



DIZ Progress Report

2018-20

A biennial review of activity and achievements to date

Produced February 2020

www.diz.org.uk



The DIZ Vision

“To be the best connected place of its type in the UK. A place of innovation and inclusion. A place where the benefits of digital investment are harnessed, maximised and shared across residents, commuters, businesses and borders.”

(DIZ Digital Innovation Strategy adopted 2019)

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This is the first DIZ Progress report to be produced since the formation of the DIZ. We hope that you find it interesting.

It is intended that subsequent progress reports will be produced on an annual basis at the end of each financial year and circulated to all DIZ Board members.

If you would like to receive a copy of any future progress reports, please contact the DIZ team using the details shown below.

For further information on the DIZ and its work programme visit the website at www.diz.org.uk

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Foreword

The last few years has seen the digital agenda continue on its ever-evolving, ever-changing development and, having sat in on the very first meeting of what became the Essex + Herts Digital Innovation Zone (DIZ), it has been particularly pleasing to see the DIZ go on its own journey, expanding and strengthening its partnership as it goes, in order to meet these new challenges as they arise.

After seeing multi-million pound investment in its broadband infrastructure, the DIZ aims to answer the 'so what?' question - how are we going to maximise the return to communities, businesses and residents.

With partners now coming together to actively represent local government, further and higher education, health services, community and voluntary services and the private sector, the DIZ is an effective and visible advocate for 'the place' in which we live, work, study and do business and the role of digital in meeting its challenges.

It has been rewarding to see some key projects take significant steps forward over the last couple of years. With the Local Full Fibre Network project coming to fruition; interest from wider stakeholders such as the LGA and the Smart City Alliance in the story of the DIZ; and initiatives like the Design Council 'Design In The Public Sector' programme generating potential real-life solutions for some of our most challenging and embedded problems, we are beginning to see the impact that cross-border, cross-sector collaborative partnership working can have.

Hopefully, within this progress report you will find details of the initiatives the DIZ is exploring that interest and inspire you; that highlight how a partnership can maximise the benefits of the digital agenda and ensure that 'no-one is left behind'; and, that make you think about how your organisation might collaborate with the DIZ on a project of interest.

If you are interested in the work of the DIZ or would like to explore opportunities for joint working, please do get in touch. The team would be delighted to hear from you.



Councillor Alan Lion, Chair of Essex + Herts Digital Innovation Zone and Strategic Projects Portfolio Holder at Epping Forest District



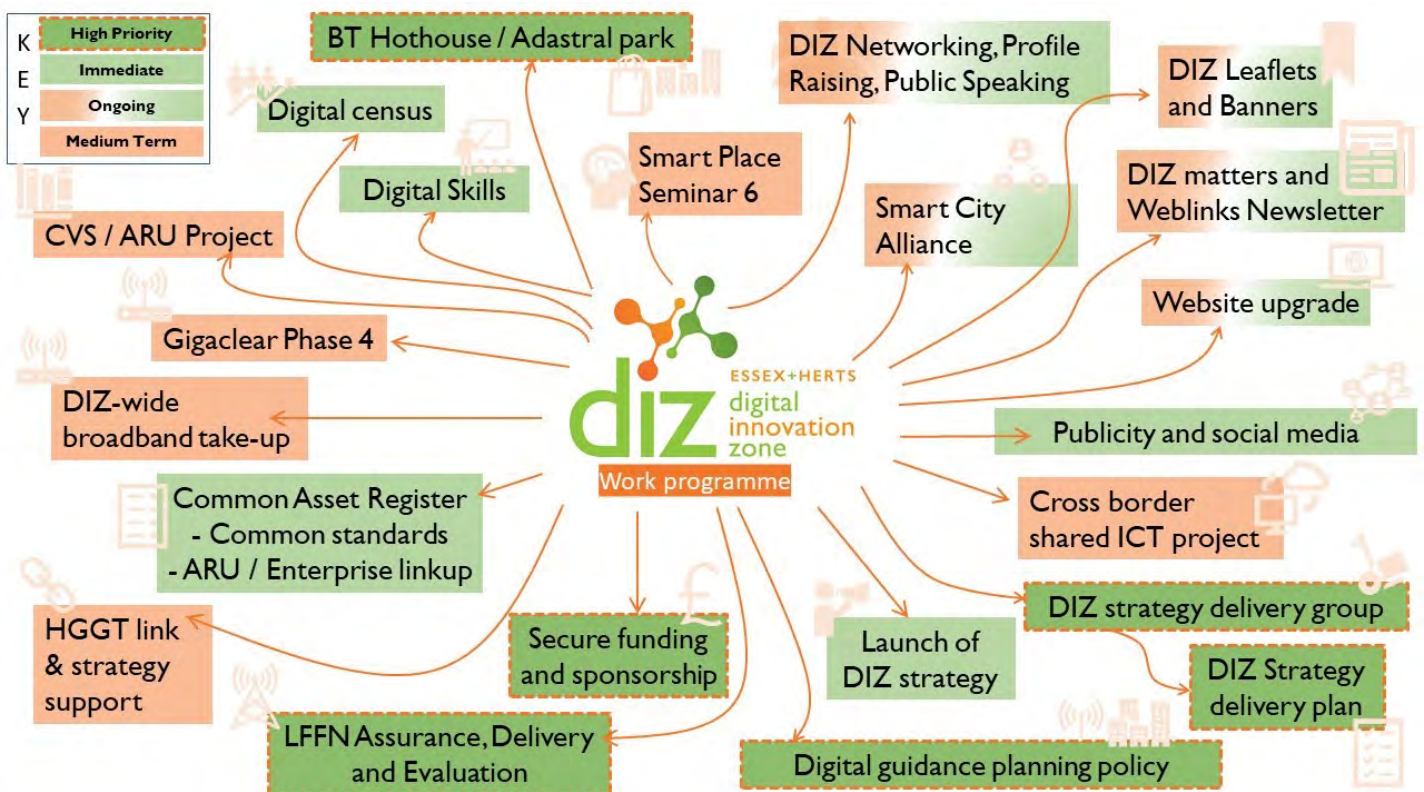
“...we are beginning to see the impact that cross-border, cross-sector collaborative partnership working can have.”

Executive Summary

The DIZ continues to grow and attract interest from a number of key local partners. Focused on delivery, the partnership continues to bring real impact to the area:

- Successful bid for £1.7m of DCMS LFFN funding to deliver full fibre broadband to the DIZ's GP surgeries
- Ongoing delivery of the DIZ programme of thought leadership Smart Place Seminars
- Successful participation in Design Council / LGA public sector innovation programme leading to clinical trial
- Co-sponsor of upcoming London - DIZ - Cambridge digital adoption event at BT Tower in February 2020
- Delivering a key 'place based' presentation as speakers at the LGA Digital Showcase in 2019
- Pooling resources to establish a full-time DIZ Programme Office and central digital resource
- Ongoing development of a Common Asset Register of public sector assets to promote tech innovation
- Ongoing development of delivery plan for the recommendations of the DIZ Digital Innovation Strategy
- Supporting digital inclusion projects such as Living Smart Homes and Citizens Online Switch
- Ongoing development of the DIZ website resources and social media
- Future plans to address the impact of digital on the high street, conduct a 'first of its kind' digital census, increase take-up of ultrafast fibre broadband services and support the digital transformation of healthcare

DIZ Work Programme



Partners and Engagement

- Growth of the partnership

From its very beginning the DIZ has been fortunate to enjoy an ever-growing number of organisations interested in its work and keen to work collaboratively to deliver on its aspirations and ambition. The DIZ Advisory Board has been regularly attended by representatives of the following sectors and organisations:

Local Government

Broxbourne Borough Council
 East Herts District Council
 Epping Forest District Council
 Harlow Council
 Uttlesford District Council

Education

Anglia Ruskin University
 Hertford Regional College
 Harlow College
 New City College (Epping)

Health

Princess Alexandra Hospital
 West Essex CCG
 Essex Partnership University NHS Trust

Essex County Council

Hertfordshire County Council

Private Sector

KAO Data

Other

LSCC

Community & Voluntary Services

CVS Broxbourne & East Herts
 CVS Uttlesford
 Rainbow Services Harlow

CGI

Places For People
 Volker Wessels
 Stansted Airport

Herts LEP



- UKIC / DIZ Digital Adoption Conference

In order to continue its role of marketing the area as a place for digital investment and jobs, the DIZ, in conjunction with partners in Cambridge and the North London Chamber of Commerce and Enterprise has organised a major event at the BT Tower in February. It is anticipated that around 100 delegates will see showcases and presentations on the strength of the offer in the 'Innovation Corridor' and work on how we push the area forward ensuring that digital investment for the capital and Cambridge also flows to the DIZ area which links them together.

- MHCLG Digital Declaration

In 2019 the DIZ, [signed up, through Epping Forest DC to the MHCLG Digital Declaration](#). This declaration affirms our collective ambition for local public services in the internet age, and our commitments to realising it through the design of services that best meet the needs of citizens; challenging the technology market to offer the flexible tools and services we need; protecting citizens' privacy and security; and delivering better value for money.

- LGA Digital Showcase and Annual Conference

In November 2019, the DIZ was invited, alongside MHCLG, Greater Manchester Combined Authority, London Borough of Hackney and Norfolk County Council to speak at the LGA Digital Showcase. Presenting on the DIZ's place-based approach to digital working the session has opened up a number of subsequent opportunities to collaborate and work with other organisations.

Projects and Delivery

The DIZ has always been focused on delivery. To get the maximum dividend from the digital agenda and investment for our residents, businesses and public sector organisations the DIZ has set out from the beginning to identify, explore and pursue initiatives and projects that can have a real and lasting positive impact.

Whether considering the potential of digital to transform the way we deliver health and social care around our districts; or how we can make the considerable public sector asset base work for network providers, technology developers, and service innovators so that new ways of working and the development of digital services can be supported; or how we use the DIZ network to share and disseminate knowledge and digital expertise, the DIZ will try to understand how such projects might work in the area and then work collectively towards delivering outputs and outcomes that will bring benefits to the wider community.

As a cross-sector and cross-border partnership of public sector organisations, each with its own set of individual goals and aspirations, the DIZ acknowledges that not every project it pursues will be relevant to every one of our partners organisations. At the outset, partners are introduced to potential projects and levels of interest and relevance established. This is key to both establishing where any required funding will need to be sourced from but also identifying who is best placed to lead the project.. In order to realise its ambitions and aspirations and to deliver projects across the wide range of topics that digital initiatives cover the DIZ relies upon partner organisations to supplement the work of the core DIZ programme team by taking the lead on key projects that are particularly of interest to them. Epping Forest DC has led the way on digital inclusion whilst our CVS partners have delivered a ground-breaking 'Living Smart At Home' project in conjunction with the Department for Digital, Culture, Media and Sport.

This flexible approach to project delivery will be key to the success of the wider DIZ programme over the next few years.

Establishing the DIZ Programme Office (Completed)

As much as the DIZ is an innovative collaboration and a 'coalition of the willing', it has, from the outset, held an aspiration to put in place full-time resources that can coordinate and drive the DIZ's programme of work; act as a 'go-to' point of contact for both DIZ partners and external digital stakeholders; and, develop the partnership's identity, visibility and positioning so that it can take advantage of digital opportunities and external funding as they present themselves.

In 2019/20, the core funding partners of the DIZ (Broxbourne BC, East Herts DC, Epping Forest DC, Harlow Council, Uttlesford DC and Essex CC) agreed to pool an operational budget which enabled the recruitment of a full-time Programme Manager for the DIZ. In addition, Epping Forest DC recruited a Higher Level Digital Apprentice to support the Programme Manager and allocated the role of an interim Programme Director from within its existing resources.

Beyond financial support, the DIZ is also resourced in its efforts through the provision of 'in-kind' support by a number of key DIZ partners. Essex CC are providing detailed business-case and project support to the LFFN project; Anglia Ruskin University led the latest of the Smart Place Seminars and have agreed funding to develop a business-case for a digital solution, CVS Uttlesford has led the Living Smart Homes project; Broxbourne BC and Harlow Council are also supporting the emerging DIZ digital skills workstream programme; and, Epping Forest DC is leading on a digital inclusion project.

DCMS LFFN Project (Ongoing)

Project Summary: Funded by Department for Digital, Culture, Media and Sport (DCMS) the Local Full Fibre Network (LFFN) programme is intended to extend the reach and coverage of full fibre broadband networks across the UK. At the beginning of 2019, the DIZ successfully bid for funding to deliver such a full fibre network to its network of GP surgeries. This funding of up to £1.7m will put the area amongst the first in the UK with full fibre connectivity to all of its GP surgeries, underpinning future delivery and innovation.

In doing this, it would enhance the capacity and resilience of the newly migrated Health and Social Care Network (HSCN) and greatly increase the ability of GP surgeries to supplement and support the over-stretched acute and A&E services delivered by Princess Alexandra Hospital (PAH).

Also, by funding the delivery of the network to the GP surgeries it is hoped that this will improve the business case for network investment to surrounding communities and extend the reach of full fibre to areas that would otherwise have missed out.

Project Partners: Led by the DIZ with DCMS, Essex Partnership University Hospital NHS Foundation Trust (EPUT), West Essex CCG, Hertfordshire, Bedfordshire and Luton ICT Shared Services (HBLICT) and Essex County Council.

Key Outcomes and Deliverables: Once complete, the project will have delivered a gigabit capable full fibre broadband network to 83 public sector GP surgeries across the districts of Broxbourne, East Herts, Epping Forest, Harlow and Uttlesford. Supported by Essex CC and Herts CC, the project is being managed by the DIZ in conjunction with delivery management from EPUT, HBLICT and their HSCN delivery

partners and is planned to complete by March 2021. It will result in up to 200km of new fibre infrastructure being built across all five districts of the DIZ.

In addition to the enhanced broadband capacity which will contribute to the improved productivity of each of the GP surgeries the project aims to realise a number of other health benefits such as higher levels of residents able to book and undertake GP appointments online and manage their own care plans; greater capacity to move acute health care into the community and away from the hospital through the increased use of wearable technology, the ability of health partners to undertake online case reviews including the sharing of high resolution scans and data files; and, the relief of pressure on A&E services enabling better, more focused care to be delivered to those emergency patients most in need of acute care.



Design Council / LGA 'Design In the Public Sector' (Completed)

Project Summary: In 2018, the DIZ won a competition to work with The Design Council and Local Government Association (LGA) to examine new digital approaches to pressures on A&E. The DIZ led a team also including the local acute hospital, the CCG, the community nursing provider and a local GP to identify a solution.

Partners: Led by the DIZ with The Design Council, LGA, EPUT, West Essex CCG, PAH, Epping Forest DC

Key Outcomes: The project team took part in a 16 week programme of classroom learning, field research and solution development. As well as acquiring valuable design tools and approaches, the team also gained valuable insight from focus groups with health professionals and immersion within an ambulance crew.

As a result, a proposal to use on-board technology to give emergency crews access to vital patient data at the scene of emergencies was developed and proposed to the local STP and acute hospital and was subsequently taken forward as a clinical trial.



The LGA featured the project in its 'first' magazine for councillors.

Common Asset Register (Ongoing)

Project Summary: The DIZ partners together own a huge range of assets in terms of land, roads, buildings, facilities etc. that could provide the infrastructure to underpin a more rapid rollout of high speed digital connectivity or support a network of Internet of Things (IoT). The project explores enhanced mapping products that could provide location information on these assets to organisations and innovators that might use the assets to physically support their technology.

Partners: Led by the DIZ with Broxbourne BC, East Herts DC, Epping Forest DC, Harlow Council, Uttlesford DC, Anglia Ruskin University (ARU), Esri UK

Key Outcomes: Following a workshop held with the support of Esri UK work has begun to develop a single-site host for all local public sector data. To date all local authorities have supplied data and work will now begin, in conjunction with ARU, to identify what demand exists from external organisations for this data and what kind of projects it could support.



Smart Place Seminars (Ongoing)

Project Summary: The DIZ Smart Place Seminars are an ongoing series of thought leadership and knowledge sharing events that aims to bring together key speakers, many nationally recognised, on a specific digitally related topic to inform and consult with local organisations directly affected by that topic. They have focused on real-world challenges and the outcomes have shaped the work of the DIZ.

Partners: Led by the DIZ. Through active engagement with industry and innovation leaders we have been able to secure a number of high profile speakers, sponsors and participants at all of our seminars. These have included:

- Nesta
- Gigaclear
- BT
- CGI
- Carers First
- Mydex
- Arup
- Citizens Online
- KAO Data
- Virgin
- Public Health England
- Zoe Amar Digital
- Samaritans
- Princess Alexandra Hospital
- OneZeero / Impellam Consulting
- NHS England
- Harlow Gilston Garden Town
- Harlow College (Apple Accredited)
- CAST (Centre for the Acceleration of Social Technology)

Key Outcomes:

Six Smart Place Seminars delivered at venues across the DIZ area with in excess of 250 attendees. Executive reports have been produced for each seminar and made available online.

Infrastructure, organisational collaboration, health and social care, digital skills, future-proofing new garden town developments, digital inclusion and supporting CVS organisations through digital are topics that have been covered to date.

All the seminars have been delivered at no cost to the DIZ with event, venue and catering sponsorship enabling these 'free of charge' seminars to be provided to local organisations which range from local businesses, health, colleges, government bodies, education and community and voluntary organisations.



DIZ Digital Innovation Strategy (Completed)

Project Summary: The DIZ Digital Innovation Strategy is the key strategic document that will shape and guide the work of the DIZ.

Partners: Led by the DIZ, the strategy was prepared by Arup. It was jointly funded by Broxbourne BC, East Herts DC, Epping Forest DC, Harlow Council, Uttlesford DC, Essex CC, KAO Data, LSCC, West Essex CCG, Princess Alexandra Hospital and One Epping Forest.

Key Outcomes: The strategy, the first of its kind in the UK, is available to download from the DIZ website. It contains an analysis of the digital opportunities that exist for the DIZ and the potential challenges and economic dislocation from greater automation. It sets out a range of over 40 short and medium term operational recommendations alongside over 60 more strategic, longer-term recommendations.

Having been adopted in 2019 by all of the DIZ Board partner organisations it is planned to launch the strategy at the Houses of Parliament in 2020.



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Living Smart At Home (Completed)

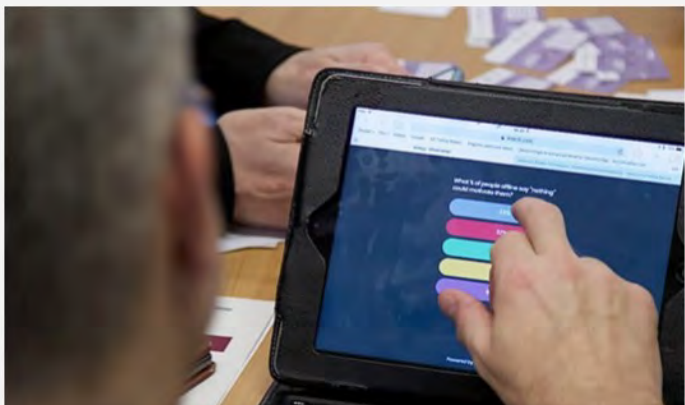
Project Summary: This DCMS funded project is equipping a number of homes in West Essex with technology to enable people to stay in their own homes for longer.

Partners: Led by CVS Uttlesford this project also involved support from Rainbow Services Harlow, Voluntary Action Epping Forest, Digital Boomers and DCMS

Key Outcomes: £143,000 of government funding for the project was secured from DCMS.

The project has been giving local people a tech assessment, working with them to choose tech to suit their lifestyle and needs, then supporting them through installation and training. These Smart Home Hosts then run “open-house” coffee mornings to demonstrate the technology in their own homes to local residents and health and care professionals. Medical, social care, housing and community professionals have visited the four Living Smart Homes to see first hand how older people in Essex are embracing technology at home.

EFDC Citizens Online Switch Digital Inclusion Project (Ongoing)



What percentage of Epping population have never used or last used the internet over 3 months ago?



Project Summary: Epping Forest DC, in partnership with digital inclusion charity Citizens Online, has been working on a project to help reduce digital exclusion.

Partners: Led and funded by Epping Forest District Council and The Big Lottery Fund, it is part of the One Digital programme.

Key Outcomes: Research and analysis identified that around 21,000 Epping Forest residents lack essential digital skills meaning they can't always access the services they need. The research was also able to identify key groups and geographical areas that could benefit from support.

A number of workshops have been held with local community organisations to establish a Digital Inclusion Network. To date, two user sessions

have been delivered to 20 attendees and there are plans to work with Age UK, Salvation Army, Essex Libraries and Leonard Cheshire to set up and run digital sessions for local residents at least once a month.

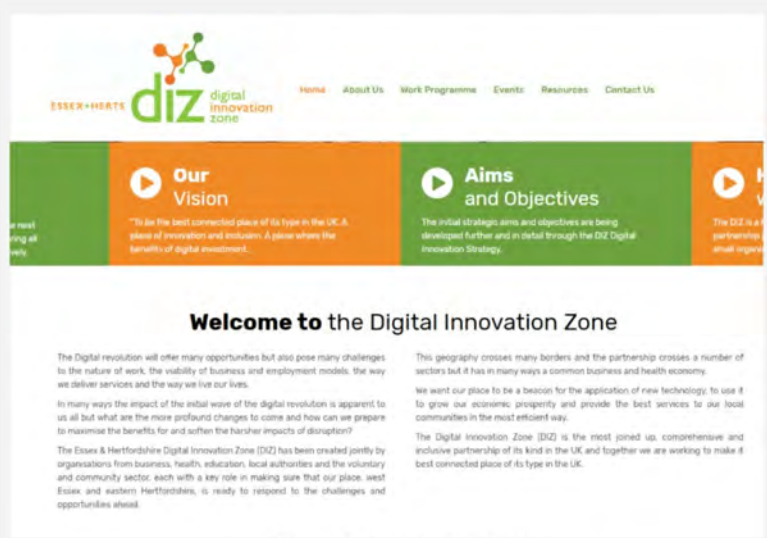
Launch of the DIZ Website (Completed)

Project Summary: As well as being a partnership for the digital agenda in a place like the DIZ, creating a recognisable, useful and go-to web presence for the DIZ was also a priority. The DIZ wanted a website that would act as a touchdown point for all its work enabling visitors to access key resources, learn about ongoing projects and discover what is coming up.

Partners: The website was jointly funded by DIZ partners and developed in conjunction with a local website developer. A number of speakers from our seminars have also made their presentations available to download from the website.

Key Outcomes: The site now hosts an open resource including all of the executive reports from our seminars, a number of key speaker presentations, copies of the 'DIZ Matters' newsletter and the weekly weblinks newsletter which is a gateway into key digital stories, events, resources and initiatives. There are further plans to host video content and links to DIZ social media.

Given the rapidly changing and evolving digital world, with new research and applications being published all the time, the DIZ team compiles a digital weblinks bulletin every week. This is sent to all partners and interested stakeholders with useful national, international and regional information on the core work of the partnership.



Future Plans

Having developed the Digital Innovation Strategy and identified a huge range of potential interventions to promote the digital agenda across the DIZ, there is much planned for the short, medium and long term. Some of the key projects we will be working on are set out below:

DIZ Digital Innovation Strategy Delivery Plan - A working group has been set up in order to work through the recommendations identified in the DIZ Digital Innovation Strategy and produce a detailed delivery plan. To maximise the benefits to the DIZ programme the group will look to prioritise those projects that best deliver on the aspirations of the DIZ, contribute towards the programme's identified strategic benefits and make the case for any funding required. The projects may be DIZ-wide or located within and led by specific districts or organisations.



LFFN Delivery and Healthcare Transformation - Delivery of the LFFN project is due to complete in March 2021 but that will only be the start of the story. Equipping the DIZ's GP surgeries with gigabit capable connectivity is intended to be the catalyst for a range of digital healthcare interventions that could transform the way we experience and manage our healthcare. Increased use of online appointments and consultations, sharing of scans and monitoring data and more care delivered within the community - realising these benefits will be key.

Digital Census - A long held aspiration of the DIZ has been to capture detailed quantitative evidence on its residents, customers, workers, patients, students etc. and their views on digital, its applications and their capabilities. The DIZ has already held discussions with a leading market research agency to conduct this 'first of its kind' digital census that will survey and analyse the attitudes of DIZ residents towards digital technology and its increasing presence in, and impact on, their lives e.g. working from home, digital healthcare and education, connectivity and family life, providing baseline data for DIZ partners. Partners are currently confirming funding to commission this work which provide core customer insight to shape future digital investment.



Addressing the challenge of the 'digital high street' - The high streets of the DIZ are facing the same set of challenges seen across the country. Increasing online shopping, changing preferences amongst town centre users and the disappearance of established brands. The DIZ will support its high streets to embrace the opportunities of digital through digital. Working in step with online retailers, maximising the benefits to be gained from social media marketing and giving traditional retailers skills to help them operate in this ever-evolving digital world.

Fibre broadband delivery and take-up - Key to the success of the DIZ and the ability of its residents and businesses to make the most of digital opportunities will be the availability of infrastructure that delivers ultra-fast connectivity but also the take-up of internet services by those residents and businesses. The DIZ is well served in terms of fibre infrastructure but it will work to develop this further and increase take-up of fast internet services, also ensuring that new communities get access to this connectivity built in from the outset.

