

Driving Digital Innovation in Social Housing

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Purpose today...



Share

Share our work on creating a programme for the delivery of IoT and smart tech in Social Housing at scale



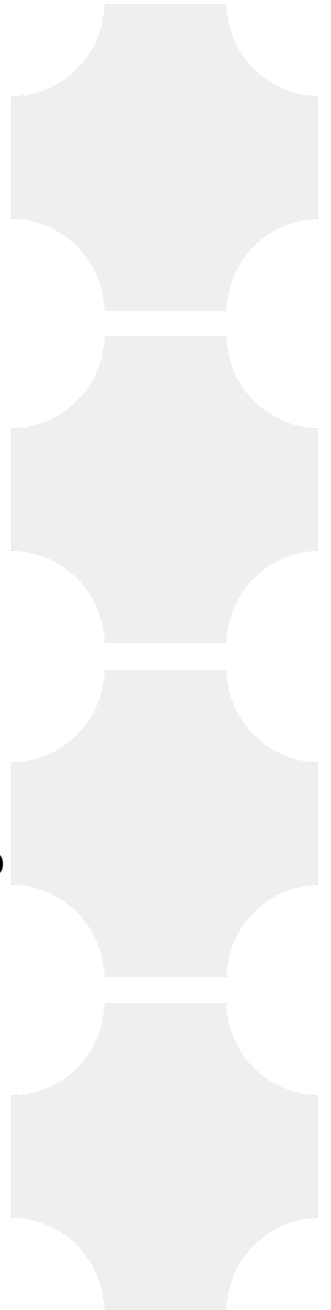
Learn

Engage with telecare providers and learn about the issues you are facing in this area. Help direct local authorities to make future proofed buying decisions



Collaborate

Encourage collaboration and innovation, and partnerships with providers to enable GM to take full advantage of the innovation opportunities of digital switchover.



GM Ambition



To create a Connected Places programme and framework for the delivery and management of IoT and smart technology in Social Housing across GM



Aligned and consistent with GM and partner strategic priorities and targets



Allows for scalable and sustainable solution deployment across GM



Encourages collaboration, knowledge sharing, best practice



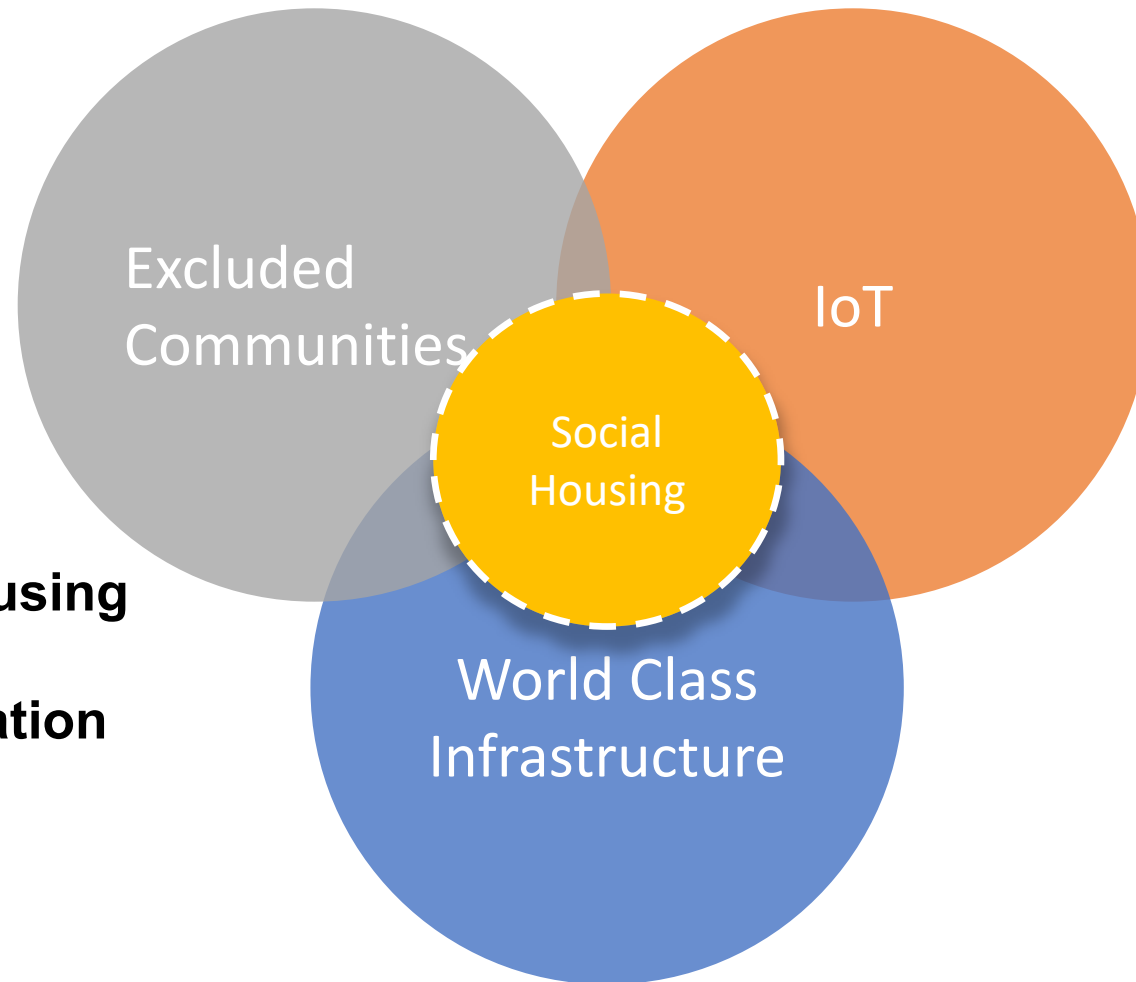
Inclusive innovation



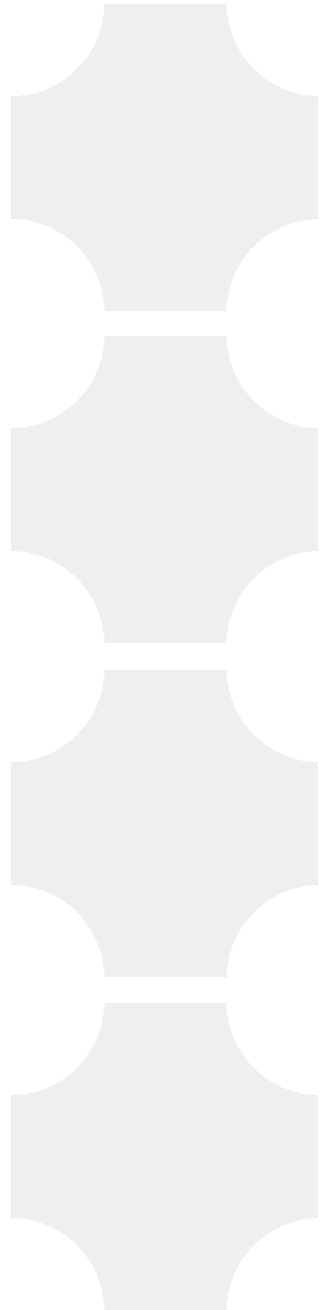
Utilisation and expansion of our worldclass infrastructure



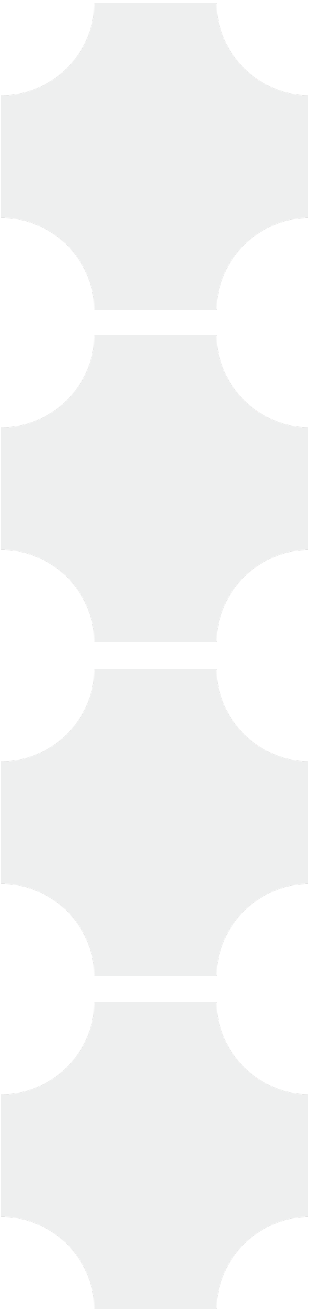
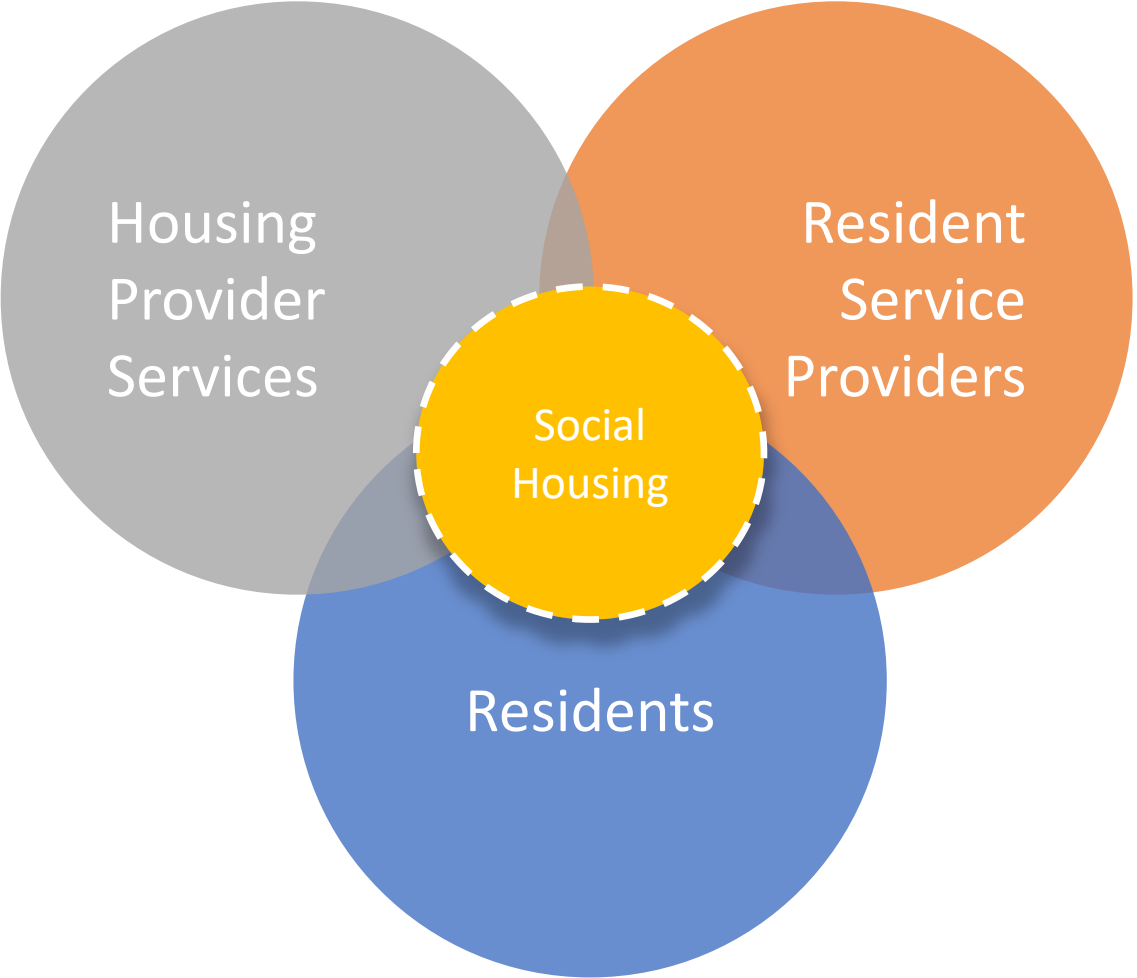
Social Housing the perfect place to Digitally Connect & Innovate



- **260,000 social housing premises.**
- **20% of GM population**
- **Est 60% digital excluded**



Social Housing at the heart of Digital Innovation & telecare is integral



Approach and Opportunities

Create a wider GM programme & framework as opposed to multiple individual pilots and leverage GM scale, connectivity consolidation

- Driving PSTN/Digital Switchover innovation
- Social housing digital innovation – health, welfare, environment and efficiencies
- Tackling Digital Exclusion
- Growing Connected Places Ecosystem – strengthening partnerships, new partners, places and technologies -'Connectivity by Design'
- Leverage social value in procurement



Assets

- **GM One Network and LFFN** – Largest public sector network of its kind in Europe
- **5G Innovation Regions** funding, learning and expertise
- **Social Housing Digital Inclusion Project** – experience, relationships, wayleave agreement and findings
- **GM Digital Research, Local Authority & SHP Digital/IT Teams**
- **GM Data and GM ID** – data management experience
- **GM Information Governance**



Building on GM Strategic Priorities

Delivering Housing First

Good Landlords Charter

Delivering Living Well

Economic Growth & Investment in GM Growth Locations

Get Online GM - Tackling digital exclusion

Net Zero Carbon by 2038



Connected Homes, Inclusive Places (CHIPs)


Benefits of IoT/Smart Tech for Social Housing service provision

By embedding IoT devices and sensors in social homes has the capacity to improve housing provision in four core ways;

1. By integrating real-time data to improve asset and resident safety
2. By making broad cost-savings via operational efficiencies as services become less reactive
3. By improving the communication between residents and providers to support sustainable tenancies
4. By enabling the market to deliver better, joined up, cost effective services



GM Connected Homes Inclusive Places Use Case Framework

Theme	Connected solutions	Outcomes sought	GM Strategic imperatives
Environment	Air quality, Damp/Mould, smoke alarms, Net zero	Minimum air quality standards, fire prevention	Housing First, Good Landlords Charter, Awaab's Law
Facilities Management	Void monitoring, preventative maintenance, energy,	Improve efficiency and reduce SHP costs	Housing First
Telecare and health	Personal alarms, personalised monitoring e.g. fall prevention, Alexification	Reduced costs to NHS & LA through preventative action and personalised support.	PSTN switchover
Personal Security	Panic alarms and alerts	Improve tenant safety	Housing First, Good Landlords Charter
Wellbeing	Connected mental health support. Connected community activities and support	Bringing more workless people with mental and other health challenges into the workforce	Live Well, bringing more people back into the workplace
			
Digital Inclusion	Access to free Wi-Fi for targeted groups, Digital Skills, Digital Devices	Deeper just in time engagement with public services & SHP services, included residents	Good Landlords Charter, Get Online GM

Funding



SHP's spending already – invest to save



LA's spending on avg £750k-£1 million on PSTN innovation



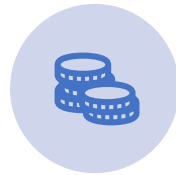
NHS Digital Productivity Fund



National/Regional Low Carbon Pots



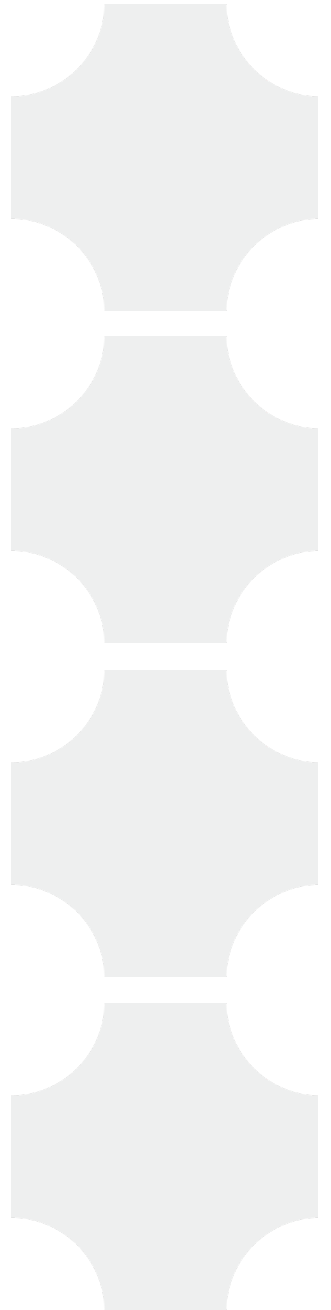
Other Gov't pots e.g. DWP digital inclusion vouchers



Devolved funding



Social value



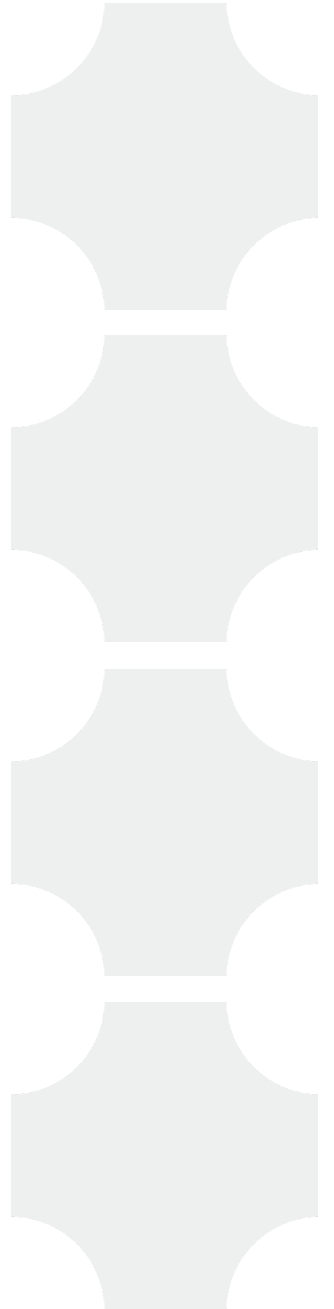
Measures of Success

- Cost reductions for SHPs through pre-emptive maintenance
- Improved tenant satisfaction
- Improved tenant participation in the wider community
- Fewer ambulance call outs - < NHS tenant interaction
- Lower workless numbers
- Fewer digitally excluded tenants
- Contribution to net zero carbon ambitions
- Lower living costs for tenants
- And many more!



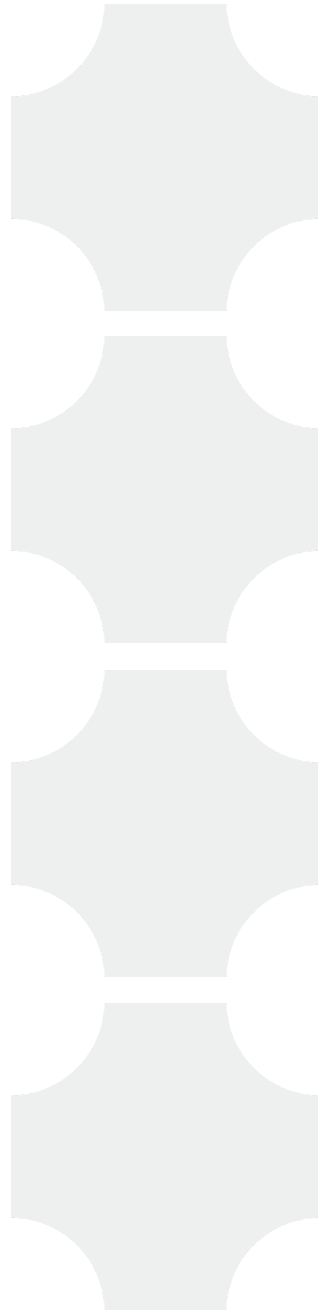
Next Steps....

- Draw on national best practice to develop digital framework for IoT in social housing
- Develop open-sourced approach to LA digital platforms
- Shape LA telecare buying decisions to future proof
- GMHP engagement - existing IoT projects and forward ambitions
- Collaborative working between GMCA, GMHP and NHS – through our existing Tripartite agreement



Question...

What are your views about the telecare innovation opportunity from digital switchover?



Contact us



www.greatermanchester-ca.gov.uk/what-we-do/digital/



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