



CRYSTAL AWARDS 2017

Recognising

EXCELLENCE

within technology enabled care and support services

Information for Entrants





What is the TSA Crystal Award?

Technology Enabled Care Services (TECS), can have a huge impact on people's lives by providing emergency support, helping people manage their health and wellbeing and helping them remain independent for longer within their communities. TSA members already provide support to over 1.7 million people in the UK alone.

The TSA Crystal Award recognises excellence in TECS. It is a hallmark of quality and attracts recognition from the whole TECS community of the difference the winners and entrants make to the TECS industry and the millions of people it supports.

For 2017 we are proud to present the:

TSA Crystal Award for Putting People first in challenging times, TECS supporting evidenced outcomes for people.

We encourage you to enter, demonstrating how you are making a difference through your contribution to TECS.

Not a TSA member? Ask about fast-tracking your membership application to submit your TSA Crystal Award entries on time!

Why enter?

In addition to winning the most prestigious award in the TECS industry, you could:

- Have your entry showcased at the awards ceremony at the TSA International Technology Enabled Care Conference 2017 (All shortlisted entries will be featured on the night)
- Grab the headlines at the prestigious Gala Dinner
- Feature in the TSA 'e-Link', distributed to over 10,000 industry contacts
- Share top billing with our special guests and sponsors at the TSA International Technology Enabled Care Conference 2018
- Get free advertising and features on the TSA website
- Benefit from free bespoke advice and support from TSA experts in 2017-18
- Use the Winner and Shortlisted badges in your own publicity materials



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Health and care systems across the UK are under huge financial pressure and experiencing growing workforce shortages. There is an urgent need to find new ways of managing and reducing demand for health and social care services.

Technology enabled care services can make a significant contribution to delivering great outcomes for people and cost savings, but to make this a reality for the majority, the focus must move to evidenced outcomes for people.

This prestigious award celebrates the role TSA members play within Technology Enabled Care Sector. We are looking for an individual, team or an organisation that is delivering technology enabled care services with evidenced outcomes for people.



It doesn't matter how big or small you are or what your role is within the TECS community, if you can answer the questions overleaf and satisfy the criteria that follow then you can win.

TSA Crystal Award for Putting People first in challenging times, TECS supporting evidenced outcomes for people.

Using no more than 1600 words in total, use the entry form to tell us:

How you are delivering technology enabled care services with evidenced outcomes for people.

Criteria:

1. What has your solution made possible, which was impossible before?

- ❖ **RELEVANCE:** To what extent have high-priority problems or needs been solved/met by this solution?
- ❖ **COMPLETENESS:** To what extent does the solution address the whole of the problem or need?
- ❖ **INNOVATION:** To what extent has the solution changed the rules or made a breakthrough which will increase the use of TECS?

2. How does your solution make people and organisations think and behave differently?

- ❖ **USE OF TECHNOLOGY:** To what extent has this solution placed technology at the centre of care and support, rather than being a standalone option or 'add-on'?
- ❖ **HEARTS AND MINDS:** To what extent is the solution increasing the trust, understanding and desire for TECS among commissioners, professionals and service users?
- ❖ **IMPROVING DAILY PRACTICE:** To what extent has the solution made it easier and more efficient for organisations and people to provide good quality care and support?

3. What does your solution and the evidence collected mean for the future of the wider TECS community and its service users?

- ❖ **LONGEVITY:** To what extent can this solution be developed, replicated and up-scaled to meet changing and growing needs in future?
- ❖ **IMPACT:** To what extent does this solution change the lives of service users and the fortunes of the wider TECS community?
- ❖ **LEGACY:** To what extent does the solution make other solutions viable?

4. How your solution supports TSA's vision of people choosing TECS to enrich everyday life

- ❖ **PERCEPTION:** How does your solution affect the perception of TECS and how do you measure this?
- ❖ **AWARENESS:** To what extent does the solution raise awareness of TECS to the wider TECS community?
- ❖ **DESIRABILITY:** To what extent is the design of the solution likely to make people want, rather than just need, the solution?

Entry Process

- The deadline for receipt of entries is midnight on Friday 15th September 2017
- Use no more than 1600 words in your entry
- You may provide supplementary evidence to support your entry if it is directly relevant. Please reference clearly your evidence with numbering in your entry
- Other rules and conditions apply and can be found on the entry form
- Shortlisted entrants will be notified during the week commencing 18th September 2017
- The winners will be announced on 16th October 2017 during the prestigious Gala Dinner at the International Technology Enabled Care Conference 2017, which will be held at The ICC, Birmingham.

How entries are judged

We have specially selected a panel of judges based on their experience and knowledge of TECS and/or their profile within the care and support sector.

Entries will be anonymised by TSA's moderator and any which do not satisfy the rules and conditions will be removed

1. Entries will then be scored according to the extent to which they answer the main question and satisfy or exceed the categories criteria. Our panel will be looking for entries which demonstrate this clearly, concisely and verifiably and cover at least one of the points attached to each of the criteria. They will score each entry on merit and will not compare entries with one another until the final selection
2. The moderator will compile the scores and check for fairness. The 3 highest-scoring entries will be shortlisted
3. The judging panel will choose the winners from the shortlisted entries

Top tips

1. Allow plenty of time for several people to review and contribute to your entry. A variety of perspectives could help you demonstrate the impact of your work
2. Keep it focused - the judges want clarity and will ignore anything irrelevant
3. Make sure you understand the main questions. If you are unsure...Ask!
4. Meeting the criteria is essential, and covering the points attached to each one will help you create a thorough and well-structured entry
5. Avoid jargon and acronyms - remember the judges are from a variety of backgrounds and might not know everything about your business
6. Back up your claims with evidence, but don't overdo it – the judges need to verify what you say and they won't have time to search through lots of paperwork
7. Present your entry carefully – double-spacing your lines and checking the structure and grammar of your entry will help the judges make sense of it easily
8. Don't forget the customer! Remember that TECS is about care and support
9. Enjoy the ride! Stopping what you're doing to complete the awards process can help you recognise what you're doing well or even notice what might be missing or underdeveloped in your everyday work; it can be a useful process in itself