

# Developing & Applying the TAPPI Principles



Murrayfield

24/01/23

Dr Lynne Douglas  
CEO



# Plan



- 1) **Bield TAPPI Programme**
- 2) **Key achievements to date**
- 3) **Proactive Telecare Results**
- 4) **Learning so far**
- 5) **Next steps**

# Bield Housing and Care



Bield was formed in 1971 with the aim of developing safe and secure accommodation for older people across Scotland.

The word Bield comes from an old Scots word meaning a sheltered place, and over the last 50 years

Bield are a not for profit organisation, a Scottish charity and a registered social landlord.

As one of the largest providers of housing and support services for older people in Scotland, the organisation has grown in size and in the services it provide since the first house was development was opened in Bo'ness in 1972.



# Our Services



**Social Housing**  
4,616 units  
Over 6,000 tenants



**Care & Support Services**  
Average of 2,500 care  
hours per week  
150 day care customers



**Owner Services**  
900 owners



**BR24**  
Bield - 4,875  
Owners - 1,145  
External 8,894



# Bield Programme

- Bield TAPPI Programme Board in place
- Developed TAPPI Co-production Strategy & Recruited Co-Production champions
- TAPPI Programme Manager Appointed
- Project Plan Established (see image)

## TAPPI2

Project Lead: Gary Baillie

### Status meaning

Not started
On track, expected to be delivered
Potential for delay - less than 2 weeks
Delayed more than 2 weeks
Done



Ref	Action	Mile	Wkstrem	Sub category	Lead	Approval Needs	% complete	Status	START	END	Progress note	DAI	Jan 2, 2023	Jan 9, 2023
4.0.00	Challenge 1&2	yes	1&2	Heading			75%	On track, expected to be delivered	START	END		#VALUE!		
4.1.00	Co Production - Challenge 1&2	to achieving	4. Challenge 1&2	Co Production & Communications	Programme Board/ Champion		100%	On track, expected to be delivered	5/12/2022	31/12/2022		#VALUE!		
4.1.05	Establish co-production approach and participation agreement	ork for	4. Challenge 1&2	Co Production & Communications	GB/ Champion/ Co-production		85%	On track, expected to be delivered	8/11/2022	1/30/2023		173		
4.2.00	Technology - Challenge 1&2	yes	4. Challenge 1&2	Tech Options, Deployment & Testing	Champions/Programme board	Yes	75%	On track, expected to be delivered	1/1/2023	2/24/2023		55		
4.2.03	Source/procure Identified Technology	nge tech	4. Challenge 1&2	Tech Options, Deployment & Testing	GB/ JM/programme board		95%	On track, expected to be delivered	2/6/2023	2/20/2023		15		
4.3.01	Plan evaluation for Challenge 1&2	or evaluation	4. Challenge 1&2	Evaluation	GB/Programme Board/Cambridge	Yes	0%	On track, expected to be delivered	7/7/2023	7/8/2023		2		
4.3.02	Evaluation - Challenge 1&2	yes	4. Challenge 1&2	Evaluation	GB/Programme Board/Cambridge	Yes	0%	On track, expected to be delivered	8/7/2022	8/28/2023		387		
5.0.00	Challenge 3	alytics +	5. Challenge 3	Proactive Telecare Team	Champions/Programme Board	Yes	25%	On track, expected to be delivered	12/12/2022	2/14/2023		65		
5.1.00	Co Production - Challenge 3	yes	5. Challenge 3	Heading	Programme Board/ Champion	No	100%	On track, expected to be delivered	11/28/2022	12/16/2022		19		
5.1.01	Established Engagment & Coproduction approach	yes	5. Challenge 3	Co Production & Communications	Champions/Programme Board	No	100%	On track, expected to be delivered	11/28/2022	12/16/2022		19		
5.2.00	Develop proactive telecare team	ve analytics	5. Challenge 3	Proactive Telecare Team	GB/Proactive Telecare team	No	50%	On track, expected to be delivered	12/12/2022	2/15/2023		66		
5.3.00	Evaluation - Challenge 3	yes	5. Challenge 3	Evaluation	GB/Programme Board/Cambridge	Yes	0%	On track, expected to be delivered	4/7/2023	8/8/2023		124		
5.3.01	Plan evaluation for Challenge 3	yes	5. Challenge 3	Evaluation	GB/Programme Board/Cambridge	Yes	0%	On track, expected to be delivered	4/7/2023	8/8/2023		124		
6.0.00	6. Site Works	yes	6. Site works	Heading			65%	On track, expected to be delivered	START	END		#VALUE!		
6.1.00	Demo flats & Entrance	yes	6. Site works	Demo Flat & Entrance			75%	On track, expected to be delivered	14/11/2022	15/12/2022		#VALUE!		
6.2.00	Lounge & Dining Areas	yes	6. Site works	Lounge & Dining Area			25%	On track, expected to be delivered	14/11/2022	25/02/2023		#VALUE!		
6.2.02	Broadband	ces for	6. Site works	Demo Flat & Entrance	Mark - ICT	No	25%	Delayed more than 2 weeks	1/12/2022	31/01/2023		#VALUE!		



# Key Achievements to Date



**Bield Housing & Care**  
1,305 followers  
4mo • Edited •

We're delighted to have been awarded funding from the pioneering #TAPPI project to get our tenants involved in shaping new digital services.

The Technology for our Ageing Population: Panel for Innovation (TAPPI) project aims to improve the way #TEC is used in housing and care for older people.

Led by the Housing Learning and Improvement Network (Housing LIN), the TSA – The voice of technology enabled care and funded by The Dunhill Medical Trust, TAPPI seeks to address the opportunity that #Technology has to enhance the lives of our ageing population and the barriers that prevent its adoption.

This funding will ensure that our customers can live as independently as possible, in homes that have been designed to suit their care and support requirements.

Read more:  
<https://bit.ly/3d66k8j>

#TAPPI #TEC #BieldHousing #BieldScotland #digitalservices #housing #independentliving #retirementhousing #housingwithcare #innovation #project #digital #learning



**Bield Housing & Care**  
1,305 followers  
1w •

Yesterday we met with our #TAPPI champions, Peter and Alice (pictured below). As well as helping us to review some vendor #tec, Peter and Alice used an online graphic design platform for the very first time to create a poster promoti ...see more



**Bield Housing & Care**  
1,305 followers  
5d •

This week, we attended a co-production session with our #TAPPI tenant champions and the other test sites. We all got to know each other and understand what #TAPPI is and what we mean by #tec. We also learned more about the #TAPPI st ...see more

Housing LIN  
TAPPI  
TSA  
Remarkable research for healthy ageing

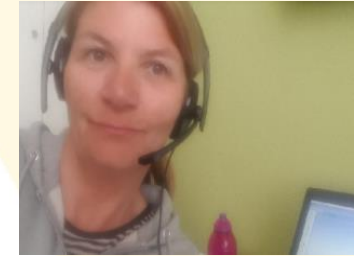
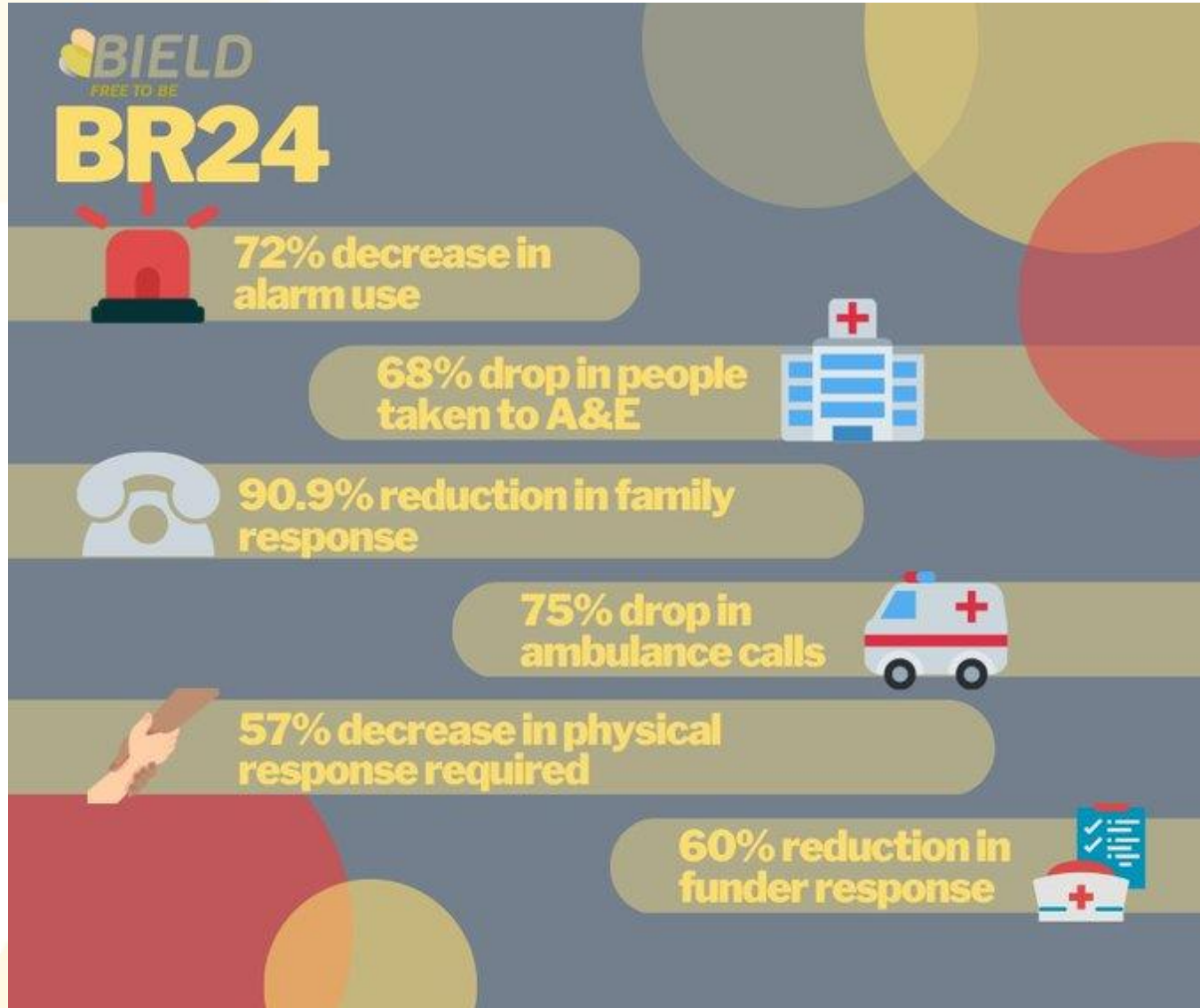
**Bield** @BieldScotland · Nov 29, 2022

Thank you to @PeteFleischmann and @joliegoodman for organising another really interesting workshop on co-production in the #TAPPI project which was attended by some of our team and staff from the other #TAPPI testbeds today!

@HLINConsult @HLINComms @TSAVoice @DunhillMedical #TEC



# Proactive Telecare results



# Learning So Far

## Co-production Learnings

- Co-production champions are engaged and feel valued
- It has been helpful to engage families and friends of our co-production champions

## Other

- Vendor engagement has been varied
- High external interest in TAPPI
- Appointment of a Programme Lead
- External TAPPI partner engagement





# Next Steps



- Finalise development & open Digital Hub
- Implement baseline assessment surveys
- Begin trial of Proactive Telecare Team
- Collect & review data
- Develop evaluation framework