



## **Telecare Benchmarking**

Telecare Benchmarking is funded by the Scottish Government's Technology Enabled Care (TEC) Programme and is delivered in partnership with Scotland's Housing Network (SHN).

Benchmarking is an essential business improvement tool. It allows for businesses, big or small, private or public sector, whole organisations or individual departments to evaluate their strengths and areas for improvement in a comparative way. By following a structured benchmarking process, businesses are able to derive evidence-based self-improvement plans that match their business goals, whatever they may be.

Benchmarking for Telecare Services allows you to eliminate assumptions about how well you are performing, and ultimately meeting the needs of your service users and funding stakeholders.

To participate in Telecare Benchmarking, you provide SHN with a fixed dataset, that has been agreed, and is kept under review, by the TEC Programme, SHN and the range of participating HSCPs.

SHN are experts in the field of benchmarking, they use their Business Intelligence Tool to analyse your data, and crucially, benchmark this against other HSCPs nationally. You can see your absolute and comparative performance in the different aspects of service delivery.

This information provides you with the evidence base you need to develop robust and meaningful self-improvement plans. The evidence base removes any guess work and provides confidence and reassurance as to where you are performing well. The evidence allows you to allocate scarce resources in areas that most need improvement and provides the evidence base needed to secure any additional funding. It provides evidence that you can use to promote your telecare service to users and future users, enhancing your communication capabilities with your service users and their families and carers.

Data is collected on your service, installations, withdrawals, usage and customer satisfaction. Our benchmarking data is collected and analysed quarterly, allowing you to make in-year adjustments to your service. As part of the commitment from SHN, we offer a free bespoke site visit to show you how to best make use of the tool; "it's easy when you know how".

You will also be invited to attend and participate in quarterly Telecare Benchmarking workshops, where you have the opportunity to meet and work with other HSCPs participating in Telecare Benchmarking.

Telecare Benchmarking enables self-improvement, through an evidence-based comparative analysis.