

T1	Table 1	TABLE_ID: ROLE_ROLE. Which of the following best describes your role within your company?	Base : All Respondents
T2	Table 2	TABLE_ID: ROLE_TECH_ROLE_TECH. How does your role relate to digital technology used within adult social care?	Base: All Respondents
T3	Table 3	TABLE_ID: ROLE_DESIGN_ROLE_DESIGN. Would you say the design and development of technology for adult social care is a key part of your role?	Base: All participants who do not directly work in the design and development of technology
T4	Table 4	TABLE_ID: COMP_TIME_COMP_TIME. Was your company established ...?	Base: All Respondents
T5	Table 5	TABLE_ID: COMP_SC_TIME_COMP_SC_TIME. How long has your company been developing or providing technology for the adult social care sector?	Base: All Respondents
T6	Table 6	TABLE_ID: COMP_EMP How many people does your company currently employ, either permanently or temporarily, including yourself?	Base: All Respondents
T7	Table 7	TABLE_ID: COMP_BASE_COMP_BASE. Where is your company based?	Base: All Respondents
T8	Table 8	COMP_MAIN_CUST. Where are your main customers based?	Base: All Respondents
T9	Table 9	TABLE_ID: COMP_TYPE_COMP_TYPE. From the list below, please select the statements which best describe the type of company it is?	Base: All Respondents
T10	Table 10	TABLE_ID: COMP_OTHSSECT_OMP_OTHSSECT. Do you provide this type of technology for sectors other than adult social care?	Base: All participants who develop or supply technology
T11	Table 11	TABLE_ID: COMP_WHICHSECT_COMP_WHICHSECT. Which of the following sectors do you also provide technology products for?	Base: All participants who provide technology to other sectors
T12	Table 12	TABLE_ID: CUST_HARD_EQUIP Thinking about the technology, hardware or equipment for adult social care your company provides, which of the following customer groups does your company sell to directly?	Base: All participants who provide hardware or equipment
T13	Table 13	TABLE_ID: CUST_SOFT_APPS Thinking about the software, online platforms or apps for adult social care your company develops, which of the following customer groups does your company sell to directly?	Base: All participants who develop or manufacture IOT products or other advanced technology
T14	Table 14	TABLE_ID: CUST_SUPPLY Thinking about the technology for adult social care your company supplies or installs, which of the following customer groups does your company sell to directly?	Base: All participants who supply or install technology
T15	Table 15	TABLE_ID: CUST_SERVICES Thinking of your company's services supported by technology for adult social care, which of the following customer groups does your company sell to directly?	Base: All participants who supply services supported by technology
T16	Table 16	TABLE_ID: CUST_ELEARN Thinking of your company's eLearning platforms for adult social care, which of the following customer groups does your company sell to directly?	Base: All participants who supply eLearning platforms
T17	Table 17	TABLE_ID: CUST_COMBINED_CUST_COMBINED. COMBINED TABLE: Thinking about the technology your company provides, which of the following customer groups does your company sell to directly?	Base: All participants who provide, hardware or equipment, software, online platforms or apps, supplies or install technology, services supported by technology or eLearning platforms
T18	Table 18	TABLE_ID: COMP_MAINACT Thinking about the different activities of your company which would you say is the main type?	Base: All participants who provide multiple technology products of services
T19	Table 19	TABLE_ID: TECH_BUSMAN Which of the following technology, if any, does your company provide to the adult social care sector to support day to day administrative or management activities?	Base: All participants who develop or supply business support and management technology
T20	Table 20	TABLE_ID: TECH_CARE Which of the following technology, if any, does your company provide to support the delivery of care in the adult social care sector?	Base: All participants who develop or supply technology to support the delivery of care
T21	Table 21	TABLE_ID: TYPE_NEEDS Which types of adults with care and support needs does the technology you develop, manufacture, install or supply support (whether you supply directly to them or their carers or through care providers or other organisations)?	Base: All participants who develop or supply technology to support the delivery of care
T22	Table 22	TABLE_ID: AIM_BUSMAN Thinking about the care management and business systems technology that your company provides to the adult social care sector, what are the overall aims of the product(s)?	Base: All participants who develop or supply care management and business systems technology
T23	Table 23	TABLE_ID: AIM_SUPMON Thinking about the support and monitoring technology that your company provides to the adult social care sector, what are the overall aims of the product(s)?	Base: All participants who develop or supply support and monitoring technology
T24	Table 24	TABLE_ID: AIM_SOFT_APPS Thinking about the software or apps that your company provides to the adult social care sector, what are the overall aims of the product(s)?	Base: All participants who develop or supply software or apps
T25	Table 25	TABLE_ID: AIM_ADVANCE Thinking about the advanced or other technology that your company provides to the adult social care sector, what are the overall aims of the product(s)?	Base: All participants who develop or supply advanced technology
T26	Table 26	TABLE_ID: AIM_COMBINED_AIM_COMBINED. COMBINED TABLES: Thinking about the technology that your company provides to the adult social care sector, what are the overall aims of the product(s)?	Base: All participants who develop or supply business support and care management, support and monitoring, software or apps, advanced or other technology
T27	Table 27	TABLE_ID: BARR_HARD_EQUIP Thinking about the technology, hardware or equipment you develop or manufacture for adult social care, what are the main barriers, if any, within your company to developing this technology?	Base: All participants who develop or manufacture technology, hardware or equipment
T28	Table 28	TABLE_ID: BARR_SOFT_APPS Thinking about the software, platforms or apps you develop for adult social care, what are the main barriers, if any, within your company to developing this technology?	Base: All participants who develop software, platforms or apps
T29	Table 29	TABLE_ID: BARR_SUPPLY Thinking about the technology you supply for adult social care, what are the main barriers, if any, within your company to supplying this technology?	Base: All participants who only supply technology
T30	Table 30	TABLE_ID: BARR_SERVICES Thinking about the services you provide which are supported by technology for adult social care, what are the main barriers, if any, within your company to providing these services?	Base: All participants who provide services which are supported by technology
T31	Table 31	BARR_ _SUMMARY TABLE: Main Barriers within the company	Base: All who develop, supply or manufacture technology (including services, software and hardware).
T32	Table 32	TABLE_ID: BARR_COMBINED_BARR_COMBINED. COMBINED TABLES: Thinking about the technology you develop, manufacture or supply for adult social care, what are the main barriers, if any, within your company to developing this technology?	Base: All participants who develop or supply hardware or equipment, software, platforms or apps, services supported by technology, or only supply technology
T33	Table 23	TABLE_ID: BARR_OUT_BUSMAN Thinking about care management and business systems technology for adult social care, what are the main barriers outside of your company to scaling and adopting this type of technology?	Base: All participants who develop or supply care management and business systems technology
T34	Table 34	TABLE_ID: BARR_OUT_SUPMON Thinking about support and monitoring technology for adult social care, what are the main barriers outside of your company to scaling and adopting this type of technology?	Base: All participants who develop or supply support and monitoring technology
T35	Table 35	TABLE_ID: BARR_OUT_ADVANCE Thinking about advanced or other technology for adult social care, what are the main barriers outside of your company to scaling and adopting this type of technology?	Base: All participants who develop or supply advanced technology
T36	Table 36	BARR_OUT_ _SUMMARY TABLE : Main barriers faced outside of the company to scaling and adopting technology.	Base: All participants who develop or supply care management and business systems technology
T37	Table 37	TABLE_ID: BARR_OUT_COMBINED_BARR_OUT_COMBINED: COMBINED TABLES: Thinking about the technology you develop, manufacture or supply for adult social care, what are the main barriers outside of your company to scaling and adopting this type of technology?	Base: All participants who develop or supply hardware or equipment, software, platforms or apps, services supported by technology, or only supply technology
T38	Table 38	TABLE_ID: AWARE_PROG Thinking about programmes to support innovation and development of technology for adult social care, which of the following organisations do you think manage these types of programmes?	Base: All Respondents
T39	Table 39	TABLE_ID: ENABLE_POLICIES Thinking about current government policies and market conditions, what, if any, are the main enablers for the development and supply of technology for adult social care?	Base: All Respondents
T40	Table 40	TABLE_ID: ENABLE_SUPPORT Thinking about the next five years, what support would your company like to see to help improve the development and supply of technology for adult social care?	Base: All Respondents
T41	Table 41	TABLE_ID: LEARN_RES What, if any, training courses or learning resources do you provide to the adult social care sector in relation to the technology or services you supply, or more widely?	Base: All Respondents
T42	Table 42	TABLE_ID: LEARN_TYPE What types of wider digital skills or capabilities are included in the training or resources you provide?	Base: All participants who provide eLearning courses for digital skills and capabilities
T43	Table 43	TABLE_ID: LEARN_CUST Who do you deliver your training or make your learning resources available to?	Base: All participants who provide eLearning courses
T44	Table 44	TABLE_ID: COVID_CUST Since the beginning of the COVID-19 pandemic in March 2020 how has your company's customer base changed?	Base: All Respondents
T45	Table 45	TABLE_ID: COVID_CHANGE Since the beginning of the COVID-19 pandemic, has there been a change in the demand for the technology products or services your company provides, whether from new or existing customers?	Base: All Respondents
T46	Table 46	TABLE_ID: COVID_WHAT Thinking about this increased demand since the beginning of the COVID-19 pandemic, what technology products are your customers purchasing?	Base: All participants who say demand has increased since COVID-19
T47	Table 47	TABLE_ID: COVID_INCREASE.Codes Codes	Base: All participants who say demand has increased since COVID-19
T48	Table 48	TABLE_ID: COVID_DECREASE Thinking about this decreased demand since the beginning of the COVID-19 pandemic, what technology products are your customers purchasing less?	Base: All participants who say demand has decreased since COVID-19
T49	Table 49	TABLE_ID: COVID_WHY.Codes Codes	Base: All participants who say demand has decreased since COVID-19
T50	Table 50	TABLE_ID: COVID_PLANS Has this change in demand changed your company's plans for the development of new technology and services for adult social care?	Base: All participants who say demand has increased or decreased since COVID-19
T51	Table 51	TABLE_ID: COVID_PLANNHOW.Codes Codes	Base: All participants who say the change in demand has led their company to changed their plans for the development of new technology
T52	Table 52	TABLE_ID: COVID_CAPACITY Has the COVID-19 pandemic negatively impacted your company's capacity to deliver technology products and services?	Base: All Respondents
T53	Table 53	TABLE_ID: COVID_TURNOVER Overall, since the beginning of the COVID-19 pandemic, would you say your company's turnover has increased or decreased compared to before the pandemic?	Base: All Respondents
T54	Table 54	TABLE_ID: FUT_FOCUS In the next five years, what types of technology do you think your company may focus its time and resources on?	Base: All Respondents
T55	Table 55	TABLE_ID: FUT_PRIORITY Thinking about the types of digital technology you may develop over the next five years, which will be your top priority? Please choose up to two types of technology if appropriate.	Base: All participants who will focus on multiple types of technology
T56	Table 56	TABLE_ID: FUT_CUST What type of customers do you think this technology will be aimed at?	Base: All participants who will focus on multiple types of technology
T57	Table 57	TABLE_ID: FUT_MAINCUST Thinking about these customers, which do you think will be your main customer?	Base: All participants who will focus on multiple customer types
T58	Table 58	TABLE_ID: FUT_DECIDE How does your company decide which types of adult social care technology and customers to focus on in the future?	Base: All Respondents
T59	Table 59	brkA vs brkA	

TABLE\_ID: ROLE ROLE. Which of the following best describes your role within your company?

Base : All Respondents

	Company established				Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
	Total (Z)	Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI <sup>1</sup> (i)	Multiple countries (l)	Developer or manufacturer (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	77*	23**	30*	24**	44*	32*	41*	35*	51*	10**	14**	20**	45*	27**	5**	53*	22**
Chief Executive or Managing Director	27	12	13	2	16	11	21	6	20	4	3	6	21	10	3	18	9
	35%	52%	43%	8%	36%	34%	51%	17%	39%	40%	21%	30%	47%	37%	60%	34%	41%
Business Development or Marketing Lead	19	5	7	7	12	7	7	12	15	-	3	9	10	4	1	13	6
	25%	22%	23%	29%	27%	22%	17%	34%	29%	-	21%	45%	22%	15%	20%	25%	27%
Operations Lead	9	1	2	6	4	5	4	5	6	2	1	1	3	5	-	5	3
	12%	4%	7%	25%	9%	16%	10%	14%	12%	20%	7%	5%	7%	19%	-	9%	14%
Software or Product Development Lead	5	1	3	1	4	1	2	3	2	-	2	1	4	1	-	3	1
	6%	4%	10%	4%	9%	3%	5%	9%	4%	-	14%	5%	9%	4%	-	6%	5%
Technology or Infrastructure Lead	5	1	2	2	3	2	3	1	2	1	2	1	2	1	-	5	-
	6%	4%	7%	8%	7%	6%	7%	3%	4%	10%	14%	5%	4%	4%	-	9%	-
Research and Development Lead	1	-	-	1	-	1	-	1	-	1	-	1	-	1	-	1	-
	1%	-	-	4%	-	3%	-	3%	-	10%	-	5%	-	4%	-	2%	-
Manufacturing Lead	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other role	10	2	3	5	4	5	3	7	5	2	3	1	5	4	1	8	2
	13%	9%	10%	21%	9%	16%	7%	20%	10%	20%	21%	5%	11%	15%	20%	15%	9%
Prefer not to say	1	1	-	-	1	-	1	-	1	-	-	-	-	1	-	-	1
	1%	4%	-	-	2%	-	2%	-	2%	-	-	-	-	4%	-	-	5%

Fieldwork dates : 30/04/2021 - 28/06/2021

Respondent Type : Organisations who provide technology to the adult social care sector in England and Wales

Source : Ipsos MORI

Job Number : J20-094062-01

\*Less than 0.5 %

Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e - Z/f/g - Z/h/i/l - Z/m/n/o/p - Z/q/r

\* small base; \*\* very small base (under 30) ineligible for sig testing

TABLE\_ID: ROLE\_TECH\_ROLE\_TECH. How does your role relate to digital technology used within adult social care?

Base: All Respondents

	Company established				Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
	Total (Z)	Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI <sup>1</sup> (i)	Multiple countries (l)	Developer or manufacturer (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	77*	23**	30*	24**	44*	32*	41*	35*	51*	10**	14**	20**	45*	27**	5**	53*	22**
Strategy and client engagement	60	17	24	19	34	25	30	29	39	8	12	16	37	18	4	42	17
	78%	74%	80%	79%	77%	78%	73%	83%	76%	80%	86%	80%	82%	67%	80%	79%	77%
Implementation of technology	51	15	20	16	29	22	28	22	35	7	8	13	27	21	4	36	14
	66%	65%	67%	67%	66%	69%	68%	63%	69%	70%	57%	65%	60%	78%	80%	68%	64%
Design and development of products or software	45	14	23	8	30	15	32	13	28	9	7	14	32	16	4	32	11
	58%	61%	77%	33%	68%	47%	78%	37%	55%	90%	50%	70%	71%	59%	80%	60%	50%
Marketing of products or software	41	13	20	8	26	15	25	16	29	5	6	13	28	12	1	27	13
	53%	57%	67%	33%	59%	47%	61%	46%	57%	50%	43%	65%	62%	44%	20%	51%	59%
Other	5	1	2	2	3	2	1	4	2	2	1	1	2	4	-	4	1
	6%	4%	7%	8%	7%	6%	2%	11%	4%	20%	7%	5%	4%	15%	-	8%	5%
Prefer not to say	1	1	-	-	1	-	1	-	1	-	-	-	-	1	-	-	1
	1%	4%	-	-	2%	-	2%	-	2%	-	-	-	-	4%	-	-	5%

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TABLE\_ID: ROLE\_DESIGN ROLE\_DESIGN. Would you say the design and development of technology for adult social care is a key part of your role?

Base: All participants who do not directly work in the design and development of technology

	Company established				Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
	Total (Z)	Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI <sup>1</sup> (i)	Multiple countries (l)	Developer or manufacturer (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	71*	21**	26**	24**	40*	30*	36*	34*	48*	9**	13**	18**	41*	24**	5**	48*	22**
Yes - it is a key part of my role	35 49% g	9 43%	17 65%	9 38%	23 58%	12 40%	22 61% Zg	12 35%	23 48%	7 78%	5 38%	7 39%	21 51%	12 50%	4 80%	24 50%	11 50%
Yes - to some extent	29 41%	10 48%	8 31%	11 46%	15 38%	13 43%	12 33%	17 50%	19 40%	2 22%	7 54%	9 50%	17 41%	10 42%	1 20%	18 38%	10 45%
No	6 8%	2 10%	1 4%	3 13%	2 5%	4 13%	2 6%	4 12%	6 13%	-	-	2 11%	2 5%	2 8%	-	5 10%	1 5%
Prefer not to say	1 1%	-	-	1 4%	-	1 3%	-	1 3%	-	-	1 8%	-	1 2%	-	-	1 2%	-
Net Yes	64 90%	19 90%	25 96%	20 83%	38 95%	25 83%	34 94%	29 85%	42 88%	9 100%	12 92%	16 89%	38 93%	22 92%	5 100%	42 88%	21 95%

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TABLE\_ID: COMP\_TIME COMP\_TIME. Was your company established ...?

Base: All Respondents

	Company established				Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
	Total (Z)	Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI <sup>1</sup> (i)	Multiple countries (l)	Developer or manufacturer (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	77*	23**	30*	24**	44*	32*	41*	35*	51*	10**	14**	20**	45*	27**	5**	53*	22**
Within the last year	1 1%	1 4%	-	-	1 2%	-	1 2%	-	1 2%	-	-	-	1 2%	-	-	1 2%	-
More than 1, up to 5 years ago	22 29% begq	22 96%	-	-	19 43% Ze	3 9%	18 44% Zg	4 11%	17 33%	3 30%	1 7%	12 60%	11 24%	10 37%	2 40%	11 21%	9 41%
More than 5, up to 10 years ago	18 23% e	-	18 60% Z	-	16 36% Ze	2 6%	12 29%	6 17%	11 22%	2 20%	5 36%	2 10%	14 31%	3 11%	1 20%	12 23%	6 27%
More than 10, up to 20 years ago	12 16% d	-	12 40% Z	-	1 2%	11 34% Zd	7 17%	5 14%	10 20%	1 10%	-	4 20%	9 20%	4 15%	-	10 19%	2 9%
More than 20 years ago	24 31% bdfhn	-	-	24 100%	7 16%	16 50% Zd	3 7%	20 57% Zf	12 24%	4 40%	8 57%	2 10%	10 22%	10 37%	2 40%	19 36%	5 23%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
In last 10 years	41 53% egq	23 100%	18 60%	-	36 82% Ze	5 16%	31 76% Zg	10 29%	29 57%	5 50%	6 43%	14 70%	26 58%	13 48%	3 60%	24 45%	15 68%
More than 10 years ago	36 47% df	-	12 40%	24 100%	8 18%	27 84% Zd	10 24%	25 71% Zf	22 43%	5 50%	8 57%	6 30%	19 42%	14 52%	2 40%	29 55% Z	7 32%

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TABLE\_ID: COMP\_SC\_TIME COMP\_SC\_TIME. How long has your company been developing or providing technology for the adult social care sector?

Base: All Respondents

	Company established				Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
	Total (Z)	Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI <sup>1</sup> (i)	Multiple countries (l)	Developer or manufacturer (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	77*	23**	30*	24**	44*	32*	41*	35*	51*	10**	14**	20**	45*	27**	5**	53*	22**
Within the last year	4	3	1	-	4	-	3	1	3	1	-	1	1	2	1	4	-
	5%	13%	3%	-	9%	-	7%	3%	6%	10%	-	5%	2%	7%	20%	8%	-
More than 1, up to 5 years ago	21	17	1	3	21	-	17	4	15	2	3	10	12	6	1	9	10
	27% begq	74%	3%	13%	48%	-	41%	11%	29%	20%	21%	50%	27%	22%	20%	17%	45%
More than 5, up to 10 years ago	19	-	15	4	19	-	8	10	13	2	4	2	14	6	2	12	7
	25% e	-	50% Z	17%	43% Ze	-	20%	29%	25%	20%	29%	10%	31%	22%	40%	23%	32%
More than 10, up to 20 years ago	16	1	12	3	-	16	10	6	12	1	2	5	11	5	-	14	2
	21% d	4%	40% Z	13%	-	50% Zd	24%	17%	24%	10%	14%	25%	24%	19%	-	26%	9%
More than 20 years ago	16	2	1	13	-	16	3	13	8	4	4	2	6	8	1	13	3
	21% bdfn	9%	3%	54%	-	50% Zd	7%	37% Zf	16%	40%	29%	10%	13%	30%	20%	25%	14%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	1	-	-	1	-	-	-	1	-	-	1	-	1	-	-	1	-
	1%	-	-	4%	-	-	-	3%	-	-	7%	-	2%	-	-	2%	-
In last 5 years	25	20	2	3	25	-	20	5	18	3	3	11	13	8	2	13	10
	32% begq	87%	7%	13%	57% Ze	-	49% Zg	14%	35%	30%	21%	55%	29%	30%	40%	25%	45%
More than 5 years ago	51	3	28	20	19	32	21	29	33	7	10	9	31	19	3	39	12
	66% df	13%	93% Z	83%	43%	100% Zd	51%	83% Zf	65%	70%	71%	45%	69%	70%	60%	74% Z	55%

Fieldwork dates : 30/04/2021 - 28/06/2021

Respondent Type : Organisations who provide technology to the adult social care sector in England and Wales

Source : Ipsos MORI

Job Number : J20-094062-01

\*Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e - Z/f/g - Z/h/i/l - Z/m/n/o/p - Z/q/r

\* small base; \*\* very small base (under 30) ineligible for sig testing

TABLE\_ID: COMP\_EMP How many people does your company currently employ, either permanently or temporarily, including yourself?

Base: All Respondents

	Company established				Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
	Total (Z)	Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI (i)	Multiple countries (l)	Developer or manufacturer (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	77*	23**	30*	24**	44*	32*	41*	35*	51*	10**	14**	20**	45*	27**	5**	53*	22**
Under 10	18 23% eg	12 52%	6 20%	-	16 36% Ze	2 6%	18 44% Zg	-	14 27%	3 30%	1 7%	8 40%	9 20%	5 19%	3 60%	11 21%	6 27%
10-29	14 18% g	6 26%	7 23%	1 4%	9 20%	5 16%	14 34% Zg	-	9 18%	2 20%	2 14%	5 25%	12 27% Z	3 11%	1 20%	8 15%	5 23%
30-49	9 12% g	1 4%	6 20%	2 8%	3 7%	6 19%	9 22% Zg	-	6 12%	1 10%	2 14%	2 10%	7 16%	6 22%	-	7 13%	2 9%
50-249	20 26% f	3 13%	11 37%	6 25%	9 20%	11 34%	- 57% Zf	20	14 27%	2 20%	3 21%	2 10%	13 29%	5 19%	-	13 25%	7 32%
250-999	5 6% n	-	-	5 21%	2 5%	3 9%	- 14% Zf	5	3 6%	2 20%	-	1 5%	1 2%	4 15%	-	4 8%	1 5%
1,000 or more	10 13% bfhn	1 4%	-	9 38%	4 9%	5 16%	- 29% Zf	10	4 8%	-	6 43%	2 10%	3 7%	4 15%	1 20%	9 17%	1 5%
Don't know	1 1%	-	-	1 4%	1 2%	-	-	-	1 2%	-	-	-	-	-	-	1 2%	-
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Less than 30	32 42% eg	18 78%	13 43%	1 4%	25 57% Ze	7 22%	32 78% Zg	-	23 45%	5 50%	3 21%	13 65%	21 47%	8 30%	4 80%	19 36%	11 50%
30 or more	44 57% df	5 22%	17 57%	22 92%	18 41%	25 78% Zd	9 22% Zf	35 100%	27 53%	5 50%	11 79%	7 35%	24 53%	19 70%	1 20%	33 62%	11 50%
0-49	41 53% g	19 83%	19 63%	3 13%	28 64% Z	13 41%	41 100% Zg	-	29 57%	6 60%	5 36%	15 75%	28 62%	14 52%	4 80%	26 49%	13 59%
50-250+	35 45% df	4 17%	11 37%	20 83%	15 34%	19 59% Zd	- 100% Zf	35	21 41%	4 40%	9 64%	5 25%	17 38%	13 48%	1 20%	26 49%	9 41%

Fieldwork dates : 30/04/2021 - 28/06/2021

Respondent Type : Organisations who provide technology to the adult social care sector in England and Wales

Source : Ipsos MORI

Job Number : J20-094062-01

\*=Less than 0.5 %

Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e - Z/f/g - Z/h/i/l - Z/m/n/o/p - Z/q/r

\* small base; \*\* very small base (under 30) ineligible for sig testing

TABLE\_ID: COMP\_BASE COMP\_BASE. Where is your company based?

Base: All Respondents

	Company established				Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
	Total (Z)	Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI <sup>1</sup> (i)	Multiple countries (l)	Developer or manufacturer (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	77*	23**	30*	24**	44*	32*	41*	35*	51*	10**	14**	20**	45*	27**	5**	53*	22**
England	51 66%	18 78%	21 70%	12 50%	31 70%	20 63%	29 71%	21 60%	51 100%	- Z	-	14 70%	30 67%	17 63%	4 80%	37 70%	14 64%
Wales	6 8% h	3 13%	2 7%	1 4%	3 7%	3 9%	5 12%	1 3%	- -	6 60%	-	2 10%	3 7%	3 11%	1 20%	5 9%	- -
Scotland	3 4%	-	1 3%	2 8%	2 5%	1 3%	1 2%	2 6%	-	3 30%	-	1 5%	1 2%	3 11%	-	1 2%	2 9%
Northern Ireland	1 1%	-	-	1 4%	-	1 3%	-	1 3%	-	1 10%	-	-	-	1 4%	-	1 2%	-
We are a global company and operate in multiple countries	14 18% h	1 4%	5 17%	8 33%	7 16%	6 19%	5 12%	9 26%	-	-	14 100%	2 10%	10 22%	3 11%	-	9 17%	5 23%
Other	1 1%	-	1 3%	-	-	1 3%	-	1 3%	-	-	-	-	1 2%	-	-	-	1 5%
Prefer not to say	1 1%	1 4%	-	-	1 2%	-	1 2%	-	-	-	-	1 5%	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 28/06/2021

Respondent Type : Organisations who provide technology to the adult social care sector in England and Wales

Source : Ipsos MORI

Job Number : J20-094062-01

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Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e - Z/f/g - Z/h/i/l - Z/m/n/o/p - Z/q/r

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COMP\_MAIN\_CUST. Where are your main customers based?

Base: All Respondents

	Company established				Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
	Total (Z)	Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI <sup>1</sup> (i)	Multiple countries (l)	Developer or manufacturer (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	77*	23**	30*	24**	44*	32*	41*	35*	51*	10**	14**	20**	45*	27**	5**	53*	22**
United Kingdom	72	22	28	22	42	30	39	32	51	10	11	19	42	27	5	50	21
	94%	96%	93%	92%	95%	94%	95%	91%	100%	100%	79%	95%	93%	100%	100%	94%	95%
Europe	13	1	5	7	5	8	5	8	5	3	4	3	7	5	-	10	2
	17%h	4%	17%	29%	11%	25%	12%	23%	10%	30%	29%	15%	16%	19%	-	19%	9%
We operate in multiple markets around the world	8	-	4	4	2	5	3	5	3	-	5	2	5	1	-	8	-
	10%d	-	13%	17%	5%	16%	7%	14%	6%	-	36%	10%	11%	4%	-	15%	-
North America	5	1	1	3	1	4	3	2	1	1	3	3	2	2	-	5	-
	6%h	4%	3%	13%	2%	13%	7%	6%	2%	10%	21%	15%	4%	7%	-	9%	-
Asia	4	-	1	3	1	3	2	2	-	1	3	1	1	-	-	3	1
	5%	-	3%	13%	2%	9%	5%	6%	-	10%	21%	5%	2%	-	-	6%	5%
South America	2	-	-	2	-	2	-	2	-	-	2	1	-	-	-	2	-
	3%	-	-	8%	-	6%	-	6%	-	-	14%	5%	-	-	-	4%	-
Africa	1	-	-	1	-	1	-	1	-	-	1	-	-	-	-	1	-
	1%	-	-	4%	-	3%	-	3%	-	-	7%	-	-	-	-	2%	-
Other	4	-	2	2	2	2	-	4	1	-	3	-	3	1	-	2	2
	5%h	-	7%	8%	5%	6%	-	11% f	2%	-	21%	-	7%	4%	-	4%	9%
Prefer not to say	1	1	-	-	1	-	1	-	-	-	-	1	-	-	-	-	-
	1%	4%	-	-	2%	-	2%	-	-	-	-	5%	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 28/06/2021

Respondent Type : Organisations who provide technology to the adult social care sector in England and Wales

Source : Ipsos MORI

Job Number : J20-094062-01

\*Less than 0.5 %

Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e - Z/f/g - Z/h/i/l - Z/m/n/o/p - Z/q/r

\* small base; \*\* very small base (under 30) ineligible for sig testing

TABLE\_ID: COMP\_TYPE COMP\_TYPE. From the list below, please select the statements which best describe the type of company it is?

Base: All Respondents

	Total (Z)	Company established			Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
		Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI <sup>†</sup> (i)	Multiple countries (l)	Developer or manufacturer (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	77*	23**	30*	24**	44*	32*	41*	35*	51*	10**	14**	20**	45*	27**	5**	53*	22**
Developer of software, platforms and apps for adult social care management, delivery or social care data analytics	45	12	23	10	27	17	28	17	30	4	10	9	45	10	3	28	16
	58%	52%	77% Z	42%	61%	53%	68%	49%	59%	40%	71%	45%	100% Z	37%	60%	53%	73%
Supplier of services supported by technology in social care (e.g. monitoring and response services)	24	8	7	9	12	12	12	12	15	6	3	7	9	24	2	19	5
	31% n	35%	23%	38%	27%	38%	29%	34%	29%	60%	21%	35%	20%	89%	40%	36%	23%
Supplier or installer of technology for adult social care which has been developed or manufactured by others	17	8	2	7	9	8	7	10	9	6	2	5	4	17	2	12	4
	22% bn	35%	7%	29%	20%	25%	17%	29%	18%	60%	14%	25%	9%	63%	40%	23%	18%
Developer or manufacturer of Internet of Things (IoT) products or other advanced technology for adult social care (e.g. a network of devices connected to a hub that can analyse and act on the responses or haptic technology)	15	12	2	1	13	2	13	2	11	1	2	15	8	5	-	9	4
	19% beg	52%	7%	4%	30% Ze	6%	32% Zg	6%	22%	10%	14%	75%	18%	19%	-	17%	18%
Developer or manufacturer of digital alarms, monitors, sensors, call systems, or remote-controlled devices for adult social care	12	5	6	1	6	6	8	4	9	3	-	12	6	7	-	10	1
	16%	22%	20%	4%	14%	19%	20%	11%	18%	30%	-	60%	13%	26%	-	19%	5%
Supplier of eLearning platforms for the adult social care sector	5	2	1	2	4	1	4	1	4	1	-	-	3	3	5	3	2
	6%	9%	3%	8%	9%	3%	10%	3%	8%	10%	-	-	7%	11%	100%	6%	9%
Other - please write in (SPECIFY)	16	-	8	8	7	8	6	9	7	2	7	1	7	3	-	13	3
	21% h	-	27%	33%	16%	25%	15%	26%	14%	20%	50%	5%	16%	11%	-	25%	14%
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 28/06/2021

Respondent Type : Organisations who provide technology to the adult social care sector in England and Wales

Source : Ipsos MORI

Job Number : J20-094062-01

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Proportions/Means : Columns Tested (5% risk level) - Z/a/b/c - Z/d/e - Z/f/g - Z/h/i/l - Z/m/n/o/p - Z/q/r

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TABLE\_ID: COMP\_OTHSECT OMP\_OTHSECT. Do you provide this type of technology for sectors other than adult social care?

Base: All participants who develop or supply technology

	Company established				Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
	Total (Z)	Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI <sup>1</sup> (i)	Multiple countries (l)	Developer or manufacturer (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	77*	23**	30*	24**	44*	32*	41*	35*	51*	10**	14**	20**	45*	27**	5**	53*	22**
Yes	53 68.83% d	12 52.17%	22 73.33%	19 79.17%	25 56.82%	27 84.38% Zd	26 63.41%	26 74.29%	37 72.55%	7 70.00%	9 64.29%	14 70.00%	28 62.22%	20 74.07%	3 60.00%	53 100.00% Z	- -
No	22 28.57% eq	9 39.13%	8 26.67%	5 20.83%	17 38.64% Ze	5 15.63%	13 31.71%	9 25.71%	14 27.45%	2 20.00%	5 35.71%	4 20.00%	16 35.56%	6 22.22%	2 40.00%	- -	22 100.00%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	2 2.60%	2 8.70%	-	-	2 4.55%	-	2 4.88%	-	-	1 10.00%	-	2 10.00%	1 2.22%	1 3.70%	-	-	-

Fieldwork dates : 30/04/2021 - 28/06/2021

Respondent Type : Organisations who provide technology to the adult social care sector in England and Wales

Source : Ipsos MORI

Job Number : J20-094062-01

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\* small base; \*\* very small base (under 30) ineligible for sig testing

TABLE\_ID: COMP\_WHICHSECT COMP\_WHICHSECT. Which of the following sectors do you also provide technology products for?

Base: All participants who provide technology to other sectors

	Company established				Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
	Total (Z)	Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI <sup>1</sup> (i)	Multiple countries (l)	Developer or manufacturer (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	53*	12**	22**	19**	25**	27**	26**	26**	37*	7**	9**	14**	28**	20**	3**	53*	..**
Healthcare	40	8	18	14	21	18	21	18	25	6	9	9	23	13	2	40	-
	75%	67%	82%	74%	84%	67%	81%	69%	68%	86%	100%	64%	82%	65%	67%	75%	-
Children's social care	18	4	6	8	10	8	8	9	14	2	2	3	10	7	1	18	-
	34%	33%	27%	42%	40%	30%	31%	35%	38%	29%	22%	21%	36%	35%	33%	34%	-
Consumer	12	3	2	7	6	6	5	7	6	2	4	4	4	6	-	12	-
	23%	25%	9%	37%	24%	22%	19%	27%	16%	29%	44%	29%	14%	30%	-	23%	-
IT, data and network security	7	1	-	6	5	2	-	6	3	-	4	2	3	2	-	7	-
	13%	8%	-	32%	20%	7%	-	23%	8%	-	44%	14%	11%	10%	-	13%	-
Logistics and delivery	7	2	-	5	4	3	2	5	3	-	4	3	4	2	-	7	-
	13%	17%	-	26%	16%	11%	8%	19%	8%	-	44%	21%	14%	10%	-	13%	-
Financial and accounting	6	-	-	6	3	3	1	5	1	1	4	1	4	1	1	6	-
	11%h	-	-	32%	12%	11%	4%	19%	3%	14%	44%	7%	14%	5%	33%	11%	-
Catering and hospitality	6	2	2	2	4	2	2	4	4	-	2	2	3	3	-	6	-
	11%	17%	9%	11%	16%	7%	8%	15%	11%	-	22%	14%	11%	15%	-	11%	-
Retail	5	-	-	5	2	3	-	5	2	-	3	1	2	2	-	5	-
	9%	-	-	26%	8%	11%	-	19%	5%	-	33%	7%	7%	10%	-	9%	-
Manufacturing	4	-	-	4	3	1	-	4	1	-	3	-	3	1	-	4	-
	8%h	-	-	21%	12%	4%	-	15%	3%	-	33%	-	11%	5%	-	8%	-
Leisure and tourism	4	1	-	3	2	2	1	3	1	-	3	2	1	1	-	4	-
	8%h	8%	-	16%	8%	7%	4%	12%	3%	-	33%	14%	4%	5%	-	8%	-
Construction and engineering	4	-	-	4	2	2	-	4	-	-	4	1	2	1	-	4	-
	8%	-	-	21%	8%	7%	-	15%	-	-	44%	7%	7%	5%	-	8%	-
Other sector	22	3	10	9	7	15	11	11	15	4	3	6	14	9	2	22	-
	42%	25%	45%	47%	28%	56%	42%	42%	41%	57%	33%	43%	50%	45%	67%	42%	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	1	1	-	-	1	-	1	-	1	-	-	-	-	1	-	1	-
	2%	8%	-	-	4%	-	4%	-	3%	-	-	-	-	5%	-	2%	-

Fieldwork dates : 30/04/2021 - 28/06/2021

Respondent Type : Organisations who provide technology to the adult social care sector in England and Wales

Source : Ipsos MORI

Job Number : J20-094062-01

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\* small base; \*\* very small base (under 30) ineligible for sig testing

TABLE\_ID: CUST\_HARD\_EQUIP Thinking about the technology, hardware or equipment for adult social care your company provides, which of the following customer groups does your company sell to directly?

Base: All participants who provide hardware or equipment

	Company established				Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
	Total (Z)	Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI <sup>1</sup> (i)	Multiple countries (l)	Developer or manufacturer (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	20**	12**	6**	2**	13**	7**	15**	5**	14**	3**	2**	20**	9**	8**	-**	14**	4**
Local authorities	16	9	6	1	10	6	13	3	12	2	2	16	8	6	-	12	3
	80%	75%	100%	50%	77%	86%	87%	60%	86%	67%	100%	80%	89%	75%	-	86%	75%
Home care or domiciliary care providers	14	9	5	-	10	4	13	1	11	2	1	14	8	6	-	10	3
	70%	75%	83%	-	77%	57%	87%	20%	79%	67%	50%	70%	89%	75%	-	71%	75%
Residential and/or nursing homes	13	7	5	1	7	6	9	4	10	2	1	13	6	5	-	9	3
	65%	58%	83%	50%	54%	86%	60%	80%	71%	67%	50%	65%	67%	63%	-	64%	75%
NHS organisations, including hospital trusts and GP practices	13	6	6	1	7	6	10	3	9	2	2	13	7	6	-	11	1
	65%	50%	100%	50%	54%	86%	67%	60%	64%	67%	100%	65%	78%	75%	-	79%	25%
Extra care or supported housing providers	11	8	3	-	8	3	9	2	9	1	1	11	6	4	-	8	2
	55%	67%	50%	-	62%	43%	60%	40%	64%	33%	50%	55%	67%	50%	-	57%	50%
Organisations offering services supported by technology (e.g. monitoring or response centres)	10	8	2	-	7	3	9	1	7	2	1	10	5	6	-	8	1
	50%	67%	33%	-	54%	43%	60%	20%	50%	67%	50%	50%	56%	75%	-	57%	25%
Suppliers of technology to the adult social care sector	9	6	2	1	6	3	8	1	5	2	2	9	4	4	-	8	-
	45%	50%	33%	50%	46%	43%	53%	20%	36%	67%	100%	45%	44%	50%	-	57%	-
Unpaid or family carers of adults with care and support needs	5	3	2	-	3	2	3	2	4	1	-	5	1	1	-	4	-
	25%	25%	33%	-	23%	29%	20%	40%	29%	33%	-	25%	11%	13%	-	29%	-
Developers of software, platforms or apps	4	3	-	1	2	2	2	2	3	-	1	4	1	2	-	4	-
	20%	25%	-	50%	15%	29%	13%	40%	21%	-	50%	20%	11%	25%	-	29%	-
Adults with care and support needs	3	1	2	-	1	2	1	2	2	1	-	3	1	1	-	2	-
	15%	8%	33%	-	8%	29%	7%	40%	14%	33%	-	15%	11%	13%	-	14%	-
Other manufacturers of technology	2	1	-	1	-	2	1	1	1	-	1	2	1	1	-	2	-
	10%	8%	-	50%	-	29%	7%	20%	7%	-	50%	10%	11%	13%	-	14%	-
Other providers of adult social care (e.g. day care settings)	2	2	-	-	2	-	2	-	2	-	-	2	1	-	-	1	1
	10%	17%	-	-	15%	-	13%	-	14%	-	-	10%	11%	-	-	7%	25%
Personal assistants	1	1	-	-	1	-	1	-	-	1	-	1	1	1	-	-	-
	5%	8%	-	-	8%	-	7%	-	-	33%	-	5%	11%	13%	-	-	-
Other customer group	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	1	1	-	-	1	-	1	-	-	-	-	1	-	-	-	-	-
	5%	8%	-	-	8%	-	7%	-	-	-	-	5%	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 28/06/2021

Respondent Type : Organisations who provide technology to the adult social care sector in England and Wales

Source : Ipsos MORI

Job Number : J20-094062-01

\*Less than 0.5 %

Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e - Z/f/g - Z/h/i/l - Z/m/n/o/p - Z/q/r

\*\* very small base (under 30) ineligible for sig testing

TABLE\_ID: CUST\_SOFT\_APPS Thinking about the software, online platforms or apps for adult social care your company develops, which of the following customer groups does your company sell to directly?

Base: All participants who develop or manufacture IOT products or other advanced technology

	Total (Z)	Company established			Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
		Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI <sup>1</sup> (i)	Multiple countries (l)	Developer or manufacturer (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	45*	12**	23**	10**	27**	17**	28**	17**	30*	4**	10**	9**	45*	10**	3**	28**	16**
Home care or domiciliary care providers	30	10	17	3	20	10	21	9	22	3	4	8	30	8	1	18	11
Residential and/or nursing homes	67%	83%	74%	30%	74%	59%	75%	53%	73%	75%	40%	89%	67%	80%	33%	64%	69%
	27	8	15	4	17	10	19	8	18	3	5	7	27	6	-	15	11
	60%	67%	65%	40%	63%	59%	68%	47%	60%	75%	50%	78%	60%	60%	-	54%	69%
Local authorities	27	9	12	6	18	9	18	9	19	3	4	8	27	7	3	18	8
	60%	75%	52%	60%	67%	53%	64%	53%	63%	75%	40%	89%	60%	70%	100%	64%	50%
Extra care or supported housing providers	25	7	15	3	17	8	16	9	18	3	3	5	25	6	1	14	10
	56%	58%	65%	30%	63%	47%	57%	53%	60%	75%	30%	56%	56%	60%	33%	50%	63%
NHS organisations, including hospital trusts and GP practices	19	5	9	5	13	6	11	8	13	3	3	6	19	5	1	14	4
	42%	42%	39%	50%	48%	35%	39%	47%	43%	75%	30%	67%	42%	50%	33%	50%	25%
Other providers of adult social care (e.g. day care settings)	16	3	10	3	11	5	11	5	12	1	3	2	16	3	-	8	8
	36%	25%	43%	30%	41%	29%	39%	29%	40%	25%	30%	22%	36%	30%	-	29%	50%
Adults with care and support needs	11	4	5	2	8	3	9	2	7	2	2	1	11	4	1	5	5
	24%	33%	22%	20%	30%	18%	32%	12%	23%	50%	20%	11%	24%	40%	33%	18%	31%
Organisations offering services supported by technology (e.g. monitoring or response centres)	8	5	1	2	5	3	7	1	4	2	2	5	8	4	1	6	1
	18%	42%	4%	20%	19%	18%	25%	6%	13%	50%	20%	56%	18%	40%	33%	21%	6%
Suppliers of technology to the adult social care sector	6	2	2	2	5	1	3	3	4	1	1	3	6	2	-	5	-
	13%	17%	9%	20%	19%	6%	11%	18%	13%	25%	10%	33%	13%	20%	-	18%	-
Unpaid or family carers of adults	6	2	3	1	4	2	4	2	4	2	-	1	6	2	-	3	2
	13%	17%	13%	10%	15%	12%	14%	12%	13%	50%	-	11%	13%	20%	-	11%	13%
Personal assistants	5	4	1	-	5	-	4	1	4	1	-	1	5	2	1	2	2
	11%	33%	4%	-	19%	-	14%	6%	13%	25%	-	11%	11%	20%	33%	7%	13%
Other developers of software, platforms or apps	5	1	-	4	2	3	3	2	3	1	1	1	5	1	1	5	-
	11%	8%	-	40%	7%	18%	11%	12%	10%	25%	10%	11%	11%	10%	33%	18%	-
Manufacturers of technology	2	2	-	-	1	1	2	-	1	1	-	2	2	2	-	1	-
	4%	17%	-	-	4%	6%	7%	-	3%	25%	-	22%	4%	20%	-	4%	-
Other customer group	4	1	2	1	3	1	4	-	1	2	1	-	4	1	2	4	-
	9%	8%	9%	10%	11%	6%	14%	-	3%	50%	10%	-	9%	10%	67%	14%	-
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 28/06/2021

Respondent Type : Organisations who provide technology to the adult social care sector in England and Wales

Source : Ipsos MORI

Job Number : J20-094062-01

\*=Less than 0.5 %

Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e - Z/f/g - Z/h/i/l - Z/m/n/o/p - Z/q/r

\* small base; \*\* very small base (under 30) ineligible for sig testing

TABLE\_ID: CUST\_SUPPLY Thinking about the technology for adult social care your company supplies or installs, which of the following customer groups does your company sell to directly?

Base: All participants who supply or install technology

	Total (Z)	Company established			Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
		Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI <sup>1</sup> (i)	Multiple countries (l)	Developer or manufacturer (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	17**	8**	2**	7**	9**	8**	7**	10**	9**	6**	2**	5**	4**	17**	2**	12**	4**
Local authorities	12	7	1	4	6	6	6	6	7	4	1	4	3	12	2	8	3
	71%	88%	50%	57%	67%	75%	86%	60%	78%	67%	50%	80%	75%	71%	100%	67%	75%
NHS organisations, including hospital trusts and GP practices	12	7	1	4	6	6	5	7	6	5	1	5	3	12	2	8	3
	71%	88%	50%	57%	67%	75%	71%	70%	67%	83%	50%	100%	75%	71%	100%	67%	75%
Home care or domiciliary care providers	12	7	2	3	6	6	7	5	6	5	1	4	4	12	1	8	3
	71%	88%	100%	43%	67%	75%	100%	50%	67%	83%	50%	80%	100%	71%	50%	67%	75%
Residential and/or nursing homes	11	6	2	3	5	6	6	5	5	5	1	4	4	11	-	7	3
	65%	75%	100%	43%	56%	75%	86%	50%	56%	83%	50%	80%	100%	65%	-	58%	75%
Extra care or supported housing providers	11	5	2	4	4	7	5	6	5	6	-	3	3	11	-	7	3
	65%	63%	100%	57%	44%	88%	71%	60%	56%	100%	-	60%	75%	65%	-	58%	75%
Adults with care and support needs	10	4	1	5	4	6	3	7	5	5	-	1	2	10	-	6	3
	59%	50%	50%	71%	44%	75%	43%	70%	56%	83%	-	20%	50%	59%	-	50%	75%
Unpaid or family carers of adults	9	3	1	5	3	6	2	7	4	5	-	1	2	9	-	5	3
	53%	38%	50%	71%	33%	75%	29%	70%	44%	83%	-	20%	50%	53%	-	42%	75%
Organisations offering services supported by technology (e.g. monitoring or response centres)	8	6	1	1	3	5	5	3	4	3	1	4	3	8	-	6	1
	47%	75%	50%	14%	33%	63%	71%	30%	44%	50%	50%	80%	75%	47%	-	50%	25%
Other providers of adult social care (e.g. day care settings)	6	3	1	2	3	3	2	4	3	3	-	-	1	6	-	3	3
	35%	38%	50%	29%	33%	38%	29%	40%	33%	50%	-	-	25%	35%	-	25%	75%
Other suppliers of technology to the adult social care sector	5	4	-	1	3	2	3	2	4	1	-	3	2	5	-	3	1
	29%	50%	-	14%	33%	25%	43%	20%	44%	17%	-	60%	50%	29%	-	25%	25%
Personal assistants	4	2	-	2	3	1	1	3	2	2	-	2	1	4	-	1	2
	24%	25%	-	29%	33%	13%	14%	30%	22%	33%	-	40%	25%	24%	-	8%	50%
Developers of software, platforms or apps	1	1	-	-	-	1	1	-	1	-	-	1	1	1	-	1	-
	6%	13%	-	-	-	13%	14%	-	11%	-	-	20%	25%	6%	-	8%	-
Other manufacturers of technology	1	1	-	-	-	1	1	-	1	-	-	1	1	1	-	1	-
	6%	13%	-	-	-	13%	14%	-	11%	-	-	20%	25%	6%	-	8%	-
Other customer group	2	-	-	2	1	1	-	2	1	1	-	-	-	2	-	-	2
	12%	-	-	29%	11%	13%	-	20%	11%	17%	-	-	-	12%	-	-	50%
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 28/06/2021

Respondent Type : Organisations who provide technology to the adult social care sector in England and Wales

Source : Ipsos MORI

Job Number : J20-094062-01

\*Less than 0.5 %

Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e - Z/f/g - Z/h/i/l - Z/m/n/o/p - Z/q/r

\*\* very small base (under 30) ineligible for sig testing

TABLE\_ID: CUST\_SERVICES Thinking of your company's services supported by technology for adult social care, which of the following customer groups does your company sell to directly?

Base: All participants who supply services supported by technology

	Total (Z)	Company established			Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
		Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI <sup>1</sup> (i)	Multiple countries (l)	Developer or manufactur er (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	24**	8**	7**	9**	12**	12**	12**	12**	15**	6**	3**	7**	9**	24**	2**	19**	5**
Local authorities	14	6	5	3	7	7	9	5	9	3	2	5	7	14	2	11	3
	58%	75%	71%	33%	58%	58%	75%	42%	60%	50%	67%	71%	78%	58%	100%	58%	60%
Extra care or supported housing providers	14	5	5	4	6	8	7	7	8	5	1	4	5	14	-	12	2
	58%	63%	71%	44%	50%	67%	58%	58%	53%	83%	33%	57%	56%	58%	-	63%	40%
Adults with care and support needs	14	5	3	6	7	7	6	8	8	5	1	1	3	14	1	10	4
	58%	63%	43%	67%	58%	58%	50%	67%	53%	83%	33%	14%	33%	58%	50%	53%	80%
NHS organisations, including hospital trusts and GP practices	12	4	4	4	5	7	6	6	6	4	2	5	5	12	1	10	2
	50%	50%	57%	44%	42%	58%	50%	50%	40%	67%	67%	71%	56%	50%	50%	53%	40%
Residential and/ or nursing homes	11	6	3	2	6	5	6	5	5	4	2	4	4	11	-	9	2
	46%	75%	43%	22%	50%	42%	50%	42%	33%	67%	67%	57%	44%	46%	-	47%	40%
Home care or domiciliary care providers	11	4	5	2	6	5	8	3	5	4	2	4	6	11	-	9	2
	46%	50%	71%	22%	50%	42%	67%	25%	33%	67%	67%	57%	67%	46%	-	47%	40%
Unpaid or family carers of adults	9	2	2	5	3	6	2	7	4	5	-	1	1	9	-	7	2
	38%	25%	29%	56%	25%	50%	17%	58%	27%	83%	-	14%	11%	38%	-	37%	40%
Other providers of adult social care (e.g. day care settings)	8	2	4	2	5	3	4	4	3	4	1	3	3	8	-	6	2
	33%	25%	57%	22%	42%	25%	33%	33%	20%	67%	33%	43%	33%	33%	-	32%	40%
Personal assistants	2	1	-	1	2	-	1	1	1	1	-	-	1	2	1	-	2
	8%	13%	-	11%	17%	-	8%	8%	7%	17%	-	-	11%	8%	50%	-	40%
Developers of software, platforms or apps (DO NOT SHOW)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Suppliers of technology to the adult social care sector (DO NOT SHOW)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Companies offering services supported technology (e.g. monitoring or response centres) (DO NOT SHOW)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Manufacturers of technology (DO NOT SHOW)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other customer group	3	-	1	2	3	-	1	2	1	1	1	-	1	3	-	2	1
	13%	-	14%	22%	25%	-	8%	17%	7%	17%	33%	-	11%	13%	-	11%	20%
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 28/06/2021

Respondent Type : Organisations who provide technology to the adult social care sector in England and Wales

Source : Ipsos MORI

Job Number : J20-094062-01

\*Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e - Z/f/g - Z/h/i/l - Z/m/n/o/p - Z/q/r

\*\* very small base (under 30) ineligible for sig testing



TABLE\_ID: CUST\_ELEARN Thinking of your company's eLearning platforms for adult social care, which of the following customer groups does your company sell to directly?

Base: All participants who supply eLearning platforms

	Company established				Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
	Total (Z)	Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI <sup>1</sup> (i)	Multiple countries (l)	Developer or manufacturer (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	5**	2**	1**	2**	4**	1**	4**	1**	4**	1**	..**	..**	3**	3**	5**	3**	2**
Local authorities	4	1	1	2	3	1	3	1	3	1	-	-	3	2	4	2	2
	80%	50%	100%	100%	75%	100%	75%	100%	75%	100%	-	-	100%	67%	80%	67%	100%
Home care or domiciliary care providers	3	1	1	1	2	1	3	-	2	1	-	-	2	1	3	3	-
	60%	50%	100%	50%	50%	100%	75%	-	50%	100%	-	-	67%	33%	60%	100%	-
NHS organisations, including hospital trusts and GP practices	2	-	-	2	1	1	1	1	1	1	-	-	1	1	2	1	1
	40%	-	-	100%	25%	100%	25%	100%	25%	100%	-	-	33%	33%	40%	33%	50%
Personal assistants	2	2	-	-	2	-	2	-	2	-	-	-	1	2	2	1	1
	40%	100%	-	-	50%	-	50%	-	50%	-	-	-	33%	67%	40%	33%	50%
Extra care or supported housing providers	1	-	1	-	1	-	1	-	1	-	-	-	1	-	1	1	-
	20%	-	100%	-	25%	-	25%	-	25%	-	-	-	33%	-	20%	33%	-
Adults with care and support needs	1	1	-	-	1	-	1	-	1	-	-	-	1	1	1	-	1
	20%	50%	-	-	25%	-	25%	-	25%	-	-	-	33%	33%	20%	-	50%
Unpaid or family carers of adults	1	1	-	-	1	-	1	-	1	-	-	-	-	1	1	1	-
	20%	50%	-	-	25%	-	25%	-	25%	-	-	-	-	33%	20%	33%	-
Suppliers of technology to the adult social care sector (DO NOT SHOW)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Companies offering services supported by technology (e.g. monitoring or response centres) (DO NOT SHOW)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Manufacturers of technology (DO NOT SHOW)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other providers of adult social care (e.g. day care settings)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Developers of software, platforms or apps (DO NOT SHOW)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Residential and/ or nursing homes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other customer group	2	-	1	1	1	1	2	-	1	1	-	-	2	-	2	2	-
	40%	-	100%	50%	25%	100%	50%	-	25%	100%	-	-	67%	-	40%	67%	-
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 28/06/2021

Respondent Type : Organisations who provide technology to the adult social care sector in England and Wales

Source : Ipsos MORI

Job Number : J20-094062-01

\*Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e - Z/f/g - Z/h/i/l - Z/m/n/o/p - Z/q/r

\*\* very small base (under 30) ineligible for sig testing

TABLE\_ID: CUST\_COMBINED CUST\_COMBINED. COMBINED TABLE: Thinking about the technology your company provides, which of the following customer groups does your company sell to directly?

Base: All participants who provide, hardware or equipment, software, online platforms or apps, supplies or install technology, services supported by technology or eLearning platforms

	Total (Z)	Company established			Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
		Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI <sup>1</sup> (i)	Multiple countries (l)	Developer or manufactur- er (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	70*	23**	26**	21**	40*	29**	37*	33*	47*	9**	12**	20**	45*	27**	5**	47*	21**
Local authorities	44	17	16	11	26	18	26	18	32	6	5	16	28	17	5	31	12
	63%	74%	62%	52%	65%	62%	70%	55%	68%	67%	42%	80%	62%	63%	100%	66%	57%
Home care or domiciliary care providers	44	18	19	7	27	17	29	15	32	7	4	14	31	16	3	29	14
	63%	78%	73%	33%	68%	59%	78%	45%	68%	78%	33%	70%	69%	59%	60%	62%	67%
Extra care or supported housing providers	41	15	18	8	24	17	22	19	29	7	4	13	26	17	1	28	12
	59%	65%	69%	38%	60%	59%	59%	58%	62%	78%	33%	65%	58%	63%	20%	60%	57%
Residential and/or nursing homes	40	14	18	8	22	18	23	17	27	6	6	14	27	14	-	25	14
	57%	61%	69%	38%	55%	62%	62%	52%	57%	67%	50%	70%	60%	52%	-	53%	67%
NHS organisations, including hospital trusts and GP practices	35	12	12	11	20	15	16	19	23	7	5	14	20	16	3	27	7
	50%	52%	46%	52%	50%	52%	43%	58%	49%	78%	42%	70%	44%	59%	60%	57%	33%
Other providers of adult social care (e.g. day care settings)	25	8	11	6	15	10	14	11	18	4	3	5	16	11	-	15	10
	36%	35%	42%	29%	38%	34%	38%	33%	38%	44%	25%	25%	36%	41%	-	32%	48%
Adults with care and support needs	25	8	8	9	12	13	12	13	17	6	2	4	11	16	1	16	8
	36%	35%	31%	43%	30%	45%	32%	39%	36%	67%	17%	20%	24%	59%	20%	34%	38%
Unpaid or family carers of adults with care and support needs	20	7	6	7	9	11	8	12	14	6	-	6	6	12	1	15	4
	29%	30%	23%	33%	23%	38%	22%	36%	30%	67%	-	30%	13%	44%	20%	32%	19%
Organisations offering services supported by technology (e.g. monitoring or response centres)	17	12	2	3	10	7	12	5	11	4	2	10	8	10	1	14	2
	24%	52%	8%	14%	25%	24%	32%	15%	23%	44%	17%	50%	18%	37%	20%	30%	10%
Suppliers of technology to the adult social care sector	15	8	3	4	11	4	9	6	10	2	3	10	7	7	-	13	1
	21%	35%	12%	19%	28%	14%	24%	18%	21%	22%	25%	50%	16%	26%	-	28%	5%
Personal assistants	9	6	1	2	8	1	5	4	7	2	-	2	5	6	2	4	4
	13%	26%	4%	10%	20%	3%	14%	12%	15%	22%	-	10%	11%	22%	40%	9%	19%
Developers of software, platforms or apps	8	3	-	5	4	4	4	4	5	1	2	4	5	2	1	8	-
	11%	13%	-	24%	10%	14%	11%	12%	11%	11%	17%	20%	11%	7%	20%	17%	-
Other manufacturers of technology	3	2	-	1	1	2	2	1	1	1	1	3	2	2	-	2	-
	4%	9%	-	5%	3%	7%	5%	3%	2%	11%	8%	15%	4%	7%	-	4%	-
Other customer group	7	1	2	4	5	2	4	3	3	3	1	-	4	4	2	5	2
	10%	4%	8%	19%	13%	7%	11%	9%	6%	33%	8%	-	9%	15%	40%	11%	10%
Prefer not to say	1	1	-	-	1	-	1	-	-	-	-	1	-	-	-	-	-
	1%	4%	-	-	3%	-	3%	-	-	-	-	5%	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 28/06/2021

Respondent Type : Organisations who provide technology to the adult social care sector in England and Wales

Source : Ipsos MORI

Job Number : J20-094062-01

\*Less than 0.5 %

Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e - Z/f/g - Z/h/i/l - Z/m/n/o/p - Z/q/r

\* small base; \*\* very small base (under 30) ineligible for sig testing

TABLE\_ID: COMP\_MAINACT Thinking about the different activities of your company which would you say is the main type?

Base: All participants who provide multiple technology products of services

	Company established				Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
	Total (Z)	Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI <sup>1</sup> (i)	Multiple countries (l)	Developer or manufacturer (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	5**	4**	1**	-.**	4**	1**	4**	1**	3**	1**	1**	5**	4**	5**	-.**	4**	-.**
Development or manufacture of Internet of Things (IoT) products or other advanced technology for adult social care (e.g. a network of devices connected to a hub that can analyse and act on the responses or haptic technology)	3	3	-	-	2	1	3	-	1	1	1	3	3	3	-	2	-
	60%	75%	-	-	50%	100%	75%	-	33%	100%	100%	60%	75%	60%	-	50%	-
Development or manufacture of digital alarms, monitors, sensors, call systems, or remote-controlled devices for adult social care	1	1	-	-	1	-	-	1	1	-	-	1	-	1	-	1	-
	20%	25%	-	-	25%	-	-	100%	33%	-	-	20%	-	20%	-	25%	-
Developer of software, platforms and apps for adult social care management, delivery or social care data analytics	1	-	1	-	1	-	1	-	1	-	-	1	1	1	-	1	-
	20%	-	100%	-	25%	-	25%	-	33%	-	-	20%	25%	20%	-	25%	-
Supplier or installer of technology for adult social care which has been developed or manufactured by others	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Supplier of services supported by technology in social care (e.g. monitoring and response services)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Supplier of eLearning platforms for the adult social care sector	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
We do not have a main type of technology we provide a variety	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 28/06/2021

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\*\* very small base (under 30) ineligible for sig testing

TABLE\_ID: TECH\_BUSMAN Which of the following technology, if any, does your company provide to the adult social care sector to support day to day administrative or management activities?

Base: All participants who develop or supply business support and management technology

	Total (Z)	Company established			Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
		Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI' (i)	Multiple countries (l)	Developer or manufacturer (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	58*	17**	24**	17**	33*	24**	31*	27**	38*	8**	11**	11**	45*	23**	5**	38*	19**
Digital care planning system	20 34%	3 18%	11 46%	6 35%	11 33%	9 38%	10 32%	10 37%	15 39%	- -	4 36%	1 9%	20 44% Z	2 9%	1 20%	11 29%	9 47%
Digital care records system	19 33%	3 18%	11 46%	5 29%	11 33%	8 33%	11 35%	8 30%	14 37%	- -	4 36%	1 9%	18 40% Z	3 13%	2 40%	10 26%	9 47%
Digital case management system	18 31%	3 18%	10 42%	5 29%	9 27%	9 38%	9 29%	9 33%	14 37%	- -	3 27%	2 18%	15 33%	6 26%	3 60%	11 29%	7 37%
Electronic medication administration record (eMAR)	10 17%	3 18%	5 21%	2 12%	6 18%	4 17%	5 16%	5 19%	6 16%	- -	3 27%	1 9%	9 20%	2 9%	- -	4 11%	6 32%
Remote monitoring	8 14%	4 24%	3 13%	1 6%	6 18%	2 8%	6 19%	2 7%	5 13%	3 38%	- -	4 36%	6 13%	5 22%	- -	4 11%	3 16%
Care scheduling software	7 12%	2 12%	4 17%	1 6%	3 9%	4 17%	4 13%	3 11%	3 8%	- -	3 27%	1 9%	7 16%	2 9%	- -	2 5%	5 26%
Rostering software	6 10%	3 18%	3 13%	- -	3 9%	3 13%	4 13%	2 7%	3 8%	1 13%	1 9%	1 9%	6 13%	2 9%	- -	3 8%	3 16%
eLearning or online training	5 9%	2 12%	1 4%	2 12%	3 9%	2 8%	5 16%	- -	3 8%	1 13%	1 9%	- -	4 9%	2 9%	4 80%	3 8%	2 11%
Financial accounting software	4 7%	- -	1 4%	3 18%	- -	4 17%	1 3%	3 11%	3 8%	1 13%	- -	- -	4 9%	- -	1 20%	4 11%	- -
Communication software	2 3%	1 6%	1 4%	- -	1 3%	1 4%	2 6%	- -	1 3%	1 13%	- -	- -	2 4%	- -	- -	2 5%	- -
HR management software	2 3%	1 6%	1 4%	- -	1 3%	1 4%	1 3%	1 4%	2 5%	- -	- -	1 9%	1 2%	1 4%	- -	1 3%	1 5%
Quality assurance / risk management technology	2 3%	1 6%	1 4%	- -	2 6%	- -	2 6%	- -	1 3%	- -	1 9%	- -	2 4%	1 4%	- -	1 3%	1 5%
Wearable technology	1 2%	1 6%	- -	- -	1 3%	- -	1 3%	- -	- -	1 13%	- -	1 9%	1 2%	1 4%	- -	- -	- -
Other (C)	1 2%	- -	- -	1 6%	1 3%	- -	- -	1 4%	- -	- -	1 9%	- -	1 2%	- -	- -	1 3%	- -
Don't know	3 5%	- -	3 13%	- -	1 3%	2 8%	2 6%	1 4%	3 8%	- -	- -	1 9%	3 7%	1 4%	- -	3 8%	- -
None of these	12 21%	5 29%	3 13%	4 24%	5 15%	7 29%	6 19%	6 22%	9 24%	3 38%	- -	5 45%	5 11%	9 39%	- -	9 24%	3 16%

Fieldwork dates : 30/04/2021 - 28/06/2021

Respondent Type : Organisations who provide technology to the adult social care sector in England and Wales

Source : Ipsos MORI

Job Number : J20-094062-01

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TABLE\_ID: TECH\_CARE Which of the following technology, if any, does your company provide to support the delivery of care in the adult social care sector?

Base: All participants who develop or supply technology to support the delivery of care

	Company established				Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
	Total (Z)	Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI <sup>1</sup> (i)	Multiple countries (l)	Developer or manufacturer (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	70*	23**	26**	21**	40*	29**	37*	33*	47*	9**	12**	20**	45*	27**	5**	47*	21**
Apps or platforms connecting those who need care and support services with those who need them	37	15	12	10	23	14	22	15	27	6	3	13	24	16	2	23	12
	53%	65%	46%	48%	58%	48%	59%	45%	57%	67%	25%	65%	53%	59%	40%	49%	57%
Monitoring equipment with sensors	30	15	6	9	19	11	17	13	21	6	2	14	12	19	1	20	8
	43% n	65%	23%	43%	48%	38%	46%	39%	45%	67%	17%	70%	27%	70%	20%	43%	38%
Wearable technology	23	11	5	7	13	10	10	13	17	4	1	11	6	17	2	17	4
	33% n	48%	19%	33%	33%	34%	27%	39%	36%	44%	8%	55%	13%	63%	40%	36%	19%
Personal alarms	20	8	4	8	9	11	7	13	14	5	-	9	3	15	1	15	3
	29% n	35%	15%	38%	23%	38%	19%	39%	30%	56%	-	45%	7%	56%	20%	32%	14%
Health and wellbeing apps (e.g. for medication reminders, care plans or coordination, nutrition, exercise, life planning, reminiscence, or other brain training).	18	3	7	8	10	8	8	10	10	4	3	4	11	7	3	11	6
	26%	13%	27%	38%	25%	28%	22%	30%	21%	44%	25%	20%	24%	26%	60%	23%	29%
Voice operated or remote-controlled technology (e.g. voice operated doors or curtains)	10	6	-	4	6	4	5	5	5	3	1	5	4	6	1	4	4
	14% q	26%	-	19%	15%	14%	14%	15%	11%	33%	8%	25%	9%	22%	20%	9%	19%
Robotic technology (e.g. robotic walkers)	5	3	-	2	4	1	2	3	4	-	1	4	1	2	1	2	3
	7% n	13%	-	10%	10%	3%	5%	9%	9%	-	8%	20%	2%	7%	20%	4%	14%
Virtual reality applications	3	-	-	3	1	2	-	3	2	-	1	1	-	2	1	1	2
	4%	-	-	14%	3%	7%	-	9%	4%	-	8%	5%	-	7%	20%	2%	10%
Sensory technology which recreates physical feelings using haptic technology	2	1	-	1	2	-	1	1	2	-	-	-	-	2	2	1	1
	3%	4%	-	5%	5%	-	3%	3%	4%	-	-	-	-	7%	40%	2%	5%
Other (C)	1	1	-	-	1	-	1	-	1	-	-	1	-	-	-	1	-
	1%	4%	-	-	3%	-	3%	-	2%	-	-	5%	-	-	-	2%	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	8	1	6	1	4	4	5	3	5	-	2	-	8	2	-	5	3
	11%	4%	23%	5%	10%	14%	14%	9%	11%	-	17%	-	18%	7%	-	11%	14%
Support and Monitoring Tech	35	18	8	9	22	13	19	16	26	6	2	18	13	21	2	24	9
	50% n	78%	31%	43%	55%	45%	51%	48%	55%	67%	17%	90%	29%	78%	40%	51%	43%
Consumer technology and apps	43	16	16	11	27	16	26	17	31	7	4	14	30	16	4	26	15
	61%	70%	62%	52%	68%	55%	70%	52%	66%	78%	33%	70%	67%	59%	80%	55%	71%
Advanced technology	7	4	-	3	5	2	3	4	6	-	1	4	1	4	2	3	4
	10% n	17%	-	14%	13%	7%	8%	12%	13%	-	8%	20%	2%	15%	40%	6%	19%

Fieldwork dates : 30/04/2021 - 28/06/2021

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TABLE\_ID: TYPE\_NEEDS Which types of adults with care and support needs does the technology you develop, manufacture, install or supply support (whether you supply directly to them or their carers or through care providers or other organisations)?

Base: All participants who develop or supply technology to support the delivery of care

	Total (Z)	Company established			Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
		Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI <sup>1</sup> (i)	Multiple countries (l)	Developer or manufacturer (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	70*	23**	26**	21**	40*	29**	37*	33*	47*	9**	12**	20**	45*	27**	5**	47*	21**
Older people (65+) with other disabilities or needs.	48	19	15	14	28	20	27	21	35	7	5	18	27	20	4	30	16
	69% n	83%	58%	67%	70%	69%	73%	64%	74%	78%	42%	90%	60%	74%	80%	64%	76%
Older people (65+) with dementia	44	17	13	14	25	19	25	19	32	7	5	16	24	19	3	28	15
	63% n	74%	50%	67%	63%	66%	68%	58%	68%	78%	42%	80%	53%	70%	60%	60%	71%
Working age people (18-64), with a learning disability and/or autism	38	11	14	13	21	17	19	19	27	7	4	12	20	16	4	26	11
	54% n	48%	54%	62%	53%	59%	51%	58%	57%	78%	33%	60%	44%	59%	80%	55%	52%
Working age people (18-64), with a mental health problem	35	8	14	13	20	15	17	18	25	7	3	10	20	14	4	24	10
	50%	35%	54%	62%	50%	52%	46%	55%	53%	78%	25%	50%	44%	52%	80%	51%	48%
Working age people (18-64), with a physical disability	34	9	12	13	19	15	16	18	25	6	3	11	18	15	4	24	9
	49%	39%	46%	62%	48%	52%	43%	55%	53%	67%	25%	55%	40%	56%	80%	51%	43%
Working age people (18-64), with a sensory impairment	30	8	10	12	15	15	13	17	21	6	3	9	16	13	4	20	9
	43%	35%	38%	57%	38%	52%	35%	52%	45%	67%	25%	45%	36%	48%	80%	43%	43%
Other	7	1	4	2	3	4	5	2	5	2	-	1	7	2	1	6	1
	10%	4%	15%	10%	8%	14%	14%	6%	11%	22%	-	5%	16%	7%	20%	13%	5%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Working age people (18-64)	43	13	15	15	23	20	22	21	32	7	4	14	23	20	5	31	11
	61% n	57%	58%	71%	58%	69%	59%	64%	68%	78%	33%	70%	51%	74%	100%	66%	52%
Older people (65+)	49	20	15	14	29	20	28	21	36	7	5	18	27	21	4	31	16
	70% n	87%	58%	67%	73%	69%	76%	64%	77%	78%	42%	90%	60%	78%	80%	66%	76%

Fieldwork dates : 30/04/2021 - 28/06/2021

Respondent Type : Organisations who provide technology to the adult social care sector in England and Wales

Source : Ipsos MORI

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TABLE\_ID: AIM\_BUSMAN Thinking about the care management and business systems technology that your company provides to the adult social care sector, what are the overall aims of the product(s)?

Base: All participants who develop or supply care management and business systems technology

	Company established				Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
	Total (Z)	Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI (i)	Multiple countries (j)	Developer or manufacturer (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	32*	9**	15**	8**	20**	12**	19**	13**	24**	2**	5**	4**	28**	9**	5**	21**	11**
To improve the quality of care delivered to people	27	7	13	7	16	11	16	11	21	1	4	1	24	6	4	16	11
	84%	78%	87%	88%	80%	92%	84%	85%	88%	50%	80%	25%	86%	67%	80%	76%	100%
To improve the health outcomes of people	25	5	13	7	14	11	13	12	20	-	4	2	22	5	3	15	10
	78%	56%	87%	88%	70%	92%	68%	92%	83%	-	80%	50%	79%	56%	60%	71%	91%
To improve the overall productivity of staff working in adult social care	25	5	13	7	14	11	14	11	19	1	4	1	24	4	3	14	11
	78%	56%	87%	88%	70%	92%	74%	85%	79%	50%	80%	25%	86%	44%	60%	67%	100%
To improve overall wellbeing of people	23	5	11	7	13	10	13	10	17	1	4	-	20	4	4	14	9
	72%	56%	73%	88%	65%	83%	68%	77%	71%	50%	80%	-	71%	44%	80%	67%	82%
To improve the way services are organised or managed	23	6	12	5	14	9	13	10	17	1	4	1	21	5	3	12	11
	72%	67%	80%	63%	70%	75%	68%	77%	71%	50%	80%	25%	75%	56%	60%	57%	100%
To prevent or delay the escalation of care needs	22	4	13	5	12	10	11	11	17	-	4	2	19	5	2	13	9
	69%	44%	87%	63%	60%	83%	58%	85%	71%	-	80%	50%	68%	56%	40%	62%	82%
To offer cost savings to social care providers and/or local authorities	22	6	10	6	12	10	12	10	17	1	3	2	19	5	3	13	9
	69%	67%	67%	75%	60%	83%	63%	77%	71%	50%	60%	50%	68%	56%	60%	62%	82%
To offer people the chance to lead more independent lives	19	5	10	4	9	10	12	7	16	2	-	1	16	5	4	14	5
	59%	56%	67%	50%	45%	83%	63%	54%	67%	100%	-	25%	57%	56%	80%	67%	45%
To prevent medication errors	14	4	6	4	9	5	8	6	10	-	3	-	12	3	1	6	8
	44%	44%	40%	50%	45%	42%	42%	46%	42%	-	60%	-	43%	33%	20%	29%	73%
To improve access to or choice of care	13	3	6	4	7	6	7	6	11	1	-	-	11	4	4	9	4
	41%	33%	40%	50%	35%	50%	37%	46%	46%	50%	-	-	39%	44%	80%	43%	36%
To offer cost savings to those paying for their care.	7	2	1	4	3	4	4	3	6	1	-	-	5	3	3	5	2
	22%	22%	7%	50%	15%	33%	21%	23%	25%	50%	-	-	18%	33%	60%	24%	18%
Other - please write in (SPECIFY)	1	-	1	-	-	1	1	-	1	-	-	-	1	-	-	1	-
	3%	-	7%	-	-	8%	5%	-	4%	-	-	-	4%	-	-	5%	-
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 28/06/2021

Respondent Type : Organisations who provide technology to the adult social care sector in England and Wales

Source : Ipsos MORI

Job Number : J20-094062-01

\*Less than 0.5 %

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\* small base; \*\* very small base (under 30) ineligible for sig testing

TABLE\_ID: AIM\_SUPMON Thinking about the support and monitoring technology that your company provides to the adult social care sector, what are the overall aims of the product(s)?

Base: All participants who develop or supply support and monitoring technology

	Total (Z)	Company established			Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
		Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI' (i)	Multiple countries (l)	Developer or manufacturer (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	35*	18**	8**	9**	22**	13**	19**	16**	26**	6**	2**	18**	13**	21**	2**	24**	9**
To improve overall wellbeing of people	31	15	7	9	18	13	16	15	22	6	2	16	10	21	2	21	8
	89%	83%	88%	100%	82%	100%	84%	94%	85%	100%	100%	89%	77%	100%	100%	88%	89%
To improve the health outcomes of people	30	14	8	8	18	12	16	14	21	6	2	15	11	19	2	20	8
	86%	78%	100%	89%	82%	92%	84%	88%	81%	100%	100%	83%	85%	90%	100%	83%	89%
To improve the quality of care delivered to people	30	16	7	7	20	10	19	11	21	6	2	16	12	18	2	20	8
	86%	89%	88%	78%	91%	77%	100%	69%	81%	100%	100%	89%	92%	86%	100%	83%	89%
To offer people the chance to lead more independent lives	30	15	6	9	17	13	16	14	21	6	2	15	10	19	1	20	8
	86%	83%	75%	100%	77%	100%	84%	88%	81%	100%	100%	83%	77%	90%	50%	83%	89%
To prevent or delay the escalation of care needs	29	14	7	8	18	11	15	14	22	5	1	15	12	17	1	19	8
	83%	78%	88%	89%	82%	85%	79%	88%	85%	83%	50%	83%	92%	81%	50%	79%	89%
To offer cost savings to social care providers and/or local authorities	24	11	7	6	15	9	13	11	17	5	1	14	8	13	1	16	6
	69%	61%	88%	67%	68%	69%	68%	69%	65%	83%	50%	78%	62%	62%	50%	67%	67%
To improve the overall productivity of staff working in adult social care	23	12	5	6	17	6	14	9	16	4	2	14	10	14	1	15	6
	66%	67%	63%	67%	77%	46%	74%	56%	62%	67%	100%	78%	77%	67%	50%	63%	67%
To offer cost savings to those paying for their care.	22	11	6	5	13	9	12	10	16	5	-	13	7	14	1	15	5
	63%	61%	75%	56%	59%	69%	63%	63%	62%	83%	-	72%	54%	67%	50%	63%	56%
To improve the way services are organised or managed	18	10	5	3	13	5	12	6	13	3	1	10	9	11	1	10	6
	51%	56%	63%	33%	59%	38%	63%	38%	50%	50%	50%	56%	69%	52%	50%	42%	67%
To improve access to or choice of care	15	7	3	5	9	6	6	9	11	4	-	5	3	11	1	8	6
	43%	39%	38%	56%	41%	46%	32%	56%	42%	67%	-	28%	23%	52%	50%	33%	67%
Other - please write in (SPECIFY)	2	1	1	-	2	-	2	-	2	-	-	2	1	1	-	2	-
	6%	6%	13%	-	9%	-	11%	-	8%	-	-	11%	8%	5%	-	8%	-
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 28/06/2021

Respondent Type : Organisations who provide technology to the adult social care sector in England and Wales

Source : Ipsos MORI

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TABLE\_ID: AIM\_SOFT\_APPS Thinking about the software or apps that your company provides to the adult social care sector, what are the overall aims of the product(s)?

Base: All participants who develop or supply software or apps

	Total (Z)	Company established			Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
		Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI' (i)	Multiple countries (l)	Developer or manUFACTURER (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	43*	16**	16**	11**	27**	16**	26**	17**	31*	7**	4**	14**	30*	16**	4**	26**	15**
To improve the quality of care delivered to people	39	14	15	10	24	15	23	16	29	5	4	14	26	16	3	22	15
	91%	88%	94%	91%	89%	94%	88%	94%	94%	71%	100%	100%	87%	100%	75%	85%	100%
To prevent or delay the escalation of care needs	39	13	16	10	24	15	22	17	29	5	4	14	26	15	2	24	13
	91%	81%	100%	91%	89%	94%	85%	100%	94%	71%	100%	100%	87%	94%	50%	92%	87%
To improve overall wellbeing of people	38	13	14	11	22	16	22	16	27	6	4	13	25	15	3	24	12
	88%	81%	88%	100%	81%	100%	85%	94%	87%	86%	100%	93%	83%	94%	75%	92%	80%
To improve the health outcomes of people	37	12	15	10	23	14	21	16	27	5	4	12	25	15	2	22	13
	86%	75%	94%	91%	85%	88%	81%	94%	87%	71%	100%	86%	83%	94%	50%	85%	87%
To offer cost savings to social care providers and/or local authorities	37	12	15	10	22	15	22	15	27	6	3	12	25	14	4	21	14
	86%	75%	94%	91%	81%	94%	85%	88%	87%	86%	75%	86%	83%	88%	100%	81%	93%
To improve the way services are organised or managed	34	12	12	10	23	11	21	13	25	4	4	9	26	12	4	18	14
	79%	75%	75%	91%	85%	69%	81%	76%	81%	57%	100%	64%	87%	75%	100%	69%	93%
To improve the overall productivity of staff working in adult social care	33	11	14	8	22	11	21	12	24	4	4	11	25	13	3	18	13
	77%	69%	88%	73%	81%	69%	81%	71%	77%	57%	100%	79%	83%	81%	75%	69%	87%
To offer people the chance to lead more independent lives	32	12	12	8	17	15	20	12	24	6	1	12	19	15	3	21	9
	74% n	75%	75%	73%	63%	94%	77%	71%	77%	86%	25%	86%	63%	94%	75%	81%	60%
To offer cost savings to those paying for their care	23	9	7	7	12	11	14	9	16	6	-	10	12	13	3	14	7
	53% n	56%	44%	64%	44%	69%	54%	53%	52%	86%	-	71%	40%	81%	75%	54%	47%
To improved access to or choice of care	21	8	6	7	13	8	10	11	16	3	1	6	10	10	3	14	6
	49% n	50%	38%	64%	48%	50%	38%	65%	52%	43%	25%	43%	33%	63%	75%	54%	40%
Other - please write in (SPECIFY)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 28/06/2021

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TABLE\_ID: AIM\_ADVANCE Thinking about the advanced or other technology that your company provides to the adult social care sector, what are the overall aims of the product(s)?

Base: All participants who develop or supply advanced technology

	Total (Z)	Company established			Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
		Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI' (i)	Multiple countries (l)	Developer or manufacturer (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	26**	12**	7**	7**	19**	7**	18**	8**	17**	5**	4**	11**	17**	12**	3**	17**	8**
To improve the quality of care delivered to people	21	10	7	4	17	4	16	5	14	4	3	9	16	9	1	13	7
	81%	83%	100%	57%	89%	57%	89%	63%	82%	80%	75%	82%	94%	75%	33%	76%	88%
To improve the health outcomes of people	21	8	7	6	15	6	14	7	14	3	4	9	14	10	1	13	7
	81%	67%	100%	86%	79%	86%	78%	88%	82%	60%	100%	82%	82%	83%	33%	76%	88%
To improve overall wellbeing of people	20	9	5	6	15	5	14	6	12	4	4	9	13	9	2	11	8
	77%	75%	71%	86%	79%	71%	78%	75%	71%	80%	100%	82%	76%	75%	67%	65%	100%
To improve the overall productivity of staff working in adult social care	20	9	7	4	16	4	14	6	13	3	4	9	15	9	1	13	6
	77%	75%	100%	57%	84%	57%	78%	75%	76%	60%	100%	82%	88%	75%	33%	76%	75%
To prevent or delay the escalation of care needs	19	8	7	4	15	4	13	6	13	3	3	8	14	10	1	11	7
	73%	67%	100%	57%	79%	57%	72%	75%	76%	60%	75%	73%	82%	83%	33%	65%	88%
To offer people the chance to lead more independent lives	18	10	4	4	14	4	13	5	11	5	2	9	11	8	2	11	6
	69%	83%	57%	57%	74%	57%	72%	63%	65%	100%	50%	82%	65%	67%	67%	65%	75%
To offer cost savings to social care providers and/or local authorities	18	8	5	5	14	4	14	4	11	4	3	7	13	6	2	11	6
	69%	67%	71%	71%	74%	57%	78%	50%	65%	80%	75%	64%	76%	50%	67%	65%	75%
To improve the way services are organised or managed	17	8	6	3	14	3	13	4	10	4	3	6	14	7	2	11	5
	65%	67%	86%	43%	74%	43%	72%	50%	59%	80%	75%	55%	82%	58%	67%	65%	63%
To improved access to or choice of care	10	6	1	3	9	1	7	3	6	3	1	4	5	5	1	4	5
	38%	50%	14%	43%	47%	14%	39%	38%	35%	60%	25%	36%	29%	42%	33%	24%	63%
To offer cost savings to those paying for their care.	10	5	3	2	8	2	8	2	7	3	-	5	7	6	2	5	4
	38%	42%	43%	29%	42%	29%	44%	25%	41%	60%	-	45%	41%	50%	67%	29%	50%
Other - please write in (SPECIFY)	2	2	-	-	2	-	2	-	2	-	-	1	-	1	1	2	-
	8%	17%	-	-	11%	-	11%	-	12%	-	-	9%	-	8%	33%	12%	-
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 28/06/2021

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\*\* very small base (under 30) ineligible for sig testing

TABLE\_ID: AIM\_COMBINED AIM\_COMBINED. COMBINED TABLES: Thinking about the technology that your company provides to the adult social care sector, what are the overall aims of the product(s)?

Base: 'All participants who develop or supply business support and care management, support and monitoring, software or apps, advanced or other technology

	Company established				Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
	Total (Z)	Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI' (i)	Multiple countries (j)	Developer or manufacturer (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	61*	23**	22**	16**	37*	24**	35*	26**	44*	8**	7**	19**	38*	24**	5**	40*	19**
To improve the quality of care delivered to people	58	22	22	14	36	22	34	24	42	7	7	18	37	22	4	37	19
	95%	96%	100%	88%	97%	92%	97%	92%	95%	88%	100%	95%	97%	92%	80%	93%	100%
To improve the health outcomes of people	55	18	22	15	32	23	29	26	40	6	7	17	33	23	3	36	17
	90%	78%	100%	94%	86%	96%	83%	100%	91%	75%	100%	89%	87%	96%	60%	90%	89%
To improve overall wellbeing of people	55	20	20	15	32	23	30	25	39	7	7	17	33	23	4	36	17
	90%	87%	91%	94%	86%	96%	86%	96%	89%	88%	100%	89%	87%	96%	80%	90%	89%
To prevent or delay the escalation of care needs	53	18	22	13	32	21	28	25	39	6	6	17	33	22	2	35	16
	87%	78%	100%	81%	86%	88%	80%	96%	89%	75%	86%	89%	87%	92%	40%	88%	84%
To improve the way services are organised or managed	53	18	22	13	32	21	31	22	38	7	6	16	35	18	4	33	18
	87%	78%	100%	81%	86%	88%	89%	85%	86%	88%	86%	84%	92%	75%	80%	83%	95%
To prevent medication errors	50	19	19	12	33	17	31	19	35	6	7	17	33	19	3	30	18
	82%	83%	86%	75%	89%	71%	89%	73%	80%	75%	100%	89%	87%	79%	60%	75%	95%
To offer people the chance to lead more independent lives	48	20	16	12	26	22	27	21	36	8	2	17	25	22	4	34	12
	79% n	87%	73%	75%	70%	92%	77%	81%	82%	100%	29%	89%	66%	92%	80%	85%	63%
To improve the overall productivity of staff working in adult social care	47	16	19	12	30	17	28	19	33	6	6	11	35	16	4	28	17
	77%	70%	86%	75%	81%	71%	80%	73%	75%	75%	86%	58%	92% Z	67%	80%	70%	89%
To offer cost savings to social care providers and/or local authorities	43	16	16	11	23	20	25	18	31	7	3	14	27	17	4	27	14
	70%	70%	73%	69%	62%	83%	71%	69%	70%	88%	43%	74%	71%	71%	80%	68%	74%
To improve access to or choice of care	32	12	9	11	17	15	15	17	23	6	1	8	16	16	4	20	10
	52% n	52%	41%	69%	46%	63%	43%	65%	52%	75%	14%	42%	42%	67%	80%	50%	53%
To offer cost savings to those paying for their care.	10	4	2	4	6	4	7	3	9	1	-	2	6	5	4	8	2
	16%	17%	9%	25%	16%	17%	20%	12%	20%	13%	-	11%	16%	21%	80%	20%	11%
Other - please write in (SPECIFY)	1	-	1	-	-	1	1	-	1	-	-	-	1	-	-	1	-
	2%	-	5%	-	-	4%	3%	-	2%	-	-	-	3%	-	-	3%	-
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 28/06/2021

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\* small base; \*\* very small base (under 30) ineligible for sig testing

TABLE\_ID: BARR\_HARD\_EQUIP Thinking about the technology, hardware or equipment you develop or manufacture for adult social care, what are the main barriers, if any, within your company to developing this technology?

Base: All participants who develop or manufacture technology, hardware or equipment

	Total (Z)	Company established			Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
		Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI <sup>1</sup> (i)	Multiple countries (j)	Developer or manufactur er (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	20**	12**	6**	2**	13**	7**	15**	5**	14**	3**	2**	20**	9**	8**	..**	14**	4**
Lack of staff time to focus on the future developments needed	7	5	2	-	5	2	5	2	6	1	-	7	2	2	-	5	2
	35%	42%	33%	-	38%	29%	33%	40%	43%	33%	-	35%	22%	25%	-	36%	50%
Current budget pressures within the company mean there is limited scope for innovation/ development	6	4	2	-	4	2	5	1	4	2	-	6	2	2	-	4	1
	30%	33%	33%	-	31%	29%	33%	20%	29%	67%	-	30%	22%	25%	-	29%	25%
Other areas of our business are a greater priority for investment	4	1	2	1	1	3	1	3	3	-	1	4	-	-	-	4	-
	20%	8%	33%	50%	8%	43%	7%	60%	21%	-	50%	20%	-	-	-	29%	-
There are no barriers within my organisation to manufacturing or supplying digital technology	4	2	2	-	3	1	4	-	4	-	-	4	3	2	-	2	2
	20%	17%	33%	-	23%	14%	27%	-	29%	-	-	20%	33%	25%	-	14%	50%
Difficulty identifying and reaching customers to find out about their needs	3	1	2	-	2	1	2	1	2	1	-	3	1	2	-	3	-
	15%	8%	33%	-	15%	14%	13%	20%	14%	33%	-	15%	11%	25%	-	21%	-
Lack of awareness within the company of the requirements from the social care sector	3	1	1	1	-	3	1	2	2	-	1	3	1	1	-	3	-
	15%	8%	17%	50%	-	43%	7%	40%	14%	-	50%	15%	11%	13%	-	21%	-
Poor business case for investment to support innovation	2	-	1	1	-	2	-	2	1	-	1	2	-	-	-	2	-
	10%	-	17%	50%	-	29%	-	40%	7%	-	50%	10%	-	-	-	14%	-
Problems retaining sufficiently skilled staff in our business	1	1	-	-	1	-	-	1	1	-	-	1	-	1	-	1	-
	5%	8%	-	-	8%	-	-	20%	7%	-	-	5%	-	13%	-	7%	-
Supply chain issues due to transport restrictions	1	1	-	-	1	-	1	-	1	-	-	1	-	-	-	1	-
	5%	8%	-	-	8%	-	7%	-	7%	-	-	5%	-	-	-	7%	-
Too much competition in the market	1	1	-	-	1	-	1	-	-	-	1	1	1	1	-	1	-
	5%	8%	-	-	8%	-	7%	-	-	-	50%	5%	11%	13%	-	7%	-
Other (C)	1	1	-	-	1	-	1	-	-	1	-	1	1	1	-	-	-
	5%	8%	-	-	8%	-	7%	-	-	33%	-	5%	11%	13%	-	-	-
Problems recruiting sufficiently skilled staff into our business	1	1	-	-	1	-	1	-	-	1	-	1	1	1	-	-	-
	5%	8%	-	-	8%	-	7%	-	-	33%	-	5%	11%	13%	-	-	-
Lack of awareness within the company of available financial support such as business loans	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	1	1	-	-	1	-	1	-	-	-	-	1	-	-	-	-	-
	5%	8%	-	-	8%	-	7%	-	-	-	-	5%	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 28/06/2021

Respondent Type : Organisations who provide technology to the adult social care sector in England and Wales

Source : Ipsos MORI

Job Number : J20-094062-01

\*Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e - Z/f/g - Z/h/i - Z/m/n/o/p - Z/q/r

\*\* very small base (under 30) ineligible for sig testing

TABLE\_ID: BARR\_SOFT\_APPS Thinking about the software, platforms or apps you develop for adult social care, what are the main barriers, if any, within your company to developing this technology?

Base: All participants who develop software, platforms or apps

	Total (Z)	Company established			Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
		Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI <sup>1</sup> (i)	Multiple countries (l)	Developer or manufactur er (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	45*	12**	23**	10**	27**	17**	28**	17**	30*	4**	10**	9**	45*	10**	3**	28**	16**
There are no barriers within my organisation to manufacturing or supplying digital technology	13	3	8	2	8	5	10	3	9	1	3	3	13	5	1	5	8
Difficulty identifying and reaching customers to find out about their needs	10	2	5	3	6	4	6	4	7	2	-	1	10	-	1	8	2
Current budget pressures within the company mean there is limited scope for innovation/development	8	3	4	1	7	1	6	2	6	1	1	2	8	2	-	5	2
Problems recruiting sufficiently skilled staff into our business	7	1	5	1	5	2	3	4	5	1	1	1	7	1	1	5	1
Lack of staff time to focus on the future developments needed	6	2	3	1	4	2	5	1	6	-	-	2	6	-	-	4	2
Poor business case for investment to support innovation	4	-	1	3	1	3	2	2	4	-	-	-	4	-	-	4	-
Problems retaining sufficiently skilled staff in our business	3	2	1	-	3	-	2	1	2	-	1	1	3	1	-	1	2
Lack of awareness within the company of the requirements from the social care sector	2	2	-	-	1	1	2	-	2	-	-	1	2	1	-	2	-
Lack of awareness within the company of available financial support such as business loans	2	1	1	-	2	-	2	-	2	-	-	-	2	-	-	2	-
Other (C)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other areas of our business are a greater priority for investment	2	1	1	-	1	1	1	1	2	-	-	-	2	-	-	1	1
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 28/06/2021

Respondent Type : Organisations who provide technology to the adult social care sector in England and Wales

Source : Ipsos MORI

Job Number : J20-094062-01

\*Less than 0.5 %

Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e - Z/f/g - Z/h/i/l - Z/m/n/o/p - Z/q/r

\* small base; \*\* very small base (under 30) ineligible for sig testing

TABLE\_ID: BARR\_SUPPLY Thinking about the technology you supply for adult social care, what are the main barriers, if any, within your company to supplying this technology?

Base: All participants who only supply technology

	Total (Z)	Company established			Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
		Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI <sup>1</sup> (i)	Multiple countries (l)	Developer or manufacturer (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
<b>Total</b>	<b>17**</b>	<b>8**</b>	<b>7**</b>	<b>7**</b>	<b>9**</b>	<b>8**</b>	<b>7**</b>	<b>10**</b>	<b>9**</b>	<b>6**</b>	<b>2**</b>	<b>5**</b>	<b>4**</b>	<b>17**</b>	<b>2**</b>	<b>12**</b>	<b>4**</b>
Current budget pressures within the company mean there is limited scope for innovation/development	6	3	1	2	3	3	3	3	2	4	-	2	1	6	1	3	2
Lack of staff time to focus on the future developments needed	4	3	1	-	2	2	3	1	1	3	-	2	1	4	1	3	-
There are no barriers within my organisation to manufacturing or supplying digital technology	4	-	1	3	1	3	1	3	2	2	-	-	1	4	-	3	1
Lack of awareness within the company of the requirements from the social care sector	3	2	1	-	-	3	2	1	2	1	-	2	1	3	-	3	-
Problems retaining sufficiently skilled staff in our business	3	3	-	-	2	1	1	2	2	-	1	2	1	3	-	3	-
Difficulty identifying and reaching customers to find out about their needs	2	1	-	1	2	-	1	1	2	-	-	-	-	2	1	1	1
Problems recruiting sufficiently skilled staff into our business	2	2	-	-	1	1	1	1	1	1	-	1	1	2	-	1	-
Poor business case for investment to support innovation	1	1	-	-	-	1	-	1	-	1	-	-	-	1	-	1	-
Other areas of our business are a greater priority for investment	1	-	-	1	1	-	-	1	-	1	-	-	-	1	-	-	1
Other (C)	1	1	-	-	1	-	1	-	1	-	-	-	-	1	1	1	-
Lack of awareness within the company of available financial support such as business loans	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 28/06/2021

Respondent Type : Organisations who provide technology to the adult social care sector in England and Wales

Source : Ipsos MORI

Job Number : J20-094062-01

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\*\* very small base (under 30) ineligible for sig testing

TABLE\_ID: BARR\_SERVICES Thinking about the services you provide which are supported by technology for adult social care, what are the main barriers, if any, within your company to providing these services?

Base: All participants who provide services which are supported by technology

	Total (Z)	Company established			Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
		Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI <sup>1</sup> (i)	Multiple countries (l)	Developer or manufacturer (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
<b>Total</b>	<b>24**</b>	<b>8**</b>	<b>7**</b>	<b>9**</b>	<b>12**</b>	<b>12**</b>	<b>12**</b>	<b>12**</b>	<b>15**</b>	<b>6**</b>	<b>3**</b>	<b>7**</b>	<b>9**</b>	<b>24**</b>	<b>2**</b>	<b>19**</b>	<b>5**</b>
There are no barriers within my organisation to manufacturing or supplying digital technology	9	1	4	4	4	5	5	4	6	3	-	2	5	9	1	6	3
Difficulty identifying and reaching customers to find out about their needs	7	4	1	2	5	2	3	4	5	1	1	3	1	7	1	6	1
Current budget pressures within the company mean there is limited scope for innovation/development	5	1	2	2	2	3	2	3	2	2	1	1	1	5	-	5	-
Lack of staff time to focus on the future developments needed	3	2	1	-	1	2	2	1	1	2	-	1	-	3	-	2	1
Lack of awareness within the company of the requirements from the social care sector	2	1	-	1	-	2	1	1	2	-	-	1	1	2	-	2	-
Poor business case for investment to support innovation	2	1	-	1	1	1	-	2	1	1	-	-	-	2	-	2	-
Problems recruiting sufficiently skilled staff into our business	2	2	-	-	1	1	-	2	2	-	-	1	-	2	-	2	-
Problems retaining sufficiently skilled staff in our business	1	1	-	-	-	1	-	1	1	-	-	-	-	1	-	1	-
Other areas of our business are a greater priority for investment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (C)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Lack of awareness within the company of available financial support such as business loans	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 28/06/2021

Respondent Type : Organisations who provide technology to the adult social care sector in England and Wales

Source : Ipsos MORI

Job Number : J20-094062-01

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Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e - Z/f/g - Z/h/i/l - Z/m/n/o/p - Z/q/r

\*\* very small base (under 30) ineligible for sig testing



BARR\_ SUMMARY TABLE: Main Barriers within the company

Base: All who develop, supply or manufacture technology (including services, software and hardware).

	Thinking about the technology, hardware or equipment you develop or manufacture for adult social care, what are the main barriers, if any	Thinking about the software, platforms or apps you develop for adult social care, what are the main barriers, if any,	Thinking about the technology you supply for adult social care, what are the main barriers, if any, within your company to supplying this technology?	Thinking about the services you provide which are supported by technology for adult social care, what are the main barriers, if any,
Total	20	45	17	24
Poor business case for investment to support innovation	2	4	1	2
	10%	9%	6%	8%
Current budget pressures within the company mean there is limited scope for innovation/development	6	8	6	5
	30%	18%	35%	21%
Other areas of our business are a greater priority for investment	4	2	1	-
	20%	4%	6%	-
Lack of awareness within the company of available financial support such as business loans	-	2	-	-
	-	4%	-	-
Lack of staff time to focus on the future developments needed	7	6	4	3
	35%	13%	24%	13%
Problems recruiting sufficiently skilled staff into our business	1	7	2	2
	5%	16%	12%	8%
Problems retaining sufficiently skilled staff in our business	1	3	3	1
	5%	7%	18%	4%
Lack of awareness within the company of the requirements from the social care sector	3	2	3	2
	15%	4%	18%	8%
Difficulty identifying and reaching customers to find out about their needs	3	10	2	7
	15%	22%	12%	29%
Other - please write in (SPECIFY)	4	1	1	1
	20%	2%	6%	4%
There are no barriers within my organisation to manufacturing or supplying digital technology	4	13	4	9
	20%	29%	24%	38%
Don't know	-	-	-	-
	-	-	-	-
Prefer not to say	1	-	-	-
	5%	-	-	-

Fieldwork dates : 30/04/2021 - 28/06/2021

Respondent Type : Organisations who provide technology to the adult social care sector in England and Wales

Source : Ipsos MORI

Job Number : J20-094062-01

\*=Less than 0.5 %



TABLE\_ID: BARR\_COMBINED BARR\_COMBINED. COMBINED TABLES: Thinking about the technology you develop, manufacture or supply for adult social care, what are the main barriers, if any, within your company to developing this technology?

Base: All participants who develop or supply hardware or equipment, software, platforms or apps, services supported by technology, or only supply technology

	Total (Z)	Company established			Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
		Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI <sup>1</sup> (i)	Multiple countries (l)	Developer or manufactur er (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	70*	23**	26**	21**	40*	29**	37*	33*	47*	9**	12**	20**	45*	27**	5**	47*	21**
Current budget pressures within the company mean there is limited scope for innovation/development	18	7	6	5	12	6	10	8	13	4	1	6	8	9	1	13	4
	26% n	30%	23%	24%	30%	21%	27%	24%	28%	44%	8%	30%	18%	33%	20%	28%	19%
There are no barriers within my organisation to manufacturing or supplying digital technology	18	4	8	6	10	8	11	7	12	3	3	4	13	9	1	8	10
	26% q	17%	31%	29%	25%	28%	30%	21%	26%	33%	25%	20%	29%	33%	20%	17%	48%
Difficulty identifying and reaching customers to find out about their needs	17	6	6	5	11	6	9	8	12	3	1	4	11	7	2	14	3
	24%	26%	23%	24%	28%	21%	24%	24%	26%	33%	8%	20%	24%	26%	40%	30%	14%
Lack of staff time to focus on the future developments needed	15	9	5	1	10	5	11	4	12	3	-	8	7	6	1	11	3
	21%	39%	19%	5%	25%	17%	30%	12%	26%	33%	-	40%	16%	22%	20%	23%	14%
Problems recruiting sufficiently skilled staff into our business	9	3	5	1	6	3	3	6	7	1	1	2	7	3	1	7	1
	13%	13%	19%	5%	15%	10%	8%	18%	15%	11%	8%	10%	16%	11%	20%	15%	5%
Poor business case for investment to support innovation	8	1	2	5	2	6	2	6	6	1	1	2	4	2	-	8	-
	11% d	4%	8%	24%	5%	21%	5%	18%	13%	11%	8%	10%	9%	7%	-	17%	-
Other areas of our business are a greater priority for investment	7	2	3	2	3	4	2	5	5	1	1	4	2	1	-	5	2
	10% n	9%	12%	10%	8%	14%	5%	15%	11%	11%	8%	20%	4%	4%	-	11%	10%
Lack of awareness within the company of the requirements from the social care sector	7	3	2	2	1	6	3	4	5	1	1	4	2	4	-	7	-
	10% dn	13%	8%	10%	3%	21%	8%	12%	11%	11%	8%	20%	4%	15%	-	15%	-
Other (C)	5	5	-	-	5	-	5	-	3	1	1	4	2	3	1	4	-
	7%	22%	-	-	13%	-	14%	-	6%	11%	8%	20%	4%	11%	20%	9%	-
Problems retaining sufficiently skilled staff in our business	5	4	1	-	4	1	2	3	4	-	1	2	3	3	-	3	2
	7%	17%	4%	-	10%	3%	5%	9%	9%	-	8%	10%	7%	11%	-	6%	10%
Lack of awareness within the company of available financial support such as business loans	2	1	1	-	2	-	2	-	2	-	-	-	2	-	-	2	-
	3%	4%	4%	-	5%	-	5%	-	4%	-	-	-	4%	-	-	4%	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	1	1	-	-	1	-	1	-	-	-	-	1	-	-	-	-	-
	1%	4%	-	-	3%	-	3%	-	-	-	-	5%	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 28/06/2021

Respondent Type : Organisations who provide technology to the adult social care sector in England and Wales

Source : Ipsos MORI

Job Number : J20-094062-01

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\* small base; \*\* very small base (under 30) ineligible for sig testing

Table 33

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[illegible]

Respondent Type : Organisations who provide technology to the adult social care sector in England and Wales

Source : Ipsos MORI  
Job Number : J20-094062-01

Source : Ipsos MORI  
Job Number : J20-094062-01

\*=Less than 0.5 %

Proportions/Mean: Column:

\* small base; \*\* very small base (under 30) ineligible for sig testing

\* small base; \*\* very small base (under 30) ineligible for sig testing

TABLE ID: BARR\_OUT\_SUPMON Thinking about support and monitoring technology for adult social care, what are the main barriers outside of your company to scaling and adopting this type of technology?

Base: All participants who develop or supply support and monitoring technology

		Company established			Time developing or providing technology		Number of people employed		Company base				Company type				Provide tech to other sectors	
		Total (Z)	Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI <sup>1</sup> (i)	Multiple countries (j)	Developer or manufacturer (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
<b>Total</b>	<b>35*</b>	<b>18**</b>	<b>8**</b>	<b>9**</b>	<b>22**</b>	<b>13**</b>	<b>19**</b>	<b>16**</b>	<b>20**</b>	<b>6**</b>	<b>2**</b>	<b>18**</b>	<b>13**</b>	<b>21**</b>	<b>2**</b>	<b>24**</b>	<b>9**</b>	
Lack of digital leadership and awareness of available technology within local authorities and care providers	17	8	6	3	10	7	9	8	15	2	-	10	6	8	1	14	3	
Lack of funds to invest in technology by local authorities and/or care providers	14	7	4	3	9	5	7	7	11	3	-	9	5	8	1	9	4	
Procurement practices of local authorities and/or care providers	13	4	6	3	8	5	7	6	9	4	-	7	7	9	1	8	4	
Uncertainty about what benefits digital technology would bring	11	5	1	5	7	4	4	7	8	2	1	4	3	6	1	7	4	
Limited size of the market for adult social care technology and/or fragmentation of the market	9	7	1	1	7	2	6	3	7	1	1	3	5	5	-	5	4	
Difficult to reach customers in the adult social care sector to find out about their needs	8	5	1	2	5	3	5	3	7	1	-	4	2	7	1	7	1	
Competition within the sector between technology companies	7	4	1	2	5	2	3	4	6	-	1	2	2	6	-	6	1	
Lack of financial support such as business loans for businesses providing technology to the adult social care sector	4	3	1	-	3	1	4	-	3	1	-	1	1	3	1	3	1	
Lack of infrastructure in care providers (e.g. broadband connectivity, Wi-Fi)	4	1	-	3	2	2	1	3	2	1	1	2	1	2	-	2	2	
Lack of support for technology entrepreneurs and start ups	3	2	1	-	2	1	3	-	1	2	-	2	2	2	-	2	-	
Staff working within adult social care are reluctant to use technology	3	1	-	2	1	2	1	2	1	1	1	2	1	1	-	2	1	
Staff working in the adult social care sector do not have the required skills to use this technology	1	1	-	-	1	-	1	-	1	-	-	1	-	-	-	1	-	
Data protection regulations (GDPR) and ethical concerns around data sharing	1	-	-	1	-	1	-	1	1	-	-	-	-	1	-	-	1	
Those who need adult social care do not have the required skills or confidence to use this technology	-	-	-	-	-	-	-	-	4%	-	-	-	-	-	-	-	11%	
The unpaid carers of those who need adult social care do not have the required skills or confidence to use this technology	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Concerns about safety or quality of care	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Other regulatory barriers - please write in (SPECIFY)	1	-	1	-	1	-	1	-	1	-	-	1	1	1	-	1	-	
Other - please write in (SPECIFY)	1	1	-	-	1	-	-	1	1	-	-	-	1	-	-	-	1	
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Prefer not to say	1%	6%	-	-	5%	-	5%	-	-	-	-	6%	-	-	-	-	-	

Fieldwork dates : 30/04/2021 - 28/06/2021

Respondent Type : Organisations who provide technology to the adult social care sector in England and Wales

Source : Ipsos MORI

Job Number : J20-094062-01

\*Less than 0.5 %

Proportions/Means: Columns Tested (5% risk level) - Z(a)/b/c - Z(d)/e - Z(f)/g - Z(h)/i - Z(m)/n/o/p - Z(q)/r

\*small base; \*\* very small base (under 30) ineligible for sig testing

TABLE ID: BARR\_OUT\_ADVANCE Thinking about advanced or other technology for adult social care, what are the main barriers outside of your company to scaling and adopting this type of technology?

Base: All participants who develop or supply advanced technology

	Total (Z)	Company established			Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
		Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI (i)	Multiple countries (j)	Developer or manufacturer (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
<b>Total</b>	<b>28**</b>	<b>13**</b>	<b>7**</b>	<b>7**</b>	<b>13**</b>	<b>7**</b>	<b>11**</b>	<b>8**</b>	<b>17**</b>	<b>5**</b>	<b>6**</b>	<b>11**</b>	<b>17**</b>	<b>12**</b>	<b>3**</b>	<b>17**</b>	<b>8**</b>
Lack of digital leadership and awareness of available technology within local authorities and care providers	13	6	4	3	10	3	10	3	9	3	1	6	9	7	1	9	3
Uncertainty about what benefits digital technology would bring	12	5	2	5	8	4	6	6	7	3	2	5	6	6	3	9	2
Lack of funds to invest in technology by local authorities and/or care providers	11	4	6	1	9	2	8	3	9	1	1	4	8	5	2	7	4
Procurement practices of local authorities and/or care providers	8	1	4	3	5	3	5	3	3	3	2	2	6	5	1	7	1
Difficult to reach customers in the adult social care sector to find out about their needs	8	4	2	2	6	2	6	2	6	2	-	3	6	3	1	7	1
Lack of infrastructure in care providers (e.g. broadband connectivity, Wi-Fi)	6	4	1	1	5	1	4	2	5	-	1	3	3	1	1	3	3
Limited size of the market for adult social care technology and/or fragmentation of the market	5	2	1	2	4	1	4	1	2	1	2	2	5	2	-	3	2
Staff working within adult social care are reluctant to use technology	5	3	1	1	3	2	4	1	4	-	1	3	4	-	-	2	3
Concerns about safety or quality of care	2	2	-	-	2	-	2	-	1	1	-	2	1	1	-	-	1
Competition within the sector between technology companies	2	2	-	-	2	-	2	-	1	-	1	1	1	2	-	2	-
Lack of financial support such as business loans for businesses providing technology to the adult social care sector	1	1	-	-	1	-	1	-	-	1	-	-	1	-	-	1	-
Those who need adult social care do not have the required skills or confidence to use this technology	1	1	-	-	1	-	1	-	1	-	-	1	-	-	-	-	1
Staff working in the adult social care sector do not have the required skills to use this technology	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Lack of support for technology entrepreneurs and start ups	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The unpaid carers of those who need adult social care do not have the required skills or confidence to use this technology	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Data protection regulations (GDPR) and ethical concerns around data sharing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other regulatory barriers - please write in (SPECIFY)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other - please write in (SPECIFY)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	1	-	-	1	-	1	-	1	1	-	-	-	-	1	-	-	1
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 28/06/2021

Respondent Type : Organisations who provide technology to the adult social care sector in England and Wales

Source : Ipsos MORI

Job Number : J20-094062-01

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Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e - Z/f/g - Z/h/i) - Z/m/n/o/p - Z/q/r

\*\* very small base (under 30) ineligible for sig testing



BARR\_OUT\_ SUMMARY TABLE : Main barriers faced outside of the company to scaling and adopting technology.

Base: All participants who develop or supply care management and business systems technology

	Thinking about care management and business systems technology for adult social care, what are the main barriers	Thinking about support and monitoring technology for adult social care, what are the main barriers	Thinking about advanced or other technology for adult social care, what are the main barriers
	n (%)	n (%)	n (%)
Limited size of the market for adult social care technology and/or fragmentation of the market	6 19%	9 26%	5 19%
Competition within the sector between technology companies	5 16%	7 20%	2 8%
Lack of support for technology entrepreneurs and start ups	1 3%	3 9%	-
Lack of financial support such as business loans for businesses providing technology to the adult social care sector	1 3%	4 11%	1 4%
Difficult to reach customers in the adult social care sector to find out about their needs	6 19%	8 23%	8 31%
Procurement practices of local authorities and/or care providers	17 53%	13 37%	8 31%
Lack of digital leadership and awareness of available technology within local authorities and care providers	9 28%	17 49%	13 50%
Lack of funds to invest in technology by local authorities and/or care providers	14 44%	14 40%	11 42%
Uncertainty about what benefits digital technology would bring	10 31%	11 31%	12 46%
Lack of infrastructure in care providers (e.g. broadband connectivity, Wi-Fi)	3 9%	4 11%	6 23%
Concerns about safety or quality of care	-	-	2 8%
Staff working within adult social care are reluctant to use technology	9 28%	3 9%	5 19%
Staff working in the adult social care sector do not have the required skills to use this technology	-	1 3%	-
Those who need adult social care do not have the required skills or confidence to use this technology	-	-	1 4%
The unpaid carers of those who need adult social care do not have the required skills or confidence to use this technology	-	-	-
Data protection regulations (GDPR) and ethical concerns around data sharing	1 3%	1 3%	-
Other regulatory barriers - please write in (SPECIFY)	3 9%	1 3%	-
Other - please write in (SPECIFY)	2 6%	1 3%	-
Don't know	-	-	1 4%
Prefer not to say	-	1 3%	-

Fieldwork dates : 30/04/2021 - 28/06/2021

Respondent Type : Organisations who provide technology to the adult social care sector in England and Wales

Source : Ipsos MORI

Job Number : J20-094062-01

\*=Less than 0.5 %



TABLE ID: BARR\_OUT\_COMBINED BARR\_OUT\_COMBINED: COMBINED TABLES: Thinking about the technology you develop, manufacture or supply for adult social care, what are the main barriers outside of your company to scaling and adopting this type of technology?

Base: All participants who develop or supply hardware or equipment, software, platforms or apps, services supported by technology, or only supply technology

	Company established				Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
	Total (7)	Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI (i)	Multiple countries (j)	Developer or manufacturer (k)	Developer of software and apps (l)	Supplier or installer (m)	eLearning provider (n)	Yes (o)	No (p)
Total	61*	23**	22**	16**	37*	24**	35*	26**	44*	8**	7**	19**	38*	24**	5**	40*	19**
Limited size of the market for adult social care technology	15	9	1	5	11	4	9	6	12	1	2	3	9	8	3	9	6
and/or fragmentation of the market	25%	39%	5%	31%	30%	17%	26%	23%	27%	13%	29%	16%	24%	33%	60%	23%	32%
Competition within the sector between technology companies	10	5	3	2	6	4	5	5	9	-	1	2	5	6	-	7	3
Lack of support for technology entrepreneurs and start ups	16%	22%	14%	13%	16%	17%	14%	19%	20%	-	14%	11%	13%	25%	-	18%	16%
Lack of financial support such as business loans for	4	3	1	-	3	1	4	-	2	2	-	2	3	3	1	2	1
for businesses providing technology to the adult social care sector	7%	13%	5%	-	8%	4%	11%	-	5%	25%	-	11%	8%	13%	20%	5%	5%
Difficult to reach customers in the adult social care sector to find out about their needs	5	4	1	-	4	1	5	-	3	2	-	1	2	3	1	4	1
Procurement practices of local authorities and/or care providers	8%	17%	5%	-	11%	4%	14%	-	7%	25%	-	5%	5%	13%	20%	10%	5%
Lack of digital leadership and awareness of available technology	14	6	4	4	8	6	9	5	10	3	-	5	8	8	2	12	2
within local authorities and care providers	23%	26%	18%	25%	22%	25%	26%	19%	23%	38%	-	26%	21%	33%	40%	30%	11%
Lack of funds to invest in technology by local authorities and/or care providers	31	8	13	10	17	14	18	13	20	7	4	8	23	14	4	21	9
Uncertainty about what benefits digital technology would bring	51%	35%	59%	63%	46%	58%	51%	50%	45%	88%	57%	42%	61%	58%	80%	53%	47%
Lack of infrastructure in care providers (e.g. broadband connectivity, Wi-Fi)	30	10	13	7	17	13	17	13	23	4	2	11	19	10	1	23	6
Concerns about safety or quality of care	49%	43%	59%	44%	46%	54%	49%	50%	52%	50%	29%	58%	50%	42%	20%	58%	32%
Staff working within adult social care are reluctant to use technology	28	9	14	5	18	10	14	14	22	3	2	9	18	10	2	19	8
Staff working in the adult social care sector do not have the required skills to use this technology	46%	39%	64%	31%	49%	42%	40%	54%	50%	38%	29%	47%	47%	42%	40%	48%	42%
Those who need adult social care do not have the required skills or confidence to use this technology	26	9	9	8	19	7	12	14	19	4	3	7	15	11	4	17	8
The unpaid carers of those who need adult social care do not have the required skills or confidence to use this technology	43%	39%	41%	50%	51%	29%	34%	54%	43%	50%	43%	37%	39%	46%	80%	43%	42%
have the required skills or confidence to use this technology	10	4	3	3	8	2	5	5	7	1	2	3	5	3	1	4	6
Data protection regulations (GDPR) and ethical concerns around data sharing	16%	17%	14%	19%	22%	8%	14%	19%	16%	13%	29%	16%	13%	13%	20%	10%	32%
Other regulatory barriers (C)	2	2	-	-	2	-	2	-	1	1	-	2	1	1	-	-	1
Other (C)	3%	9%	-	-	5%	-	6%	-	2%	13%	-	11%	3%	4%	-	-	5%
Don't know	13	5	4	4	7	6	9	4	8	3	2	3	11	2	2	8	5
Prefer not to say	21%	22%	18%	25%	19%	25%	26%	15%	18%	38%	29%	16%	29%	8%	40%	20%	26%
	1	1	-	-	1	-	1	-	1	-	-	1	-	-	-	1	-
	2%	4%	-	-	3%	-	3%	-	2%	-	-	5%	-	-	-	3%	-
	1	1	-	-	1	-	1	-	1	-	-	1	-	-	-	-	1
	2%	4%	-	-	3%	-	3%	-	2%	-	-	5%	-	-	-	-	5%
	1	1	-	-	1	-	1	-	1	-	-	1	-	-	-	-	-
	2%	4%	-	-	3%	-	3%	-	2%	-	-	5%	-	-	-	-	-
	2	1	-	1	1	1	-	2	2	-	-	-	1	1	-	-	2
	3%	4%	-	6%	3%	4%	-	8%	5%	-	-	-	3%	4%	-	-	11%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1	-	-	1	-	1	-	1	1	-	-	-	-	1	-	-	1
	2%	-	-	6%	-	4%	-	4%	2%	-	-	-	-	4%	-	-	5%
	1	1	-	-	1	-	1	-	-	-	-	1	-	-	-	-	-
	2%	4%	-	-	3%	-	3%	-	-	-	-	5%	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 28/06/2021

Respondent Type : Organisations who provide technology to the adult social care sector in England and Wales

Source : Ipsos MORI

Job Number : J20-094062-01

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TABLE\_ID: AWARE\_PROG Thinking about programmes to support innovation and development of technology for adult social care, which of the following organisations do you think manage these types of programmes?

Base: All Respondents

	Company established				Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
	Total (Z)	Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI <sup>1</sup> (i)	Multiple countries (l)	Developer or manufacturer (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	77*	23**	30*	24**	44*	32*	41*	35*	51*	10**	14**	20**	45*	27**	5**	53*	22**
NHSX	47	16	20	11	27	19	27	19	32	5	9	10	30	12	2	31	15
	61%	70%	67%	46%	61%	59%	66%	54%	63%	50%	64%	50%	67%	44%	40%	58%	68%
NHS Digital	37	7	18	12	20	16	18	18	24	4	8	5	22	11	1	26	11
	48%	30%	60%	50%	45%	50%	44%	51%	47%	40%	57%	25%	49%	41%	20%	49%	50%
Local Government Association	33	10	13	10	22	11	18	14	22	5	5	7	14	15	3	24	8
	43%	43%	43%	42%	50%	34%	44%	40%	43%	50%	36%	35%	31%	56%	60%	45%	36%
Department of Health and Social Care	29	4	11	14	14	14	10	18	14	7	7	4	13	11	2	21	7
	38%	17%	37%	58%	32%	44%	24%	51%	27%	70%	50%	20%	29%	41%	40%	40%	32%
Digital Social Care	29	8	13	8	19	9	17	11	23	3	2	3	17	9	1	19	10
	38%	35%	43%	33%	43%	28%	41%	31%	45%	30%	14%	15%	38%	33%	20%	36%	45%
TSA (TEC Services Association)	27	11	5	11	14	13	14	12	20	5	2	9	8	17	2	22	4
	35%	48%	17%	46%	32%	41%	34%	34%	39%	50%	14%	45%	18%	63%	40%	42%	18%
ADASS (Association of Directors of Adult Social Services)	19	5	5	9	9	10	7	11	15	2	2	5	6	7	1	14	4
	25%	22%	17%	38%	20%	31%	17%	31%	29%	20%	14%	25%	13%	26%	20%	26%	18%
Academic Institutions	11	2	3	6	6	4	4	6	8	2	1	3	5	6	-	9	1
	14%	9%	10%	25%	14%	13%	10%	17%	16%	20%	7%	15%	11%	22%	-	17%	5%
National Care Association	6	1	4	1	4	2	3	3	5	-	1	1	3	3	-	3	3
	8%	4%	13%	4%	9%	6%	7%	9%	10%	-	7%	5%	7%	11%	-	6%	14%
Other	8	1	5	2	4	4	4	4	5	1	2	2	5	2	-	7	1
	10%	4%	17%	8%	9%	13%	10%	11%	10%	10%	14%	10%	11%	7%	-	13%	5%
Don't know	9	2	4	3	5	4	5	4	4	1	3	3	7	3	1	5	3
	12%	9%	13%	13%	11%	13%	12%	11%	8%	10%	21%	15%	16%	11%	20%	9%	14%

Fieldwork dates : 30/04/2021 - 28/06/2021

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TABLE\_ID: ENABLE\_POLICIES Thinking about current government policies and market conditions, what, if any, are the main enablers for the development and supply of technology for adult social care?

Base: All Respondents

	Total (Z)	Company established			Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
		Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI <sup>1</sup> (i)	Multiple countries (j)	Developer or manufacturer (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	72	23**	50*	27**	44*	52*	11	53*	51*	10**	17**	20*	53*	27**	5**	53*	22**
Government policies related to investment in digital technologies and connectivity	47	11	19	17	28	19	21	25	29	9	8	10	26	19	2	31	15
Financial support for the adult social care sector to adopt technology	45	12	21	12	28	16	24	20	27	6	10	10	30	15	2	29	14
Government policies related to digital inclusion	19	3	6	10	7	12	9	10	14	5	-	3	11	9	1	17	2
Other support for care providers to adopt technology	17	5	7	5	10	6	8	9	8	1	7	5	12	4	-	9	7
Other support for local authorities to adopt technology	14	5	2	7	7	6	8	6	10	-	3	4	6	5	2	11	2
Government policies related to entrepreneurs and technology start ups	12	7	5	-	10	2	11	1	9	3	-	5	4	5	2	7	4
Educational programmes for the adult social care sector which help develop skills relevant to our business	11	5	2	4	5	6	4	7	6	2	2	2	4	6	2	6	5
Supportive government industrial strategies	6	1	2	3	4	2	1	4	4	1	1	1	3	2	-	5	1
Educational programmes for young people and adults which helps develop skills for the future which will be relevant to our business	1	-	1	-	1	-	1	-	-	1	-	-	-	-	-	1	-
Government policies related to how care is commissioned to capture social care prevention benefits for the NHS	1	1	-	-	1	-	-	1	1	-	-	-	1	-	-	-	1
Government policies related to data sharing	1	1	-	-	1	-	-	1	1	-	-	-	1	-	-	-	1
Government policies related to manufacturing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Government policies and regulations around tax	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (C)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
There are no enablers	6	3	3	-	2	4	4	2	5	-	1	4	3	1	-	4	2
Don't know	5	2	2	1	4	1	4	1	5	-	-	1	4	1	1	4	1

Fieldwork dates : 30/04/2021 - 28/06/2021

Respondent Type : Organisations who provide technology to the adult social care sector in England and Wales

Source : Ipsos MORI

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TABLE\_ID: ENABLE\_SUPPORT Thinking about the next five years, what support would your company like to see to help improve the development and supply of technology for adult social care?

Base: All Respondents

	Company established				Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
	Total (Z)	Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI <sup>1</sup> (i)	Multiple countries (l)	Developer or manufacturer (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	77*	23**	30*	24**	44*	32*	41*	35*	51*	10**	14**	20**	45*	27**	5**	53*	22**
Enhanced interoperability across health and social care systems	58	15	25	18	33	24	29	28	40	5	11	13	33	15	2	39	18
	75%	65%	83%	75%	75%	75%	71%	80%	78%	50%	79%	65%	73%	56%	40%	74%	82%
Greater purchasing confidence within the adult social care market	53	16	23	14	33	20	29	23	35	8	8	11	32	17	5	37	14
	69%	70%	77%	58%	75%	63%	71%	66%	69%	80%	57%	55%	71%	63%	100%	70%	64%
Greater availability of funding for research and development	32	10	11	11	18	13	16	16	22	5	5	6	19	13	1	23	9
	42%	43%	37%	46%	41%	41%	39%	46%	43%	50%	36%	30%	42%	48%	20%	43%	41%
Support to access sources of investment	30	8	9	13	16	13	17	12	18	4	8	8	15	15	1	21	8
	39%	35%	30%	54%	36%	41%	41%	34%	35%	40%	57%	40%	33%	56%	20%	40%	36%
Greater focus on skills such as coding among the general population which will be relevant for the future workforce	6	4	-	2	4	2	3	3	4	2	-	4	4	3	-	3	2
	8%	17%	-	8%	9%	6%	7%	9%	8%	20%	-	20%	9%	11%	-	6%	9%
Other (C)	2	-	2	-	2	-	2	-	1	1	-	-	2	1	1	1	1
	3%	-	7%	-	5%	-	5%	-	2%	10%	-	-	4%	4%	20%	2%	5%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 28/06/2021

Respondent Type : Organisations who provide technology to the adult social care sector in England and Wales

Source : Ipsos MORI

Job Number : J20-094062-01

\*Less than 0.5 %

Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e - Z/f/g - Z/h/i/l - Z/m/n/o/p - Z/q/r

\* small base; \*\* very small base (under 30) ineligible for sig testing

TABLE\_ID: LEARN\_RES What, if any, training courses or learning resources do you provide to the adult social care sector in relation to the technology or services you supply, or more widely?

Base: All Respondents

	Company established				Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
	Total (Z)	Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI' (i)	Multiple countries (j)	Developer or manufacturer (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
<b>Total</b>	<b>77*</b>	<b>23**</b>	<b>30*</b>	<b>24**</b>	<b>44*</b>	<b>32*</b>	<b>41*</b>	<b>35*</b>	<b>51*</b>	<b>10**</b>	<b>14**</b>	<b>20**</b>	<b>45*</b>	<b>27**</b>	<b>5**</b>	<b>53*</b>	<b>22**</b>
Live training courses on the specific products (whether in person or by webinar)	<b>59</b>	15	25	19	33	25	30	28	40	8	10	15	38	20	3	41	17
	<b>77%</b>	65%	83%	79%	75%	78%	73%	80%	78%	80%	71%	75%	84% Z	74%	60%	77%	77%
Online resources such as handbooks, FAQs, Wikis etc related to the specific products	<b>47</b>	10	23	14	29	18	24	22	32	5	9	12	28	14	2	28	18
	<b>61%</b>	43%	77% Z	58%	66%	56%	59%	63%	63%	50%	64%	60%	62%	52%	40%	53%	82%
Online self-led training courses on the specific products	<b>31</b>	6	15	10	18	13	15	16	21	2	8	3	24	9	1	18	13
	<b>40%</b>	26%	50%	42%	41%	41%	37%	46%	41%	20%	57%	15%	53% Z	33%	20%	34%	59%
Online resources such as handbooks, FAQs, Wikis etc related to wider digital skills or capabilities	<b>15</b>	4	3	8	8	6	7	7	10	2	3	5	9	5	3	10	5
	<b>19%</b>	17%	10%	33%	18%	19%	17%	20%	20%	20%	21%	25%	20%	19%	60%	19%	23%
Live training courses on wider digital skills or capabilities (whether in person or by webinar)	<b>13</b>	1	5	7	6	7	5	8	7	3	2	2	8	6	2	7	6
	<b>17%</b>	4%	17%	29%	14%	22%	12%	23%	14%	30%	14%	10%	18%	22%	40%	13%	27%
Online self-led training courses on wider digital skills or capabilities	<b>12</b>	1	4	7	5	7	5	7	6	2	4	2	6	4	3	9	3
	<b>16%</b>	4%	13%	29%	11%	22%	12%	20%	12%	20%	29%	10%	13%	15%	60%	17%	14%
Other	<b>12</b>	1	7	4	6	5	5	7	7	2	3	2	6	4	1	11	1
	<b>16%</b>	4%	23%	17%	14%	16%	12%	20%	14%	20%	21%	10%	13%	15%	20%	21%	5%
None	<b>5</b>	2	1	2	3	2	2	3	4	1	-	1	3	4	1	3	2
	<b>6%</b>	9%	3%	8%	7%	6%	5%	9%	8%	10%	-	5%	7%	15%	20%	6%	9%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	<b>1</b>	1	-	-	1	-	1	-	-	-	-	1	-	-	-	-	-
	<b>1%</b>	4%	-	-	2%	-	2%	-	-	-	-	5%	-	-	-	-	-
<b>Live training</b>	<b>60</b>	15	26	19	34	25	31	28	41	8	10	15	39	20	4	42	17
	<b>78%</b>	65%	87%	79%	77%	78%	76%	80%	80%	80%	71%	75%	87% Z	74%	80%	79%	77%
<b>Online training</b>	<b>59</b>	14	26	19	35	23	30	28	39	6	13	14	37	17	4	38	20
	<b>77%</b>	61%	87%	79%	80%	72%	73%	80%	76%	60%	93%	70%	82%	63%	80%	72%	91%

Fieldwork dates : 30/04/2021 - 28/06/2021

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TABLE\_ID: LEARN\_TYPE What types of wider digital skills or capabilities are included in the training or resources you provide?

Base: All participants who provide eLearning courses for digital skills and capabilities

	Company established				Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
	Total (Z)	Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI <sup>1</sup> (i)	Multiple countries (l)	Developer or manufacturer (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	26**	6**	9**	11**	14**	11**	14**	11**	14**	4**	7**	7**	17**	7**	3**	16**	10**
Product or service specific training (not just our own)	16	3	6	7	8	8	9	7	11	3	2	4	9	6	3	11	5
	62%	50%	67%	64%	57%	73%	64%	64%	79%	75%	29%	57%	53%	86%	100%	69%	50%
Understanding of digital technology solutions and how to help people identify appropriate solutions to meet their care and support needs	15	3	6	6	10	5	7	7	10	3	2	4	10	6	2	10	5
	58%	50%	67%	55%	71%	45%	50%	64%	71%	75%	29%	57%	59%	86%	67%	63%	50%
Hardware related training (e.g. how to use the hardware associated with the service we provide)	13	3	4	6	7	6	7	6	10	2	1	4	7	6	1	7	6
	50%	50%	44%	55%	50%	55%	50%	55%	71%	50%	14%	57%	41%	86%	33%	44%	60%
Digital maturity/ data security/ information governance	11	2	5	4	5	6	6	5	7	2	2	3	7	4	2	7	4
	42%	33%	56%	36%	36%	55%	43%	45%	50%	50%	29%	43%	41%	57%	67%	44%	40%
General basic digital skills (e.g. use of internet, email, office tools)	11	2	2	7	6	5	4	6	6	3	2	1	5	5	1	7	4
	42%	33%	22%	64%	43%	45%	29%	55%	43%	75%	29%	14%	29%	71%	33%	44%	40%
How to train others in digital skills	7	-	3	4	3	4	2	5	5	1	1	1	4	3	2	6	1
	27%	-	33%	36%	21%	36%	14%	45%	36%	25%	14%	14%	24%	43%	67%	38%	10%
Other	2	-	-	2	1	-	-	2	-	1	1	-	1	1	-	1	1
	8%	-	-	18%	7%	-	-	18%	-	25%	14%	-	6%	14%	-	6%	10%
None of these	3	1	1	1	1	2	1	2	1	-	1	2	2	-	-	1	2
	12%	17%	11%	9%	7%	18%	7%	18%	7%	-	14%	29%	12%	-	-	6%	20%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 28/06/2021

Respondent Type : Organisations who provide technology to the adult social care sector in England and Wales

Source : Ipsos MORI

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\*\* very small base (under 30) ineligible for sig testing

TABLE\_ID: LEARN\_CUST Who do you deliver your training or make your learning resources available to?

Base: All participants who provide eLearning courses

	Total (Z)	Company established			Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
		Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI <sup>1</sup> (i)	Multiple countries (l)	Developer or manufacturer (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	71*	20**	29**	22**	40*	30*	38*	32*	47*	9**	14**	18**	42*	23**	4**	50*	20**
Residential and/or nursing homes	49	13	25	11	27	21	27	21	32	8	8	12	33	15	2	32	16
	69%	65%	86%	50%	68%	70%	71%	66%	68%	89%	57%	67%	79% Z	65%	50%	64%	80%
Local authorities	46	9	20	17	23	22	22	23	31	7	7	12	24	14	3	37	8
	65%	45%	69%	77%	58%	73%	58%	72%	66%	78%	50%	67%	57%	61%	75%	74% Z	40%
Home care or domiciliary care providers	46	15	23	8	26	20	28	18	31	8	6	14	30	14	3	32	13
	65%	75%	79%	36%	65%	67%	74%	56%	66%	89%	43%	78%	71%	61%	75%	64%	65%
NHS organisations, including hospital trusts and GP practices	41	7	17	17	19	21	20	21	23	7	10	11	24	15	3	34	6
	58% h	35%	59%	77%	48%	70%	53%	66%	49%	78%	71%	61%	57%	65%	75%	68% Z	30%
Extra care or supported housing providers	36	10	18	8	19	17	20	16	23	6	6	9	23	11	1	23	12
	51%	50%	62%	36%	48%	57%	53%	50%	49%	67%	43%	50%	55%	48%	25%	46%	60%
Other providers of adult social care (e.g. day care settings)	28	8	17	3	19	9	17	11	20	5	3	6	19	8	1	19	8
	39%	40%	59%	14%	48%	30%	45%	34%	43%	56%	21%	33%	45%	35%	25%	38%	40%
Unpaid or family carers of adults with care and support needs	21	4	11	6	11	10	11	10	14	5	2	6	9	11	2	18	2
	30%	20%	38%	27%	28%	33%	29%	31%	30%	56%	14%	33%	21%	48%	50%	36%	10%
Adults with care and support needs	20	3	11	6	11	9	11	8	14	5	1	6	10	10	2	15	4
	28%	15%	38%	27%	28%	30%	29%	25%	30%	56%	7%	33%	24%	43%	50%	30%	20%
Personal assistants	15	3	8	4	9	6	8	7	11	3	1	3	7	6	3	10	4
	21%	15%	28%	18%	23%	20%	21%	22%	23%	33%	7%	17%	17%	26%	75%	20%	20%
Other technology suppliers or service providers	11	5	2	4	7	4	7	4	5	2	4	5	5	2	-	10	-
	15%	25%	7%	18%	18%	13%	18%	13%	11%	22%	29%	28%	12%	9%	-	20%	-
Other	4	-	-	4	1	2	-	4	2	1	1	1	2	2	-	4	-
	6%	-	-	18%	3%	7%	-	13% f	4%	11%	7%	6%	5%	9%	-	8%	-
None of these	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	1	1	-	-	1	-	1	-	1	-	-	-	-	1	-	-	1
	1%	5%	-	-	3%	-	3%	-	2%	-	-	-	-	4%	-	-	5%
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Care providers	59	18	27	14	33	25	34	24	40	9	9	16	37	19	4	40	18
	83%	90%	93%	64%	83%	83%	89%	75%	85%	100%	64%	89%	88%	83%	100%	80%	90%

Fieldwork dates : 30/04/2021 - 28/06/2021

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TABLE\_ID: COVID\_CUST Since the beginning of the COVID-19 pandemic in March 2020 how has your company's customer base changed?

Base: All Respondents

	Company established				Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
	Total (Z)	Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI <sup>1</sup> (i)	Multiple countries (l)	Developer or manufacturer (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	77*	23**	30*	24**	44*	32*	41*	35*	51*	10**	14**	20**	45*	27**	5**	53*	22**
The number of customers we have has increased	52 68%	14 61%	23 77%	15 63%	32 73%	19 59%	26 63%	26 74%	36 71%	5 50%	11 79%	9 45%	35 78%	21 78%	4 80%	36 68%	16 73%
The number of customers we have has not changed compared to before the COVID-19 pandemic	12 16%	4 17%	5 17%	3 13%	6 14%	6 19%	7 17%	5 14%	8 16%	2 20%	1 7%	7 35%	5 11%	2 7%	1 20%	9 17%	3 14%
The number of customers we have has decreased	4 5%	- -	1 3%	3 13%	- -	4 13%	2 5%	2 6%	2 4%	2 20%	- -	1 5%	1 2%	2 7%	- -	4 8%	- -
Don't know	4 5%	2 9%	1 3%	1 4%	3 7%	1 3%	3 7%	- -	3 6%	- -	1 7%	1 5%	- -	1 4%	- -	2 4%	2 9%
Prefer not to say	5 6%	3 13%	- -	2 8%	3 7%	2 6%	3 7%	2 6%	2 4%	1 10%	1 7%	2 10%	4 9%	1 4%	- -	2 4%	1 5%

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TABLE\_ID: COVID\_CHANGE Since the beginning of the COVID-19 pandemic, has there been a change in the demand for the technology products or services your company provides, whether from new or existing customers?

Base: All Respondents

	Company established				Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
	Total (Z)	Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI <sup>1</sup> (i)	Multiple countries (l)	Developer or manufacturer (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	77*	23**	30*	24**	44*	32*	41*	35*	51*	10**	14**	20**	45*	27**	5**	53*	22**
Yes, there has been increased demand	60	18	26	16	37	22	33	26	39	8	12	16	35	24	4	42	17
	78%	78%	87%	67%	84%	69%	80%	74%	76%	80%	86%	80%	78%	89%	80%	79%	77%
Yes, there has been a decrease in demand	7	1	3	3	2	5	1	6	5	1	1	2	4	1	-	4	3
	9%	4%	10%	13%	5%	16%	2%	17%	10%	10%	7%	10%	9%	4%	-	8%	14%
	f							Zf									
There has been no change in demand	7	1	1	5	2	5	4	3	5	1	1	1	5	1	1	6	1
	9%	4%	3%	21%	5%	16%	10%	9%	10%	10%	7%	5%	11%	4%	20%	11%	5%
Don't know	1	1	-	-	1	-	1	-	1	-	-	-	-	1	-	-	1
	1%	4%	-	-	2%	-	2%	-	2%	-	-	-	-	4%	-	-	5%
Prefer not to say	2	2	-	-	2	-	2	-	1	-	-	1	1	-	-	1	-
	3%	9%	-	-	5%	-	5%	-	2%	-	-	5%	2%	-	-	2%	-
Yes	67	19	29	19	39	27	34	32	44	9	13	18	39	25	4	46	20
	87%	83%	97%	79%	89%	84%	83%	91%	86%	90%	93%	90%	87%	93%	80%	87%	91%
			Z														

Fieldwork dates : 30/04/2021 - 28/06/2021

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TABLE\_ID: COVID\_WHAT Thinking about this increased demand since the beginning of the COVID-19 pandemic, what technology products are your customers purchasing?

Base: All participants who say demand has increased since COVID-19

	Total (Z)	Company established			Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
		Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI (i)	Multiple countries (j)	Developer or manufacturer (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	19	7	4	8	11	8	8	10	15	3	1	8	7	13	1	14	5
Monitoring equipment with sensors	32% n	39%	15%	50%	30%	36%	24%	38%	38%	38%	8%	50%	20%	54%	25%	33%	29%
Apps or platforms connecting those who need care and support services with those who need them	32% n	22%	31%	44%	22%	50%	27%	38%	33%	38%	25%	25%	31%	38%	25%	33%	29%
Wearable technology	16 27% fn	6	3	7	7	9	5	10	12	4	-	6	2	14	2	13	3
Health and wellbeing apps (e.g. for medication reminders, care plans or coordination, nutrition, exercise, life planning, reminiscence, or other brain training).	14	2	5	7	9	5	4	9	10	2	2	1	8	5	2	10	4
	23% f	11%	19%	44%	24%	23%	12%	35%	26%	25%	17%	6%	23%	21%	50%	24%	24%
Digital care records system	13 22%	1	7	5	7	5	5	7	6	-	6	-	11	1	-	7	6
		6%	27%	31%	19%	23%	15%	27%	15%	-	50%	-	31%	4%	-	17%	35%
Digital care planning system	13 22% q	3	7	3	9	4	6	6	8	-	4	-	12	1	-	5	8
		17%	27%	19%	24%	18%	18%	23%	21%	-	33%	-	34%	4%	-	12%	47%
Tech_Busman Other	12 20%	4	7	1	10	2	9	3	7	2	3	4	12	5	-	9	3
		22%	27%	6%	27%	9%	27%	12%	18%	25%	25%	25%	34%	21%	-	21%	18%
Personal alarms	12 20% dfn	3	2	7	4	8	2	9	9	3	-	3	1	10	1	9	3
		17%	8%	44%	11%	36%	6%	35%	23%	38%	-	19%	3%	42%	25%	21%	18%
Digital case management system	7 12% q	1	5	1	3	4	5	2	4	-	2	-	6	2	1	2	5
		6%	19%	6%	8%	18%	15%	8%	10%	-	17%	-	17%	8%	25%	5%	29%
Voice operated or remote-controlled technology (e.g. voice operated doors or curtains)	6 10% fn	2	-	4	3	3	1	4	4	2	-	1	1	5	1	3	3
		11%	-	25%	8%	14%	3%	15%	10%	25%	-	6%	3%	21%	25%	7%	18%
Electronic medication administration record (eMAR)	5 8% d	1	3	1	1	4	3	2	3	-	1	-	5	1	-	2	3
		6%	12%	6%	3%	18%	9%	8%	8%	-	8%	-	14%	4%	-	5%	18%
eLearning or online training	4 7% n	1	2	1	3	1	4	-	2	1	1	-	3	1	2	2	2
		6%	8%	6%	8%	5%	12%	-	5%	13%	8%	-	9%	4%	50%	5%	12%
Care scheduling software	3 5% n	1	1	-	1	2	2	1	2	-	1	-	3	1	-	1	2
		6%	4%	6%	3%	9%	6%	4%	5%	-	8%	-	9%	4%	-	2%	12%
Rostering software	2 3% n	-	2	-	-	2	2	-	2	-	-	-	2	1	-	1	1
		-	8%	-	-	9%	6%	-	5%	-	-	-	6%	4%	-	2%	6%
Robotic technology (e.g. robotic walkers)	2 3% n	1	-	1	2	-	1	-	2	-	-	1	-	-	-	1	1
		6%	-	6%	5%	-	3%	-	5%	-	-	6%	-	-	-	2%	6%
Sensory technology which recreates physical feelings using haptic technology	2 3% n	1	-	1	2	-	1	1	2	-	-	-	-	2	2	1	1
		6%	-	6%	5%	-	3%	4%	5%	-	-	-	-	8%	50%	2%	6%
HR management software	2 3% n	1	1	-	1	1	1	1	2	-	-	1	1	1	-	1	1
		6%	4%	-	3%	5%	3%	4%	5%	-	-	6%	3%	4%	-	2%	6%
Financial accounting software	- - n	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Virtual reality applications	- - n	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TECH CARE Other	6 10% n	2	2	2	5	-	3	3	3	1	2	2	4	2	-	6	-
		11%	8%	13%	14%	-	9%	12%	8%	13%	17%	13%	11%	8%	-	14%	-
Don't know	1 2% n	-	1	-	1	-	1	-	1	-	-	-	-	-	-	1	-
		-	4%	-	3%	-	3%	-	3%	-	-	-	-	-	-	2%	-
Prefer not to say	4 7% n	1	2	1	3	2	2	2	1	3	2	2	2	1	-	3	-
		6%	4%	13%	3%	14%	6%	8%	-	13%	25%	13%	6%	4%	-	7%	-

Fieldwork dates : 30/04/2021 - 28/06/2021

Respondent Type : Organisations who provide technology to the adult social care sector in England and Wales

Source : Ipsos MORI

Job Number : J20-094062-01

\*Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e - Z/f/g - Z/h/i - Z/m/n/o/p - Z/q/r

\* small base; \*\* very small base (under 30) ineligible for sig testing

TABLE\_ID: COVID\_INCREASE.Codes Codes

Base: All participants who say demand has increased since COVID-19

	Company established				Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
	Total (Z)	Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI <sup>1</sup> (i)	Multiple countries (l)	Developer or manufacturer (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	60*	18**	26**	16**	37*	22**	33*	26**	39*	8**	12**	16**	35*	24**	4**	42*	17**
To aid new working practices e.g. remote / virtual working, communication	17	6	6	5	13	4	9	7	10	3	4	5	8	5	-	11	6
	28%	33%	23%	31%	35%	18%	27%	27%	26%	38%	33%	31%	23%	21%	-	26%	35%
Clients can see the benefits and are more aware of technology now	14	2	10	2	8	6	9	5	12	1	1	3	12	4	1	8	6
	23%	11%	38%	13%	22%	27%	27%	19%	31%	13%	8%	19%	34% Z	17%	25%	19%	35%
Covid increased digital usage / more people use / expect digital products	13	5	6	2	10	3	9	4	10	2	1	3	10	5	2	8	5
	22%	28%	23%	13%	27%	14%	27%	15%	26%	25%	8%	19%	29%	21%	50%	19%	29%
Helps people who are alone at home / isolated / at risk / be self sufficient	12	3	4	5	5	7	4	7	8	3	1	4	3	9	1	11	1
	20% n	17%	15%	31%	14%	32%	12%	27%	21%	38%	8%	25%	9%	38%	25%	26%	6%
Improves quality of care / patient experience	10	2	4	4	7	2	4	5	7	-	3	3	4	1	1	8	2
	17%	11%	15%	25%	19%	9%	12%	19%	18%	-	25%	19%	11%	4%	25%	19%	12%
Improves staff productivity / frees them up / time saving	9	3	5	1	7	2	6	3	4	2	3	3	7	3	-	5	4
	15%	17%	19%	6%	19%	9%	18%	12%	10%	25%	25%	19%	20%	13%	-	12%	24%
Safer work environment / reduces contact / spread of disease	8	2	5	1	6	2	5	3	4	2	2	1	5	5	-	5	3
	13%	11%	19%	6%	16%	9%	15%	12%	10%	25%	17%	6%	14%	21%	-	12%	18%
Improves the information people can use / access / share	7	2	2	3	5	1	1	6	4	-	3	1	5	-	-	6	1
	12% f	11%	8%	19%	14%	5%	3%	23%	10%	-	25%	6%	14%	-	-	14%	6%
Easy / quick to access / use with other systems	6	-	3	3	4	1	2	3	3	-	3	-	5	1	-	5	1
	10%	-	12%	19%	11%	5%	6%	12%	8%	-	25%	-	14%	4%	-	12%	6%
Increased budget / funding to spend more	6	2	4	-	1	5	5	1	6	-	-	1	5	3	-	5	1
	10% d	11%	15%	-	3%	23%	15%	4%	15%	-	-	6%	14%	13%	-	12%	6%
Provide more variety / choice / options	3	1	-	2	2	1	1	1	2	1	-	1	1	1	-	2	1
	5%	6%	-	13%	5%	5%	3%	4%	5%	13%	-	6%	3%	4%	-	5%	6%
Employers realise staff are comfortable / capable of using such products	2	1	1	-	2	-	1	1	2	-	-	1	2	-	-	1	1
	3%	6%	4%	-	5%	-	3%	4%	5%	-	-	6%	6%	-	-	2%	6%
Family lead / wanting better care	2	-	-	2	1	1	-	2	2	-	-	-	-	2	-	2	-
	3%	-	-	13%	3%	5%	-	8%	5%	-	-	-	-	8%	-	5%	-
Increase in hospital discharges	1	-	-	1	1	-	-	1	1	-	-	-	-	1	-	1	-
	2%	-	-	6%	3%	-	-	4%	3%	-	-	-	-	4%	-	2%	-
Don't know	6	3	2	1	4	2	4	2	3	-	2	3	4	3	-	4	2
	10%	17%	8%	6%	11%	9%	12%	8%	8%	-	17%	19%	11%	13%	-	10%	12%
Prefer not to say	4	2	-	2	3	1	2	2	4	-	-	1	3	2	1	2	2
	7%	11%	-	13%	8%	5%	6%	8%	10%	-	-	6%	9%	8%	25%	5%	12%

Fieldwork dates : 30/04/2021 - 28/06/2021

Respondent Type : Organisations who provide technology to the adult social care sector in England and Wales

Source : Ipsos MORI

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\* small base; \*\* very small base (under 30) ineligible for sig testing



TABLE\_ID: COVID\_DECREASE Thinking about this decreased demand since the beginning of the COVID-19 pandemic, what technology products are your customers purchasing less?

Base: All participants who say demand has decreased since COVID-19

	Company established				Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
	Total (Z)	Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI <sup>1</sup> (i)	Multiple countries (l)	Developer or manufacturer (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	7**	1**	3**	3**	2**	5**	1**	6**	5**	1**	1**	2**	4**	1**	..**	4**	3**
Monitoring equipment with sensors	3	1	-	2	1	2	1	2	2	1	-	1	1	1	-	2	1
Digital care planning system	43%	100%	-	67%	50%	40%	100%	33%	40%	100%	-	50%	25%	100%	-	50%	33%
Tech_Busman Other	29%	-	33%	33%	-	40%	-	33%	20%	-	100%	-	50%	-	-	25%	33%
Personal alarms	2	1	-	1	1	1	1	1	1	1	-	1	1	1	-	1	1
Digital care records system	29%	100%	-	33%	50%	20%	100%	17%	20%	100%	-	50%	25%	100%	-	25%	33%
Apps or platforms connecting those who need care and support services with those who need them	2	-	1	1	-	2	-	2	1	1	-	1	-	1	-	2	-
Wearable technology	29%	-	33%	33%	-	40%	-	33%	20%	100%	-	50%	-	100%	-	50%	-
Digital case management system	2	1	1	-	1	1	1	1	2	-	-	2	1	-	-	1	1
eLearning or online training	29%	100%	33%	-	50%	20%	100%	17%	40%	-	-	100%	25%	-	-	25%	33%
Care scheduling software	1	-	1	-	-	1	-	1	20%	-	-	50%	-	-	-	25%	-
Financial accounting software	14%	-	33%	-	-	20%	-	17%	1	-	-	-	1	-	-	1	-
HR management software	14%	-	33%	-	-	20%	-	17%	20%	-	-	-	25%	-	-	25%	-
Rostering software	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Voice operated or remote-controlled technology (e.g. voice operated doors or curtains)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Electronic medication administration record (eMAR)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Robotic technology (e.g. robotic walkers)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Virtual reality applications	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sensory technology which recreates physical feelings using haptic technology	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Health and wellbeing apps (e.g. for medication reminders, care plans or coordination, nutrition, exercise, life planning, reminiscence, or other brain training).	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Tech_Care other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	1	-	1	-	1	-	-	1	1	-	-	-	1	-	-	-	1
Prefer not to say	14%	-	33%	-	50%	-	-	17%	20%	-	-	-	25%	-	-	-	33%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 28/06/2021

Respondent Type : Organisations who provide technology to the adult social care sector in England and Wales

Source : Ipsos MORI

Job Number : J20-094062-01

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\*\* very small base (under 30) ineligible for sig testing

TABLE\_ID: COVID\_WHY.Codes Codes

Base: All participants who say demand has decreased since COVID-19

	Company established				Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
	Total (Z)	Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI <sup>1</sup> (i)	Multiple countries (l)	Developer or manufacturer (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	7**	1**	3**	3**	2**	5**	1**	6**	5**	1**	1**	2**	4**	1**	..**	4**	3**
Current budget pressures in the organisation / diverted elsewhere	3	-	2	1	-	3	-	3	2	-	1	1	2	-	-	2	1
	43%	-	67%	33%	-	60%	-	50%	40%	-	100%	50%	50%	-	-	50%	33%
Lack of time	2	1	-	1	1	1	1	1	1	-	1	1	2	-	-	-	2
	29%	100%	-	33%	50%	20%	100%	17%	20%	-	100%	50%	50%	-	-	-	67%
Reduced client base due to Covid mortality	2	-	-	2	-	2	-	2	1	-	1	-	1	-	-	1	1
	29%	-	-	67%	-	40%	-	33%	20%	-	100%	-	25%	-	-	25%	33%
More families at home / can care for their loved ones	1	-	1	-	-	1	-	1	1	-	-	1	-	-	-	1	-
	14%	-	33%	-	-	20%	-	17%	20%	-	-	50%	-	-	-	25%	-
People more wary to allow home visits	1	-	-	1	-	1	-	1	1	-	-	-	-	-	-	1	-
	14%	-	-	33%	-	20%	-	17%	20%	-	-	-	-	-	-	25%	-
Less need for certain technologies e.g. GPS	1	-	1	-	-	1	-	1	1	-	-	1	-	-	-	1	-
	14%	-	33%	-	-	20%	-	17%	20%	-	-	50%	-	-	-	25%	-
Don't know	1	-	-	1	-	1	-	1	-	1	-	-	-	1	-	1	-
	14%	-	-	33%	-	20%	-	17%	-	100%	-	-	-	100%	-	25%	-
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 28/06/2021

Respondent Type : Organisations who provide technology to the adult social care sector in England and Wales

Source : Ipsos MORI

Job Number : J20-094062-01

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\*\* very small base (under 30) ineligible for sig testing

TABLE\_ID: COVID\_PLANS Has this change in demand changed your company's plans for the development of new technology and services for adult social care?

Base: All participants who say demand has increased or decreased since COVID-19

	Company established				Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
	Total (Z)	Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI <sup>1</sup> (i)	Multiple countries (l)	Developer or manufacturer (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	67*	19**	29**	19**	39*	27**	34*	32*	44*	9**	13**	18**	39*	25**	4**	46*	20**
Yes	33 49%	8 42%	15 52%	10 53%	18 46%	15 56%	13 38%	19 59%	24 55%	3 33%	5 38%	10 56%	16 41%	14 56%	- -	27 59% Z	6 30%
No	29 43% gq	11 58%	13 45%	5 26%	19 49%	10 37%	20 59% Zg	9 28%	18 41%	6 67%	5 38%	8 44%	19 49%	10 40%	2 50%	16 35%	12 60%
Don't know	2 3%	-	1 3%	1 5%	1 3%	1 4%	1 3%	1 3%	1 2%	-	1 8%	-	2 5%	-	1 25%	2 4%	-
Prefer not to say	3 4%	-	-	3 16%	1 3%	1 4%	-	3 9%	1 2%	-	2 15%	-	2 5%	1 4%	1 25%	1 2%	2 10%

Fieldwork dates : 30/04/2021 - 28/06/2021

Respondent Type : Organisations who provide technology to the adult social care sector in England and Wales

Source : Ipsos MORI

Job Number : J20-094062-01

\*=Less than 0.5 %

Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e - Z/f/g - Z/h/i/l - Z/m/n/o/p - Z/q/r

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TABLE\_ID: COVID\_PLANHOW.Codes Codes

Base: All participants who say the change in demand has led their company to changed their plans for the development of new technology

	Total (Z)	Company established			Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
		Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI' (i)	Multiple countries (l)	Developer or manufacturer (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	33*	8**	15**	10**	18**	15**	13**	19**	24**	3**	5**	10**	16**	14**	1**	27**	6**
Expanding / growing our business / products / services	13	3	6	4	9	4	5	7	10	2	1	5	5	6	-	12	1
	39%	38%	40%	40%	50%	27%	38%	37%	42%	67%	20%	50%	31%	43%	-	44%	17%
Enhanced interoperability across health and social care systems	6	-	4	2	4	2	2	4	3	-	3	2	3	-	-	4	2
	18%	-	27%	20%	22%	13%	15%	21%	13%	-	60%	20%	19%	-	-	15%	33%
Accelerating our R&D / innovation plans	4	1	3	-	1	3	3	1	4	-	-	1	3	3	-	4	-
	12%	13%	20%	-	6%	20%	23%	5%	17%	-	-	10%	19%	21%	-	15%	-
Investing / focussing on home care / assisted / independent market	4	1	2	1	3	1	2	2	2	1	1	2	1	2	-	4	-
	12%	13%	13%	10%	17%	7%	15%	11%	8%	33%	20%	20%	6%	14%	-	15%	-
Investing in new technology	4	1	2	1	2	2	2	2	3	-	1	2	2	-	-	3	1
	12%	13%	13%	10%	11%	13%	15%	11%	13%	-	20%	20%	13%	-	-	11%	17%
Advertising / promoting the business	3	-	1	2	1	2	1	1	3	-	-	-	1	1	-	3	-
	9%	-	7%	20%	6%	13%	8%	5%	13%	-	-	-	6%	7%	-	11%	-
Focussing on products that help Covid specific patients	3	-	3	-	1	2	2	1	3	-	-	1	3	2	-	3	-
	9%	-	20%	-	6%	13%	15%	5%	13%	-	-	10%	19%	14%	-	11%	-
Looking at more preventative models	3	1	-	2	1	2	1	2	3	-	-	1	-	2	-	2	1
	9%	13%	-	20%	6%	13%	8%	11%	13%	-	-	10%	-	14%	-	7%	17%
Investing / focussing on tele / remote healthcare	2	1	-	1	-	2	-	2	-	2	-	1	-	2	-	2	-
	6%	13%	-	10%	-	13%	-	11%	-	67%	-	10%	-	14%	-	7%	-
Recruiting extra staff / resources	2	-	2	-	1	1	2	-	2	-	-	-	2	1	-	2	-
	6%	-	13%	-	6%	7%	15%	-	8%	-	-	-	13%	7%	-	7%	-
Other	2	-	2	-	1	1	1	1	2	-	-	-	1	-	-	1	1
	6%	-	13%	-	6%	7%	8%	5%	8%	-	-	-	6%	-	-	4%	17%
Don't know	1	-	1	-	-	1	-	1	-	-	-	-	1	-	-	-	1
	3%	-	7%	-	-	7%	-	5%	-	-	-	-	6%	-	-	-	17%
Prefer not to say	4	2	1	1	3	1	2	2	4	-	-	1	3	2	-	3	1
	12%	25%	7%	10%	17%	7%	15%	11%	17%	-	-	10%	19%	14%	-	11%	17%
No answer	1	1	-	-	1	-	1	-	-	-	1	1	1	1	-	1	-
	3%	13%	-	-	6%	-	8%	-	-	-	20%	10%	6%	7%	-	4%	-

Fieldwork dates : 30/04/2021 - 28/06/2021

Respondent Type : Organisations who provide technology to the adult social care sector in England and Wales

Source : Ipsos MORI

Job Number : J20-094062-01

\* = Less than 0.5 %

Proportions/Mean: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e - Z/f/g - Z/h/i/l - Z/m/n/o/p - Z/q/r

\* small base; \*\* very small base (under 30) ineligible for sig testing

TABLE\_ID: COVID\_CAPACITY Has the COVID-19 pandemic negatively impacted your company's capacity to deliver technology products and services?

Base: All Respondents

	Company established				Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
	Total (Z)	Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI <sup>1</sup> (i)	Multiple countries (l)	Developer or manufacturer (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	77*	23**	30*	24**	44*	32*	41*	35*	51*	10**	14**	20**	45*	27**	5**	53*	22**
Yes, it has had a large impact on our capacity to deliver technology products and services	8	5	2	1	6	2	7	1	4	2	1	6	6	5	-	5	1
	10%	22%	7%	4%	14%	6%	17%	3%	8%	20%	7%	30%	13%	19%	-	9%	5%
Yes, it has had a small impact on our capacity to deliver technology products and services	23	9	7	7	13	10	12	11	19	2	2	7	14	5	1	17	6
	30%	39%	23%	29%	30%	31%	29%	31%	37%	20%	14%	35%	31%	19%	20%	32%	27%
No, it has not had any impact on our capacity to deliver technology products and services	44	7	21	16	23	20	20	23	26	6	11	7	24	16	4	30	14
	57%	30%	70%	67%	52%	63%	49%	66%	51%	60%	79%	35%	53%	59%	80%	57%	64%
Don't know	1	1	-	-	1	-	1	-	1	-	-	-	-	1	-	-	1
	1%	4%	-	-	2%	-	2%	-	2%	-	-	-	-	4%	-	-	5%
Prefer not to say	1	1	-	-	1	-	1	-	1	-	-	-	1	-	-	1	-
	1%	4%	-	-	2%	-	2%	-	2%	-	-	-	2%	-	-	2%	-
Yes	31	14	9	8	19	12	19	12	23	4	3	13	20	10	1	22	7
	40%	61%	30%	33%	43%	38%	46%	34%	45%	40%	21%	65%	44%	37%	20%	42%	32%

Fieldwork dates : 30/04/2021 - 28/06/2021

Respondent Type : Organisations who provide technology to the adult social care sector in England and Wales

Source : Ipsos MORI

Job Number : J20-094062-01

\*Less than 0.5 %

Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e - Z/f/g - Z/h/i/l - Z/m/n/o/p - Z/q/r

\* small base; \*\* very small base (under 30) ineligible for sig testing

TABLE\_ID: COVID\_TURNOVER Overall, since the beginning of the COVID-19 pandemic, would you say your company's turnover has increased or decreased compared to before the pandemic?

Base: All Respondents

	Company established				Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
	Total (Z)	Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI <sup>1</sup> (i)	Multiple countries (l)	Developer or manufacturer (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	77*	23**	30*	24**	44*	32*	41*	35*	51*	10**	14**	20**	45*	27**	5**	53*	22**
The company's turnover has increased	41	13	20	8	25	16	24	17	28	5	8	10	30	14	3	29	12
	53%	57%	67%	33%	57%	50%	59%	49%	55%	50%	57%	50%	67% Z	52%	60%	55%	55%
The company's turnover has decreased	1	1	-	-	-	1	1	-	1	-	-	1	1	1	-	1	-
	1%	4%	-	-	-	3%	2%	-	2%	-	-	5%	2%	4%	-	2%	-
The company's turnover is about the same	21	4	8	9	11	10	10	11	14	4	2	5	8	8	1	16	5
	27% n	17%	27%	38%	25%	31%	24%	31%	27%	40%	14%	25%	18%	30%	20%	30%	23%
Don't know	3	1	-	2	2	1	1	1	3	-	-	-	-	2	-	2	1
	4%	4%	-	8%	5%	3%	2%	3%	6%	-	-	-	-	7%	-	4%	5%
Prefer not to say	11	4	2	5	6	4	5	6	5	1	4	4	6	2	1	5	4
	14%	17%	7%	21%	14%	13%	12%	17%	10%	10%	29%	20%	13%	7%	20%	9%	18%

Fieldwork dates : 30/04/2021 - 28/06/2021

Respondent Type : Organisations who provide technology to the adult social care sector in England and Wales

Source : Ipsos MORI

Job Number : J20-094062-01

\*=Less than 0.5 %

Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e - Z/f/g - Z/h/i/l - Z/m/n/o/p - Z/q/r

\* small base; \*\* very small base (under 30) ineligible for sig testing

TABLE\_ID: FUT\_FOCUS In the next five years, what types of technology do you think your company may focus its time and resources on?

Base: All Respondents

	Company established				Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
	Total (Z)	Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI' (i)	Multiple countries (j)	Developer or manufacturer (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	77*	23**	30*	24**	44*	32*	41*	35*	51*	10**	14**	20**	45*	27**	5**	53*	22**
Data use, data sharing, data management and analytics	55	13	26	16	30	24	31	24	35	7	12	12	38	17	4	39	15
	71%	57%	87% Z	67%	68%	75%	76%	69%	69%	70%	86%	60%	84% Z	63%	80%	74%	68%
Technology that supports effective mobile and remote working	38	7	19	12	18	20	18	20	28	2	7	8	24	12	1	25	13
	49%	30%	63%	50%	41%	63%	44%	57%	55%	20%	50%	40%	53%	44%	20%	47%	59%
Business support and care management software (accounting software, rostering software, scheduling software, care planning or medication systems)	34	8	12	14	18	15	17	16	23	4	7	3	28	7	3	20	13
	44%	35%	40%	58%	41%	47%	41%	46%	45%	40%	50%	15%	62% Z	26%	60%	38%	59%
Consumer technology and apps (mobile tablets, audio assistants, wearable devices, mobile apps for health and fitness)	33	12	9	12	15	18	15	17	22	6	5	10	13	20	1	26	6
	43% n	52%	30%	50%	34%	56%	37%	49%	43%	60%	36%	50%	29%	74%	20%	49%	27%
Support and monitoring technology (personal alarms, sensors for monitoring, voiceoperated curtains and doors)	31	11	10	10	15	16	13	17	23	6	2	15	13	15	-	22	8
	40% n	48%	33%	42%	34%	50%	32%	49%	45%	60%	14%	75%	29%	56%	-	42%	36%
Advanced technology (e.g. robotics and augmented reality)	16	4	5	7	8	8	9	7	10	3	3	6	8	9	1	12	3
	21%	17%	17%	29%	18%	25%	22%	20%	20%	30%	21%	30%	18%	33%	20%	23%	14%
Other (C)	3	-	3	-	1	2	3	-	2	-	1	1	3	3	-	3	-
	4%	-	10%	-	2%	6%	7%	-	4%	-	7%	5%	7%	11%	-	6%	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	3	1	1	1	3	-	1	2	2	-	-	1	1	1	1	-	2
	4%	4%	3%	4%	7%	-	2%	6%	4%	-	-	5%	2%	4%	20%	-	9%

Fieldwork dates : 30/04/2021 - 28/06/2021

Respondent Type : Organisations who provide technology to the adult social care sector in England and Wales

Source : Ipsos MORI

Job Number : J20-094062-01

\*=Less than 0.5 %

Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e - Z/t/g - Z/h/i/l - Z/m/n/o/p - Z/q/r

\* small base; \*\* very small base (under 30) ineligible for sig testing

TABLE\_ID: FUT\_PRIORITY Thinking about the types of digital technology you may develop over the next five years, which will be your top priority? Please choose up to two types of technology if appropriate.

Base: All participants who will focus on multiple types of technology

	Company established				Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
	Total (Z)	Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI' (i)	Multiple countries (l)	Developer or manufacturer (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	21**	5**	7**	9**	8**	13**	10**	11**	13**	4**	4**	6**	13**	12**	..**	14**	6**
Data use, data sharing, data management and analytics	11	3	4	4	6	5	5	6	6	2	3	2	7	7	-	7	3
	52%	60%	57%	44%	75%	38%	50%	55%	46%	50%	75%	33%	54%	58%	-	50%	50%
Business support and care management software (accounting software, rostering software, scheduling software, care planning or medication systems)	8	1	3	4	2	6	3	5	5	1	2	1	6	3	-	5	3
	38%	20%	43%	44%	25%	46%	30%	45%	38%	25%	50%	17%	46%	25%	-	36%	50%
Support and monitoring technology (personal alarms, sensors for monitoring, voiceoperated curtains and doors)	5	2	-	3	1	4	1	4	3	2	-	1	1	4	-	3	1
	24%	40%	-	33%	13%	31%	10%	36%	23%	50%	-	17%	8%	33%	-	21%	17%
Consumer technology and apps (mobile tablets, audio assistants, wearable devices, mobile apps for health and fitness)	5	-	2	3	1	4	3	2	3	1	1	1	3	2	-	4	1
	24%	-	29%	33%	13%	31%	30%	18%	23%	25%	25%	17%	23%	17%	-	29%	17%
Technology that supports effective mobile and remote working	5	1	1	3	2	3	1	4	3	1	1	1	2	3	-	4	1
	24%	20%	14%	33%	25%	23%	10%	36%	23%	25%	25%	17%	15%	25%	-	29%	17%
Advanced technology (e.g. robotics and augmented reality)	2	1	-	1	1	1	1	1	1	1	-	2	1	1	-	1	1
	10%	20%	-	11%	13%	8%	10%	9%	8%	25%	-	33%	8%	8%	-	7%	17%
Other	3	-	3	-	1	2	3	-	2	-	1	1	3	3	-	3	-
	14%	-	43%	-	13%	15%	30%	-	15%	-	25%	17%	23%	25%	-	21%	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 30/04/2021 - 28/06/2021

Respondent Type : Organisations who provide technology to the adult social care sector in England and Wales

Source : Ipsos MORI

Job Number : J20-094062-01

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Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e - Z/f/g - Z/h/i/l - Z/m/n/o/p - Z/q/r

\*\* very small base (under 30) ineligible for sig testing



TABLE\_ID: FUT\_CUST What type of customers do you think this technology will be aimed at?

Base: All participants who will focus on multiple types of technology

	Total (Z)	Company established			Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
		Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI' (i)	Multiple countries (l)	Developer or manUFACTURER (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	74*	22**	29**	23**	41*	32*	40*	33*	49*	10**	14**	19**	44*	26**	4**	53*	20**
Residential and/or nursing homes	52	14	25	13	30	22	28	23	31	8	12	13	32	19	1	36	15
	70%	64%	86%	57%	73%	69%	70%	70%	63%	80%	86%	68%	73%	73%	25%	68%	75%
Domiciliary care services	50	20	20	10	30	20	31	18	32	7	10	14	30	16	1	33	16
	68%g	91%	69%	43%	73%	63%	78%g	55%	65%	70%	71%	74%	68%	62%	25%	62%	80%
Extra care housing services and/or specialist retirement housing	46	15	20	11	26	20	25	20	30	7	8	15	28	16	-	32	13
	62%	68%	69%	48%	63%	63%	63%	61%	61%	70%	57%	79%	64%	62%	-	60%	65%
Shared lives	24	8	10	6	15	9	12	11	16	5	2	5	14	11	1	17	6
	32%	36%	34%	26%	37%	28%	30%	33%	33%	50%	14%	26%	32%	42%	25%	32%	30%
Supported living services	46	12	23	11	27	19	25	20	30	8	7	13	27	15	1	33	12
	62%	55%	79%	48%	66%	59%	63%	61%	61%	80%	50%	68%	61%	58%	25%	62%	60%
Day care services	24	6	11	7	16	8	12	11	15	3	6	4	14	6	1	19	5
	32%	27%	38%	30%	39%	25%	30%	33%	31%	30%	43%	21%	32%	23%	25%	36%	25%
Local authorities	51	17	19	15	29	22	29	21	37	6	8	17	29	18	3	39	11
	69%	77%	66%	65%	71%	69%	73%	64%	76%	60%	57%	89%	66%	69%	75%	74%	55%
Adults with care and support needs	42	9	19	14	22	20	22	19	30	8	4	10	20	20	2	34	7
	57%n	41%	66%	61%	54%	63%	55%	58%	61%	80%	29%	53%	45%	77%	50%	64%z	35%
Unpaid or family carers of adults with care and support needs	28	7	9	12	14	14	10	17	17	8	3	8	8	14	-	23	4
	38%fn	32%	31%	52%	34%	44%	25%	52%zf	35%	80%	21%	42%	18%	54%	-	43%	20%
Other technology suppliers	11	2	3	6	6	5	7	4	4	3	4	2	6	4	1	9	1
	15%h	9%	10%	26%	15%	16%	18%	12%	8%	30%	29%	11%	14%	15%	25%	17%	5%
Other - please write in (SPECIFY)	5	-	3	2	1	4	3	2	4	-	1	1	5	2	1	5	-
	7%	-	10%	9%	2%	13%	8%	6%	8%	-	7%	5%	11%	8%	25%	9%	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	1	-	-	1	-	-	-	1	-	-	1	-	1	-	-	1	-
	1%	-	-	4%	-	-	-	3%	-	-	7%	-	2%	-	-	2%	-
Care providers (not LA)	63	21	28	14	39	24	36	26	42	8	12	19	38	22	2	44	18
	85%	95%	97%	61%	95%Ze	75%	90%	79%	86%	80%	86%	100%	86%	85%	50%	83%	90%

Fieldwork dates : 30/04/2021 - 28/06/2021

Respondent Type : Organisations who provide technology to the adult social care sector in England and Wales

Source : Ipsos MORI

Job Number : J20-094062-01

\*Less than 0.5 %

Proportions/Means: Columns Tested (5% risk level) - Z/a/b/c - Z/d/e - Z/f/g - Z/h/i/l - Z/m/n/o/p - Z/q/r

\* small base; \*\* very small base (under 30) ineligible for sig testing

TABLE\_ID: FUT\_MAINCUST Thinking about these customers, which do you think will be your main customer?

Base: All participants who will focus on multiple customer types

	Company established				Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
	Total (Z)	Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI' (i)	Multiple countries (l)	Developer or manufacturer (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	56*	16**	26**	14**	32*	24**	32*	23**	37*	8**	10**	16**	35*	18**	1**	40*	15**
Local authorities	17 30% n	6 38%	7 27%	4 29%	11 34%	6 25%	9 28%	7 30%	12 32%	2 25%	3 30%	8 50%	6 17%	4 22%	- -	17 43% Z	- -
Residential and/or nursing homes	12 21% q	4 25%	6 23%	2 14%	7 22%	5 21%	9 28%	3 13%	8 22%	- -	4 40%	2 13%	12 34% Z	1 6%	- -	4 10%	8 53%
Adults with care and support needs	10 18% fn	2 13%	2 8%	6 43%	4 13%	6 25%	2 6%	8 35%	7 19%	3 38%	- -	2 13%	2 6%	7 39%	- -	8 20%	2 13%
Domiciliary care services	6 11% q	3 19%	3 12%	- -	4 13%	2 8%	3 9%	3 13%	5 14%	- -	- -	2 13%	6 17%	1 6%	- -	2 5%	4 27%
Supported living services	2 4%	- -	2 8%	- -	1 3%	1 4%	2 6%	- -	1 3%	1 13%	- -	- -	2 6%	1 6%	- -	1 3%	1 7%
Extra care housing services and/or specialist retirement housing	1 2%	- -	- -	1 7%	1 3%	- -	- -	1 4%	1 3%	- -	- -	- -	1 3%	- -	- -	1 3%	- -
Shared lives	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Day care services	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Unpaid or family carers of adults with care and support needs	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other technology suppliers	1 2%	- -	1 4%	- -	- -	1 4%	1 3%	- -	- -	- -	1 10%	- -	- -	- -	- -	1 3%	- -
Other	4 7%	- -	3 12%	1 7%	1 3%	3 13%	3 9%	1 4%	3 8%	- -	1 10%	1 6%	4 11%	2 11%	1 100%	4 10%	- -
Don't know	1 2%	- -	1 4%	- -	1 3%	- -	1 3%	- -	- -	1 13%	- -	- -	- -	- -	- -	1 3%	- -
Prefer not to say	2 4%	1 6%	1 4%	- -	2 6%	- -	2 6%	- -	- -	1 13%	1 10%	1 6%	2 6%	2 11%	- -	1 3%	- -

Fieldwork dates : 30/04/2021 - 28/06/2021

Respondent Type : Organisations who provide technology to the adult social care sector in England and Wales

Source : Ipsos MORI

Job Number : J20-094062-01

\*Less than 0.5 %

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\* small base; \*\* very small base (under 30) ineligible for sig testing

TABLE\_ID: FUT\_DECIDE How does your company decide which types of adult social care technology and customers to focus on in the future?

Base: All Respondents

	Total (Z)	Company established			Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
		Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI' (i)	Multiple countries (l)	Developer or manufactur er (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	77*	23**	30*	24**	44*	32*	41*	35*	51*	10**	14**	20**	45*	27**	5**	53*	22**
Collaborations with local authorities, NHS or government	51	13	21	17	30	20	27	23	33	7	10	12	31	16	4	39	11
	66%	57%	70%	71%	68%	63%	66%	66%	65%	70%	71%	60%	69%	59%	80%	74% Z	50%
Needs reported by customer on an ad-hoc basis	50	14	24	12	27	22	30	20	32	7	10	12	36	15	2	31	18
	65%	61%	80% Z	50%	61%	69%	73%	57%	63%	70%	71%	60%	80% Z	56%	40%	58%	82%
Collaborations with social care provider organisations	48	11	23	14	26	21	24	23	32	6	9	9	33	15	3	32	15
	62%	48%	77% Z	58%	59%	66%	59%	66%	63%	60%	64%	45%	73% Z	56%	60%	60%	68%
Market research	44	16	17	11	28	16	25	18	30	5	8	12	28	12	2	29	14
	57%	70%	57%	46%	64%	50%	61%	51%	59%	50%	57%	60%	62%	44%	40%	55%	64%
End user experience research	39	13	16	10	24	15	19	19	27	3	8	8	26	11	2	24	14
	51%	57%	53%	42%	55%	47%	46%	54%	53%	30%	57%	40%	58%	41%	40%	45%	64%
Personal experience or knowledge of staff	38	8	16	14	17	21	19	19	25	7	5	7	21	15	3	27	10
	49% d	35%	53%	58%	39%	66% Zd	46%	54%	49%	70%	36%	35%	47%	56%	60%	51%	45%
Technological innovations in other sectors	25	7	6	12	15	10	12	13	17	3	5	6	14	11	1	17	7
	32%	30%	20%	50%	34%	31%	29%	37%	33%	30%	36%	30%	31%	41%	20%	32%	32%
Competitor analysis	19	8	8	3	15	4	12	7	12	2	5	5	14	4	-	8	10
	25% eq	35%	27%	13%	34% Ze	13%	29%	20%	24%	20%	36%	25%	31%	15%	-	15%	45%
Response to innovation funding calls	19	5	9	5	12	6	9	10	12	4	3	3	13	6	2	16	2
	25%	22%	30%	21%	27%	19%	22%	29%	24%	40%	21%	15%	29%	22%	40%	30%	9%
Other	6	1	1	4	2	3	2	4	2	2	2	2	3	2	-	4	2
	8%	4%	3%	17%	5%	9%	5%	11%	4%	20%	14%	10%	7%	7%	-	8%	9%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	3	1	1	1	2	1	1	2	2	-	-	2	-	1	1	1	1
	4%	4%	3%	4%	5%	3%	2%	6%	4%	-	-	10%	-	4%	20%	2%	5%

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brkA vs brkA

	Total (Z)	Company established			Time developing or providing technology		Number of people employed		Company base			Company type				Provide tech to other sectors	
		Within the last 5 years (a)	More than 5 years, up to 20 years (b)	More than 20 years (c)	10 years or less (d)	More than 10 years (e)	Up to 49 (f)	50+ (g)	England (h)	Wales, Scotland, NI' (i)	Multiple countries (l)	Developer or manufactur er (m)	Developer of software and apps (n)	Supplier or installer (o)	eLearning provider (p)	Yes (q)	No (r)
Total	77*	23**	30*	24**	44*	32*	41*	35*	51*	10**	14**	20**	45*	27**	5**	53*	22**
Company established																	
Within the last 5 years	23 30% begq	23 100%	-	-	20 45% Ze	3 9%	19 46% Zg	4 11%	18 35%	3 30%	1 7%	12 60%	12 27%	10 37%	2 40%	12 23%	9 41%
More than 5 years, up to 20 years	30 39%	-	30 100% Z	-	17 39%	13 41%	19 46%	11 31%	21 41%	3 30%	5 36%	6 30%	23 51% Z	7 26%	1 20%	22 42%	8 36%
More than 20 years	24 31% bdfhn	-	-	24 100%	7 16%	16 50% Zd	3 7%	20 57% Zf	12 24%	4 40%	8 57%	2 10%	10 22%	10 37%	2 40%	19 36%	5 23%
Time developing or providing technology																	
10 years or less	44 57% egq	20 87%	17 57%	7 29%	44 100% Ze	-	28 68% Zg	15 43%	31 61%	5 50%	7 50%	13 65%	27 60%	14 52%	4 80%	25 47%	17 77%
More than 10 years	32 42% d	3 13%	13 43%	16 67%	-	32 100% Zd	13 32%	19 54% Z	20 39%	5 50%	6 43%	7 35%	17 38%	13 48%	1 20%	27 51% Z	5 23%
Number of people employed																	
Up to 49	41 53% g	19 83%	19 63%	3 13%	28 64% Z	13 41%	41 100% Zg	-	29 57%	6 60%	5 36%	15 75%	28 62%	14 52%	4 80%	26 49%	13 59%
50+	35 45% df	4 17%	11 37%	20 83%	15 34% Zd	19 59% Zd	-	35 100% Zf	21 41%	4 40%	9 64%	5 25%	17 38%	13 48%	1 20%	26 49%	9 41%
Company base																	
England	51 66%	18 78%	21 70%	12 50%	31 70% Z	20 63%	29 71%	21 60%	51 100% Z	-	-	14 70%	30 67%	17 63%	4 80%	37 70%	14 64%
Wales, Scotland, NI'	10 13% h	3 13%	3 10%	4 17%	5 11% Z	5 16%	6 15%	4 11%	-	10 100%	-	3 15%	4 9%	7 26%	1 20%	7 13%	2 9%
Multiple countries	14 18% h	1 4%	5 17%	8 33%	7 16% Z	6 19%	5 12%	9 26%	-	-	14 100%	2 10%	10 22%	3 11%	-	9 17%	5 23%
Company type																	
Developer or manufacturer	20 26% g	12 52%	6 20%	2 8%	13 30% Zg	7 22%	15 37% Zg	5 14%	14 27%	3 30%	2 14%	20 100%	9 20%	8 30%	-	14 26%	4 18%
Developer of software and apps	45 58%	12 52%	23 77% Z	10 42%	27 61% Z	17 53%	28 68% Z	17 49%	30 59%	4 40%	10 71%	9 45%	45 100% Z	10 37%	3 60%	28 53%	16 73%
Supplier or installer	27 35% n	10 43%	7 23%	10 42%	14 32% Z	13 41%	14 34%	13 37%	17 33%	7 70%	3 21%	8 40%	10 22%	27 100%	3 60%	20 38%	6 27%
eLearning provider	5 6%	2 9%	1 3%	2 8%	4 9% Z	1 3%	4 10%	1 3%	4 8%	1 10%	-	-	3 7%	3 11%	5 100%	3 6%	2 9%
Provide tech to other sectors																	
Yes	53 69% d	12 52%	22 73%	19 79%	25 57% Zd	27 84% Zd	26 63% Z	26 74%	37 73%	7 70%	9 64%	14 70%	28 62%	20 74%	3 60%	53 100% Z	-
No	22 29% eq	9 39%	8 27%	5 21%	17 39% Ze	5 16%	13 32%	9 26%	14 27%	2 20%	5 36%	4 20%	16 36%	6 22%	2 40%	-	22 100%

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