

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA
TENANT MANAGEMENT ORGANISATION

REPORT BY THE CHIEF EXECUTIVE

TMO BOARD – 20th JULY 2006

IMPLEMENTING TELECARE and DIGITAL INCLUSION IN
KENSINGTON and CHELSEA

1. Purpose of the report

1.1 This report sets out the proposed collaboration between the TMO's Supported Housing Service and the Design Council's RED Unit to:

Provide better co-ordination between health, social care, housing, police, voluntary and private sector to deliver technology based support solutions for older vulnerable people.

Extend Telecare Services for older vulnerable people in the community and TMO Sheltered Housing.

Develop a pilot SMART Flat at 70 Tavistock Road.

Install SMART Home capability in all TMO managed Sheltered Schemes.

Introduce Internet Protocol Television (IPTV) for older vulnerable and isolated people in the community.

FOR INFORMATION

2. Background

- 2.1 The TMO's Supported Housing Service includes the provision of:
- The Community Alarms Service (CAS) to over 2000 residents in Kensington and Chelsea.
 - Sheltered Housing Support for 175 tenants living across our 5 Sheltered Schemes.
 - TMO2YOU – Our Home Visiting Housing Support Service specifically for older TMO Tenants.

- 2.2 RED is a branch of the Design Council specialising in creating future services with and for the public. RED is a 'Do-Tank' that develops new thinking and practice through design led innovations.
- 2.3 Telecare is the term used to describe the provision to older vulnerable client groups of Community Alarms, pendants, and monitoring and response centres that are compatible with a range of additional sensors for monitoring and responding to clients well being, such as: fall sensors, flood detectors, bed occupancy detectors, carbon monoxide detectors, health monitoring sensors etc.
- 2.4 Preventative Technology Grant (PTG) is the £80m of central government funding released to social services departments nationally in April 2006 to implement Telecare.
- 2.5 The PTG awarded to RBKC Social Services is £127,000 for 2006-07 and £200,000+ for 2007-08.
- 2.6 SMART Flats are properties that are hardwired with a range of Telecare and digital sensors designed to support independent living.
- 2.7 IPTV is a digital broadband service that can be streamed to people either through their television sets or through their PC's. IPTV has many potential uses including keeping on touch with family and friends, streaming learning/educational programmes, lifestyle and health monitoring linked to emergency response and health services, facilities to shop/pay bills/mange finances on line etc.

3. **Strategic context**

- 3.1 The drivers for this proposal are:
 - The Supporting People agenda which places greater emphasis in supporting older vulnerable people outside of traditional bricks and mortar based hospital, nursing and residential care, and more in their own homes and local communities. Supporting People also places a greater emphasis on housing and community based solutions to support older vulnerable people in future.
 - The £80 million of Preventative Technology Grant money that was released by the Department of Health in April 2006 to Social Services departments nationally in order to deliver Telecare over the next 2 years.
- 3.2 A collaboration with RED could potentially enable the TMO to:

- Provide better coordination between health, social care, housing, police, voluntary and private sector to deliver technology based support solutions for older vulnerable people.
- Provide Telecare Services for older vulnerable people in the community and TMO Sheltered Housing. It is anticipated that the TMO's Community Alarms Service could deliver Telecare at a cost of £500 per person. If Social Services were to use their grant to support 100 vulnerable older people in the first year this would equate to £50,000 of new income for the TMO.
- Develop a pilot SMART Flat at 70 Tavistock Sheltered Scheme and to install SMART Home capability in all TMO Sheltered Housing Schemes. A simple Telecare overlay installed at each of the TMO's sheltered schemes would create Telecare compatibility. The cost of installing such an overlay would be approximately £20,000 for the 5 schemes.
- Identify key partners to deliver digital inclusion services such as IPTV for older vulnerable TMO Residents.
- Develop IPTV for older vulnerable and isolated people in the community.

4 Conclusion

4.1 This report would like to advise Board of:

- The offer to form a strategic partnership with RED.
- The bid for £50,000 of Preventative Technology Grant money to develop Telecare Services with RBKC Social Services.
- The Bid for £20,000 of Preventative Technology Grant Money to create a Telecare Overlay in TMO Sheltered Schemes.
- The proposal to re-model the now vacant Community Officers Flat at 70 Tavistock Sheltered Scheme as a SMART Flat capable of supporting a range of older vulnerable needs and clients.

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