

TSATM

Navigating the Digital Switchover: Switching TAPPI on

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Chief Executive

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Our Mission



Drive Transformation and Growth of the TEC sector strengthening Partnerships, Data & People.



Ensure Quality and safety setting, developing standards and providing independent and trusted audit and certification.

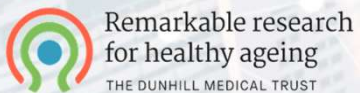




A Foundation of TAPPI

Being **Connected** in the Digital World

- Digital bringing the ability to be always connected
- Digital allows you to engage with everyday solutions i.e. smart speakers
- Tappi showed the opportunity to not just think about reactive alarms and devices, but to think about proactive and preventative support, enabled by digital



The voice of technology
enabled care



Housing LIN

Connecting people, ideas and resources

CO-PRODUCTION WORKS

Cambridge Centre
for Housing &
Planning Research



Wiltshire Council

platform
housing group



Haringey
LONDON

Southend Care
excelling in care
enhancing lives

Proactive Outreach Leading to Better Outcomes



The right support, with a more **proactive approach**, focusing on **individual outcomes**, can ensure people are kept as independently as possible and supports the maintaining of **sustainable tenancies**.

75%

Reduction in ambulance calls from the pilot cohort

72%

Decrease in alarm use

'Our findings from TAPPI has supported the development of our five-year strategy, with enabling technology at the front and centre of our tenant offer. We have aligned this work to our asset strategy and the development of a digital design brief, to support our approach to new builds and redevelopments'

Dr Lynne Douglas, Chief Executive, Bield Housing and Care



The End-to-End
Resilience of
Technology Enabled
Care Solutions

The End-to-End Resilience of Technology Enabled Care Solutions.

<https://www.tsa-voice.org.uk/tec-guidance/the-end-to-end-resilience-of-technology-enabled-care-solutions/>



New measures to better protect vulnerable customers agreed with Telecoms firms



The Rt Hon Michelle Donelan MP

Secretary of State for Science,
Innovation and Technology

UK phone providers have agreed a number of new measures to protect vulnerable customers as phone lines are upgraded to a new digital network.

Key communications providers have signed **a charter to protect the most vulnerable** following cases of telecare devices failing after being switched to digital landline technology.

To combat this, Technology Secretary Michelle Donelan MP brought together VMO2, BT, TalkTalk and Sky to create a charter that would mitigate risks going forward.



What People Want From TEC

We need to re-focus on people, their families and unpaid carers:

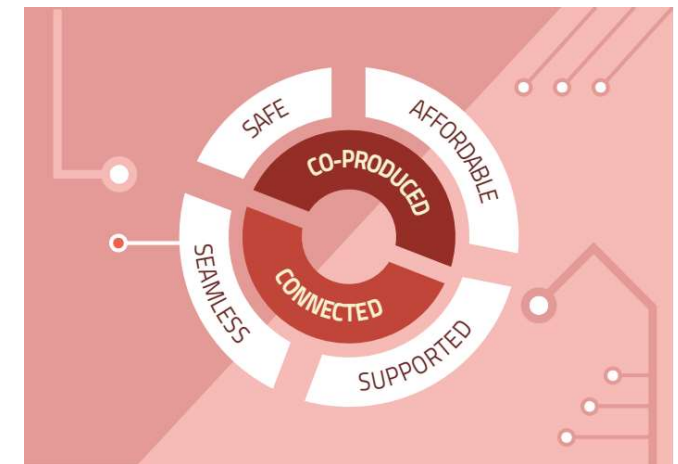


Implementing technology to help
people live really good lives:
What people want from
technology enabled care

Author: Sarah Allen - 2024

<https://tec-action.org.uk/research-implementing-technology-to-help-people-live-really-good-lives/>

- Co-production, so TEC is shaped and chosen by the people who will be using it
- Seamless TEC that links with the technologies people already use
- Familiar, easy to use technologies and devices
- Adoption of a common structure and language for TEC, to help with awareness and selection of the right solutions



January 2024



Thank you



Connect with TSA

<https://www.tsa-voice.org.uk/contact/>

TEC Voice

https://www.tsa-voice.org.uk/news_and_views/tec-voice/

ITEC 2024

<https://itecconf.org.uk/>

**EMPOWERING
PEOPLE'S LIVES**

Transforming futures
through knowledge,
innovation and action



The International **Technology
Enabled Care** Conference 2024
18-19 March | The ICC, Birmingham

[ITECconf.org.uk](https://itecconf.org.uk)