



Challenges for Individuals and Communities

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THE
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EVOLUTION

Connecting communities
and enriching lives

Connected Living: What These Challenges Mean to Me

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“Behind every housing statistic is a person trying to live safely, independently and with dignity.”

Focus: challenges • improvements • resident voice • digitally enabled communities

**Lived
Experience**

**Independence
with dignity**

**Technology that
works for people**

What these national challenges mean to residents

A person drawing on care and support experiences these issues very directly.

Challenges I see in social housing

- Poor housing conditions affect health, confidence and daily independence.
- Digital exclusion leaves many residents unable to access services or support.
- Older buildings can be hard to retrofit for alarms, monitoring and reliable connectivity.
- Residents need time, explanation and trust before technology feels supportive rather than intrusive.

Effects on our communities

- People can become isolated when systems move online faster than support is offered.
- Anxiety grows when devices fail, signals are weak, or residents fear extra cost.
- Without trust, even good technology may be rejected.
- When the most vulnerable residents struggle, the whole community becomes more fragile.

What needs to happen

- Co-produce with residents from the start — do not design systems for us without us.
- Invest in practical support: training, reassurance, simple language and ongoing help.
- Make sure the housing itself is ready: safe wiring, reliable signal, power resilience and maintenance.
- Keep the human relationship at the centre — technology should strengthen care, not replace it.

**Home is the foundation of
independence**

Where I have seen improvement — and how resident voice helps

My experience of supported housing includes challenges, but also real progress.

Improvements I have seen

- More engagement with residents and a stronger willingness to listen.
- Greater recognition that tenant voice should shape service improvement.
- Better communication around concerns affecting safety, access and day-to-day wellbeing.
- A growing understanding that residents are partners, not just recipients of services.

How my work has made a difference

- I raise barriers experienced by older and disabled residents through resident groups and advisory roles.
- I help decision-makers understand what changes feel practical from a resident perspective.
- I support people who are less confident with technology, so they are not left behind.
- I keep reminding organisations that lived experience is expertise.

When residents are listened to early, services become safer, more trusted and more likely to work.

The opportunity when housing is digitally enabled

Done well, connected living can improve safety, communication and community resilience.

Independence

People can live safely in their own homes for longer with the right support around them.

Safety

Connected alarms and better monitoring can support earlier action when something is wrong.

Connection

Residents can communicate more easily with providers, family, neighbours and support services.

Prevention

Problems can be spotted sooner, reducing crisis, disruption and avoidable deterioration.

Final thought

Housing is not just part of the care system — it is core infrastructure for prevention. If we design digital services with residents, we build communities that are safer, stronger and more connected.

Thank you