



Smart Leicester ***Connected People and*** ***Places***

For consideration by Overview Select Committee

date: 26 March 2020

Lead Member: Cllr Danny Myers

Lead Director: Andy Keeling

Head of Service: Kieran O'Hea

Useful Information

- Ward(s) affected: All wards
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1. Summary

- 1.1 To provide the Overview Select Committee with details of the Smart Leicester Strategy and the work it entails to evolve Leicester into a people's smart city.

2. Recommendations

- 2.1 Note and consider the contents of this report and make comments and observations as the Committee sees fit

3. Strategy Summary – A people's smart city

The goal of the strategy is for Leicester to be a **people's smart city** - defined by **connected places** and **people**, who are **informed**, **engaged** and **empowered**.

Many cities are developing smart strategies. However, this understanding of Smart Leicester as a people's smart city distinguishes Leicester from other places, which is gaining recognition.

Some cities might focus on the use of IT systems; others might lead on data sharing; and others concentrate on business processes and ways of working.

However, the Smart Leicester Strategy is rooted in the everyday concerns of people who live, work and study in the City. The strategy identifies pervasive challenges and priorities and addresses them by focusing on people and social outcomes while drawing upon the improved use of technology and data to achieve better results.

The pervasive challenges include:

- Climate emergency
- Ageing communities
- Social exclusion
- Traffic congestion and air quality

- Energy insecurity
- Stagnant economic growth

Priority outcomes for the City include:

- Improving health and wellbeing in later life
- Tackling isolation with better communications
- Informed transport choices
- Low carbon urban development and growth
- Sustainable energy and local generation of electricity
- Full-fibre broadband and next generation mobile infrastructure

To effectively tackle Leicester's challenges and to deliver its priorities, the strategy maintains that the City should connect both places and people, so that they are:

- informed sufficiently to appreciate the potential that a smart city offers;
- engaged in shaping solutions that improve their lives;
- empowered to live healthily with dignity and share in the City's prosperity.

4. Risk Mitigation

It is important to note that ongoing **Equality Impact Assessments** (EIAs) will ensure that Smart Leicester is as accessible as possible and helps reduce digital exclusion.

This takes many forms. For example, all communications online should meet accessibility standards and can be machine read. There should be a safety net for people who are genuinely unable to access digital and online services. Therefore, the Council should commit to ensuring there is the necessary help to access services available to the most vulnerable.

Data protection is another area of concern. Privacy risks and issues do exist and as a matter of policy are addressed through **Data Protection Impact Assessments (DPIAs)**.

It should be noted, though, that many smart city solutions do not use personal data. Smart projects that tackle pollution, for example, might involve air quality data, but not personal data.

Where smart services relate to individuals, for example, in health and social care, such data are collected by trusted health and care services and all activities will always be governed by data protection laws. Smarter solutions should manage and respond to that data better.

5. Strategic Themes and Pillars

Some smart projects already exist independently of the Smart Leicester Strategy. Others are being identified through the Smart Leicester programme and are under consideration. Where projects are internal to the City Council, they belong within their own service areas and are subject to Council policy and decision-making processes. However, the Smart Leicester strategy helps identify, classify and organise existing and new projects under particular themes.

The themes include:

- Participation and Wellbeing
- Learning and Skills
- Business and Economy
- Land, Buildings and Infrastructure
- Creativity and Culture

Supporting the themes and their smart projects are three key strategic pillars: digital connectivity, data and inclusion.

These are critical because, to be a smart city, Leicester should have the broadband and wireless infrastructure necessary to be attractive and competitive for many years to come.

Leicester should also make greater use of data to strengthen the role of evidence and information in decision-making and improve its services. This is a key characteristic of all smart cities.

Thirdly, Leicester will struggle to be a people's smart city if it cannot reach out and help all of its population. Therefore, digital and social inclusion are critical issues to be addressed. Smart projects will include actions that help more people get the skills to work in digital, switch to online channels for City services, and make more of the opportunities that Leicester presents.

Robust planning and monitoring of equalities and inclusion underpin the City's commitment to a smart and inclusive city for people and communities.

6. Robust Equalities Planning and Monitoring

The Smart Leicester strategy and programme takes equalities and inclusion very seriously, and the work of the programme board and its sub-boards will maintain an equalities RAG schedule to identify priority areas to target equalities work as the strategy is developed and implemented and potential projects progress.

At this point, an initial RAG rating has been undertaken by the Smart Cities team with the support of the Equalities team; however, it will be vital to engage with individual services to robustly assess the equality impacts as work progresses and before any

further action is taken.

The RAG rating will be shared with service area leads who will be asked to identify any additional impacts which they can draw out at this stage (which have not already been considered within the document) and to provide comment on the potential risks highlighted in the document. This will provide added assurance given their more comprehensive and expert understanding of their own service areas.

Where an Equality Impact Assessment has been recommended, individual service areas will lead on this but will be supported by the Equality Team who will provide advice, quality assurance and training (where required).

However, where a full EIA has not been recommended the service area will be asked to confirm that they are in agreement that the Public Sector Equality Duty and our duties under the Equality Act can still be met in alternative ways that are proportionate to the proposal.

Where an action has been rated green, it does not negate the need to pay due regard to the Public Sector Equality Duty or to act in accordance with the Equality Act 2010. The RAG rating is merely a way of prioritising our efforts on a large, strategic piece of work.

For some projects, consultation and engagement will play a significant role in ensuring that we are able to robustly assess the equalities impacts of proposals, along with a range of other evidence, and engagement should be designed and targeted with the Public Sector Equality Duty in mind.

Where any disproportionate negative impact is identified on any protected characteristic group, steps must be taken to reduce or remove that impact.

7. Delivery

To deliver a programme of action around these themes, a board and sub-boards have been established to support the delivery of projects. They will focus on prioritising the activities that meet the greatest needs, offer the quickest wins, have the lowest costs, provide the biggest impacts, and are easiest to communicate.

Each board and sub-board have representation from key services areas, such as Adult Education, Social Care, Public Health and Estates and Building Services, among many others. The membership of each also draws upon external stakeholders and partners, such as local businesses and universities.

Although not an exhaustive list, an indicative forward look for the rest of the year might resemble the following:

Jan Feb Mar Apr May Jun Jul Aug Sept Oct Nov Dec

Programme and Project
Boards

Smart Leicester Living Lab

Monitoring and Evaluation Framework

Technical Assistance for Smart Cities

Broadband and mobile – project scoping and partnership

building Open data initiatives – project scoping and

partnership building

Digital Inclusion and Skills – further definition and development

Low Carbon Energy - scoping and partnership building
for demonstrator project

8. Communications and Scenarios

Fictional scenarios might usefully tell a story about the lived experience of Smart Leicester by 2025. Although not real, such scenarios are not science fiction. They might even seem a bit basic. However, scenarios could illustrate a future people's smart city in a tangible way by demonstrating the better use of technologies, some of which might already be commonplace.

Through active stakeholder engagement, we hope to develop scenarios as tools to communicate the benefits of a smart city and help people feel comfortable with doing things differently. Smart Leicester aims to win hearts and minds rather than impose change.

In our first scenario, we consider mobility, enterprise, skills and wellbeing.

Mobility might include active travel, electric vehicles and accessibility; enterprise could comprise of self-employment and working from home; skills includes neighbourhood study facilities, digital advice and online courses; and wellbeing centres on assisted living, smart homes and participation.

The scenario, below, considers how these aspects of smart city living might play out through the lived experience of a fictional family, consisting of a carer with a child and elderly parents.

Scenario

The carer takes the child to school using the cycle lane network and a shared cycle scheme. An IoT network measures the use of each bike providing critical information needed to grow sustainable transport.

Fewer cars and more electric buses make roads safer for cycling and walking; digital signage re-routes traffic to make roads less congested; and lower pollution levels make the public realm healthier.

During the day the carer's parents are visited at home by a social care worker, who explains the benefits of a household digital assistant and smart home monitors, that tackle the risk of accidents and illnesses at home.

The carer, who is a freelance home-based website designer, checks the local availability of full-fibre networks in the area and orders an affordable connection. The carer takes part in online courses, with local tutorial support, to improve their coding and design skills.

The carer also joins the online 'Linked in Leicester' B2B network of local businesses to promote their services and connect with potential local clients.

After school, the carer and child visit the library to access books and use desktop computers and printers for homework. In the library, the carer meets a local digital advisor and discovers that they are entitled to Universal Credit, which is accessible online.

Later in the week, social care and health staff install a voice controlled digital assistant and home monitors in the elderly parents' flat. The digital assistant can relay information to the elderly parents, in their own language, and offer access to council services without logins. Remotely, the carer uses the home sensors to check that the parents are well.

With a fibre broadband connection, the elderly parents can use video conferencing to consult with GPs. Wearable devices provide doctors with heart and blood pressure data in real-time that avoid unnecessary check-ups and enable speedy interventions.

At the weekend the carer, who is an electric car club member, picks up an electric vehicle at a charging point to take the family to the local museum.

With the help of a real-time parking app, and a smart blue badge scheme, they then take a trip to the city centre to do some shopping. Some goods are a bit bulky to bring home. Instead the purchases arrive by cargo bike or robotic delivery that do not block narrow residential roads.

Back at home, the elderly parents find using their digital assistant at first confusing. They therefore phone a special 'safety net' helpline for people facing digital exclusion. The parents access help that guides them through how the digital assistant works. Soon they are receiving information and services easily and automatically through voice commands to the device configured to their own accounts.

9. Financial, legal and other implications

9.1 Financial & Legal implications

This report presents a strategy that offers a direction of travel, rather than proposing particular actions or projects at this stage. As such, no immediate financial implications arise from the report. However, for specific actions and projects to proceed in the future, the necessary funding will need to be in place, the source of which will vary and which may for example be existing project funding or may require new funding to be sought.

Colin Sharpe, Deputy Director of Finance, tel: 0116 454 4081

9.2 Legal Implications

There are no direct legal implications arising from this report.

Kamal Adatia, City Barrister, tel: 0116 454 1401

9.3 Climate Change and Carbon Reduction implications

There are no specific climate change implications associated directly with this paper, however there are many links between the overall strategy and work on the climate emergency, as mentioned in the paper. If achieved, many of the priority outcomes could play a significant role in reducing carbon emissions from energy use and generation, transportation, development and consumption within Leicester.

Aidan Davis, Sustainability Officer, tel: 0116 454 2284

9.4 Equalities Implications

Under the Equality Act 2010, public authorities have a Public Sector Equality Duty (PSED) which means that, in carrying out their functions, they have a statutory duty to pay due regard to the need to eliminate unlawful discrimination, harassment and victimisation and any other conduct prohibited by the Act, to advance equality of opportunity between people who share a protected characteristic and those who don't and to foster good relations between people who share a protected characteristic and those who don't. Due regard to the Public Sector Equality Duty should be paid before and at the time a decision is taken, in such a way that it can influence the final decision.

Protected Characteristics under the Equality Act 2010 are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

A number of strands of work will require an Equality Impact Assessment and this is identified within the Smart Cities Equalities RAG rating, highlighted in this report. The RAG rating should be viewed as an initial assessment based on basic evidence and assumptions which will need to be explored in more detail before projects or actions are implemented, rather than a comprehensive examination of the equalities and human rights impacts.

The RAG rating has been used as a means of considering equalities proportionately to relatively high-level plans. However, it will be an iterative process to ensure that we pay due regard to our Public Sector Equality Duty at every stage of decision making and in establishing the detail of how any project is taken forwards. The RAG rating will, therefore, remain marked as a draft, as it will be updated in line with comments from service areas and added to as further evidence is collated.

Hannah Watkins, Equalities Manager, tel: 0116 454 5811

9.5 Data Implications

Smart cities involve the harvesting, analysis and storage of immense amounts of data that may relate to individuals. Smart city technologies can therefore raise privacy and data protection issues, as well as information security risks. With data collection in smart cities, the option for a data subject to opt-out is limited. Risk can be mitigated through robust policies, transparency, anonymity and privacy measures, accountability and appropriate security. The Council must undertake mandatory Data Protection Impact Assessments under the General Data Protection Regulation (GDPR) on all smart cities projects, and provide data subjects with an appropriate Privacy Notice. The Council could incur significant civil monetary penalties and legal costs, as well as a loss of reputation, should procedures not be correctly followed.

Lynn Wyeth, Data Protection Officer, tel: 0116 454 1291

10. Background information and other papers

None

11. Is this a private report?

No

12. Is this a “key decision”?