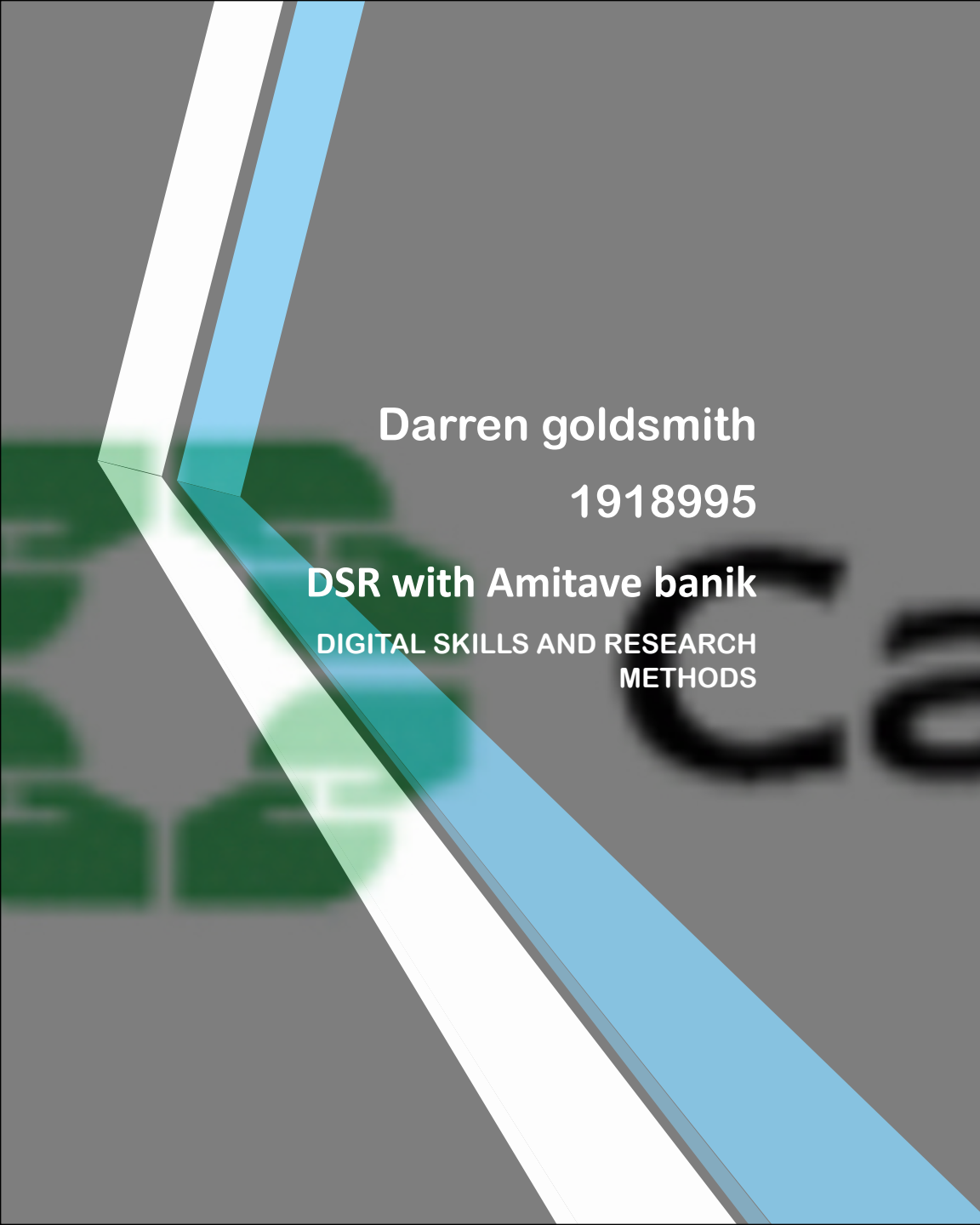




Darren goldsmith

1918995

DSR with Amitave banik

DIGITAL SKILLS AND RESEARCH
METHODS

Camden Council housing adult and social care



Camden

Camden council was made by the London Government in 1963

CAMDEN COUNCIL BACKGROUND

Camden markets

- Camden is well known for its markets ,These dates from 1974 or later except for Inverness Street market it was just a small food market serving the local community



Camden council now



Camden

- At the end of the 20th century came the entertainment related businesses to Camden.

The Camden Council logo is a green circular emblem with a stylized white 'C' in the center, composed of three interlocking shapes. It is positioned on the left side of the slide, partially obscured by a blue and white geometric border.

Challenges before the introduction of modern technology in Camden council HASC (housing adult and social care)

- Mobile phones or internet
- Alone working employees Had no way to communicate to their managers without face to face Communication
- No phones meant they had to walk to find staff on Estates or the location of their work load. Same with the internet

Challenges before the introduction of modern technology

- Residents rely on caretakers more to deal with a lot more due to the fact they was the only point of call for most residents
- The information that they did have was not a lot and for most people was not accessible at that time and more word of mouth
- A lot of hand written paperwork has to be submitted by hand.

Challenges before the introduction of modern technology

- Customer response time was bad due to the fact that it was all paperwork and it could go missing harder to get into touch with anyone from the council and had to walk to the local Camden offices to report to someone about a repair, pay rent, make a complaint or any other aspect of the housing needed attention.
- Caretaker could stop work early due to the fact that the managers did not know where the staff was, less communication between both points on contact

Insights of the Modern technology introduced

- Phones and internet was a major turning point everyone would be able find out information and a lot quicker and would be able to ring them to find out where and what workers are doing and if they needed anything to help them in there job
- Better equipment and PPE
- Better training for staff

Insight of the Morden technology introduce

- Mobile phones with cameras to send pictures of dumped rubbish, anti-social behaviour or just the basic repair
- Emails and back and fourth Communication was at its best
- To keep records and essential work documents on your phone Instead of in paper form taking up space
- A manger could send out a Multiple text to all of his team which saves time instead of going them individually one by one which is a hassle instead of copy and paste



Camden

Referencing

- <https://www.camden.gov.uk/camdens-history?inheritRedirect=true>
(accessed 10 of August)
- Canal cycling routes canal and river trust 2 November 2009
www.canalrivertrust.org.uk(Access on the 11th of August)
- Hinton J 11 February 2010 Camden's oldest market in inervess street could go under /Camden new journal.(Accessed on the 16th of August)
- <https://www.camden.gov.uk/camdens-history?inheritRedirect=true>
(Accessed on the 23rd of August)