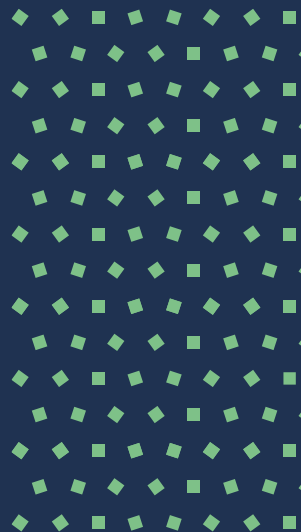


Healthy and well communities – the view from Socitm

Sam Smith, Socitm President

25 June 2020





Sam Smith

Then and now

Then

- 20+ years in local government
- Started work for Cambridgeshire County Council specifically supporting social workers using IT
- Worked in various technical and then managerial roles for CCC before moving to LGSS
- Responsible for creating the IT strategies for LGSS and our customers (5 local authorities and a Health trust)
- Elected as Vice President of Socitm 2018
- In March 2019 left LGSS for pastures new (sort of)

Now

- Head of IT & Digital 3C ICT
- Strategic IT Lead for Cambridgeshire County Council & Peterborough City Council
- Socitm President – Policy lead for 'Healthy and well communities'



1. Head of IT & Digital 3C ICT



What do we do?

- Provide all elements of IT to 3 councils

What is my role?

- Provide strategic leadership and lead the future development to the shared service - with a 'buy once use many times' ethos

How does it work?

- Combining IT staff & budgets from 3 district councils builds depth and breadth of skills and allows for comprehensive and well-designed transformation





2. Strategic IT Lead for Cambridgeshire County Council & Peterborough City Council



Background

- Cambridgeshire County Council & Peterborough (1 shire county & 1 unitary)
- Share a Chief Exec and senior management team
- Shared directorates for front line services including Adult & Children's Social Care

My role

- New IT Strategy based on convergence of solutions, technology, people & process across the two authorities






3.

**Socitm President
and policy lead
for 'Healthy
and well
communities'**



What is Socitm?



Socitm is the **society of innovation, technology and modernisation.**

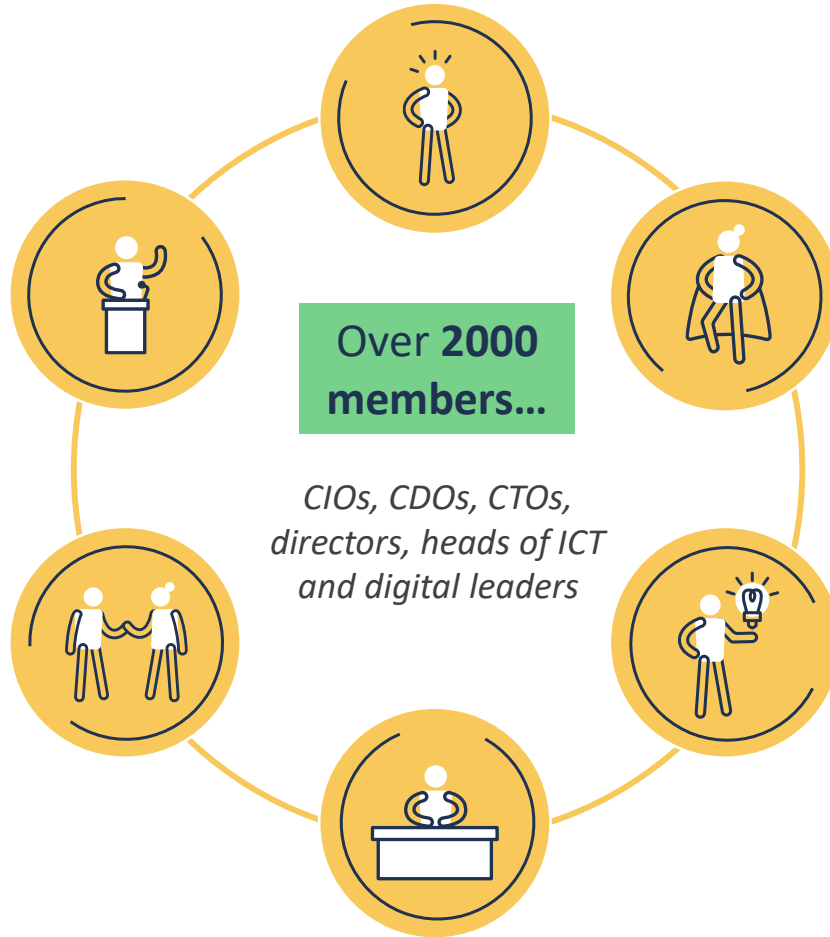
We aim to be the preferred network of professionals shaping and delivering public services.





Who we are...

The professional network for leaders engaged in the innovation and modernisation of public services





What we do...

We offer the following **five services** to our members



Share

Our programme of peer networking events, national and regional conferences and regional meetings



Lead

Our Leadership Academy equips members to be able to lead the transformation of public service delivery



Improve

Our benchmarking service which helps members enhance their ICT services, backed by 20 years of data gathered from the public sector



Inform

Our research and publications programme delivers a range of strategic insights into the challenges faced by members



Advise

Socitm Advisory offers digital and ICT advisory services for the public sector. From ICT and digital strategy consultancy, to flexible resourcing solutions



President's team

VP's elected by members each year.

President selected from VPs.



Sam Smith

*Head of IT & Digital for 3C ICT,
Strategic IT Lead for Cambridgeshire
County and Peterborough City Councils*

President



Sandra Taylor

*Head of Digital & ICT
Services Dudley Council*

Immediate

Past President



Alison Hughes

*Assistant Director ICT Strategic
Partnerships Wigan & Bolton Councils*

Vice President



Huw McKee

*Head of IT & Digital
Transformation at Conwy Council*

Vice President



Mark Lumley

*Director of ICT & Digital at London
Borough of Hounslow*

Vice President



Our priorities...

Our members have identified **5 key policy themes** that they have asked us to provide resources to support through our events, research and publications programmes

**Leadership,
diversity and skills**



Sandra Taylor
President

**Healthy and
well communities**



Sam Smith
Vice President

**Ethical use of emerging
technology and data**



Mark Lumley
Vice president

**Modernising ICT
service delivery**



Alison Hughes
Vice president

**Service design
and transformation**



Huw McKee
Vice president

Healthy and well communities

Harnessing data for better public service outcomes

Socitm's harnessing data collection provides practical insights and inspiration for achieving better public service outcomes. Data lies at the heart of what we do. This collection seeks to help local public service organisations unlock the potential of data, whilst protecting the people and communities that they are there to serve.



Briefings

Reports

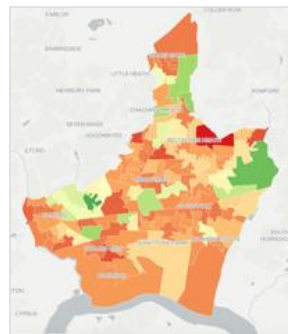
Infographics

Blogs

News

Practical guidance

In Our View magazine





Post COVID-19 world

**Our members are already telling us
that the changes being made now
will change things forever**

‘New normal’





COVID-19

Healthy and well communities

- How does that seismic change impact on our communities?
- How can the **Healthy and well communities policy theme** help us deal with it?



Planting the flag - a new local normal

Focus:

People Place Productivity

Tasks:

Reset Reform Recover

Principles:

Simplify Standardise Share Sustain

Distributed, place-based leadership and delivery

- > One direction across place
- > Meaningful for people
- > Empathy for people's lives
- > Shared data and digital technology
- > Better insights and outcomes
- > Digital literacy
- > Self sustainability

e.g. Leeds, Greater Manchester, West Midlands, Tel Aviv

Democratic engagement and renewal

- > Digital communications and engagement
- > Open and transparent
- > Accessible and equitable
- > Virtual meetings, voting, public engagement

e.g. Lyon, Norfolk, Waltham Forest, Welwyn-Hatfield

Service design

- > Broker local service delivery ecosystems
- > Co-create/co-design/co-produce across place
- > Collaborate with suppliers and other agencies
- > Harness community assets
- > Agile, low code, minimum viable product, iterate
- > Employ dynamic purchasing
- > Reform services especially relational
- > Rethink nature of services e.g. care homes vs care in the community, cash payments
- > Measure outcomes not inputs

e.g. Rennie Grove hospice at home, Surrey Heath, Camden, Bucks, Adur & Worthing, Brighton & Hove, Hackney, Issy-les-Moulineaux, Vienna

Workstyles

- > Health and wellbeing mindset
- > Reduce the commute - 4 days home, 1 day office
- > Balance work - family - fitness
- > Spectrum of paid <-> volunteer roles
- > Organic and collaborative
- > Add value not inputs
- > Digital and data skills

e.g. Liverpool, Dudley

Virtual infrastructure

- > Networks
- > Applications - common, cross-sectoral instances and licensing
- > Device provisioning and management
- > Identity verification and eligibility checks
- > Open standards and application programming interfaces
- > Cyber sustainable
- > Anytime, anyplace, anywhere, anyone - 100% high speed connectivity

e.g. Norfolk, Leeds

Data insights

- > Ethical, transparent, open standards
- > Value data especially geospatial
- > Combine across place/partners/third sector
- > Predictive analytical capability
- > Intelligence and insights
- > Balance privacy and public
- > Consumer tools
- > City/place-based capability

e.g. Barking & Dagenham, Camden and Shropshire

Asset rationalisation

- > Co-location
- > Flexible building spaces
- > Repurpose buildings
- > Mixed organic developments
- > Low-carbon built environment

e.g. Greater Manchester community hubs, Barking & Dagenham, Coventry City Council, Camden, Croydon, Hammersmith & Fulham, Tower Hamlets and Westminster

Living spaces

- > Respect for nature
- > Custodians and participants
- > Value of green space - clean air and water, trees, wildlife
- > Sustainable resource lifecycles and waste management
- > Green technologies - drones, electric/hydrogen vehicles, local energy grids

e.g. City of London (late 19th century), Amsterdam



Produced by: Martin Ferguson and Nadira Hussain

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Planting the flag themes for **Healthy** and well communities



Digital social work

Artificial
Intelligence

Data &
analytics

Remote
working

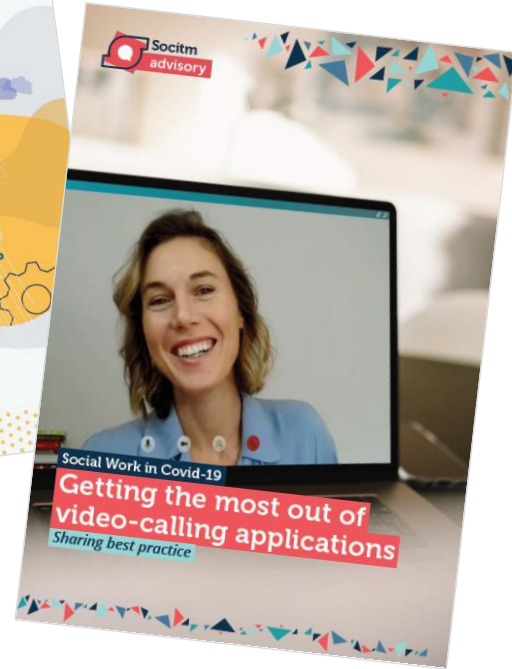
Video
contact

Mobile
apps

Assistive
technology



Some of our recent work





Trust

How is public trust in AI capabilities built and maintained?



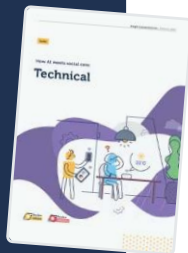
Professional practice

What is the impact of these new technologies on those at the frontline of service delivery?



Legal and commercial

How do we approach the legal and commercial issues in a continually evolving and immature market?



Technical

What can social care providers do to best understand the technical aspects of the AI landscape?

How AI meets social care - four key themes

How AI meet social care – in practice



MySense gathers data from fixed and wearable sensors that are used to learn behavioural patterns on an individual level.



Sensors under the seat of a care receiver can monitor their levels of physical activity whilst separate sensors on their taps could identify changes to their water consumption and warn of the risk of dehydration. Wearable sensors can detect changes in heart rate to indicate stress or illness, whilst toilet sensors allow carers to compassionately raise issues that an individual may find too sensitive to share.



Cera+

Cera Care, a technology enabled homecare provider is applying AI to bring social care to the 21st century.




personalised care
time – by informing care plans of needs and preferences of each individual.

Cera Care team member Claire cares for 84-year-old Betty. She says:

"Using my iPad, I can access up-to-date information about what Betty needs. This means seamless handovers from her other Professional Carer, the latest health information so I know exactly what to look for, and a review of the things Betty needs, which is essential as she can't tell me herself. It sounds simple, but it's a huge leap from waiting for paper copies which are sometimes a week old before they reach you."



Getting the most out of video-calling



Practitioner Checklist

Getting the most out of video-calling applications

Priority 1: Mainstreaming usage

- Take a team by team approach to roll-out
- Consider if a carer can assist the user with technology setup
- Develop a 'how to' guide for service users with instructions for joining a call
- When planning a call, speak to the person beforehand by phone

Priority 2: Selecting the most appropriate application



- Consider developing a tool to help practitioners identify when to use a video-call, and the best application to use
- If considering using another application that is not your preferred application, check this is not in conflict with your IT policy or objectives for the call

Priority 3: Optimising performance

- Plug your device directly into your router to get optimum speed and stability
- Close other applications to free up processing power
- Avoid feedback by moving other electronic devices away from your machine

Priority 4: Maintaining a relationship-based approach

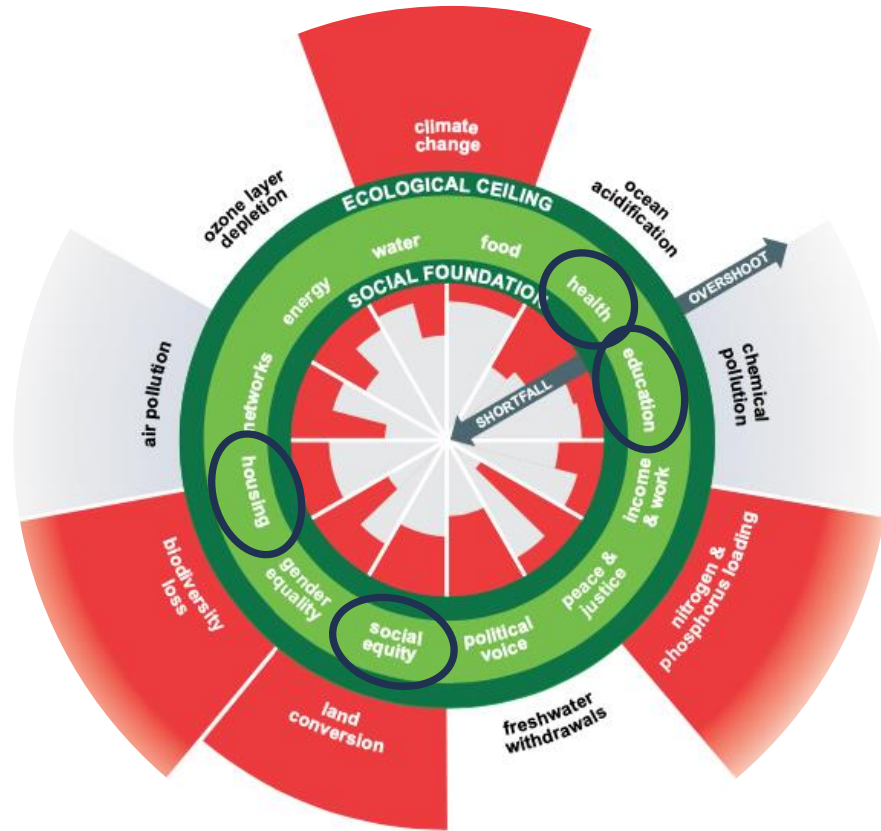
- Position your camera at eye-level
- When on the call, avoid using background blur and ask participants to do the same
- Monitor the chat box
- Mute yourself when not speaking
- Use headphones to keep the call private



Positioning health and social care in the doughnut of social and planetary boundaries



Transgressing the doughnut's social and planetary boundaries



Questions?

