Warren Heppolette

Director of Prevention, Greater Manchester Combined Authority (GMCA)

Chair of the TSA Housing Commission

TAPPI Hour: Technology unplugged – Delivering digital solutions

Housing LIN webinar, 17 November 2026



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The Core Vision

The Idea in One Line

Turning Housing into Prevention Infrastructure

Recognising housing not just as accommodation, asset management or landlord services, but as a critical platform for prevention, wellbeing, safety, independence and connected care.

The Commission should help providers move from reactive service models to more proactive, preventative and person-centred resident services.



Mission Statement

Mission

To produce a practical, credible and sector-led Blueprint that helps housing providers strengthen resident services by connecting housing data, digital infrastructure, technology enabled care and proactive support.

The Blueprint should give housing leaders a clear route from awareness to action.

It should help boards, executive teams and operational leaders understand what good looks like, what needs to change, and how to move from fragmented activity to a more connected, resilient and preventative approach.



How the Commission Works

Evidence, Challenge, Synthesis and Testing.



Desktop Review

Policy, regulation, market evidence, technology and existing good practice.



Provider Interviews

Housing, TEC, digital, asset, customer service and executive perspectives.



Lived Experience

Resident, family and carer insight to avoid provider-only framing.



Case Studies

Good practice, practical barriers, service models and investment decisions.



Commission

Board discussions, virtual sessions, structured challenge and iterative drafts.



Peer Review

Independent challenge on credibility, neutrality, resident outcomes and four-nation relevance.

The approach mirrors the previous Blueprint Commission discipline: evidence first, lived experience visible, iterative review and practical output.

The Challenge Is Turning What We Know into Earlier Action

Three issues emerging from the Commission's evidence gathering

01

Risk and insight are fragmented

Housing teams hold different pieces of the picture, while health and care hold further insight. Each can miss the combined risk.

WHAT THIS MEANS

Share relevant information across services, with clear responsibility for identifying risks and acting on them.

02

Earlier insight can reveal more need

Identifying risk sooner can increase the immediate demand for support. Someone still needs the time, authority and resources to act.

WHAT THIS MEANS

Plan the response, staffing and consent arrangements before scaling up.

03

Costs and benefits cross budgets

Housing may fund improvements while health and care benefit. This makes it harder to demonstrate value and agree who should invest.

WHAT THIS MEANS

Investment decisions must reflect costs, measured outcomes and who benefits.

TWO DIFFERENT ROUTES INTO PRACTICE

Healthy@Home | Sharing housing and NHS insight

Brookhead Lodge | Bringing homes, care and support together

Healthy@Home uses shared insight to intervene earlier

Case study | Prima Group and Mersey Care NHS Foundation Trust

THE CHALLENGE

Peter, 76, had respiratory problems that conditions in his home were contributing to. Linking NHS and housing data revealed risks housing teams may not otherwise see.

HOW IT WORKS

IDENTIFY → ENGAGE → INTERVENE → IMPROVE

Link property and resident data, secure consent, make a joint visit and agree practical support.

REPORTED EVIDENCE

- Around 250 residents involved, all with consent
- Consent approach took around 18 months
- Independently evaluated; being extended

WHAT THIS SHOWS

Joined-up data and trusted consent turn hidden risk into early, practical action.



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Brookhead Lodge helps residents sustain independence

Case study | Stockport Homes

THE CHALLENGE

Margaret, 82, had increasing care needs. Brookhead Lodge offered a self-contained accessible home with planned care, 24/7 on-site support, Carecall and housing management.

HOW IT WORKS

DESIGN → SUPPORT → ENABLE → SUSTAIN

Build for changing needs, integrate support and use adaptations and technology.

REPORTED EVIDENCE

- 10 people reported to have moved from care homes
- Residents report greater independence and wellbeing
- Right-sizing benefits the wider housing stock

WHAT THIS SHOWS

Supporting independence for longer slows moves into care and reduces void costs.



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Housing Commission: Delivery to January 2027

Where we are and what happens next

21 JUL	6 OCT	OCT - NOV	24 NOV	DEC	JAN 2027
Launch	**First virtual session**	**Evidence validation**	**Second virtual session**	**Draft refinement**	**Publication**
Commission scope and engagement initiated	Evidence and priorities discussed	Case-study checks, evidence gaps and resident involvement	Test the content, evidence and practical sector actions	Complete resident testing, drafting and quality checks	Blueprint, case studies and tools
DONE	DONE	NOW	NEXT	PLANNED	TARGET

How you can help shape the Blueprint

Tell us today what evidence, examples and practical guidance would make it most useful to you.

Questions for the Audience today

01 What are the main barriers to putting the approaches we've discussed into practice?

02 What would make the Housing Blueprint a useful resource for your organisation?

03 What evidence, advice or practical tools would help you take the next steps?