

# Swindon Borough Council

Designing an ambitious new technology enabled care (TEC) service

Swindon Council have clearly stated their intent and ambition to digitally enable a better social care future for the people of Swindon. The council has embarked on a pioneering programme to design and deliver a new in-house technology enabled care (TEC) service and supporting technology platform. The new service will put digital at the heart of care and support, to improve lives and levels of independence, whilst also helping the council become more financially resilient and sustainable.

Nationally the health and care sectors are under significant pressure, responding to high levels of demand and often having to react to people in crisis. This means firefighting operational and workforce challenges, and dealing with the imbalance this creates in a system where people rely too heavily on hospitals and acute services.

The ambition to move to a more predictive and preventative model, one that is place-based and led by social care and the community, is recognised by many as the solution for the sector. However, delivering it is challenging within a climate of limited capacity and resources to invest in transformation.

**1,047**

Residents aged 18 to 64 were in receipt of long-term support

**£71m**

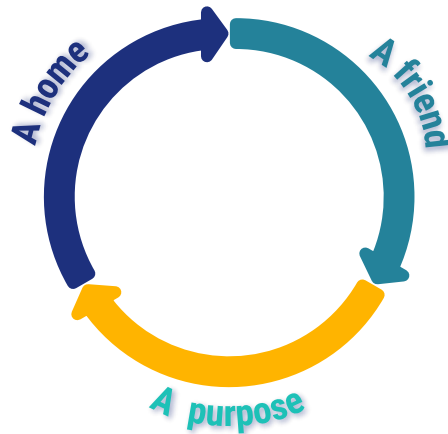
Spent on Adult Social Care services

**Better lives. Better care. Better digital.**

## Future Plans

The programme in Swindon will transform how technology and data is used to enable individuals and communities to live richer and more independent lives. Advances in how we all use technology in our daily lives can be used to give more support whilst the new data and insights that technology creates can identify needs before they become challenges – which is to the benefit of the individual and delivers best value for the public purse. Overall, this is about societal change enabling individuals through data and technology.

Swindon Borough Council's adult services TEC vision is shaped with the understanding that TEC can be an enabler for people to have:



Channel 3 Consulting are delighted to have been commissioned to support the council in delivering this innovative project. The project aligns with our digital vision for the sector and is exciting given it will go further than the sector has achieved before with TEC and data analytics.

*"I'm delighted to be working with Channel 3 on this innovative TEC project and taking value from their knowledge and experience to help us deliver our ambitions in Swindon."*

**Phil Murkin**  
Chief Digital Officer  
Swindon Council



*"Swindon faces similar challenges to many other councils across the country, the question is what to do about it? We recognise that we can't continue to do more of the same, we must be innovative, and we believe that digital and data presents us with the greatest opportunity to achieve that innovation. That is why we have set ourselves an ambitious vision to deliver TEC at scale, move to a more preventative model of care, and improve the outcomes we deliver for the people of Swindon."*

**Grace Lynch**  
Deputy Director Transformation, Adults, Health and Housing  
Swindon Council

