



# **Telecare: Analogue to Digital**

**Service Re-design &  
Customer Engagement**

**Dan Blake - Operations Director**



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# Drivers for change:

- Local Authority reviewing 'Supporting People' budget
- Service model was dated, administrative and costly
- Continue to support independence and wellbeing
- Modernise the service offer
- Digital switchover
- External emerging new models such as Extra Care Housing



**CHANGE**



# Customer Involvement

**The journey, experience and partnership working**



CREATING THRIVING RURAL COMMUNITIES



Trust and customer confidence



Meaningful engagement & authentic purpose



Understanding customer experience and aspirations



Clear options



Consultations, feedback and evaluation



Committments made with defined timelines



Execution - consistent communication





# Models of success

- Researched different models
- Utilised forums and networks
- Presented options
- Co-created a hybrid solution
- Head -space for further development
- Systems, operating model, processes
- Re-branded 'Independent Living - Love The Life You Live'



# Next Steps: future innovations

- Link to Scottish Borders Council 'Older Persons Strategy'
- Housing to 2040
- Changing customer profile and demographic
- Customer Insights inform our service offer
- Mapped our system infrastructure
- Ready for Digi Switchover
- Opportunities embedded in existing partnerships
- Transformational change journey - Operating Model







# In Summary:

Drivers were variant - external forces married with internal ambition

Customer engagement was considered and authentic

New model is co-created and will continue to evolve

Excited for the future and all the potential it brings for Independent Living