# Platform Housing

# Developing and Applying the TAPPI principles as a Testbed Partner

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**platform** housing group

# Introducing Platform

- Platform is the largest housing association in the Midlands with over 47,000 homes and serves in excess of 120,000 customers.

- Platform committed to a new 5 year corporate strategy in 2021 which very much drives a commitment to customer service, customer experience and the increased use of technology to enhance delivery, accessibility and flexibility of service.

- Platform has started a journey of discovery into technology working to assess and audit all current use and identify new opportunities to integrate technology across the business.

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- TAPPI2 was a natural fit for Platform, complimenting our corporate strategy, internal aspirations and commitments to investigate and facilitate the use of technology supporting the vision of enabling better lives through better homes.

- A chance to focus thinking, develop understanding, empower, influence, challenge stereotypes, test, learn, inform and ultimately help people truly live their best technology-enabled life.

- Platform's Specialist Housing directorate was an obvious area of focus for a TAPPI2 Testbed project.

- Platform's Retirement Housing service includes 3310 properties found across 84 different sites  across the country including:
  12 Retirement Villages, 82 Retirement Living locations.

- Customer profiling -in Autumn 2021 Platform undertook a Retirement Housing Customer survey (79% response rate) confirming:
  - 73% of our Retirement Housing Customers are aged over 70,
  - 20% aged 90 or over.
  - 83% said a TEC call alarm/emergency pendant was a must have.
  - 73% of customers <u>do not</u> have access to the internet, however…
  - 50% aspire to be connected and make greater use of technology in
   their daily lives

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Welcome to Harling Court in Ledbury, rural Herefordshire, a small Retirement Village offering 41 homes for rent. Customers must be 60 plus and demonstrate a health, care and/or support need to move in. Harling Court was built in 1991, it is representative of many retirement housing locations across the country, with limited integration of technology and due modernisation/investment.

Harling Court offers a fantastic opportunity to showcase the possible and share learning

## Working in partnership we aim to:

❑ - Test access and connectivity in the local area – the challenge of a rural setting

❑ - Introduce a new Platform Standard "village" TEC offer, working with partners

❑ - Work in partnership with switchee to introduce and trial an internet connected thermostat
   to help manage the home, energy use and further support wellbeing

❑ - Through the TAPPI opportunity build on Platform's initiatives mentioned above…
   committing to undertake personal TAPPI TEC assessments with every customer at Harling Court, working in
   partnership with Community Housing TEC Services.  We aim to understand personal challenges/aspirations to
   inform how and what further technology could be introduced on an individual basis in each home
   to help better manage the home, support daily living and improve a sense of happiness/quality of life.

- Platform will work in partnership to install the individual technologies identified through the individual TAPPI assessments. Supporting all customers to use and maximise the benefits of the equipment.

- All aspects of the project will work to test, enable and fulfil the 10 TAPPI principles, where ever appropriate.

- Monitoring and reporting requirement are just being worked up, but likely to include:
  - customer reactions, level of engagement
  - levels of participation in co-production/working groups
  - Key themes - customer concerns/considerations/aspirations
  - Monitor and report on barriers/challenges, mitigation and solutions.
  - Level of encouragement, support, coaching needed to maximise/embed use/benefits of any new technology/levels of utilisation/sustainability
  - Impact and outcomes – personal/community/social/financial.



**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

**Quality focussed**
In designing products, systems and services to ensure 'fit for purpose'

**Cost-effective**
Offer value for money and benefit both to individuals but also to workforces in local housing and care economies

**Preventative**
Focused on prevention rather than reactive models

**Choice-led**
Enabling access to more options that meet individual needs and wishes

**Person-centred**
Putting the person first to give control over own environment, care and support needs etc

**Interoperable**
Ability to integrate and work across systems and platforms to meet individuals' diverse needs and aspirations

**Outcome-focussed**
Improve health & wellbeing to improve quality of life or maintain independence

**Inclusive**
Reduce digital, health, income inequalities to enable active involvement in home, local community or networks

10 TAPPI Principles

# Keep you posted..........

Thank you

We will aim to keep you updated as the Platform TAPPI project progresses and share learning.

Keep an eye on the TAPPI website for starters.