**Wardencall replacement programme**

**Introduction**

About Stonewater

Stonewater is a social housing provider, with a mission to deliver good quality affordable homes to people who need them most. We manage around 32,000 homes in England for over 65,000 customers, including affordable properties for general rent, shared ownership and sale, alongside specialist accommodation such as retirement and supported living schemes for older and vulnerable people, young people’s foyers and women’s refuges.

Retirement Living at Stonewater

Our retirement living properties for rent offer affordable housing options at 58 locations across the country; providing you with warm, safe and comfortable accommodation with a welcoming and ‘homely’ feel. You get independence and privacy when you want it, with the added advantage of living in a welcoming community environment.

Our properties are designed to make our customer’s life’s easier - from studio flats to one and two-bedroom apartments and bungalows. Each property is fully self-contained with a lounge area, kitchen and bathroom.

**Existing wardencall systems**

The existing systems are largely hard-wired and vary in terms of age and equipment type.

**Our requirements going forward**

Our intention is to replace our existing hard-wired systems with next generation wireless technology that fully utilises the latest innovation in technology aimed at helping individuals stay safe in their home, maintain their independence; allowing them to summon assistance in an emergency through our 24-hour call-monitoring provider.

The intent is to identify a suitable technology infrastructure solution to form part of a more holistic support network for customers where we provide a platform for the ‘digital plumbing’ to be enabled that allows a range of add-ins to be installed, as a customer’s needs change.

We are keen to hear about systems that brings a wide range of technology together. Next generation [Artificial Intelligence](https://www.bing.com/aclk?ld=e37WU4cEkNaLgrF3DdCbefmTVUCUwckNA__xkuZF76Wka-AC0l1FQ1_AZMl9qqmnCu7JMFBAss8f70BQar3e3g8kKf2Vgn1ROaM_2oimNOvfkavzNSIz6GLH-tJNNdAIpB8QVp2YXlaTZ_4FANZGUzrvA6ihSapVvDmwVKS6SXLXg3clqq&u=&rlid=6de905fb5a9111d7c67359056592cc30) and the use of robotics are of particular interest. All with the intent of supporting areas such as (but not limited to):

* Virtual companions
* Wireless wardencall systems
* At home health monitoring (personal health and wellbeing) – e.g. TeleHealth
* Environmental monitoring – Smart Home technology that benefits both landlord and customer
* Telecare overlay – with the ability to support telecare alert systems such as fall detector, smoke or fire detector, flood, gas and occupancy detector
* Broader assistive technology such as door opening systems, remote telephone call answering and curtain/blinds closing systems
* Home security measures

Where providers are unable to propose one fully integrated solution, we are happy to hear of proposals that allow an interface with other systems or technology provided by a third party.

Joanna Gooch

Director of Housing Strategy & Quality Assurance

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