Guidance on submitting an expression of interest in ‘TEC Ready’ Programme

# Purpose

This document provides guidance on how to submit an expression of interest for the TEC Ready programme.

# About the programme

TEC Ready is a national programme to help achieve a step change in the ***role and contribution the housing sector makes to the TEC Programme objectives by building on the reach that the sector has, particularly amongst people who do not receive formal health and social care services.***

This will help contribute to an increase uptake and use of technology amongst the housing sector’s customers, in order to support people to live well and safely at home.

# How much funding is available to support the programme?

The total budget for TEC Ready Investment is in the region of £100,000 - £120,000. While nothing is set in stone, we expect to invest in a minimum of five and a maximum of 10 projects during 2017/18.

This is a one off investment opportunity and proposals should take account of the long term sustainability of the project and how it will be mainstreamed.

# Who can get involved?

The ‘TEC Ready’ Programme is open to the wider housing sector, which includes housing associations and co-operatives, council landlords, property factors, Care and Repair organisations and private sector landlords –– with the ambition to improve awareness of and uptake of technology enabled care across the housing world.

We would like to receive expressions of interest from both established and new organisations and groups of all shapes and sizes, from different localities and with different levels of experience. Proposals which involve organisations working together to achieve a shared outcome are welcome, as are proposals from organisations which want to involve private or public sector partners in their work.

As well as being part of the housing sector, you must:

* Be able to deliver your activity between April 2017 and end March 2018
* Be willing to learn and to share your learning locally and nationally

If you are unsure if your organisation meets the eligibility criteria outlined above, please feel free to contact us using the contact details below.

**The types of difference you can make**

We are looking for expressions of interest where organisations can help achieve the ‘TEC Ready’ deliverables:

* Targeted uptake focusing on those most likely to benefit from the use of technology to support independent living, particularly carers and people who are not receiving formal care and support services. We would hope to see an increase in uptake of elements of technology enabled care for new users across all age groups.
* The development of materials, both written and digital, that provide information tailored to the housing world and those they have contact with that will encourage people to use technology to support their independent living.
* Beacons of good practice, where housing organisations are mainstreaming the opportunities offered by technology across their services.
* Approaches such as ‘come and try’ hubs or pop ups that offer a rolling programme across Scotland for people to learn about different technologies.
* Toolkits/approaches for housing organisations to use to identify those who would benefit from and want to use technology, so that case finding can be efficient and effective.
* Identified specialist housing developments where technology will be included as an integral part of the future provision.
* Sustainability of the programme

**The ‘TEC Ready’ programme will:**

* Help you identify clear outcomes – the changes that your activities make or can make in people’s lives
* Help you develop outcome indicators – the things that help you to determine whether you have made the changes you hoped to make in people’s lives
* For some organisations, provide investment which helps you deliver the changes you want to make
* Enable you to link your proposed activities with what’s happening in other communities and organisations in your area
* Encourage the Housing world to link to the wider Health and Social Care integration agenda
* Can support the purchase of equipment for your project

# The approaches you can take

We are looking for expressions of interest where organisations take the following types of approach:

* Keeping Connected
* Keeping Informed
* Keeping Active
* Keeping Safe
* Keeping Well

# We need your experience and vision

While we’ve made suggestions about the types of difference you can make and the approaches you can take, we don’t want to limit your ambitions for widening awareness and uptake of TEC. We need your experience and vision to tell us what would work best.

**Interested? Next Steps**

The first step is to complete an expression of interest form. We’ve tried to make the form simple to complete while ensuring it provides us with enough information about your organisation and the activity you want to deliver.

These guidance notes will assist you in completing your expression of interest.

Your proposal should contain:

* A brief description of your organisation/s, including where it is based, the area you cover and the people you usually work with
* How your submission fits into your organisations wider digital strategy
* A description of the communities and people which will benefit from your activity
* A list of any organisations you will be working with
* A description of any support required to help you achieve your outcomes
* A good estimate of the total cost of your activity and the amount of investment required from ‘TEC Ready’ Investment.
* An explanation of how the money you receive will help your organisation to achieve its outcomes and make it stronger and more sustainable
* Any ideas about how you will share the learning which emerges from your activity.
* How you will involve customers in the proposal and outcomes

Please note that the closing date for submitting expressions of interest is **Tuesday 21st March 2017** at **5.00pm**. We will not consider expressions of interest received after that date.

# Who will make the decision on our funding application?

The decision on your Expression of Interest will be made by representatives from the ‘TEC Ready’ Advisory Group which includes colleagues from:

* Heather Laing Technology Enabled Care Lead
* Scottish Federation of Housing Associations (SFHA)
* Glasgow and West of Scotland Forum (GWSF)
* Care and Repair
* iHub (formerly JIT)
* Scottish Government
* Scottish Council for Voluntary Organisations (SCVO)

**Any Questions?**

‘TEC Ready’ project lead support is available by contacting:

Heather Laing [HLaing@sfha.co.uk](mailto:HLaing@sfha.co.uk)

**Appendix**

**Your submission can include technology which is ‘hi or low’ tech or it can be everyday technology. Your submission is NOT about innovation but about increasing the uptake of Technology across the Housing World to support people to live well and safely at home**

Examples of digital and TEC projects:

*This is not an inclusive list and is for illustration only*

1. **Digital inclusion**

* Introducing to digital technology to:
  + Reduce isolation
    - Improved connections with family and friends through Skype / FaceTime / e-mail
    - Linking into hobbies and interests
    - Finding local people who have similar interests
  + Increases independence
  + Better use of support resources
    - On line shopping / banking
  + Improve self esteem
  + Apply for jobs on line
  + Set up on line transactions
  + Engage with social media
  + How to stay safe on the internet
  + Reduce isolation / antisocial behaviour

1. **Prevention**
   * Increase number of individuals accessing Telecare without formal Health and Social Care support
     + Number of people accessing self-help information
       - NHS 24 information
       - Living it up
     + Using Housing officers and other organisations who are ‘first on the scene’ to recognise vulnerability
       - Introduction to Technology Enabled Care at sign up or follow up visits to tenancy
       - Develop simple referral tool for basic preventative technology across organisations
       - Develop links with organisations who are ‘first on scene’
         * Care and Repair
         * SFRS (smoke alarm checks)
         * RNIB
         * RNID
         * SAS
2. **Raising awareness of digital and TEC options**
   * Leaflets / publicity /marketing
   * Best practice guidance
   * Hubs and training
3. **Supported self-management**
   * Home health monitoring for Long Term Conditions
     + Reduction in GP / Health centre visits
     + Reduction in unscheduled admissions to hospital
     + Increase ‘wellness’
4. **Digital /Technology to support service delivery**
   * Supporting individuals to access information
   * Signposting
   * Support redesign of Sheltered Housing provision
     + E.g. Where residents do not meet the support provision threshold
   * Involves voluntary sector for digital support to prevent social inclusion
   * Prevents unnecessary care home referrals
   * Provides carer reassurance
   * Can be managed by carers / family
     + Increases family contact as ability to see relatives’ activity becomes a talking point.
     + Reduces isolation