



TAPPI matters NOW

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

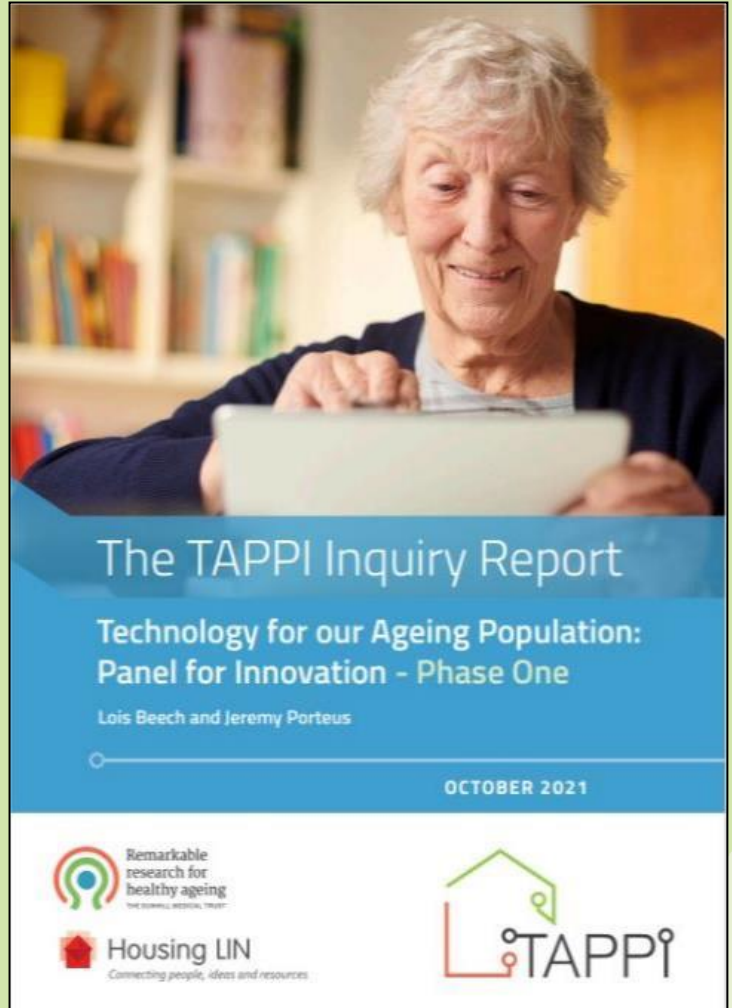
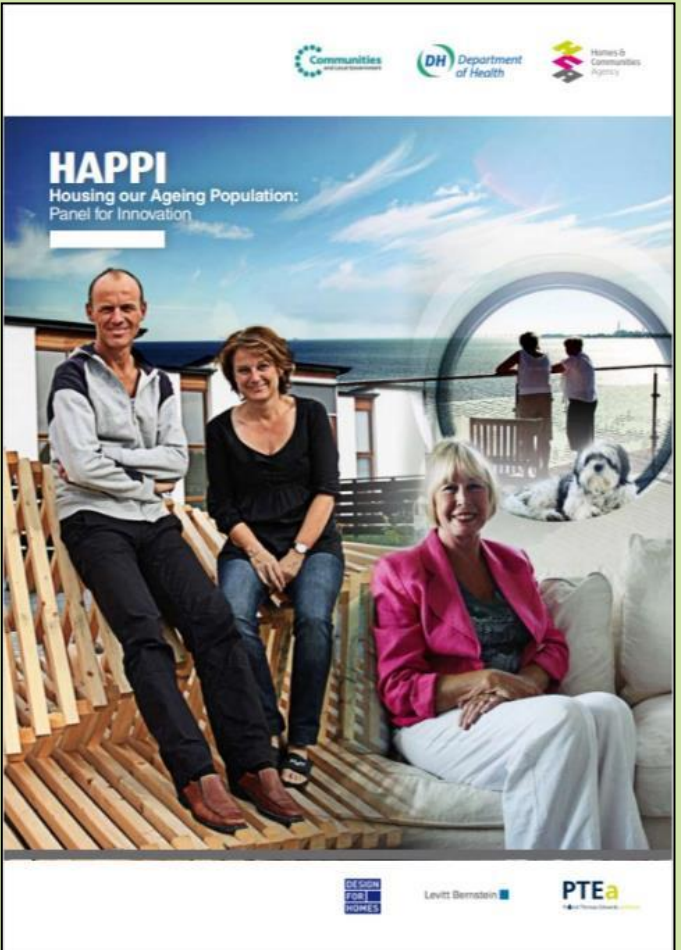
Professor Roy Sandbach OBE FRSC
Newcastle University

ITEC2024 , Birmingham, March 18th 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



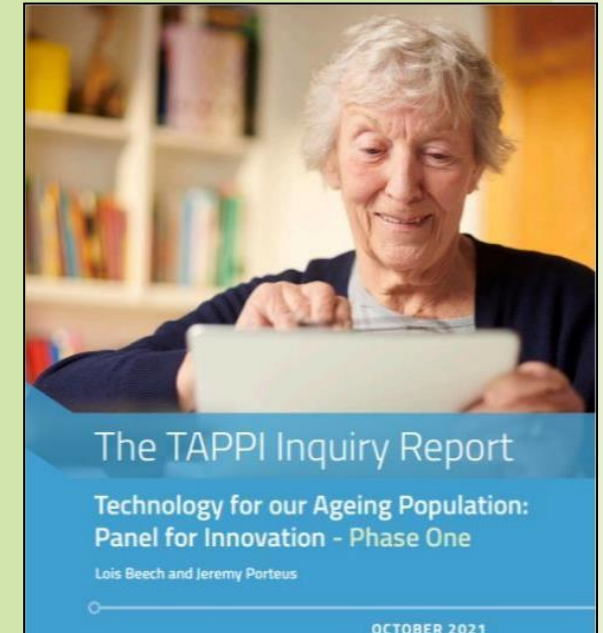
- **TAPPI Panel** - key industry leaders and policy makers incl.: TSA, DLUHC, LGA, ADASS, IKEA and many others
- **TAPPI 2021/23** - 4 panel/witness hearings, 4 regional sector regional events & broad consultation
- Linked with **3 other Commissions**
 - *Technology enabled care and support* (TSA/ADASS 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**

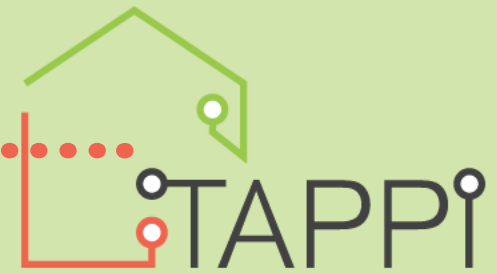


TAPPI Phase 2 : The 6 locality 'testbeds'



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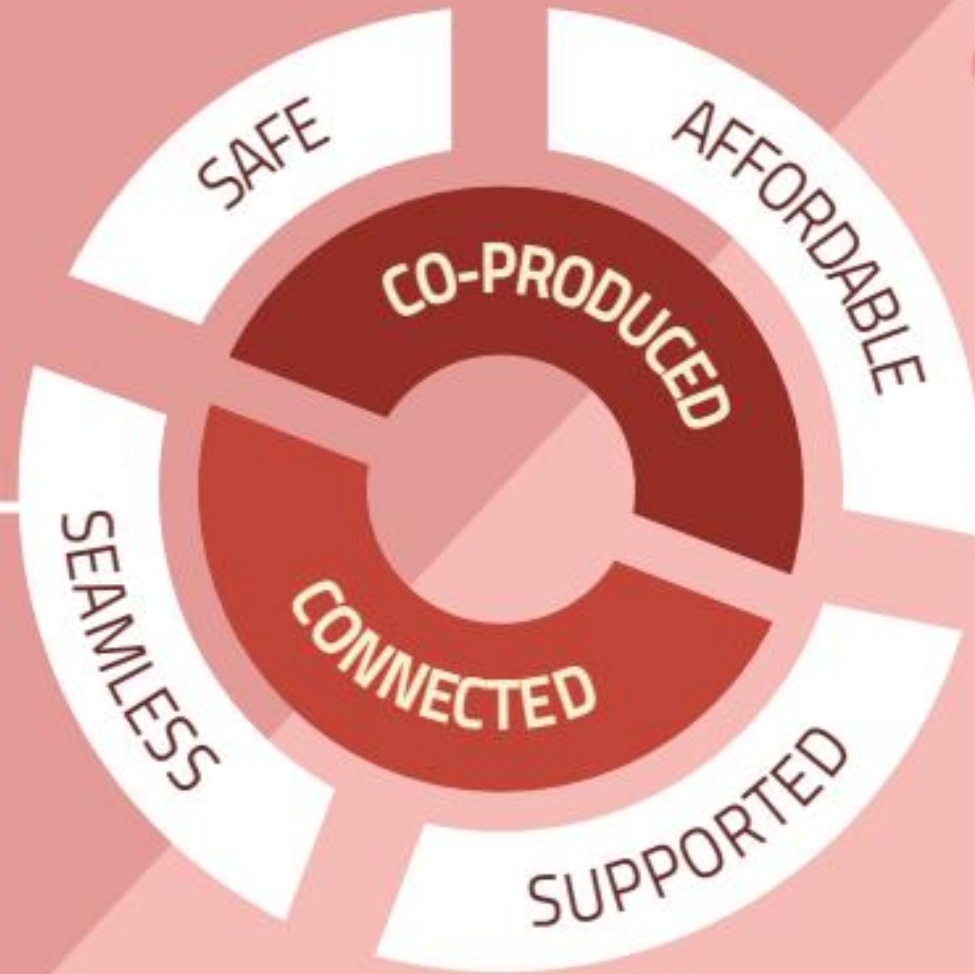
TAPPI Phase 2 : Operational Lessons and Opportunities...



- **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 thoughts.....



- “**Think Big, Act Big**” with system change at heart....**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 ?
- Should the **Integrated Care Boards** act as convenors for action....if not. who ?
- Can we dramatically **re-construct professional training** curricula ?
- Might we create a clearly defined care technology innovation focus.....
A Care & Technology Innovation Centre ?
- Why isn't there a business-led accredited **CareTech market** ?



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Find out more at www.housinglin.org.uk/TAPPI



TAPPI Phase 1 www.housinglin.org.uk/TAPPI1

TAPPI Phase 2 www.housinglin.org.uk/TAPPI2

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Thank you!



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