



GovTech Catalyst

@gdsteam #govtechcatalyst

Stephen Blackburn
Programme Manager
Leeds City Council
@StevieBYorks

Cllr James Lewis
Introduction to the GovTech Catalyst
Our Challenges
GovTech process
Q&A Panel
Networking

Cllr James Lewis
Deputy Leader and Executive Member
for Resources and Sustainability
Leeds City Council



Leeds
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CITY OF
YORK
COUNCIL



GovTech Catalyst

Our Challenge

How might we use technology to monitor the condition and quality of the council's housing stock to proactively identify and prevent adverse environmental issues that might impact on the tenant's health?

Rob Goor

Responsive Maintenance
Housing Leeds
Leeds City Council

David Gold

Planned Maintenance
Housing Leeds
Leeds City Council

The Housing Challenge

Improving the quality of our homes

Eradicating damp and mould and separating out structural damp vs lifestyle caused condensation

Improving fire safety across all our stock

Tackling fuel poverty through efficient heating and insulation

Understanding common archetypal themes

Maximising use of resources

Maximise the benefits of the annual investment programme

Deliver more value through the repairs programme –
more planned, preventative repairs and ‘in time’ improvements –
less responsive repairs

Improve the productivity of our Internal Service Provider

Defending claims against the council through using robust data

Our customers

Improved understanding of how our customer live
and the ability to influence behaviours

Improving tenant awareness and education

Maximising signposting and support

Smart use of data

Use machine learning and AI to understand and tackle key issues

Map real-time data from homes with tenant data to identify risk areas to inform investment activity and where we deploy our resources

Data must be meaningful and understandable to our customers and our staff

Mandy Sawyer
Head of Neighbourhood Services
Resources & Housing
Leeds City Council

A Tenant's Perspective

Our challenges

Ageing tenant population –
25% of our tenants are over 65

44% of our tenants identify themselves as having a disability

Affordable warmth is an issue for many of our tenants –
61% of our tenants receive some benefits to
support their housing costs

Assisting our tenants

Annual Home Visits – only once a year and rely on tenants telling us when their health and wellbeing is affected by their housing conditions between visits

Manage 4000 units of specialist retirement housing for older tenants/ tenants living with long term health conditions

Telecare services – sensors or pendant to raise an alert with 24 hour response

Visit/telephone contact service to monitor tenant wellbeing plus an additional extra care scheme and 3 others in development

What we need

A technological solution that enables the ongoing monitoring of housing conditions and resident health and wellbeing so that any changes are identified at an early stage before they have a significant impact on health

A solution that could be delivered as part of our Retirement Life service offer, alerting support staff and other agencies to changes in wellbeing, in order to prompt a support intervention

The focus

A solution which encourages self-management of health and wellbeing changes by the resident themselves and family members

Maximise the opportunity for monitoring health and wellbeing and behaviour trends

Consideration of how services are alerted to a change

Strategically, monitor the impact of different housing and health conditions across the overall population to inform future investment and service priorities

Mick Ward

Ch. Off Innovation
Adults and Health
Leeds City Council
@mickmodern

Helen Laird

Head of Public Health
Adults and Health
Leeds City Council

The Health & Wellbeing Challenge

Health and care challenges

Over 1/10 people experience fuel poverty with around 470 excess winter deaths each year – an impact of cold and damp homes

Levels of falls in people over 65 are higher than national/regional average –
Impact of falls hazards in the home are key

People do not consider housing options until they reach crisis point
e.g. health deterioration

Locally, recent research has indicated that housing hazards that cause falls or excess cold cost an estimated £20.6m each year in Leeds

Lots of positives!

Best city to grow old in (not just care but living a good life) with a focus on self-management and pro-active care/prevention

Joined up health and care system and a culture that's keen to work with new partners across sectors and of innovation

We have assessed local challenges and what works to commission our Home Independence and Warmth service (Home Plus)

Older people want to stay active and independent and know what their housing options are and where to go for information

How can GovTech help?

Better housing improves people's health

Home environments that promote independence and wellbeing
in the home and the wider environment around the home

Home environments that support work in Leeds around
proactive care for people living with long term illness or frailty

How can YOU help?

Ensure data and information can be shared
and is easy to understand

Solutions need to be co-produced with citizens and partners

Learn from other projects (local and national)
and from generic tech

Multiple beneficiaries of the tech and data –not just housing and social care – but families? individuals? community organisations?

Collaboration!

Simon Donnelly
ICT Digital Manager
Corporate & Customer Services
City of York Council

A View from York

The opportunity

Build on our existing world-class infrastructure

Better understand our world – despite resource depletion

Measure and forecast at scale to re-focus
resources where most needed

Enable an informed conversation with our customers

Empower systems with live data to make decisions
and create actions on our behalf

What we've learned so far

Proof of concept with CYC Building Services around damp & mould in social housing

Began roll-out of LoRaWAN estate – gateways at key sites around city

Placed small number of sensors in properties with known damp/mould issues – Temp, Humidity, CO²

Dashboard/alerts: baseline the data and understand the efficacy of the tech

What we've learned so far

Connectivity is king: LoRaWAN needs good vantage

Customers need incentive: placing tech in people homes is an emotive subject

Data doesn't respect boundaries: What we see can have cross-dept/agency impacts – need a robust model that supports this

Insight brings expectation: When customers know we measure they expect us to react – quickly

Dashboards are only part of picture: the real gold is using the data in a proactive and automated way

Humanising IoT

What is the impact on the customer and what are we trying to fix – have we identified the pain-points

How do we allay the fears of what this tech means

How do we involve our customers in the process/outputs

How do we share the data with people who can make a difference

Next steps

Extend our reach: create an area of the city with seamless LoRaWAN coverage

Scale up: identify an opportunity to support an existing business problem/process

Broker a conversation: understand who can use this data and what challenges that will bring

Identify & pursue other opportunities: smart transport, adult social care, etc

Nadya Pavlova

Engagement Lead

GovTech Catalyst

Gov Digital Service

@nadpavlova

Ian Tester

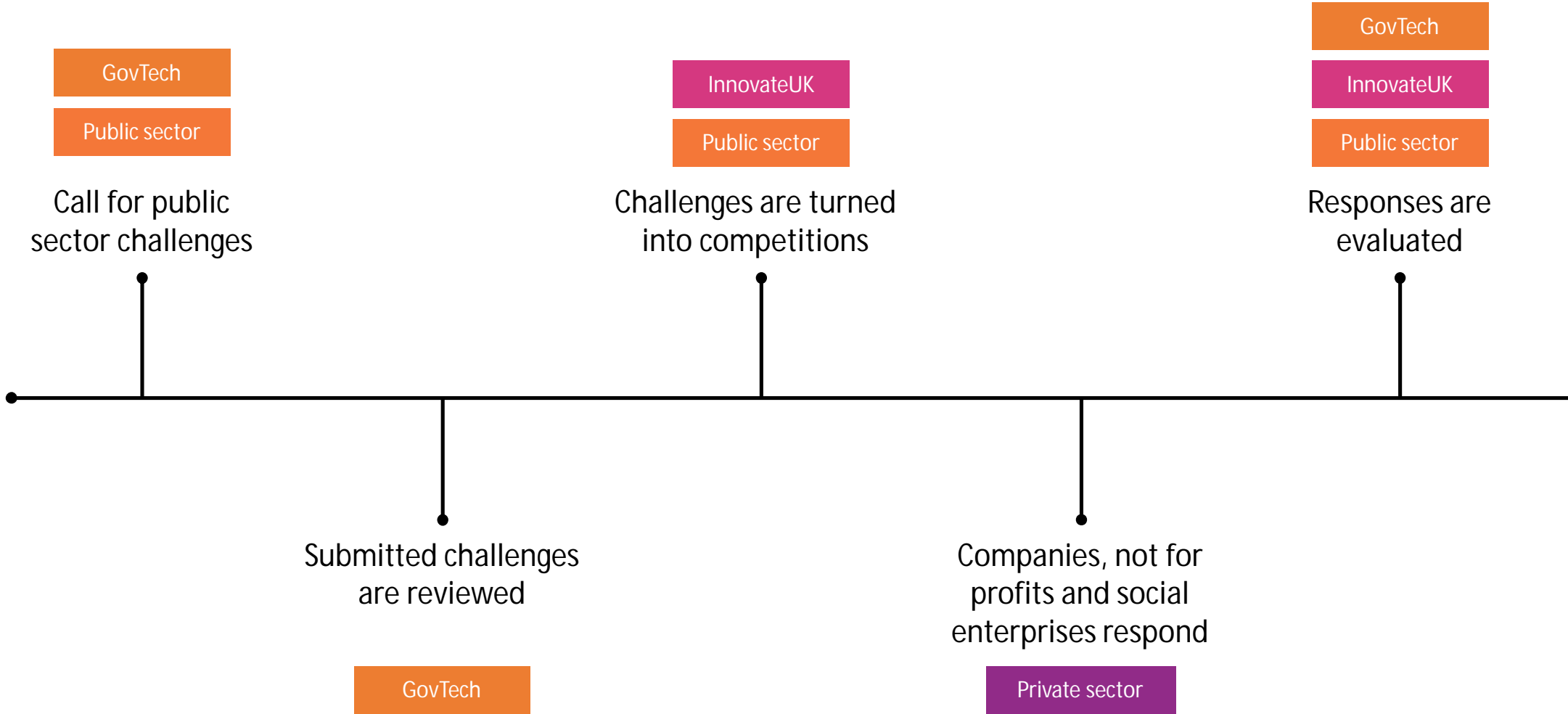
Head of GovTech

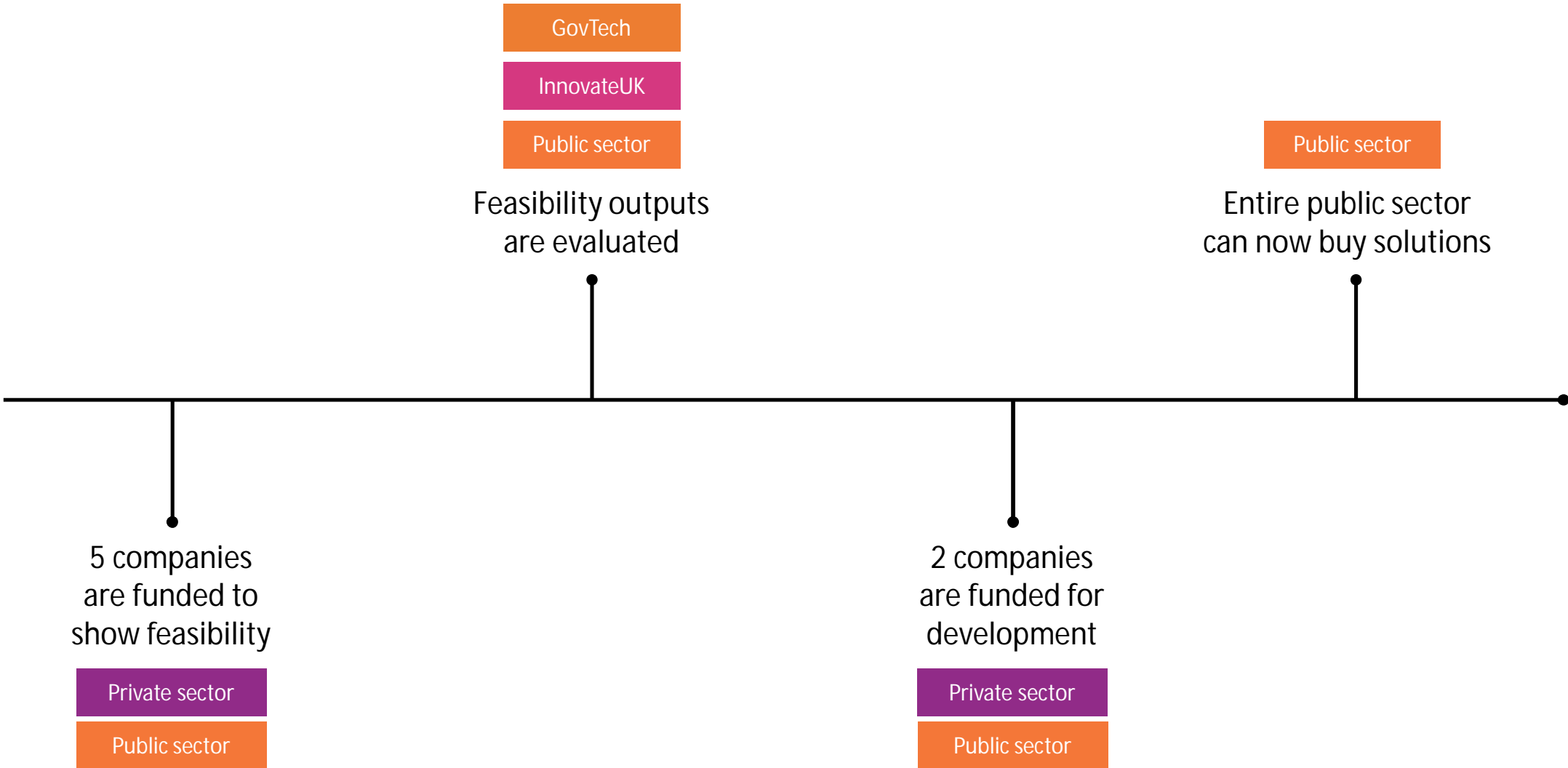
GovTech Catalyst

Gov Digital Service

The GovTech Process

How GovTech Catalyst works





SBRI

Government challenges.
Ideas from business.
Innovative solutions.

Help public sector to adopt new ideas

Provide a route to market for new ideas

**Support the development of innovative
companies**

Features of SBRI

Development contracts

100% funded R&D (procurement contract)

UK implementation of EU pre-commercial
procurement

Deliverable based for R&D services

Subcontracting

Contracts are with the prime supplier
who may choose to subcontract
but remains accountable

Intellectual Property

Remains with supplier

Companies are encouraged to exploit IP
with other public sector bodies

Eligibility

Open to all organisations - no limit on the size or type of company

Open to companies not currently engaged in the sector

Research organisations may also apply, however all organisations must demonstrate a route to market

How to apply

BETA This is a new service – your [feedback](#) will help us to improve it.

[← Back to all competitions](#)

Funding competition

Improving housing management to enhance health outcomes: SBRI competition

Organisations can apply for a share of £1.25 million, including VAT, to develop a solution to improve the management of housing stock, which leads to improved health outcomes.

Competition opens: Monday 1 April 2019

Registration closes: Wednesday 8 May 2019 12:00pm

[Register and apply online](#)

Summary

[Eligibility](#)

[Scope](#)

[Dates](#)

[How to apply](#)

[Supporting information](#)

Description

Leeds city council and city of York council are committed to providing housing of the right quality, type, tenure and affordability. The councils understand that good quality housing has associated health and wellbeing benefits. Through cyclical maintenance and investment programmes they ensure their housing stock meets the needs of tenants.

It can be difficult to identify lifestyle or environmental issues within

Register	Innovation funding service
Download documents	Competition brief, invitation to tender, guidance etc.
Complete documents	Take time to read carefully
Upload documents	Try not to leave it to the last minute :-)
Documents received	You may or may not receive confirmation
Outcome	See Timeline

Register

You have to **register** for the competition

Registration ends 1 week before the competition closes

You'll get an email with your **username** and **password**
along with a link to the secure upload area

This email will also contain your application form with a
unique application number

Download documents

Download all of them

Read them carefully - especially the contract

Follow the instructions in the guidance

Completing documents

Your documents should contain your unique application number (e.g. App12345.docx)

Appendices begin with APPENDIX
(send them as PDF)

Send your completed application form as a Word file
(.doc /.docx)

How applications are assessed

Scored remotely by Innovate UK's
panel of experts

Ranked list sent to challenge owner and
GovTech Catalyst team

Moderation panel

What makes a good application?

Clear and concise answers

Quantification, justification, rationale and
hypothesis driven

Show you have the right people in your team

Show you have the means to exploit your idea's potential

Timeline

Competition opens	01 April 2019
Supplier briefing	11 April 2019
Final date for registration	Noon 08 May 2019
Application deadline	Noon 15 May 2019
Outcome received	05 July 2019
Contracts awarded	02 August 2019
Feedback on bid	02 August 2019

Answers to things people often ask

- All contract values quoted **include** VAT
- Phase 1 is up to £50K over 12 weeks
- Phase 2 is up to £500K up to one year
- Finances are assessed on fair market value
- Contract terms and conditions are not negotiable
- Expect an appropriate level of due diligence

Helpful links

Process support

Business Support Group: 0300 321 4357

Email: support@innovateuk.gov.uk

Networking opportunities

www.ktn-uk.co.uk

Other GovTech challenges

<https://www.gov.uk/government/news/round-3-govtech-catalyst-challenges-announced-today>

Panel Q&A

Nadya Pavlova / Ian Tester

Rob Goor / David Gold

Mandy Sawyer

Mick Ward / Helen Laird

Simon Donnelly

Stephen Blackburn



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