

# London Office of Technology & Innovation

## Key to success

Shiza Touqeer & Ranvir Sabharwal -

**Hounslow Council**

Sezer Zent & Elena Evans - **Hackney**

**Council**

Jamie Penston Raja - **Southwark**

**Council**

Jaco Grimbeek - **Kingston Council**

#LOTI

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[www.lotilondon.org.uk](http://www.lotilondon.org.uk) 

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There has been a surge of Covid-19 cases in your borough and the press are covering new cases every day. You've been informed that your borough is supporting the NHS's roll-out of the new Test & Trace app, and are considering developing a service to complement this. There have been a number of positive cases and you are now tasked with considering what comes next.

# Thought process

Who is the customer?

What's the problem?

What was the most important benefit?

What does the experience look like?

# Press Release

*How do I support myself and others when isolating?*

**“While you’re isolating, how you can stay home, stay happy and stay healthy”**

One of the hardest parts of self isolation is knowing where to turn to for help and support. But what we have learned over the last 6 months is that there is always someone willing to lend a hand. The challenge has always been how do you find them.

Working with community groups, local charities, and those on the frontline of the council’s support, XX Council has developed a tool to help you live your life while isolating with minimal disruption. Through a simple questionnaire, this form will ask the impact Covid has had on your work, your home life, your friends and family. The answers to these questions will help us share with you the services within the council and the local community that will be best placed to help you through your isolation.

Using this service will be accessible to all across the borough, isolating or not, so you can be aware of what is available to you if the call does come. It will provide advice on how to receive support from the council directly, or through networks of volunteer mutual aid groups which have supported the country through the pandemic so far.

We’ve worked to develop this tool so it can be used by council’s up and down the country, giving the information most relevant to each borough. So no matter where you are, your council will have the capability to support you through the difficult period of self isolation.

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# Press Release

## Quote from CEO/CIO:

“Here at the XX council we have seen a serious need to develop a service which would help our vulnerable residents during the difficult time when self isolating. We want to ensure that our residents are happy and healthy both mentally and physically while at home. Our new tool will have a huge amount of helpful information about what to do and not to do when isolating to ensure that the spread of COVID is lowered. We are providing our residents with information on how to get into contact with organisations to help with food and other important necessities. Our top priority will always be our residents. We want to ensure that they are keeping themselves and others happy and healthy during these hard times.”

## Quote from target audience:

“ I cannot begin to explain how difficult it has been for me at home self isolating, while at home i found that the tool provided by the council extremely helpful. They have helped me to keep healthy and to ensure that I am mentally happy. I personally think that this tool will ensure that the residents are happy when it comes to self isolating because we have the information we need on the tool.

# FAQs

## **Who is this service for?**

- This is for anyone who has tested positive, has been in contact with somebody who has tested positive, or otherwise needs some support due to difficulties raised by Covid-19. The advice will be relevant to local residents.

## **What support is available? Do you have to pay for it?**

- All advice and support is available free of charge. You can find links to financial support, support offered by local charities, health advice from experts, mental health support, as well as clear instructions for what to do while isolating.

## **Do I have to download the app?**

- All advice that is available on the app can also be found on your local council website. The app can also be downloaded from your council website or app store.

## **Where is my information stored and how can it be used?**

- We only collect the information we need to provide you the support you require, such as location for relevant advice. Your information will never be used for anything you do not specifically request and can be deleted at any time by contacting us. We do not pass your information on to any other organisation.

## **Why is my location required?**

- We ask for your location so that we can provide up to date information from your local council about your local area. We do not require your exact location and do not share this information.

# FAQs

## **Can I access this information in another language?**

- Yes, the advice will be translated into multiple other languages.

## **How will this service improve the lives of residents?**

- This service is designed to complement the Track and Trace system by providing all the information and support that is required by people who have tested positive or are otherwise suffering negative consequences due to Covid-19. By informing residents of the risks and available support we can help them abide by the guidelines and reduce the spread of Covid-19 and limit impact on local services.

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## **Will residents be using the service?**

We are aiming to engage with more residents by developing a service that provides person specific support based on the information they provide.

## **What technology is used for this service?**

- Relevant information will be pulled from existing national and local resources and kept to up to date.

# Identify AWS Services/Technologies that can be used.

## Amazon Elastic MapReduce (Amazon EMR)

This is a web service that makes it easy to quickly and cost-effectively process vast amounts of data. From the Web application. The data that we may gather could be the most common issues that people are experiencing due to Working from home/ losing their job or self isolating. Once we identify these common problems we can then increase our focus on trying to get them resolved. Or we could use this service to see in which areas our residents need more support such as housing, food or work.

## Amazon Translate

This helps makes people who use the service more comfortable as it will be in a language they understand it will make it more relatable.

We could be using AWS Translate to help those who do not understand or speak English as it might not be their first language. (Different Communities) For instance, Covid related information, which is core to our app, we might not convey the message to all target the customer. Thus, we need to make sure that this service can be provided to make it inclusive for all sorts of customers regardless of the language barrier.