



The Charter Pledges

Welcome

Thank you for supporting the Technology Enabled Care (TEC) in Housing Charter.

Please sign up to the Charter Pledges using this online form. This will provide us with all the information we need to include your organisation as a signatory.

You can complete the whole form in one go or in stages, coming back to it whenever you have time. Once you've submitted the completed form, you won't be able to change it.

If you have any queries, please email info@techhousing.co.uk and we'll get back to you.



The Charter Pledges

Your organisation

* 1. Please provide the following details:

You name

Job title

Organisation

Email address

Phone number

* 2. Is your organisation:

- Local authority
- Housing association/co-operative
- Other

For other, please give details below:

* 3. Please let us know whether or not you have the agreement of your organisation to sign it up to the Charter Pledges.

- Yes, I have the agreement of my organisation to sign it up to the Charter Pledges.
- No, I don't yet have the agreement of my organisation to sign it up to the Charter Pledges.



The Charter Pledges

Signing up to the Pledges

Please let us know which Charter Pledges you're signing up to.

To be a signatory, your organisation must sign up to at least three Pledges.

The Pledges you sign up to can be a mix of those your organisation:

- has already achieved
- is currently working towards
- is aspiring to.

If you don't feel that a Pledge is appropriate to your organisation or don't want to prioritise it just now, you also have the option of not signing up to a Pledge.

* 4. Pledge 1 - Opportunity and solution focused

We will clearly define the issues we face in meeting customer needs and understand the opportunities TEC can bring. In creating solutions, we will be aware of those that are simple and easy to implement, and recognise those that may require further development and testing. We will listen and learn from the experiences of our customers as well as other organisations who have addressed similar issues.

- We've already achieved this, and wish to sign up to this Pledge.
- We're working towards this, and wish to sign up to this Pledge.
- We're aspiring to this, and wish to sign up to this Pledge.
- We aren't signing up to this Pledge at this moment.

*** 5. Pledge 2 - Engaging with the customer**

As more of our customers are living longer and often in poor health, we will maximise the benefits that TEC solutions can bring. We will do this by taking account of their needs and putting them, their families and/or carers at the heart of the co-design, testing and review of customised services, to enable customers to live in their homes safely and independently, for as long as possible.

- We've already achieved this, and wish to sign up to this Pledge.
- We're working towards this, and wish to sign up to this Pledge.
- We're aspiring to this, and wish to sign up to this Pledge.
- We aren't signing up to this Pledge at this moment.

*** 6. Pledge 3 - Working in partnership**

We will share ideas with others and work collaboratively with colleagues in our own organisation, as well as the wider housing sector, allied professions, universities and other research institutions.

- We've already achieved this, and wish to sign up to this Pledge.
- We're working towards this, and wish to sign up to this Pledge.
- We're aspiring to this, and wish to sign up to this Pledge.
- We aren't signing up to this Pledge at this moment.

*** 7. Pledge 4 - Preventative analytics**

We will work in partnership with customers and others, including health and social care colleagues (commissioners and providers) to investigate the use of preventative analytics to achieve the greatest impact for vulnerable people. We will use the data generated to help us with strategic planning and the management of assets and services, while taking account of ethical and data privacy issues.

- We've already achieved this, and wish to sign up to this Pledge.
- We're working towards this, and wish to sign up to this Pledge.
- We're aspiring to this, and wish to sign up to this Pledge.
- We aren't signing up to this Pledge at this moment.

*** 8. Pledge 5 - Service redesign**

We will use technology as a key element of service redesign, providing preventative and supportive TEC solutions for existing and future customers, so that we produce better outcomes for individuals and their families and/or carers. Service redesign will include being aware of the impact of TEC on staff roles, and upskilling and supporting staff as needed. It will also include financial appraisal of the options in terms of the cost to our customers.

- We've already achieved this, and wish to sign up to this Pledge.
- We're working towards this, and wish to sign up to this Pledge.
- We're aspiring to this, and wish to sign up to this Pledge.
- We aren't signing up to this Pledge at this moment.

*** 9. Pledge 6 - Supporting the workforce**

We will provide leadership and support staff to enable them to adapt to the changes brought about by TEC. We will give our staff opportunities to increase their knowledge of the role of TEC and digital healthcare, and use the insights of frontline staff to influence service redesign

- We've already achieved this, and wish to sign up to this Pledge.
- We're working towards this, and wish to sign up to this Pledge.
- We're aspiring to this, and wish to sign up to this Pledge.
- We aren't signing up to this Pledge at this moment.

*** 10. Pledge 7 - Getting the infrastructure right**

We will think ahead and ensure we obtain the advice and support we need to enable good decision-making when investing in any technological infrastructure or equipment used for delivering TEC solutions. This includes being aware of the opportunities provided by the analogue to digital switch over.

- We've already achieved this, and wish to sign up to this Pledge.
- We're working towards this, and wish to sign up to this Pledge.
- We're aspiring to this, and wish to sign up to this Pledge.
- We aren't signing up to this Pledge at this moment.



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Your organisation and TEC

We'd like to hear more about your current involvement with TEC.

Please indicate your organisation's position on the following statements.

* 11. We would be interesting in supporting other organisations on their TEC journey.

Yes

No

Please give any details below:

* 12. We would be interested in receiving help on our own TEC journey.

Yes

No

Please give any details below:

* 13. As an organisation, our top 3 priorities for technology enabled care and housing are:

Priority 1

Priority 2

Priority 3



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Thank you for signing up to the TEC in Housing Charter Pledges.

We'll be back in touch soon. If you have any queries in the meantime, please email info@techousing.co.uk

Thank you