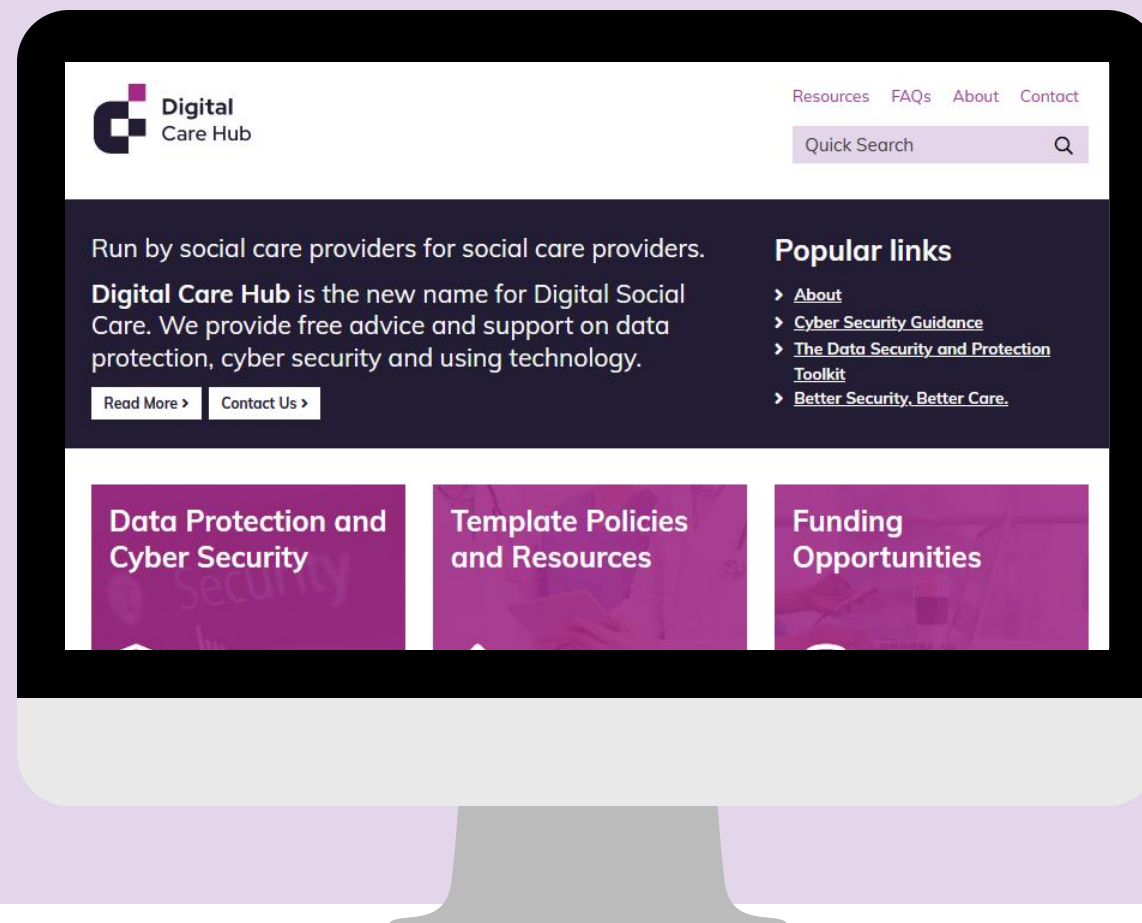
Photo by [Valeriia Svitlini](#) on [Unsplash](#)

Digital Care Hub – who are we?

Digital Care Hub is a **not-for-profit organisation**.

We help care organisations use **digital technology confidently and safely** through **practical guidance, resources, and tools on data protection, cybersecurity, and digital transformation**.

Our work supports over 20,000 care providers across England to adopt digital tools securely, improve quality of care, and build digital confidence across the sector.



Agenda

Time	Agenda Item	Name
13:00 – 13:10	Welcome, housekeeping & introduction	Katie Thorn
13:10 – 13:30	Developing a co-designed Digital Strategy for ASC	Margaret Woodcock, Hull CC
13:30 – 13:50	Embedding Cyber Resilience in contracting and quality systems	Becky Churchyard, Bucks CC
13:50 – 14:10	Digital first commissioning – top tips from the ADASS & TSA Blueprint	Paul Berney, TSA
14:10 – 14:25	Q&A	Katie Thorn
14:25 – 14:30	Conclusions, close and feedback	Katie Thorn

Margaret Woodcock

Hull City Council



Hull Adult Social Care Digital Plan

OUR JOURNEY

Digital Care Hub Webinar

13 August 2026

Margaret Woodcock



OUR STARTING POINT!



WHAT GOOD LOOKS LIKE

A government framework which aims to provide those working in Health, Social Care and Local Authorities with a framework for building digital transformation.

WHO DID IT INVOLVE



- ASC DMT
- ASC Extended DMT
- Commissioned Providers
- Hull Digital Place Board (an integrated digital board attended by digital leads across Hull City Council; Humber and North Yorkshire Integrated Care Board; health providers; and the voluntary and community sector).



DIGITAL DEEP DIVE PLANNING AND ANALYSIS

In order to understand the digital habits of people in Hull, we developed a survey (Digital Deep Dive) which we hoped would provide us with current and accurate data.

We focussed on gathering a wide range of demographics and used Customer Insight to track completion.

The survey closed after six months. The amount of surveys collected provided us with a 95% confidence rate,

WHO DID IT INVOLVE

- Curiosity Partnership
- HCC Customer Insight Team
- University of York
- People's Panel





DIGITAL DEEP DIVE ENGAGEMENT

Local partners throw open their doors and allowed us to talk to the people that they work with.

Engagement at this stage, allowed us to share details of our work and to build partnerships and relationships.



WHO DID IT INVOLVE

- Ability Net
- Age UK
- Alzheimer's UK
- ASC Marketing List
- British Red Cross
- CISS
- Chinese Association
- CHCP
- Choices and Rights
- Extra Care
- Forum
- Health Watch
- Home from Hospital
- Home Instead
- Hull Culture and Leisure
- Hull CVS
- Hull for Heroes
- Humberside Police
- ICB
- Open Doors
- Pickering and Ferens
- Sight Support
- University of Hull
- Welcome House
- West Hull Community Centre



DIGITAL CONVERSATIONS – REGIONAL AND NATIONAL

Word travelled about our work in engaging with local people to understand their digital habits. As a result we have spoken at regional and national events and have delivered a taught session for University of York students.



WHO DID IT INVOLVE

- ADASS Yorkshire and Humber Digital Network
- Curiosity in Action Conference
- Good Things Foundation
- Local Government Association
- Partners in Care and Health
- University of York – H&SC Research Dept



DIGITAL CONVERSATIONS - HULL

We progressed with our research and deepened our understanding of the national and local picture. We shared information we had gathered and asked for feedback on our draft Digital Framework. Those people, providers and partners who have supported us on the journey were invited to offer feedback.

We continued to talk and listen to those we work with and support and adapted our proposals to ensure the Digital Strategy reflects everyone's needs.



WHO DID IT INVOLVE

- ASC Annual Conversation - Partner
- ASC Annual Conversation - People
- ASC Annual Conversation - Workforce
- Bradford Council
- Carers Events
- CTT Digital Workshops
- Digital Conversation Partner events
- Regional Digital Inclusion Network
- Social Work Week Events



CONTINUOUS

During the process there have received continuing support from a number of teams within the local authority. This has allowed us to ensure our plans align with other council and service area priorities.

We have continually engaged with our workforce and shared progress throughout the journey.



WHO DID IT INVOLVE

- ASC/IT monthly strategic meetings
- ASC Digital Champions
- ASC Staff Matters
- Digital Inclusion Group
- Independent Living Group (Neighbourhoods and Housing)
- Equalities Team
- Programme Steering Group

More Information

Margaret Woodcock
ASC Business Manager

margaret.woodcock@hulcc.gov.uk

[the video](#) of our survey results



Becky Churchyard

Buckinghamshire Council



**Buckinghamshire
Council**



Embedding Cyber Resilience in Contracting and Quality Systems - Buckinghamshire Council

**Becky Churchyard
Market Management Officer
Adult Social Care Quality & Contracts Team
Buckinghamshire Council**

Why This Matters

- Local & National Cyber Incidents
 - Nottingham Rehab Supplies (NRS)
 - OHFT (Oxford Health Foundation Trust)
 - Marks & Spencer
 - Co-op
 - Jaguar Land Rover
 - Need to protect our client data and ensure service safety
 - Prevent loss of care records
 - Medication systems
 - Access to services (computer-controlled security systems)
 - Loss of communication systems & rostering
-

Buckinghamshire Business Continuity Plan (BCP) & Cyber Security Audit 2024

Jan 2024

- Team of commissioners developed an audit of Cyber Resilience for commissioned care providers within the 200+ Buckinghamshire Adult Social Care contracts.
 - Oxfordshire Association of Care Providers (OACP)/Digital Care Hub were involved; providing specialist input and realistic benchmarking.
 - Audit results showed poor results with few providers recognising the risk of cyber attack and the need for specific cyber security.
 - Data Security Protection Toolkit (DSPT) engagement was low.
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Next Steps

- Discussions took place within each commissioning team to promote the importance of cyber security is everyday practices including supporting BCP updates, staff training and OACP assistance.
 - Active promotion of DSPT publication through contract management meeting, provider meetings and Registered Managers Forums.
 - As the Home Care Dynamic Purchasing Vehicle (DPV) began, contracts included commitment to cyber security and effective engagement with DSPT.
 - Follow Up Audit after 12 months.
-

DSPT Engagement

June 2025 – DSPT Engagement

- Support from OACP with regular data reports to help identify providers that were not DSPT registered, initially published or re-published
 - Followed by calls to all providers to explain the need for cyber resilience and the part that DSPT plays including support in completion.
 - Able to achieve 97% DSPT compliance within Buckinghamshire commissioned services
 - Dec 2025 – Follow Up BCP & Cyber Security Audit completed.
-

Dec 2025 – Follow Up BCP & Cyber Security Audit

- The 2024 sample were reviewed, and a new sample were randomly selected.
 - We found that many of the 2024 BCP sample had not been updated.
 - Within the 2025 BCPs selected there was limited mention of cyber breach protocols.
 - Much larger focus on the loss of physical equipment and access to HR/Payroll systems.
 - Some providers showed evidence of testing, reflecting and reviewing their practices.
-

Next Steps

- DSPT & BCP reviews embedded within contract management.
 - Providers are offered support with DSPT completion either by Market Management Officer or for more complex issues OACP for onward communication with the National Team at Digital Care Hub.
 - Presentation of BCP audit results to the Registered Management Forum in conjunction with promoting all training.
 - Reminders of testing opportunities via ethical hackers or similar to enable process improvements.
 - As of 31 July 2026, we have 100% DSPT compliance within Buckinghamshire commissioned services
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Looking Ahead

- Maintain cyber security and supporting BCP entries as part of contract management.
 - Continue to support our providers around DSPT including the recognition that DSPT is a working document that can be constantly reviewed and updated.
 - Assist providers to use DSPT as a tool to inform practice, update policy and increase resilience.
 - Develop a process to review provider DSPT responses with a view to assisting them to improve processes and policy.
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Thank you very much for listening – any questions?

Contact:

Ops_commandmarketmngt@buckinghamshire.gov.uk

Paul Berney

TSA



10 key lessons that support better use of proactive and preventative services

Paul Berney
Deputy Chief Executive, TSA

In Partnership With:



**We want to support
people to stay in
their own homes
for longer and
avoid escalation of
care needs**



The promise of proactive and preventative care

**Providing data and insight that
supports making better informed
care decisions**

Who is it for?

What should the service deliver?

Which technologies do I use?

How do I launch?

How do I build the business case?

Where is the evidence it works?

The answers to those questions and more are in this blueprint



A blueprint in three parts

Step by step guide

Financial Model

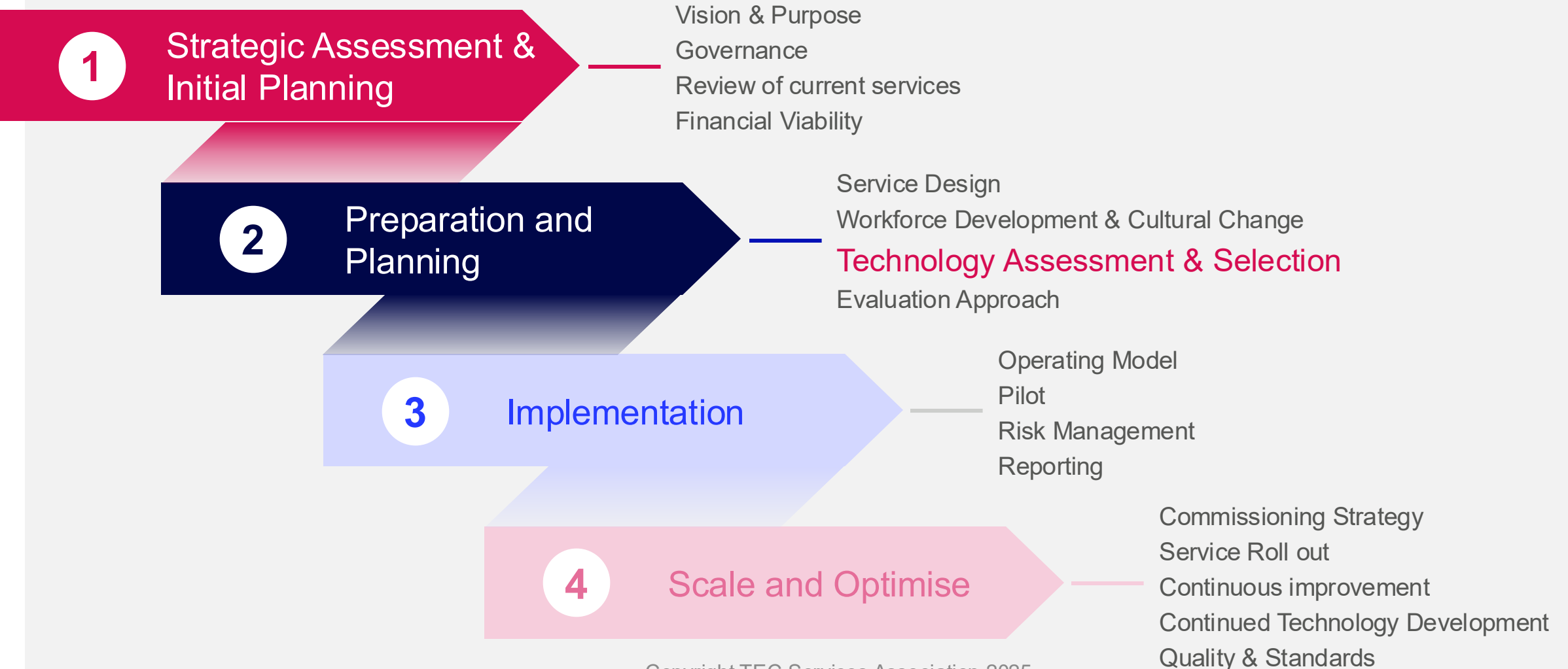


Solutions overview

A phased approach to introducing new services



Technology selection is the seventh step



1 Where you start from really matters



2

**The most successful
councils are thinking
about service
transformation from
the start**



The shift towards blended models of care



3

**A2D is a driver for
change and an
opportunity to
introduce new
capabilities**



4 There are four common approaches to deliver new services



Service Design – service model types and examples

In-house only

Hertfordshire

In-house with
partners for
specific tasks

Sheffield

Managed Service
delivered by
partners

LB Sutton
(Medequip/Access)

Trading company

Carmarthenshire
(Delta Wellbeing)

5 Everything will fail without managing training and cultural change



6 Pilots are for testing new models of service delivery, not technology



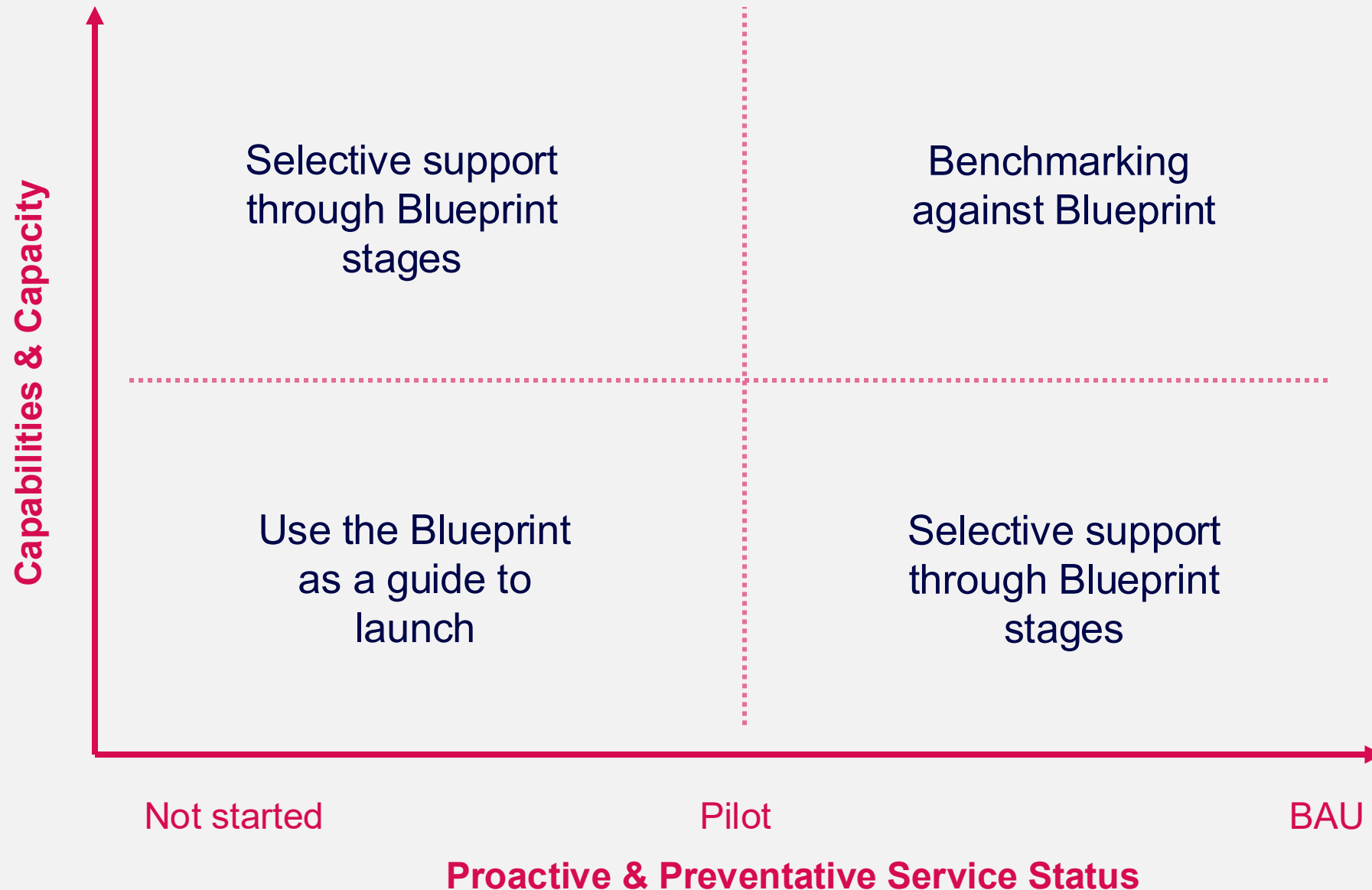
7 The most common failure point for P&P is service design



8

**How you use the
blueprint depends on
where you are in your
journey**





9

**Proactive and
preventative
technology solutions
are continuing to
develop at pace**



Proactive & Preventative Care Technology Roadmap

**More
connected
devices**

**More
analytical
power**

**Integration
with other
systems**

**Combined
solutions for
housing, health
& social care**

10

The role of lived experience is essential at every stage of using the blueprint

Blueprint 2

**Service
design**

**Improved
financial &
benefits
modelling**

**Common
metrics**

Q&A

Feedback Poll



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