Context
Our Services

Social Housing
4,616 units
Over 6,000 tenants

Care & Support Services
Average of 3,500 care hours per week

Owner Services
900 owners

BR24
Over 14,500 Telecare connections, internal and external

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Bield's TAPPI Experience

Creation of Tech Hub

Proactive technology

Tackle Digital Inequalities

External, Cross Sector Engagement

Co-production

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Embedding TAPPI to inform Bield's future...

Setting the Pace...
Our people, our homes, our communities

Corporate Strategy & Business Plan
2023-2028

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An Ageing Population

Ageing in Place & Prevention

Strategic Asset Management Strategy

Independent Living Model

Co-production Strategy

Digital Strategy

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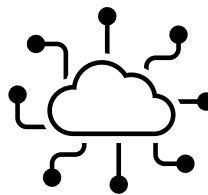
Key Insights

Digital Literacy

Tenants – 492 tenants have engaged and completed digital literacy surveys

- 48% of our tenants are not connected via broadband
- 41% of tenants would feel comfortable having sensors collecting data in their home, with 28% advising no (main reason given was concern for privacy) and 31% of tenants unsure
- 72% of our tenants advised they often feel lonely with the
- 68% of tenants advised they are not aware technology could support interactions with family and friends
- 87% of tenants advised they are interested in discovering more about technology

Predictive and Analytical AI technology

- Integration/interoperability of solutions are key for success
- The right technology, at the right time, can positively impact how we deliver services
- Barriers relating to digital literacy can be overcome
- To successfully enable aging at home, technology must be explored and incorporated into adaptations and care packages

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Thank you