

Poole Housing Partnership (BCP Council)

Kieren Johnson, at Poole Housing Partnership (soon to be BCP Council), sees the future in no uncertain light: it involves getting rid of analogue equipment and delivering a flexible and digital service. The analogue to digital switchover will enable a lot of change. The pandemic has accelerated the adoption of digital technology, too. We're each used to Zoom and Teams, and the widespread use of visual communications promises to transform services.

As providers work hard to keep people living in their homes independently for longer, the ability to communicate using video calls will increase the regularity and reduce the cost of delivering personalised support. Central to video communications is a good wifi connection (it's obvious, but I hadn't considered it!). Wifi is critical not just for remote-patient calls but also for entertainment (yes, Netflix!) and for ensuring access to other council services - wifi is the gateway to the provider. Only 60% of council tenants today have access, and BCP is ensuring this is increasing, which (when achieved) will enable layers of further innovation.

The council will use other digital technology with the vast majority (including vulnerable ones) connected to the internet. Whether it's local government front door services or daily check-ins, a whole panacea of innovation can happen that was not before possible.

Critically, it makes for a more resilient service because traditionally, with analogue and hardwired technology, support services can fall into disrepair and 'go down'. With (at least in the medium term) lower cost digital services, developers can patch bugs and updates remotely, the council can identify service interruptions sooner, and generally, services can become more resilient.

UKTelehealthcare and Yokeru will host the inaugural TECS Vision Day on 8th June. During the online event, we are giving a platform to Providers to speak about their vision. There will then be a discussion in small groups, where suppliers and providers can discuss the future. To learn more about Kieren's vision for BCP Council, please join us to hear him talk on 8th June.

[Register here.](#)

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