Housing LIN Webinar

TAPPI Hour

Technology Unplugged

Delivering Digital Solutions

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Social Housing – Good at piloting, poor at scaling



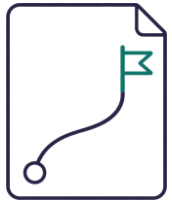
86%

of HA's have run smart home/IoT pilots



Less than a quarter

have scaled successfully



Nearly half

lack formal IoT strategies



28%

are still thinking about it

Why so slow?



Fragmented systems and data



Skills gaps



Funding pressures



Difficult business cases

Data Integration is the biggest barrier

01 Repairs, CRM, asset and care systems rarely talk to each other

02 Data from smart devices often not linked to operational teams and workflows

03 Time and resource pressures – whose job is it anyway?

The Business Case is Difficult



01 Housing is often asked/expected to pay for technology

02 NHS and Adult Social Care realise many of the benefits

03 ROI harder to quantify than rent or repairs systems

04 Partnership models of funding and benefit sharing are needed

Funding Pressures

01

Response repairs, Building Safety & Compliance are taking priority

02

Retrofit investment competing for capital

03

Integration, training and staffing resources add ongoing costs

What next?

Technology is proven

Scaling and integration are the challenge

Partnerships with health and care are essential