

# Future Assisted Living Technology

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A project to discover and accelerate solutions for housing

## Introduction

With an ageing population and severe pressures in adult social care and health funding, it is becoming increasingly necessary to explore how new technologies can support older people to stay in their homes and live successful lives. Housing providers are at the frontline of meeting these challenges and the sector requires technologies that are both low cost and robust and that can interface with their current resident support and data systems. So far the solutions and products that have been offered by the technology sector haven't met the requirements of housing providers delivering supported housing.

HACT propose building a consortium of housing providers to explore and accelerate the development of Assisted Living technology in the sector working with technology providers to ensure the needs of the sector are being built for. Hanover Housing have signed up as the first member of the consortium we are now looking for additional organisations to join the project.

## The project

The project will bring together a group of housing providers interested in assisted living technology to set out the sectors requirements and use this as a platform for engagement with technology providers. The project will be broken down in to three phases: initial consortium building and research to determine housing provider

requirements; medium term work of identifying suitable technologies; and the long term ambition to establish suitable partner(s) for product development. Phase 2 will culminate in a public pitching event at CIH Housing 2018 where the best proposals will be offered a platform to pitch their ideas to the sector. Housing 2018 is the biggest housing conference of the year and the opportunity to present to a large audience of decision makers in combination with the potential opportunity for product co-development in phase 3 will function as incentive for those responding to our call. In addition to this the CIH event will position consortium members as through leaders in assisted technology space.

Final, market ready, products could be between 3 and 5 years away and as we do not yet know the quality or maturity of the proposals we cannot guarantee that finalists will graduate to a co-development opportunity. Therefore, the initial project funding will cover phase 1 and 2. As we gain a clearer idea of the state of the market we can develop a more detailed and costed proposal for phase 3 which we would expect to be partly or fully funded by the technology partner(s) involved.

### **Phase 1 – Understanding the sectors requirements**

Interested housing providers will be brought together for a roundtable to discuss current and future approaches to Assisted Living technology. From here the group will develop an approach to assess the needs of their organisations through engagement with staff, residents, their family and carers, and commissioners. Housing providers will be encouraged to share details of existing technology and the new technologies they have encountered to form the basis of this first exploratory exercise. This will include an assessment of the existing systems and process that any new solutions will need to interface with or could supersede. Research will be conducted in the form of a series of workshops held during q3 2017.

From the data collected a briefing paper will be produced that sets out the consortium's position.

#### **The briefing paper should seek to:**

1. Articulate the current organisational and social challenges posed by an ageing demographic
2. To outline the data systems any solution could need to speak to
3. Understand and state the future needs and preferences of older people in the use of technology.

4. Sketch out how technology could help deliver services that help housing providers to work more closely in partnership with health and social care.

## **Phase 2 – Engagement with technology providers**

The briefing paper will be publicised and distributed to technology providers operating in the Assisted Living space and beyond. HACT will utilise partner networks such as techUK to brief the widest possible audience. This will include holding a mini-series of briefing sessions/workshop, here consortium partners can set out their requirements to interested technology partners.

Following the engagement period technology providers will be invited to submit their proposals to the consortium. A judging panel formed of consortium members will shortlist applications and the best will be selected for a pitching event to be held at the CIH Conference 2018.

HACT will be hosting Technology Showcase workstream at CIH Housing 2018 and as part of this programme will run a session focused on assisted living technology, this will include demos and workshops and will culminate in the pitching event. A panel of judges from across the sector and including members of the consortium will be brought together to decide on a winner, there will also be an electronic poll to facilitate an audience choice award.

## **Phase 3 – Technology Development**

Much of the work of phase 1 and 2 will establish the state of the market and maturity of technology available, therefore as we move to phase 2 a more detailed proposal for Phase 3 will be developed.

However, phase 3 is likely draw a partner (or partners) from the pool of finalist selected for the CIH event a technology partner to work with the consortium or an individual housing provider to develop a product(s) that have been identified. This could include regular engagement, product development workshops and beta testing and piloting.

This phase of the project could be funded by the technology provider – if no viable technology is found there is no commitment for the consortium to embark on phase 3.

Non-commercially sensitive findings from this phase would be shared with the wider sector before the final release of any product.

## Project cost and timescales

	Oct 17	Nov 17	Dec 17	Jan 18	Feb-April 18	May 18	Jun 18	Ongoing
Establish consortium								
First Meeting of Consortium								
Engagement with staff and residents								
Briefing paper writing								
Briefing Paper Released								
Tech Sector Briefing Sessions								
Call for Proposals								
Shortlisting								
CIH Pitch Event								
Technology Development Phase								

The costs for Phase 1 and 2 of this work will be £4000 +VAT for each consortium partner participating. The project will only be viable with a minimum of 4 housing providers participating.

Phase 3 work will be scoped separately after phase 2 is complete. We a substantial contribution from any technology providers involved.

This cost is on the basis of the scope outlined in this proposal. Additional work can be agreed and will be charged at an average day rate of £550 per day.

## Project outcomes

The project aims to accelerate the development of technology that will help housing providers deliver housing for those with additional needs. Addressing the growing urgency to find more effective and cost effective means of supporting this growing demographic of tenants.

The phased project will have discreet deliverables and provides the flexibility to adapt to external factors such as changing political, regulatory or technology environments.

**Phase 1:** will deliver an assessment of the sectors needs that will exist as a standalone briefing paper. Currently much of the technology on the market responds to perceived needs of the sector, the briefing paper will ensure that technology providers are solving real sector issues. The research process will also prepare participating organisations for the coming change, engaging staff and residents to imagine the future an essential first step in any business transformation. A standalone briefing document will be published.

**Phase 2:** will build networks between the consortium partners and the technology sector. Successful solutions are built on the back of strong cross-sector relationships and phase 2 of the project will help the housing sector learn more about the technology sector landscape; opening up the sector to new approaches outside of the current mainstream technology provider offerings. The final pitching event at CIH will raise the profile of the project positioning consortium members as the sectors thought leaders and creating an opportunity for technology submissions assessed in the open. The ultimate outcome from phase 3 will be a shortlist of viable assisted living solutions.

**Phase 3:** will start the development process for a new technology co-designed by the housing sector. In this phase technology providers are incentivized to work closely with housing providers who will, if they are successful, become their future customers. This is the most ambitious phase with the highest degree of risk associated but with the potential deliverable of a system to transform assisted living.

## Personnel

**Jay Saggarr** – Jay is Launch Pad Coordinator and works at the interface between the housing and technology sectors. Jay brings expertise from brokering, management and

evaluation of technology pilots as part of HACT's Launch Pad and Connected Home Consortium and extensive knowledge of established and emerging technologies.

**Frances Hipple** – Frances is Director of HACT Digital and leads the technology work stream HACT. Frances has extensive experience working with housing providers to determine their digital maturity and in identifying the business and technology changes required to full benefit from the opportunities presented by new tech.

**Andrew van Doorn** – Andrew brings a wealth of housing, community investment, health and wellbeing and third sector development expertise to the project. He is HACT's CEO and has lead the development and delivery of HACT's work around vulnerable people, health and wellbeing, community led housing and ageing. He has worked at the interface between housing, communities, care, support and health for 25 years, including time at the Department of Health as the National Mental Health and Housing Lead. He has experience of developing and implementing strategy and policy at the national, local and organisational levels. He has extensive experience in project and programme management, partnership development, mentoring and innovation. He has worked with stakeholders at all levels of housing, with boards, executive teams, managers, front line staff and tenants and residents. He is a Non-Executive Director of London North West Healthcare NHS Trust.

**Mary-Kathryn Rallings Adams** – MK is HACT's Deputy CEO. She has a background in anthropological research, using mainly qualitative techniques to understand urban regeneration and community resilience. She has extensive experience of research within vulnerable communities, having completed her PhD exploring how communities negotiate public space in Northern Ireland, and also maintains a profile in academic research through peer-reviewed journal articles. She has conducted a range of research for HACT, including investigating how housing providers approach the integration of community investment activity into tenancy agreements and how they approach conditions for fixed term tenancies.

**Will Howard** - Will is Housing and Health Officer at HACT, coming from a qualitative research background and has co-authoring reports such as the Social Value and Procurement toolkit. In 2017 Will became HACT's Housing and Health Officer. His work in this role has included leading on an evaluation of A2Dominion's health and wellbeing portfolio, an evaluation of a Look Ahead supported housing scheme, and coordinating HACT's programme of work and support on Transforming Care Partnerships.

## Evidence of previous work

*In 2015 HACT founded the Connected Home Consortium, the first housing focused group to explore the internet of things. HACT played a crucial role in educating the sector on the*

*opportunities and offered by this then emerging technology and set up some of the first pilots to deploy sensors in homes for asset management. Since then HACT has created the Innovation Launch Pad, a curated showcase for future and current tec. HACT works with both the housing and technology sectors to accelerate the effective adoption of technology and digital. Under the banner of HACT Digital, HACT work to understand and define the issues faced by housing and help technology provider develop solutions that address these challenges. HACT are at the interface of the housing and technology sector brokering relationship and creating pilots, providing product development work and consultancy and offering evaluation services for new technology based solutions.*

## About HACT

HACT is an innovation agency that provides futures-oriented solutions, projects and products for UK housing. HACT delivers thought leadership and drives new ideas for business transformation through our platform of research, impact measurement and data analytics, as well as through our engagement with other sectors and our work on connected technologies. We work alongside housing providers to drive change within their own businesses. HACT helps housing providers maintain and refine resilient and successful businesses by generating actionable evidence to inform the development of new, smarter, and more efficient ways of working.