

# Introducing the TEC in Housing Charter Pledges

## Technology Enabled Care in Housing

As a housing organisation with the potential to make a huge contribution to supporting the health and wellbeing of your community, we're asking you to show your support for the Technology Enabled Care (TEC) in Housing Charter.

By joining other organisations in signing up to the Charter and its Pledges, you'll be signalling your support for the use of TEC in engaging with your customers, and other partners, in creating, co-designing and delivering housing solutions across Scotland.

Everyone is at a different stage on the TEC journey, so you don't need to sign up to all 7 Charter Pledges straightaway, just the ones you're aspiring to, are currently working towards or have already achieved.

## The 7 TEC in Housing Charter Pledges

### Which ones will your organisation take?

#### PLEDGE 1



### Opportunity and solution focussed

– 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, but realise some may require more innovation and development, with testing and review.

#### PLEDGE 2



### Engaging with the customer

– As more and more of our customers are older or are living with poorer health we will maximise the benefits which TEC solutions can bring to our customers, by taking account of their needs and putting them at the heart of the co-design, testing and review of customised services, to ensure they can live in their homes safely and independently, for as long as possible.



# The 7 TEC in Housing Charter Pledges (cont'd)

## PLEDGE 3

### Preventative analytics



– We will work in partnership with customers and others, including health and social care, to investigate the use of predictive analytics to achieve greatest impact for vulnerable people. (For example, through using smart sensor technology to enhance the well-being of customers, helping them to better manage long term conditions and retain their independence.) We will use any access to the data generated to help us with strategic planning and the management of assets and services, whilst taking account of ethical and data privacy issues.

## PLEDGE 4

### Service redesign



– We will use technology as a key element of service redesign, where this will provide preventative TEC solutions for the customers we serve. Service redesign will include being aware of any impact of TEC on staff roles and upskilling and supporting staff as needed.

## PLEDGE 5

### Working in partnership



– We will share ideas with others at the appropriate time and work in collaboration as needed, for example, with colleagues in our own organisation, across the housing sector, allied professions, universities and other research institutions.

## PLEDGE 6

### Getting the infrastructure right



– We will think ahead and ensure that 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 (particularly where we have customers in sheltered and specialist housing).

## PLEDGE 7

### Supporting the workforce



– We will provide leadership and 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 will understand the potential impact of any changes brought by TEC on the confidence of the workforce and actively support them through change.

Show your support by visiting [www.techousing.co.uk](http://www.techousing.co.uk) and sign up today.