

Case Study

Investment planning in digital technology

Platform Housing Group



Platform Housing Group drew upon TSA's expertise to help it plan investment in digital technology across its vast estate

Platform Housing Group's latest corporate strategy is entitled 'Building a truly modern housing association'.

Digital technology features prominently in the organisation's vision to ensure vulnerable customers are able to maintain their independence and enjoy a 'home for life'.

But when an organisation's properties are spread over a wide area with an array of different systems and infrastructure, turning that into reality is quite an undertaking.

Platform is the product of numerous mergers and acquisitions spanning many years and has some 46,000 homes, including 3,500 retirement properties in 85 different locations.

The organisation needed to get a clear picture of the technology enabled care (TEC) installed across its estate in order to prioritise areas for investment, minimise risk to customers, maximise the impact of resources and deliver on its ambitions.

Platform therefore commissioned TSA to carry out a comprehensive 'health check', as Louise Lee, head of specialist housing, explains.

"It's a huge challenge for any organisation that's dealing with the legacy of different organisations that have come together. Like many housing associations, we have been considering the impact and implications of digital switchover and what the Government's plans were. As soon as the switchover was confirmed for 2025 we knew we couldn't wait any longer."

Over the course of just three months, TSA's consultancy team visited every site and carried out a full audit.

TSA then reported their findings and recommendations to Platform and collated the information in a format that allowed it to be uploaded into the organisation's data system. This meant it could be integrated into decision making and planning around asset management going forward.

"It was such an overwhelming task to undertake and TSA have been a lifeline", says Louise. "I can't tell you how much pressure it has taken off us. We were knocked off our feet with the way TSA were so proactive and responsive.

"TSA made recommendations on what needs to happen in every location, from full upgrades, to partial upgrades, to bridging arrangements. It shows us the priorities for investment based on digital switchover and the risk to customers."

"It really was a complete health check for us. TSA talked to us about what we put in to replace what's currently there. They presented all their findings and flagged options based on our specific requirements for potential products and providers."



Platform now has the basis for implementing an investment programme that will enable it to offer a robust standard level of TEC for every customer while effectively creating a gateway for individuals to access personalised technology from other providers according to their needs.

'It will allow us to support customers in a far more discreet way – such as using tablets to let us know they're ok rather than be called – while also linking to our own portal so it's easier to access information about rent, repairs and so on. We're also planning to link this to the Internet of Things so, for example, we can remotely pick up when a boiler is about to fail", explains Louise.

"We are now in a completely different position.'

"It's enabled us to take the information TSA have given us and engage with BT directly.

They are converting their phone exchanges for the digital switchover and we have thousands of phone lines, not only for pendants but things like lifts, business lines and contact centres. It's enabled them to check any gaps and where our priorities are."



Louise Lee

Head of Specialist Housing
Platform Housing Group



Platform has now launched two pilot sites where assistive smart technology is being trialled that will pave the way for a far more integrated approach.



"BT's response was "wow, we wish other organisations are picking up what you're doing with TSA – you're doing what we need everybody to be doing ahead of the switchover"

Louise Lee

**Head of Specialist Housing
Platform Housing Group**



To find out how TSA can support your organisation with similar projects and partnerships, please email nathan.downing@tsa-voice.org.uk or call 01625 520 320

