DRIVING TRANSFORMATION AND GROWTH IN TECHNOLOGY ENABLED CARE

TSA is the industry body for Technology Enabled Care (TEC), bringing together organisations across local government, the private sector, academia and research. TSA is led by strong governance ensuring that we live and breathe our status as a Community Interest Company.

Our role is constantly evolving - we are witnessing unprecedented growth in technological innovation that will transform the social and health care landscape. Our goal is to see the sector capitalise on these opportunities to the benefit of people who rely on TEC services to enrich their everyday lives.

We have already undergone a transformation ourselves. In early 2018 we separated our business in to two distinct and independent entities, each with its own team, Board of Directors, vision and brand.

TSA started this ambitious journey with a clear roadmap to 2020 and beyond. Our aim is to become the 'go to' organisation for anyone within the UK Technology Enabled Care industry, as well as expanding our reach further afield.

2020 AND BEYOND

Our mission is to drive the transformation of the TEC industry. We will do this in two key ways.

The TSA itself will actively grow and better support its membership by:
• Developing progressive and flexible features and benefits
• Influencing and lobbying government
• Providing business transformation and growth support
• Offering strategic networking, training and development opportunities.

In parallel to this, our TEC Quality arm will drive quality through the provision of independent, trusted audit and certification against the Quality Standards Framework, ensuring that care provision is consistent, leading to better outcomes for service users and their families.

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tsa-the-voice-of-technology-enabled-care

TSA
The voice of technology enabled care

PEOPLE CHOOSING TECHNOLOGY ENABLED CARE TO ENRICH EVERYDAY LIFE

Transforming the Technology Enabled Care sector through a commitment to growth, membership support and driving quality

TSA
The voice of technology enabled care

OUR MISSION

TO DRIVE THE TRANSFORMATION OF THE TEC INDUSTRY

TSA

TEC Quality

Membership

Business transformation and growth

Strategic influencing and lobbying

Training and workforce development

Events and networking

Strategic influencing and lobbying

Technical guidance

Quality Standards Framework auditing and certification

ONE VISION:

People choosing Technology Enabled Care to enrich everyday life.

A DUAL MISSION:

TSA will drive the transformation and growth of the TEC industry.
TEC Quality will provide independent audit and certification.

SHARED VALUES:

Committed to Making a Difference.
Inspiring Trust and Confidence.
Strong Together.

AN AGENDA FOR THE FUTURE

TSA's CORPORATE PLAN OUTLINES OUR ROADMAP FOR THE FUTURE

Our corporate plan outlines our roadmap for the future. To achieve our aim of being the 'go-to' organisation for the Technology Enabled Care industry we will:

Innovate and integrate…
By working closely with our members and stakeholders, using our combined expertise to develop innovative solutions to TEC industry challenges - strategic partnerships across multiple sectors will further facilitate this.

Achieve high quality…
Our services will advance based upon evidence of effectiveness, through evaluation of client satisfaction and by working closely with all our stakeholders.

Be efficient…
Developing our digital presence and making better use of online technology will build a more efficient TSA business, enabling us to respond to the changing needs of our customers, the sector and demands of service users.

Attract investment…
We will use our position to attract investment from world-leading brands to support industry development, helping to drive the agenda and lead the TEC industry in to the next decade.

Maintain a clear focus…
By having a clear focus on this agenda and through close relationships with care providers, commissioners, industry experts and technology pioneers, we will, by the end of 2020:

• Increase TSA turnover year on year
• Improve membership growth and retention
• Shape TEC Quality in to a robust and sustainable business
• Strengthen Quality Standards Framework growth and certification retention
• Boost average satisfaction levels for all key areas of TSA and TEC Quality services.

CORE SERVICES - PROVIDING A FIRM FOUNDATION

We are constantly developing our portfolio of services, ensuring they align to the needs of the TEC sector. This, reinforced by our campaign work to raise awareness of key challenges facing our industry, will ensure that we achieve our ambitious objectives – thus benefiting the whole TEC industry.

Membership
Member services are the core of our business. We help organisations grow through expert advice and support. We will continue to amplify the voice of our members by celebrating their best practice, facilitating collaboration, learning and networking opportunities. We'll develop our role as the conduit between members (and their service users), and policy makers and those who control quality and certification.

► www.tsa-voice.org.uk/become-a-member

Standards
TEC Quality runs our Quality Standards Framework (QSF), setting standards and auditing and certifying against these standards. TEC Quality is independent, with its own Board of Directors. QSF will continue to develop in line with the demands of both the TEC sector and of service users and we'll use the influence of the TSA to establish QSF as an industry-wide initiative backed by recognised accrediting bodies.

► www.tsa-voice.org.uk/an-introduction-to-qsf

TSA EVOLUTION - BUILDING A ROBUST BUSINESS

Consultancy
We will continue to work with clients on a number of consultancy programmes, with a focus on organisational transformation and growth:
• Providing a critical friend role to organisations entering the TEC market
• Supporting business development, service design and redesign
• Benefits evaluation and efficiency.

► www.tsa-voice.org.uk/consultancy-services

Training
TSA's range of training resources are designed to provide key knowledge and career progression for the individuals who work within the TEC industry, focussing on workforce development:
• Flexible Learning and eLearning modules for staff competency
• Group training courses with an operational quality theme
• Bespoke training packages structured around needs of clients and service users.

► www.tsa-voice.org.uk/training-services

Campaigns
Digital Shift is our key ongoing campaign, bringing together the TEC industry, commissioners, government and the telecoms industry to highlight the challenges faced by the shift from analogue to digital infrastructure.

► www.tsa-voice.org.uk/digital-shift

Events
As well as organising the TEC industry headline event, the International Technology Enabled Care conference (ITEC), we hold numerous showcase, best practice and networking regional events across the year aimed at specific audiences and with strategic partners.

► www.tsa-voice.org.uk/events

TSA

The voice of technology enabled care