

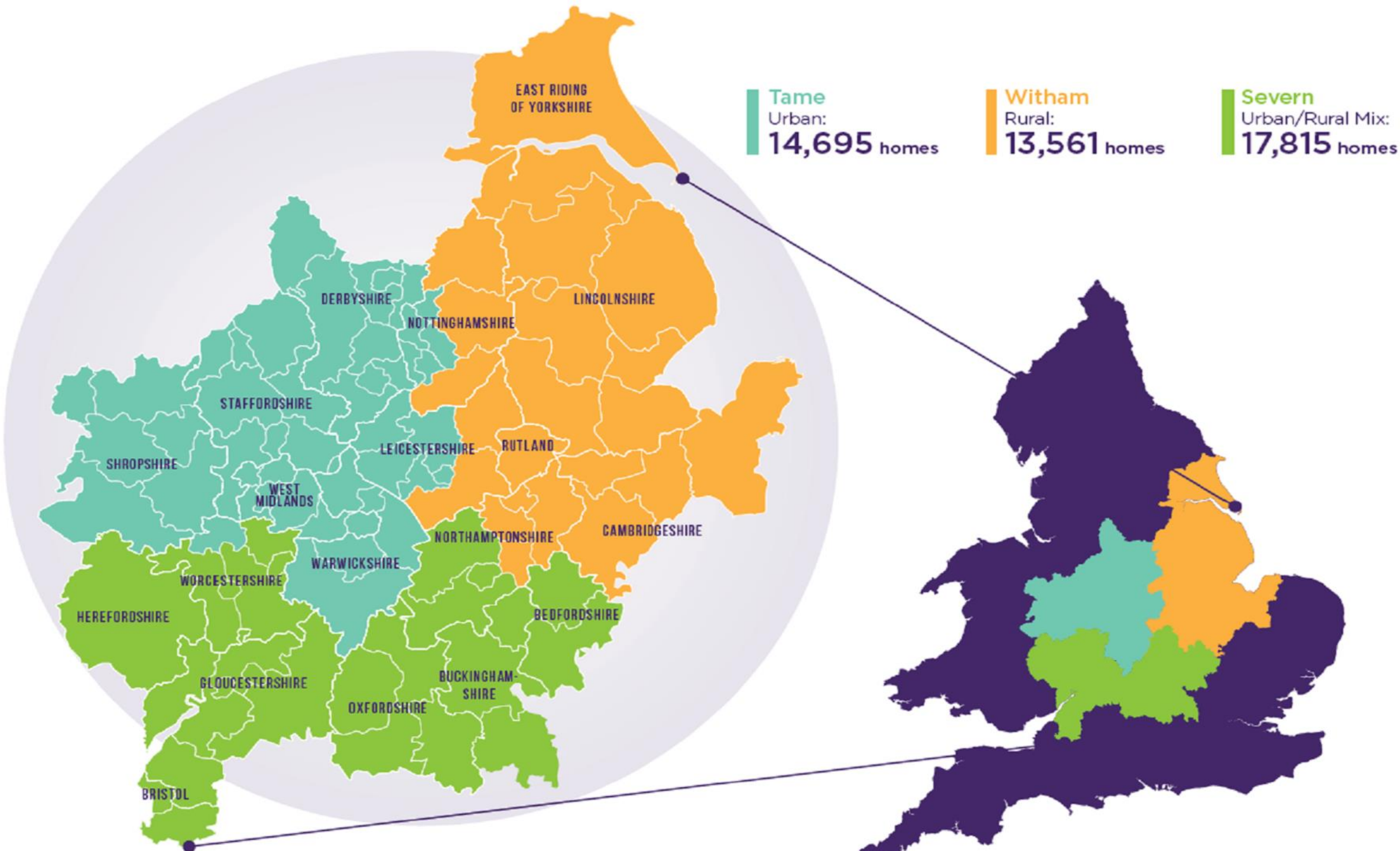
Introducing Platform Housing



Testbed Partner

Introducing Platform- What we do.....

- Platform is the largest housing association in the Midlands with over 47,000 homes and serves in excess of 120,000 customers. We have three operational areas referred to as “Localities” named after the major rivers in the areas. (next slide illustrates this)
- Platform’s Retirement Housing service includes 3310 properties found across 84 different sites across the country including:
12 Retirement Villages, 82 Retirement Living locations.
- Customer profiling -in Autumn 2021 Platform undertook a Retirement Housing Customer survey (79% response rate) confirming:
 - 73% of our Retirement Housing Customers are aged over 70,
 - 20% aged 90 or over.
 - 83% said a TEC call alarm/emergency pendant was a must have.
 - 73% of customers do not have access to the internet, however...
 - 50% aspire to be connected and make greater use of technology in their daily lives



- Platform committed to a new 5 year corporate strategy in 2021 which very much drives a commitment to customer service, customer experience and the increased use of technology to enhance delivery, accessibility and flexibility of service.
- Platform had started a journey of discovery into technology working to assess and audit all current use and identify new opportunities to integrate technology across the business.
- TAPPI2 was a natural fit for Platform, complimenting our corporate strategy, internal aspirations and commitments to investigate and facilitate the use of technology supporting the vision of enabling better lives through better homes.
- A chance to focus thinking, develop understanding, empower, influence, challenge stereotypes, test, learn, inform and ultimately help people truly live their best technology-enabled life.

A real life



testbed

Welcome to Platform TAPPI2 Testbed... Harling Court in Ledbury, rural Herefordshire, a small Retirement Village offering 41 homes for rent. Customers must be 60 plus and demonstrate a health, care and/or support need to move in.





Harling Court was built in 1991, it is representative of many retirement housing locations across the country, with limited integration of technology and due modernisation and investment.

Harling Court offers a fantastic opportunity to showcase the possible and share learning





We aim to:

- Test access and connectivity in the local area – the challenge of a rural setting
- Showcase the increased benefits of working in partnership
- Test a new Platform Standard “village” TEC offer, working with partners The logo for 'appello' is written in a lowercase, grey, sans-serif font with a small orange smile-like shape at the end of the 'o'.
- Work in partnership with The logo for 'switchee' is written in a lowercase, grey, sans-serif font with a green leaf-like shape above the 'i' and a white background box.
and other IOT providers to introduce and trial an internet connected thermostat to help manage the home, energy use and further support wellbeing.
- Undertake personal TAPPI TEC Assessments with every customer at Harling Court, working in partnership with The logo for 'COMMUNITY HOUSING' features the word 'COMMUNITY' in a bold, blue, sans-serif font with green vertical bars between the letters, and the word 'HOUSING' in a smaller, blue, sans-serif font below it.
TEC Services.
- Install/introduce personalised TAPPI technology plans and equipment on an individual basis in each home to help better manage the home, support daily living and improve a sense of happiness/quality of life. The logo for 'platform housing group' features the word 'platform' in a bold, blue, sans-serif font with four colored circles (pink, orange, green, blue) below it, and the words 'housing group' in a smaller, blue, sans-serif font to the right.

Working to enable the 10 TAPPI Principles, learn and share insights

- All aspects of the project will work to test, enable and fulfil the 10 TAPPI principles, where ever appropriate. Work is still ongoing to map our project against the principles.
- Monitoring and project reporting aspirations are also still being confirmed but include:
 - recording/establishing benchmark data for comparison
 - customer reactions to TAPPI2, level of engagement
 - levels of participation in co-production/working groups
 - Key themes - customer concerns/considerations/aspirations/ICT needs to be fully connected/enabled for todays society.
 - Monitor and report on barriers/challenges, mitigation and solutions.
 - Level of encouragement, support, coaching needed to maximise/embed use/benefits of any new technology/levels of utilisation/sustainability
 - Impact and outcomes – personal/community/social/financial.



Keep you posted.....

Thank you

