

Ealing Council

Judith and I spoke on a rainy Tuesday morning. As we unpacked Judith's vision of the future, it was clear that she was ready to fight for change in how services are delivered.

Judith Aklama is the Careline Manager at Ealing Council. Judith's "nirvana" is to be supplied by a portfolio of small and local tech businesses uniquely close to Ealing's challenges because they are from the community. Judith believes the future will not be built by 'the behemoths' (which is good to hear) but by the innovative outsiders.

In Ealing, residents have a particular need, says Judith, and they require a bespoke and community focused solution. There is a gap in the market. Providers are forced to take what the "dinosaur" tech suppliers offer. It's hard for providers to find innovative alternatives. Judith doesn't want to wait for 6-12 months for someone in a large organisation to build something—she's looking for dynamic and fast-moving organisations, which are often smaller and more local, to support her. Moreover, the technology developed locally can be used and scaled outwardly across other boroughs and councils.

Rather than supplier push, the world she paints is led by 'provider pull'. 'Individual needs' drive it, and the source of the demand is her 5,000 connections across the borough of Ealing. The reality is that the equipment she procures is a means to an end, not an end in itself. With a young population, the equipment her service users need is different from what the TEC sector provides in other areas. For example, one of her first considerations is to support people with learning difficulties.

Finally, the word interoperability is thrown around an awful lot these days, but Judith recognises assistive technology must be integrated, but that's not easy, and it's rarely done. A consortium of small tech-savvy suppliers must be open to working (and integrating) to provide Ealing Council's assistive technology.

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 Judith's vision for Ealing Council, please join us to hear her talk on 8th June.

Register here.

Hector Alexander
Co-founder

Yokeru

Office: +44 1444 39 1262
WhatsApp: +254 114 941 395
Book meeting: <https://calendly.com/hectoryokeru/yokeru>
Email: hector@yokeru.io
Website: www.yokeru.io

14 Great James Street,
London, WC1N 3DP