

All Member Workshop

9 June 2021

 @LOTI_LDN

 www.lotlondon.org.uk

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NOTE:

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

Agenda

1. Quick updates
2. Covid Innovation Fund Projects
3. Digital Inclusion Innovation Programme
4. LOTI Year 3 Strategy Review
5. AoB / Shoutouts for help

Agenda

Borough Representatives

1. Barnet - Yogita Popat & Barry May
2. Brent - Rehana Ramesh
3. Camden - Tariq Khan & Andy Snape
4. Ealing - Kieran Read & Kevin Griffin
5. Enfield - Kieran Murphy & Emma Brown
6. Greenwich - Kit Collingwood
7. GLA - Theo Blackwell
8. Hackney - Rob Miller
9. Hammersmith & Fulham - Veronica Barella
10. Havering - Patrick Montgomery & Nafisa Bhamji-Patel
11. Hounslow - Mark Lumley
12. Kensington & Chelsea - Simon Pettifer
13. Kingston - Steve O'Connor
14. Lambeth - Christopher Anderson & Paul Day
15. London Councils - Dick Sorabji
16. Newham - Patrick Montgomery & Nafisa Bhamji-Patel
17. Southwark - Dionne Lowndes & Darryl Durno
18. Sutton - Steve O'Connor
19. Tower Hamlets - Adrian Gorst
20. Waltham Forest - Paul Neville
21. Westminster - Aruj Haider & Simon Pettifer

**Welcome /
Welcome Back!**



Quick updates



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- **Digital Inclusion Innovation Programme grant finalised and awaiting Mayoral Decision.**
- **LOTI job adverts for Digital Inclusion Projects Manager and Researcher launching soon.**
- **Request for purchase orders for Year 3 LOTI membership coming at start of July.**

Date	Event	Who should attend?	How to sign up
9 June	LOTI Show & Tells - EV Charge Points Dashboard	Anyone and everyone!	Eventbrite
23 June	LOTI Show & Tells - Preventing vulnerable residents from reaching crisis	Anyone and everyone!	Eventbrite
23 June	Data Science Network Meet-Ups	Data Scientists	Eventbrite
24 June	Innovation in Procurement Forum	ICT and Procurement Leads	Eventbrite
29 June	Innovation in Housing Procurement Showcase LIVE	ICT, Procurement and Housing Leads	Eventbrite
Every last Friday of the month	Heads of Data and BI Network Meetings	Heads of Data and Power BI	Calendar invite from Onyeka



Save the Date



15 July 2021

Invitations to follow

LOTI Turns 2!



Covid Innovation Fund: Mapping Digital Exclusion



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Mapping Digital Exclusion with Data

Desired Outcome: To enable boroughs and their partners to design and target digital exclusion interventions, services and support more effectively.

The Problem: Understanding where and how people are digitally excluded across London.

Solution: To develop an interactive demographic map of user needs of digitally excluded Londoners.

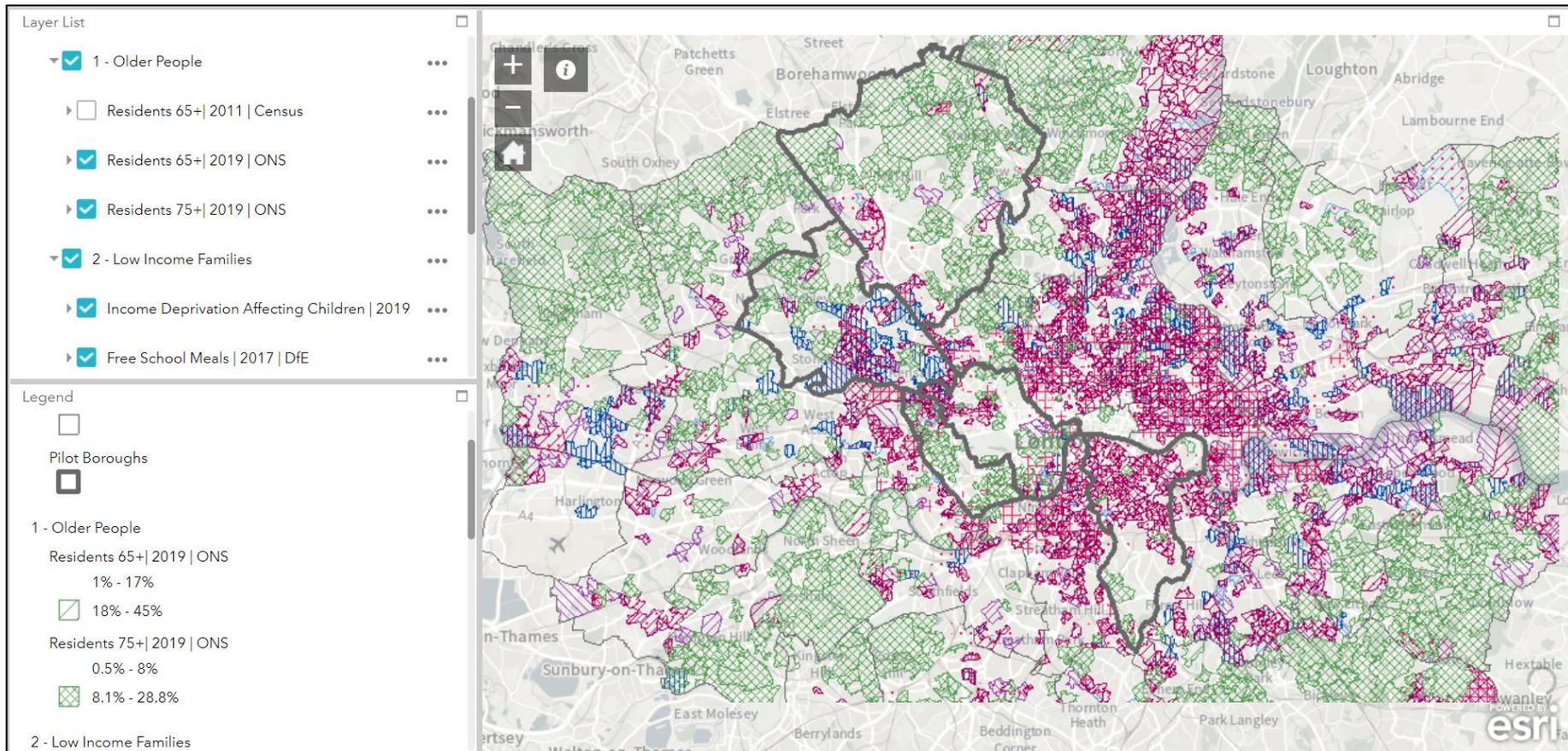
Barnet, Brent, Kensington and Chelsea, Southwark and Westminster are building a publicly available map on the London DataStore that will help boroughs identify areas of digital exclusion, the key groups affected and the types of needs they may have.

The map will be published alongside a toolkit and methodology to enable other boroughs to understand the mapping and validation process and replicate the analysis for their own local geographies.

Deliverables

1. Public map of digital exclusion across London
2. Mapping methodology
3. Quantitative analysis into softer aspects of digital exclusion
4. Qualitative research into interventions for key groups
5. Digital Inclusion Persona Bank
6. Digital Exclusion Mapping Toolkit – how to map digital exclusion and what the data can tell you about the spatial distribution and needs of key groups and personas

Mapping Digital Exclusion with Data



Resources for boroughs:

1. Public map of Digital Exclusion across London
2. Digital Inclusion Persona Bank for London
3. Digital Exclusion Mapping Toolkit – how to map digital inclusion and what the data can tell you about the spatial distribution and needs of key groups and personas

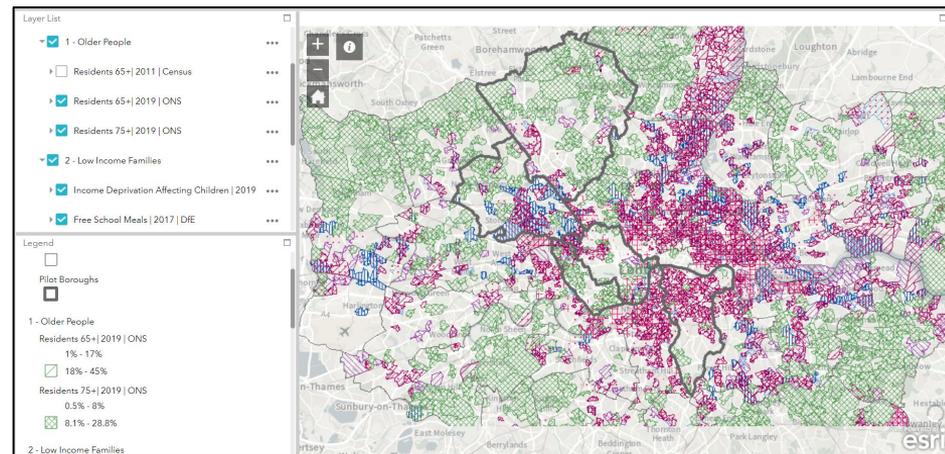
Get Involved:

User testing

- Help us to test and iterate the above resources.

Phase 2 Ideation Session

- What data blind spots do you still experience?
- What additional insights would support your work?
- If you had more data what would you do differently to better support your residents?



WIP Outputs:

- [Digital Exclusion Map - WIP v3](#)
- [Candidate Data sets](#)
- [Covid Innovation Fund: Data Project](#)

Covid Innovation Fund: Preventing vulnerable residents from reaching crisis



Preventing vulnerable residents from reaching crisis

Desired outcome: To design and put in place more preventative measures to help ensure residents whose vulnerabilities have been exacerbated by the pandemic avoid reaching crisis point.

The problem: Residents with multiple needs require early, multidisciplinary interventions, which often involve different parts of the council and the VCS.

Proposed Solution: Develop and test a model that proactively identifies residents' needs, and gives staff the tools and confidence to provide holistic support to those who need it.

Hackney and Newham are testing:

- Provision of training and peer support sessions for frontline workers across different council service areas and VCS
- Using a referral process, supported by a 'Link worker' model, providing a coordinated approach and feedback loop
- Making use of a digital tool for signposting residents to relevant, local (council and VCS) provision

Deliverables

1. Digital platform (beta phase) tested by council staff in Hackney to identify relevant support services in their local area.
2. A toolkit consisting of project resources that can be reused by other councils wishing to emulate this preventative approach.
3. Principles for running peer support sessions and training for frontline staff.
4. Case studies.

1 - Digital referral platform for signposting residents to relevant services, including:

- Open source code
- Project documentation (user stories and wireframes)
- Service manual
- Key contacts for the partner development agency and Hackney ICT

2 - A toolkit consisting of project resources that can be reused by other councils in implementing this preventative approach, including:

- Survey questions
- Research guides
- Workshop formats
- Peer support session (structure and approach)
- Tool onboarding plan
- Link worker model

3 - A 'train the trainer' toolkit for setting up and conduction training sessions with staff.

Next steps

The project team will hold the final Show and Tell for this project on 23 June, sign up [here](#).

Final outputs ready at the end of June.

Final evaluation report expected in September.



Digital Inclusion Innovation Programme (DIIP)



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Summary of activities to date

Crowdsourced projects (you can view the full list [here](#))

Organisations involved	Sector	Location	Type of initiative	Name and description of initiative	Problem it solves	Which groups or individuals are most impacted?
London Borough Hammersmith & Fulham	Public Third Private	London Borough of Hammersmith & Fulham	Part of a collection of digital inclusion projects	The H&F Digital Inclusion programme supports our...	The digital inclusion strategy at Hammersmith and...	Children and young adults...
LB Barnet & Capita	Private	Barnet	Single initiative / project	Community laptop scheme	Supports residents with equipment to get online...	Our first target groups were school children, to support...
City of London Corporation	Public Third	City of London	Part of a collection of digital inclusion projects	Digital Skills Strategy - aims to combat digital exclusion	Digital exclusion - currently working on providing peopl...	The City of London's residents and workers.
Bromley Libraries	Public	Across all Bromley Libraries	Part of a collection of digital inclusion projects	Public Libraries provide access to PCs, printing and...	Supporting all members of the community to access...	All members of the community
Ealing Council / Citizens Online	Public Third	Ealing	Part of a collection of digital inclusion projects	We are working with Citizens Online to...	Helps us as a local authority consider ho...	The scheme has been promoted widely across th...
London Borough Tower Hamlets	Public	Idea Stores	Single initiative / project	Digital Hubs and Digital Support Service	for digitally excluded they can have low level support...	People with barriers due to literacy, language, disability...
LB Haringey	Public	Haringey Libraries	Single initiative / project	Digital Buddy - Working in partnership Haringey...	Enabled residents to meet with GPs and other hospita...	residents that require medical assistance but do...
Southwark Council, Hyperoptic, Community Fibre	Public Third Private	London Borough of Southwark	Part of a collection of digital inclusion projects	Our digital inclusion programme covers 6 pillars...	We're committed to the strategic objective of nobo...	People with multiple disadvantages...
Barnet Council, Barnet Homes, Community Fibre	Public Private	Council owned properties - borough wide	Part of a collection of digital inclusion projects	Gigabit Broadband Programme - The Council i...	The project solves a number of the commonly...	Through the Gigabit Broadband Programme, we...

- **Workshop 1: Challenges and Opportunities**
- **Workshop 2: Project selection**
- **Pan-London Digital Inclusion Leads**
- **Device Upcycling Research**
- **Digital Inclusion Research**

Projects we're moving forward with in the first wave

Potential Projects	Status	Understanding Needs	Innovating in Supply	Developing Services	Participating boroughs
1. Acting on insights from Digital Exclusion Map	Not started	✓		✓	Barnet, Brent Croydon, Greenwich, Havering, H&F, Kingston, RBKC, Redbridge, Southwark, WF, WCC, Hounslow,
2. Device Upcycling	In progress		✓	✓	Croydon, Greenwich, Havering, Hounslow, H&F, Redbridge
3. Digital Inclusion in Temporary Accommodation	Not started	✓	✓		Croydon, Greenwich, Havering, Hounslow, Redbridge, WCC
4. Supporting Dementia Carers	Not started	✓		✓	H&F, Greenwich, Havering, Hounslow, WCC/K&C

LOTI Year 3 Strategy



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Key things to consider

In each area of focus:

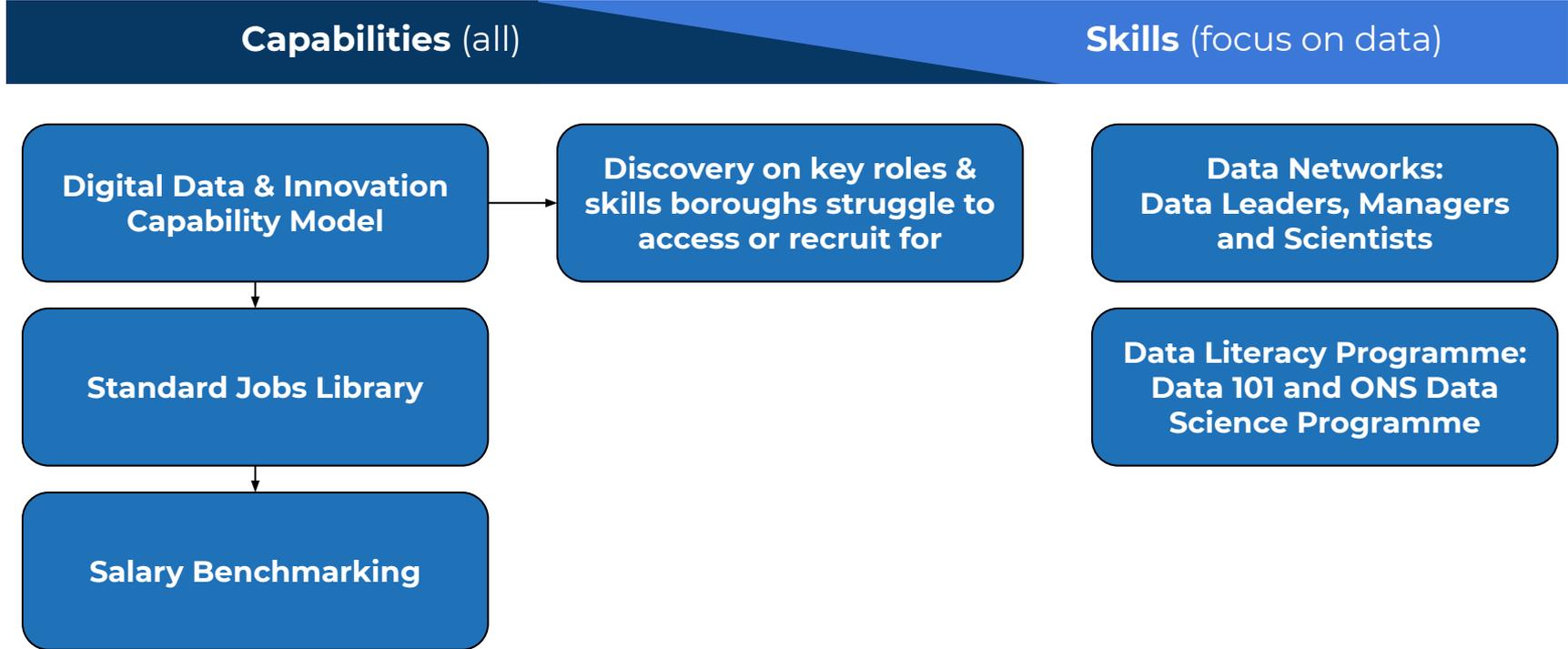
1. What would we like to be different by the end of Year 3?
2. What are the highest value activities we can do through collaboration?
3. Which boroughs would like to lead / be involved?

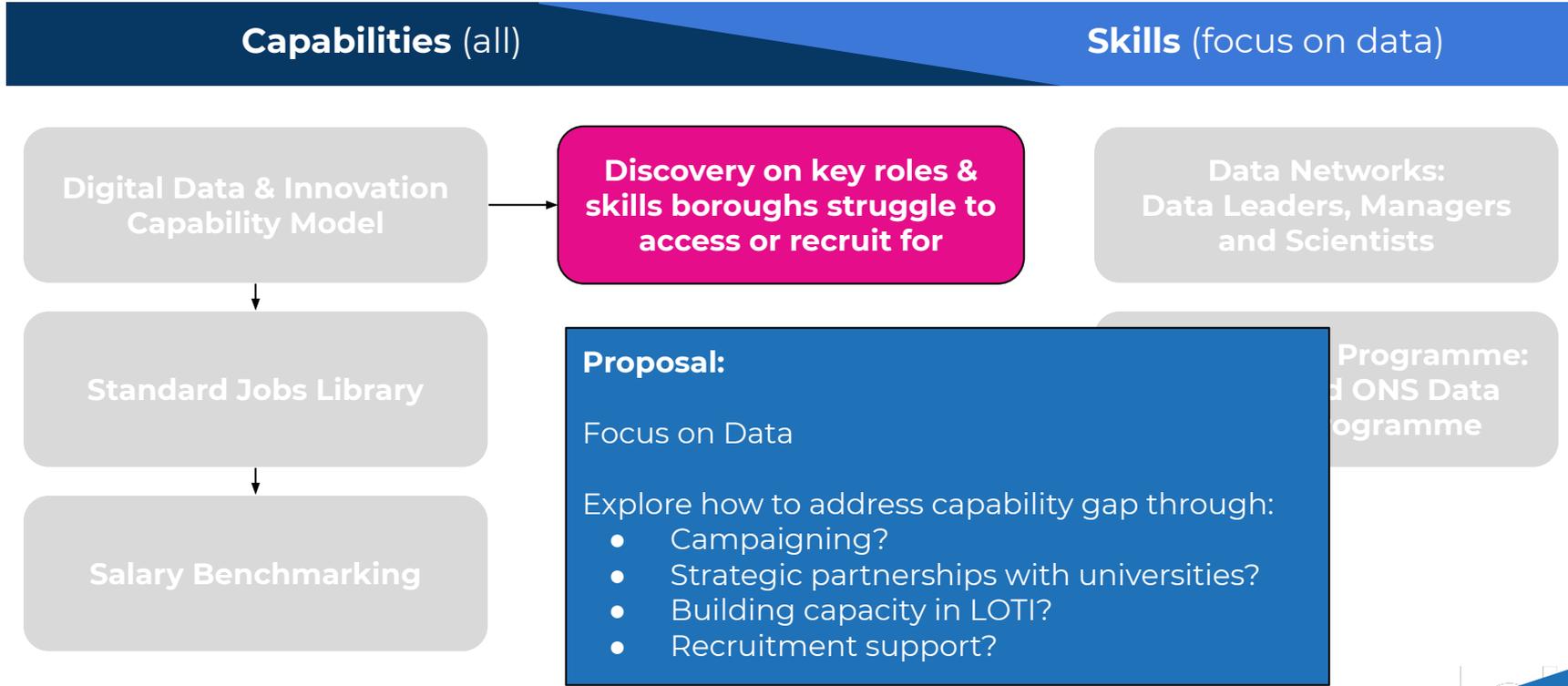
Year 3 Objectives and Areas of Focus					
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Developing Capabilities

Putting in place the core capabilities required to be truly digitally enabled organisations.







Innovation in Procurement Forum	Supplier Showcases	Campaigning	Experiments
<ul style="list-style-type: none"> • Sharing ideas, concerns and best practice • Identifying opportunities 	<ul style="list-style-type: none"> • Raising borough awareness about more innovative suppliers • Supporting better market engagement 	<ul style="list-style-type: none"> • Identifying common requirements for suppliers (e.g. data access via API) 	<p>Expert support and mentorship for:</p> <ul style="list-style-type: none"> • Collaborative tender writing and market engagement; • Development of new platforms by local gov
<p>Next meeting 24 June Eventbrite Join on Basecamp</p>	<p>Innovation in Housing Procurement Showcase LIVE 29 June Eventbrite</p>	<p>See, e.g. tender wording for Data Access and APIs</p>	<p>See work to date on Housing Services</p>

Propose a LOTI funded project where partner councils work together to explore how we might:

- Demonstrate how the full life costs and benefits of an open source model could offer best value compared to alternative models.
- Understand and address barriers.
- Ensure that code, development standards and data standards enable reuse at low cost.
- Explore opportunities for further collaboration to accelerate the pace of change.

Desired Outcomes

- Help councils take more informed strategic decisions about the options available, and not limited to the current market offering.
- Inform development work carried out by councils such as Hackney, to ensure maximum reusability.
- Identify opportunities for collaboration to deploy common software solutions and develop further improvements in partnership.

Discovery:

Potential of sharing localgov office space between borough staff: wifi, booking etc.

Cf:

One Public Estate
LOTI seamless wifi

Guides:

- Making online / hybrid meetings and workshops truly accessible
- Promoting wellbeing in hybrid environments

Engagement:

With HR and OD Leads to see if LOTI expertise can support their goals.

Next steps:

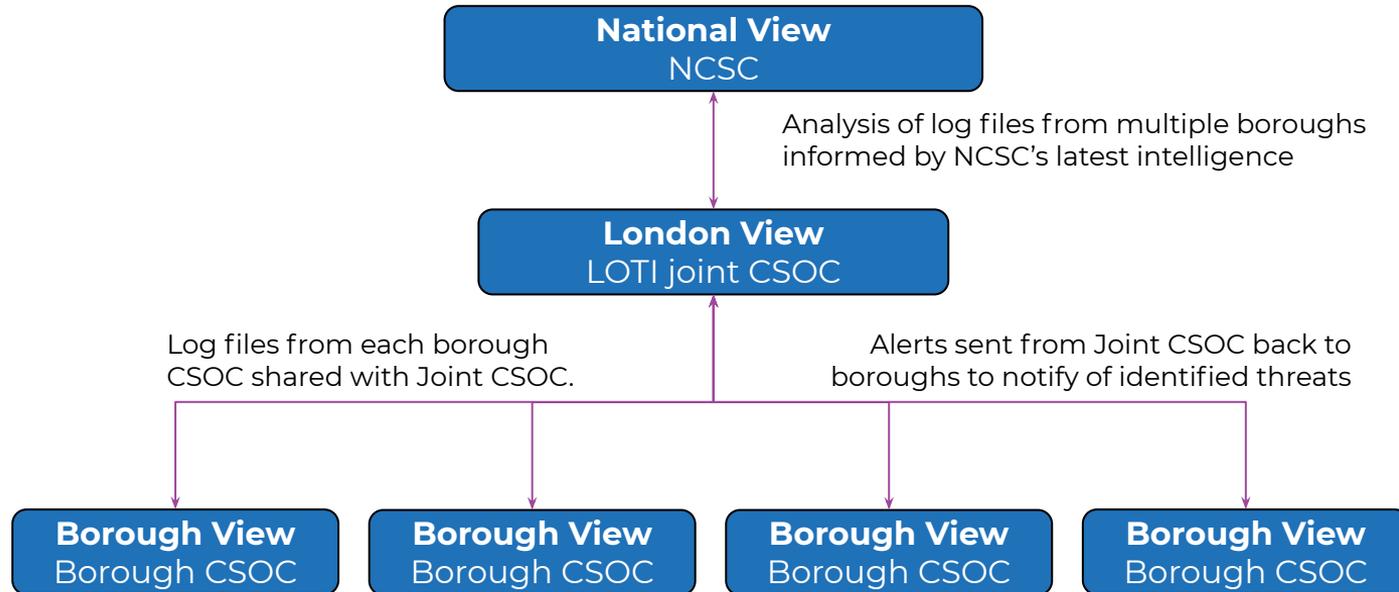
- Need small group of boroughs willing to champion / lead this area
- Workshop to explore ideas with small number of CIOs, Estates Management, OD and HR leads to create skeleton ideas.

Boroughs interested:

- Barnet, Westminster, Lambeth, Kingston & Sutton

Virtual CSOC for London

Discovery and pilot to test the hypothesis that a joint CSOC for London boroughs could provide greater cyber security for boroughs.



Service Innovation

Using innovation methods to develop citizen-focused, next generation services.

Thematic Focus: Prevention



Preparation

Data Project
Backlog

Peer Networks

Data Leaders,
Managers and
Scientists Networks

Data Literacy
Programme

Execution

Data Collaboration Projects

Feedback loop
(learning by doing)

Supporting infrastructure we've put in place

Methodology
LOTI's
Outcomes-based
data methodology

**Information
Governance**
Standard processes
and tools

**Data Sharing
Platform**
London DataStore

**Corporate
Datasets**
Via London Data
Commission / Oliver
Wyman

**Data
Visualisation
and mapping**
GLA City
Intelligence Unit

New supporting infrastructure we still need

**Flow chart of
when and
how to share
data**

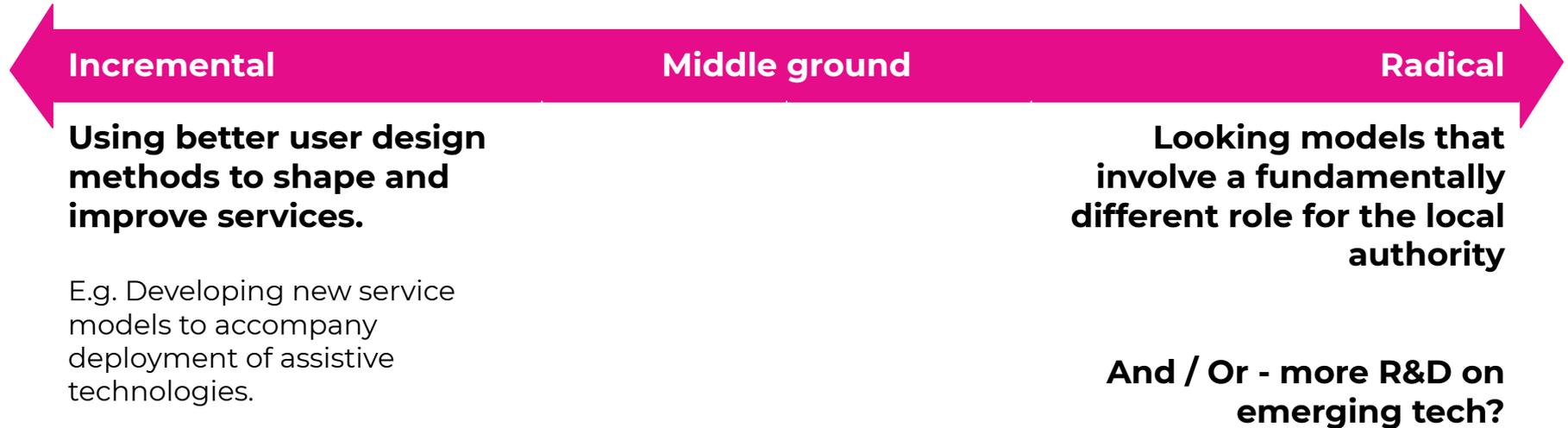
**Data ethics
principles and
processes**

**Evaluation
and feedback
loop**

**Partner
liaison (e.g.
NHS)**

**Data analytics /
science
capacity**

Creating a safe space to explore, trial and test new, digitally-enabled ways of addressing needs in service areas that are no longer financially sustainable or where outcomes lag far behind current expectations.



Factors that boroughs can alter to improve traditional public services



Additional factors boroughs can alter to develop New Service Models.



Radical restructuring

The Buurtzorg model places community nurses in self-managing teams of no more than 12. In the Netherlands, the result has been the creation of 900 teams, supported by just 50 administrators and 20 trainers.

Those teams are able to coordinate their activity and support each other through their own social network platform.

<https://www.buurtzorg.com/about-us/buurtzorgmodel/>

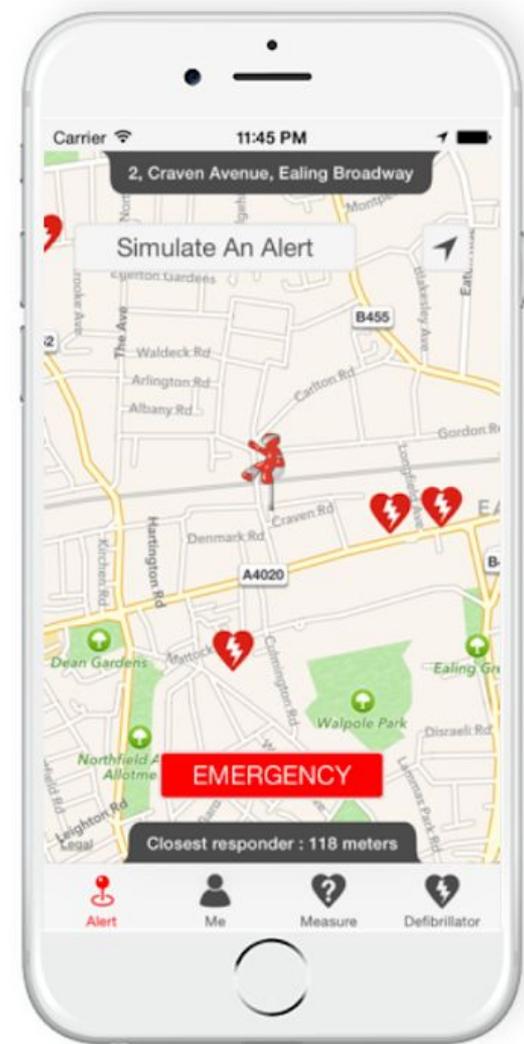


Augmenting the capacity of a public service with volunteers

Many ambulance trusts are now able to send out an alert to GoodSAM.

The GoodSAM app alerts qualified first aiders in the vicinity of someone experiencing cardiac arrest, highlighting their location and that of the nearest defibrillator so they can hurry to the scene and potentially save a life.

<https://www.goodsamapp.org/>



Government as matchmaker

Online platforms can be used to connect two sides of a market in a particular sphere, matching those with certain needs with others who can address them.

TrustonTap helps connect those in need of care with local carers.

<https://www.trustontap.com/>



Creating peer-to-peer networks

Digital platforms can enable public sector organisations to connect citizens with specific needs to provide peer support to each other.

This idea was demonstrated by **Casserole Club**, a peer-to-peer alternative to meals on wheels.



Open data innovation

Transport for London publishes real-time, machine readable data, which external developers have used to create more than 600 apps that help Londoners navigate their city.

TfL has thereby stimulated the creation of useful digital products without building or commissioning them themselves.



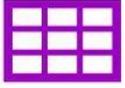
For any given social need you are trying to address, ask:

Who's involved	Relationship	Ownership / Org Type
Are there different individuals and groups who could be part of delivering the solution?	Would it be beneficial to change the relationship between individuals and / or organisations?	Would different ownership and organisation types create better aligned incentives?
Funding method	Power	Public Sector Role
Are there alternative ways to fund the solution?	Could better results be achieved by changing who is empowered to act?	Can local government adapt from being service deliverer or commissioner to play different roles?

Different roles for Local Government

1. **Funder / investor** - providing money to support external organisations to develop new solutions to local needs;
2. **Incubator** - bringing social enterprises under their wing to support them in developing solutions and providing ready access to funding, expertise and mentorship
3. **Signposter** - councils already point citizens towards useful external services, but this could grow to include a far wider pool, such as the digital social innovators;
4. **Convenor** - bringing different actors together to collectively address an issue;
5. **Matchmaker** - connecting people in a community with certain needs with individuals or organisations who can address them;
6. **Incentiviser** - e.g. Essex County Council's use of challenge prizes to incentivise external innovators to help them find novel solutions to local issues;
7. **Data provider** - publishing and providing rich context around the data they collect to enable the creation of a broader range of services created by others.

Six alternatives to traditional top down public service delivery

	1	2	3	4	5	6
						
Model	Radical Restructuring	Augmenting Capacity of Public Service with Volunteers	Government as Matchmaker	Peer-to-peer support networks	(Digital) Social Innovation	Open Data Innovation
eg	<u>Buurtzorg</u>	<u>GoodSAM</u>	<u>TrustonTap</u>	<u>Casserole Club</u>	<u>Open Voice Factory</u>	<u>TfL Unified API</u>
Tech	Professional Social Network	App integrated into public service	Matchmaking Platform	Peer-to-Peer Platform	Open Source Software & Hardware	Open Data Portal
Public sect role	Radically empowering frontline staff	Working alongside volunteers	Hosting or commissioning platform to connect people & organisations	Hosting or commissioning platform to connect people	Partnering, incentivising signposting or incubating external orgs	Releasing quality open data and providing support and context

- How radical do you want to be?
- Is this primarily about new service models, or about new tech?

Smarter London

Using public realm technologies to improve services and create a better, more inclusive city.

Thematic Focus: Environment



loti

Objectives:

To put in place standards in data, ethics, cybersecurity and process to deliver the best results for Londoners.

To help boroughs develop and replicate successful, outcomes-focused and financially sustainable smart city projects.



Thematic Focus:
Environment

AoB - Requests for Help

