LOTI All Member Workshop

9 October 2020

@LOTI_LDN

www.loti.london

#LOTI

NOTE:
We'll record this meeting
to share only on Basecamp HQ / WhatsApp

Agenda

1. **Quick updates** - LOTI Team
2. **Innovation in Procurement** - Cameron Scott
3. **Thirty3** - Jay
4. **Community Resilience** - Priya Banati
5. **Test and Trace Data Issues** - Jay & Onyeka
6. **Data Collaboration** - Eddie and Theo
7. **Data Apprenticeships** - Yogita Popat
8. **Assistive Technology** - Genta
9. **Digital Inclusion** - Genta & Onyeka
10. **LOTI Insights** - Eddie + Boroughs
11. **Proposed changes to LOTI Advisory Panel** - Eddie

Agenda

Quick updates

Upcoming events (www.loti.london/upcoming)

Date	Event	Who should attend?	How to sign up
12 Oct	**LOTI & AWS Digital Apprentices' Challenge Day** (challenges can be found here)	LOTI Digital Apprentices	Eventbrite
13 Oct	**MHCLG - Data Exchange with VCS project - Show and Tell #2**	Anyone interested in the project.	Contact alex@wearefuturegov.com
14 Oct	**Digital Divide Conference**	LA officers working on projects to improve digital literacy, skills and access of residents	DigiLeaders Week
27 Oct	**Data Science Network Meet-Up**	Data Scientist (and Analysts training to become Data Scientists)	Eventbrite
2 Nov	**LOTI & Microsoft Virtual Learning Sessions** Developing a professional career in a digital age & Using LinkedIn to further your career development plan	LOTI Digital Apprentices	Eventbrite

The full playlist is now available on
LOTI's YouTube Channel

LOTI Data Analysts Network Meetups

Fortnightly meet-ups here

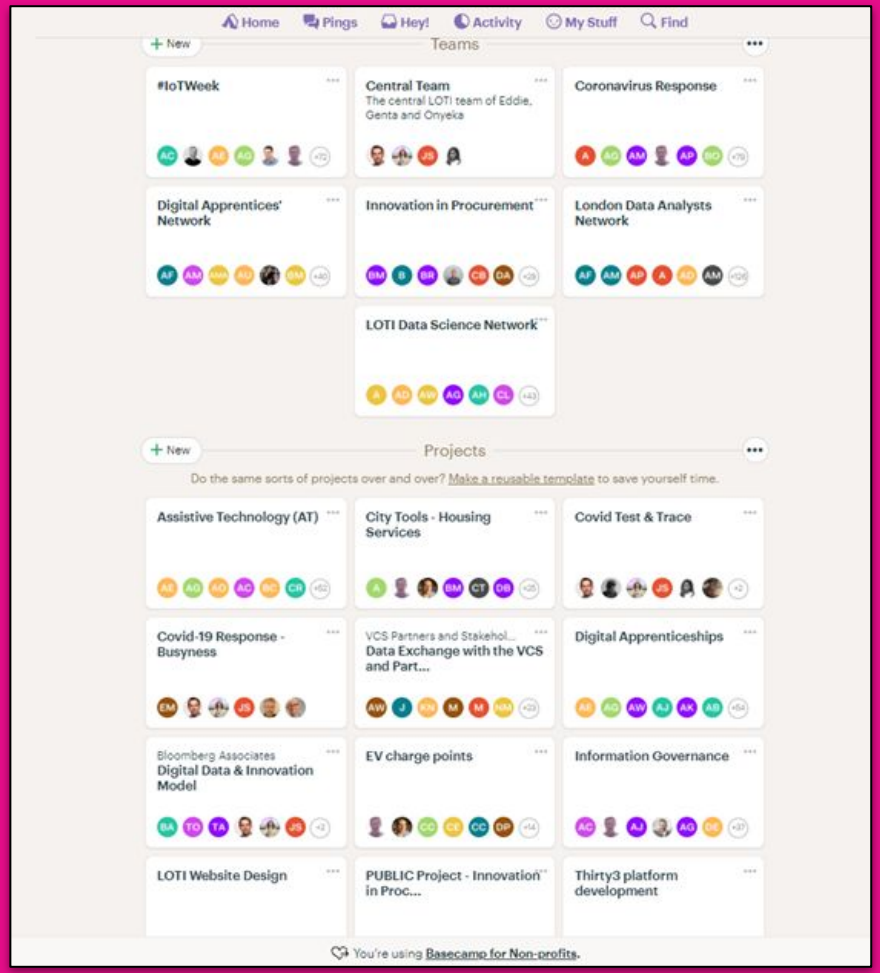
Summary of things we need from you

Action	How
Thirty3 MoU - Please sign it! And set up onboarding session with Jay	MoU for sharing of contracts data via API Book in with Jay
Dapian: Ask your IG Lead to write to us if they'd like to be amongst the first 10 boroughs to get a free account.	Send an email to eddie.copeland@loti.london
Data Collaboration: Forward email about six measures to improve data sharing to your data and IG colleagues	Eddie will send email. Details also outlined in this 2-pager, and 5 min video.
Review your membership on LOTI's Advisory Panel	See revised Terms of Reference.
Assistive Technology: Connect us with relevant colleagues in your borough who might be able to help us create guidance on how boroughs: • **can use existing funding avenues to broaden access to ATs.** • **share their data allowance with qualifying residents.**	Connect relevant colleague with genta.hajri@loti.london
Innovation In Procurement - give feedback on PUBLIC's Market Engagement techniques	See this link.

Giving you visibility of which of your colleagues are working with us

We know it can be hard to know which of your colleagues is involved in each of our networks and projects.

Next week, we'll have a PowerBI dashboard to show members of every project and team space on Basecamp.



Innovation in Procurement

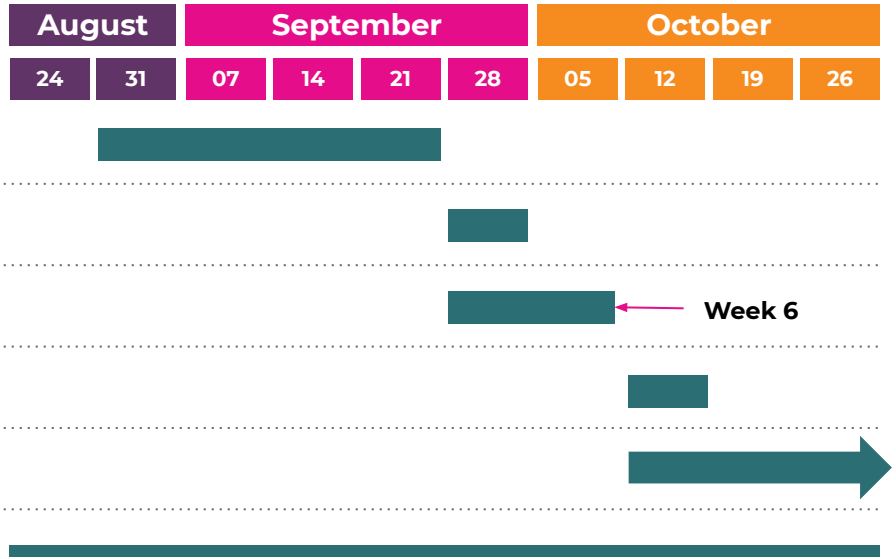
Cameron Scott - PUBLIC

Loti

About the project

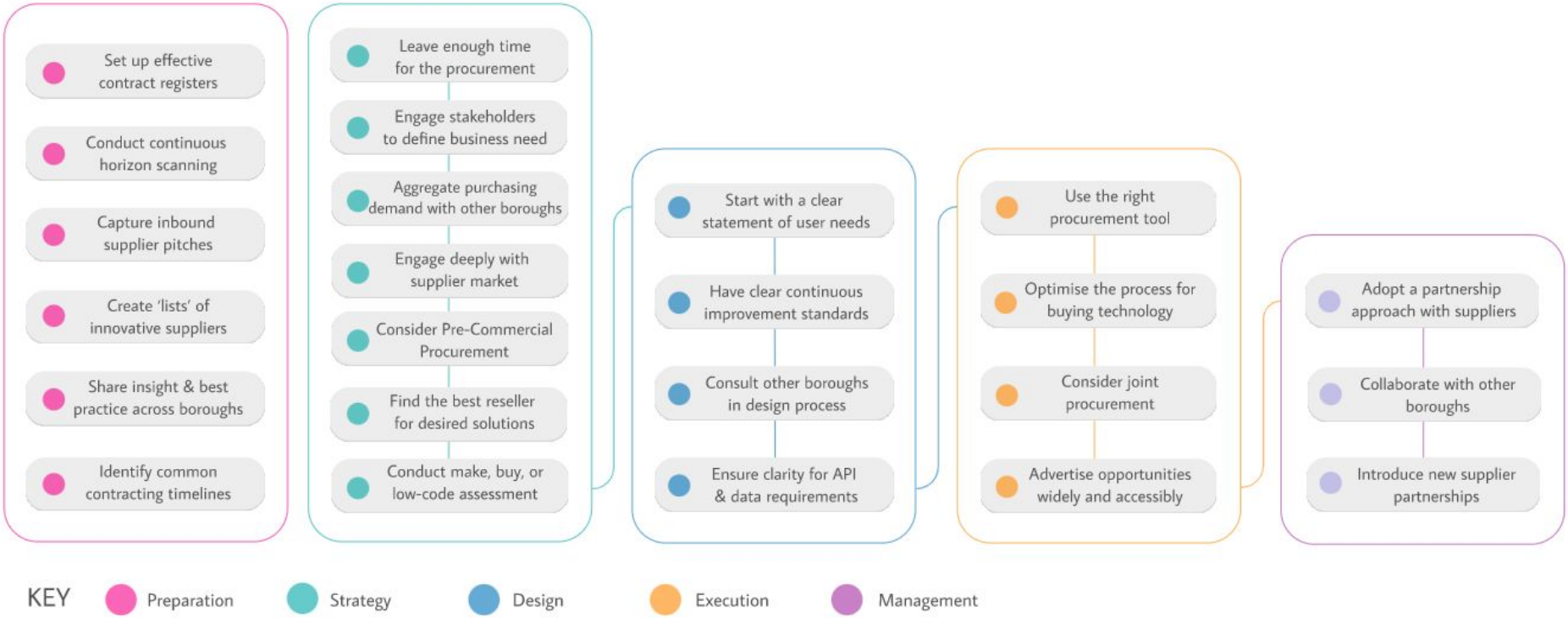
PUBLIC has been commissioned by LOTI to scope how London boroughs can improve and bring innovation into technology procurements

- **Primary interviews** with LOTI Boroughs and suppliers
- **Collaborative workshops** on challenges and solutions
- **Guidance creation** to address key problems
- **Guidance refinement** through feedback
- **Guidance implementation** in a live tender process
- **Working in the open** please share ideas with us online



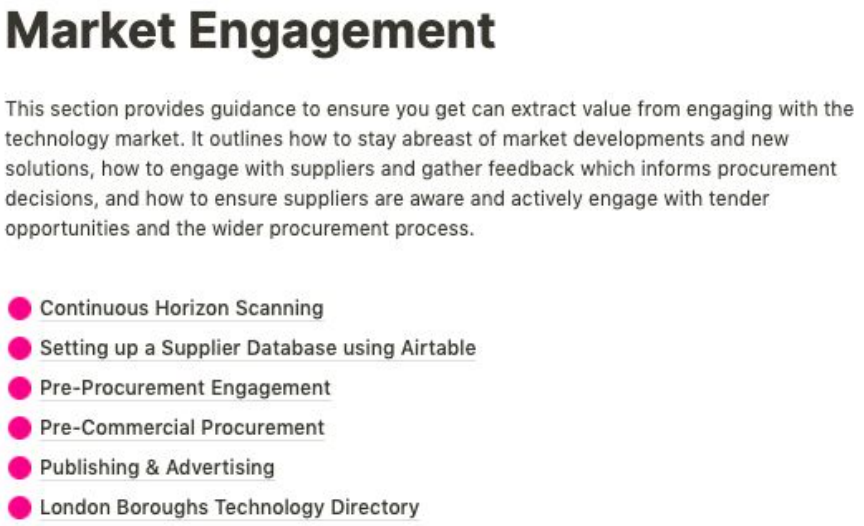
Overview of guidance

Rather than being holistic, the guidance is aimed to address key problems across the procurement process



An example of a guidance document

The link below is to a live guidance document on Market Engagement techniques. We would love your feedback next week.



Available at this link:
https://www.notion.so/Market-Engagement-b02ed3dba1b74154b1569373ff412450

Guidance Topic: Joint Commissioning

There is appetite to approach the market collectively where boroughs have shared technology needs, though a preference to avoid 'joint contracting' where possible.

Key Question: Which technology tenders are most attractive to approach the market collectively on?

a) **Re-procurement of key business systems**, such as Northgate Housing or Mosaic Social Care? (User groups could be formed in strategic service areas, or around strategic suppliers).

b) **Procurement of core technologies underpinning shared transformation objectives**, such as cloud transition, digital portals, mobile devices.

c) **Procurement of specialised innovative tools identified on an ad hoc basis**, such as citizen engagement platform, smart city sensors, financial inclusion app

Questions to take offline

- How to best identify the common procurement need? -- *posting to Thirty3, sharing strategies on Local Gov Pipeline, LOTI convened user groups?*
- Which leaders need to be involved or bought in? -- *CIOs, Heads of Procurement, Council Leaders*
- What work products need to be agreed? -- *broad specification, desired outcomes, delivery timeline*
- What working forums or processes should be created? -- *LOTI convenes workshops, Boroughs form groups?*
- How do partners present themselves to suppliers? -- *LOTI to chair meetings, a lead Borough owns market engagement?*

Thirty3 Onboarding

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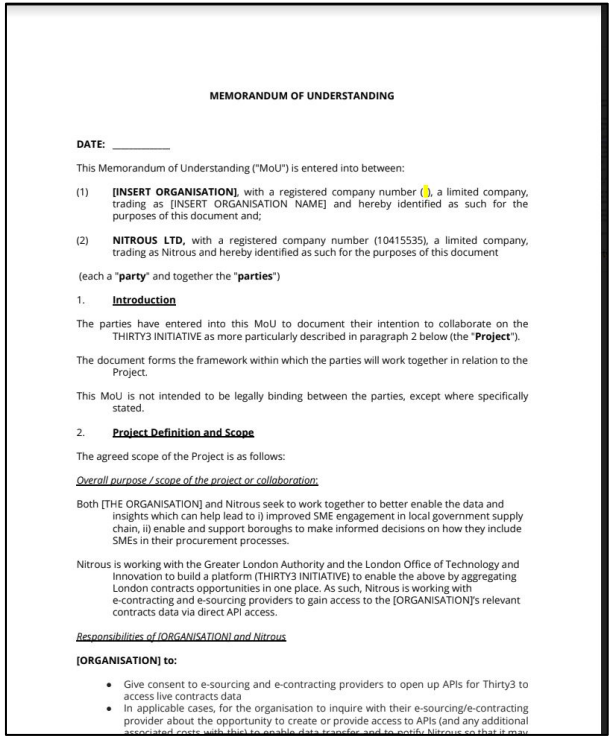
Thirty3 Onboarding

- MoU for sharing of contracts data via API
- Attend an onboarding session - book in with Jay
- Update your existing City Tools Data so the site shows your borough's most up to date technologies

Action: we need you or a relevant colleague to review, feedback and sign the MoU by the 9th October.

Action: Update your City Tools data by 30th October.



MEMORANDUM OF UNDERSTANDING

DATE: _____

This Memorandum of Understanding ("MoU") is entered into between:

(1) **[INSERT ORGANISATION]**, with a registered company number (), a limited company, trading as [INSERT ORGANISATION NAME] and hereby identified as such for the purposes of this document and;

(2) **NITROUS LTD,** with a registered company number (10415535), a limited company, trading as Nitrous and hereby identified as such for the purposes of this document

(each a "**party**" and together the "**parties**")

1. **Introduction**

The parties have entered into this MoU to document their intention to collaborate on the THIRTY3 INITIATIVE as more particularly described in paragraph 2 below (the "**Project**").

The document forms the framework within which the parties will work together in relation to the Project.

This MoU is not intended to be legally binding between the parties, except where specifically stated.

2. **Project Definition and Scope**

The agreed scope of the Project is as follows:

Overall purpose / scope of the project or collaboration:

Both [THE ORGANISATION] and Nitrous seek to work together to better enable the data and insights which can help lead to i) improved SME engagement in local government supply chain, ii) enable and support boroughs to make informed decisions on how they include SMEs in their procurement processes.

Nitrous is working with the Greater London Authority and the London Office of Technology and Innovation to build a platform (THIRTY3 INITIATIVE) to enable the above by aggregating London contracts opportunities in one place. As such, Nitrous is working with e-contracting and e-sourcing providers to gain access to the [ORGANISATION]'s relevant contracts data via direct API access.

Responsibilities of [ORGANISATION] and Nitrous

[ORGANISATION] to:

- Give consent to e-sourcing and e-contracting providers to open up APIs for Thirty3 to access live contracts data
- In applicable cases, for the organisation to inquire with their e-sourcing/e-contracting provider about the opportunity to create or provide access to APIs (and any additional associated costs with this) to enable data transfer and to notify Nitrous so that it may

Thirty3 Onboarding

Borough	Invite Sent	Onboarding Session Scheduled	Onboarding session complete	Technology Data Updated	MoU	Main Contact
Barnet	☑	☑	☐	Not Started		Barry May
Brent	☑	☑	☑	Not Started		Rehana Ramesh
Camden	☑	☑	☐	Not Started		Stephen Blantz
Ealing	☑	☐	☐	Not Started		Peter Greenham
Grenwich	☑	☑	☑	Not Started		Kit Collingwood
Hackney	☑	☑	☑	Not Started		Steve Addison
H&F	☑	☑	☑	Partial		Eduardo Whaley
Hounslow	☑	☑	☑	Not Started	Signed	Barbara Munden
Kensington	☑	☐	☐	Not Started		Hugh McGovern
Kingston	☑	☐	☐	Not Started		Keith Webb
Lambeth	☑	☐	☐	Not Started		
Newham	☑	☑	☐	Not Started		Nafisa Bhamji-Patel
Southwark	☑	☑	☐	Not Started		Darryl Durno
Sutton	☑	☐	☐	Not Started		Keith Webb
Tower Hamlets	☑	☑	☐	Not Started		Nafisa Bhamji-Patel
Waltham Fores	☑	☑	☑	Complete	Signed	Sienna Gardner-Hillaire,
Westminster	☑	☐	☐	Not Started		Hugh McGovern

Community Resilience

Community Resilience Project - developing the concept

We're moving ahead with exploring a LOTI project emulating the Camden approach. Barnet, Hounslow and Hammersmith and Fulham have expressed an interest in participating. We'll be meeting in early November to discuss the design of the project.

Sprint 0 - Project Set Up

- Agree which boroughs (at least two) would like to participate
- Discuss how LOTI funding (and/or central team) could add value
- Agree project teams from each borough
- Discuss what, if any, external support is needed
- Agree on the broad vision for the project

Sprint 1 - Project definition

- Define desired outcomes for the (at least) two pilots, focusing on specific user needs
- Explore problems relating to the users and their specific context
- Agree which problems the pilots will / will not address

Sprint 2 - Prototype design

- Explore potential solutions to identified problems
- Agree specific solution(s) to prototype
- Design prototype(s)

Setting up the prototype

E.g. identify and recruit relevant participants

Agree ways of engaging with participants etc.

Sprint 3 - Prototype delivery and evaluation

- Test prototype(s) with identified users
- Gather insights and learnings
- Evaluate progress made and the change made as a result of this intervention

Share and disseminate

- Share findings, using case studies, blogs etc.
- Share templates of project specific outputs

Test & Trace

Issues with PHE and NHS datasets

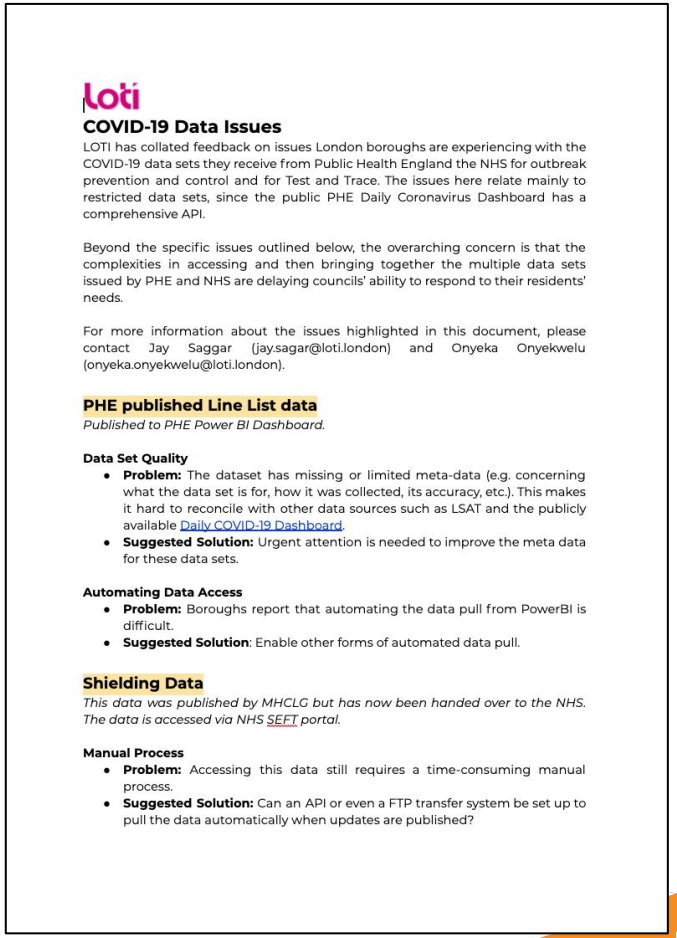
Boroughs have reported issues with datasets received from Public Health England and NHS related to:

- **PHE published Line List data**
- **Shielding Data**
- **Test and Trace**

We've summarised the issues in this document and raised them with PHE and NHS via London Councils.

Progress:

- Tom Addey, Programme Manager of the Directors of Public Health forum, has shared concerns with PHE London and with the Test & Trace working group.
- Meeting with Eleanor Brown, London borough Shielding co-ordinator, on Monday.
- IGfL adding list of IG issues
- Meeting with Ben Cheetham to discuss MHCLG's requirement for a common DPIA.
- Lisa Stidle (Hackney) is working with NHS to verify discrepancies between SPL releases.



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COVID-19 Data Issues

LOTI has collated feedback on issues London boroughs are experiencing with the COVID-19 data sets they receive from Public Health England the NHS for outbreak prevention and control and for Test and Trace. The issues here relate mainly to restricted data sets, since the public PHE Daily Coronavirus Dashboard has a comprehensive API.

Beyond the specific issues outlined below, the overarching concern is that the complexities in accessing and then bringing together the multiple data sets issued by PHE and NHS are delaying councils' ability to respond to their residents' needs.

For more information about the issues highlighted in this document, please contact Jay Saggar (jay.sagar@loti.london) and Onyeka Onyekwelu (onyeka.onyekwelu@loti.london).

PHE published Line List data

Published to PHE Power BI Dashboard.

Data Set Quality

- **Problem:** The dataset has missing or limited meta-data (e.g. concerning what the data set is for, how it was collected, its accuracy, etc.). This makes it hard to reconcile with other data sources such as LSAT and the publicly available Daily COVID-19 Dashboard.
- **Suggested Solution:** Urgent attention is needed to improve the meta data for these data sets.

Automating Data Access

- **Problem:** Boroughs report that automating the data pull from PowerBI is difficult.
- **Suggested Solution**: Enable other forms of automated data pull.

Shielding Data

This data was published by MHCLG but has now been handed over to the NHS. The data is accessed via NHS SEFT portal.

Manual Process

- **Problem:** Accessing this data still requires a time-consuming manual process.
- **Suggested Solution:** Can an API or even a FTP transfer system be set up to pull the data automatically when updates are published?

DfE laptops for school children sent home in self-isolating bubble

Background

- A DfE scheme provides devices to children who cannot attend school due to Covid.
- Schools can order laptops when a bubble of 15 or more children is sent home.
- The offer is normally triggered by the DfE data return.
- Schools need to have provided the DfE with a named contact.
- When the DfE gets in touch with a school they are able to order their full allocation of laptops (not just those for the group sent home). The allocation for a school can be appealed.

Problem

- Boroughs report that sometimes children have been sent home, but no contact has been received from DfE to order laptops.

Answer from DfE

- This link explains the ordering process in greater detail: https://get-help-with-tech.education.gov.uk/devices/how-to-order
- In the scenario outlined, they need to complete the educational settings form: https://form.education.gov.uk/service/educational-setting-status and then email covid.technology@education.gov.uk to request devices.

Data Collaboration

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1 - Use LOTI’s four-step method for data projects

Start here

OUTCOME

What's our desired outcome?
What would we like to be different in the world?

"What specific person is better off in what specific ways because we acted?"

ACTION

WHO could do WHAT differently if they had better information?

"What's the intervention?"

INSIGHT

What would someone need to see on a screen (the data product) to enable the action?

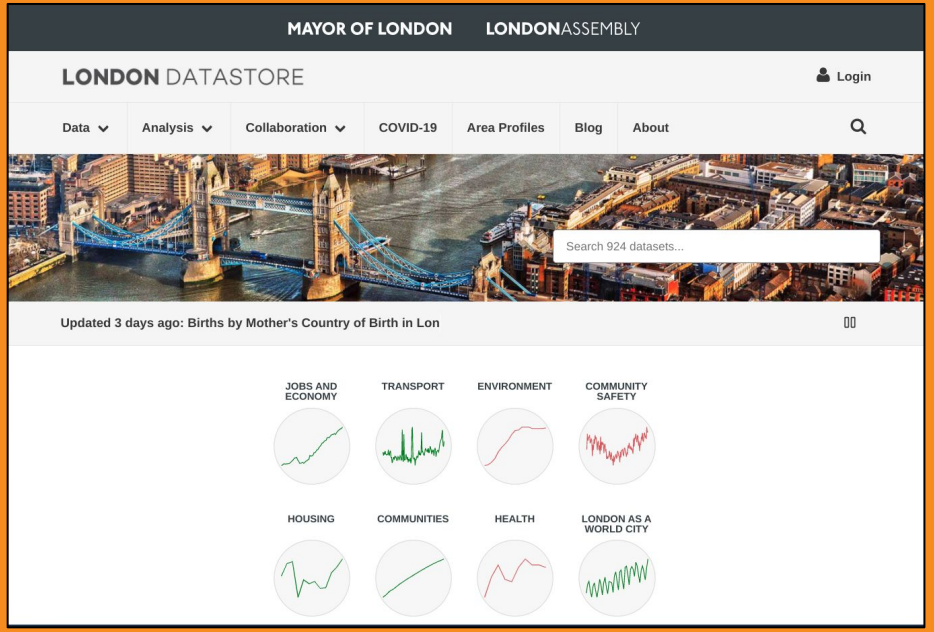
What data would be needed, can we access it and use it legally and ethically?

ENABLERS

Beyond the data product, what else is needed to achieve our desired outcome?

https://loti.london/resources/data-methodology/

2 - Use the London Datastore as London's platform for data sharing.



https://data.london.gov.uk/

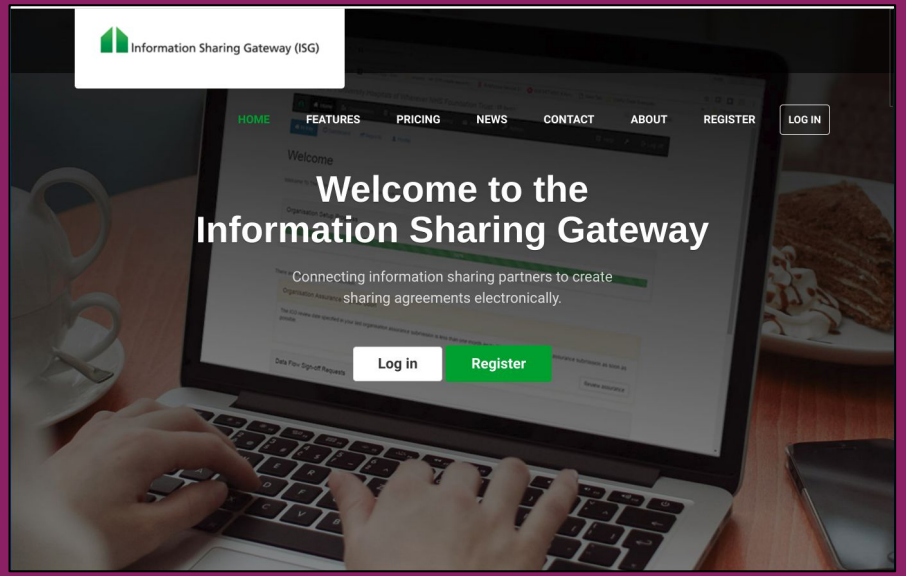
3 - Use the Information Governance Group for London (IGfL) as the primary forum for creating and formally endorsing pan-London data sharing agreements.

4 - Use the 7 step Information Governance process LOTI developed with IGfL.

Step	1	2	3	4	5	6	7
	Generate ideas	**Review concept**	**Assess feasibility**	**Co-create DPIA**	**Complete ISA**	**Implement project**	**Evaluate & Learn**
Action	Any member of staff may generate ideas for data-enabled projects. This step must allow for free and unrestrained thinking, but should start with outcomes in mind and consider the needs of and impact on citizens. Where possible, citizens should be involved in generating and providing feedback on ideas.	An initial pre-screening is conducted regarding: **The idea:** is the concept and objective, clear and sound? **The legality:** which legal gateway[s] does the project rely on? **The ethics:** can the project be conducted ethically? **The risks:** what are the risks of conducting this project? How would the data subjects react to this project?	An assessment is conducted regarding: **The partners:** which teams or organisations will be involved? **The data:** is the data available? Is it personal? Is it sensitive? Can it be anonymised / pseudonymised? **The tools:** how will the data be shared securely?* **The risks:** should the project go ahead based on the identified risks?	Co-creation of Data Privacy Impact Assessment (DPIA) to capture the agreed outcomes of stages 2 and 3. The process should allow for multiple partners, including data subjects, to comment and provide feedback on the same document to negate version control issues.	Creation of Information Sharing Agreement (ISA) and formal sign-off. Retention Schedule and Privacy Notices are created. Risk Register and Record of Processing Activities (RoPA) are updated.	Data collaboration project is implemented, with data sharing conducted via the London Datastore. Measures are put in place to monitor and ensure the project is conducted in accordance with the ISA. Data Asset Register is updated to capture datasets being shared. DPIA and ISA are reviewed regularly during implementation.	Evaluation of: a) the results and impact of the data intervention; b) the effectiveness of the process in steps 1-6 Lessons learned from each from the evaluation are used to support a cycle of continuous learning and improvement.
Who to involve	Any member of staff should be able to propose an idea.	SIRO, CIO, IG Lead, DPO, IAO, Business Lead, Legal Lead	SIRO, CIO, IG Lead, DPO, IAO, Business/Service Lead, London Datastore Manager	CIO / IT Lead, Business/Service Lead/Service, IG Lead, DPO, IAO, Caldicott Guardian**	CIO / IT Lead, Business/Service Lead, IG Lead, DPO, IAO, Legal Lead	IT Lead, Business/Service Lead, IAO, DPO, IG Lead	All stakeholders involved in any of the previous steps and Internal Audit
Tools to use	LOTI four-step data methodology	ODI Data Ethics Canvas UK Statistics Authority Data Ethics Self-Assessment	ICO Guidance on Anonymisation	Dapian Digital DPIA Tool	Information Sharing Gateway	London Datastore	

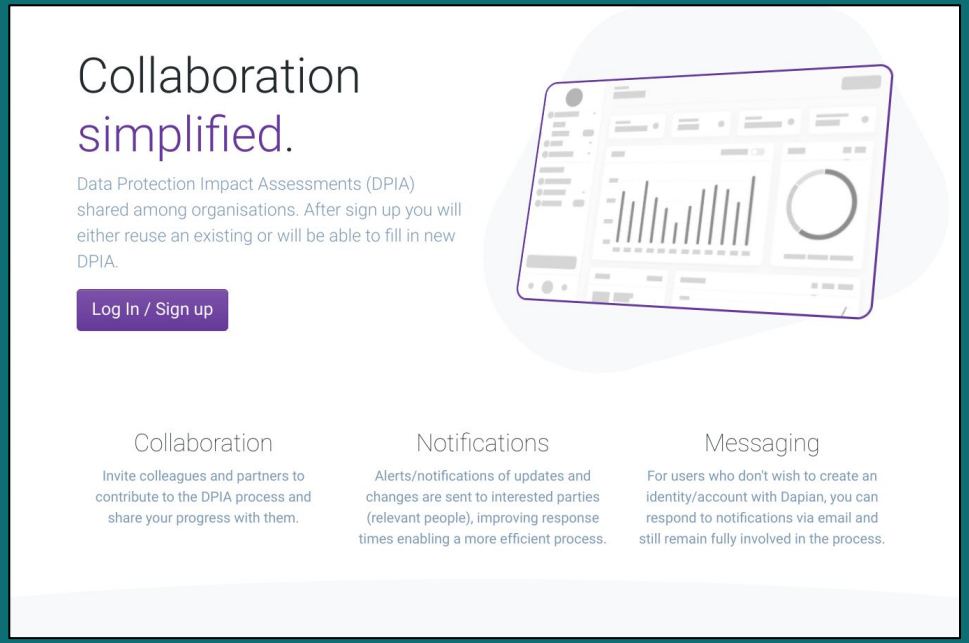
https://loti.london/resources/ig-framework/

5 - Use the Information Sharing Gateway for creating Information Sharing Agreements (ISAs).



https://www.informationsharinggateway.org.uk/

6 - Use Dapian - a new digital tool for creating Data Privacy Impact Assessments.



Dapian

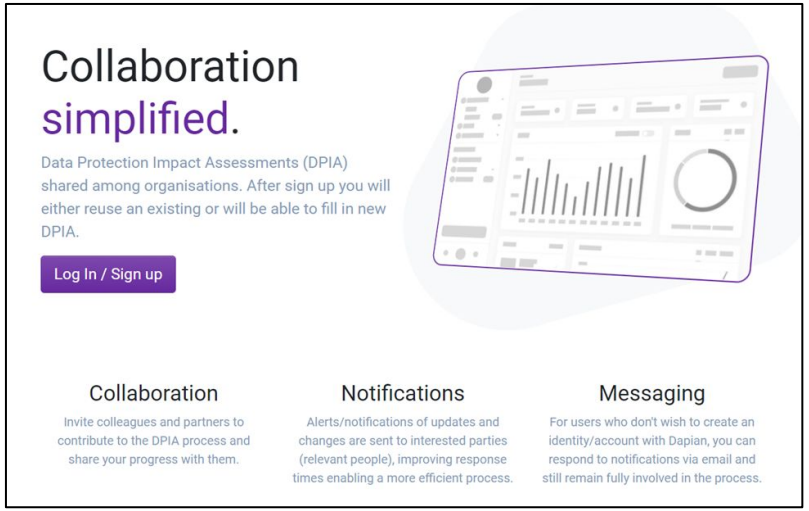
LOTI has been working with CC2i, Looking Local and councils around the UK to develop a digital platform for creating Data Privacy Impact Assessments.

Dapian will be ready from 12 October.

- It's supported by the ICO
- It's been designed with London borough IG community
- It cuts overall time to complete DPIAs by ~65%
- MET police would like to adopt it
- See Dapian business case
- IGfL have demo on 19 October

Cost

- Price is £10k+VAT/year
- LOTI has negotiated 15% discount, therefore £8,500+VAT/year.



View the main website at: https://dapian.uk/
View the demo site at: https://demo.dapian.uk/

Ensuring London can rapidly deploy data for Covid Recovery

The following measures are strongly recommended for all boroughs:

1) Use LOTI's four step data methodology to help identify which datasets are relevant to achieving specific outcomes.

2) Use the London Datastore as the default platform for data sharing.

3) Use IGfL as the primary forum for creating / vetting pan-London data sharing agreements.

4) Adopt LOTI & IGfL's 7 Step Information Governance process.

5) Adopt the Information Sharing Gateway - for creating Information Sharing Agreements.

6) Adopt Dapian - for creating DPIAs.

We'll create email for you to forward to colleagues.

5 min explainer video to forward to your colleagues. View on YouTube: https://youtu.be/AELwf1qRv-E

Modelling demand/need among London's vulnerable residents

To support the London Recovery Board's Mission-based approach to Covid-19, the GLA City Intelligence Unit are developing a data monitoring dashboard to bring together data relating to the Missions.

One key objective is to understand when and where London is seeing changes in demand/need. This is to ensure appropriate policy response such as for the 'Robust Safety Net' mission.

Request for monthly aggregate figures:

- Applications for welfare assistance
- Applications for council tax support
- Council tax arrears / Council tax collection rates
- Discretionary Council Tax Hardship Scheme applications
- Discretionary Housing Payment Scheme applications
- Other emergency grants
- Applications for NRPF
- Demand for emergency food
- Food bank referral stats
- Free school meal applications
- Council website/call centre usage stats

Much of the dashboard would be public, but the purpose would not be to understand or assess individual Borough performance or to compare or 'name and shame' individual Boroughs.

Would boroughs find this pan-London view helpful?

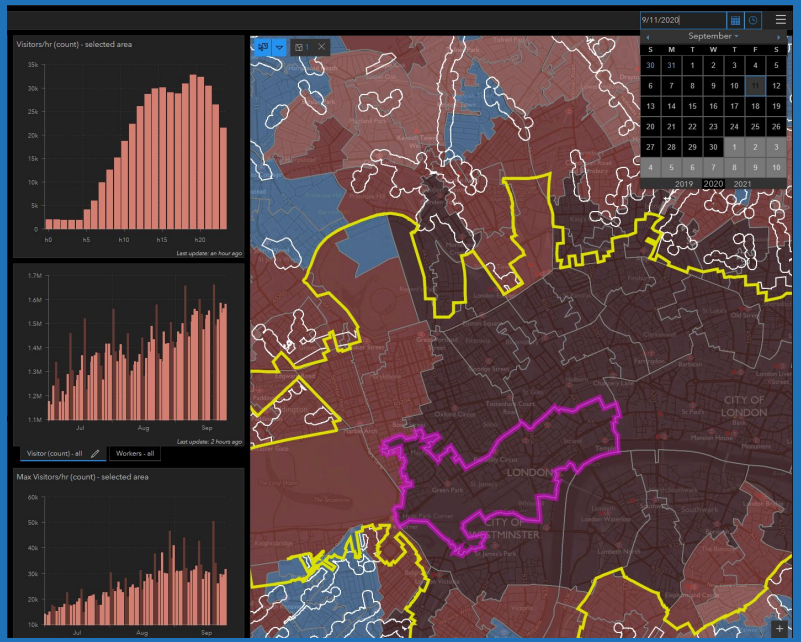
o2 data ready to share

1) Hourly counts
   - worker/visitor/resident
   - by MSOA
   - 1st July '20 to 31st Oct
   - context from 2019
2) Need to sign data sharing agreement on https://www.informationsharinggateway.org.uk/
3) Raw data available as table on DataStore (updated daily)
4) Dashboard available
5) Part of wider 'High Street Data partnership'

Boroughs already signed up: Brent, Camden, Ealing, Hounslow, Richmond, Westminster

Offer from Turing to generate pedestrian counts from CCTV footage still available - City of London have shared a sample

Contact: Paul.Hodgson@london.gov.uk



Data Apprenticeships

Update on Barnet Plans

- Show & Tell: developing L4 Data Analyst course for analysts across the council with White Hat - offer open to ALL LOTI boroughs willing to collaborate.

- Aim: create a Data Academy cohort of 16. Boroughs will have autonomy over the course content and assignments.

- Wider aspiration: enable data literacy at all levels through an Insight Learning Programme (Basic Data 101 Induction Module, Leading with Data etc).

View slides

Social Finance

- Social Finance are developing L4 curriculum for data analysts working in Children's Social Care.

Assistive Technology

Assistive technology project - our plans for rapid delivery

Create LOTI AT Library

September-October

Creating research brief, developing common template for AT case studies and seeking views of AT Basecamp group.

Appointing researcher in next two weeks.

Planning for findings and evidence from LOTI pilots to inform the research and creation of evidence base.

Run AT Trials

October Onwards

Details TBC, but planning to:

- Run pilots in Waltham Forest, Greenwich and Hackney.
- Potential for Greenwich and Hackney to trial use of hydration reminder to compare to 'Smart Water bottles'
- Each pilot to have a clear hypothesis to test, but will also include the ability to test unexpected outcomes.

Close link to our research to ensure pilots add something new to the evidence base.

Identify barriers to using AT effectively

September

Two workshops were held w/c 21 September with good representation from boroughs, NHS and LGA.

Tackle specific barriers to effective AT deployment

October onwards

Take specific measures to address barriers to the effective use of AT as identified during the two September workshops.

Building an AT Library

Common Template For AT Case Studies

Please use the template - which covers all the details you've said are important - in all future trials.

Smart Water Bottle Research

Exemplar to help inform borough trials of AT related to Covid Recovery.

Web Research

Researcher appointed to identify, collate and assess quality of existing case studies available online.

Interviews

Interviews with LOTI AT Leads to gather your case studies and enter them into the common template.

LOTI AT Pilots - Reducing social isolation

Pilots will become part of the AT library and a common evaluation questionnaire will be designed and used to ensure lessons from each project can be compared. Progress, templates, lessons will be shared via LOTI's usual channels.

Hackney

£10k LOTI funding

Connecting people remotely

"Providing a device, internet connection, and written guidance on how to access online resources, will enable some socially isolated individuals with medium-low digital skills to make contact with others remotely."

- AT trialled will consist of a device/tablet, internet connection and user guidance
- 10 residents will be selected to take part in a six week trial
- Pilot will target groups who are digitally excluded

Both pilots aim to:

Improve social connections for isolated residents

Promote independence

Consistently capture and evaluate results

Greenwich

£15k LOTI funding

Promoting independence and reducing isolation

"To what extent can ATs improve customers' physical and mental health, promote independence, reduce anxiety and diminish the cost of care."

- AT trialled will consist of Amazon Echo - voice recognition and a wearable device
- 8 residents with a range of needs will take part in a two month pilot
- Pilot will target groups such as the elderly and vulnerable who are digitally excluded

Assistive Technology workshops and actions (1)

Workshops

We held two well-attended workshops w/c 21 September which sought to explore and further understand systemic issues preventing boroughs' effective use of ATs. Read the full summary here.

Actions

Procurement

- **The need:** Identify existing frameworks and explore ways in which boroughs can engage with suppliers re interoperability of devices and use of common standards
- **What we're doing:** 1) Connecting with CCS and 2) Finalising the standard T&C clauses we started developing a few months ago

Results of AT trials

- **The need:** Create a common template for recording the results of AT trials so they provide sufficient information to inform other boroughs' trials
- **What we're doing:** Template ready to use.

Plain English data sharing and privacy agreement

- **The need:** Create an exemplar agreement approved by IGfL
- **What we're doing:** Working with Hackney to develop a model agreement, signed off by IGfL and shared with LOTI boroughs

Common questionnaire for AT trials

- **The need:** Create standard template which captures the experience, skills and context of the user
- **What we're doing:** Working with Greenwich to develop a template which will be shared

Assistive Technology workshops and actions (2)

Actions

Using existing funding to broaden access to ATs

- **The need:** Create guidance on how boroughs can use existing funding streams such as the Disabled Facilities Grant to fund broadband/wifi connections etc. as part of their care package assessment.
- **What we need from you:** Connect us with relevant colleagues who might be able to help help.

Sharing council's data allowance with digitally excluded residents

- **The need:** Create guidance on how boroughs can share their data allowance with qualifying residents who may not be able to afford data.
- **What we need from you:** Connect us with relevant colleagues who might be able to help.

Networks

- **The need:** To explore setting up a distinct social workers network
- **What we're doing:** Exploring whether there's value for LOTI to create and manage a distinct network.

Analogue to Digital Switchover

- **The need:** Engage with OfCom and TSA
- **What we're doing:** meeting being set up with OfCom and TSA with LOTI AT Leads

AT specific research

- **The need:** Research effectiveness of Passive Monitoring Systems and Passive Infrared Technologies
- **What we're doing:** Incorporating these two AT examples into the research brief.

Digital Inclusion

Workshops

Supporting London Recovery Task Force's Mission on: 'Digital Access for All', we held two workshops w/c 28 September. We sought to explore a broader range of digital inclusion issues based on the need to access education, work, training, social connections etc. and agree on specific actions LOTI and the GLA could take forward.

Actions

Social value in contracts:

- **The need:** Support boroughs on how best to use the social value provision of large contacts to directly support and help fund local digital inclusion initiatives.
- **What we're doing:** 1) Hosting webinar with Social Value Exchange and 2) Publishing case study of Brent's work on Social Value for digital inclusion.

Directories of services:

- **The need:** Support boroughs to develop directories of services signposting sources of support.
- **What we're doing:** 1) Promoting Hackney's 'Find Support Services' open source map of digital inclusion support, and help boroughs implement. 2) Reviewing relevance of MHCLG's Open Standard for local services.

Data model for identifying need:

- **The need:** Support boroughs in developing a best-practice model
- **What we're doing:** 1) LOTI to connect GLA City Intelligence Unit with boroughs interested in developing a model. 2) LOTI and GLA to review how to identify and support missing cohorts, e.g. supporting boroughs in building partnerships with schools, etc. through London Councils.

Digital Inclusion

Raising awareness of best practice models:

- **The need:** Expand boroughs' understanding of best examples of how to address local digital exclusion.
- **What we're doing:** Commission research on the above.

Finding funding sources:

- **The need:** More funding for local digital exclusion initiatives, e.g through Greening government: ICT and digital services strategy 2020-2025, to fund devices, training etc. for residents.
- **What we're doing:** GLA to create guidance

Digital Inclusion - Borough Initiatives

Time	Pitch	Speaker
12:15	Pitch 1: Setting up a multi-generational buddy system	Susan McFarland-Lyons **London Borough of Hackney**
12:30	Pitch 2: Developing Digital Skills Guides	Opama Khan **London Borough of Croydon**
12:45	Pitch 3: Creating a connectivity + devices + skills training package	Lucy Dunn and Ala Uddin **London Borough of Brent**
13:00	Pitch 4: Strategic curation of online content & marketing of council's services	Daniel Green **Royal Borough of Kingston**
13:15	Pitch 5: Improving Digital skills capabilities internally	Dionne Lowndes **London Borough of Southwark**
13:30	Pitch 6: Creating an internal digital engagement and training campaign	Paul Tait **London Borough of Lambeth**
13:45	Pitch 7: Setting up a crowdfunder for digital devices for school kids	Philip McCorkell and Ally Round **London Borough of Camden**

Full details and a link to register can be found here

LOTI Insights:
Tools & ideas you might find helpful

Yokeru - automated mass calling

Yokeru was used by H&F to automate the calling of 10,000 residents at the start of the first wave, and let to identifying 15-20% who needed some form of help. Read the casestudy.

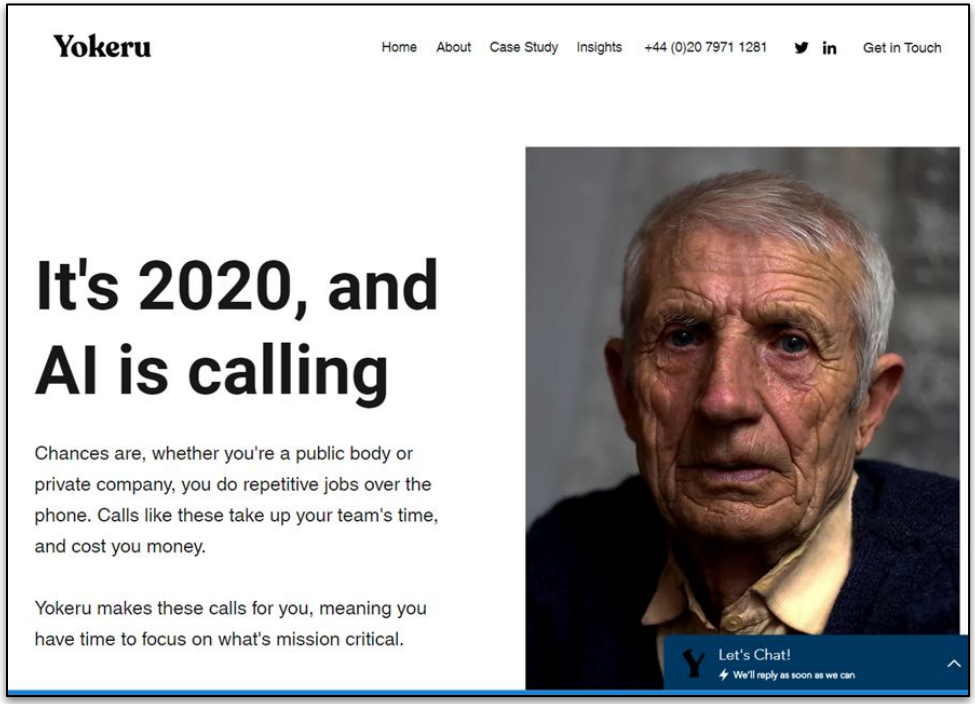
Now onboarding with Westminster.

H&F report a positive experience: “All we needed to supply was our script of questions and a list of phone numbers.”

The data centres they use are now entirely UK or EU based.

For LOTI members:

- LOTI can make intros directly to Yokeru
- We can arrange a webinar
- H&F contact is: David.Wadham@lbhf.gov.uk`



Social Value Exchange

https://www.socialvalueexchange.org/

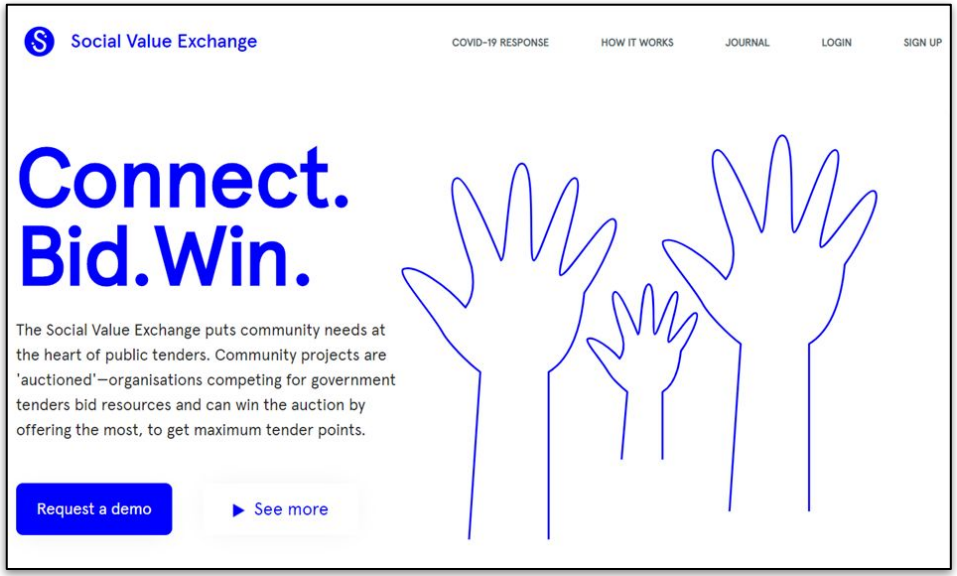
A data driven, competitive process to maximise Social Value in your contracts and connect with your local communities in a way that works for procurement teams, contract managers and commissioners.

Provides an objective and transparent way for suppliers to bid for the extra tender points by offering the resources across the platform.

Recently used by Tower Hamlets to request devices for digital excluded groups.

For LOTI members:

- We could set up webinar
- We can do intros



Beam - crowdfunding for homeless

Beam Fundraising platform built to support homeless people into stable, paid work.

Along with the Mayor of London, they are now working with a number of councils across London.

A recent Social Impact Report shows that 75% of people using Beam start and sustain work, saving councils an average cost of £8k per person in temporary accommodation costs.

A quick overview of their work with Hammersmith and Fulham Council can be read in this Guardian article.

View one page overview and their impact report.

Currently working with Hammersmith & Fulham, Southwark, Lambeth, Greenwich, Enfield, Ealing, Newham, Haringey, and Brent.

beam

Help end homelessness with a community-powered response

What is Beam?

Beam.org is an award-winning, innovative service. We fundraise employment training for people experiencing homelessness so they can train up and get into work.

Partnered with the Mayor of London, Beam has supported over 250 people to raise more than £1m, empowering them to access jobs ranging from healthcare to finance to construction and beyond.

How it works

1. Homeless people are referred to Beam by Councils and charities
2. Each individual is assigned a caseworker, who supports people to identify their career and manage any risks
3. The public funds their course fees plus childcare, travel and laptops, while sending confidence-building messages
4. Each person is supported into work with employer partners
5. After starting work, homeless people usually pledge to repay the money into other homeless people's campaigns

Why partner with Beam?

Reduce homelessness. Give people the skills needed for an ever-changing economy.

Local people involved. A people-powered, innovative solution.

Focus on hard outcomes. 81% of people using Beam start work.

Cashable savings. Average saving of £14,000 saved by government per successful outcome.

Busayo works as a Healthcare Assistant

For 6 years, Busayo was sofa-surfing with a friend, being placed in temporary accommodation with her 10 year old son. Beam raised £1,374 from 153 supporters for Busayo's phlebotomy course, hospital tunics, and travel.

Busayo now works in one one of London's biggest NHS hospitals. See Busayo's Beam campaign

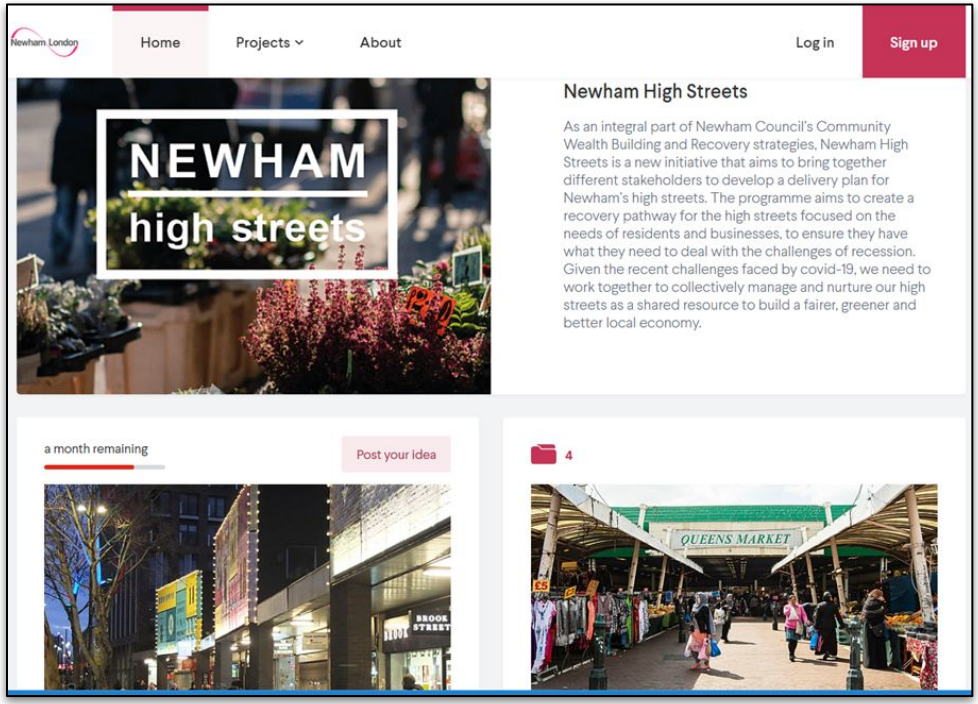
Citizen Lab

Newham is using the Citizen Lab platform to enhance their digital public engagement.

Their next webinar is scheduled for the 22nd of October.

Interesting example of a borough trying more advanced digital tools for engaging with the public.

Potential link to work in Kingston, Sutton and Waltham Forest on creating public engagement playbook.



Proposed changes to LOTI Advisory Panel

Proposed changes to LOTI's Advisory Panel

Challenges

Primary function of the LOTI Advisory Panel is to be an expert sounding board, keeping us focused on improving public services and outcomes for Londoners.

However, with the panel's current membership:

- It lacks diversity
- It doesn't provide a significantly different lens to the all-member workshops
- It risks the perception that LOTI is advising itself, rather than getting external challenge
- Non-CDIO members of the panel have found the conversations too technical
- There are no external voices.

Proposal

1. Update Terms of Reference to re-emphasise purpose as expert sounding board

2. Non-CDIO advisory panel members should continue to attend.

3. Boroughs who currently have a CDIO as their Advisory Panel representative should invite another senior colleague to represent.

4. Each meeting attended by up to 3 LOTI CDIOs, on a rotating basis.

5. Five external posts for external voices from Govtech; Tech4Good; other city innovation units; NGOs and academia.

London Office of Technology & Innovation

Next All-Member meeting

17 November 2020
1:30 - 3 pm

@LOTI_LDN

www.loti.london

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