TSA iTEC 25

TRANSFORMING LIVES THROUGH DIGITAL INNOVATION

The International Technology Enabled Care Conference. Unlocking insights. Building knowledge. Improving outcomes.

TSA™

Driving Digital Success: Harnessing Innovation and Mitigating Risk

Driving digital success

Tracy Harrison
Chief executive of Northern Housing Consortium & NHC Procurement

An opportunity to explore

In today's session:

1. What are the hurdles in digital innovation, and adopting new tech?

2. What are the practical solutions for digital transformation?

Introduction

Tracy Harrison, chief executive of Northern Housing Consortium & NHC Procurement

- We are a not-for-profit membership organisation supporting over 400 members across the UK.

- Our membership organisations own or manage 9/10 socially rented homes in the North.

- NHC Procurement provides national compliant, expert, and trusted procurement services.

The challenges

What hurdles do we face in realising digital success?

- A long-term approach to our housing, health and care needs with industry cross-collaboration.

- We need to increase aspirations again around the standards of the homes that we build.

- To create real change, you need innovation and creativity, and to be innovative and creative, you need to be **ambitious**.

Getting the basics right

What is needed to achieve digital success?

- Everyone has the right to live in a safe home. So, it's vital we get the basics right.

- We must ensure that people can continue to live in a place they call home – this requires quality and commitment to safety.

- All new and existing homes across all tenures are fitted with the necessary requirements.

Raising aspirations

Utilising TAPPI Principles

- An opportunity for people to raise their ambition and innovation around tech.

- Lifelong adaptation and independence, to support mobility, autonomy, and peace of mind.

- Implementation of Housing LIN's TAPPI Principles, a toolkit for the housing and care sectors.

A practical solution

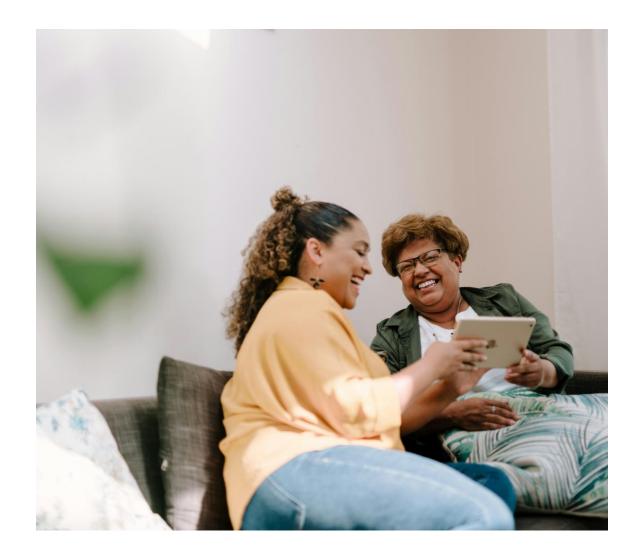## Technology Enabled Lives Framework

- The Technology Enabled Lives framework, informed by the TSA, is reflective of the evolving nature of technology, and delivers a reliable and compliant route to market.

- Our expert team of account executives use the interoperability matrix in their meetings with our members to help chart their procurement route - an important step to embrace innovation but also mitigate risk.

- Say hello to the team on stand 12!

In summary

Three key considerations:

- I'd like to call for us all to be more ambitious and raise our aspirations around our homes.

- We should all be thinking about technology needs in our homes now, and in the future.

- And finally, we must consider the needs of people not just in their homes, but in their communities, too.

Thank you.