

#16

COMPLETE

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Page 2: Your organisation

Q1 Please provide the following details:

You name	SAMPLE
Job title	Operational Manager
Organisation	xxxx
Email address	xxx@xxx
Phone number	xxxx

Q2 Is your organisation: **Housing association/co-operative**

Q3 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.**

Page 3: Signing up to the Pledges

Q4 Pledge 1 - Opportunity and solution focusedWe 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're working towards this, and wish to sign up to this Pledge.**

Q5 Pledge 2 - Engaging with the customerAs 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're aspiring to this, and wish to sign up to this Pledge.**

The Charter Pledges

Q6 Pledge 3 - Working in partnershipWe 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're working towards this, and wish to sign up to this Pledge.

Q7 Pledge 4 - Preventative analyticsWe 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're aspiring to this, and wish to sign up to this Pledge.

Q8 Pledge 5 - Service redesignWe 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're aspiring to this, and wish to sign up to this Pledge.

Q9 Pledge 6 - Supporting the workforceWe 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're working towards this, and wish to sign up to this Pledge.

Q10 Pledge 7 - Getting the infrastructure rightWe 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're working towards this, and wish to sign up to this Pledge.

Page 4: Your organisation and TEC

Q11 We would be interesting in supporting other organisations on their TEC journey.

Yes,

Please give any details below::

We have undertaken a small project using Amazon Echo to support some of our group activities. We

The Charter Pledges

Q12 We would be interested in receiving help on our own TEC journey.

Yes,

Please give any details below::

We are at the early stages of dipping our toe into TEC. we are aware of some TEC projects that have resulted in improved outcomes for tenants and financial savings so are keen to know more

Q13 As an organisation, our top 3 priorities for technology enabled care and housing are:

Priority 1

Learning more about the opportunities that technology offers re: well being outcomes

Priority 2

Supporting people to have a good life at home for longer

Priority 3

Future proofing services / approaches to asset management
