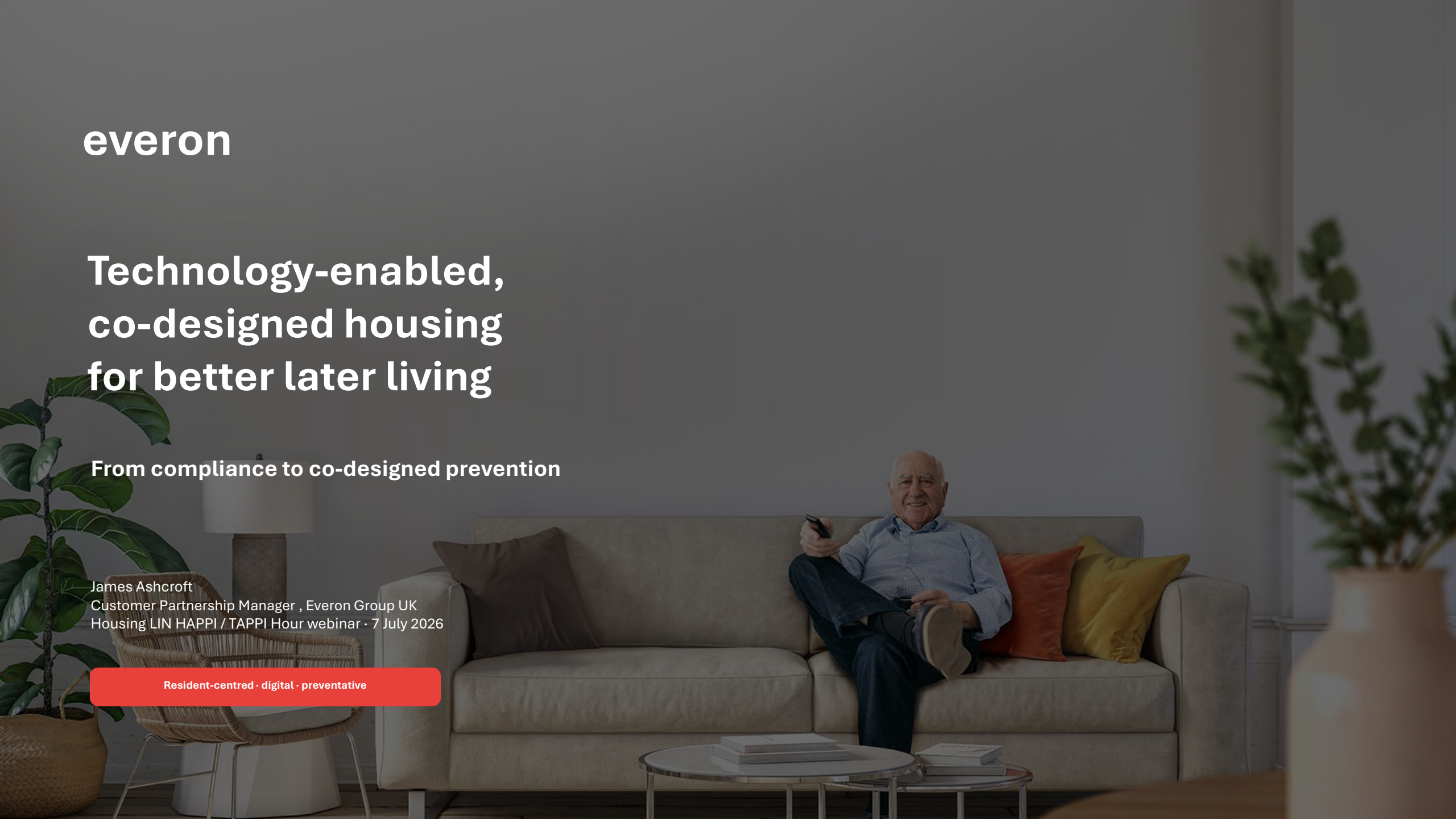


A photograph of a man sitting on a light-colored sofa in a modern living room. The man is wearing a blue shirt and dark trousers, and is holding a smartphone. The sofa has several colorful cushions. In the foreground, there is a small round coffee table with books on it. To the left, there is a wicker chair and a potted plant. The background is a plain wall.

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Technology-enabled, co-designed housing for better later living

From compliance to co-designed prevention

James Ashcroft
Customer Partnership Manager , Everon Group UK
Housing LIN HAPPI / TAPPI Hour webinar · 7 July 2026

Resident-centred · digital · preventative

The digital switchover is a trigger — not the destination

The sector has a compliance deadline, but the bigger opportunity is service redesign.



From emergency response to preventative support

Traditional model

Alarm is raised

Call is answered

Help is coordinated

Learning is often limited



Digital preventative model

Always-on system visibility

Smart routing to staff or ARC

Earlier risk indicators

Data-informed service conversations

The aim is not to remove human support — it is to make human support better informed and better timed.

What “future-ready” infrastructure needs to do

Fully digital from day one



Cloud-based installation with no post-switchover adjustment.

Wireless and mesh-enabled



No new cable infrastructure and no single on-site point of failure.

Resilient and observable



Battery backup, dashboards, self-polling and alerting.

Open and interoperable



REST APIs and approved protocols for enabled call centres.

Flexible for services



App-based call handling, routing rules and over-the-air updates.

Insight-ready



Trend reports and ADL-style insight to support changing needs.

Future-ready is a platform that can evolve with residents, staff, buildings and care pathways.

Real-world deployment: scale, resilience and continuity

Progress Housing Group

512

512 independent living homes for people over 55
Cloud-based digital telecare plus scheme monitoring
Additional monitoring information for earlier incident identification
Contract to January 2029

Home Group

3,500

200 sheltered housing schemes
3,500 digital hubs
Wireless mesh network, pendants/wristwatches and ARC or onsite coordinator routing
Contract to 2029

Compliance is the entry point; resident safety, continuity and prevention are the value.

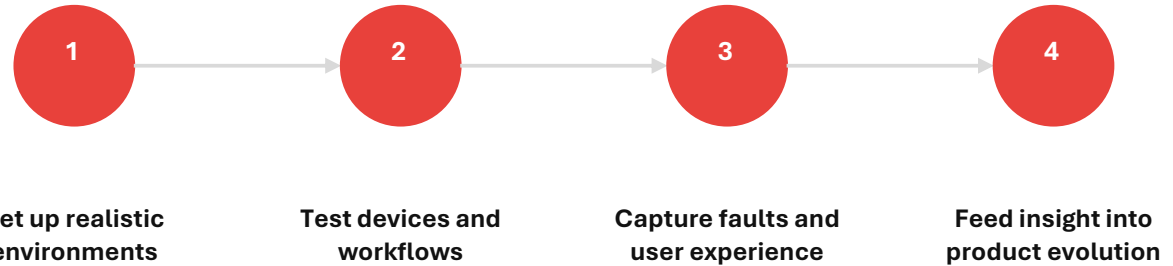
Co-design means testing with the people who will shape the future

East Kent College partnership

A simulated care-home environment gives learners hands-on exposure to real assistive technology testing.

150–200 students involved across health & social care, electrical and engineering routes

Virtual 10-room care home



Co-design is not a one-off workshop. It is a continuous learning loop.

A practical roadmap for housing providers

1

Start with outcomes

Define resident, staff and service outcomes before selecting kit.

2

Design around journeys

Map alarm, visit, escalation, maintenance and data-review workflows.

3

Build the digital foundation

Prioritise resilience, interoperability, observability and minimal disruption.

4

Co-produce and test

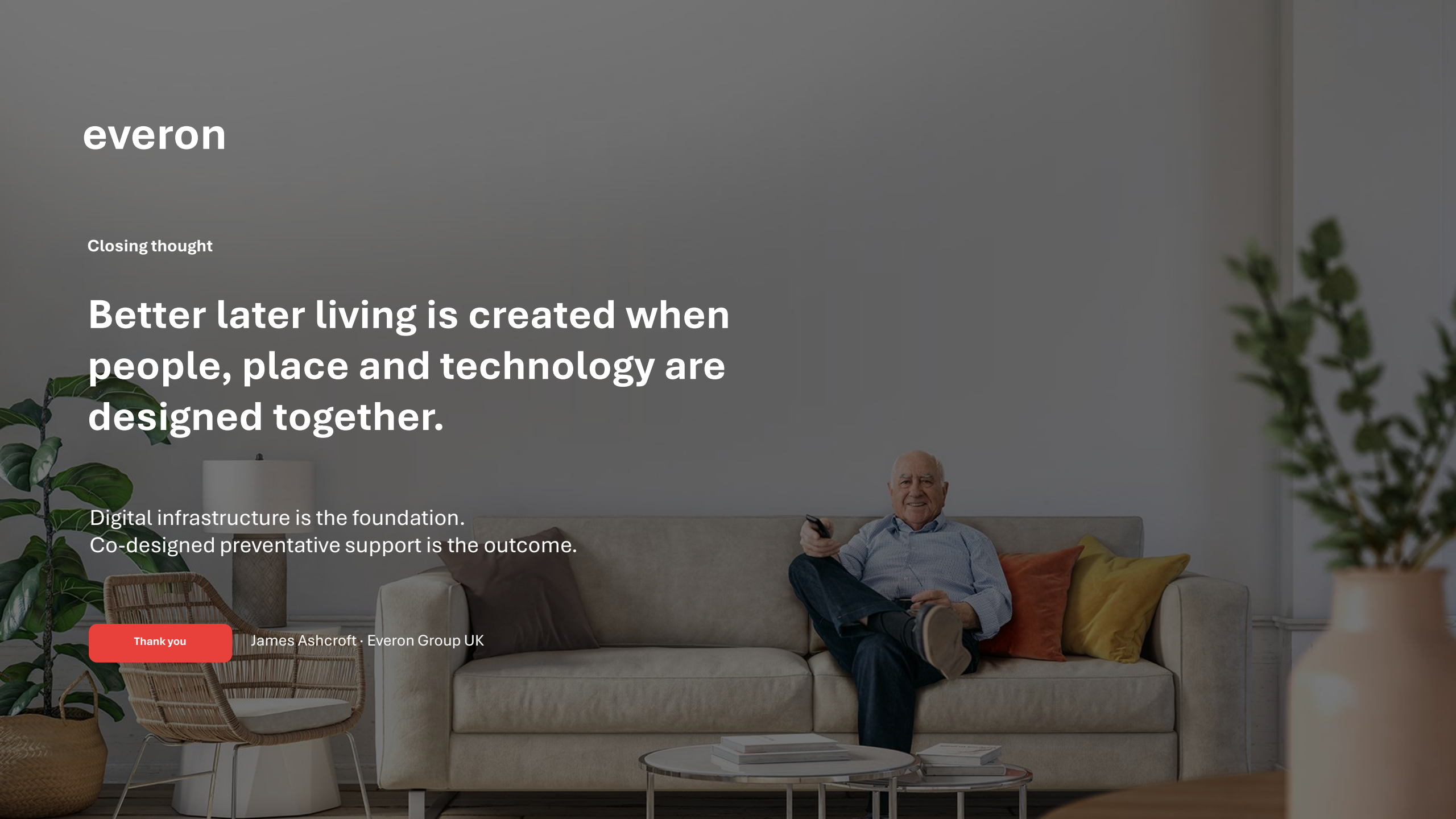
Use residents, staff, suppliers and partners to challenge assumptions.

5

Turn insight into action

Agree who reviews data, when, and how support is changed proportionately.

The best digital programmes are implemented as service partnerships — not one-off installations.

A photograph of a man sitting on a light-colored sofa in a modern living room. The man is wearing a blue shirt and dark trousers, holding a smartphone. The room features a wicker chair, a lamp, and a coffee table. The background is a plain wall. The image is overlaid with a semi-transparent dark grey layer containing text.

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Closing thought

**Better later living is created when
people, place and technology are
designed together.**

Digital infrastructure is the foundation.
Co-designed preventative support is the outcome.

Thank you

James Ashcroft · Everon Group UK