10TH ANNIVERSARY

AAA LEADERS FORUM

NEIGHBOURHOODS FOR LIFE

14TH MAY 2025
NATWEST CONFERENCE CENTRE, 250 BISHOPSGATE LONDON

Presented by
Taking Care

Supported by
NatWest

AgileAgeingAlliance | ISO
ISO 25553 AGEING SOCIETIES

ISO 25553

According to the World Health Organization, healthy ageing is about creating the environments and opportunities that enable people to be and do what they value throughout their lives. This necessitates reimagining our Neighbourhoods of the Future, through a process of multi-stakeholder engagement, collective dialogue and co-creation.

Central to our agenda is the development of ISO 25553, a new standard framework, relating to the design, creation, operation and maintenance of 'Smart Multigenerational Neighbourhoods'.

WELCOME

9:15AM

Ian Spero – Founder, Agile Ageing Alliance, Convenor ISO 25553, Honorary Professor, UCL Bartlett School of Sustainable Construction

Nick Howe – Enterprise Team Manager, Diversity in Business, NatWest Group, Secretariat, ISO 25553

Steve Gates – CEO, Taking Care (Part of AXA Health)

9:30AM ## REIMAGINING CARE IN THE COMMUNITY

From Research to Transformation

Across Europe and beyond, governments are recognising the urgent need to reshape how care is planned, delivered, and lived – moving from institutional models to integrated, neighbourhood-based approaches. This session brings together experts from the UK, Ireland, and the Netherlands – to explore how we can turn bold ideas into practical transformation.

This session will explore:

- **From co-production to co-ownership** – How do we ensure people of all ages and abilities shape the environments and systems they live in?
- **Integrated neighbourhoods** – How can housing, health, and social care work in unison to ease pressure on formal services and support people to thrive at home?
- **From pilots to policy** – What's needed to accelerate adoption across sectors and borders?
- **A shared global language** – How can ISO 25553 help planners, developers, and policymakers embed best practice internationally?
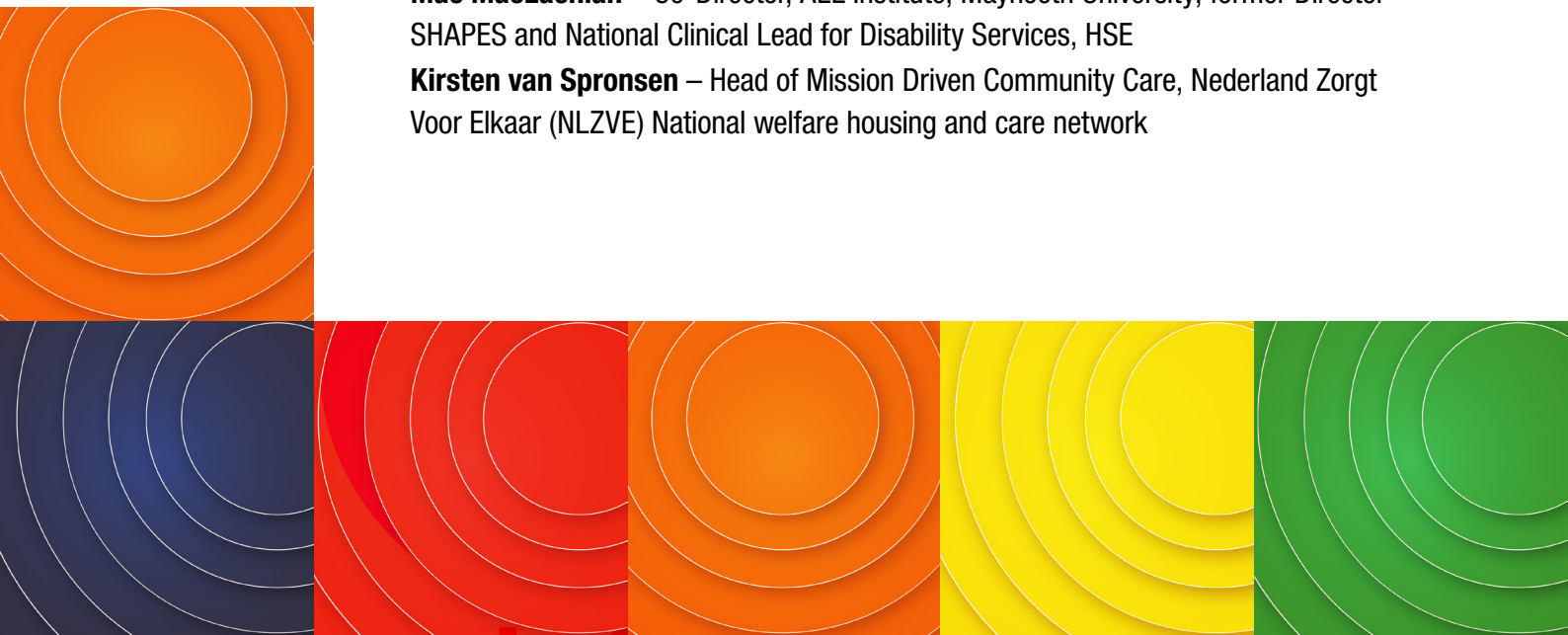
Professor Julienne Meyer – Chair, UK Older People's Housing Taskforce

Mark Davies – Chief Health Officer, IBM Healthcare and Life Sciences, Global C of E

Matt Richardson – Design and Technical Director, McCarthy Stone

Mac MacLachlan – Co-Director, ALL Institute, Maynooth University; former Director SHAPES and National Clinical Lead for Disability Services, HSE

Kirsten van Spronsen – Head of Mission Driven Community Care, Nederland Zorgt Voor Elkaar (NLZVE) National welfare housing and care network

ISO 25553 aims to dismantle barriers between sectors, ideas, and policies – to turn vision into action and drive real-world impact.

Today, we will explore the art of the possible:

- Building inclusive, ethical, and future-ready communities

- Embedding AI and technology as enablers, not afterthoughts

- Scaling personalised, preventative, and accessible solutions

- Forging cross-sector collaborations that accelerate systemic change

Together, we can define best practice, scale what works, and shape the future.

10:30AM **PREVENTION AT THE HEART OF INNOVATION**

Delivering Public Benefit

AI and data-driven solutions are reshaping technology-enabled care (TEC) and assistive technologies, shifting the focus from reactive interventions to proactive, personalised prevention. By integrating real-time insights with health and care services, these innovations empower individuals to maintain independence, enhance wellbeing, and stay connected.

This session will explore:

- **From crisis to prevention** – How can TEC shift the focus from emergency response to proactive, preventative care?
- **Scaling innovation** – What barriers still exist for TEC adoption, and how do we overcome them?
- **Building trust** – What role do quality standards play in driving adoption across local authorities and care providers?

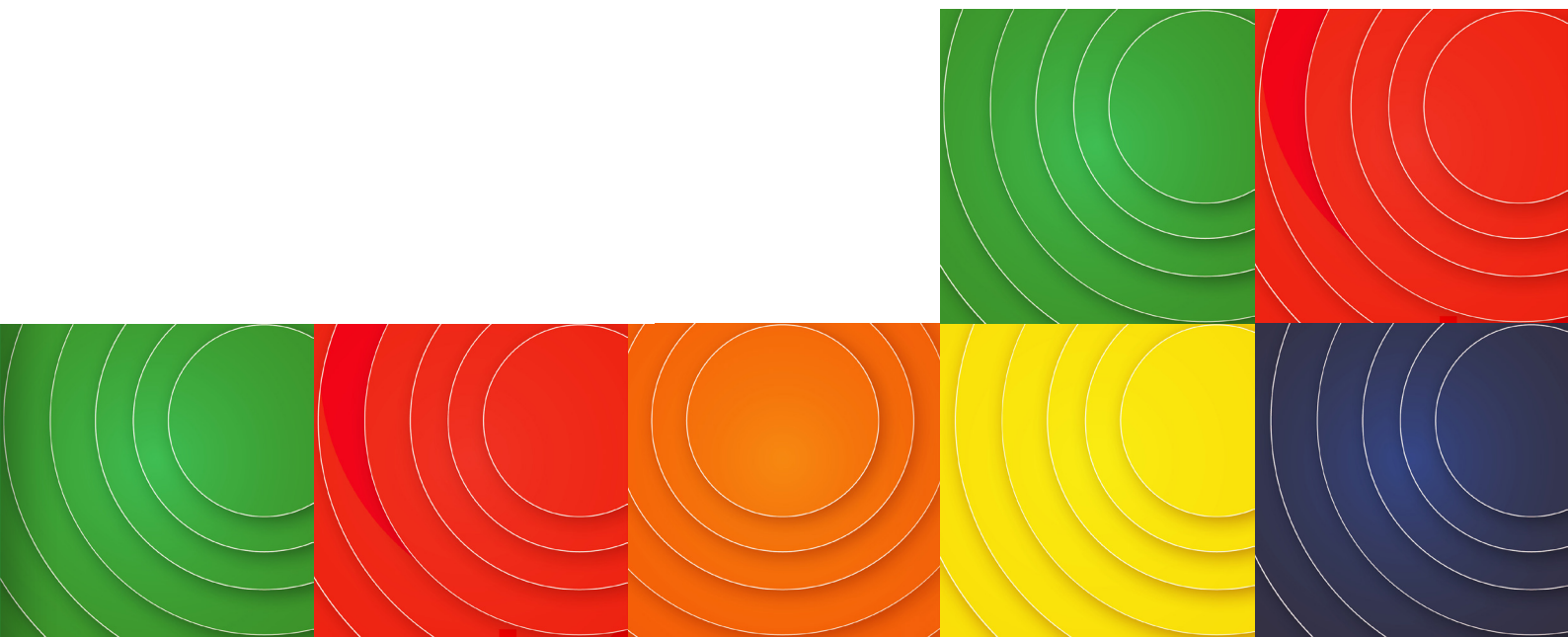**Siobhan Casey** – Commissioner for Older People for Northern Ireland
Simon Hoogvliet – VP Health Propositions KPN Health, Netherlands
Shantelle Million-Lawson – COO, TSA (the TEC Services Association)
Steve Gates – CEO, Taking Care (Part of AXA Health)
Tommy Henderson-Reay – Chair BCS Community of Practice, Social Care lead and Principal Social Worker, DHSC/NHSE Digital Policy Unit

11:15AM **NETWORKING BREAK**

11:45AM SMART FOUNDATIONS

Digital Infrastructure that Senses, Learns, and Evolves

Digital infrastructure is the backbone of smart, inclusive neighbourhoods – enabling environments that sense, learn, and adapt to people's needs. By integrating AI, sensor networks, and data-driven insights, it's possible to deliver real-time, personalised support that enhances safety, anticipates demand, and improves quality of life.

This session will explore:

- **Beyond broadband** – How must digital infrastructure evolve to support AI-enabled, real-time decision-making and care delivery?
- **Making the invisible visible** – How can sensor-generated data create safer, more responsive environments without compromising privacy or trust?
- **Scaling the digital backbone** – What are the governance, resilience, and interoperability requirements for infrastructure that can grow with community needs?

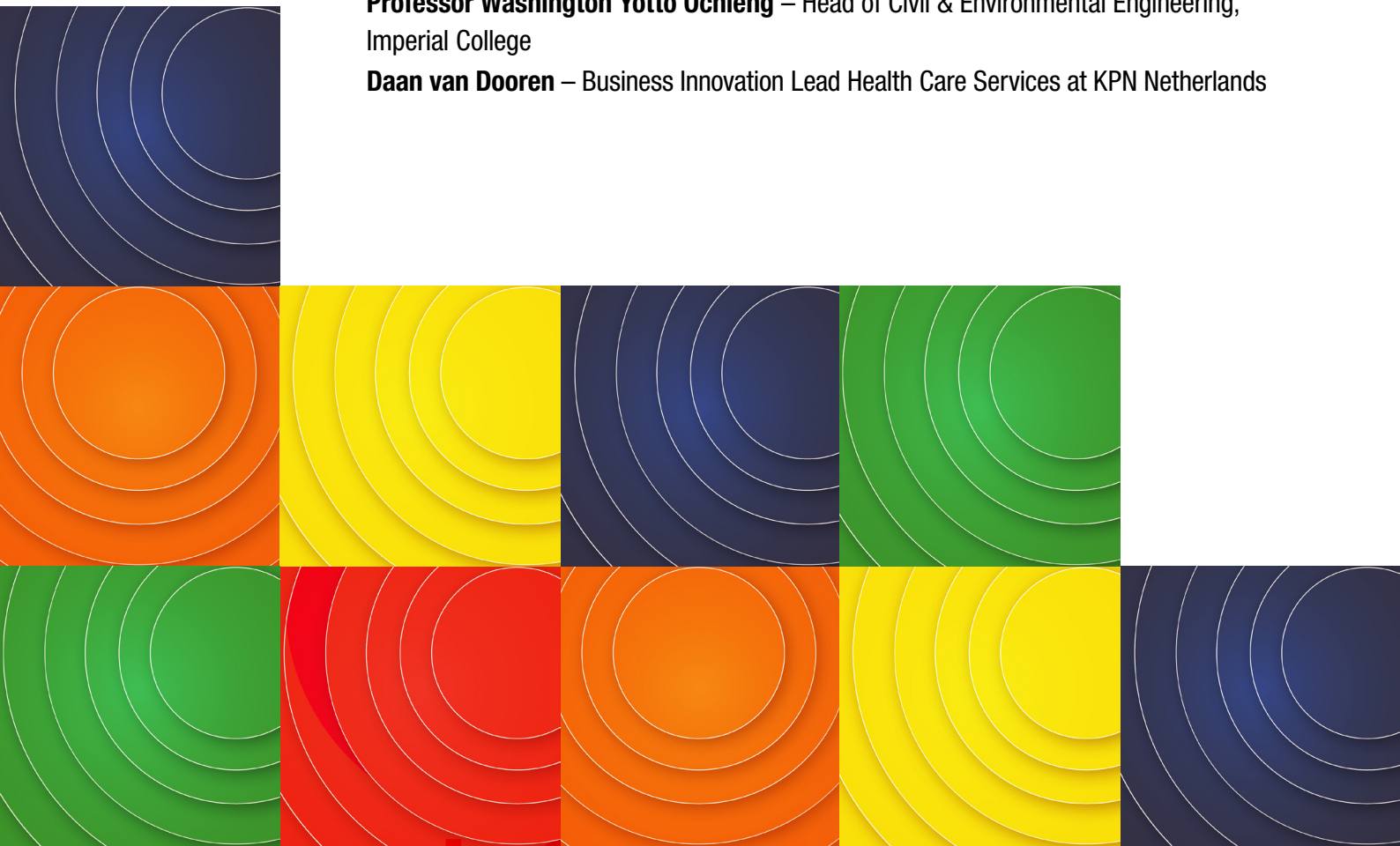**Alexis Edwards** – Associate Partner, Global CoE, IBM Healthcare Consulting

Jon Payne – Director of Sales Engineering and Education InterSystems

Claire Callan – Smart Places Technical Director, WSP

Robert Turnbull – Care Technology Lead at PA Consulting Group

Professor Washington Yotto Ochieng – Head of Civil & Environmental Engineering, Imperial College

Daan van Dooren – Business Innovation Lead Health Care Services at KPN Netherlands

12:30PM   PARTNERSHIPS RULE

Unlocking the Power of Public-Private Collaboration

Delivering smarter, healthier, and more inclusive communities requires cross-sector collaboration at scale. With ageing populations, rising care demand, and increasing pressure on public services, no single sector can drive transformation alone.

This panel will explore:

- **Aligning investment and policy** – How can public and private sectors create the right conditions for scaling innovation?
- **Cross-border collaboration** – What can we learn from international models?
- **Bridging research and real-world impact** – How can academia, industry, and government accelerate solutions that deliver lasting value?

Professor Nico Van Meeteren – Executive Director Health-Holland Topsector Life Sciences and Health
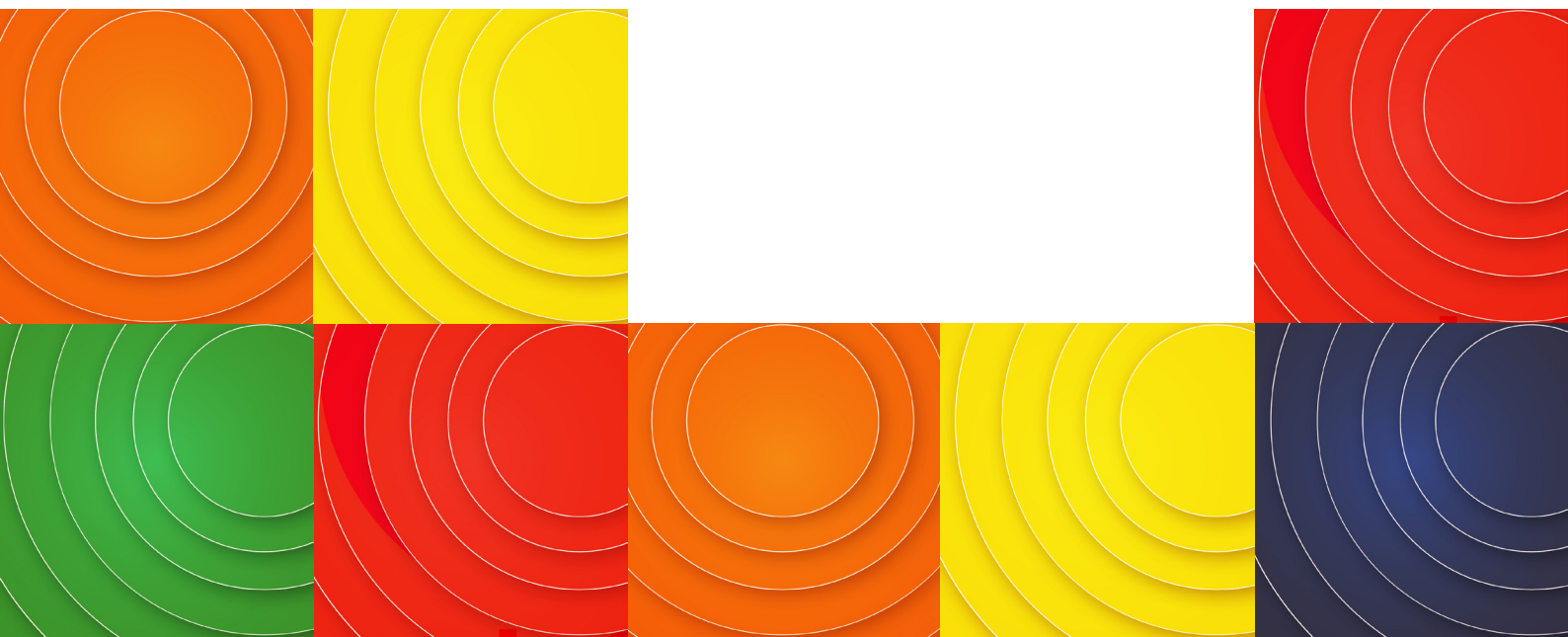
Jeff McCann – Director & Global Lead, Dell Technologies Innovation Labs

Professor Washington Yotto Ochieng, EBS, FREng – Head of Civil & Environmental Engineering, Imperial College London

Dr Amber Geurts – Senior Researcher, Transformative Innovation Policy, Netherlands TNO Vector Centre for Societal Innovation and Strategy

Sarah O'Callaghan – Head Of Business Development,Taking Care

1:15PM   LUNCH & NETWORKING

2:00PM

GAME CHANGERS

Scaling Innovation for Impact

The transition from pilot to scale is one of the greatest hurdles for innovation. Many groundbreaking solutions struggle to move beyond proof of concept due to fragmented investment landscapes and risk-averse markets.

This session spotlights high-potential innovations, each backed by Innovate UK funding and now poised for their next phase of growth. These pioneers in technology, design, and service delivery are redefining what's possible in housing, health, and community wellbeing – but to reach scale, they need the right partnerships and investment.

This session will explore:

- **From prototype to market** – What does it take to move from innovation to impact?
- **Investor readiness** – What are funders looking for in scaling smart, multigenerational solutions?
- **Bridging public and private capital** – How can we create investment models that accelerate deployment?

Meet the Innovators:

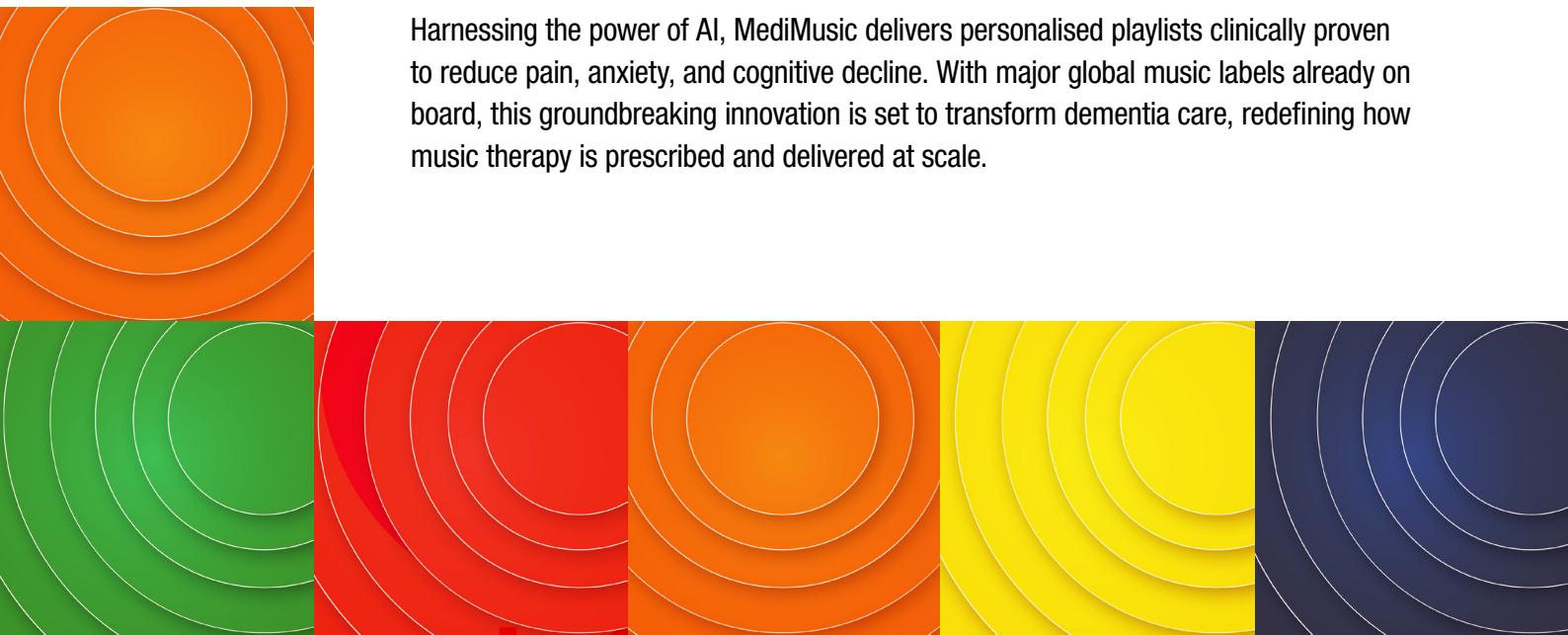**Judith O'Doherty – CEO, Eutopia Strategy Ltd**
Data-Driven Insights for Smarter Neighbourhoods

To build resilient, multigenerational communities, decision-makers need clear, actionable insights. Vista is a data-driven assessment tool that helps local authorities, businesses, and policymakers evaluate economic, social, and sustainability factors – supporting smarter investment and development aligned with standards such as ISO 25553.

Gary Jones – Co-Founder and CEO, MediMusic
AI-Powered Music Therapy, Backed by Science and Industry

Harnessing the power of AI, MediMusic delivers personalised playlists clinically proven to reduce pain, anxiety, and cognitive decline. With major global music labels already on board, this groundbreaking innovation is set to transform dementia care, redefining how music therapy is prescribed and delivered at scale.

Joshua King – Co-Founder, Zeal-Lifestyle
The Future of Assistive Mobility

Traditional walking aids are outdated – bulky, medicalised, and designed for decline. Zeal redefines mobility with the world's first customisable, tech-enabled rollator. Blending cutting-edge design, sustainability, and smart technology, Zeal adapts in real time to users' needs, providing greater confidence, safety, and independence.

Tuvi Orbach – CEO, Mindlife Group
AI-Powered Mental Wellbeing

A digital platform combining AI personalisation with expert-led group therapy to deliver scalable, clinically validated mental health support. Designed for seamless integration into wider digital ecosystems, it promotes resilience, social connection, and lifelong wellbeing – making high-quality mental health care more accessible, adaptive, and impactful.

2.30PM   MEET THE ENABLERS

Turning Innovation into Scalable Impact

Bringing a game-changing idea to market is only the first step. Scaling it – internationally, sustainably, and profitably – requires strategic investment, the right expertise, and partnerships that can open doors to new opportunities.

This panel will explore:

- **Funding the Future** – What do investors look for in high-growth, mission-driven ventures, and how can entrepreneurs position themselves for success?
- **Beyond Capital** – How accelerators, legal frameworks, and specialist advisors help innovators scale with confidence.
- **Strategic Partnerships** – The role of corporate and institutional collaborations in turning promising solutions into market leaders.

Tom Jameson – Head of CMS 'equIP', supporting high-growth startups across 30 global jurisdictions with legal expertise and access to a global tech ecosystem

Elizabeth Parker – Enterprise Acceleration Manager, NatWest Entrepreneur Accelerator, the UK's leading programme for high-growth companies

Paul Kelly – Deputy Regional Director Unity Trust Bank

3:00PM

PILOTING THE FUTURE

What's Working, What's Missing, and What Comes Next?

The transition from vision to reality is rarely straightforward. While some smart, multigenerational initiatives are taking shape, many remain at the early stages – facing regulatory, financial, and operational barriers. What do we know so far, and what should we prioritise to accelerate adoption?

This session brings together leaders from infrastructure, construction, health, finance, and policy to explore:

- **From concept to implementation** – What does it take to move beyond pilots and deliver at scale?
- **Investment and scalability** – How can we create sustainable funding models that de-risk and incentivise innovation?
- **Sustainability and resilience** – How can SMNs be designed to support long-term economic, social, and environmental wellbeing?
- **Aligning strategy with action** – What must policymakers, investors, and developers prioritise now to drive meaningful change?

Barry Davison – Senior Director & National Sector Head, NatWest
Anaïs Détolle, Ph.D. – Director, First Empathic Neighbourhood, Montreal
Katarzyna Lewoc – Development Director, OKAM Capital, Poland
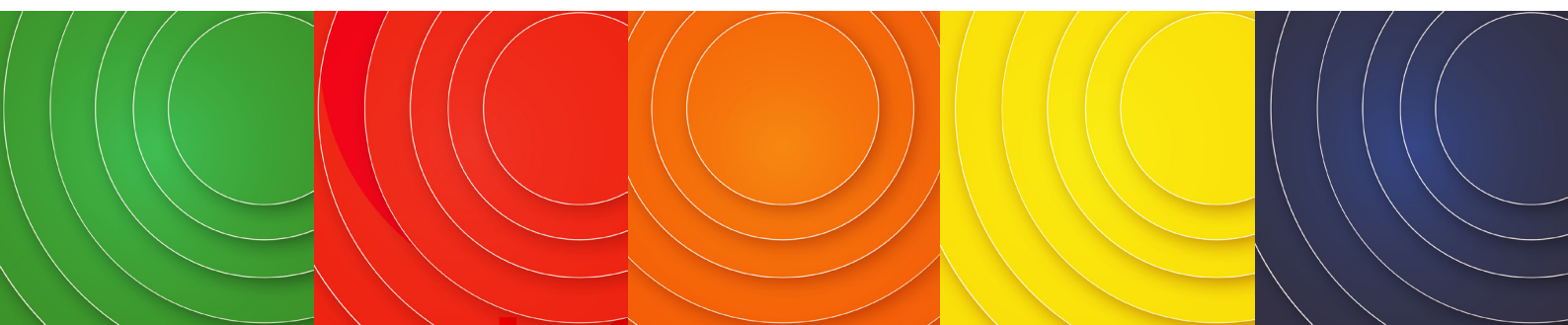

SPOTLIGHT: MAYO SOCIAL

The first real-world manifestation of ISO 25553, is a multisectoral coalition which reimagines ageing as a catalyst for renewal – transforming Ireland's most rapidly ageing region into a living blueprint for 21st-century community life, and a testbed for next-generation solutions that enable inclusive, multigenerational living.

Des Mulligan – Head of Service, Older Persons, HSE Ireland
Tom Gilligan – Director of Services at Mayo County Council Ireland

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3:45PM **NETWORKING BREAK**

4:00PM DECENTRALISING HEALTH AND CARE

Designing for Access, Autonomy, and Wellbeing

With health systems under increasing strain, decentralised, community-based care is no longer aspirational – it's essential. Around the world, countries grappling with "super-ageing" are embedding care into the fabric of everyday life, rethinking how homes, neighbourhoods, and digital infrastructure can support wellbeing, independence, and prevention.

To set the scene, **Lynne Douglas**, CEO of Bield Housing and Care and recent Churchill Fellow, will share insights drawn from her research in Japan, Hong Kong, Australia, and New Zealand – offering a timely perspective on how other societies are designing for longevity.

The discussion will consider:

- **Beyond hospitals** – How can neighbourhoods become hubs for integrated health and social care?
- **Technology-enabled care** – How do AI, digital health, and data-driven insights enhance accessibility, early intervention, and autonomy?
- **Personalised, adaptable spaces** – What role does design play in reducing reliance on acute services?
- **From vision to reality** – How can policymakers, developers, and health leaders drive implementation that lasts?

Mark Vignesha Roberts – Deputy Medical Director for Urgent Care and Medicine, South Devon, President, Ulster Medical Society

Dr. Evangelia Chrysikou – Programme Director, MSc Healthcare Facilities, UCL Bartlett School of Sustainable Construction

Sam Jacoby – Professor of Architectural and Urban Design Research, Lead RCA, Director, Laboratory for Design and Machine Learning

Ab Rogers – Creative Director, Ab Rogers Design

4.45PM FORUM ROUNDUP

Professor Julienne Meyer, Steve Gates, Ian Spero and **Nick Howe** – followed by Canapé and wine networking reception.

NEIGHBOURHOODS OF THE FUTURE

CREATING A BRIGHTER FUTURE FOR OUR OLDER SELVES