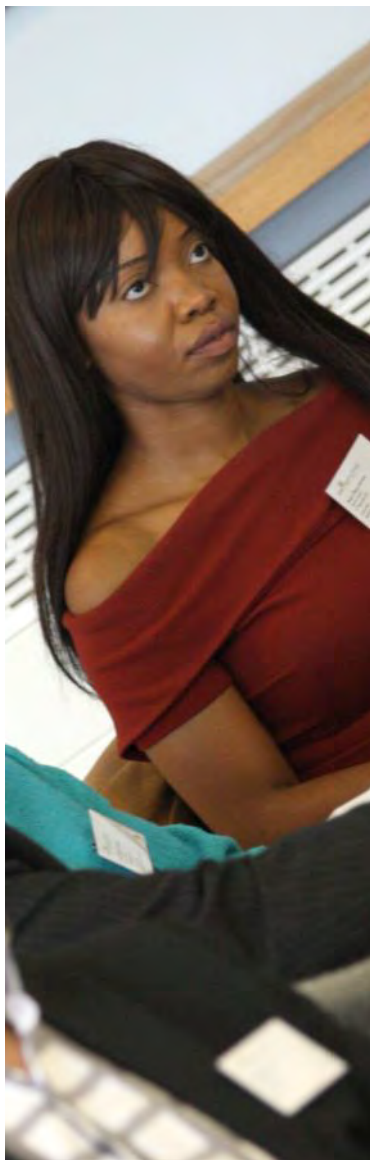




Smart Places Seminar II

Harlow Council Chamber, 8th September 2017

Executive Report





Councillor Alan Lion welcomes delegates

Introductions and Welcome

Councillor Alan Lion, Chairman of the Digital Innovation Zone (DIZ) Board welcomed over 30 delegates to Harlow Council Chamber for the second Smart Places Seminar “Digital Innovation for Health & Social Care”, which built on the success of the first seminar in March 2017.

With each delegate stepping up and giving a brief introduction to themselves, Cllr Lion reflected that it was fantastic to see so many interested parties at the seminar, representing such a broad range of organisations and sectors. He felt that this support for the cross-sector, cross-county approach that the Digital Innovation Zone Board is taking to explore digital opportunities is important. So much work has gone into developing the infrastructure, it is now important that we also shift our focus to the applications that can be carried by that infrastructure, and the way we transform the services we deliver to adapt to new technology.

Smart Essex

David Wilde, Chief Information Officer for Essex County

Council (ECC) pushed home the point that for all the talk we hear about smarter ways of doing things, whether that be living, working or delivering services, it is now becoming increasingly important to bring that rhetoric to life and start to make these concepts a reality. He believed that there is a groundswell of opinion that technology and digital approaches will transform the way we live our lives, but as a coalition of public services, the challenge we face is whether we resist that wave or, together, help to shape the direction in which it is going.

Essex County Council is driving forward a programme of smart projects that touch on different aspect of our residents lives. There is **Smart Movement** that is looking at how we move people and things around more effectively before we go ahead and build new fixed assets; **Smart Public Services** aiming to simplify the customer experience with councils; **Smart Places**, designing great quality of life using the best technology can

offer; and **Smart Economy**, supporting our growing population and the inevitable demands from increased business to support economic growth.

But the key challenge, David felt, would come from the **Smart Lives** project, enabling people to live safe and well at home for longer through smarter health and social care. Addressing the gap between the ever-increasing demands placed upon the health and social care systems and limited financial resources is central to the challenges facing



David Lion introduces the delegates to the Smart Essex agenda and the challenge of helping our residents to live Smart Lives

the public sector today. Working together, across geographical boundaries, across public sectors and with the private sector to ensure we help shape the future of health and social care will be crucial to its long term success.

Easel TV and the value of video learning

Joe Foster from Easel TV, who also spoke at the first seminar, demonstrated the power of the TV if we view it as a communication tool, not simply as a broadcast medium, but a portal into a world of online information, learning and digital engagement.

Taking an innovative approach to his presentation, Joe allowed another speaker to make the case for the power of video learning, sharing part of a [TED talk by Salman Khan](#) with the delegates. The message that a video based repository transforms people's ability to access information, knowledge and learning in a format that enables constant repeat, pause or rewind chimed with the Easel TV approach. That is, enabling the sharing of health and social care support via the TV, a format most social care service users will be familiar and comfortable with.

Differing from the traditional TV broadcast model, making this support available over the internet (OTT) would enable a different relationship to be built with users, personalising their support needs and creating smart models of social care that would enable people to live smarter lives in their own homes.



Joe Foster speaks about the power of TV to deliver social care



Benefits for Health & Social Care issues

OTT Benefits



- Unlimited content library available all the time
- Personalise the engagement
- Social Media inclusive
- Any time
- Any device (any where)
- Interactive
- Targetable
- In-app purchases



TED talk by Salman Khan © TED Talks www.TED.com



Michael Beard of Public Health England speaks about the new healthcare hub coming to Harlow

Public Health England, Harlow - Creating a hub to transform public healthcare

Continuing the theme of transforming the way healthcare is delivered through innovation and technology Michael Beard from Public Health England (PHE) gave delegates an insight into the changing role of this internationally recognised research and policy institute.

Public Health England would soon be relocating and establishing a new, state of the art headquarters in Harlow. This would bring their varied work streams together in one place and create a world-leading public health campus in the town. Importantly, it would enable them to support the development and delivery of efficient, effective and affordable health and care services as well as ensuring the public health system was best placed to tackle public health challenges today and tomorrow.

There would inevitably be a focus on 'big data' as well as a wide range of technological innovations as a central element of this work. This would obviously bring opportunities locally to share in this work but also raise

challenges for infrastructure to support new businesses that would cluster around the facility. Given the nature of this research and development work, a fully developed and integrated digital landscape would be essential if new opportunities are to be fully captured effectively.

Michael emphasised elements of the PHE programme including the accelerated implementation of new technologies, whole genome sequencing, big data and health modelling.



Image of the plans for the new national headquarters of Public Health England in Harlow





KAO Data - Attracting wider digital network infrastructure to the area

Having established the importance of data to PHE and new emerging health and care models, delegates were then introduced to the world of data centres by Jan Daan Luycks of KAO Data. This company is building a huge data centre in Harlow, representing a £200m+ investment in the local infrastructure.

Jan pointed out that whilst data was increasingly important to health organisations they need not be concerned about storing and managing the data themselves. A data centre could look after all aspects of the data including security and power supply.

Concentrating this storage of data enabled the business case for increased connectivity to be provided by multiple network providers.

Jan felt that while the data centre itself would offer a major service to local organisations in the health and care sectors, and KAO Data were happy to explore this individually with the agencies represented at the seminar, it would also draw in national and international digital suppliers and their infrastructure to the area, making it in effect one of the best connected places in the UK.

The challenge for the DIZ Board would be to maximise the ancillary benefit from this local investment to support and develop their ambitious plans to meet needs digitally, effectively and efficiently. When fully operational the site will be working with nine network providers that may also wish to expand their business offer locally.

Jan invited local partners to visit and have a look at the facility.



Jan Daan Luycks of KAO Data introduces delegates to their new data centre at KAO Park in Harlow

Keynote Presentation by BT - Digital innovation in Health & Social Care

Mark Harrop, BT Director of Strategy and Business Development, took over for the second half of the seminar. Mark delivered BT's take on the Smart City concept and how it need not only apply to cities but could also work, and perhaps even perform better, in areas such as the geography of the DIZ. He felt that such areas, though less densely populated, are often easier to deal with, with authorities able to deliver quicker decision-making and, through their combined knowledge of their customers and geography, faster progress. The lessons they learn can then be transferred into bigger locations through the development of new products and approaches.

Mark highlighted that the first step towards a successful Smart 'City' project was to better understand the assets that you collectively possess, and use that better understanding to identify how those assets might contribute to a smart project. This could be getting to grips with the

Mark Harrop takes delegates through BT concepts for delivering coordinated Smart technology to residents

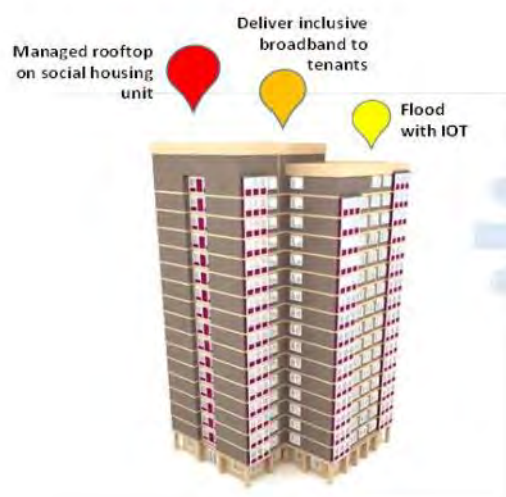
nature of the CCTV network - what its is and where it is - and using high-definition upgrades to turn a public safety asset into a smart multi-purpose asset.

6 Similarly, for example, public sector vehicle fleets leave a 'digital breadcrumb' trail as they operate. This data could be used to shape traffic congestion interventions or to better schedule road maintenance programmes. And then, of course, there is the public sector's social housing stock which offer perhaps

the greatest opportunity to bring smart technology to the forefront and deliver

Smart city technology:
evolving towards the social and health
agenda?

The potential is huge, but not easy to reach



Smart building	Social benefits
Smart building facilities services	Savings through access to online deals
Lift maintenance	Access to educational resources
Security and building access	Reduce bad debt risk for housing associations
Lean worker safety	Support channel switch objectives
Public spaces and services maintenance	Access to online employment opportunities
Lighting management	IoT devices to support health and social interactions
Energy management	Remote energy and environment monitoring



John Houston of One Epping Forest challenges BT on what they see as the key blockages and issues to be faced when delivering Smart approaches into a community

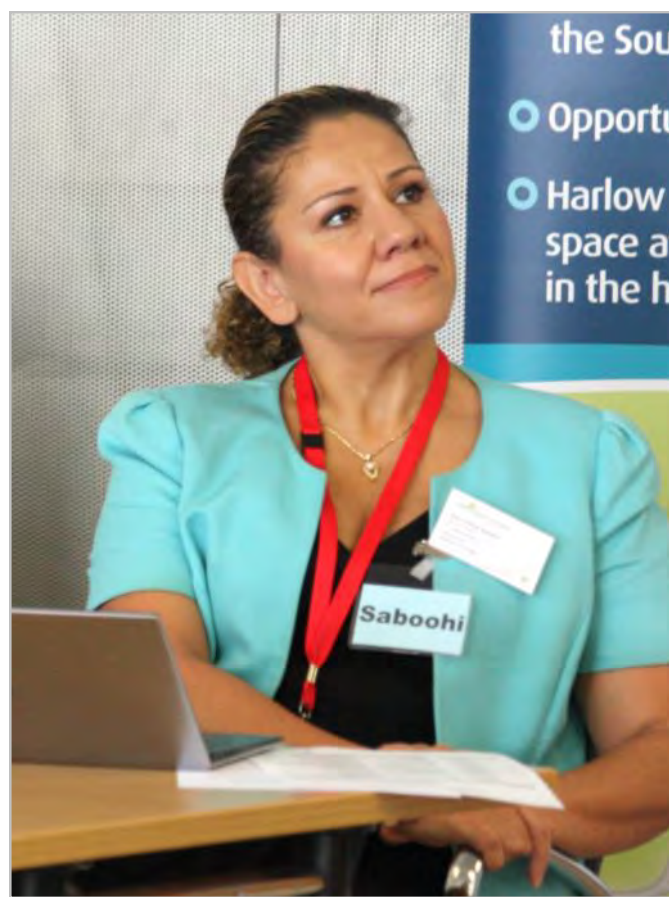
combinations of services in different ways that support residents and enable them to live better, safer, longer, healthier lives in their own homes.

Delivering all inclusive broadband internet connectivity to social housing blocks might offer the 'in' required to digitally engage with residents. Once that connection had been made you might begin to open up opportunities to deliver social care models such as the video repository put forward by Joe from Easel TV, or install sensors and Internet of Things (IoT) technology that facilitate proactive health care interventions. The responsibility for the business case might rest across multiple organisations so the major challenge is to build the joint business case for action and enable each party, including the residents and service users, to answer the question 'What's in it for us?'

This requires new joined up thinking from public services, but also from the suppliers and the private sector in general who need to underpin and support this from concept to reality.

BT are working closely with Digital Catapult to explore future IoT opportunities and a further conversation with the DIZ Board would be a really productive way to take this forward across the Zone's geography. Combining increased use of IoT technology with greater access to broadband was going to be important in enabling us to engage the hardest to reach communities who often have the greatest health and care needs. Mark pledged to share with the DIZ Board their thoughts on what the key issues are in this area of work.

BT are pushing forward with cutting edge IoT developments at their Adastral Park facility in Ipswich. Mark concluded the presentation by issuing an open invitation to the delegates to arrange a visit to the facility and see these exciting projects in action.





Concluding remarks and next steps

Councillor Gagan Mohindra, Vice-Chair of the DIZ Board and Deputy Portfolio Holder for Economic Growth and the Digital Economy at Essex County Council, brought the seminar to a close with a message reinforcing the County's commitment to the Digital Innovation Zone and Smart Places project in West Essex and Eastern Hertfordshire.

The aspirations of the County Council are for Essex to be recognised as a world-leading zone for digital innovation, reaching across borders and sectors to achieve this. Cllr Mohindra pointed out the scale of the challenge this posed but cited today's seminar and the organisations supporting it as evidence of the ambition of our area and the services which support it. He felt that while driving real progress would be hard this is where the greatest opportunities and return are to be found. Working across the

administrative boundaries will enable the Zone to achieve more and the county sees the West Essex / Eastern Hertfordshire Digital Innovation Zone as a key footprint for the exploration of digital innovation in the region.

Through the DIZ Board and the seminar the following next steps were confirmed:

- The DIZ Board would canvass amongst delegates for those interested in visiting BT's Adastral park and the KAO Data facilities, and arrange these if there was demand
- The team would follow-up the Expression of Interest submission to the DCMS Local Full Fibre Networks funding programme including the creation of a Common Assets Register for the DIZ geography
- Monthly DIZ Board meetings would be organised, with representation offered to the further education institutions and discussions with PHE and Herts County Council on engagement with the programme
- To commission a joint Digital Infrastructure Strategy for West Essex and Eastern Hertfordshire to be completed by April 2018
- To identify and secure key pilot projects with BT, Essex County Council et al that could be delivered in the DIZ geography
- To host another Smart Places Seminar for partners in the early new year with a suggested Smart Movement focus but delegates would be asked for suggestions on themes for this and future events
- To produce a concise briefing note on the Digital Innovation Zone that could be circulated amongst partners to raise awareness
- To ensure relevant strategic documents in the geography reference the DIZ

For more information please contact Mike Warr at mwarr@eppingforestdc.gov.uk or on 01992 564472.

Delegates from the following organisations attended or supported the seminar.

