



Housing LIN

Connecting people, ideas and resources



Technology and digital infrastructure that support future care needs must be built into all new housing, leaders from a range of sectors have urged in a report published today.

The report by the Technology for our Ageing Population: Panel for Innovation (TAPPI) sets out ten practical principles to build technology into housing in a way that improves life for our ageing population and wins widespread support.

Following a 6 month Inquiry by the Housing LIN (Learning and Improvement Network) in which the Panel heard from over 30 experts and people with a lived experience, the Panel's 'Big Insights' identified both the success factors and barriers to integrating technology into housing and care. In the forthcoming second phase of its work, the Panel will develop a framework for technology and digital infrastructure in housing.

Chaired by the former Director of the National Innovation Centre for Ageing, Professor Roy Sandbach OBE, the Panel includes senior figures from housing, care, academia, the tech industry and design – including former chief government architect, Andy Von Bradsky and Wilhelmina Hoffman, the Managing Director of Silviahemmet, the charity founded by the Queen of Sweden.

The Inquiry, funded by the Dunhill Medical Trust, is aimed at ensuring that technology is used effectively to ensure older and disabled people can live independently in high quality homes.

Susan Kay, Chief Executive, Dunhill Medical Trust, commented: *"Our experiences of the last 18 months have accelerated the changes that were already being made in how we as a society use technology to communicate, connect and experience health and care support. But we need to make sure that we don't leave behind a whole generation of people who could really benefit and create yet another source of social inequality.*

That's why we were delighted to be able to support this work which lays some solid foundations for a framework for action aimed at supporting independence, choice, safety and social engagement for everyone - not just the digital native generation."

The Panel adopted **10 TAPPI principles** agreeing that all new housing should be:

- *Adaptable* – able to adapt to changing user needs and technological advances
- *Co-produced* – involving people to co-create solutions to inform how they want to live their lives
- *Cost-effective* – offer value for money and benefit both to individuals but also to workforces in local housing and care economies

- *Choice-led* – enabling access to more options that meet individual needs and wishes
- *Interoperable* – ability to integrate and work across systems and platforms to meet individuals’ diverse needs and aspirations
- *Inclusive* – reduce digital, health, income inequalities to enable active involvement in home, local community or networks
- *Outcome-focussed* – improve health & wellbeing to improve quality of life or maintain independence
- *Person-centred* - Putting the person first to give control over own environment, care and support needs etc
- *Preventative* – focused on prevention rather than reactive models
- *Quality-focussed* – in designing products, systems and services to ensure ‘fit for purpose’.

Professor Roy Sandbach OBE, said: *“The last 18 months have shown just how important it is for older and vulnerable people to live in a home that makes them comfortable and content. This report highlights how technology can enable this.*

“But it does much more. First, it crystallises TAPPI principles that should be at the heart of every care-related conversation. We also emphasise that technology-enabled homes must be designed and re-designed with the individual because everyone is different. It highlights the need for greater awareness, among all stakeholders, of leading-edge technology possibilities.

“And, crucially, it speaks to technology as a contributor to pro-active prevention of illness and related intervention. Healthy independence is the goal, with home technology playing its vital part throughout an individual’s life. “

The report makes a number of **recommendations** that would see widespread use of technology in new housing design and construction – as well as tech-enabling and adapting existing housing. These recommendations include:

- Establishing a clear benchmark that works alongside industry codes and charters – a Minimum Digital Living Standard – setting out what is needed to live well and safely in a digital society
- As part of a national digital strategy for transformation, create a housing and care products and services ‘marketplace’ platform that will enable easy consumer access to relevant digital products and services
- Review and update planning policy and guidance and the regulatory framework for housing so that smart technology infrastructure is built into new homes, making them adaptable to the needs of an ageing population
- Futureproof Government guidance on Disabled Facilities Grants so the scheme supports retrofitting and adaptations of homes for an ageing population – with a new Technology Facilities Grant.

Jeremy Porteus, Chief Executive of the Housing LIN, which provided secretariat support to the Panel, said: *“The rapid pace of change requires a national strategy to ensure we are all equipped with the knowledge and skills required to make the most of technology. But the pandemic has shown us that older*

adults and people with a disability or long-term condition are more likely to be digitally excluded, despite having the most to gain.

“With time running out before the analogue to digital switchover in 2025, we have an opportunity to drive the ‘digital revolution’ across housing, health and care – putting the real needs of older people at the heart of policy and action. The TAPPI inquiry has confirmed that any project across housing, health and/or adult social care should incorporate a ‘tech strategy’ that follows the ten TAPPI principles so that older customers are not digitally excluded.”

The report suggests that TAPPI provides an iconic ‘kitemark’ that should encourage the housing sector to apply the TAPPI principles when designing, developing, managing or marketing homes.”

The Panel will produce in its second phase could unite existing standards and frameworks and ensure industry commitment to TAPPI principles.

END

ADDITIONAL QUOTES

Clenton Farquharson MBE, Chair of TLAP said: *“Technology should complement face-to-face health and social care so people can live the life they choose to lead. It should support individuals to achieve their aspirations by seeing them as consumers rather than service users. Rather than starting with what technology is available and what it does, we need to focus on the individual and understand their aspirations, wants, and wishes.”*

Lauren Walker, the Royal College of Occupational Therapist’s Professional Advisor (Housing) said: *“We need to build an evidence base that shows how preventative technologies and digital infrastructure are both cost-effective and enable our ageing population to live healthy and independent lives.”*

Alyson Scurfield, the CEO of the TEC Services Association and a Panel member said: *“We need to create a system where people and professionals use, trust and love technology so it becomes a key part of a preventative health and social care system. Local partners must reach the funding agreements that encourage housing, health and social care to better embrace more integrated technological approaches, by working alongside tech providers so people receive the right solution for them.”*

Notes to Editors:

- 1) Embargoed until 00.01 on Tuesday, 26 October 2021
- 2) For further information (media only) please contact: Sally Taylor-Ridgway, Housing LIN Comms Officer. Email s.taylor-ridgway@housinglin.org.uk or 07788 139571

- 3) The report will be available for download
<https://www.housinglin.org.uk/TAPPI/>
- 4) The TAPPI logo, report cover and infographic of the ten TAPPI principles are attached
- 5) The TAPPI approach has mirrored the five [HAPPI Inquiries](#) which produced ten 'care ready' housing design principles that are now widely recognised as the benchmark for quality in housing for an ageing population. They were produced between 2008 and 2019 by the All Party Parliamentary Group on Housing and Care for Older People, chaired by Lord Best, with support from the Housing LIN.
- 6) The Housing LIN is a sophisticated network that brings together policy makers and practitioners in England, Wales and Scotland to exemplify innovative housing and care solutions for an ageing population. Recognised by government and industry as a leading 'ideas lab' on specialist housing/supported living and technology-enabled care and housing, our networked activities and consultancy services:
 - Connect people, ideas and resources to inform and improve the range of housing that enables older adults and disabled people live independently in a home of their choice.
 - Provide insight and intelligence on latest funding, research, policy and practice to support sector learning and improvement.
 - Showcase what's best in specialist/supported housing and feature innovative projects and services that demonstrate how lives of people have been transformed.
 - Support commissioners and operators to review their existing provision and develop, test out and deliver solutions so that they are best placed to respond to their customers' changing needs and aspirations.

To access a range of resources on technology-enabled care and housing curated by the Housing LIN, visit: <https://www.housinglin.org.uk/TECH/>

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