

# Smart Communities

## West Midlands Technology Enabled Care

### Purpose

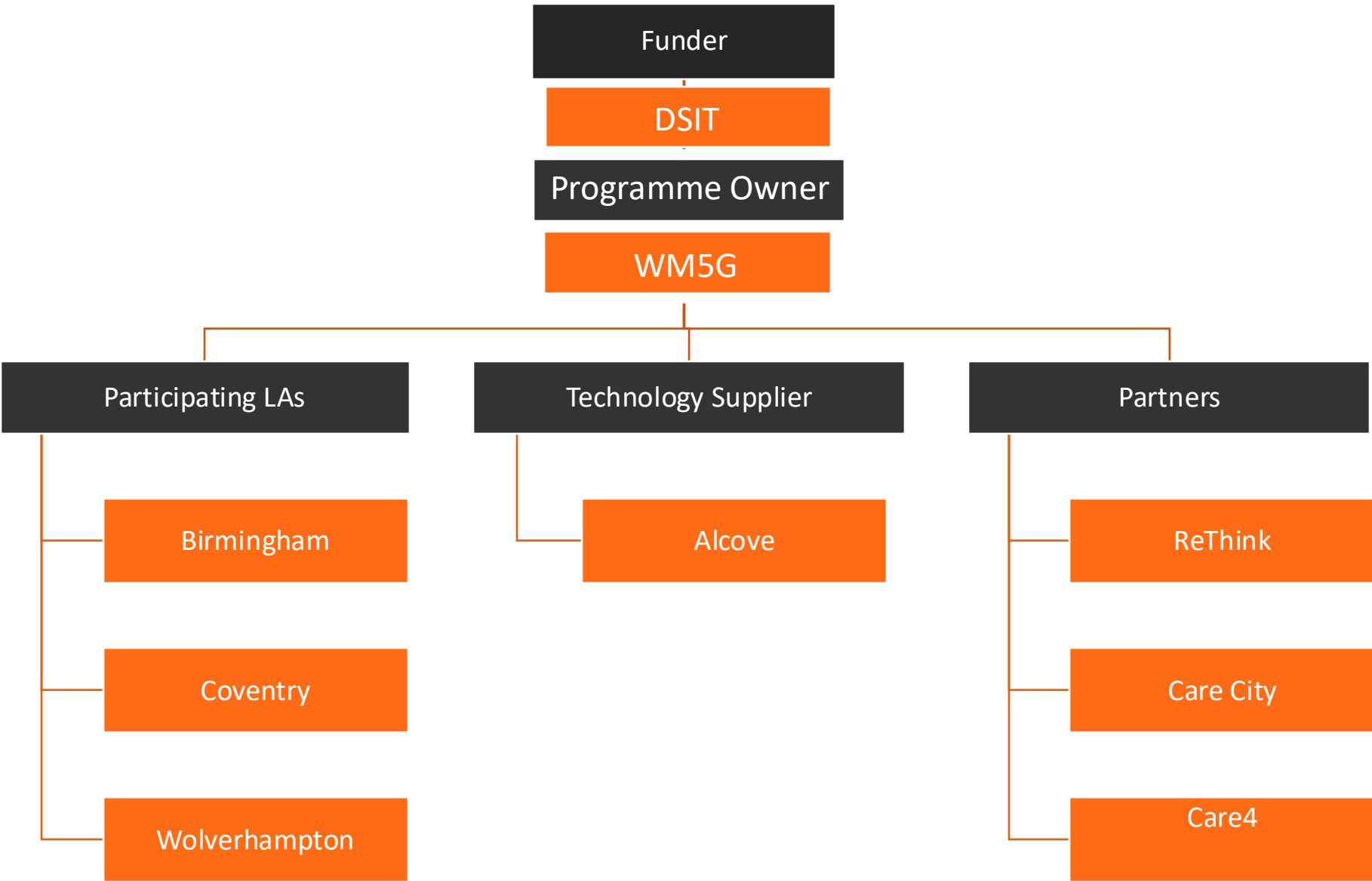
- Understand
- Share learnings
- Planning for the future

# Agenda

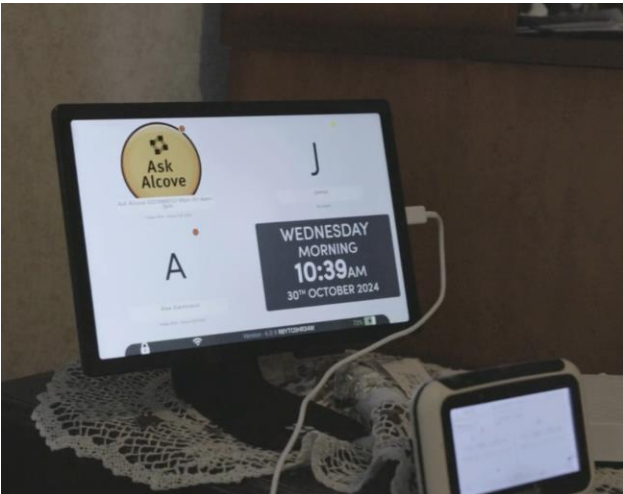
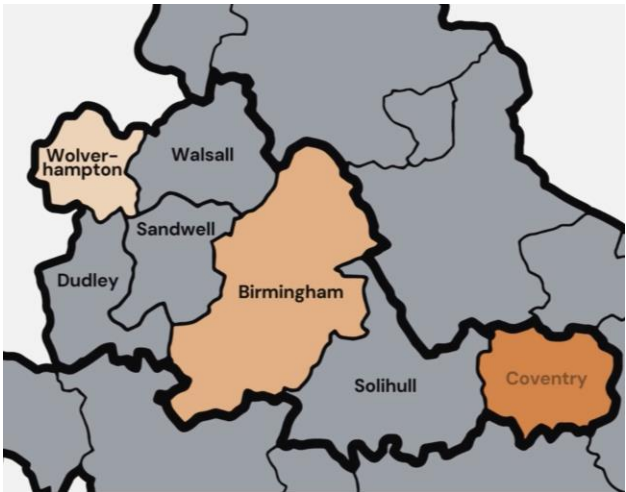
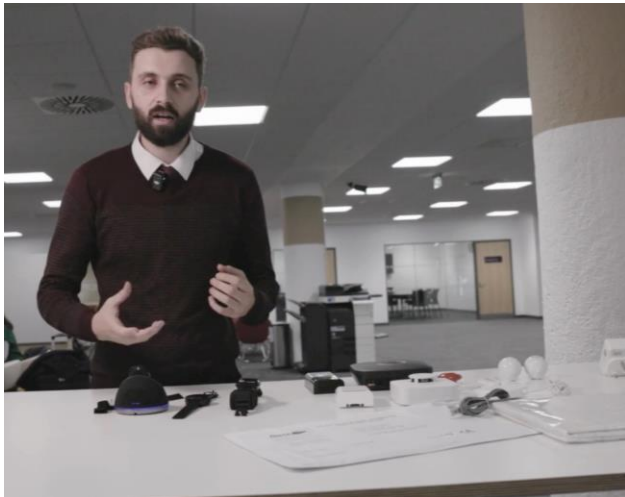


9.00	Welcome: Refreshments	All
9.30	Opening remarks	WM5G
10.00	Service fulfilment & platform overview	Alcove
10.30	Panel session - Real stories, real impact	Digital Navigators Social Work Practitioners
11.00	Coffee break	All
11.15	Investing in TEC	Rethink Partners
12.15	Panel session – Powering progress	LA programme leads
13.00	Final thoughts & closing remarks	WM5G
13.15	Lunch & networking	All

# Stakeholders & Partners



# Programme Overview



# Impact Dashboard

Progress since September 2024



Referrals

750



People Using Technology

£1.3 - 2.4

Supporting Independent Living



Technology Deployed

2500

Pieces of equipment



Staff Trained

460



TEC Development Sessions

36



Return on investment

£1.3 - 2.4

Per £1 invested



REFERRAL TARGET (1000)

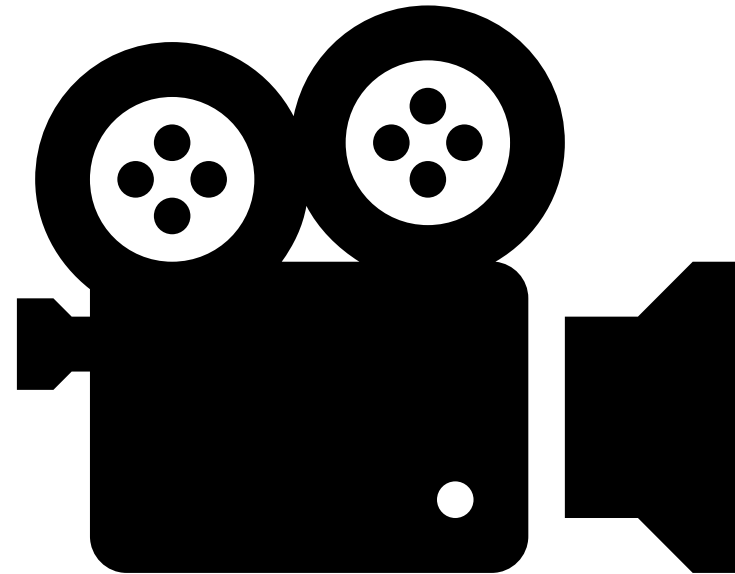
75%

TECHNOLOGY ADOPTION (750)

73%

STAFF TRAINING (500)

92%



# Alcove

service fulfilment and platform

# Contract Management Portal

- When we mobilise a new contract, we create the client their own digital referral form that is shared as a link and can be embedded into their own existing systems or shared spaces for referrers to access
- Each referral will be submitted with a unique ID number from the client's system so there is a unique identifier between our system and theirs

The image is a screenshot of the Birmingham City Council Alcove - Referral Form. The form is displayed on a tablet and a laptop. The tablet screen shows the top of the form with the Birmingham City Council logo and the title "Alcove - Referral Form". Below the title is a section for "Your Draft Referrals Awaiting Completion" with a table showing columns for Client Identifier, Name, Alcove Reference, and Created Date. The laptop screen shows the "Service User Referral" section, which includes fields for Referral Originator Details (Name, Select Referrer Team, Enter the name of the Referrer's Team (if known), Enter the Telephone Number for person/organisation originator for this referral, Enter the Email Address for person/organisation originator for this referral), Service User Details (First Name, Last Name, Main Telephone Number, Other (secondary) Telephone Number, Address Line 1, Address Line 2, Town/City), and a "Confirm" button. The footer of the laptop screen shows "© Alcove Ltd 2025".





alcove

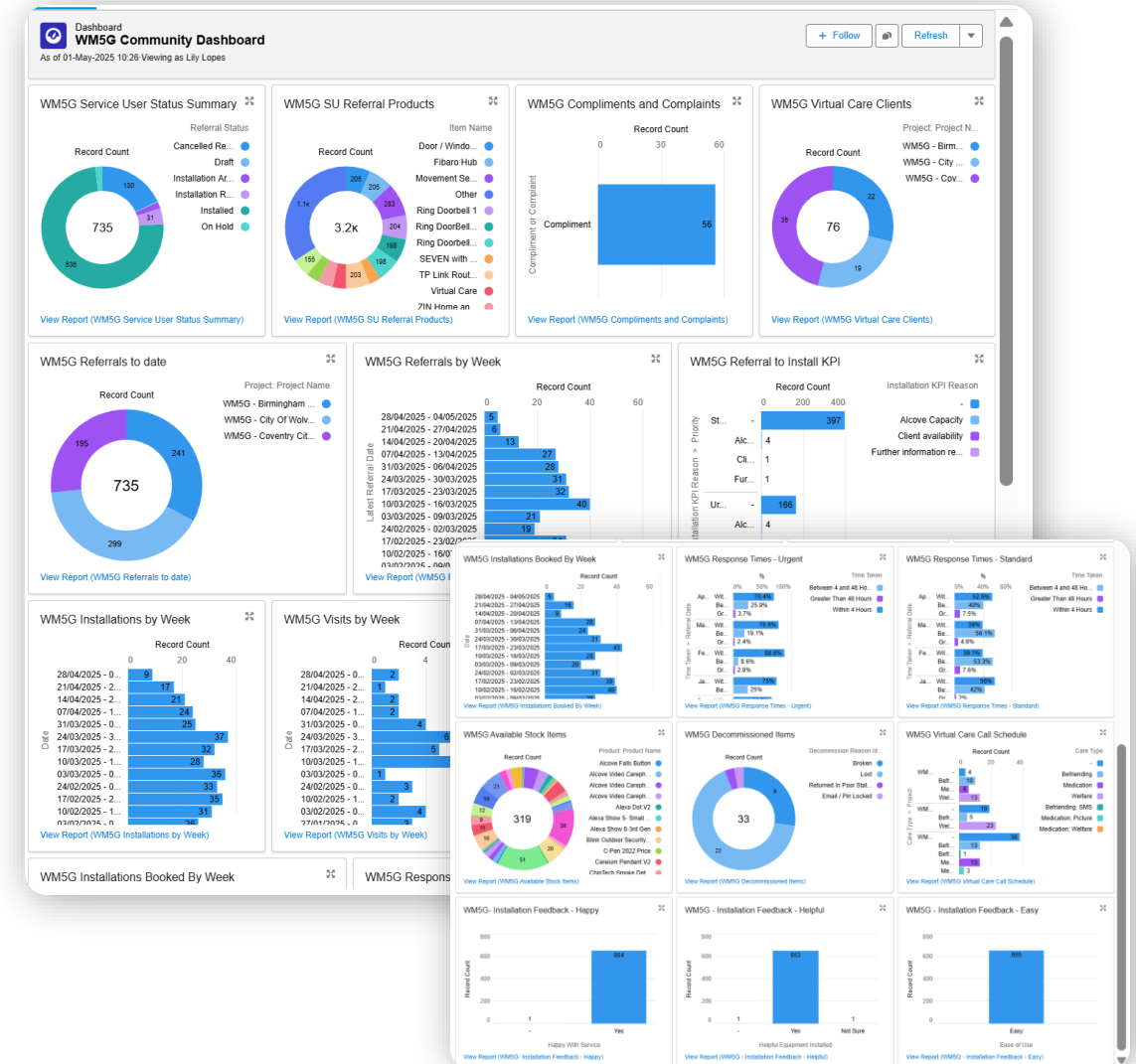


Any information we put into that form can be reported on or served up in a variety of different graphs and reports.

We would agree who needs access to the portal and their Licence will be purchased and set up ready for them to access and then we would arrange a training session to demonstrate what you can access and how

1. Service User Status Summary
2. SU referral Products
3. Referrals by weeks
4. Referrals by Team
5. Compliments and Complaints
6. Installation by week

7. Visits by week
8. Collections by week
9. Bookings by week
- 10.Rebookings by week
- 11.Number of Virtual Care Clients (if they have VC)
- 12.Number of VC calls broken down by call type
- 13.Available Stock
- 14.Decommissioned Stock



- Each report or widget can be drilled down into so you can see a more granular level of detail
- Each report can be tailored to display the relevant fields you find useful for your reporting
- Each report can be exported into a CSV file to support with your own data analysis

Report: Installations and Installation Feedback  
**WM5G- Installation Feedback - Happy**  
WM5G- Installation Feedback - Happy

[Enable Field Editing](#) [Search](#) [Filter](#) [Share](#) [Export](#)

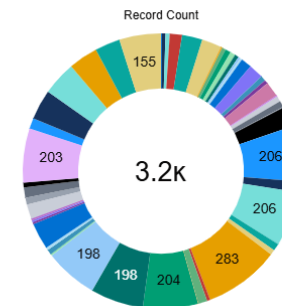
<input type="checkbox"/> Happy With Service	Installation Number	Installation Feedback Name	Service User: Post Code	Comments
Subtotal				
<input type="checkbox"/> Yes (654)	INST-0022208	IF-0008881		carer was happy with installation
	INST-0022771	IF-0008906		-
	INST-0022719	IF-0008888		-
	INST-0023491	IF-0009217		both SU and responder were extremley happy
	INST-0022810	IF-0008931		-
	INST-0022949	IF-0008996		-
	INST-0022868	IF-0008964		-
	INST-0023063	IF-0009046		SUC (cheryl) was very pleased and feels reassured that her father is safe when he is home alone
	INST-0023378	IF-0009151		-
	INST-0023667	IF-0009306		-
	INST-0023479	IF-0009212		-
	INST-0023619	IF-0009286		-
	INST-0023260	IF-0009106		-
	INST-0023530	IF-0009236		-

Row Counts ☒ Detail Rows ☒ Subtotals ☒ Grand Total ☒

Report: Package Details  
**WM5G SU Referral Products**

⚠ This report has more results than we can show (up to 2,000 rows). Summary information is calculated from full report results.

Total Records  
3,189



Item Name

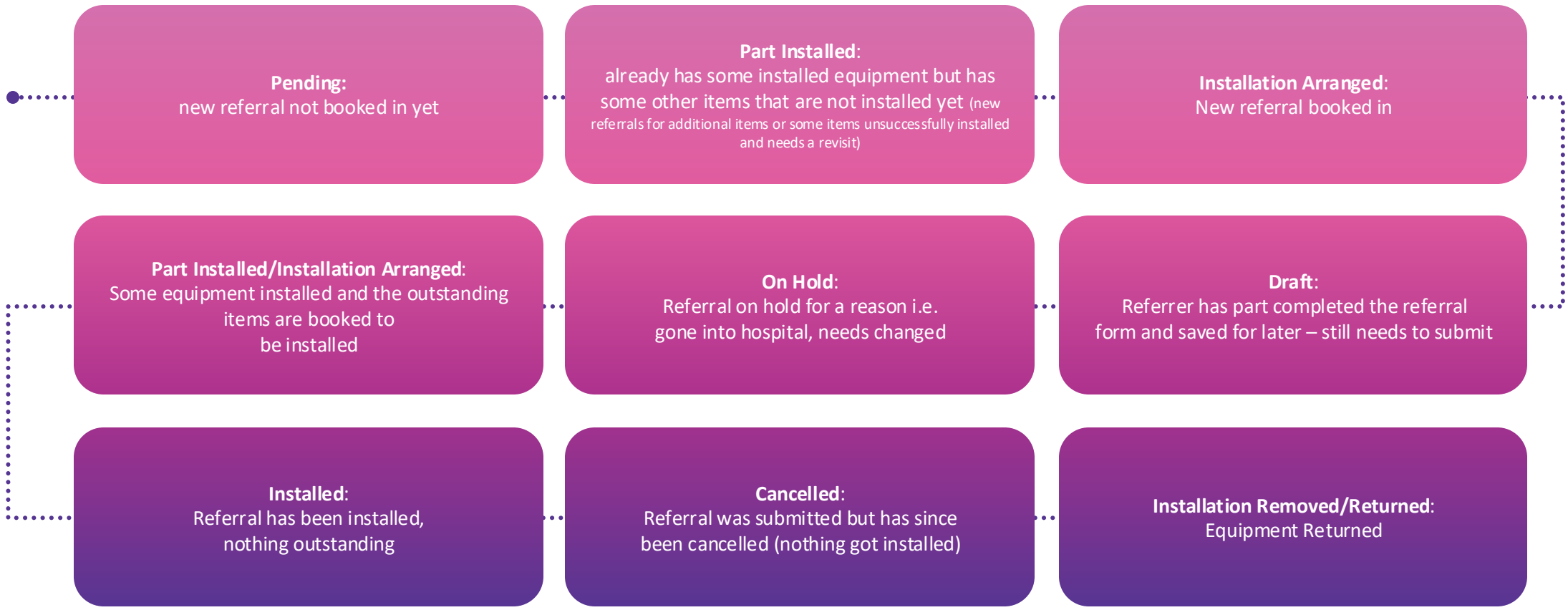
- Aeotec Sensor
- Alcove Falls Button
- Alcove Falls Wristband
- Alcove Video Carephone V2- SIM
- Alcove Video Carephone V2- WIFI ONLY
- Alcove Video Carephone with Falls Button
- Alcove Video Carephone
- Alexa Dot - Tech Needed
- Alexa Dot V2
- Alexa Show - Tech Needed
- Alexa Show 8-3rd Gen
- Alexa Show
- Blink Outdoor Security Camera 1

## Some examples of information that might be of interest is:

- You can see your top referrers and/or top referring teams
- You can see the product mix broken down by person or by team to see who is referring what products - this level of detail can support with training and culture change
- You can view the feedback from your clients at installation as they get asked how easy the equipment is to use, if they are going to find it useful etc as well as any compliment or complaints we log too
- The reports can be customised to give you what information you need in what format and Alcove are happy to respond to your feedback and will be able to adjust your reports for your needs

# Referral Status

Each referral has a status to tell you at what stage of the process the referral is at:



# On the referral form we capture:



- ✓ **Referrers Name, Email, Contact Number and Team Name**
- ✓ **Customer/Citizens Name, Number and Address**
- ✓ **Any Risks**
- ✓ **What product/s are being referred**
- ✓ **The priority of the referral**
- ✓ **Important information for the Alarm Receiving Centre (ARC)** such as DOB, Key Safe Info, Medical Conditions, Property Type, GP Details
- ✓ **Key info such as;** Do they have a pacemaker, can they speak English, any access or communication barriers
- ✓ **The benefits of the referral** i.e. to facilitate a hospital discharge, to support an unpaid carer etc
- ✓ **The Financial Benefits;** so if you didn't make this referral what would you have done; increased the care, reduced the care or met a new care need. Then they are asked what type of care it would be and how many hours or shifts it would have been so you can capture the financial benefits of each referral too.
- ✓ **Contact details for representatives,** responders to alerts or main contacts to keep on file.

You will therefore, have access to all this data and information and it is all reportable in your contract management portal.

# Stock Management



- All Alcove stock is QR coded and labelled and logged in our CRM and can be served up in your contract management portal
- This allows us to report on how much stock you have and where it is at any one time
- We can see which clients the stock is allocated to, if its in the office as available stock or if its with installers as available stock
- We can also report on any stock we have had to decommission
- We also have a heavy focus on recycling equipment so like to keep a log of what we have managed to get back as a collection and what is back on the shelf or in circulation so you can see the monetary value of collections and recycling of devices.

The image features abstract, flowing, wavy shapes in shades of blue and purple, resembling liquid or smoke, positioned in the bottom-left and top-right corners. The central area is white and contains the text 'Data Portal'.

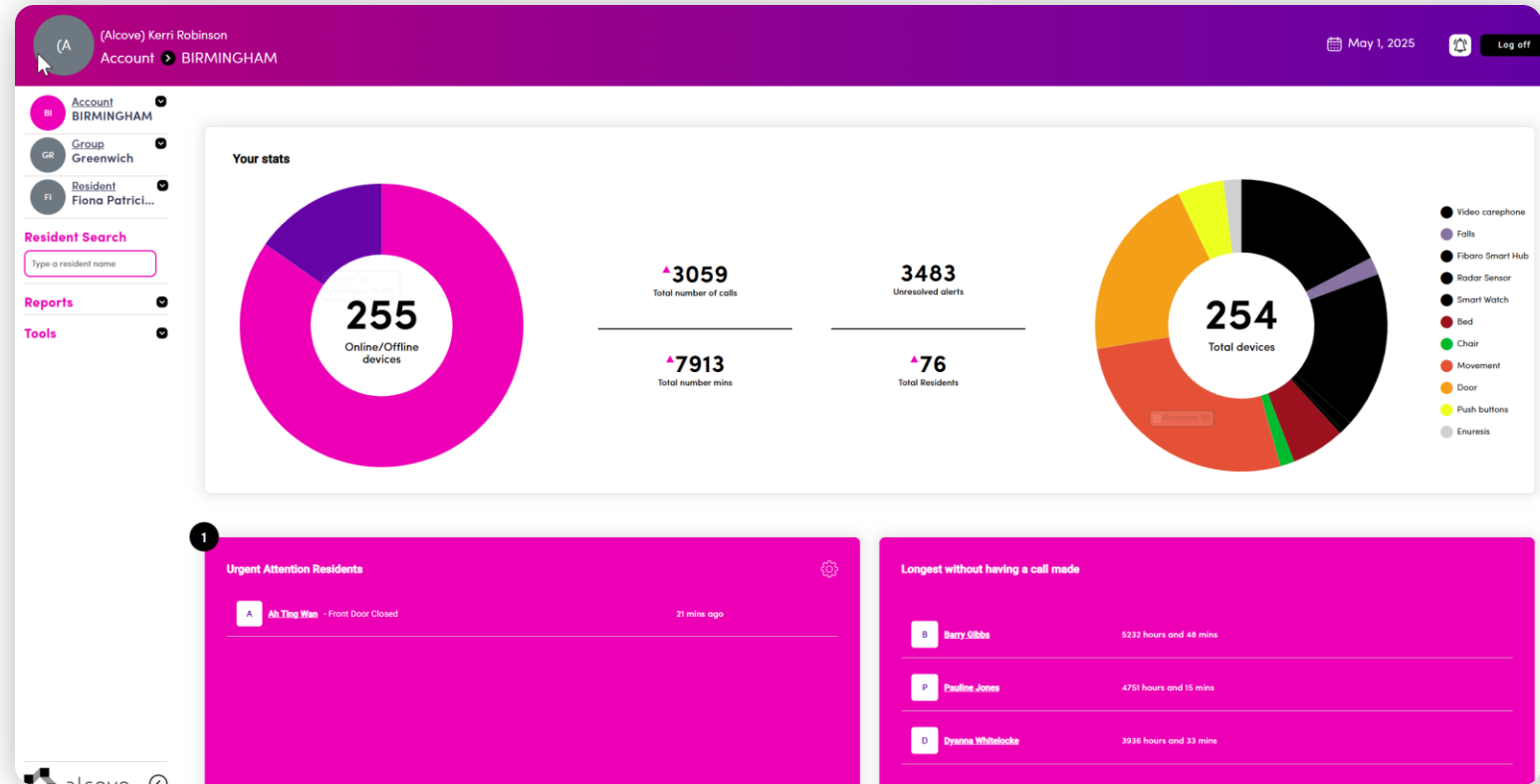
# Data Portal



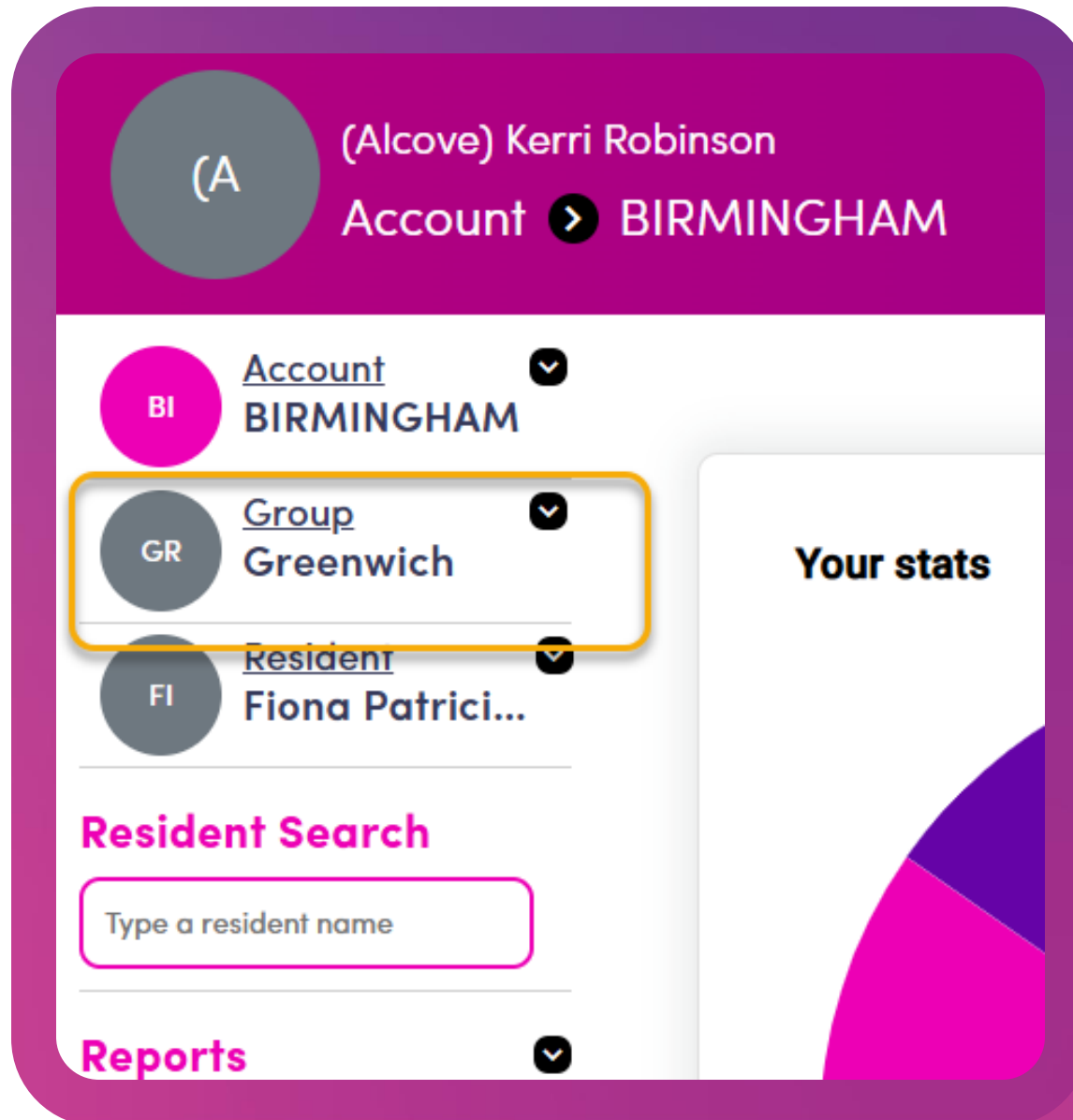
Permissions to this data are tailored so you can only see the data from the devices you have been given permission to view, this means F&F can see their loved ones data but no one else's or SW professionals can see several people on their case load all in one place and under the same log in.

**You will have access to the Alcove Device Data Portal. This portal displays data that is being collected live from our connected devices, these being:**

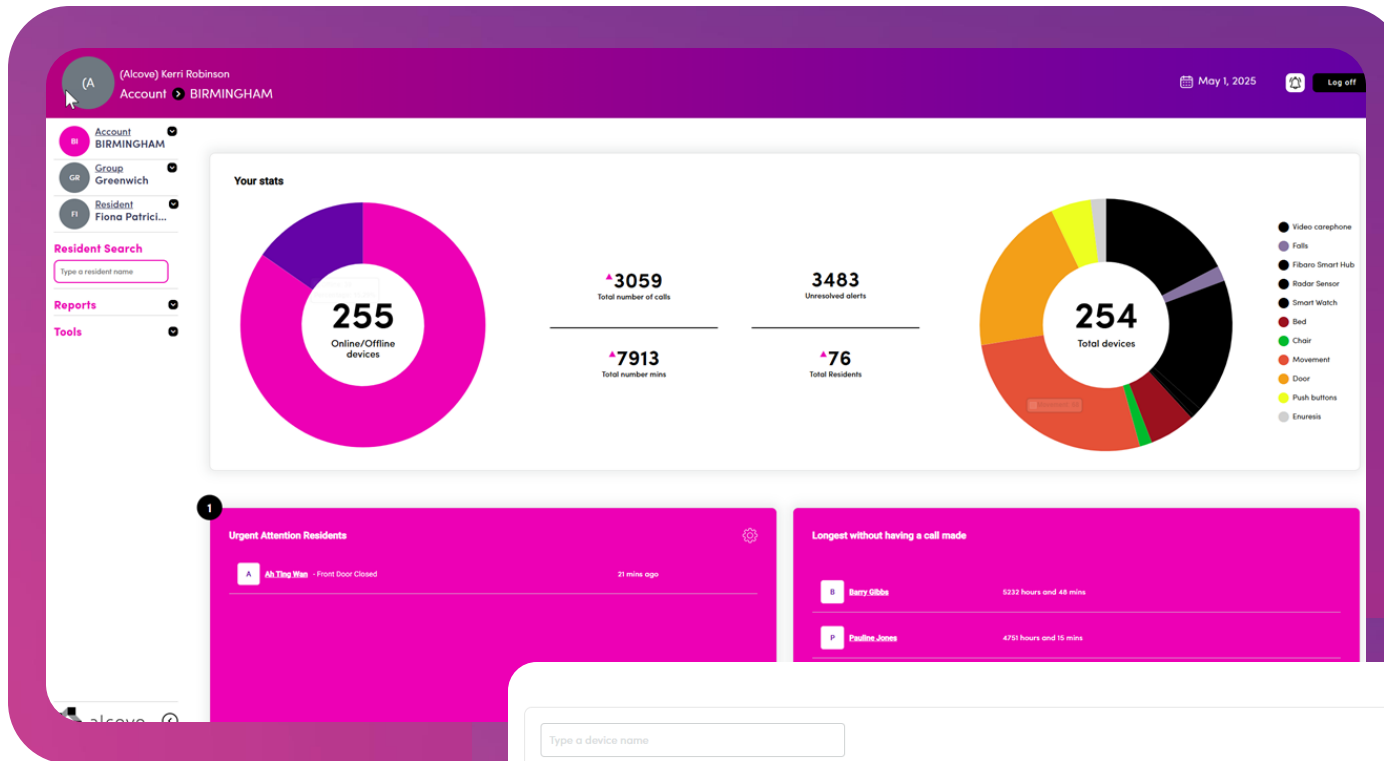
1. Care phone and Falls Button
2. Press me button
3. Movement Sensors
4. Door Sensors
5. Bed Mats
6. Chair Mats
7. Enuresis Mat
8. Vayyar
9. James Smart Watch
10. Reminder Clock
11. Sensor Plug







- Customers can be set up in different groups, normally they are all set up in the one main LA group i.e. Birmingham. However you may decide you want all your LD clients in one group or your MH clients in another, therefore the groups can be created and customers moved into the right group so the LD team can see all clients in the LD group.
- If anyone needs to see ALL clients in a group/s we can provide them with group access so anyone that moves in or out of that group, their permissions update automatically.
- If you do not have group permissions you may need to Ask Alcove to update your permissions accordingly.
- Once in the portal you can click between your different group in the top left hand corner:



- You can also see the total number of devices that are online and offline as well as a breakdown of the product mix.
- These reports can be drilled into to get further detail about client name and how long the device has been offline for
- This report can also be exported into a CSV file for your own data analysis / work

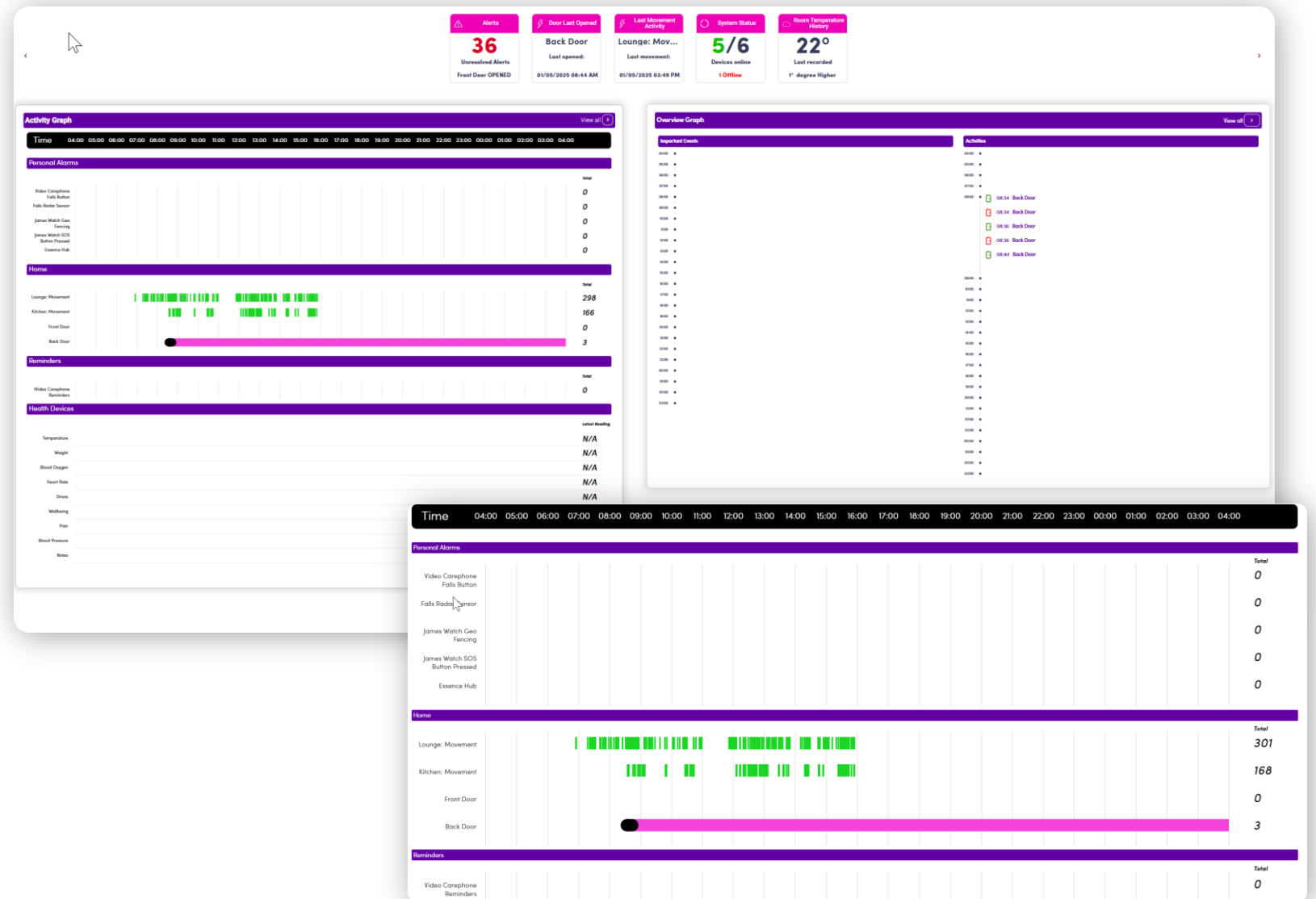
Type a device name

Select all devices Export to CSV

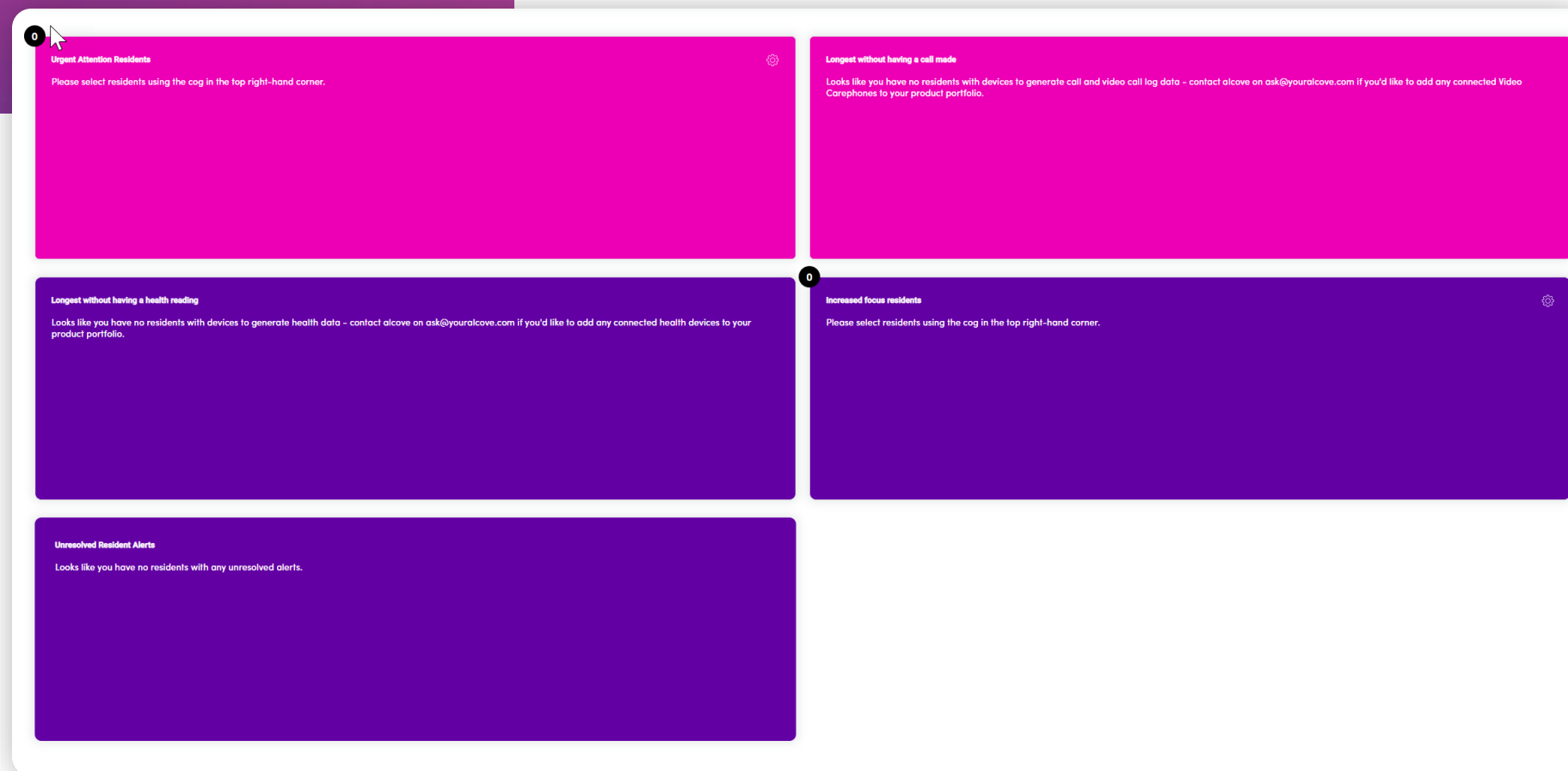
Name	Type	Service User	Last Active
<input type="checkbox"/> Connect	Movement		01/05/2025 03:35 PM
<input type="checkbox"/> Connect	Video carephones		01/05/2025 08:19 AM
<input type="checkbox"/> FibaroHub	Fibaro Smart Hub		01/05/2025 04:41 AM
<input type="checkbox"/> FibaroHub	Fibaro Smart Hub		29/04/2025 11:39 PM
<input type="checkbox"/> Connect	Video carephones		29/04/2025 08:26 PM
<input type="checkbox"/> FibaroHub	Fibaro Smart Hub		29/04/2025 01:39 PM
<input type="checkbox"/> Connect	Video carephones		29/04/2025 12:49 AM
<input type="checkbox"/> FibaroHub	Fibaro Smart Hub		28/04/2025 10:47 AM
<input type="checkbox"/> FibaroHub	Fibaro Smart Hub		25/04/2025 02:51 PM

Once you click into the customer of your choice you will have access to a range of additional information such as:

- How many alerts they have active
- A log of their historic and cleared alerts
- Video Care phone call log activity (who called who, how long the call lasted, the date and time the call happened)
- The temperature logged by the sensors in each room
- Device Data Inc. reminders and if they were acknowledged or not



→ You can also use at group level the boxes at the bottom of the screen to put a spotlight on any of your clients you are worried about or want to access easily, this is particularly useful if you have access to a lot of people.



# Thankyou

# Panel Session

Real stories, real impact

# Rethink Partners

Investigating TEC

# What We Now Know About TEC

- Investing in TEC delivers a financial Return on Investment through right-sizing care and managing demand
- Most people really benefit from TEC and have an improved quality of life; getting the right technology for the right person is the key to this
- Value is created from a range of sources, and impacts short term and long-term demand for health and care service
- Every organisation will be at a different starting point; but there are common features to all operating models. Start where you are at and build from there to create your operating model



# Positive Return on Investment

Technology Enabled Care (TEC) generated **positive financial benefits** in all three local authorities. This was achieved by **right-sizing existing care packages** and **better managing demand**

## RIGHT-SIZING EXISTING CARE

**1.2** average reduction in care hours per week\*

\*16% of cases (n=53) had a reduced care package after receiving TEC. The average raw reduction in these cases was £273.62 per week — of which **9% was attributable to TEC**

## MANAGING DEMAND

**7.0** average delay in additional care hours per week

This is the additional amount of care that would have been commissioned without TEC. It is equivalent to approximately **30% of the care that was actually commissioned** after the technology was installed

## RETURN ON INVESTMENT

**£1.3 – £2.4**

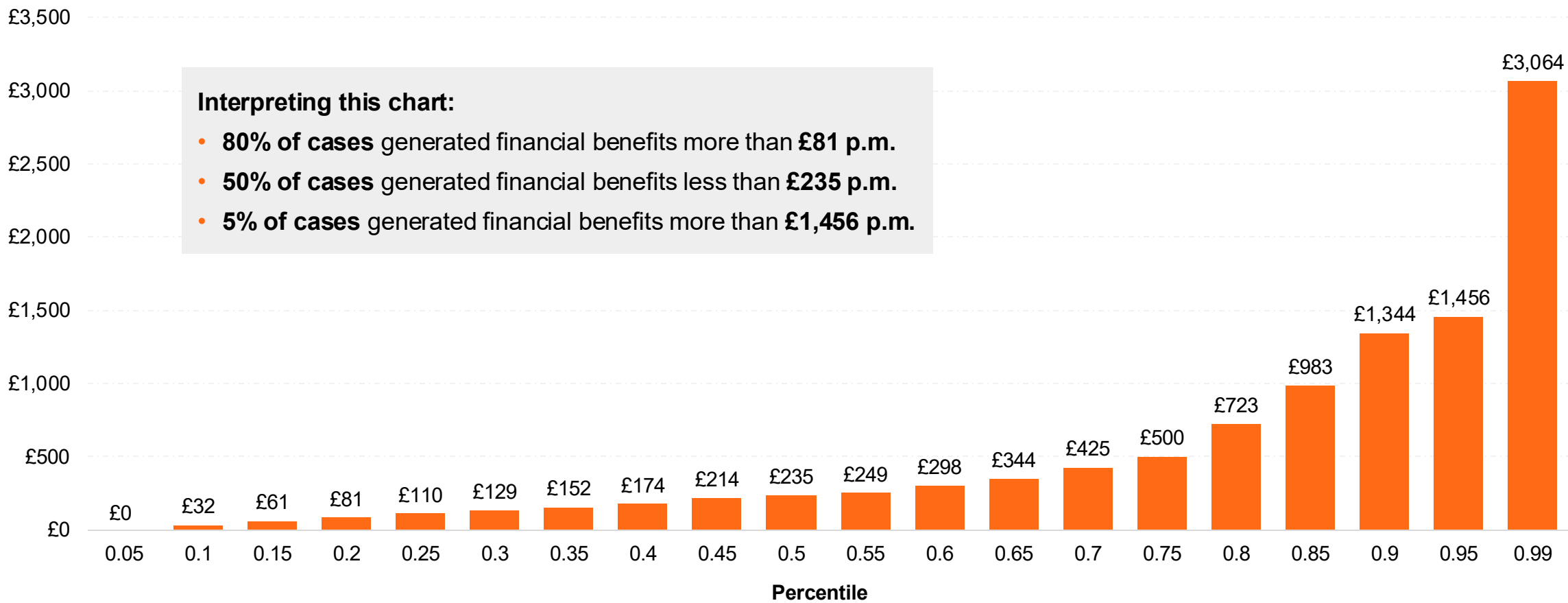
**per £1 invested in TEC**

Based on each local authority's own data from the proof-of-concept (PoC), we estimate that TEC could deliver financial benefits between **£1.8 million and £16.5 million per local authority** over five years

# Large Range in Benefits Per Person



**Total Monthly Benefit Per Person Across All Three Local Authorities**  
Percentile Range (5th – 99th)



# Improving How Benefits Are Tracked



The large range in ROI is the result of the **differences in how each local authority deployed TEC** during the proof-of-concept. It also reflects the challenges each local authority had tracking the realisation of benefits attributable to TEC.

## THE 'BENEFIT ATTRIBUTION' PROCESS

**20%** of cases were reviewed in depth before attributing any benefits to TEC

- The financial benefits were estimated from a subsample (n=65) of all citizens who received TEC
- Whilst the attribution process was thorough – where each case was discussed with a team of project leads, service leads, Digital Care Navigators and social workers before reaching a decision – it means that each local authority's ROI calculation is based on a **relatively small number of cases**.
- **Improving how financial benefits are tracked to ensure the process is robust will be a key focus in the next phase of work**

## PROGRAMME-LEVEL ROI

**£1.7 – £1.8**

**per £1 invested in TEC**

Additional analysis was prepared using a **combined dataset** across all three local authorities. Based on this pooled sample, we estimate the financial benefits per local authority could range between **£4.9 million to £6.9 million** over 5 years.

This programme-level ROI is broadly in line with the TEC Services Association's national estimate of a **60% return** based on current spending in the UK.

# Citizens Benefit from TEC

Across all areas citizens report feeling **more independent, safer and less socially isolated** as a result of TEC. They also report that their **quality of life and confidence has improved**.

**84%** agree or strongly agree that they feel more independent because of TEC

**60%** agree or strongly agree that they feel less socially isolated because of TEC

**64%** agree or strongly agree that their quality of life has improved as a result of TEC

**80%** agree or strongly agree that the technology they received meets their specific needs

**68%** agree or strongly agree that support services are faster to respond to their needs as a result of TEC

### Feeling safer

‘I feel so much safer having the watch and necklace [pendant]’

### Getting help quickly

‘Everyone should have a camera on their doorstep –  
‘If I get in a pickle I know I can call for help quickly  
‘it makes me feel safer!’  
‘I like it because even if I press it by accident they call my daughter right away to check on it and its much faster than before’

### Reassurance and peace of mind

‘It feels like there’s always someone there if I need them and I’m not constantly on my own’  
‘It gives my daughters peace of mind, they feel better leaving me alone or going out’

### Satisfaction with technology

‘Very happy with Alexa, can actually ask her questions – she's very informed and a total know-all!’  
‘I was worried when I first had it fitted that it might be too challenging to use but it's been easy and everything has worked so well’

# Wider Benefits from TEC

- Across all areas, **citizens feel safer and more independent** both at home in the community, sharing it has “expanded their world”, providing additional confidence to carry out their daily tasks with greater independence.
- The majority of citizens feel that TEC is useful and supports them with their daily needs, expressing a **desire to continue using it after the pilot is completed.**
- Broadly, citizens do **not express concerns around the data** their devices are collecting and who this is being shared with, however knowledge of what data was being collected and shared is low
- **Citizens express a desire for greater support in**

# Where the Value Comes From

## Promoting independence to reduce demand for health & care services

Practical help with every day living and keeping people safe



Early intervention when help is needed or to prevent a crisis



Well-being and peace of mind for the person and their family



Using data to assess, plan and deliver strength-based care and support



# The Operating Model for TEC

## Start

- Start where you are at: no one starts from the same place, context or maturity
- But there are shared features: constraints and opportunities
- Common set of constraints:
  - Growing demand from aging populations/impact of inequality
  - Workforce pressures
  - Limited budget
  - Telecare and service legacy
- Common set of opportunities:
  - Technology is commoditising and more common in normal life
  - Improving digital literacy and acceptance in population (but you can't leave anyone behind in the digital divide)
  - New opportunities to integrate and partner
- Everyone needs enablers such as:
  - Strategic alignment
  - Senior sponsorship
  - Capability for user co-creation
  - Commitment to medium term 'culture change'



## Middle

### Strategic Design

- Create your design principles
- Target to population – where to start and who to start with
- Create an understanding of the requirements and capabilities (Operating Model Framework)
- Establish the scope, range of TEC
- Governance
- Capability for benefits tracking and tracking
- Create your and test your options to drive towards your strategic operating model design

(see next slide)



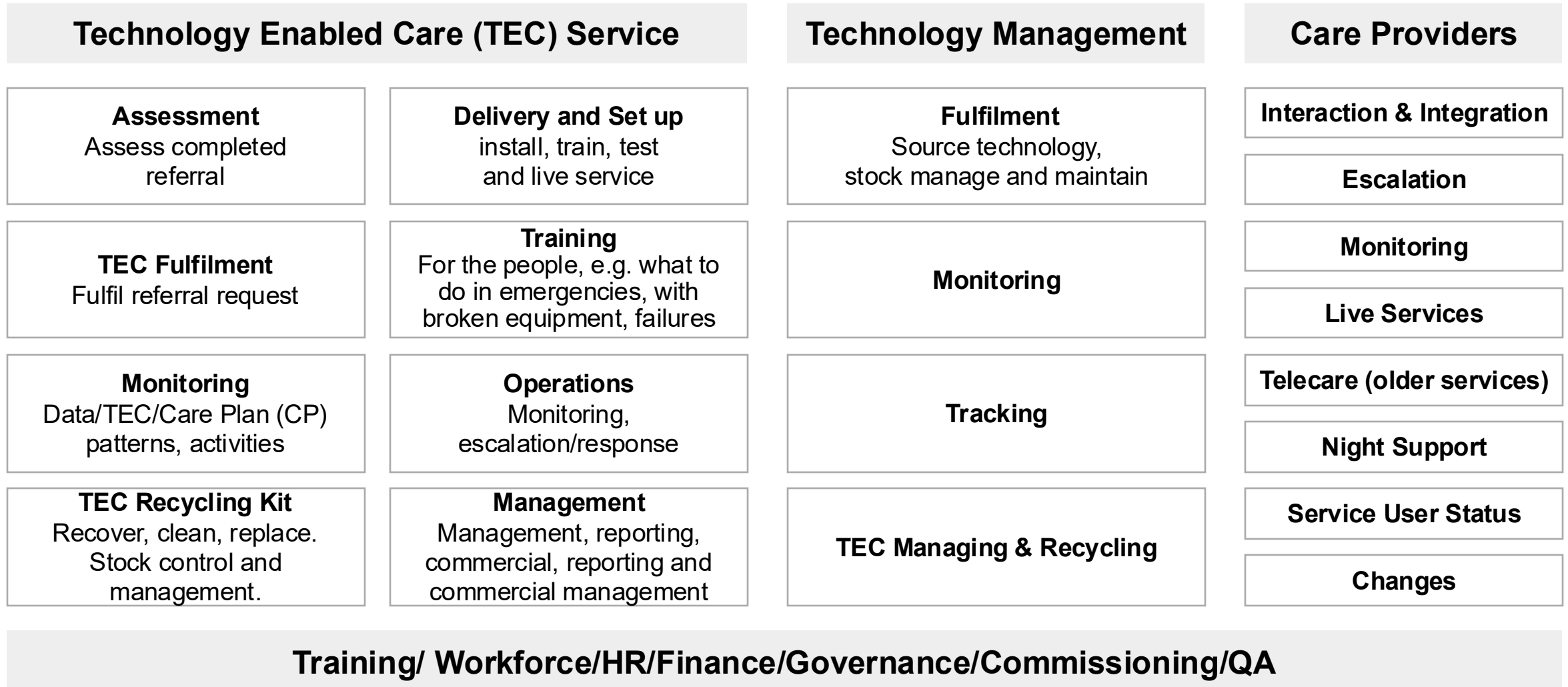
## More Middle

### Operational Design

- People & Roles:
  - Define new roles and responsibilities
  - Plan recruitment and internal opportunities
- IT Infrastructure:
  - Assess current systems against future needs
  - Integration and security implications
- Data & Insights:
  - Establish data ownership and governance
- Commissioning and the Market
  - Review supplier base
- Delivery Roadmap:
  - Phase delivery into manageable chunks
  - Assign owners and timelines
  - Track progress and adapt



# Operating Model Framework



# Use Cases

## Need and care intervention



Early intervention/Prevention/  
Self funding

Discharge to Assess

Early Supported Hospital  
Discharge



Home Care

Supported Living

Residential & Nursing Homes

Response & Urgent Community  
Response (with partners)

### Remote monitoring

**Who:** Older adults living alone, people with physical disabilities or chronic conditions

**When:** To detect falls, inactivity or emergencies; to provide reassurance to family and carers

### Wearable devices

**Who:** People with physical disabilities and people with long term conditions (heart failure, diabetes or respiratory issues); individuals recently discharged from hospital

**When:** To monitor health and well being remotely and provide opportunities, if needed, to intervene early; to reduce hospital readmissions

### Smart home devices

**Who:** People with mobility issues or cognitive impairments; adults with mental health or learning disabilities

**When:** To support independent living; to automate daily routines and medication reminders

### Virtual care calling and support

**Who:** Individuals with mental health or cognitive support needs or limited mobility

**When:** For remote check-ins, medication reminders, to reduce loneliness and improve access to family, friends and wider services

### Assistive Technology for Cognitive Support

**Who:** People with dementia, cognitive decline, mental health issues or learning disabilities

**When:** To support memory, orientation and safe movement; to reduce carer stress and promote independence

# Culture Change Makes It Work



Michie S, Atkins L, West R. (2014) *The Behaviour Change Wheel: A Guide to Designing Interventions*. [www.behaviourchangewheel.com](http://www.behaviourchangewheel.com)

# Conditions For Success



# Where We Need To Move Now....

## Next 12 months

Operating model  
Benefits tracking  
Commissioning  
Data  
Fit with other services  
Virtual care calls  
Priority use cases

## Longer term

All-age  
Integrated with the NHS  
Data and AI  
Prevention and public health  
Care providers  
Housing  
And much more!

# Key Takeaways

- TEC is good for citizens and good for the public purse
- Confidence in benefits tracking is essential
- Personalisation of the technology is key
- Culture change unlocks benefits – people and technology together
- We are at the start of understanding the potential of data and AI
- To do this well takes time, resources and expertise

# Thank you.

# Panel Session

Powering Progress



# Closing Remarks

Final Thought

# What is next

WM5G and Partners will continue to work with WMCA LA's to support the journey to scaling Technology Enabled Care

WP1 Business Case and Operating Model

WP2 Commissioning and Procurement

WP3 Data Insights and Innovation

WP4 Toolkits and Reports

# Thank you.