



The voice of technology  
enabled care

MARCH 2024

# From ambition to action

Technology enabled care:  
State of the sector 2024

# State of the Sector

Robert Turnbull

Bringing Ingenuity to Life.  
[paconsulting.com](http://paconsulting.com)





MARCH 2024

# From ambition to action

## Technology enabled care: State of the sector 2024



THE TEC OPPORTUNITY

use of TEC has been proven, is inconsistent

Our research suggests local authorities that wish to achieve this will need to prioritise sustainable transformational change with TEC embedded, with a focus on outcomes, not on technology.

This will be achieved by:

- Defining the outcomes and building the investment case
- Tackling the challenges ahead and identifying the enablers of success
- Igniting momentum with a senior-championed plan for success



been proven

15

# he and he t case

ross society, whether it's helping with disabilities, or boosting to utilise technology is also clear.<sup>28</sup>



7/10

Agree or Strongly agree that the case for wider use of TEC has been empirically proven?

10/10

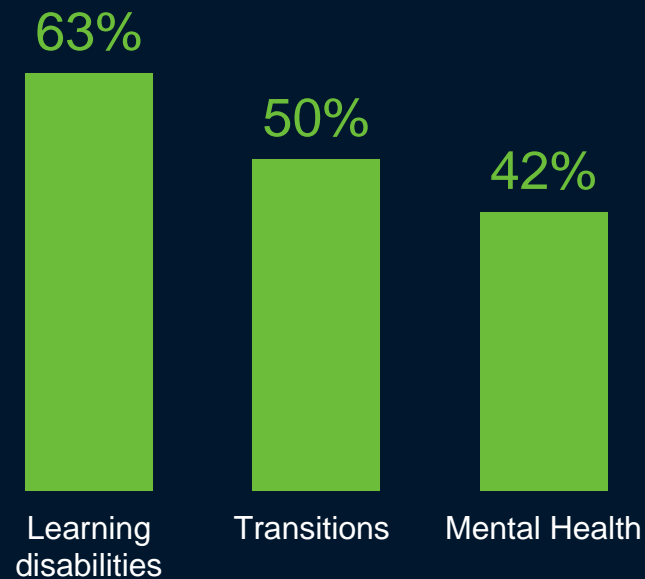
Agree or strongly agree that TEC is a vital part of the social care offer?

10/10

Agree or strongly agree that TEC is an important part of the way Council's respond to the increased demand and complexity

# 1 Commissioners plan to use more TEC but need an investment case the organisation believes in

Percentage of Councils who plan to use more or no more TEC in next 12 months



Source: TSA and PA survey of senior leaders in adult social care, 2024

## 2 Workforce understanding stops TEC priorities

Two in three (66%) commissioners say awareness of TEC within the council's workforce is a **challenge** or **significant challenge**.



# 66%

Have **low or no understanding** of how to make a high-quality referral.

# 61%

Have **low or no understanding** of the full range of outcomes and people TEC can deliver positive outcomes for.

# 3 Momentum is being ignited to achieve TEC priorities

Challenges where the **most** progress is planned

# 34%

of Councils Have firm plans to address these challenges or already making good progress.



Source: TSA and PA survey of senior leaders in adult social care, 2024

---

**Bringing  
Ingenuity  
to Life.**

---