



TAPPI matters NOW

**How technology can enable us all to “live gloriously ordinary lives”
at home AND deal with the system breakdown in health & care....**

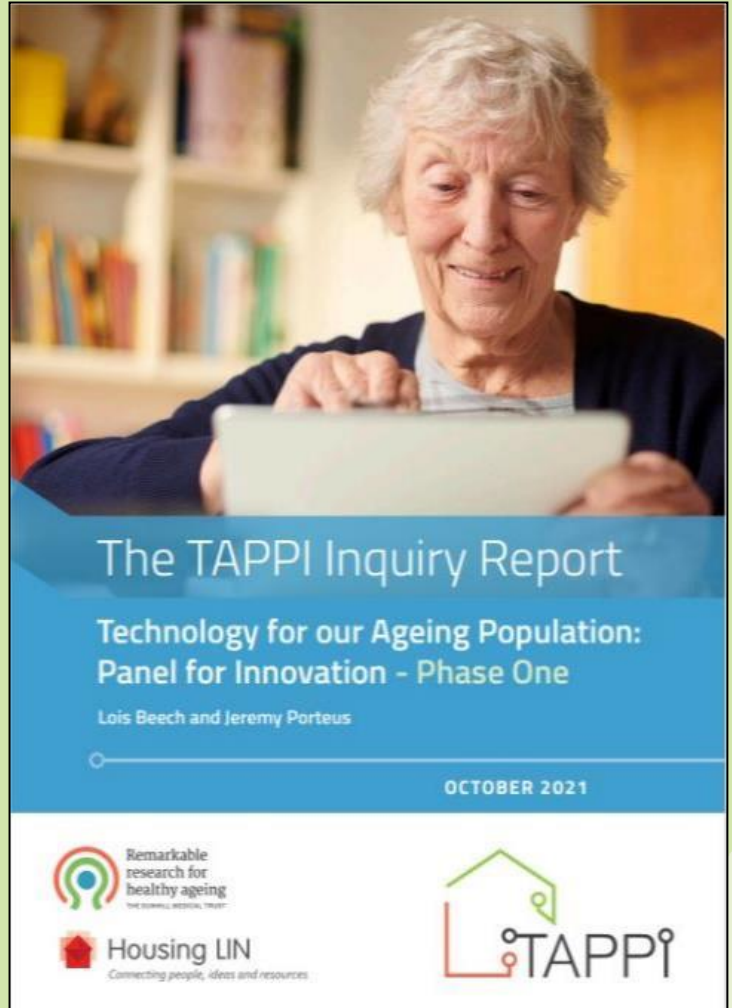
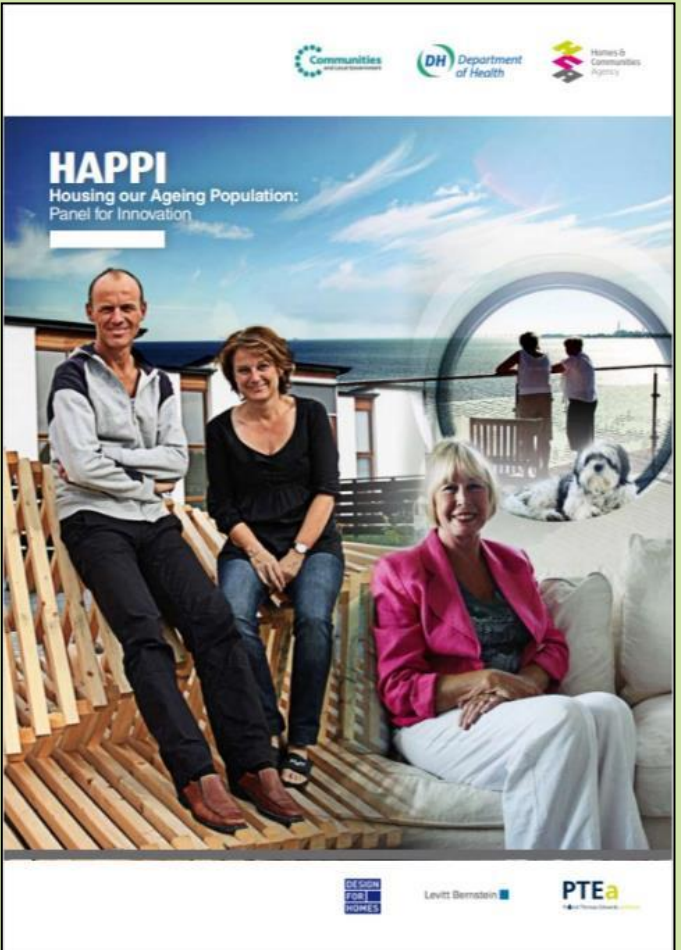
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Newcastle University

Housing LIN #HappyHour May 21st 2024

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Background to the TAPPI Inquiry

Learning from history & best practice...
to address today's issues & opportunities....
for the use of technology in housing for the ageing population



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TAPPI Phase 1 – The Inquiry



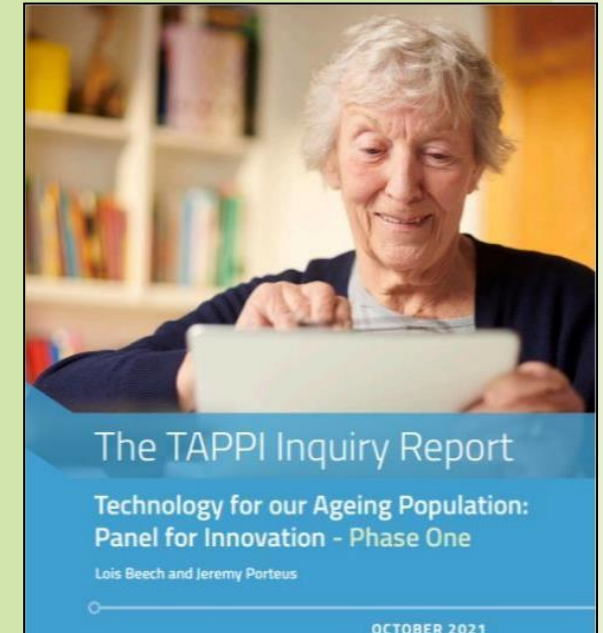
- **TAPPI Panel** - key industry leaders and policy makers incl.: TSA, DLUHC, LGA, ADASS, IKEA and many others
- **TAPPI 2021/23** - 4 panel/witness hearings, 4 regional sector regional events & broad consultation
- Linked with **3 other Commissions**
 - *Technology enabled care and support* (TSA/ADASS White Paper)
 - *Future of housing and care* (Social Care Institute for Excellence)
 - *Smart Homes and Independent Living Commission* (APPG on AT, Policy Connect)



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TAPPI Phase 1 – Lessons & Action

- **People** must be at the heart of care technology interventions but.....
- **Processes & Systems** can easily be siloed & collaboration is difficult.....
- **Knowledge and training** is patchy at best....
- Developed **TAPPI Principles**. They can be part of every conversation about technology & care....but will they be useful in practice in such a complex environment ?
- Identified & reported wonderful **UK and global best-practice examples**



TAPPI Phase 2 : The 6 locality 'testbeds'



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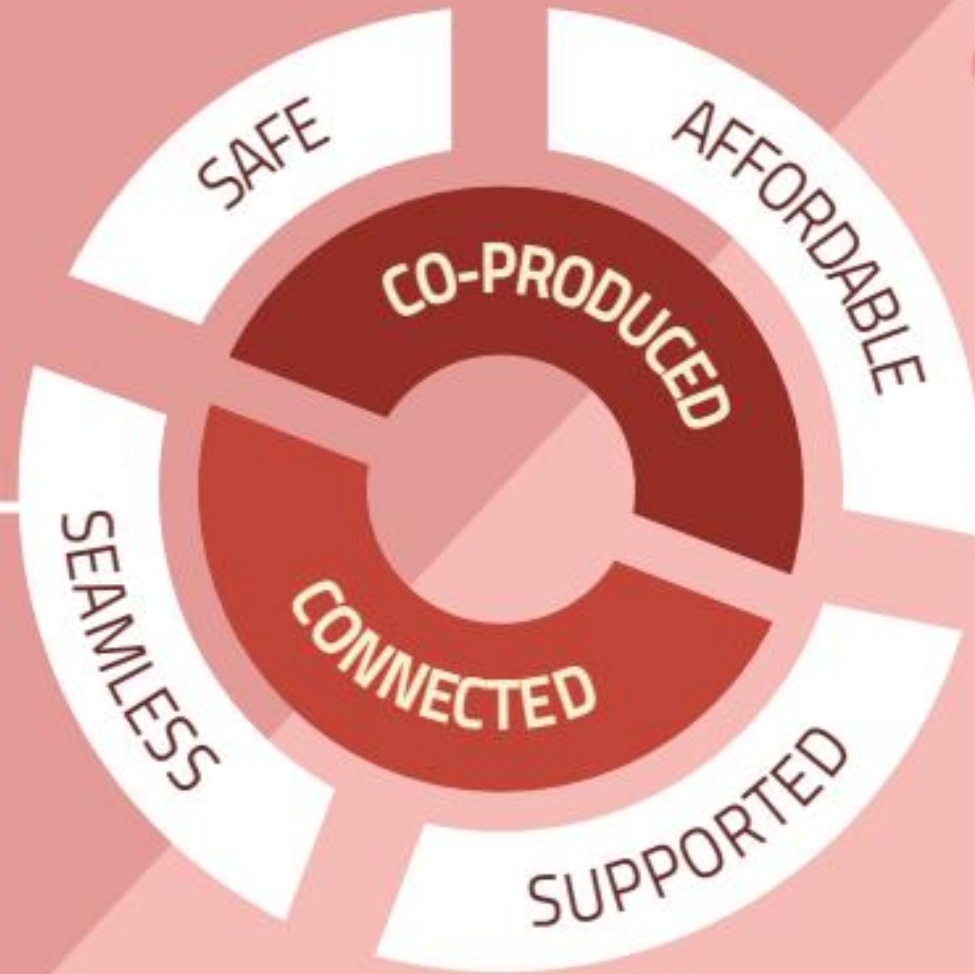
TAPPI Phase 2 : Operational Lessons and Opportunities...



- **Get the basics right:** Homes must have a reliable, affordable internet connection.
- **Co-produce early:** Involving tenants (users and families as well) early in decisions about technology meant they were more likely to use it.
- **Make it seamless:** People get frustrated that care tech devices (like sensors and fall detectors) don't work together
- **Ensure it's affordable:** The initial cost of devices can be an obstacle, along with ongoing expenses around broadband and maintenance.
- **Keep it safe:** Older people worry about online safety and scams.
- **Support, support, support:** One of the biggest learnings of the project was the need for accessible, ongoing digital skills training



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TAPPI Phase 2 :

Strategic Lessons and Opportunities.....



- Test-beds are not enough.....proven useful to optimise TAPPI Principles , **but not big enough to catalyse national change.**
- Key principles are those that are **people-centric and reduce complexity**.....for everyone.
- **Purpose-driven system change is elusive.** Innovation is risky, is rarely strategic, is not resourced....and there is simply no "space" in day-to-day operations to include it.
- We need to create a **local movement for delivery** across professional stakeholders with differing deliverables.....
- **There is a massive consumer market gap.**
- **Training in care technology use is the foundation for action.**



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TAPPI Programme

Some final "Think Big, Act Big" comments.....



- **We do need system change.....but keep it local.**
- Will a new government listen to a coherent shout for a prevention-focussed **Independent Living Strategy** as we execute the digital switchover ?
- Might the **Integrated Care Boards** act as convenors for action...if not. who ?
- Can we dramatically **re-construct professional training** curricula ?
- Surely we should create a clearly defined care technology innovation focus.....
A Care & Technology Innovation Centre ?
- A business-led, accredited, consumer **CareTech market ?**



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Improve the way technology is used in housing and care

Technology for our Ageing Population: Panel for Innovation (TAPPI) aims to provide you with the knowledge and tools to improve the way technology is used to support people living independently.

What is TAPPI?

How TAPPI changed us



Technology for our Ageing Population: Panel for Innovation

Watch on YouTube



The TAPPI Principles

Setting out the revised TAPPI principles, co-produced with residents, customers and partners to achieve better technology-enabled outcomes.

The TAPPI Principles

How you can do it

Tools and resources curated by the Housing LIN and produced by our TAPPI partners to help you adopt the TAPPI principles.



Co-production

Information and guidance needed to co-produce the introduction of technology for our ageing population.



Supporting change

A set of simple technical tools, guidance and checklists to support organisations to take a similar approach to TAPPI.



Evaluation

A simple evaluation toolkit for organisations to use when implementing technology in housing and care settings.

What we learnt

Continuous learning to refine the original TAPPI principles and help create and adopt an easy to use TAPPI Framework.

What we learnt



Find out more at <https://www.housinglin.org.uk/tappi/>

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Thank you!



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