



Digitising Community Living

From Analogue to Digital

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What I will cover

- 1 A bit about us
- 2 Establishing the case for investment
- 3 Co-production and procurement
- 4 What have we learned?
- 5 What's Next?

A bit about us:

- Based in Southeast Wales
- Originally a stock transfer
- Own around 3,900 homes and developing more
- Developing more in Monmouthshire, Newport and Torfaen
- 9 Community Living Schemes (independent living) with 2 dedicated Community Living Officers
- 7 had hard wired Tunstall grouped living systems

The Old



- Some systems were almost 40 years old
- Integrated with other systems and very complicated to understand and maintain
- Only one call out and one call in no matter how many residents or other devices use the system.
- Difficult to maintain and spares were really hard to find
- Dependent on a copper landline



Establishing the case for investment

Should we do this?



**No obligation not
our core
business?**



**Is this what
residents want?**



**Relatively small
number of
residents vs large
investment**

Making the decision



Tenants valued the service but wanted it to remain affordable



Worked with the TSA to understand what we had and what we could have



Options for Board to enable them to agree a budget

Co-production and Procurement

Why do it?



**Co-produced
Specification**



**Based on TAPPI
Principles and
required
outcomes for
residents and
MHA**



**Led to huge
savings on
estimated costs**



**Out with the old in with
the new at MHA**

The New



- Latest technology developed in the last few years.
- Standalone units. We're only integrating them with smoke detectors.
- Each unit has its own SIM card so can call independently of the others.
- Easy to replace when faulty
- Can programme loads of other devices to the unit to add additional monitoring to the service.
- Separate door entry system also SIM based

So, what have we learned?

Simplicity

Needs to welcome not deter.

Fit into your home and your life

Affordability

Needs to make economic sense

People need to understand the value

Accessible for different household budgets

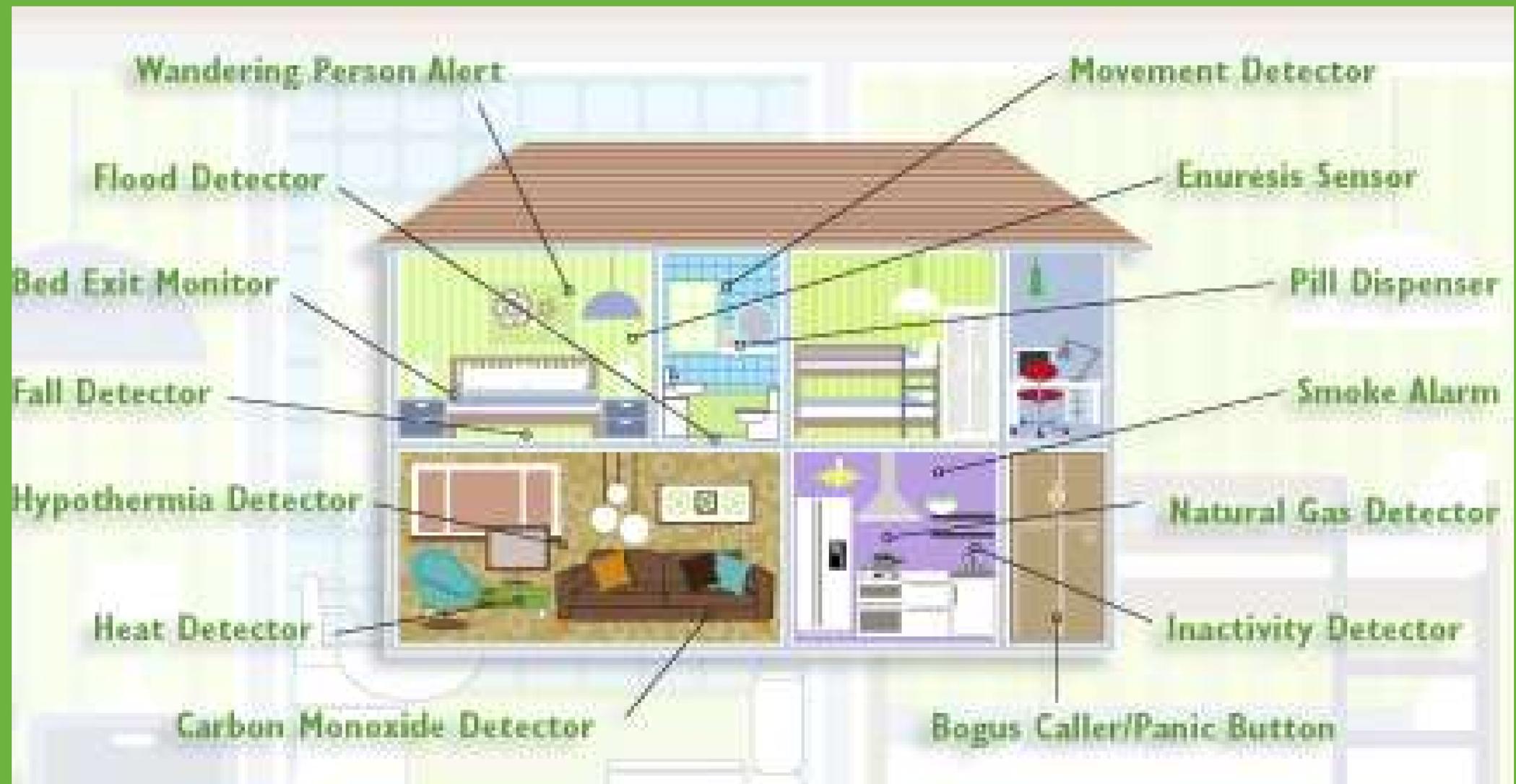
Adaptability

Can be designed around needs

Levels of monitoring can be changed quickly

Easy programming and use.

So, What Next_?





Thank you!

For more info visit: monmouthshirehousing.co.uk
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