

Technology Standards

No.	Standard	Examples	Our Evidence	RAG Rating
1	Service users can use audio/video conferencing	Audio and video conferencing technology is available Evidence of this being made available and used Technology policy		<input type="text"/>
2	The service has access to an IT advisor to keep up to date on policy and practice regarding modern technology	IT advisor available Discussions around modern technology evident Service attends the regional security and ops meetings to keep up to date with changes in this area		<input type="text"/>
3	Policies, procedures and guidance are co-produced and are reviewed and updated as technology changes, a minimum of annually	Policies co-written Reviews done collaboratively Discussed in community meetings or RRP meetings Review dates		<input type="text"/>
4	Regular access to the internet and electronic equipment is available based on individual risks and needs	Frequency of availability of technology such as the internet Risk assessments Individual care plan Policies around technology		<input type="text"/>
5	Service users can have an email account	Evidence of supporting service users to open an account Individual care plan/risk assessment		<input type="text"/>
6	There is access to mobile phones for service users	Mobile phone/technology policy Individual risk assessments/care plans/ contracts around phone use		<input type="text"/>
7	Service users have an agreement around the use of technology that has been collaboratively written and agreed - this includes a plan for if the agreement is broken	Individual care plans /contracts /agreements around different technology items		<input type="text"/>
8	There is evidence of positive risk taking and responsibilities regarding technology in service users care plans	Technology care plan in place Risk assessments		<input type="text"/>
9	There are policies and awareness sessions available around safety when using technology and social media, including confidentiality and risk	Recovery College courses Policies and procedures Awareness sessions offered Training package PowerPoint slides Internet safety posters/ leaflets		<input type="text"/>
10	Electrical items requiring PAT testing should be tested within 7 days to prevent service users waiting unnecessarily	PAT testing audit		<input type="text"/>
Average Score for the area				<input type="text"/>

RAG Rating	
5 Green	Fabulous!
4 Green Amber	↑
3 Amber	Functional!
2 Amber Red	↓
1 Red	Action!

Technology Action Plan

No.	Standard	Our Actions	RAG Rating
1	Service users can use audio/video conferencing		<input type="text"/>
2	The service has access to an IT advisor to keep up to date on policy and practice regarding modern technology		<input type="text"/>
3	Policies, procedures and guidance are co-produced and are reviewed and updated as technology changes, a minimum of annually		<input type="text"/>
4	Regular access to the internet and electronic equipment is available based on individual risks and needs		<input type="text"/>
5	Service users can have an email account		<input type="text"/>
6	There is access to mobile phones for service users		<input type="text"/>
7	Service users have an agreement around the use of technology that has been collaboratively written and agreed - this includes a plan for if the agreement is broken		<input type="text"/>
8	There is evidence of positive risk taking and responsibilities regarding technology in service users care plans		<input type="text"/>
9	There are policies and awareness sessions available around safety when using technology and social media, including confidentiality and risk		<input type="text"/>
10	Electrical items requiring PAT testing should be tested within 7 days to prevent service users waiting unnecessarily		<input type="text"/>