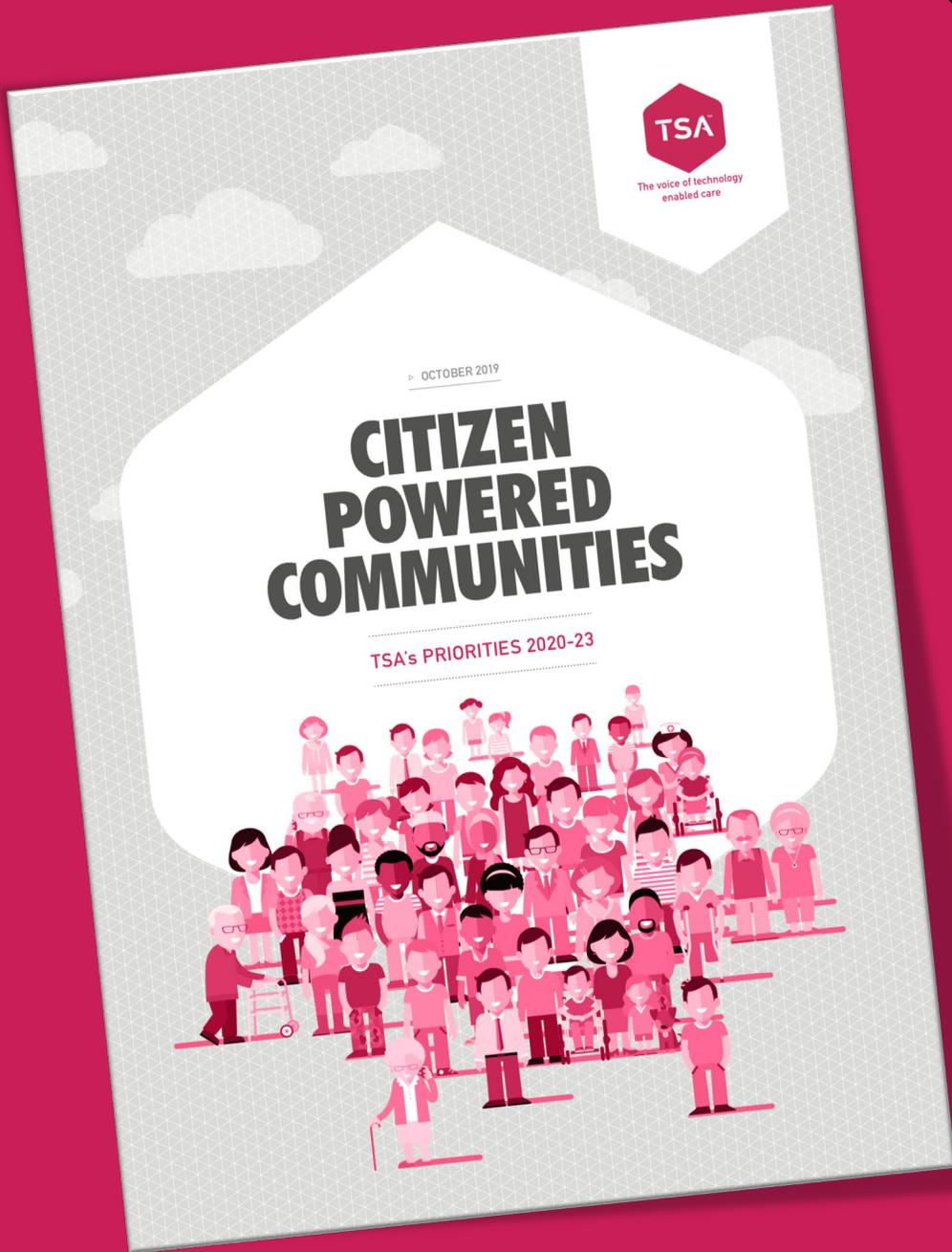




Shaping the post COVID future of TEC



OUR CALL TO ACTION



The voice of technology
enabled care

Our pre-COVID agenda



Workforce

Data

Partnerships



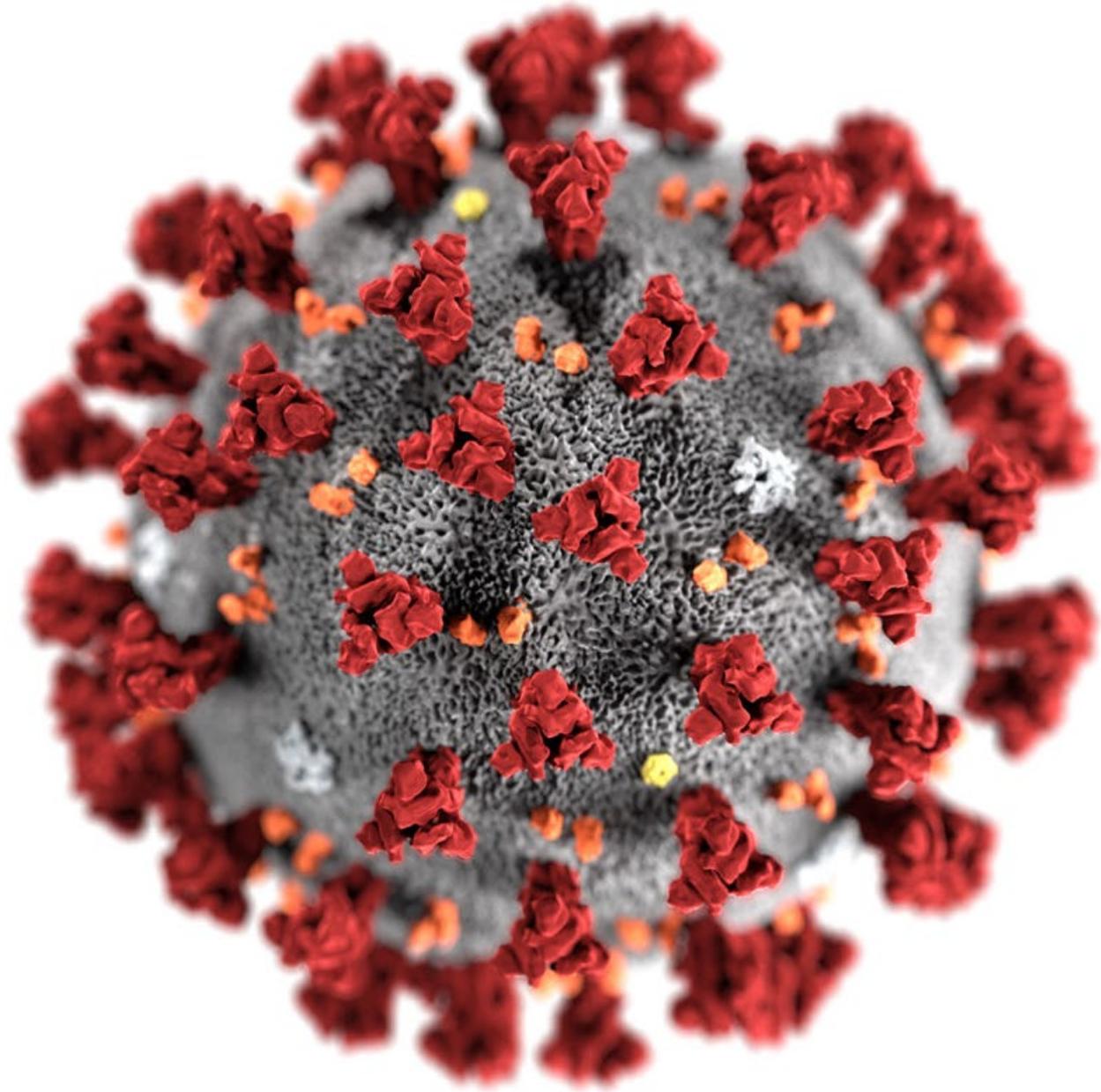
INTEGRATION AND
INTEROPERABILITY

INNOVATION IN
PROACTIVE AND
PREVENTATIVE SERVICES

MIGRATION TO DIGITAL
PLATFORMS

CITIZEN ACCESS TO
MODERN
FUNCTIONALITY

EVOLUTION OF QUALITY
ASSURANCE



**The future
we planned
for has
changed**

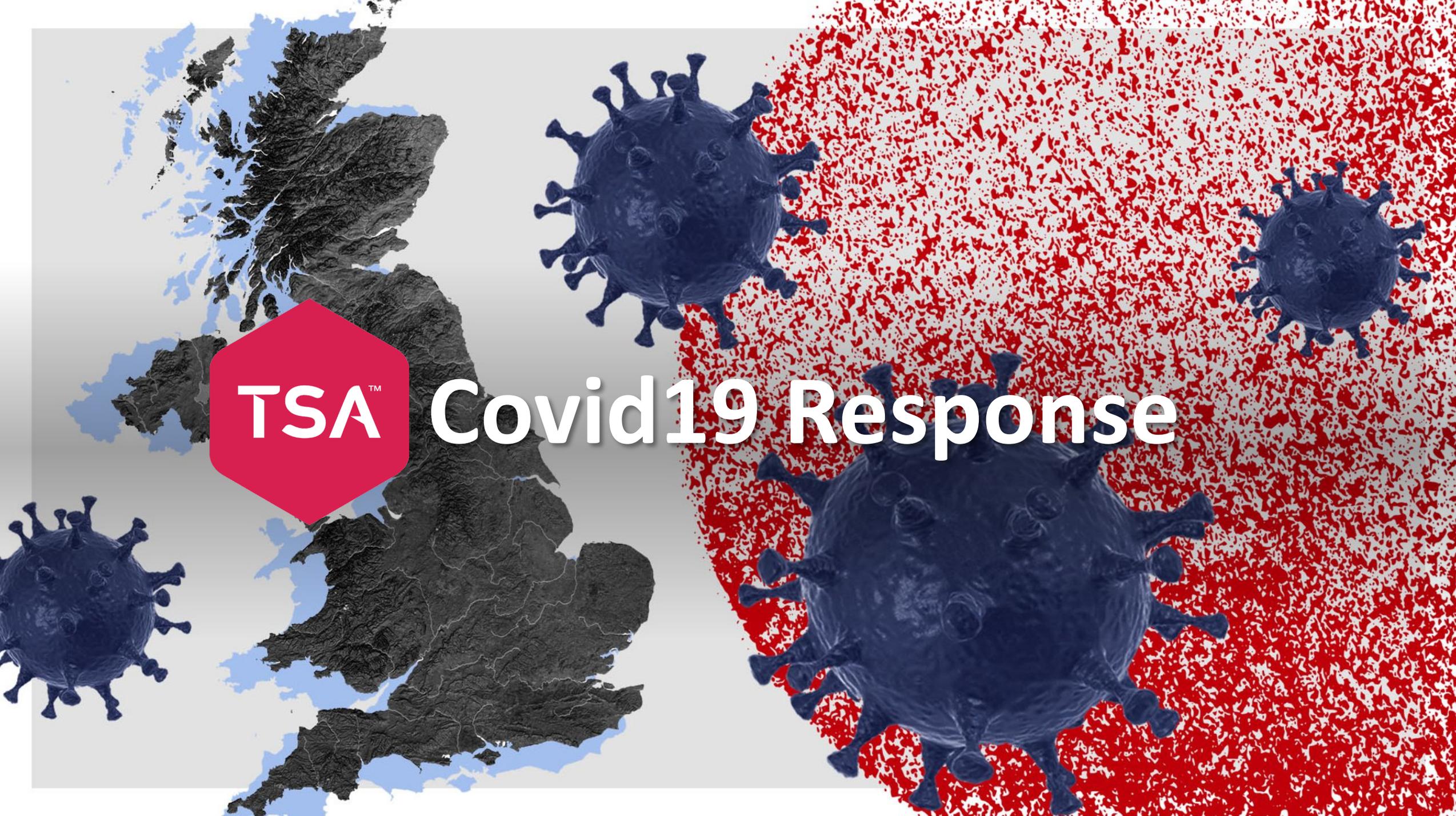
Our bottom line



Keeping people SAFE

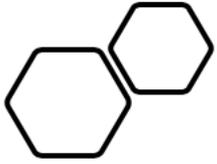


Covid19 Response

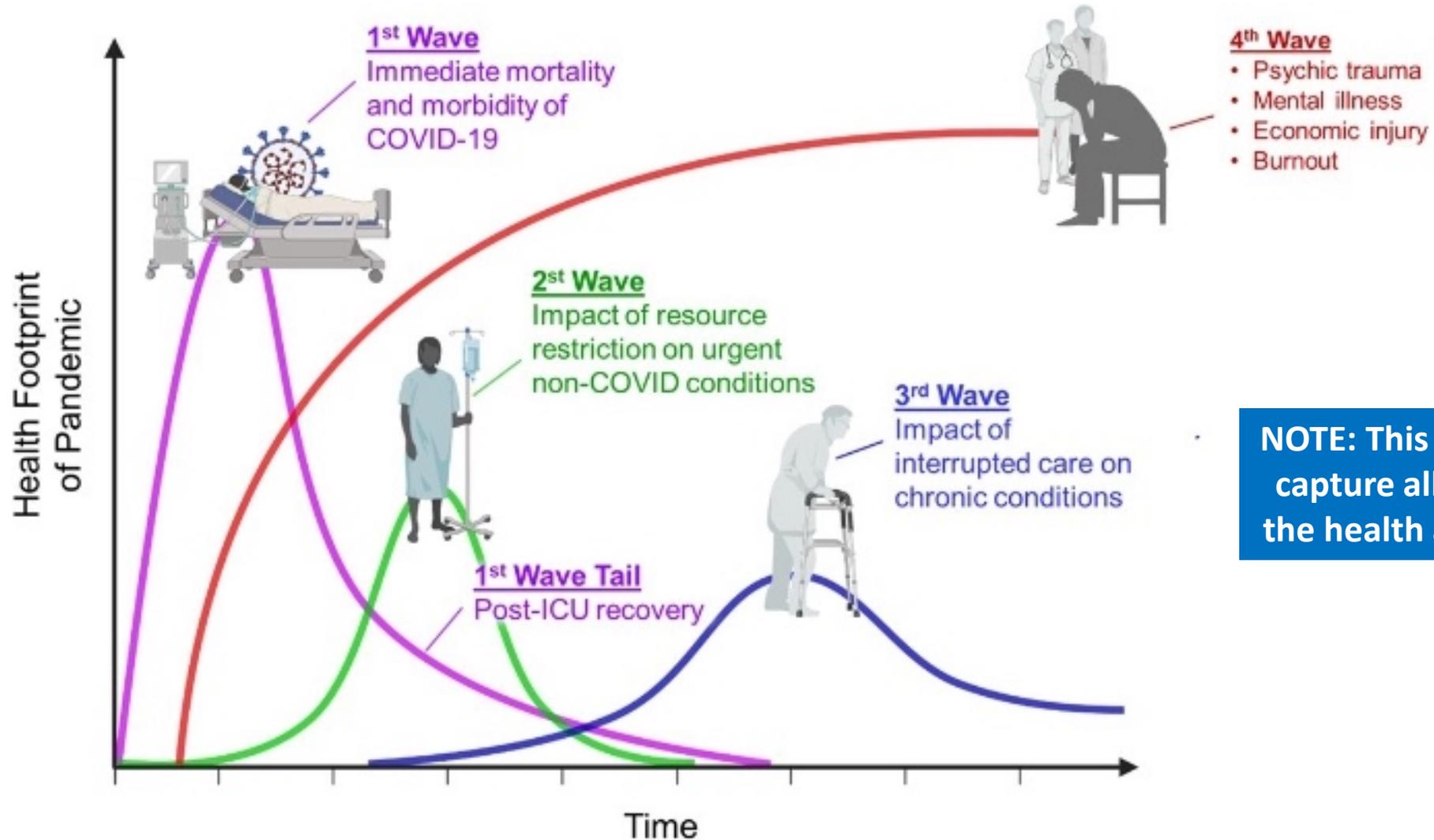




The TSA has worked with TEC providers to ensure the life-line they provide to 1.7 million people in the UK is kept open.



Pandemic impacts



NOTE: This graphic does not capture all the impacts on the health and care system.

Hard Truths: Headlines

Bypassed

- Bypassed in the creation of proactive, outreach programmes to vulnerable and newly-isolating individuals

Legacy systems

- Legacy systems compromised agility and opportunity

Rapid adoption

- Rapid adoption of new types of digital interaction with vulnerable people.

Local knowledge

- Local and well-informed TEC services have demonstrated what can be achieved

Operating Model

- Poses questions about new operating models such as interworking of valued local services with the back-up and resilience of national providers.

Standards

- Need to ensure that service and technology innovations are repeatable and sustainable.

What kind of recovery?



Expectation



Reality

An agenda for COVID & beyond



Workforce



INTEGRATION AND INTEROPERABILITY



INNOVATION IN PROACTIVE AND PREVENTATIVE SERVICES



Data



MIGRATION TO DIGITAL PLATFORMS



Partnerships



CITIZEN ACCESS TO MODERN FUNCTIONALITY



EVOLUTION OF QUALITY ASSURANCE

SLOWING the progression of NEED



A hand-drawn diagram on a notebook page illustrating the market-making process. The words 'Ideas', 'Vision', and 'Innovation' are written in a cloud-like shape, connected by arrows in a clockwise cycle. 'Ideas' is in a pink cloud, 'Vision' is in a yellow cloud, and 'Innovation' is in a teal cloud. A yellow sticky note with 'es!' is attached to the bottom left. A checklist on a light blue sticky note is also visible. A pair of glasses and a pencil are also present in the scene.

MARKEt MAKING

- creative
- concept
-

offer



ask



In times of change the learners will inherit the earth, while the knowers will find themselves beautifully equipped to deal with a world that no longer exists.

Eric Hoffer (1898 – 1983)