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Eastern Region Housing LIN Meeting:

GARETH BRACHER, BUSINESS DEVELOPMENT MANAGER

Tuesday 11th June

Conclusion

Digital is changing the game and is allowing us to address age old concerns and drawbacks that have been prevalent in the warden call sector for decades… in at least the following areas:

- Safe, secure and complimentary to the digital telecom networks
- Makes Slow connection & call queuing a thing of the past
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INTRODUCING APPELLO

- UK's largest telecare monitoring centre with over 190,000 connections.

- Began changing the game in 2016 by creating the first end-to-end digital telecare system.

- Over 180 developments and over 6,500 residents benefitting from our digital telecare service, Smart Living Solutions (SLS).

- In January 2019, managed our one millionth digital telecare call.

Housing 21

Grand Union Housing Group

L&Q

FIRST PORT

C&C where inspiration lives

the guinness partnership

Spire Homes

Plus Dane Housing

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WE KNOW DIGITAL IS ON YOUR AGENDA

Is your organisation looking to change from traditional analogue warden/community call systems to IP/digital systems?

40%
We **already** have a plan to move from analogue to digital

Today

36%
Something we are looking at **this year** (2019) or next

2019/19

12%
Not on our plans until 2020 and beyond

2020 >

3%
Waiting until nearer the 2025 deadline

2025

*9% of survey respondents were not planning at all

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YOU RECOGNISE THE NEED TO MOVE TO DIGITAL

What are your key reasons for upgrading?

56%
Upgrade of UK telecoms network means the time is right

52%
There are improved customer benefits

48%
It's part of a technology refresh cycle

32%
A strategic commitment from CEO/Board

28%
Our customers are asking for technology

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SPEED

"The system is excellent, very fast response"

John Krevci, Valentine Barker Court

8 out of 10 residents feels that the connection speed of the new digital system gives them **greater reassurance**

Results from survey of 520 residents across 8 sites.

"I really like that you can see who is at the door on screen."

Mary Nichols, Turnbull Court

89% of residents **feel safer** being able to see who is entering the property.

Results from survey of 520 residents across 8 sites.

"It's very handy to be able to connect with any flat without having to actually walk – especially at night or when not feeling well."

Carol Terry, Valentine Court

Over Half of residents feel that their **wellbeing has been improved** now they can communicate via video with residents.

INDEPENDENT LIVING

81% of residents agree that communicating with the Development Manager via video is less obtrusive.

DIGITAL CAN HELP YOU MEET YOUR OBJECTIVES

What outcomes will your organisation be looking to achieve through the introduction of technology?

73%
Ensure we provide safest possible living environment

70%
Meet customers changing expectations around tech

63%
Give residents greater choice and control over daily lives

63%
Create a smarter living environment

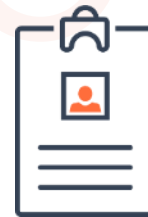**61%**
Reduce loneliness and social isolation

51%
Prevent moves to nursing homes

55%
Help to deliver timely care and support

36%
Support hospital discharge

32%
Develop new revenue streams

24%
Differentiate ourselves from competition

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YOU RECOGNISE THE NEED TO MOVE TO DIGITAL

What are your key reasons for not upgrading?

Nobody said….

"The cost is too high in comparison to analogue" (0%)

"We are concerned about the risks" (0%)

Most people said….

"We are not ready yet, it's part of a longer term plan" (29%)

"The business needs further educating on the benefits" (18%)

"We are contracted to a current provider" (18%)

"Our telecare monitoring provider can't monitor digital" (12%)

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ALIGNED TO YOUR VISION AND OBJECTIVES

"Drive innovation through investment in digital technologies and transform our working practices"

"We place our customers at the heart of what we do, investing in communities to make great places to live"

"We offer the best quality service that we can"

"Delivering quality, high-performing digitally enhanced services, and safe and secure homes"

"To be one of the best service providers in the housing and care sectors."

"Everything we do is about improving lives."

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DIGITAL NETWORK

- Upgrades to the network are progressing and will be complete over the next few years.

- The impact is already apparent, with analogue first time failure rates steadily increasing (currently 11%.)

"The best system for a digital network is a fully digital system"

BT, 2019

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THEN

NOW

Assisted Living technology has changed significantly in appearance, functionality and benefits

WHATS TYPICALLY INCLUDED IN SMART LIVING SOLUTIONS

RESIDENT EQUIPMENT

LivingHub

Pendant

Smoke Alarm

Pull Cord

HOUSE MANAGER EQUIPMENT

AppelloHQ

Grandstream

DECT Handset

DEVELOPMENT EQUIPMENT

iCare

Door Panel

WE DEVELOP SERVICES AND SOLUTIONS TO BENEFIT YOU AND YOUR CUSTOMERS

Enabling you to create a connected, inclusive environment

Enabling you to meet the specific needs of your residents

Enabling you to create efficiencies in working processes

Enabling you to meet the challenges of different environments

ENABLING YOU TO CREATE A CONNECTED, INCLUSIVE ENVIRONMENT

Telecare everywhere - AppelloApp

- The AppelloApp is an extension of the digital telecare services provided via Smart Living Solutions.

- The app works in conjunction with the LivingHub, to provide a mobile personal alarm, door entry, video communications, and medication reminder hub for residents, wherever they are in their home.

- It also provides a mobile speech unit within the home, with two-way speech enabled through the speaker on the device, to our monitoring centre.

- Connectivity outside of the home.

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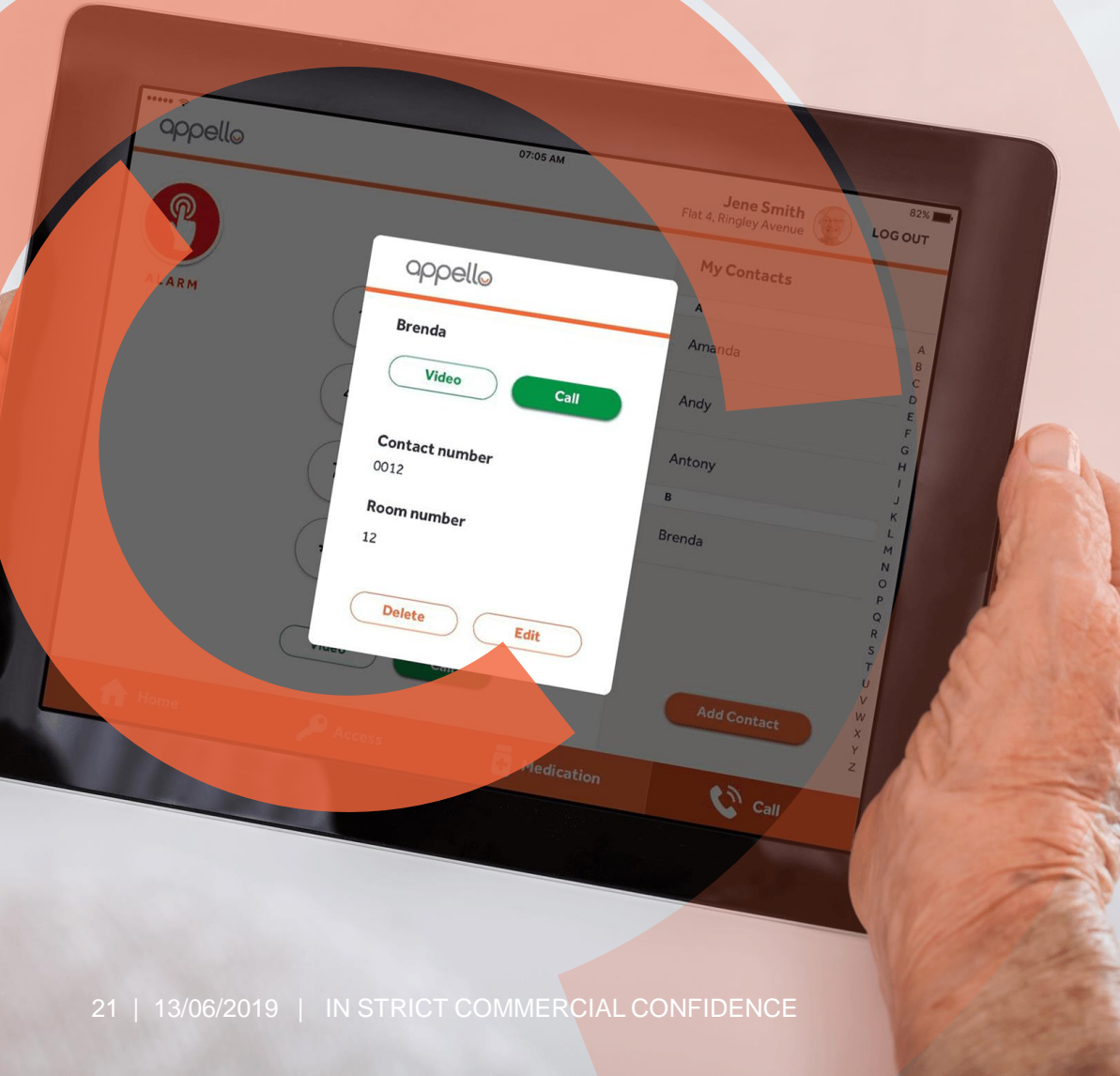
WIFI hotspot via our LivingHub

- Wi-Fi may not always be available in communal areas and residents may not have a broadband subscription. With a growing number of devices and services reliant on this connectivity, this has the potential to become a barrier to integration and adoption.

- Smart Living Solutions overcomes this as The LivingHub can also act as a wireless hotspot, which allows apartment owners to access the internet without needing to invest in a traditional pay monthly arrangement with an ISP.

- This facilitates third party integration with devices that are reliant on Wi-Fi.

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Access to your digital service

- Through Smart Living Solutions, housing providers can provide access to their existing digital apps/services.

- These digital applications can be accessed via the LivingHub.

- Enables residents to benefit from the growing digital services available to them via housing providers.

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GP / Healthcare Connectivity

- Through partners we can deliver video appointment with medical professionals.

- Provides residents with easier access to healthcare, enabling symptoms to be identified earlier and improved health outcomes.

- Reduces need for residents to leave property when unwell.

- Can provide 24/7 medical response.

- Supports housing providers to integrate with health and social care.

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Telehealth

- Developed with our telehealth partner, these peripherals work in conjunction with SLS.
- Specialist digital biometric devices capture health data which is transferred to selected stakeholders via Smart Living Solutions.

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ENABLING YOU TO
MEET THE SPECIFIC
NEEDS OF YOUR
RESIDENTS

Customisable User Interface

- The objective of each housing provider is different, as are the needs of their residents.
- Customisation enables housing providers to meet the specific requirements of their residents.
- The appearance of the user interface and the services made accessible can be customised to each housing providers specification.
- The appearance can be branded to ensure a succinct customer experience.

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Smart Home Connectivity

- Through the integration of digital technology and IOT devices, Smart Living Solutions, enables housing providers to introduce smart home technology in a format which can be personalised for any lifestyle needs.

- Via the LivingHub residents can control lights, blinds, heating and other devices.

- This can provide greater convenience to residents but also aid those who require further support.

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Bluetooth connectivity and Speakers

- Compatibility with our range of Bluetooth speakers enables sound to be carried throughout a home.
- Built in microphones enables residents to communicate via the speaker.
- This provides greater convenience to residents and will reduce 'No speech' calls for monitoring centres – that subsequently lead to an emergency response..

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ENABLING YOU TO
CREATE EFFICIENCIES
IN WORKING
PROCESSES

Cloud enabling community clusters

- Enables housing providers to manage multiple sites from one location.
- I'm OK, video calling, all available from one central location reducing the requirements for permanent onsite staff and offering greater control.

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ENABLING YOU TO MEET THE REQUIREMENTS OF DIFFERENT ENVIRONMENTS

Wireless Bridge

- Connecting a series of properties or separate blocks can be troublesome. Overhead cables may be inappropriate (roads) and underground may prove expensive.

- Our wireless bridge solution enables the connection of multiple dispersed properties (within 500m) via microwave wireless connectivty.

- Transfers alarm and video data across secure connection.

- Can provide significant project efficiencies and cost savings to housing providers.

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SmartAlert digital dispersed alarm

- Smart Alert brought to you by Appello in partnership with Essence, is the most advanced digital dispersed alarm available in the UK.

- The ability to operate on multiple protocols including digital and GSM, offers commissioners a future-proofed solution.

- SmartAlert Freedom for extended reach and two-way communication.

- Intelligent Voice Activation™ (IVA) for greater reassurance.

- Collection of telecare compatible peripherals for diverse needs.

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Assistive Technology – Can it now change the game?

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WEDNESDAY 11th JUNE