DIGITAL TELECARE

Scottish Local Government

HOUSING

RESOURCE PACK

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DIGITAL TELECARE PLAYBOOK

The Digital Telecare Playbook is an online, fully interactive, resource providing telecare service providers and housing with a single interface to a repository of relevant support and guidance materials to facilitate the transition to a digital telecare service.

Digital Telecare for Scottish Local Government has designed this Playbook which explores the stepping stones to achieve a digital transition through our pathway methodology.

The Playbook has been designed to group documentation along pathways or user groups. Pathways provide stepping stones for the most common business areas such as management, technical; user pages group the most common documentation specific to a particular user group.

Sign up here to access the Playbook.

RESOURCES ON THE DIGITAL TELECARE PLAYBOOK

PATHWAYS

Pathways are used to present a tailored approach, showcasing new ways to develop a fit for future telecare service and to have our citizens at the heart of those innovative solutions.

GLOSSARY OF TERMS & ACRONYMS

To help steer you thought the supporting documents within the Pathways.

LIBRARY OF VIDEOS

Access to a library of recorded presentations from the telecare and housing providers and supplier events.

CASE STUDIES

Case studies and information from those already transitioning from analogue to digital telecare.

IMPLEMENTATION AWARD SCHEME

Digital Telecare for Scottish Local Government has launched an <u>Implementation Award Scheme</u> to provide recognition to telecare service providers and housing across Scotland when reaching five key milestones during their transition to digital telecare.

It is designed to celebrate the success of reaching each one of the key milestones in the analogue to digital telecare journey, while simultaneously reinforcing the importance of these milestones themselves.

The five badges include: Bronze, Silver, Gold Level One, Gold Level Two and Platinum.

<u>Access the Implementation Award Scheme Guidance here.</u>

Note: You will need to be logged into the Playbook to access resource links

TSP SHOW AND TELLS

Our Telecare Service Provider meetings are in place to discuss current concerns or raise issues around digital telecare as well as to receive updates from Digital Telecare and other programmes of work.

It is also a platform to showcase experiences, best practice and innovation in the many areas of telecare and its supporting services.
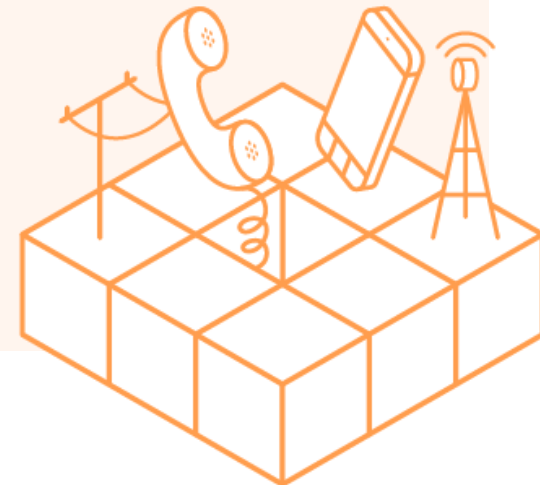
This has proven to be very useful with attendees using experiences and lessons learned from participants to aid their own transition plans.

JOIN OUR MEETINGS

Please complete this **Sign Up Form** if you would like to register your interest in attending these meetings and get in touch if you would like to showcase your work.

RECORDINGS

Presentations are recorded and held in **our library** meaning even if you miss the meeting you can still view them.

Note: You will need to be logged into the Playbook to access resource links

TSP ENGAGEMENT CATCH UPS

The Telecare Service Provider catch ups allow the Digital Telecare team to give guidance, assistance, and to hear updates from you about how you are progressing in your analogue to digital journey.

These can be held as often or infrequent as you like, however we recommend catching up with a member of the team once every 6- 8 weeks.

Get in touch with our Digital Telecare team for more information on our TSP engagement meetings

EVENTS

We offer a range of events throughout the year to help support you on your journey from analogue to digital. All past event recordings are available to view on the Digital Telecare Playbook here.

DIGITAL TELECARE FORUM

The Digital Telecare Forums held bi-annually are useful sessions in which we hear from Digital Telecare, TEC Scotland and SFHA who give updates on the ongoing work within telecare. We also hold longer show and tells in these forums, most recently from TEC Cymru, Perth & Kinross and Angus Council about their digital transition work. Participants have the opportunity to take part, ask questions and gain insight into where others are in analogue to digital transitioning.

If you would like to attend, please ensure you are signed up to our monthly newsletter, where you will be notified of forthcoming events.

MEET THE SUPPLIERS

Our meet the supplier events shine a light on products and services. TSP's and housing providers can hear directly from the supply chain and take part in a Q&A session. These events are a regular occurrence giving suppliers a perfect chance to communicate their offerings.

If you would like to attend, please ensure you are signed up to our monthly newsletter, where you will be notified of forthcoming events.

PROJECT MANAGERS MEETINGS

Project Manager Meetings are held each month and act as an on-line community to share, discuss best practice and raise any issues or concerns with the analogue to digital shift.

Topics often debated:
- Equipment
- Management platforms
- Service development
- Processes
- Supply issues
- Communication providers switch-off plans.

Get in touch to be included in our Project Managers meetings

We also have a dedicated M365 area for Project Managers to network, seek advice and share expertise.

Contact us to be added to this group

SHORT LIFE WORKING GROUPS

Playbook Review Short Life Working Group (SLWG)

SLWG normally come from a need for further exploration with the intent to end the meetings in a matter of months.

The Playbook review SLWG is a steering group gathered together to influence changes to the Playbook. Originally set up in 2022 to provide feedback on the options available following a Playbook review, it is an on-going meeting with responsibility to implement the changes from that review. This group will be closed down soon and a new review group will be replace it for each subsequent review.

Benefits Short Life Working Group (SLWG)

Work was undertaken to gather different benefits realised with the introduction of digital solutions and practices.

The process of introducing digital in the home and into telecare call handling and response processes will feed into documentation and work around benefit realisation.

HOUSING TEMPLATE

The housing template is a spreadsheet being utilised by housing associations in partnership with the Digital Telecare team.

This document captures grouped housing links and relevant information and is used to promote collaboration, provide support and monitor progress in the analogue to digital programme.

The template will allow team members to get a full picture of your housing estate, and therefore gain an understanding of where additional support is needed.

The template is then used at pre-arranged TSP catch-up calls with local authorities or directly with housing partners.

To access this, please click here.

PEER LEAD CASE STUDIES

We have a library of peer lead case studies available on our website on managing and transforming service delivery.

They cover a range of different journeys from both Housing Associations and Councils and discuss the ways in which they are transitioning services from analogue to digital to meet the 2025 deadline.

Peer lead case studies are held on our website here.
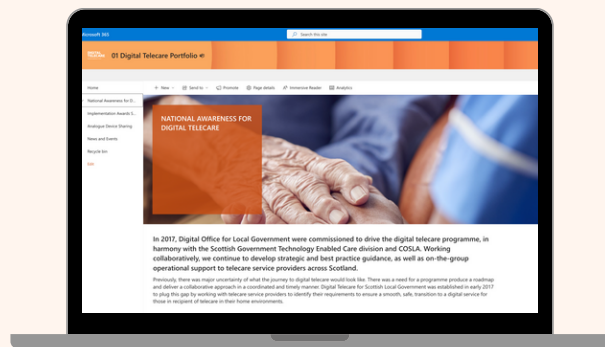
OTHER USEFUL RESOURCES

NEWSLETTER

To get the latest news from the Digital Telecare programme directly to your inbox, **fill out this subscription form.**

BLOGS

Our blogs feature key topics of interest to the analogue to digital switchover. **You can access the blogs on our website here**

MICROSOFT 365 ENVIRONMENT

If you would like to join our Teams environment dedicated to the analogue to digital switchover, **please submit this form**

CONTACT INFORMATION

For housing specific queries or TSP Catch Up meeting requests, please contact:
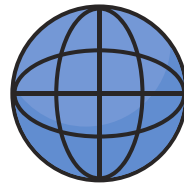
Sharon Hannah
Digital Telecare Project Manager:
sharon.hannah@digitaloffice.scot

For general enquiries or meeting invites, **please contact us here**

CONNECT WITH US