ST HELENS
BOROUGH COUNCIL

St Helens Borough Council

Home is where the WiFi is!

Mike Roberts – Digital Solution Design Manager

WORKING TOGETHER
FOR A BETTER BOROUGH,
WITH PEOPLE AT THE HEART
OF EVERYTHING WE DO.



Panic!

ST HELENS
BOROUGH COUNCIL



Six months to move ARC



Analogue to digital



Staff capacity



Where do we start?

Building the Foundations!

ST HELENS
BOROUGH COUNCIL

New ARC provider
and migration plan

Digital replacement
Programme to replace analogue units

Data-sharing agreements
with key communications providers

TEC Hub established
at Brookfield

Training completed
for staff and providers

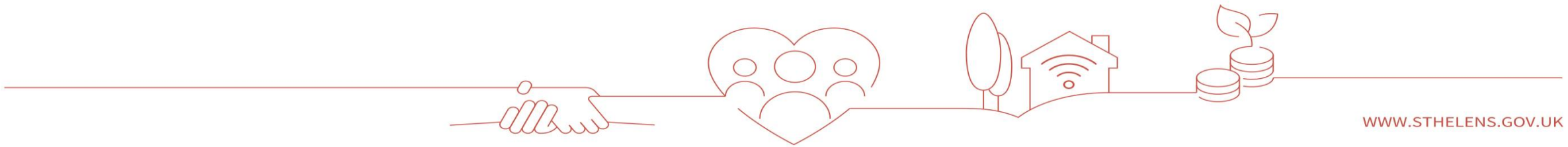
Virtual brochure developed

TSA Virtual House
Learning from the sector

Engagement

Capability

Infrastructure



The pressure has not gone away

ST HELENS
BOROUGH COUNCIL



Savings required this year

Continuing care pressures

1:1 support in care homes

Domiciliary care budgets

Moves into residential care

Hospital admissions

Complex care needs

Sundowning and wandering



Support around the resident

ST HELENS
BOROUGH COUNCIL

Integrated front door

Connect people to the right support

Integrated multidisciplinary team
Urgent Community Response and falls response

Internal delivery

Design and test solutions

Award-winning Adults, ICT and Digital partnership
Local development and design skills
Transactional AI prototype

Resident

My life
My choices

Provider and housing partnerships

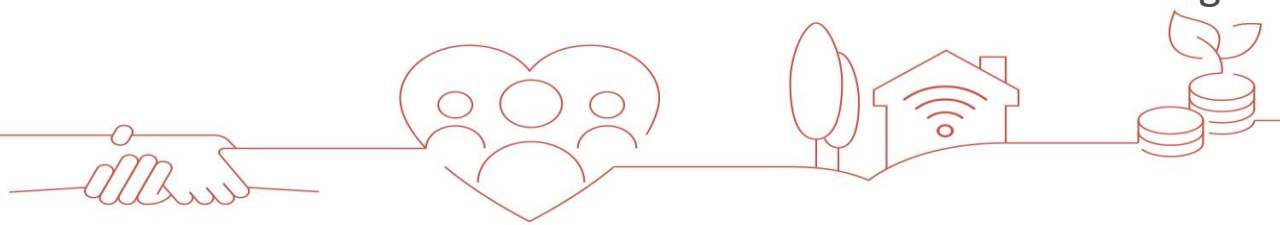
Coordinate care and support at home

Proactive domiciliary care providers
Supportive housing partner

Commissioning and governance

Commission support and oversee delivery

Experienced commissioning and contract-management team



So what are we doing?

ST HELENS
BOROUGH COUNCIL

Phase 3: technology enabled care

- Gold, Silver and Bronze model
- Sensors to manage and reduce one-to-one support during hospital discharge
- Wholesale review of peripherals

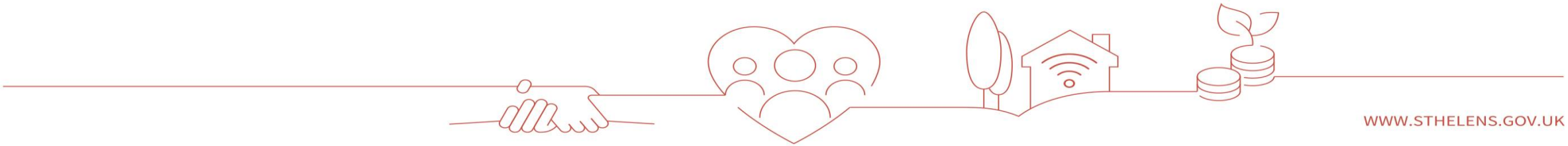
Gold, Silver and Bronze model

Bronze: Careline Plus

Silver: Behavioural Monitoring

Gold: Active Risk Management

- Successful Your Meds and TECM pilots show the potential of prevention
- Gathering data to allow us to predict changes in behaviour and identify support needs earlier
- Further pilots to test new approaches and build evidence
- Scaling solutions where they demonstrate better outcomes and value



Mary’s story: care at home

ST HELENS
BOROUGH COUNCIL

Illustrative case study combining current work with future aspirations



Fictional Mary. AI-generated illustration.

Building on current work

Mary and her social worker review her care. A robotic cat helps her feel less anxious, sleep better and press her pendant less, although she knows it is not real. With YourMeds managing medication, they agree three visits instead of four, at times that suit Mary.

Our aspiration: Silver TECM

With Mary’s consent, her social worker adds home IoT sensors under the Silver TECM model. Learning her usual routines would help the team spot changes and offer support earlier.

Our aspiration: earlier support

Months later, a change from her baseline would alert the front door team. They would review the risk and arrange an occupational therapist’s visit for aids and adaptations to reduce her risk of a fall.

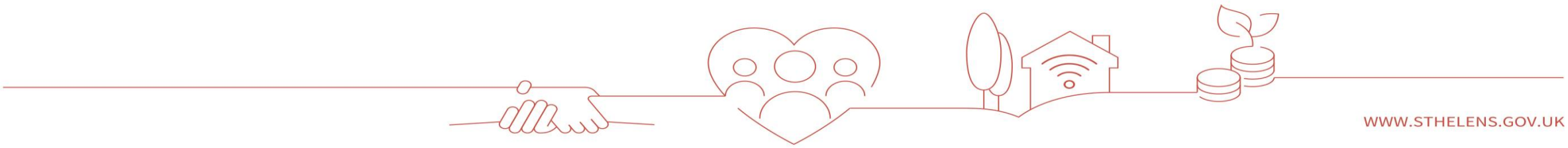
Demonstrating value

ST HELENS
BOROUGH COUNCIL

1. **Make every investment count**
2. **Prove value**
3. **Demonstrate ROI**
4. **Unlock investment**
5. **Scale what works**

ROI and budget pressure

Cashable savings reduce actual spend and free up budget. Cost avoidance limits future costs.
Both can ease budget pressure, but a positive ROI does not guarantee cash to close a budget gap.



Managing Demand – How can you help?

ST HELENS
BOROUGH COUNCIL

1. Evidence and proven models

- What repeatable technology-enabled approaches have demonstrably reduced waking nights, one-to-one support or avoidable escalation?

2. Data and interoperability

- How do we make data available across providers, housing, care services and technology platforms in a usable and lawful way?

3. Reusable blueprints

- What can we standardise and share across TSA members so that councils do not repeatedly solve the same problems?

