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Citizen Powered Technological enablement
Smart Living Solutions: a digital exemplar

TIM BARCLAY, CEO, APPELLO

WHAT YOU WILL LEARN FROM THIS PRESENTATON?

- Who Appello are
- How we are leading the way with digital TECS in the UK.
- Why digital TECS is imperative to the future of supported housing
- Why you need to act now
- What you should be doing

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INTRODUCING APPELLO

- UK's largest telecare monitoring centre with over 190,000 connections.

- Developed the first end-to-end digital telecare solution, Smart Living Solutions in 2016.

- Have grown to become the de-facto digital telecare solution in the UK.

Grand Union Housing Group

Housing 21

Tai Wales & West Housing

FIRST PORT

C&C where inspiration lives

the guinness partnership

Spire Homes

Plus Dane Housing

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LEADING THE WAY WITH DIGITAL TECS IN THE UK.

c200

+1,700,000m

1st England
1st Scotland
1st Wales

c8,000

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THEN NOW

CUSTOMER AND USER LED DESIGN

We want to feel safer and more secure

- ✓ Future-proofed for digital network
- ✓ Reduced connection speed to just 3s
- ✓ Integrated video door entry
- ✓ Voice assistance

We want greater independence

- ✓ I'm OK notifications to staff
- ✓ Video calling with site staff
- ✓ Access to services through App

We want to be more connected

- ✓ Video and voice calling between apartments
- ✓ Access to the internet through Wifi connectivity
- ✓ Bluetooth connection to speakers

We want to less associated stigma

- ✓ Modern equipment aesthetics
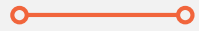- ✓ Discreet appearance of equipment
- ✓ Extended benefits and functionality

We want to know what's happening

- ✓ 24hr access to information
- ✓ Insights provided through AppelloHQ

WHY YOU NEED TO ACT NOW

82% of residents feels that the connection speed of the new digital system gives them **greater reassurance.**

89% of residents feel **safer** being able to see who is entering their property.

81% of residents strongly agree or agree that communicating with the Court Manager via video is **less obtrusive.**

50% of residents feel that their **wellbeing** has been improved now they can communicate via video with residents.

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WHY YOU NEED TO ACT NOW

"Salisbury is the first location in the UK where we're aiming to upgrade an entire city network in a single year, so it's a hugely ambitious project."
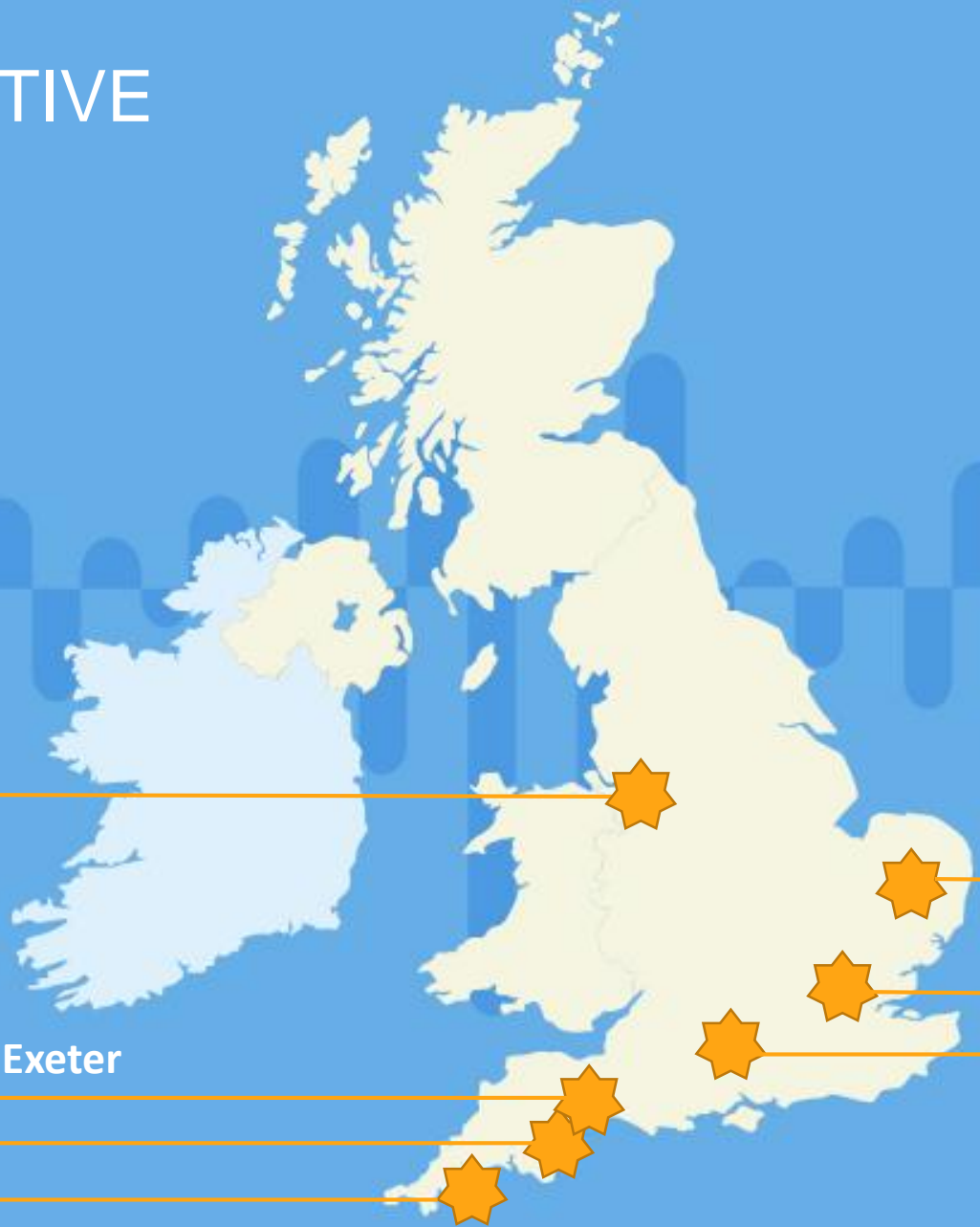
Clive Selley, CEO of Openreach

"We are now intending to trial the migration of a small set of customers to IP Voice. This trial migration will occur between the end of this year and the beginning of next year in specific locations in our network area."

Kerry Smith, IP Voice, Virgin Media

WHAT YOU NEED TO DO

1. Visit the network test facilities to check your telecare equipment is safe over the new digital telecoms network.

2. Ask your current supplier for a certificate of compatibility.

3. Ensure all key stakeholders within your organisation are aware of the digital changes taking places and the potential risks associated with incompatible equipment.

4. Check with your monitoring provider to identify if they are capable of monitoring a digital connection

5. Read the IP readiness guide provided by TECS industry body, TSA.

6. Undertaken a review of the telecare equipment you have across all your supported housing stock

7. Undertake asset review of the telecare infrastructure in our housing stock.

8. Engaged with telecare suppliers to see the new digital equipment available.

9. Identified the outcomes that you would like to achieve through the introduction of technology.

10. Created a digital telecare strategy, including a plan for upgrading equipment.

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