



Joining up health and care information in a trustworthy way

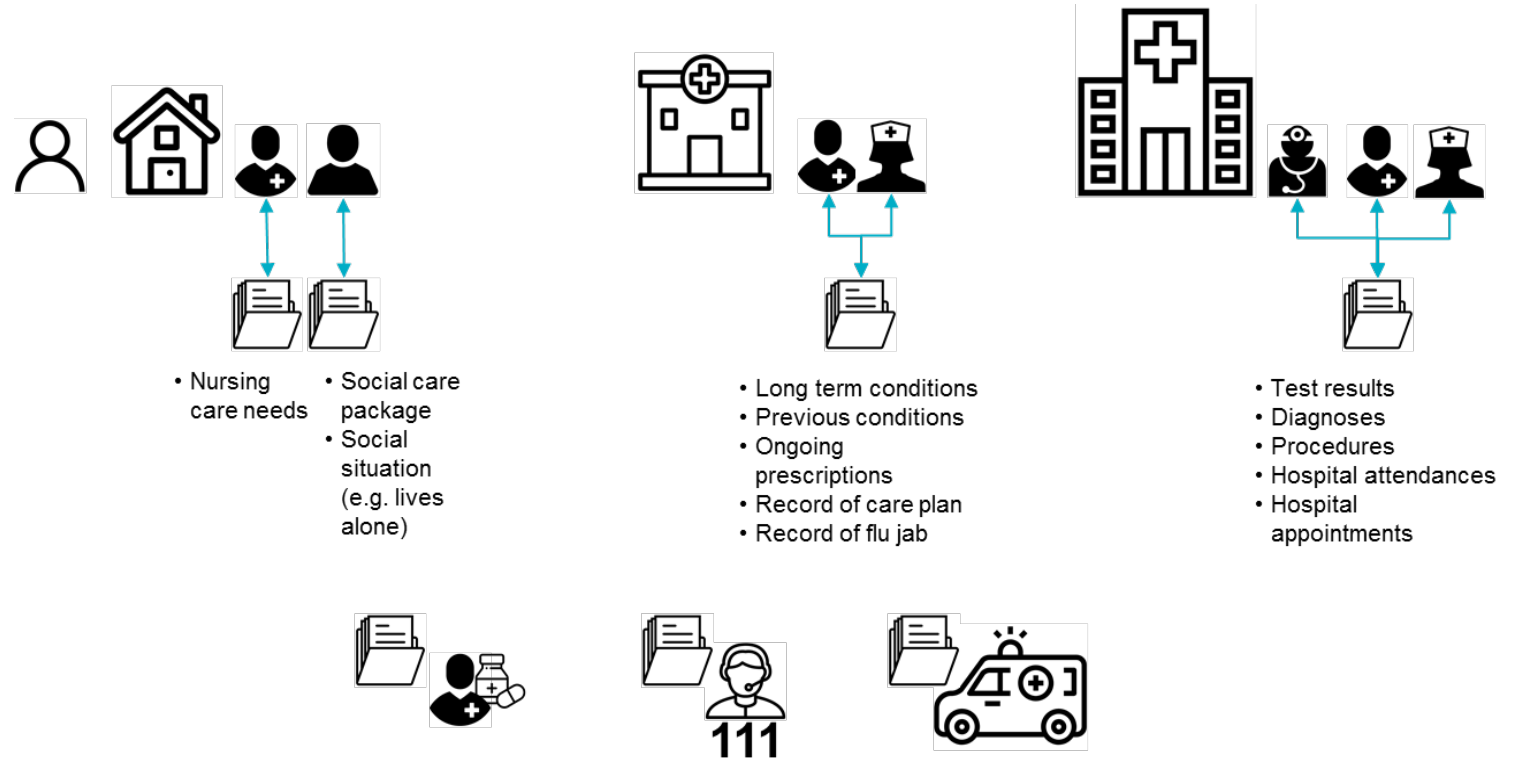
Presentation to Smart London Board
Amy Darlington
February 2020

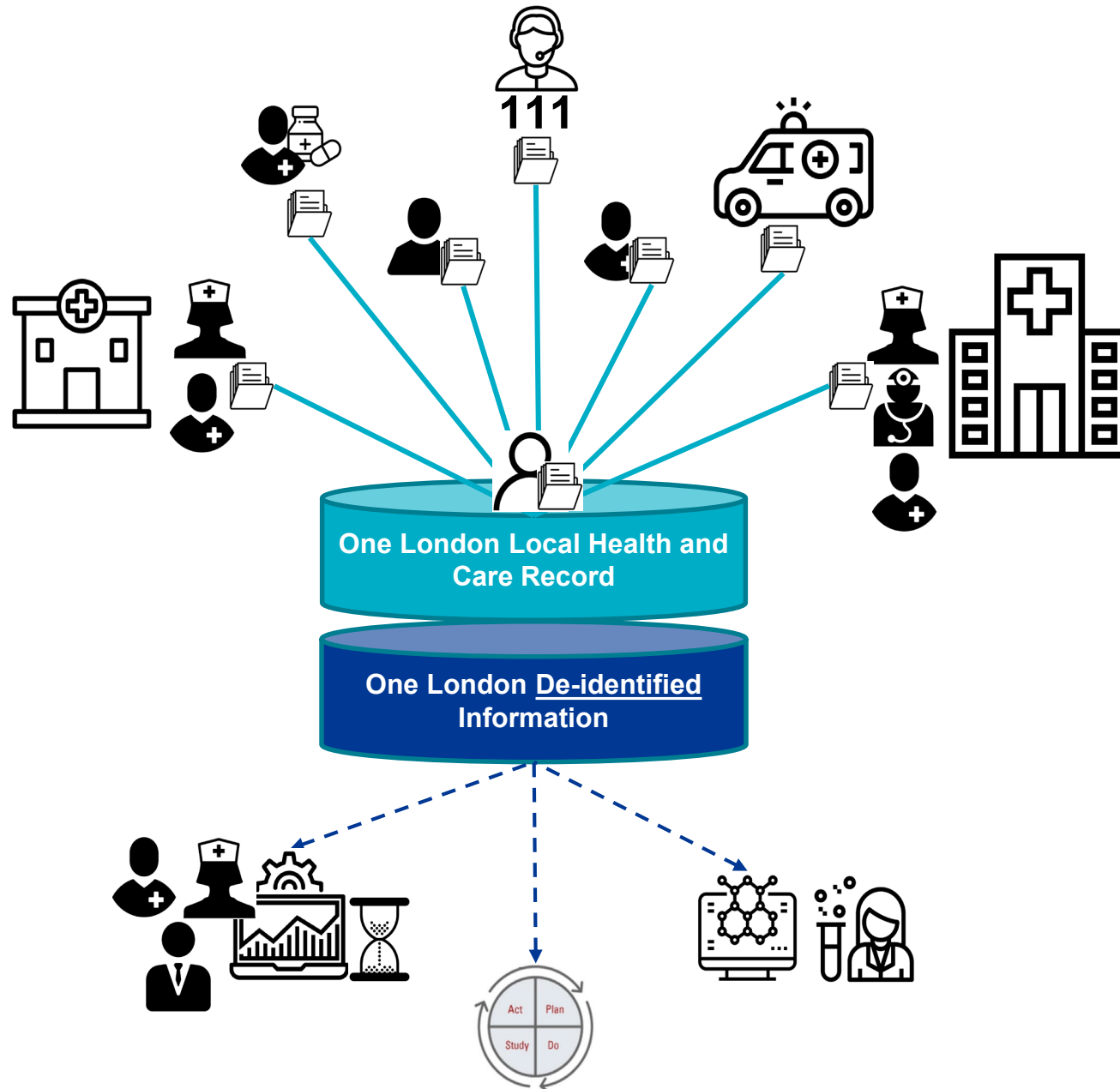
What we'll cover this morning

- ▶ Introduction to OneLondon programme
- ▶ Conversation with Londoners
- ▶ OneLondon Citizens' Summit

What is the problem we're trying to solve?

- No single shared description about what is going on for a person
- Systems do not empower a person to see the whole picture of their care
- When a person gets care from one organisation it is very often the case that their care team cannot see all the information they need to provide the safest and most coordinated care
- This situation perpetuates reactive and fragmented care





- A genuine health record for everyone
- People empowered to see, and add to, their own record
- Professionals able to see all relevant information they need to
- New abilities to use data to support proactive care

- Using de-identified data to supporting planning
- Using evidence of what has happened to develop a genuinely 'learning health system'
- Enabling new discoveries that we can all benefit from

- **The technology exists** to join-up health and care information
- But just because we could, doesn't mean we should... and **how to do it is a point of legitimate debate**
- This isn't just a technical issue for managers, **it is an ethical issue** and different people have **different perspectives and opinions**
- New technologies always open up **new opportunities** and **new risks**, and we must strike a balance that the public feels is acceptable
- To make policy decisions we need to work with Londoners to **understand what matters, and why**.

ILL DATA SPILL Unshredded NHS records were dumped in a town centre to weigh down scaffolding at art festival

EXCLUSIVE
Rob Pattinson
23 Sep 2019, 0:56 | Updated: 23 Sep 2019, 1:30

1 COMMENT

MEDICAL records of hundreds of thousands of NHS patients were dumped in a town centre to weigh down scaffolding. They were meant to be shredded but instead used as ballast for an art festival structure.



Medical records of hundreds of thousands of NHS patients were dumped in a town centre to weigh down scaffolding. Credit: PTE - The Sun

Royal Free breached UK data law in 1.6m patient deal with Google's DeepMind

Information Commissioner's Office rules record transfer from London hospital to AI company failed to comply with Data Protection Act



▲ 'We underestimated the complexity of the NHS and of the rules around patient data' - DeepMind. Photograph: Alamy Stock Photo

London's Royal Free hospital failed to comply with the Data Protection Act when it handed over personal data of 1.6 million patients to DeepMind, a Google subsidiary, according to the Information Commissioner's Office.

Care.data: How did it go so wrong?

Nick Triggles
Health correspondent

19 February 2014

Share



CHRISTOPHER W. MORROW/SCIENCE PHOTO LIBRARY

There comes a point when the weight of criticism becomes so much that the dam bursts.

More from Nick

Savile: Why the risks are real in today's NHS

Greater Manchester: The start of something big?

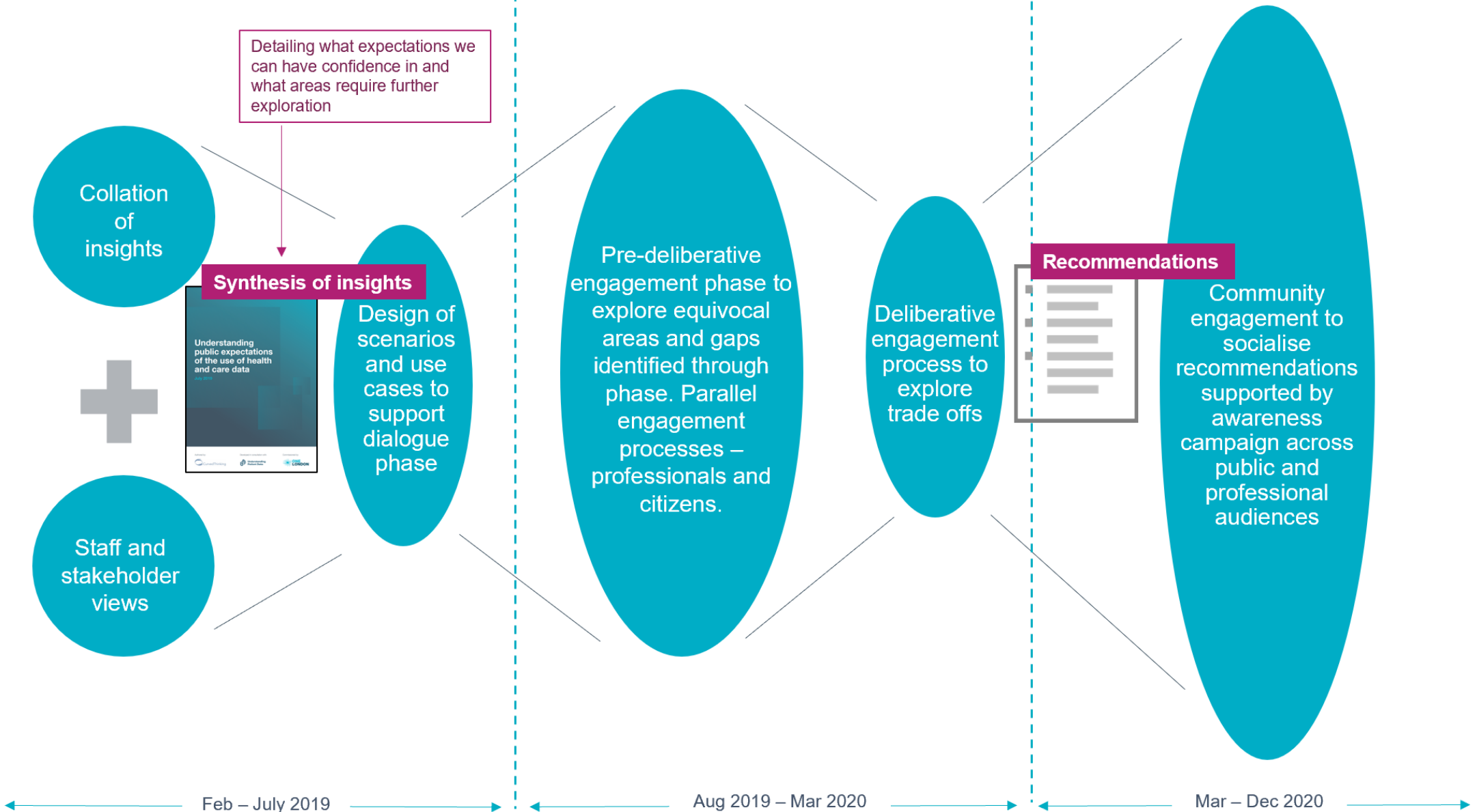
NHS privatisation: Why the fuss?

Does the (care) cap fit?

Phase 1: Insights and Stakeholder Engagement

Phase 2: Dialogue and Deliberation

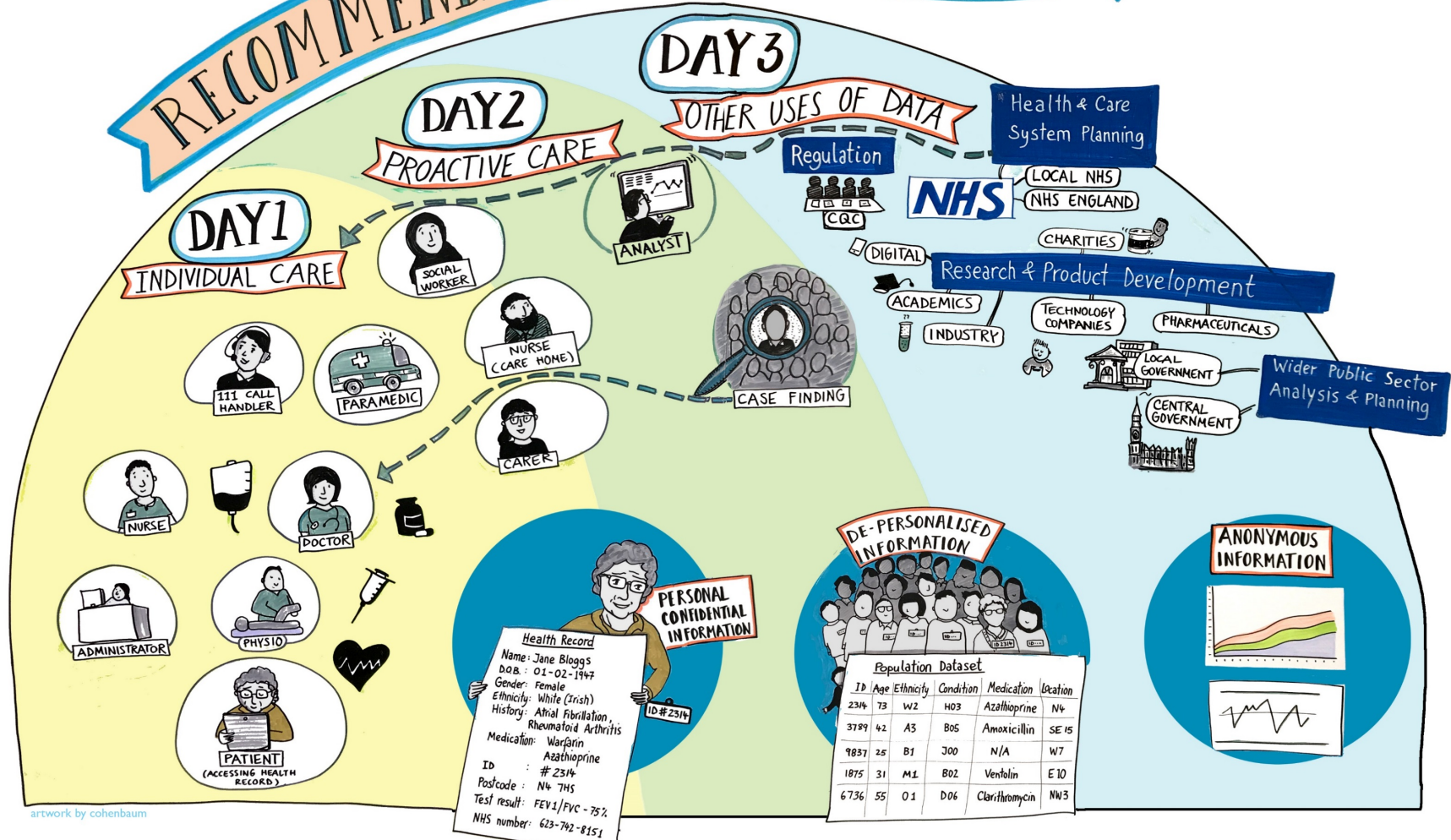
Phase 3: Socialisation and Awareness





DAY 4

RECOMMENDATION FORMING



Follow the conversation at [@OneLondon4](#)

Visit [onelondon.online](#)

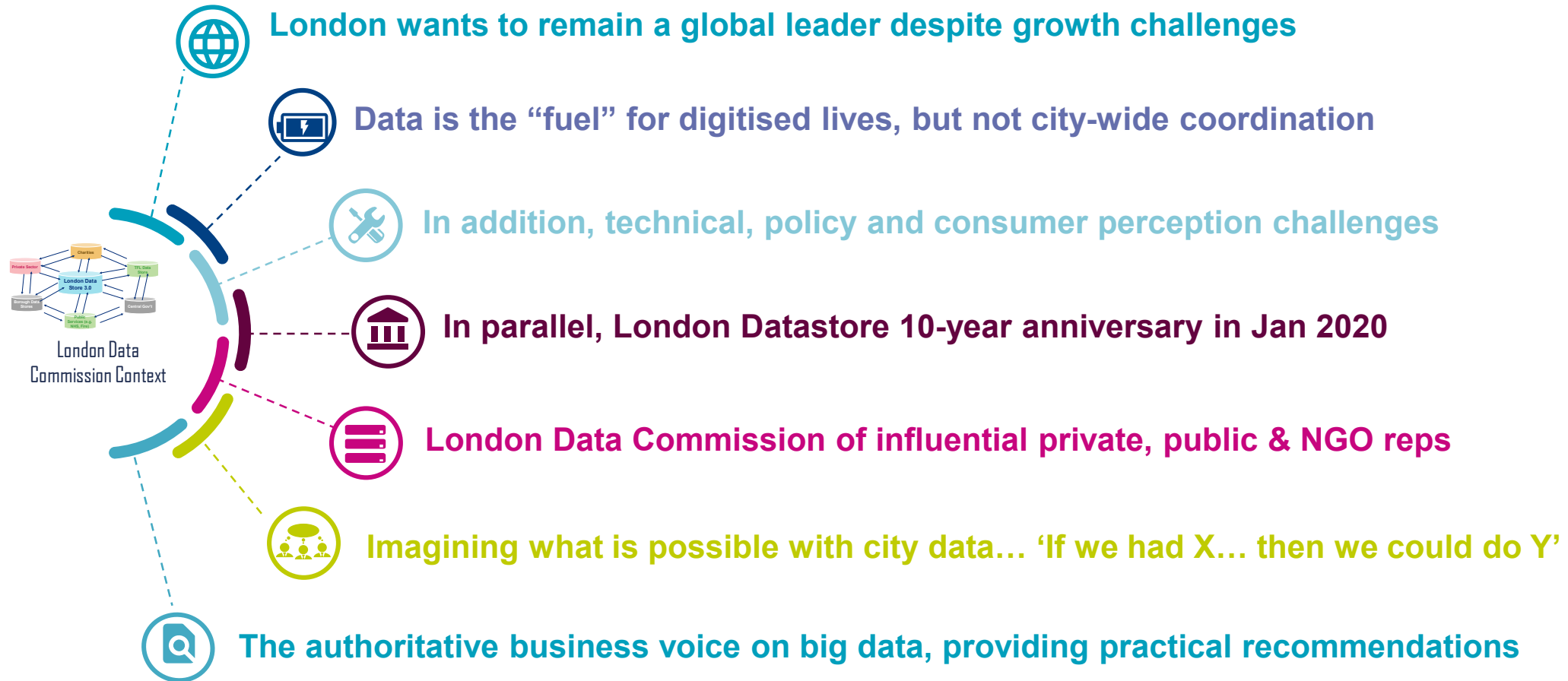
London Data Commission

Presentation to SMART London Board

February 4th 2020



Our Mission: Bringing the public sector and business together to unlock data-led solutions to our capital's people, places and connectivity challenges



Our Commission will seek to be the authoritative business voice on city data and to answer key questions...

What are the incentives to share data for the Private Sector?



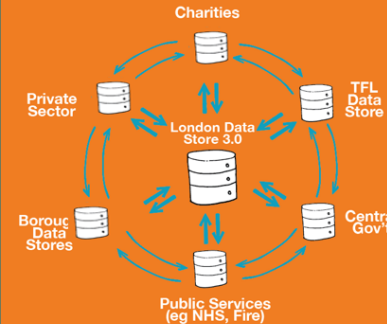
How will we address the big issues in data sharing?



How can we enable data sharing?



How do we improve the platforms, processes and governance that



Making practical recommendations that helps to solve how the public and the private sectors can work together to create a data ecosystem that provides solutions to these big issues for Londoners

Outline the big issues for London where data sharing could be transformative and achieve breakthroughs



e.g. Improving skills and training

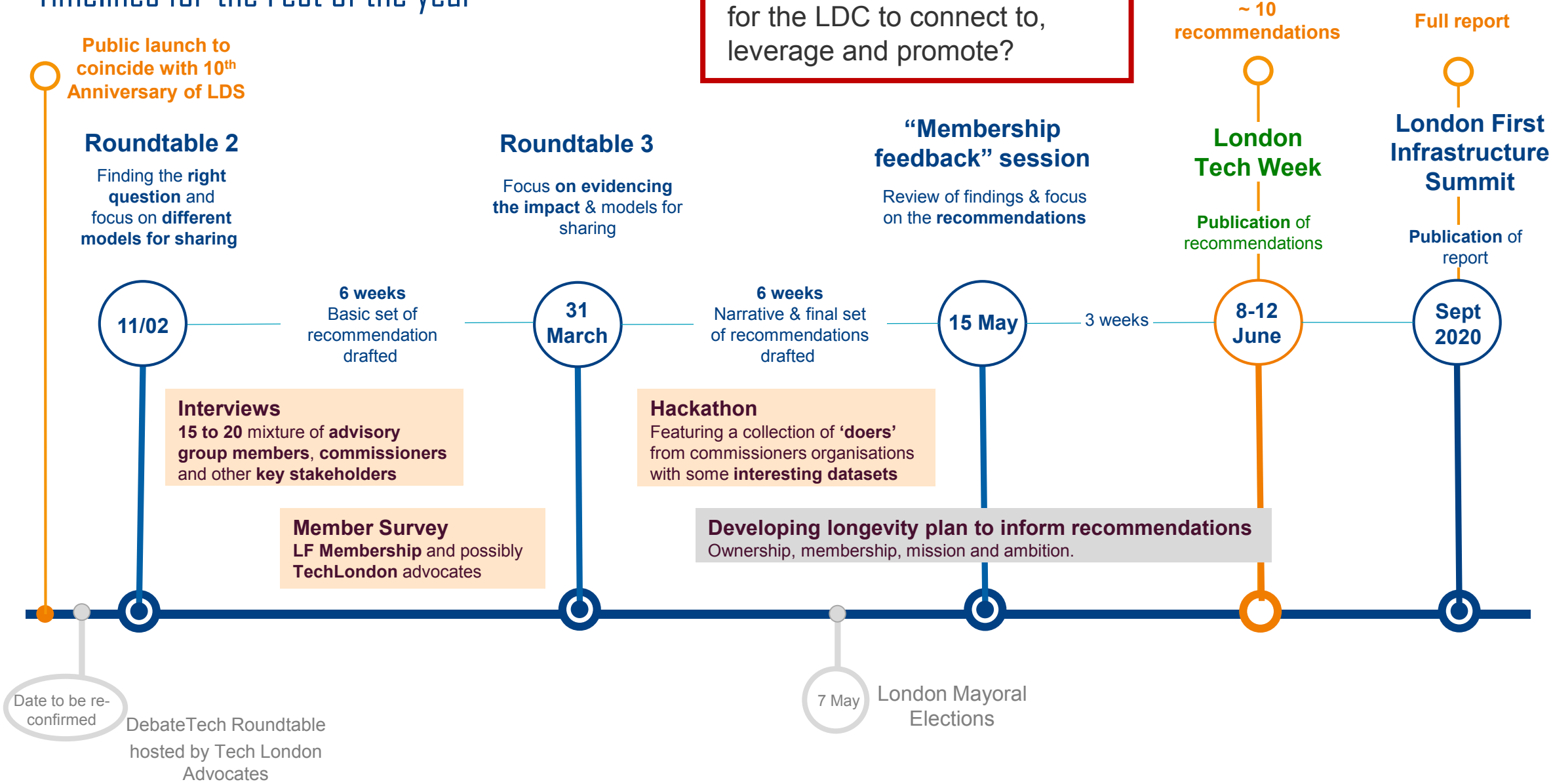
e.g. Tackling the housing crisis

e.g. Reducing overcrowding and congestion

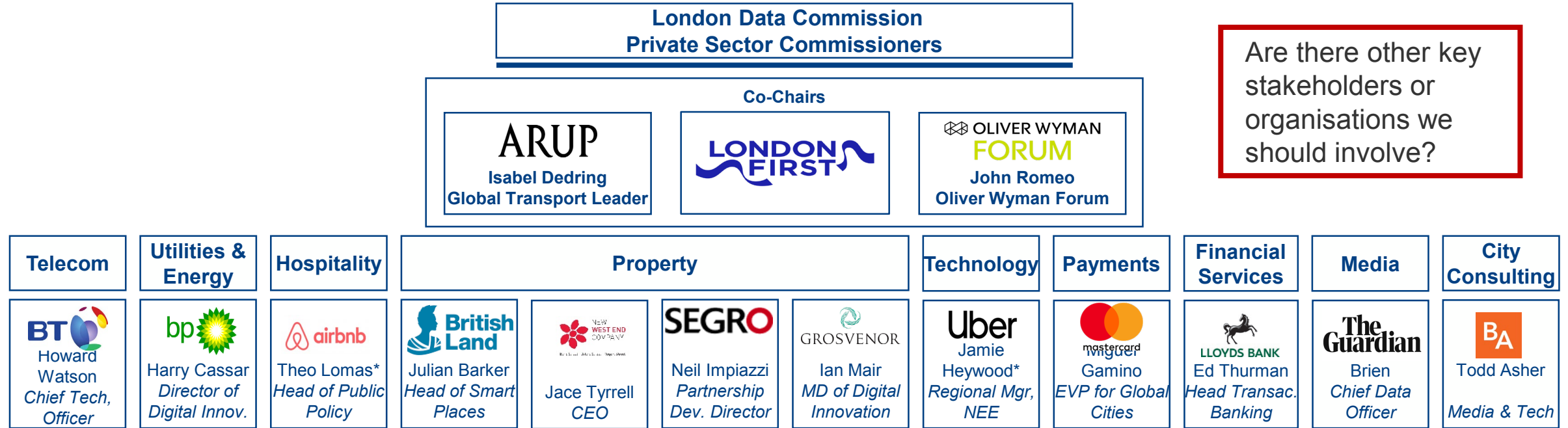
We will deliver this through research, interviews & roundtables and research over the next ~6 months

Timelines for the rest of the year

Are there other related efforts for the LDC to connect to, leverage and promote?



We are convening ~15 Private Sector Commissioners from across London's corporate sectors, supported by challenge and insight from public, NGO and third sector observers



Are there other key stakeholders or organisations we should involve?

Public Sector Expert Observers

NGO Expert Observers

GREATER LONDON AUTHORITY
 Theo Blackwell
 Chief Digital Officer

LONDON COUNCILS
 Eddie Copeland
 Director of LOTI

TRANSPORT FOR LONDON
 Lauren Sagar Weinstein
 Chief Data Officer

Department for Culture Media & Sport
 Susannah Storey
 Perm. Secretary

Centre for Data Ethics and Innovation
 Roger Taylor
 Chair

ico.
 Information Commissioner's Office
 Simon McDougall*
 Director of Innovation

open data institute
 Jeni Tennison
 CEO

Queen Mary University of London
 Philippa Lloyd
 VP for Policy & Strat Partnerships

WEST LONDON ZONE
 for children and young people
 Louisa Mitchell
 CEO

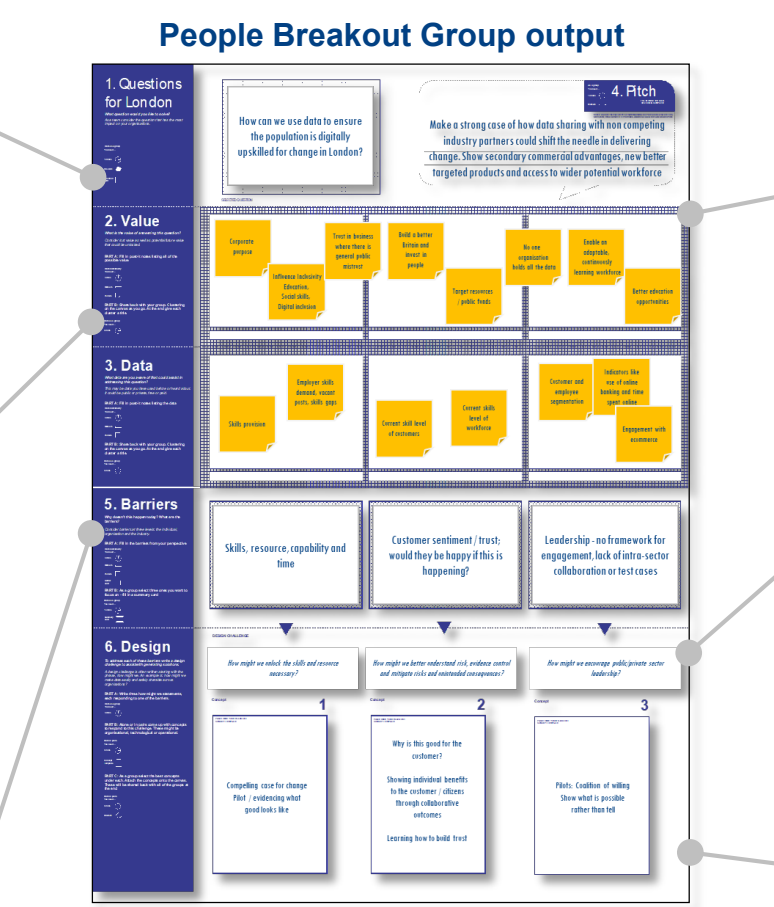
Our first Roundtable focused Commissioners by addressing specific challenges in London to identify the value, barriers & data required to solve these issues



1. Question for London to address:
“How can we use data to address the skills gap in London?”

- 2. Value from solving this question:**
- Enabling an adaptable and continuously learning workforce
 - Targeting resources / funding for optimal benefit
 - Digital inclusion in education & skills
 - Influence digital education and skills
 - Improve customer trust in businesses

- 3. Data required / available:**
- Skills provision
 - Employer skills demand
 - Current skill level of customers and workforce
 - Customer and employee segmentation



Discussion group:
 Dave Gore (Lloyds Banking Group), Howard Watson (BT), Joe Colombeau (London Datastore), Rupal Kantaria (Oliver Wyman), David Lutton (London First)

4. Elevator Pitch:
“Data sharing with non competing industry partners could shift the needle in delivering change. Show secondary commercial advantages, new better targeted products and access to wider workforce”

- 5. Barriers to overcome:**
- Lack of skills/resource/capability/time
 - Low customer trust
 - Lack of leadership and collaboration across sectors

- 6. Concepts to overcome barriers:**
- Unlock necessary skills and resource by defining a compelling case for change
 - Build trust by understanding what good looks like for the customer and showcase benefits
 - Encourage further partnerships by initiating public-private pilots

Roundtable 1: Our discussions have so far identified a “two-sided coin” to private sector data sharing; lots of positive incentives, battling against a number of barriers

What are the incentives for the Private Sector to share data and insights?

Long term financial

- It invests in skills of employees
- Increase (rental) value of assets
- Become employer of choice
- Enables strategic planning

Short term Financial

- Opportunity to save money (e.g. utility bills)
- Better targeting of resources for projects

Innovation

- Puts organisations ahead of potential regulation / mandatory data sharing & collection

Operational

- It helps identify data gaps & issues for organisations
- Better able to respond to events (with more live data)

Corporate Social Resp.

- It's the right thing to do...
- Everyone benefits solving the macro issues from e.g. better air quality, & reduced congestion
- Ultimately want to gain consumer trust

The value proposition

Data sharing by the Private Sector

The barriers to overcome

What is getting in the way of the Private Sector sharing data?

Lacking consumer trust

- Privacy & Ethics challenges

Lack of leadership & collaboration

- How do we get over the ‘first mover dis-advantage’ to enable collaboration?

Incentive structures

- Stick v. Carrot?
- Role of regulators / legislation?

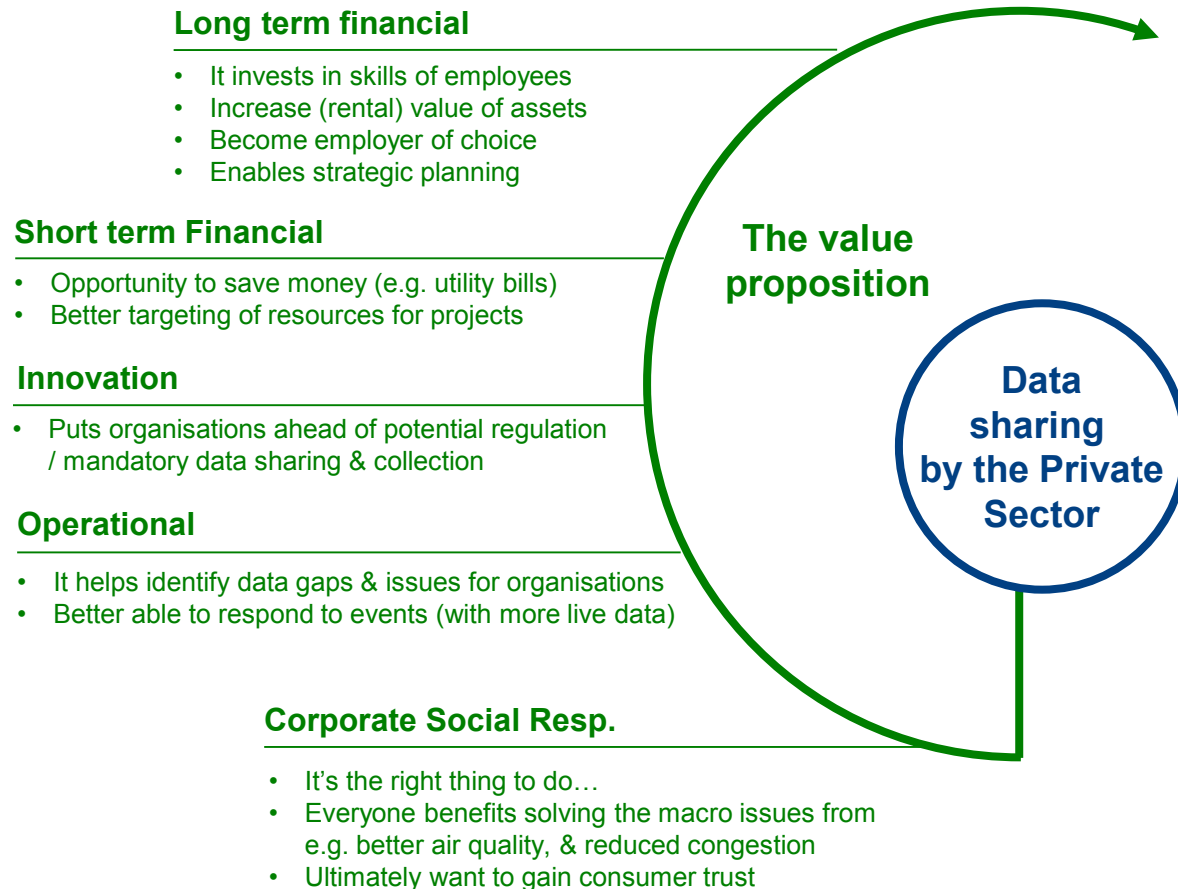
Defining Governance & Data Standards

- They don't exist currently, especially cross-industry

Capability / Capacity / Agility

- Where do we start?
- Who does what?

What are the incentives for the Private Sector to share data and insights?



In your experience,

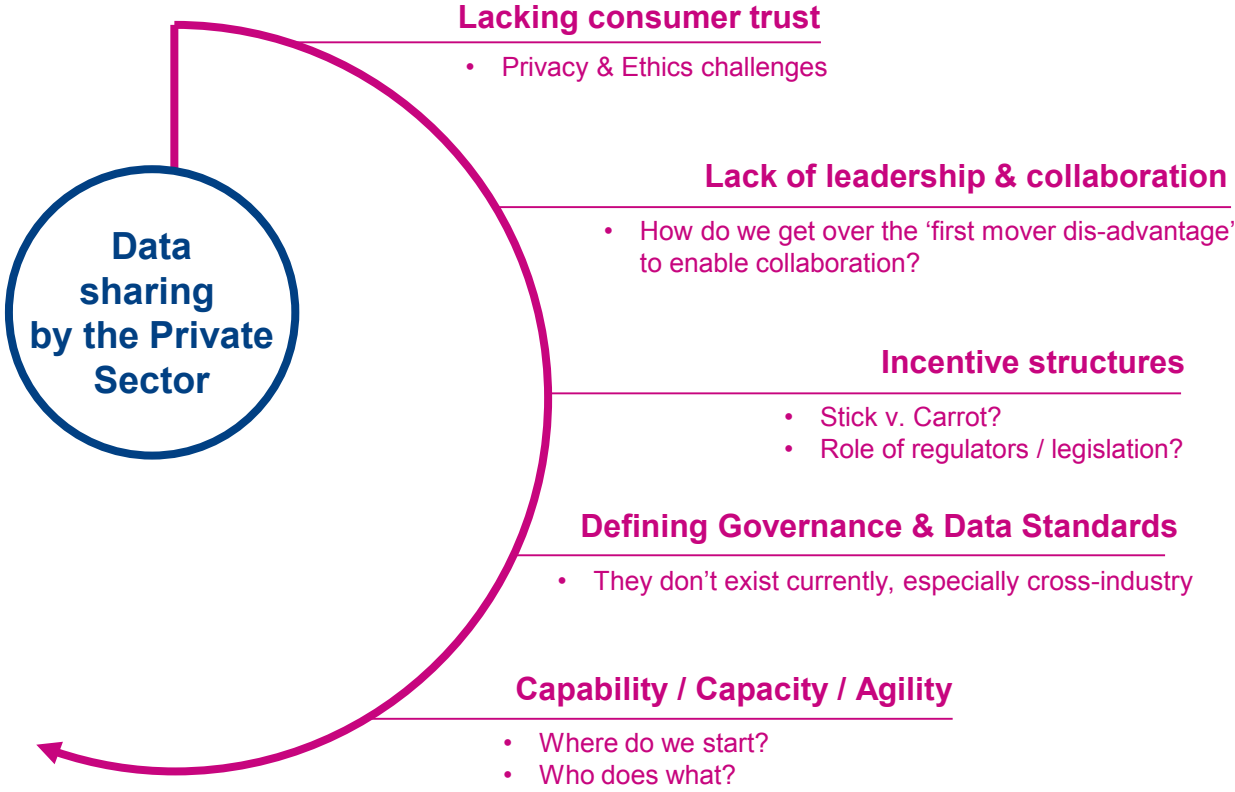
What are the incentives that have really tipped the scales and driven private sector involvement in public-private data sharing?

Why have you shared data in the past?

What is getting in the way of the Private Sector sharing data?

What is missing?

What role could London's Public Sector play in overcoming some of these barriers?



For Discussion

- Smart London Boards overall 2020 priorities and how the London Data Commission can be supportive of this?
- The role of the London Datastore in delivering the overall objectives of the Smart London Board / London Data Commission (in the context of the evolving mission for the LDS)?
- What experiences are you aware of, where the public and private sector have effectively come together to solve a challenge using public and private data?
- What would you really like to see as an outcome of the LDC over the next six months?



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LOTI'S member boroughs



Borough members:

- Brent
- Camden
- Croydon
- Ealing
- Greenwich
- Hackney
- Hounslow
- Kensington and Chelsea
- Kingston
- Lambeth
- Newham
- Southwark
- Sutton
- Tower Hamlets
- Waltham Forest
- Westminster

 Loti member Boroughs
 Other London Boroughs

Crown Copyright and Database right (2019).
Ordnance Survey. 100032216 GLA

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Barriers to Data Sharing



01. Technical
02. Data
03. Cultural
04. Skills
05. Legal

What we're doing



01. Common Steps to Information Governance
02. Using technology: ISG and Digital DPIA
03. Joint Statement of Intent
04. Smart Street Infrastructure Sprint
05. Data and AI Ethics

Step	1	2	3	4	5	6	7
	Generate ideas	Review concept	Assess feasibility	Co-create DPIA	Complete ISA	Implement project	Evaluate & Learn
Activity The "What"	<p>Public sector staff generate ideas for data-enabled projects using the four-step method.</p> <p>This step must allow for free and unrestrained creative thinking but should keep in mind the need to focus on citizens' needs.</p> <p>Where possible, citizens should be involved in generating and providing feedback on ideas.</p>	<p>An initial pre-screening is conducted regarding:</p> <p>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: are there any high profile risks conducting this project? How would the data subjects react to this project?</p>	<p>An initial assessment is conducted regarding:</p> <p>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: what will be used to share the data? The risks: should the project go ahead based on the identified risks?</p>	<p>Co-creation of Data Privacy Impact Assessment (DPIA) to capture the agreed outcomes of the Concept Review stage.</p> <p>Process should allow for multiple partners, including data subjects, to comment and provide feedback on the same document to negate version control issues.</p>	<p>Creation of Information Sharing Agreement and formal sign-off.</p> <p>Retention Schedule and Privacy Notices are created.</p> <p>Risk register and Record of Processing Activities (RoPA) are updated.</p>	<p>Data sharing project is implemented.</p> <p>Measures put in place to monitor and ensure that the project is conducted in the agreed manner and in accordance with the ISA.</p> <p>Data Asset Register is updated to capture datasets being shared.</p> <p>DPIA and ISA are reviewed regularly throughout implementation.</p>	<p>Evaluation of:</p> <p>a) the results and impact of the data intervention; b) the effectiveness of the process in steps 2-6 to create a learning cycle of continuous improvement.</p> <p>Learning from evaluation used to improve and shape future projects.</p>
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, Procurement Lead	CIO / IT Lead, Business/Service Lead/Service, IG Lead, DPO, IAO, Caldicott Guardian* Procurement Lead	CIO / IT Lead, Business/Service Lead, IG Lead, DPO, IAO, Procurement Lead, Legal Lead	IT Lead, Business/Service Lead, IAO, DPO, IG Lead	All stakeholders involved in any of the previous steps and Internal Audit
LOTI Action The "How"	Offer training and guidance created on how to understand what types of problems or questions can be addressed with data.	Prototype a more collaborative approach that involves a broad range of roles in assessing the merits and challenges of the proposed idea.	Prototype a more collaborative approach that involves a broad range of roles in assessing the practical feasibility of delivering the project.	Support the use and development of collaboration tools (e.g. creation of digital DPIA with GMCA) that avoid version control issues and speed up IG Leads' feedback	Trial the use of the Information Sharing Gateway to standardise and streamline the process of creating ISAs.	Trial the use of the Information Sharing Gateway to standardise and streamline the creation and maintenance of data asset registers.	Develop and support the execution of an evaluation process that creates a positive learning loop.
Tools & Links	A four-step approach to collaborative data projects	UK Statistics Authority Data Ethics Self-Assessment ODI Data Ethics Canvas	ICO Guidance on Anonymisation	GMCA Digital DPIA opportunity	Information Sharing Gateway	London Datastore	

Joint Statement of Intent on Responsible Data Collaboration

1. Use data to design and deliver projects that address citizens' real needs as they see them
2. Develop a common approach to ensuring data is shared and used legally, ethically, securely and transparently
3. Adopt common data standards in areas where they can enable better collaboration
4. Jointly publish datasets that are deemed to be vital data infrastructure for London.
5. Make our open data (or the meta -data that describes it) available via the London Datastore
6. Work with technology vendors and outsourced providers to guarantee full and free access to our data
7. Ensure that all non -personal data collected by smart street technology is shared with the London Datastore
8. Develop our talent pool of data skills, from basic awareness among staff to advanced data science

Smart Street Infrastructure
Internet of Things
Sprint Week

Data and AI Ethics

Insisting on open APIs in tech
procurement

Data Project Ideas

1. Optimising SEN Transport
2. Using Universal Credit data to improve support for vulnerable residents
3. Mapping EV charging points
4. Adding EPC ratings to identification of HMOs



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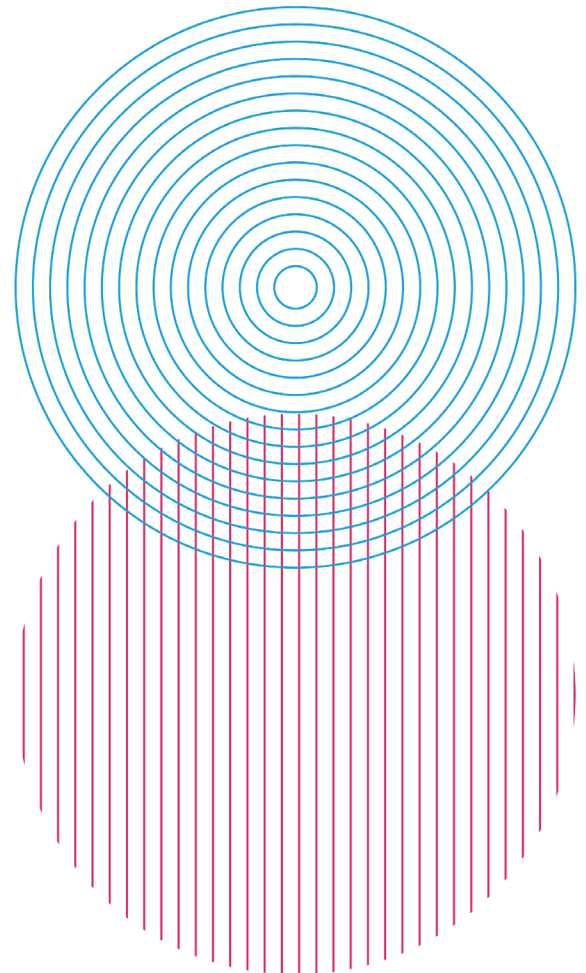
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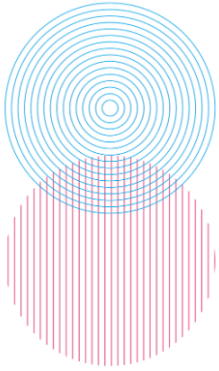
[#LOTI](#)

Mayor's Civic Innovation Challenge

Nick Swanson, Principal Policy Officer for
Technology

Maria Geftar, Senior Policy Officer – Technology
Delivery





Civic Innovation Challenge



Open call innovation for start-ups to solve urban problems



Stimulating public sector innovation that harnesses the power of collaboration and delivers real social value



Bring supplier and buyer together in a de-risked environment to co-design products together



Link together London's wider tech ecosystem to provide access to knowledge, skills and opportunities to grow.

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2018 Numbers

7
CHALLENGES

Co-written and backed by TfL, Lloyds Banking Group, LB Hackney, LB Ealing, National Grid, NHS.

120
APPLICATIONS

From various tech SMEs across the sector.



AS MUCH AS

50
HOURS

Of contact time received to co-design their product with their end market.

14
COMPANIES

Selected to take part in the business growth programme & to develop a pilot proposal with their end market over 6 months.

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Case Studies

Through the Civic Innovation Challenge, [Go Jauntly](#), a discovery and way-finding app for walking, has teamed up with Transport for London (TfL) to encourage more Londoners to walk as part of their everyday journey. This partnership leveraged TfL's pioneering approach to working with tech start-ups to help solve London's transport challenges.

"Being able to work with Transport for London and their expert team has been a really fantastic opportunity for Go Jauntly. We feel more aligned than ever before with their goal to increase active travel and the challenges faced. We hope that this productive partnership continues to develop beyond the original scope"

Hana Sutch, Go Jauntly

Through the support of the Mayor's Civic Innovation Challenge, [Connected Kerb](#), the first universal power charging and data port console for Electric Vehicles, successfully installed first-of-a-kind EV charging bays in London. It has been working with Southwark Council, Virgin Media, and National Grid and is currently developing plans for a Capital-wide rollout which will deliver a more sustainable future for Londoners.

"With the valued support from the challenge partners, Connected Kerb is happy to report that the pilot has been an overwhelming success in terms of fast tracking the delivery and funding of the pilot site and providing valuable media exposure."

Nicholas Dobie, Connected Kerb





2019 Challenges



IMPROVING FREIGHT AND SERVICING IN OUR CITY

How could innovation help to make the way goods and services move around London safer, cleaner and more efficient?



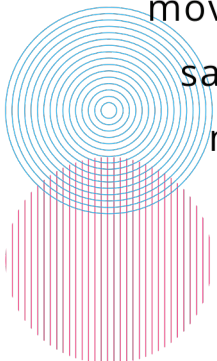
COUNTERING VIOLENT EXTREMISM ONLINE

How can we use technology to stop the spread of terrorist and violent extremist material online and make London safer?



DEMOCRATISING PLANNING

How can we use data and technology to democratise planning, and ensure we can tackle the housing crisis facing Londoners?



MAYOR OF LONDON

2019 Numbers

22
COMPANIES

On-boarded to participate in a three-week training programme to co-design with and learn from their target market to address challenges of planning and terrorism.

OVER
40
WORKSHOPS

Scheduled throughout the Open Innovation Phase with resources from Microsoft, Social tech Trust - maximising value add & learning for startups

15
PARTNERS

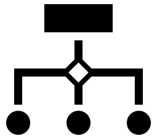
From across tech ecosystem and industry involved - including TechUK, Royal Mail, and John Lewis

8
COMPANIES

Selected receive funding to trial and validate their pilot proposal - with 2 receiving £40,000 contract and 6 £20,000 and six month access to land & pilot sites

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From pilot, to scaled programme, to democratised innovation process



Moving Challenge Initiation from this team, to others, earlier in the process – making it a whole-organisation process

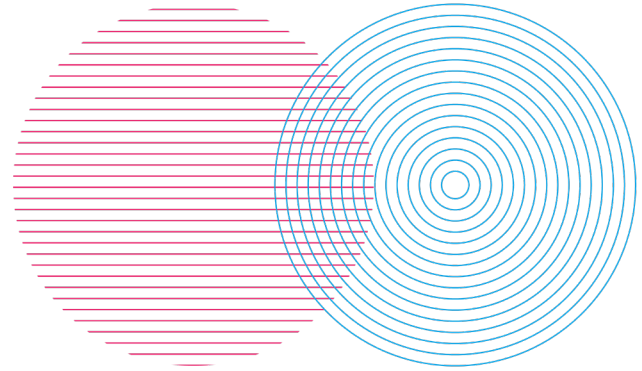


Canvassing officers for challenges and challenge partners, building on existing relationships and policy work

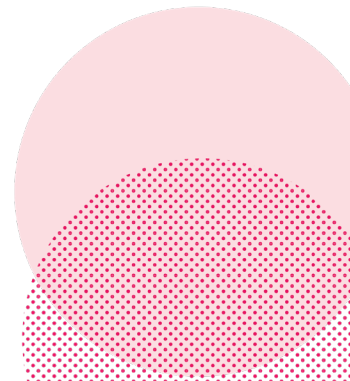


Allowing the public to vote on which challenges they would like to see addressed through the CIC

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Thank you



5G Commission

GREATER **LONDON** AUTHORITY

Purpose

The Chief Digital Officer for London proposes a Commission to explore the potential benefits of 5G to the public sector in London by looking at existing and pipeline use cases for 5G and how these uses can contribute to the Mayor's strategic goals.

Aims

- **Understand the potential and urban trade-offs.** The Commission will gather evidence to understand the scale and nature of 5G and identify opportunities for London to benefit from it. This will involve a review of the technology and the use cases it enables.
- **How 5G can meet city challenges.** 5G use-cases have the potential enable better public services and meet top priorities such as improving air quality, changing our transport mix, promoting good growth and the city's cultural offer.
- **5G for all in London.** Following the major connectivity pro-measures in the new London Plan how can the city develop to incorporate 5G – designing in to tall buildings, using small sites and other assets.

Expected outputs

- **Provide a menu of potential use cases for 5G.**
- **To develop practical and workable ideas to demonstrate benefits and use cases in London, either through existing pilots or new projects.**
- **To share our learning with boroughs, other cities, central government and national agencies and to explore the possibility of collaboration on insights and workable ideas. To this end each session will be recorded and shared on the GLA website and the reports will be made publicly available.**



Proposed Commissioners

- Greater London Authority
- London Borough
- TfL
- Emergency Services
- Business
- Academic
- Civil society

Timeline

Month	Proposed action
Jan – Mar 2020	Identify and invite Commission members
Apr 2020	First meeting – The existing landscape <ul style="list-style-type: none">• Present and scope of Commission• What is 5G, what it can do and what is already happening in London and in other cities
Apr 2020	Second meeting – Possibilities <ul style="list-style-type: none">• A review of how 5G can shape the future of public services
May 2020	Third meeting – Demonstration and deployment <ul style="list-style-type: none">• Presentation of potential deployment of use cases in London from the Commissioners organisations• Discussion regarding a potential demonstration project and next steps
May – June 2020	Commission Report developed <ul style="list-style-type: none">• Final report of the Commission developed and signed off
June 2020	London Tech Week – report launch <ul style="list-style-type: none">• Panel of the Commission to discuss the future of 5G in London

An aerial photograph of London, England, featuring a dense urban landscape with numerous skyscrapers and buildings. The Shard, a prominent skyscraper, is the central focus, extending vertically through the frame. Other notable buildings like the Gherkin are visible to the right. The River Thames is partially visible at the bottom right. The overall scene is captured in a slightly desaturated, high-angle perspective.

Get involved

Nathan.pierce@london.go.uk

[@NathanPierceUK](https://twitter.com/NathanPierceUK)

Google 'Smarter London Together' to see our roadmap and Trello Board

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