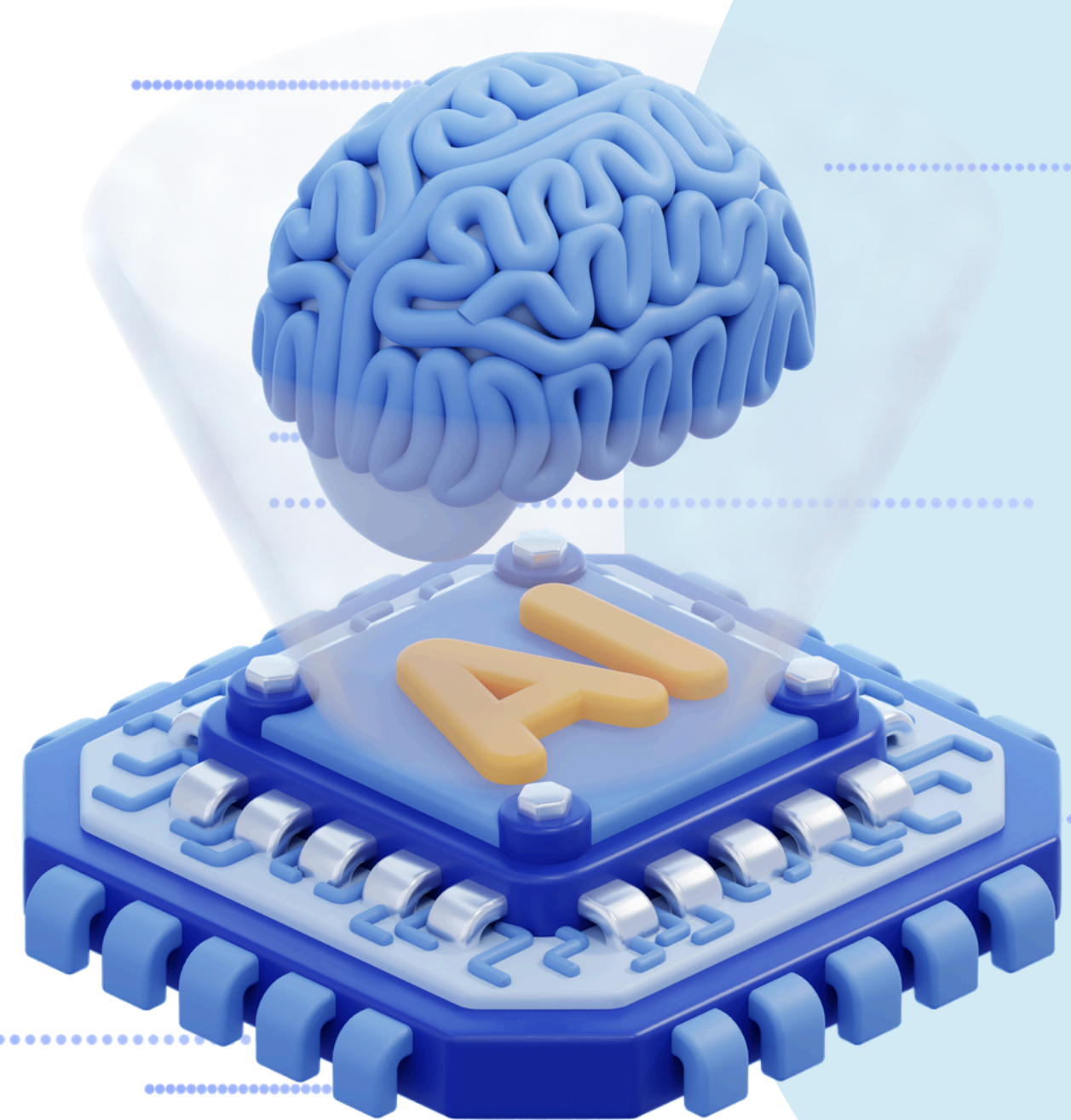


TRANSFORMING HEALTH AND HOUSING PATHWAYS WITH AI

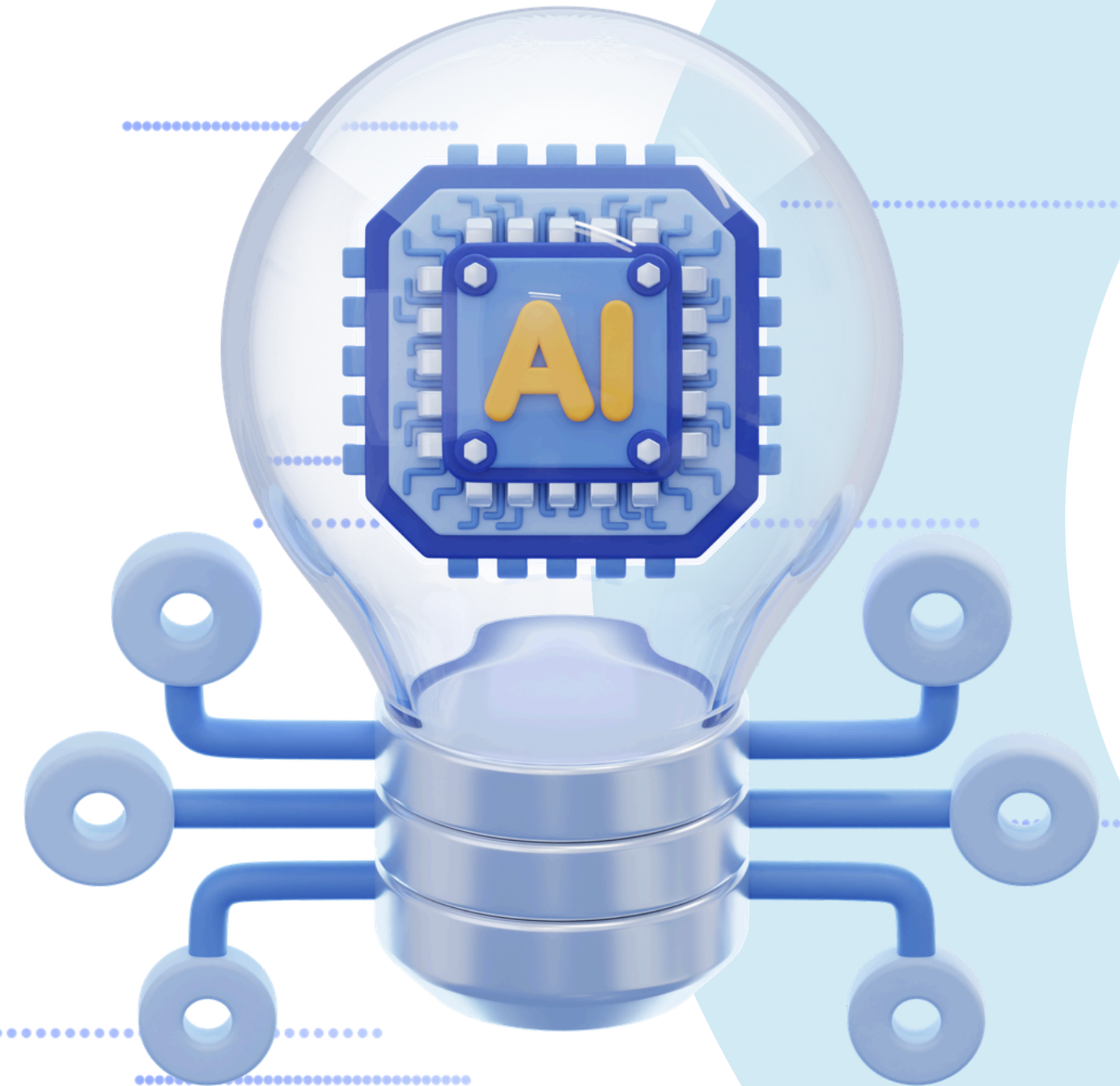
Presented By:

Gemma Thomas – Public Health Practitioner ABUHB
Ben Roberts – Founder and CEO Tenants Hub AI



INTRODUCTION

- Infuse (April–July 2026) is a Cardiff Capital Region–funded innovation programme designed to help public services experiment with new technologies.
- The challenge set: “How can we use AI to transform public services for all?”
- Our focus area: Housing & Homelessness, recognising the growing pressures across South Wales.
- Over 12 weeks, teams were tasked with designing an AI-driven solution capable of tackling real housing system problems — including referrals, prevention, data sharing and early intervention.
- Projects developed through Infuse can bid for a share of £500,000 to progress into full development and implementation.

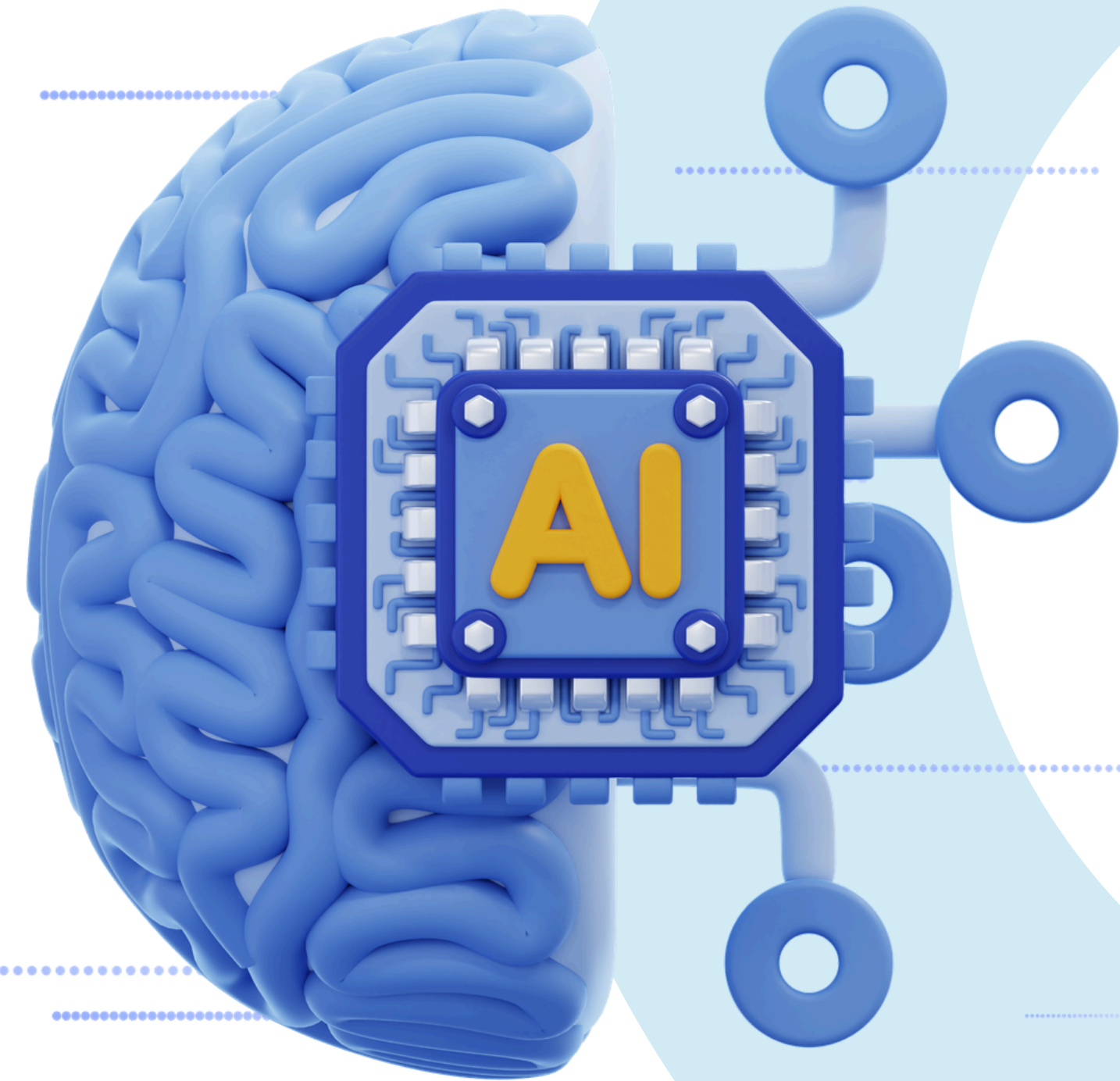


OUR PROJECT - HEALTH & HOUSING REFERRAL PORTAL



RATIONALE FOR THE AI HOUSING REFERRAL PORTAL

- Gwent-wide Health & Housing Self-Assessment completed across all five local authorities.
- Engagement with 100+ stakeholders across primary care, secondary care, local authority teams, adult services, mental health, hospital discharge, OTs and third-sector partners.
- Strong examples of effective partnership working, but the assessment also highlighted issues within the current referral system.
- Clear opportunity to create a unified, user-friendly and scalable AI solution to support housing referrals and early intervention.
- The project aims to better support ageing populations, people with mental health needs, and improve overall wellbeing by strengthening access to safe, suitable housing.



ISSUES IDENTIFIED

No Single Standardised Referral Pathway

Different Systems used across the 5 Local Authorities

GP's / Hospital Discharge Teams unsure which referral pathway to use

Care navigators rely on local knowledge, not a shared system.

Many referrals relied on "knowing the right person"

When staff leave, referral routes break down.

No formal mechanism for shared learning or service updates.

Adaptations delayed due to unclear referral routes.

Housing teams often notified too late to prevent delayed discharge.

CLEAR NEED IDENTIFIED FOR A STANDARD REFERRAL PORTAL

AI HOUSING REFERRAL PORTAL

WHAT DO WE WANT IT TO ACHIEVE?

- Create one standard referral pathway across all five Gwent local authorities.
- Offer a single digital hub for contacts, pathways, hoarding support, adaptations, support for individuals experiencing fuel poverty & homelessness routes.
- Provide real-time service updates so GP practices, MDTs and partners always know which services exist and how to refer.
- Enable two-way feedback loops, giving clinicians and housing teams updates on referral outcomes and next steps.
- Automatically identify housing risks (damp, mould, cold homes, falls, suitability) from GP/MDT notes and prompt the correct referral.



HOUSING REFERRAL PORTAL DEMO



CONCLUSION

This project is still evolving and our AI Housing Referral Portal is still in the development phase. Your insight is essential to shaping it into a user-friendly, scalable system.

We welcome your feedback, your challenges, and your ideas as we continue building a tool that truly works for the people who use it every day.

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