Smartline

European Union
European Regional Development Fund

HM Government

Smartline: A new vision for health and housing

Wednesday 16 November, St Austell Conference Centre & Online

WELCOME

Coastline housing

Volunteer Cornwall

University of Exeter

Cornwall Council

South West Academic Health Science Network

Welcome & Introduction

Belinda Broughton, Smartline Project Manager, University of Exeter

House Keeping

St Austell Conference Centre

Please:

- Sign in, if you have not already done so
- Sign a photography consent form, if you have not already done so
- Consider venue COVID guidelines when moving around and use antibacterial hand-gel where provided
- Raise your hand to put questions to Q&A session moderator

If the fire alarm sounds, this is not a drill, make your way out of the building to the muster point in the front car park.

Toilets can be found on each floor.

Online

To submit a question online visit

www.slido.com

Enter the code 1300740

This meeting will be recorded

WIFI CODE

Network: SAPC_Guest

Password: Austell1981

Event Programme

Morning Session:

9:30 Registration

10:00 Welcome & Introduction

10:05 The Story of Smartline

10:15 Technology in Housing Keynote, George Grant

10:40 Session 1 Sensing the Home

11:20 Break

11:50 Session 2 Enterprise & Community Engagement

12:30 Lunch

Afternoon Session:

- 13:30 Digital Inclusion Keynote, Helen Milner OBE
- 14:00 Session 3 Digital Inclusion
- 14:45 Q& A Panel Discussion
- 15:15 Closing Remarks
- 15:30 Event closes

Programme

Event Engagement

- Vimeo for online delegates.
- Online questions on Slido

- WIFI Network: SAPC_Guest
  Password: Austell1981

- Via twitter #wearesmartline

Smartline

European Union
European Regional Development Fund

HM Government

The Story of Smartline

November 2022

Emma Bland,
Assoc Prof of Practice, Environment, Health and Wellbeing
University of Exeter

Coastline housing

Volunteer Cornwall

University of Exeter

South West Academic Health Science Network

Cornwall Council

What to expect today

- Keynote speakers: George Grant & Helen Milner providing context and vision.

- Diverse and wide ranging presentations and discussions.

By the end,

- Informed, engaged, challenged and motivated

Why are we here?

People with higher socio-economic position in society have a greater array of life chances and more opportunities to lead a flourishing life. They also have better health.

(Marmot 2010)

Poor housing conditions continue to harm health in England and widen health inequalities.

(Marmot 2020)

Why is this important

- Poorest communities have 20 years less 'good life expectancy' than richest (ONS).
- Poor housing conditions have a detrimental impact on health, costing the NHS at least £600 million per year. (Parliamentary Office Science and Technology)
- In UK, 10 mill people digitally excluded, 1in3 are social housing tenants (Lloyds Bank, HACT)

Have things changed?

- English Housing Survey (2020-21):
  - 4 mill homes failed to meet the Decent Homes Standard
  - Well-being levels have declined and loneliness increased
  - 839,000 homes report problems with damp

Smartline

- Smartline Partnership working together since 2017
- Funded by ERDF and Cornwall Council
- Role of digital technology in maintaining healthy homes and connected communities to support and improve health and wellbeing of individuals and families.

European Union
European Regional
Development Fund

HM Government

South West
Academic Health
Science Network

University
of Exeter

Volunteer
Cornwall

Coastline
housing

one and all
CORNWALL
COUNCIL

Keynote

George Grant
CEO, Broadcaster, Publisher and Founder
Housing Technology

HOUSING™
TECHNOLOGY
HOUSING | IT | TELECOMS | BUSINESS | ECOLOGY

Housing Technology 2022

The E-State of Housing

Market Intelligence

Presentation to SmartLine

16 November 2022

George Grant | Housing Technology

1 MILLION+
PROPERTIES

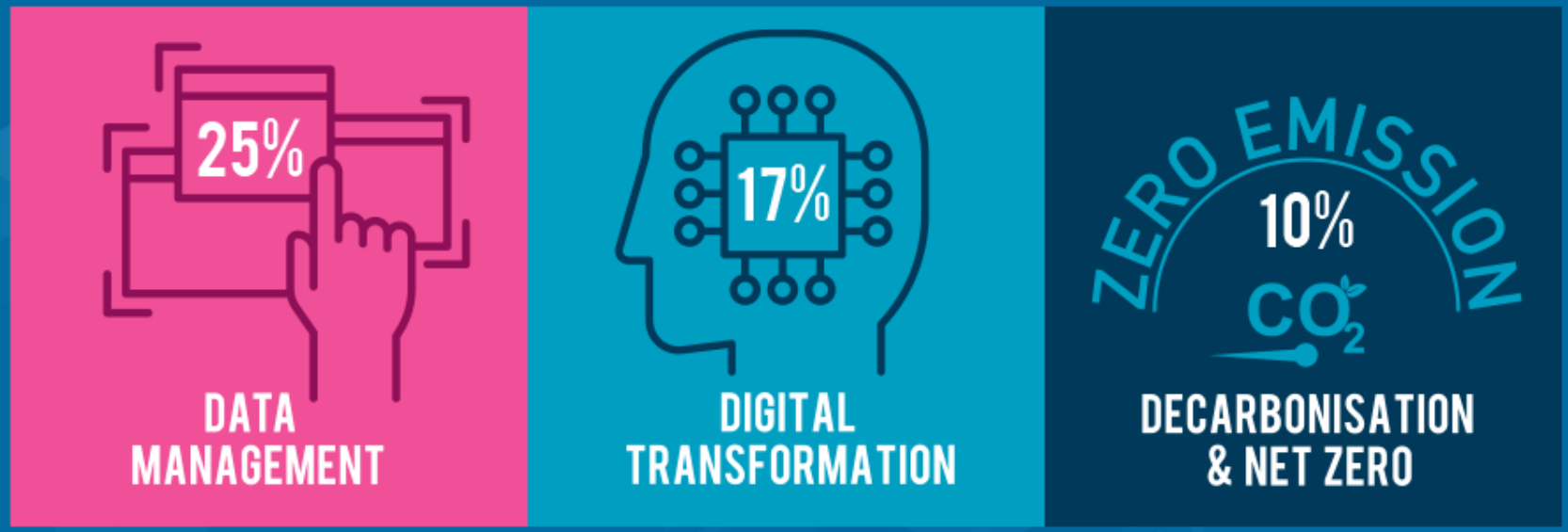
ANNUAL
TURNOVER
APPROX
£7 BILLION

85+
HOUSING
PROVIDERS

100+
RESPONDENTS

2 MILLION+
TENANTS

What do you need to be thinking about?

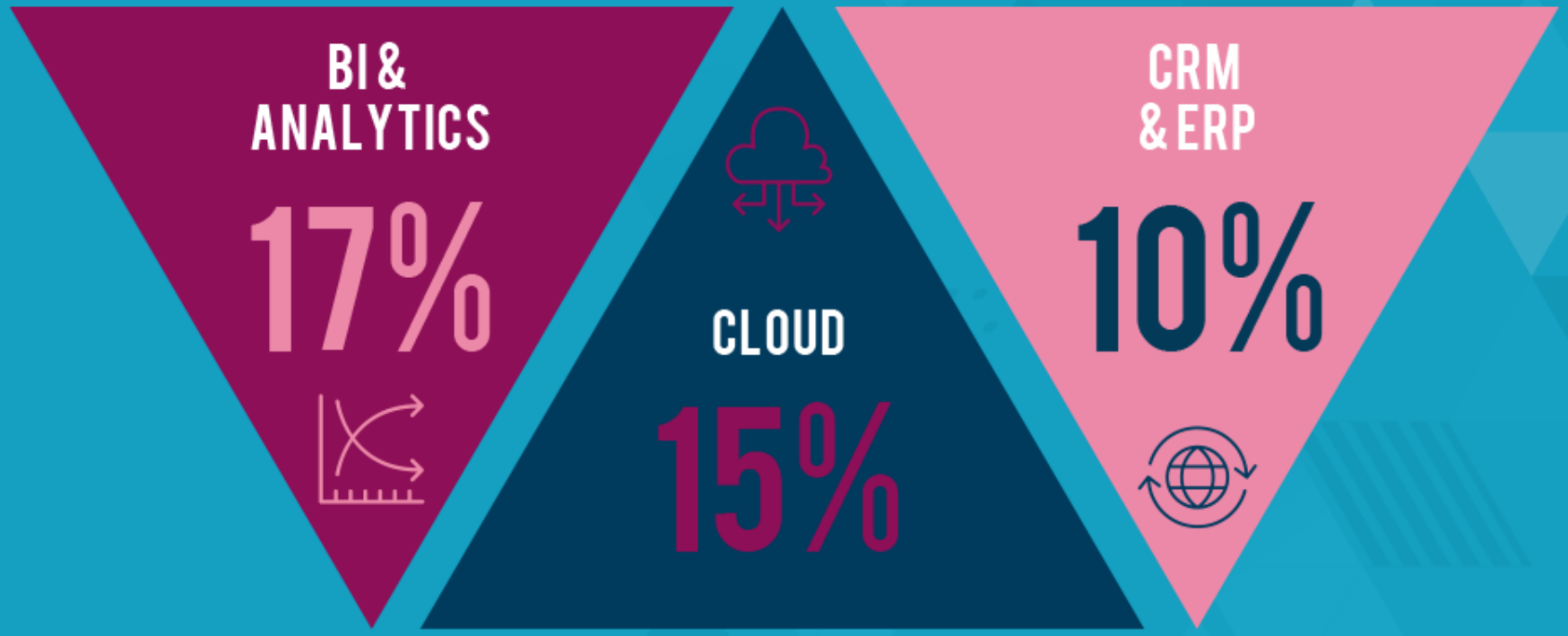


What do you need to be thinking about?

+

How are you going to do it?

How are you going to do it?

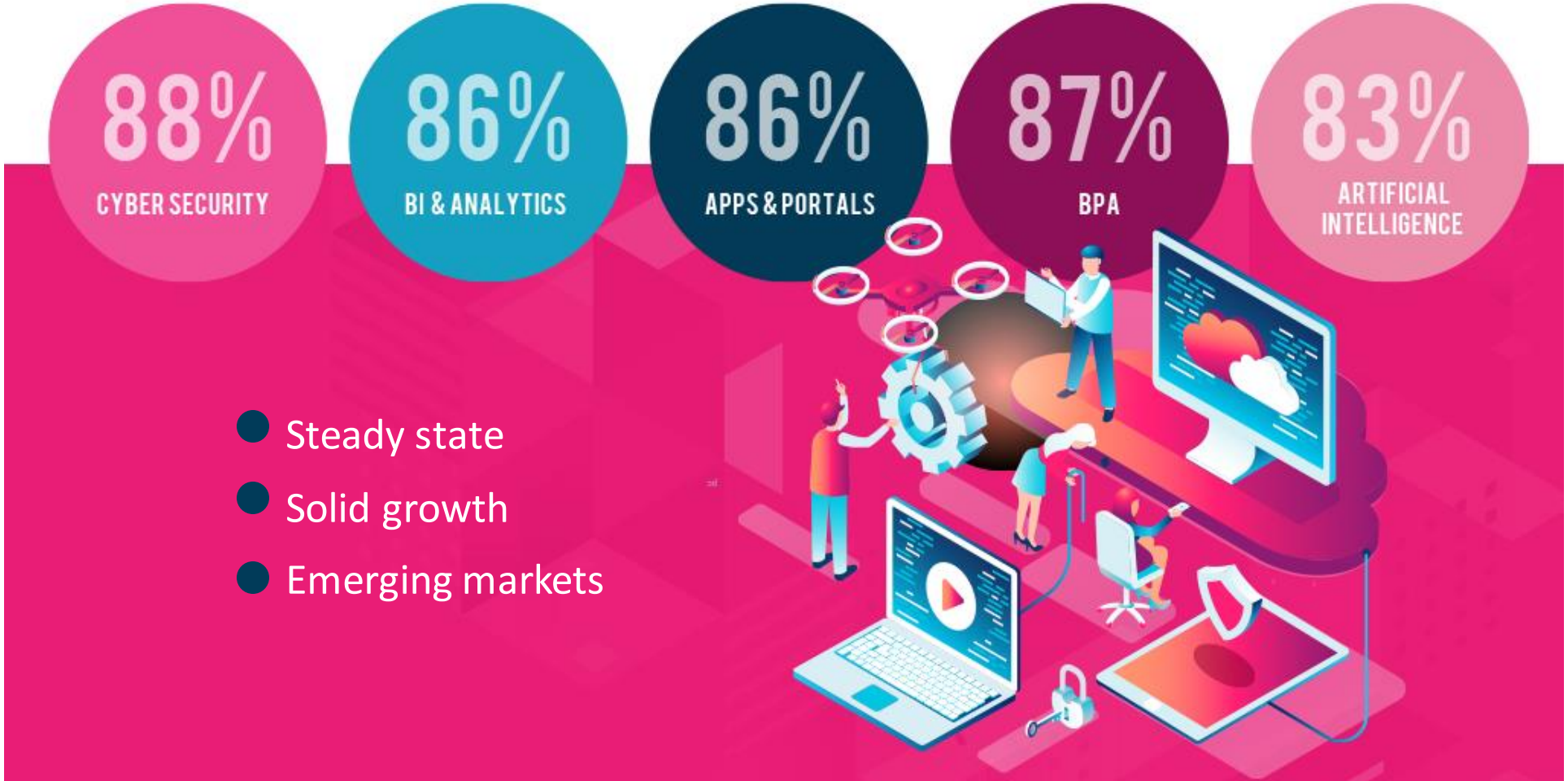


+ BUY THE RIGHT INGREDIENTS...

...SECURITY, AUTOMATION & APIs
& A SPRINKLING OF HMS/FMS, SELF-SERVICE & COLLABORATION

Which tech should you be looking at?

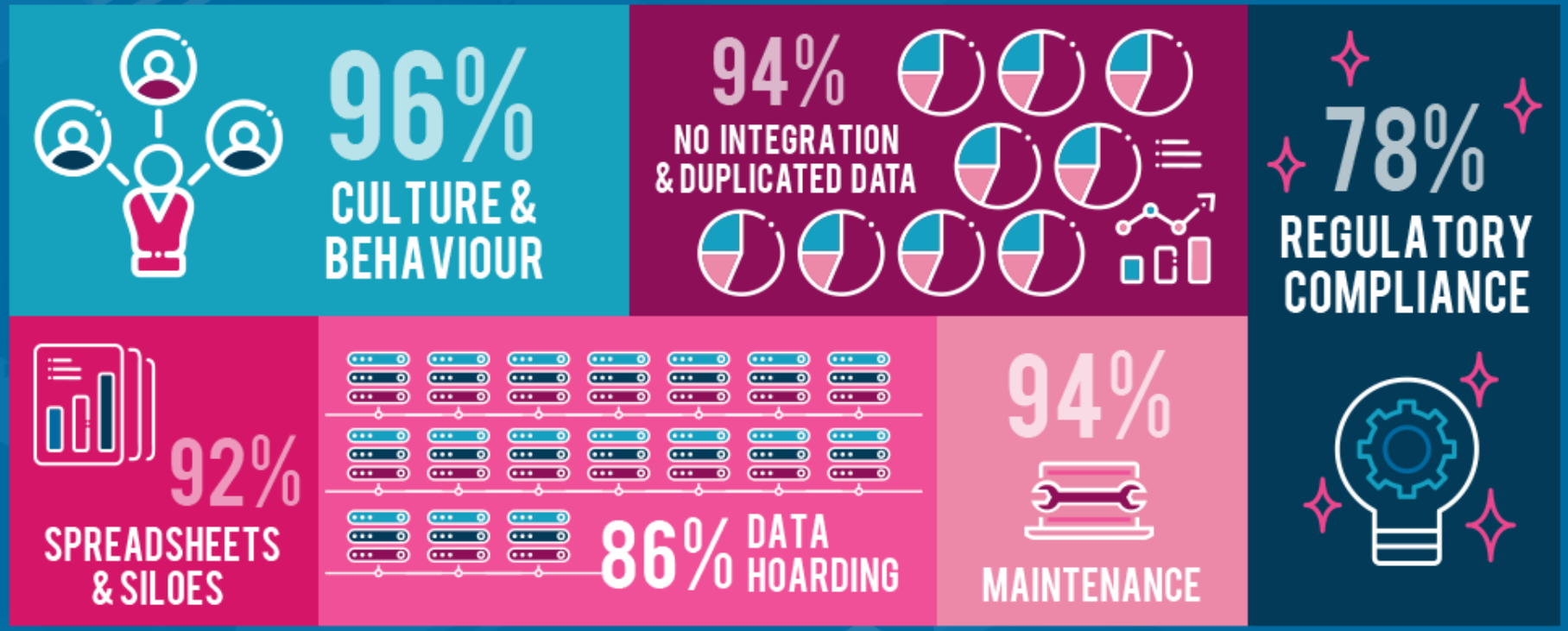
Which tech should you be looking at?



- Steady state
- Solid growth
- Emerging markets

It’s all in the data…

It’s all in the data…



Joining everything together

(no more spaghetti…)

Joining everything together

(no more spaghetti…)

92% SILOED APPS

90% LACK OF APIs

89% LEGACY SYSTEMS

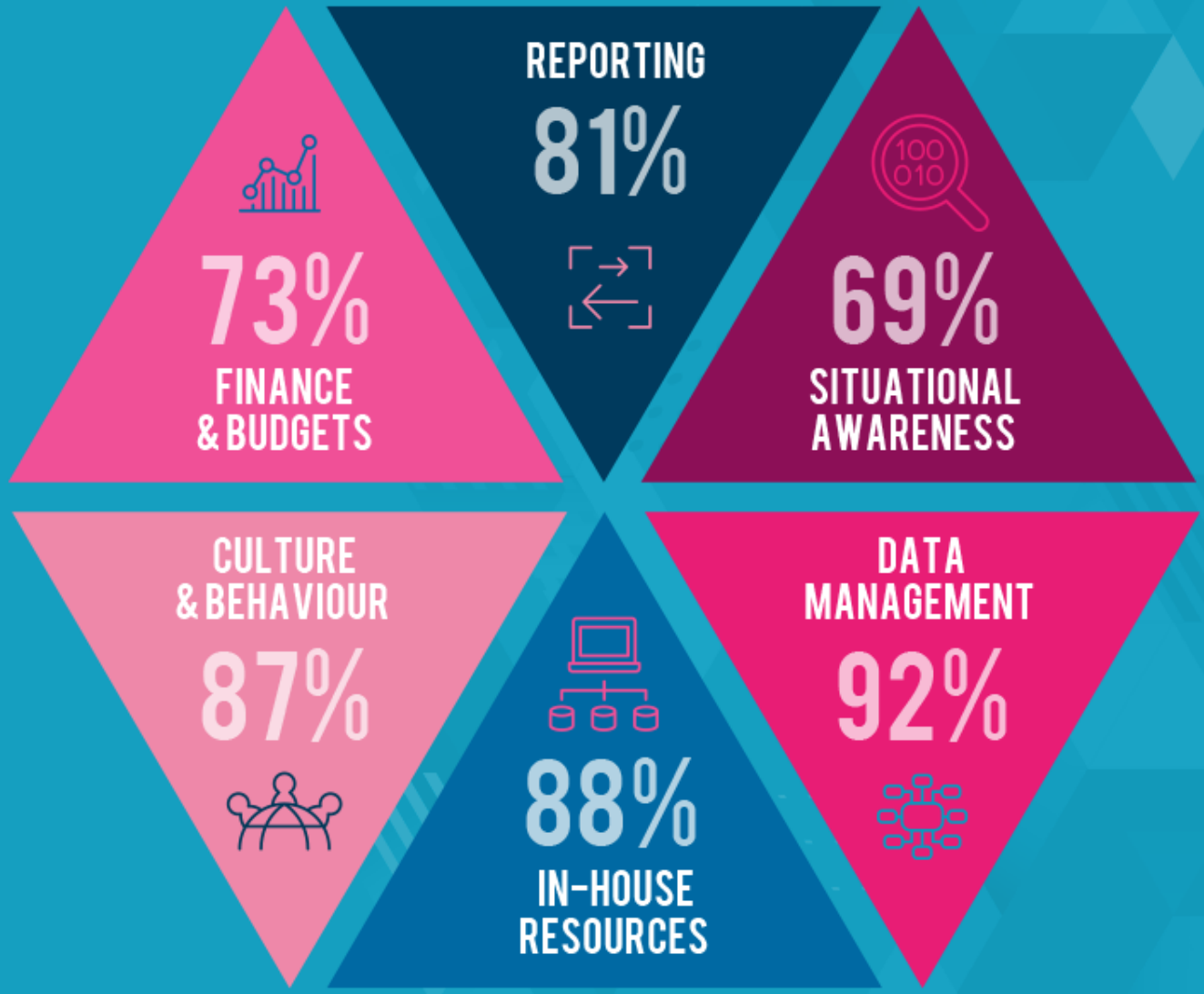
88% DATA FORMATS

82% IN-HOUSE EXPERTISE

74% BUDGET

Are you doing as you're told?

Are you doing as you're told?



How will your tech be delivered?

How will your tech be delivered?

- All cloud, no on-prem

90%
CLOUD

49%
MANAGED SERVICES

4%
ON-PREMISE

What's your piggy bank looking like?

What’s your piggy bank looking like?

Let’s talk about the worldwide housing crisis

Let’s talk about the worldwide housing crisis

Melting pot of bus/tech talents and the homes of the future
Join us at the nexus of politics, finance, technology & culture

Housing Technology by numbers

HOUSING™ TECHNOLOGY

HOUSING | IT | TELECOMS | BUSINESS | ECOLOGY


2,000
DELEGATES & GUESTS
AT OUR
ANNUAL CONFERENCES
OVER
TWO MILLION
WORDS
WRITTEN
950
HOUSING
PROVIDERS
COVERED IN THE
MAGAZINE
27,000+
OVERALL
READERSHIP
2,100,000
EMAILS
SENT TO
READERS
3,500
NEWS &
ARTICLES
IN THE
MAGAZINE
90
MAGAZINES
ISSUES
AND HEADING
UPWARDS
MAG
6,250
SUBSCRIBERS
AT HOUSING
PROVIDERS
42
SUCCESSFUL
CONFERENCES
& EVENTS
SINCE
2008
IT SUPPLIERS
COVERED IN THE
MAGAZINE
800
13
ANNUAL
CONFERENCES
105+
AT
HOUSING
TECHNOLOGY
SPONSORS &
EXHIBITORS
20
REPORTS
& GUIDES
220,000
COPIES
OF MAGAZINES
PRINTED


Thank you

Session 1: Sensing the Home

The role and value of remote environment monitoring technology to create healthy homes and improve health & wellbeing

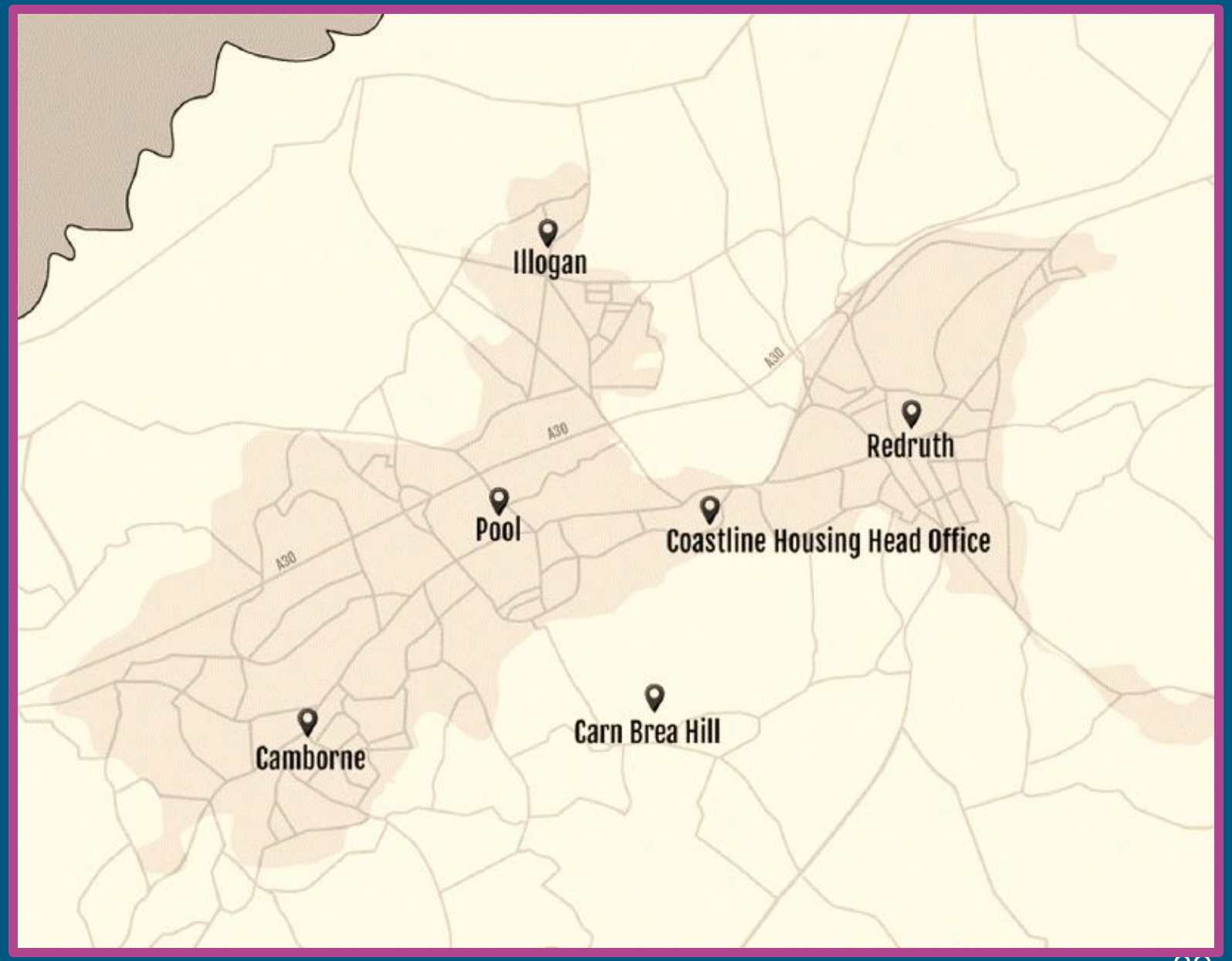
Chaired by Joy Ashman Housing Strategy, Partnerships & Engagement Officer, Cornwall Council

with Dr Tamaryn Menneer, Dr Tim Walker, Dr Richard Woods, Research Fellows, University of Exeter
and Anthony Ball, Public Health Practitioner Wider Determinants & Fuel Poverty, Cornwall Council

Session Overview: Sensing the Home

1. **Participants and sensor network**
2. **Improving homes and health with sensor systems**
3. **Sensor data research**
4. **Smartline sensor dataset**

- 300 participants from social housing
- Installed sensors in all homes and completed surveys with participants

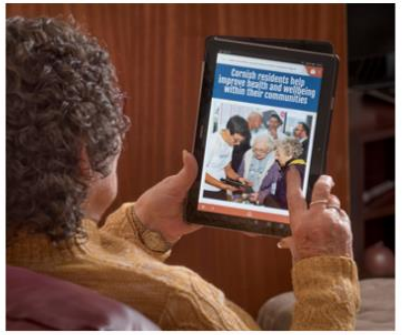


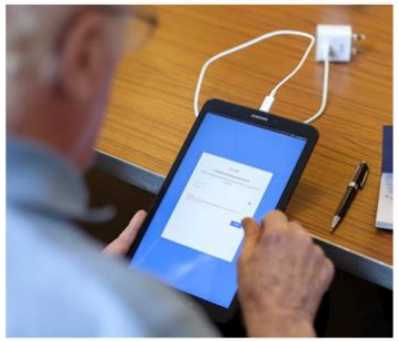
Survey data

- 95% white
- Two thirds female
- Average age 56
- One fifth no Internet
- 19.5 hours per day at home



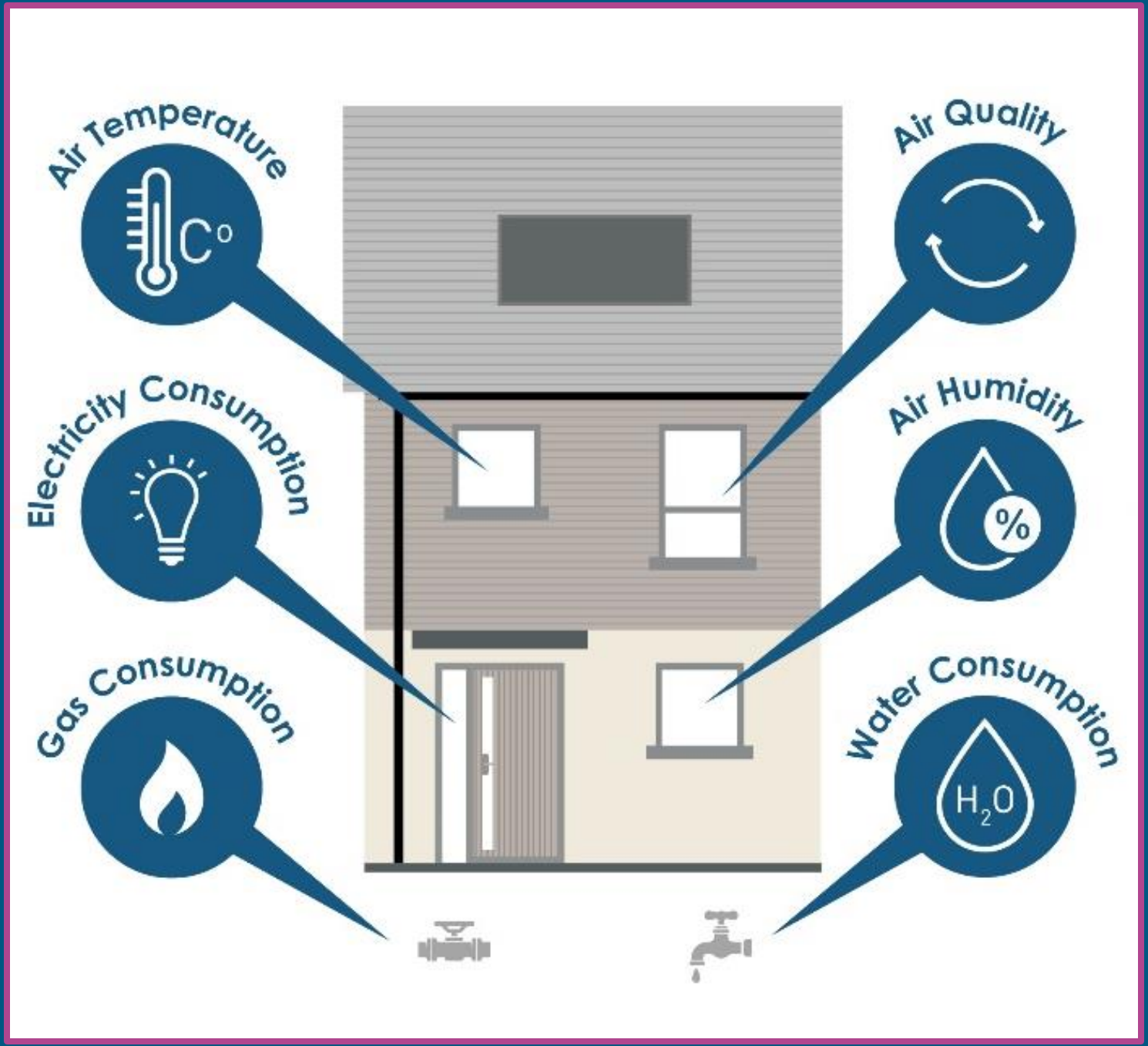




Sensor data

- Temperature
- Humidity
- VOCs, PM2.5
- External
- Utilities



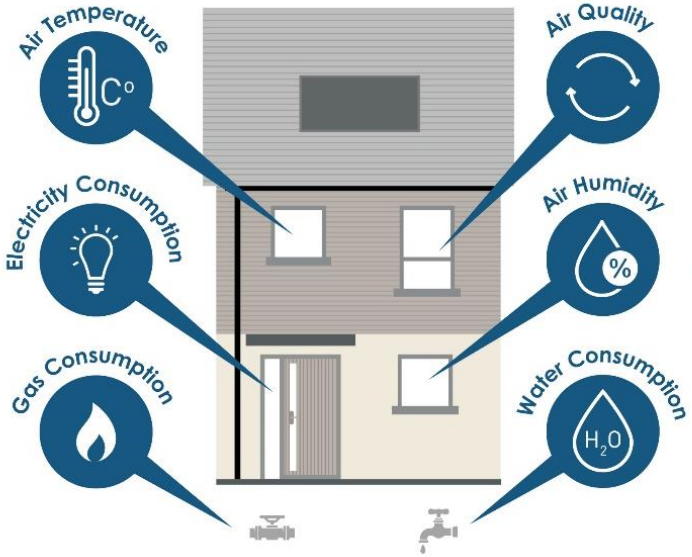
The indoor environment

- 80% of our time indoors
- Public health problems
- Home monitoring

Improving homes and health with sensor systems

Are they acceptable?
Are they effective?

Dr Tim Walker



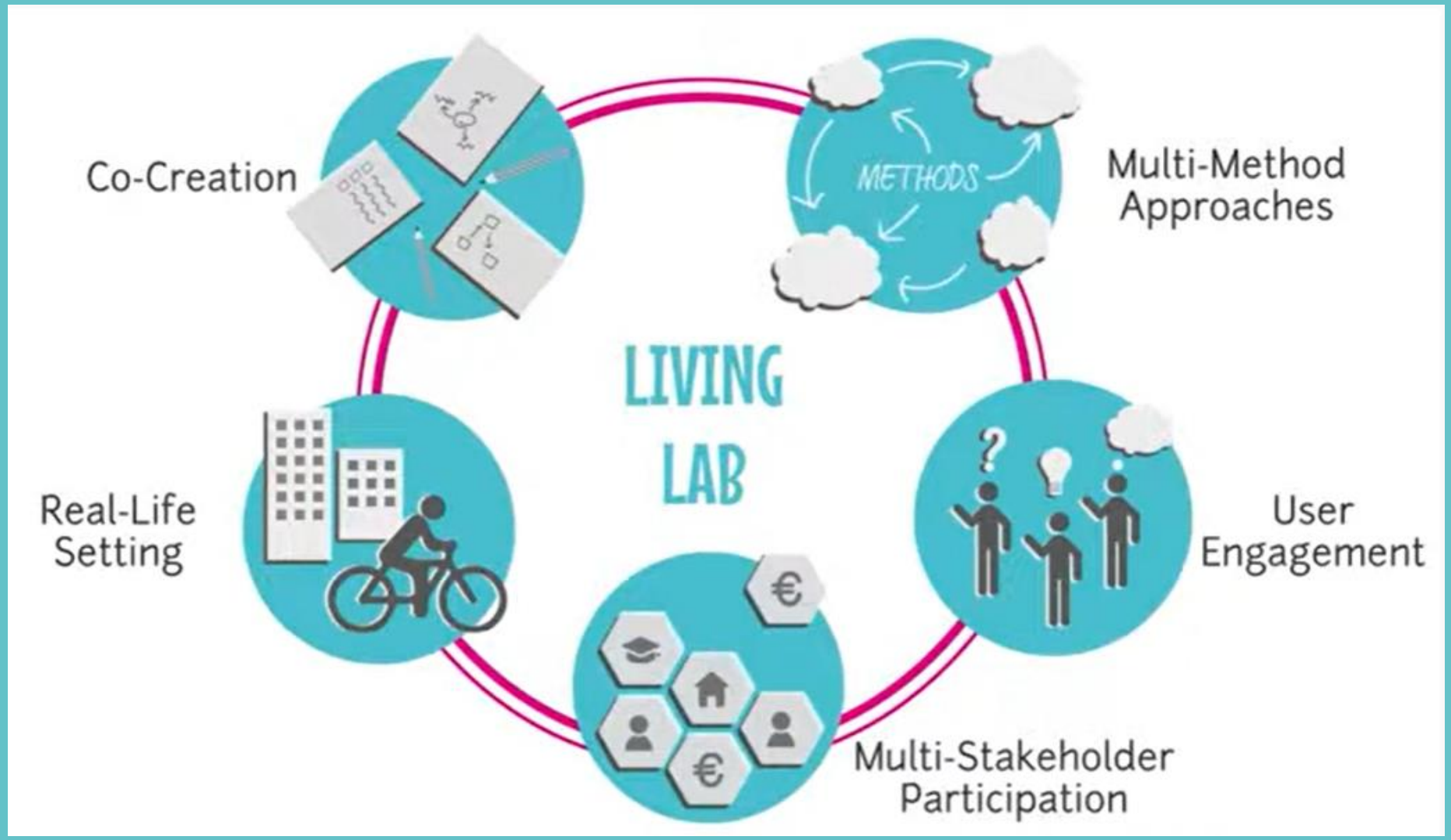
Data Processing

Occupant Dashboard

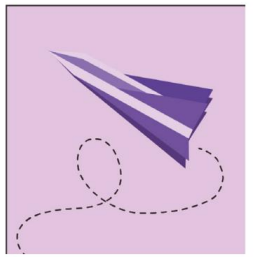
Housing Association Dashboard

Occupant

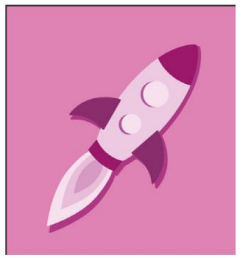
Support Team



Exploration



Experimentation



Evaluation

Smartline Dashboard Logged in as *coastline_test* Log out

TEST PROPERTY

Learn more about the Smartline Project

TEMPERATURE Tell me more...

Front Room

Last reading	Yesterday	This week	This month	This year	
21.2 °C	21.5 °C	21.5 °C	21.6 °C	21.9 °C	Show data
Thu 09-06-2022 9:59 a.m.	Wed 08-06-2022	From Mon 06-06-2022	June	2022	

Current status: Comfort Zone

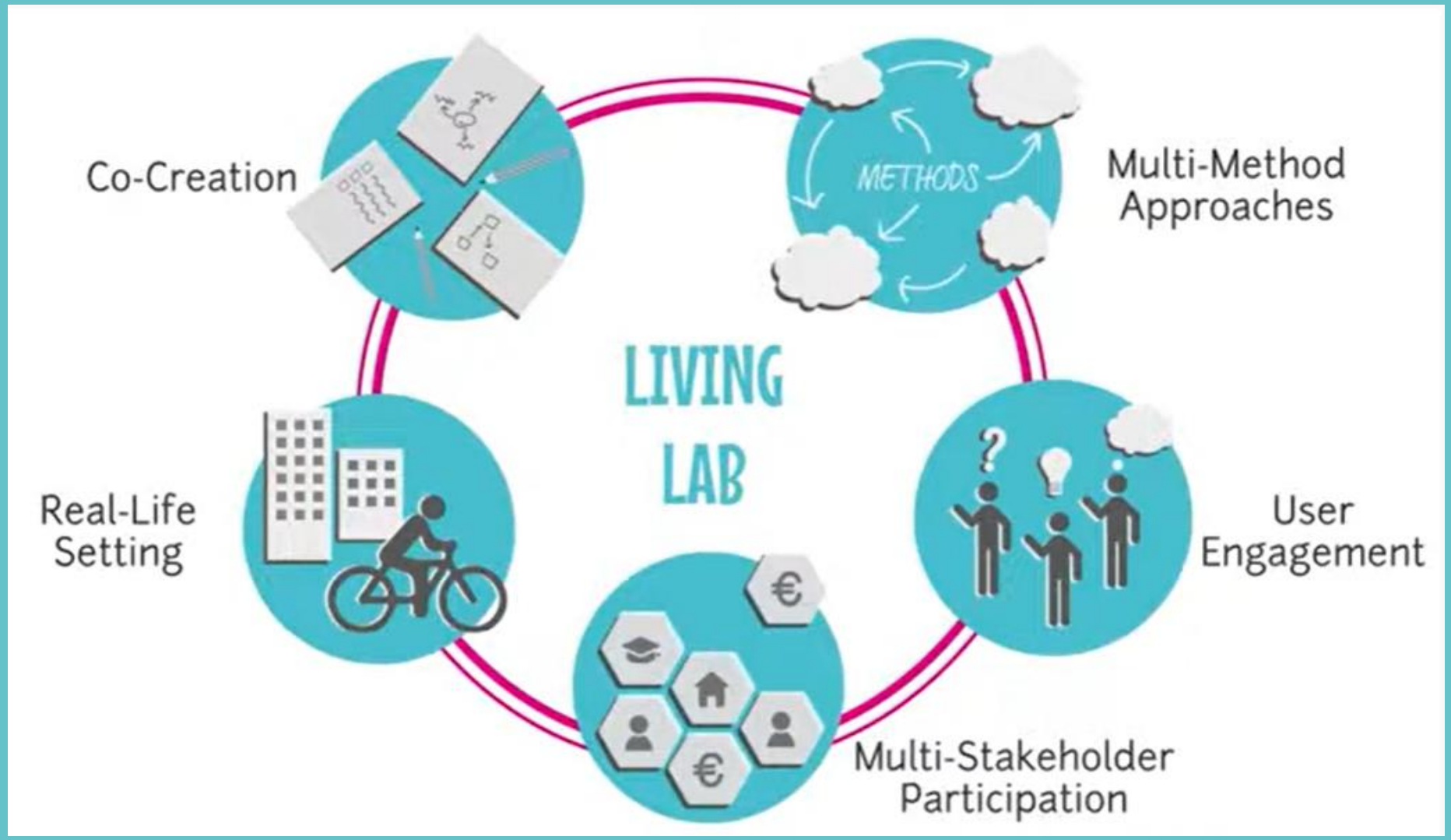
This is in the ideal temperature range.

Bedroom

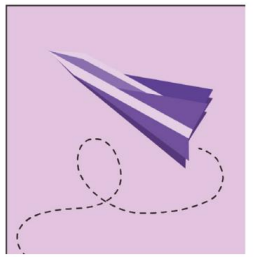
Last reading	Yesterday	This week	This month	This year	
21.6 °C	21.9 °C	22.0 °C	22.3 °C	22.1 °C	Show data
Thu 09-06-2022 9:58 a.m.	Wed 08-06-2022	From Mon 06-06-2022	June	2022	

Current status: Comfort Zone

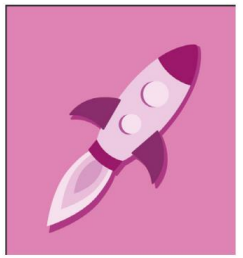
This is in the ideal temperature range.



Exploration



Experimentation



Evaluation

Smartline Dashboard Logged in as *coastline_test* Log out

TEST PROPERTY

Learn more about the Smartline Project

TEMPERATURE Tell me more...

Front Room

Last reading	Yesterday	This week	This month	This year	
21.2 °C	21.5 °C	21.5 °C	21.6 °C	21.9 °C	Show data
Thu 09-06-2022 9:59 a.m.	Wed 08-06-2022	From Mon 06-06-2022	June	2022	

Current status: Comfort Zone

This is in the ideal temperature range.

Bedroom

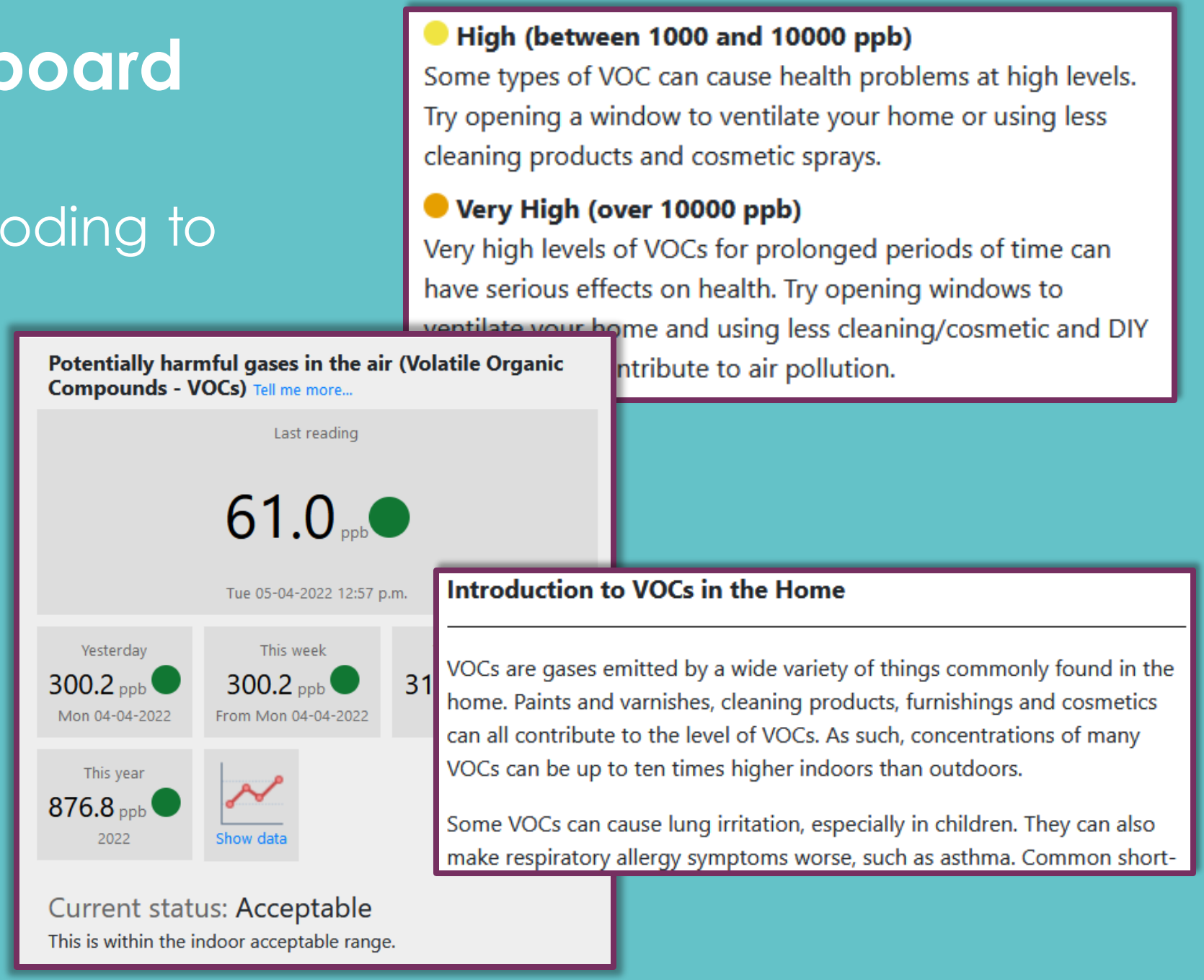
Last reading	Yesterday	This week	This month	This year	
21.6 °C	21.9 °C	22.0 °C	22.3 °C	22.1 °C	Show data
Thu 09-06-2022 9:58 a.m.	Wed 08-06-2022	From Mon 06-06-2022	June	2022	

Current status: Comfort Zone

This is in the ideal temperature range.

Occupant Dashboard (intuitive):

- Traffic light colour-coding to communicate risk;
- Explanations;
- Tips and advice;
- Timescales for plots.



Coastline Dashboard (risk focused):

- ‘birds-eye’ view of all properties;
- Colour coded;
- Sortable;
- Detailed views.

Sensor Readings Colour Key

Temperature
- Cold (under 12 °C)
- Cool (between 12 and 16 °C)
- Comfort Zone (between 16 and 24 °C)
- Hot (between 24 and 27 °C)
- Very Hot (over 27 °C)

°C = degrees Centigrade

Humidity
- Too Damp (over 65 %RH)
- Comfortable (between 46 and 65 %RH)
- Too Dry (under 46 %RH)

%RH = percent Relative Humidity

VOCs
- Acceptable (under 1000 ppb)
- High (between 1000 and 10000 ppb)
- Very High (over 10000 ppb)

ppb = parts per billion

PM2.5
- Good (under 12 µg/m³)
- Moderate (between 12 and 35.5 µg/m³)
- Unhealthy for sensitive groups (between 35.5 and 55.5 µg/m³)
- Unhealthy (between 55.5 and 150.5 µg/m³)
- Very Unhealthy (between 150.5 and 250.5 µg/m³)
- Hazardous (between 250.5 and 350.5 µg/m³)

eCO_2
- Very Good (under 350 ppm)
- Good (between 350 and 1000 ppm)
- Poor (between 1000 and 2000 ppm)
- Very Poor (between 2000 and 5000 ppm)
- Extremely Poor (over 5000 ppm)

ppm = parts per million

Smartline Dashboard Logged in as *coastline_test* Log out

Project View

Show Colour Key

Showing **DAILY** average sensor data for 149 system(s) on Tue 07 Jun 2022

Show WEEKLY averages

<< Previous Day | Next Day >> | or choose a specific date: dd / mm / yyyy | Go

Search:

Coastline UPRN	Smartline UPRN	Frontroom Temperature	Bedroom Temperature	Frontroom Humidity	Bedroom Humidity	Frontroom TVOC	Frontroom eCO2	Frontroom PM2.5	View all data	View Participant Dashboard
	7	23.4 °C	21.9 °C	55.6 %RH	60.2 %RH	136.4 ppb	1298.6 ppm	8.5 µg/m³		
	11	20.7 °C	19.8 °C	65.6 %RH	68.6 %RH	90.8 ppb	853.9 ppm	3.3 µg/m³		
	14	21.7 °C	21.9 °C	60.2 %RH	59.9 %RH	1584.7 ppb	2284.7 ppm	0.2 µg/m³		
	15	24.3 °C	23.8 °C	57.9 %RH	58.8 %RH	28.9 ppb	592.8 ppm	0.4 µg/m³		
	17	25.7 °C	26.2 °C	51.2 %RH	48.9 %RH	0.0 ppb	596.3 ppm	0.8 ppm		
	35	21.5 °C	22.0 °C	59.3 %RH	55.2 %RH	59.5 ppb	793.6 ppm	0.0 µg/m³		
	50	21.0 °C	21.0 °C	70.4 %RH	69.9 %RH	15.5 ppb	504.8 ppm	0.7 µg/m³		
	52	22.4 °C	22.2 °C	62.4 %RH	64.5 %RH	No data	No data	1.8 µg/m³		

Value and Challenges of Co-design

Value:

- Practical wisdom on what is sensible to pursue, rather than technologically possible;
- Increase system usefulness though tailoring to user needs;
- Fun.

Challenges:

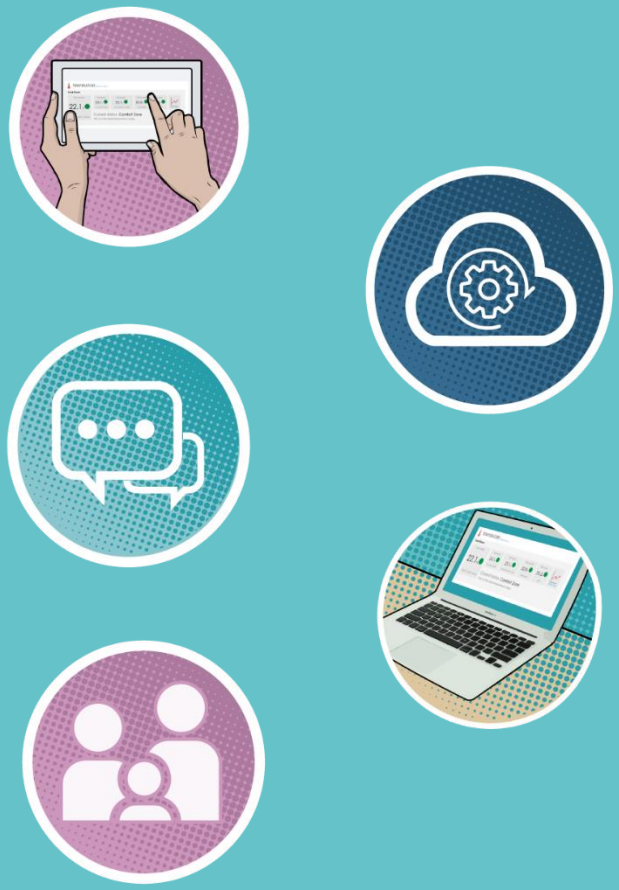
- Recruiting a diverse user testing group;
- Requires a team with diverse skills;
- Implementation of all the new ideas.

Research Questions

Was the system acceptable?

Was the system used?

Was the system useful?



Acceptability

Attitudes:

- Ability of sensors to reveal behaviours and lifestyle choices;

 = Fear of privacy intrusion and data misuse.

Other acceptability factors:

- Perceived usefulness;
- Technical support;
- Ease of use;
- Cost.

Was the system acceptable?

Positive attitudes:

- General concern for privacy and data use;
- Trusting relationship with Coastline;
- Coastline perceived as having credible intentions for data use.

"Welcome to share my data with Coastline, I have been a long standing tenant and they have been good to me"

(Martha, 62)

Perceived as useful:

- Improve design and management of future social housing;
- Although, no health related expectations.

"*Looking after you, not at you*"

Project tag line

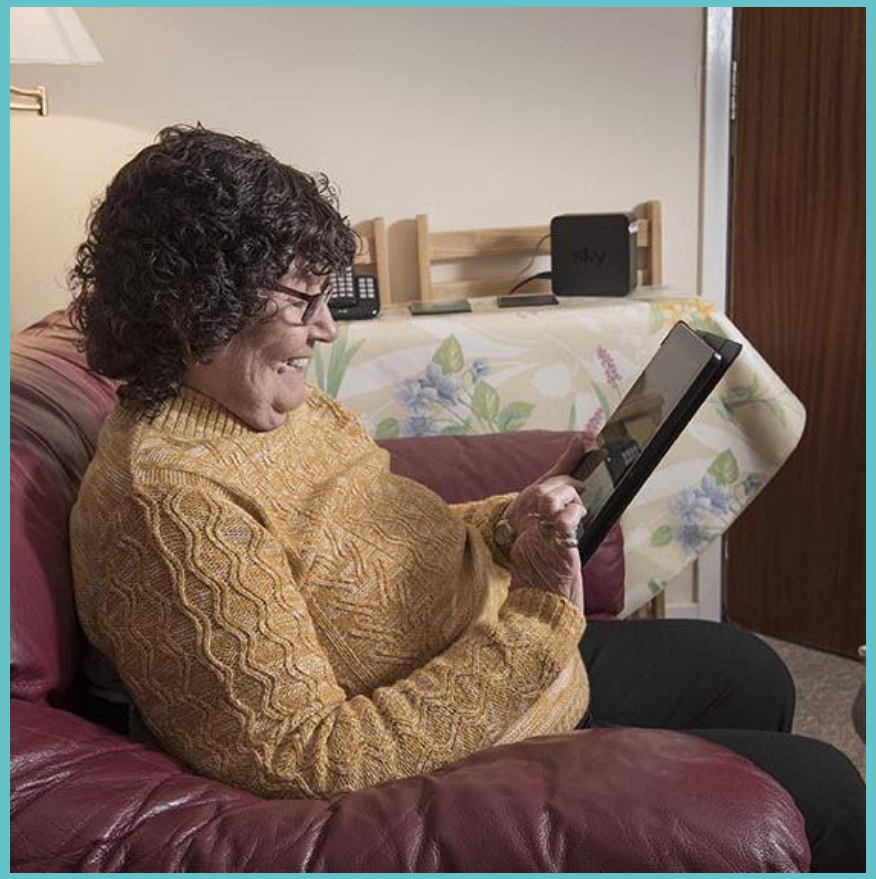
Was the system used?

Occupant Use:

- High intention to use initially;
- Low long term actual use;
- Few changes to how occupants manage their home occurred as result of using dashboard.

Coastline Use:

- Regular and successful use;
- Identifying high risk homes and intervening;
- System most useful in the winter.



Occupant	What did the sensor dashboard indicate?	Issues identified on home visit	What action was taken?
Example 1. **Family**	High humidity (65-80%) downstairs.	Humid property with mould; Large fish tank in the living room, open vivarium in the hallway.	Advice and guidance on ventilation; Replaced fans; Installed Positive Input Ventilation (PIV) system.
Example 2. **Family**	Drop in temperature.	Fuel poverty; Caused by a change in circumstances leading to loss of income and benefits.	Emergency Hardship Fund (Coastline); Covid Winter Grant (Council), heated throw and energy vouchers; Support from a local energy charity: Top up vouchers; • Change in energy supplier; • Warm Home Discount payment. EPC rated high, but Coastline surveyor found loft installation removed (by previous occupant). Cause of high costs.

Is the system useful for improving health?

- Identify and prioritise at risk and vulnerable occupants;
- Enable early intervention to support occupant health and wellbeing;
- Reduce stress among Coastline staff;

However, some risks and limitations:

- Responsibility to act;
- Resources and capacity to act.

Is the system useful for improving homes?

- Clearly and pro-actively identify building maintenance issues;
- Reduce long term costs through proactive repairs and efficient planning of maintenance work;
- Insight to inform Carbon Net Zero strategy, and live data to evaluate progress.

Conclusions

- System useful for identifying risk, but **need to be matched with human capacity** for intervention and social support;
- Research and innovation **not possible** without community participation and co-design;
- Housing Associations are **uniquely placed** as intermediaries to improve health and wellbeing among populations which face social and health inequities.

"What you might at first see as a technical problem is actually a social problem"

Coastline Support Team member

Smartline

European Union
European Regional Development Fund

HM Government

Sensor data research findings

Dr. Tamaryn Menneer

Coastline housing

Volunteer Cornwall

University of Exeter

South West Academic Health Science Network

Cornwall Council

The indoor environment:
www.smartline.org.uk/research-hub

- PM2.5 increases with smoking but not vaping.
- Asthma
  - Mould / odour.
  - VOCs in household cleaning products.
- Fuel poverty and health.

(Sharpe, Johnes, Walsh, Menneer, Moses, Paterson, Tu, Morrissey, Taylor)

COVID-19: Advice versus Instruction

- Recommendations / advice
- Enforced lockdowns
- Behaviour change?

(Menneer, Qi, Taylor, Paterson, Tu, Elliott, Morrissey, Mueller)

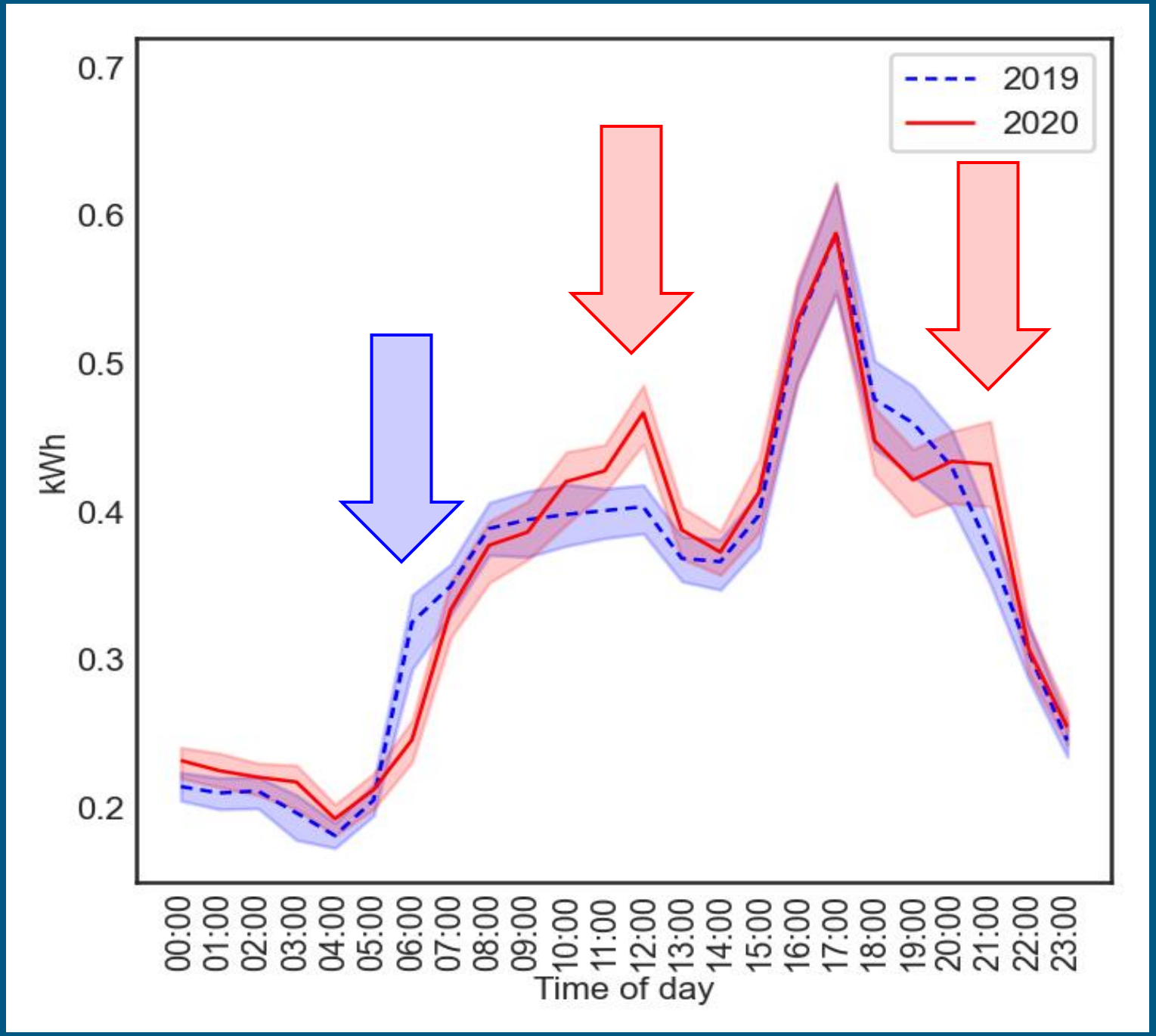
March 2020

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

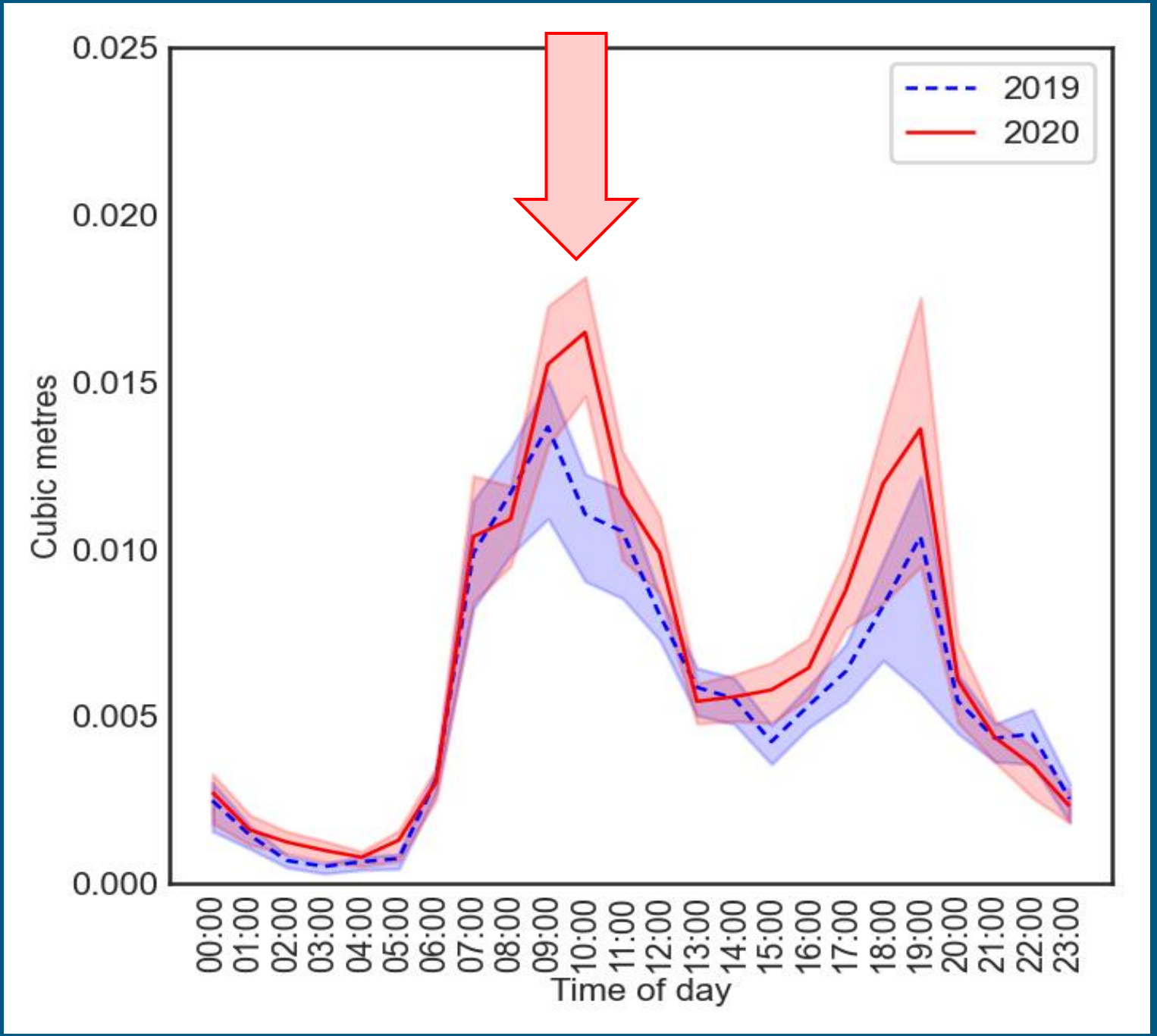
April 2020

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

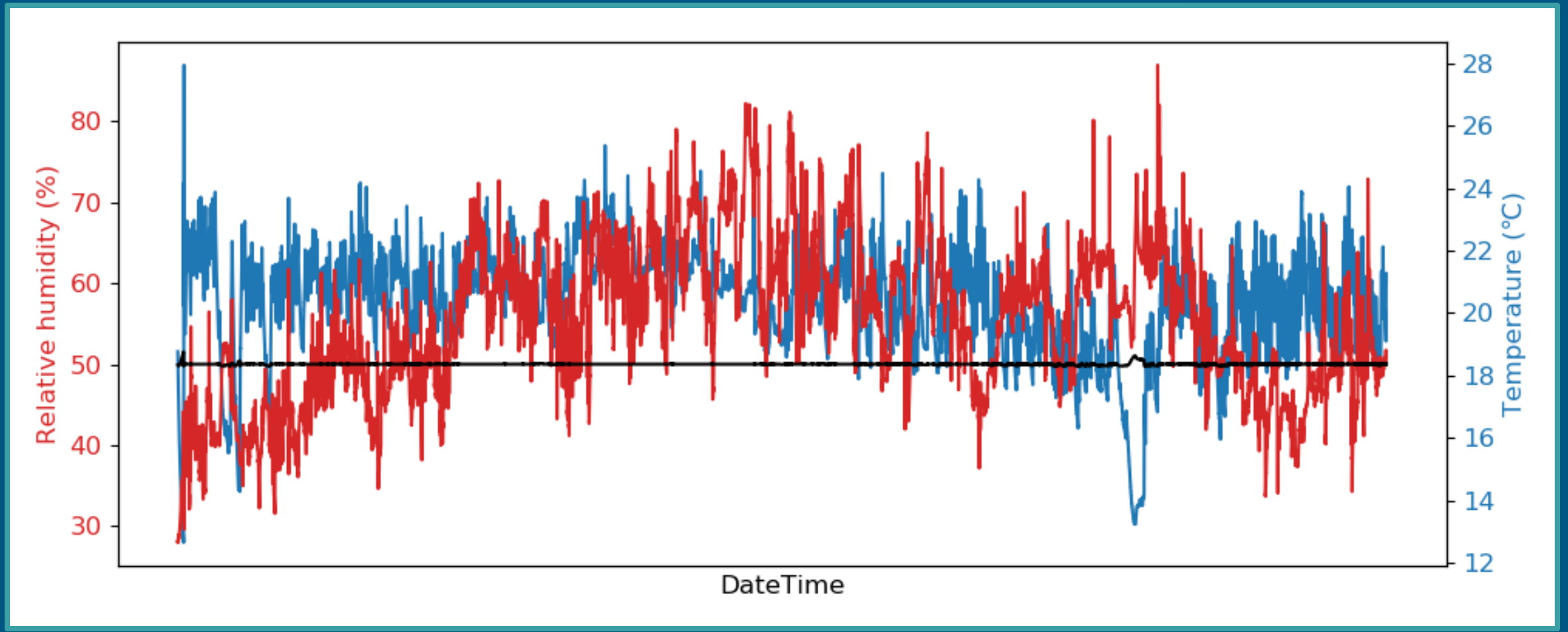
Electricity: Daily profile



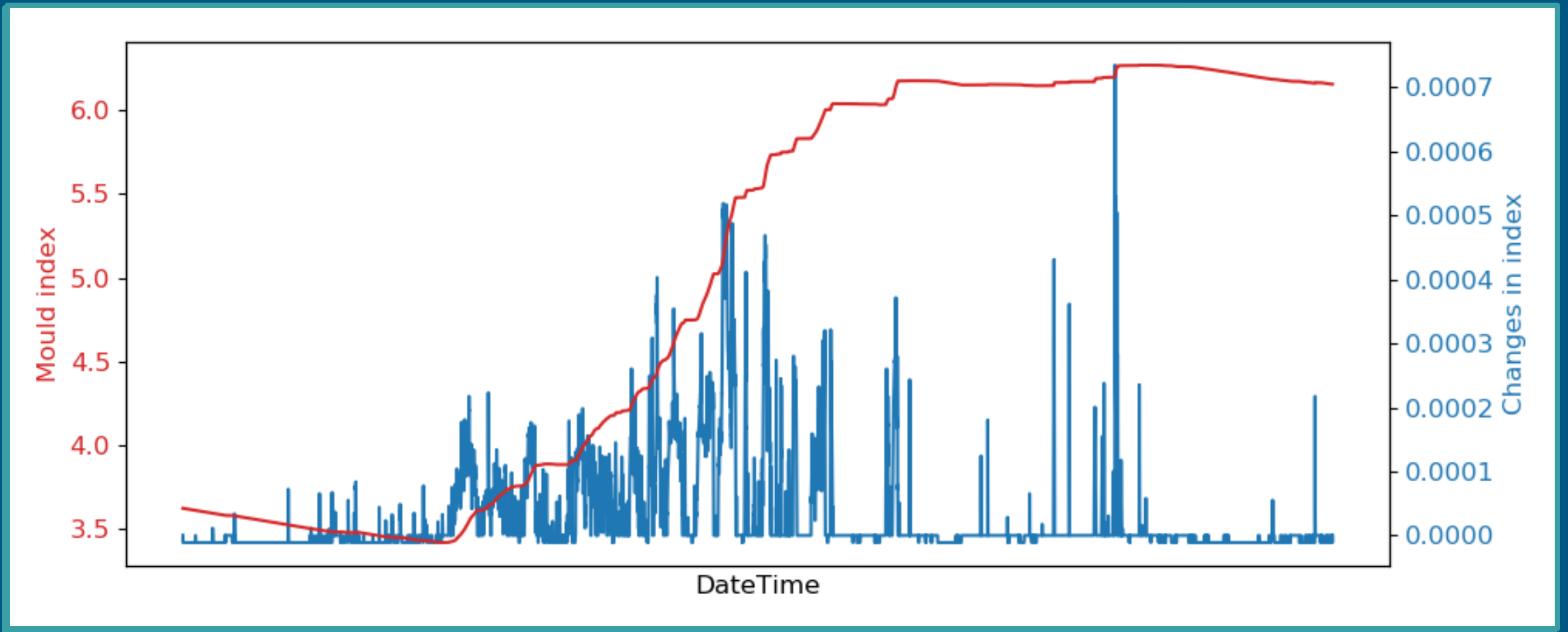
Water:
Daily profile



Modelling mould

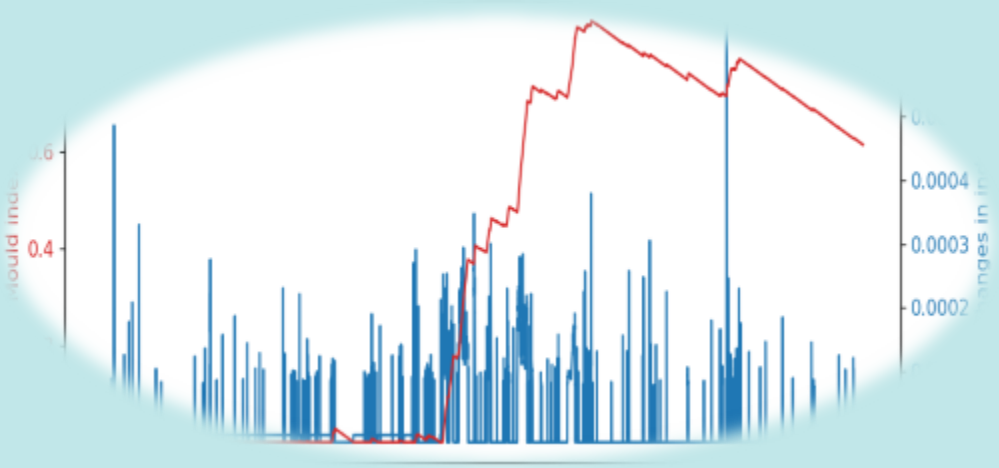


Model output



Evaluating the model outputs

Model outputs



70%

Survey responses

Does your home have **visible mould** patches?
44% "Yes"
Has your home suffered from a **mouldy/musty odour** in last 12 months?
18% "Yes"

(Menneer, Mueller, Sharpe, Townley)

Smartline

European Union
European Regional Development Fund

HM Government

Smartline Sensor Dataset

Quantity and Quality
- Unique in space and time
- Existing Outputs
- Future Legacy

Dr Richard Woods

Coastline housing

Volunteer Cornwall

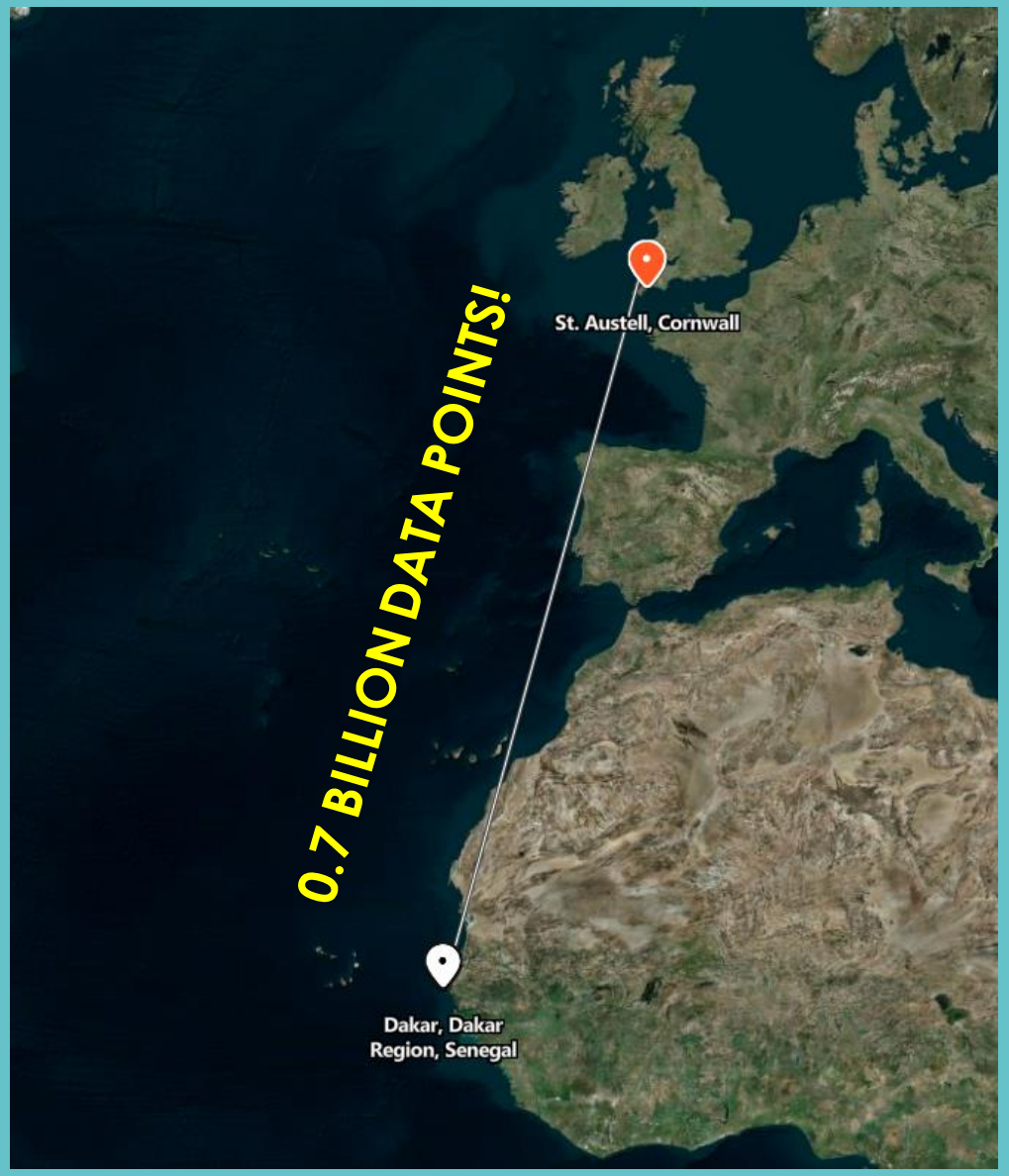
University of Exeter

South West Academic Health Science Network

Cornwall Council

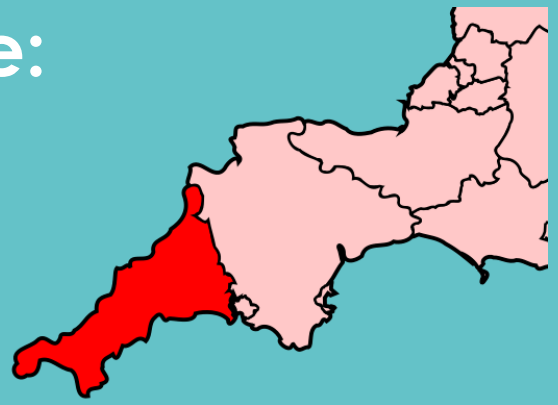
Quantity and Quality

- Up to 300 Homes…
- …up to 7 sensors each…
- …recording 15 parameters..
- …every 3 to 30 minutes…
- ….since 2017



Unique in Space and Time

- Cornish Climate: High Humidity and Rainfall



- Global pandemic

- A range of participants

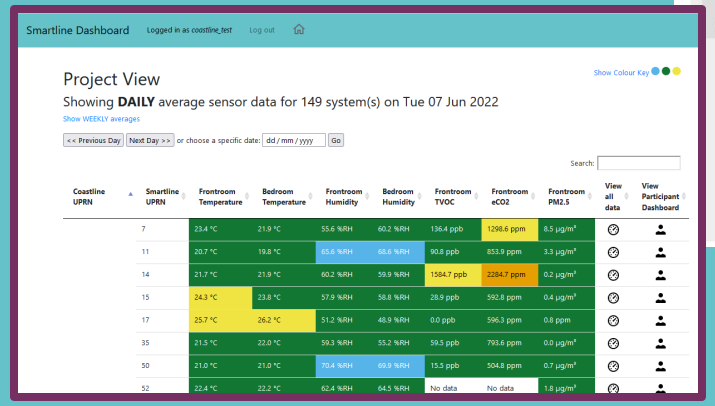
- Local climate extremes

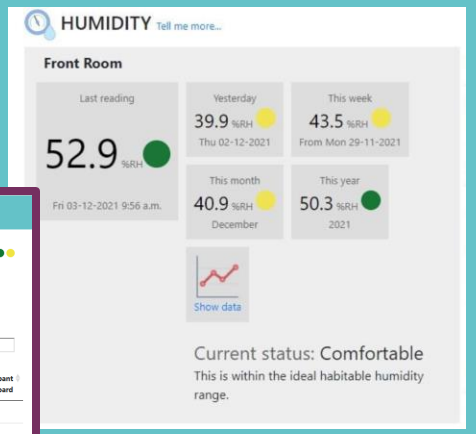
- Several types of properties

- Cost-of-living crisis

Existing Outputs

- Real-time benefits to participants



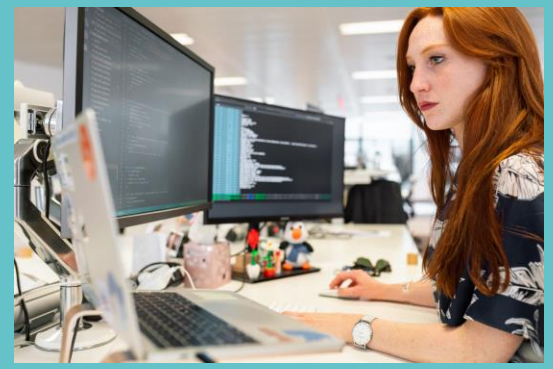


- Diverse published research outputs…

- …using data from sensors, participant surveys, and project partners

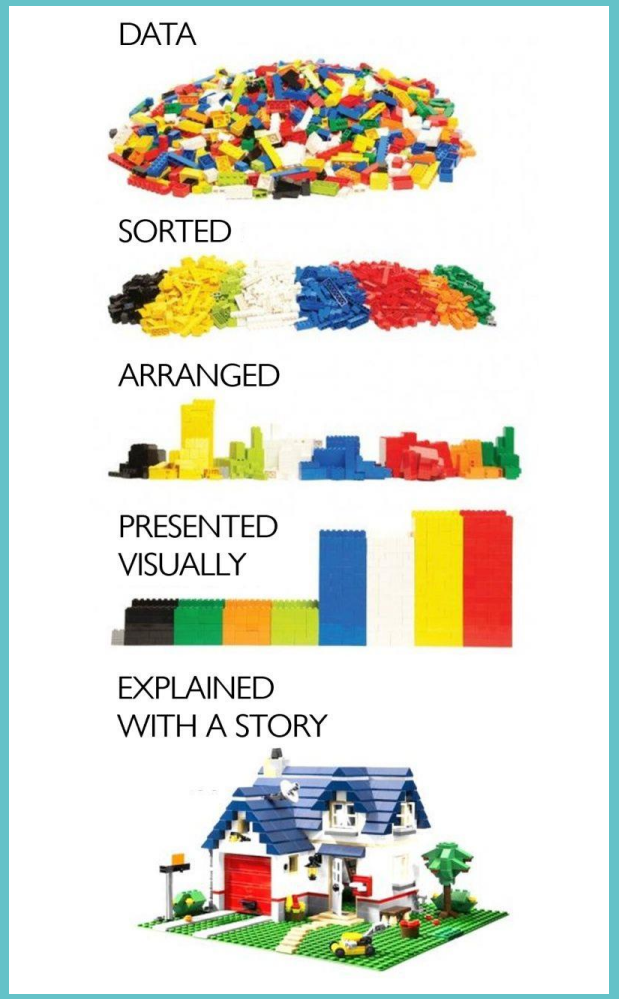
Future Legacy

- Diverse metrics support **retrospective** exploration



- **Big** dataset can reveal subtle trends, beyond seasonal patterns
- Mostly **open access**, with more metadata by request

- **Relevant** to myriad research topics
  - Health and Wellbeing
  - Fuel poverty
  - Energy efficiency
  - Environmental Monitoring Technology
  - Etc…



- Massive **effort** to curate the data offers savings to researchers!

Morning Break

Served in the Cedar Suite, 1st Floor

Next session will start at 11.50am

Smartline

European Union
European Regional Development Fund

HM Government

Supporting digital innovation across Cornwall and the Isles of Scilly

Emma Seymour – Knowledge Exchange Officer

Coastline housing

Volunteer Cornwall

University of Exeter

South West Academic Health Science Network

Cornwall Council

Smartline Enterprise Support

- Exploring how technology can be used to improve people's health and wellbeing
- De-risking the RD&I process







Enterprise Engagement Journey

Introducing the offer

- Website
- Awareness Raising Activites
- Targeted Enterprises
- Community Generated

Innovation help

Research / Intervention Innovation

Targeted digital / technology, health & wellbeing innovations developments to fulfil identified market gaps for ClOS SME's

SME Led Innovation

Support for ClOS SME research & development led innovation which are connected with digital / technology, Health & wellbeing

Support options

Knowledge Exchange
Enterprise & innovation diagnostic to identify how Smartline can best support with the innovation

Idea Generation Grant
Small cash grant to use for R&D innovation costs

In Residence Scheme
Collaborative research support

Events Workshops
Sharing of research outcomes & skills through enterprise focused events

Follow on support

Follow on Cash Grant

Cash Grant to enable new significant innovation

Follow on Research

Collaborative research support for a significant innovation

New products and jobs

New to Firm
Product, Service or Process

New to Market
Product, Service or Process

New Jobs Created

Growth and scaling up

Marketing Visibility of Innovation

Growth & Scale Innovation Support

Capability Building Support Spread Academy

Supporting digital innovation

Smartline has worked with businesses across Cornwall's arts, entertainment, recreation, education, health, communication, technology and manufacturing sectors

Over **360** businesses have engaged with Smartline through our events and networking

135 local businesses have received direct financial or research support

Smartline is providing **£600,000** of grants…

…and over **3000** hours of research support to local businesses

Enabling…

70 local businesses to introduce new innovative ways of working within their business

39 new products and services to be brought to life to improve people's health and wellbeing

About the South West AHSN

Our focus -

Transforming lives though innovation in health and care

We work with partners across the health and care system to identify and spread innovation, build capability and support evaluation and learning

Our region

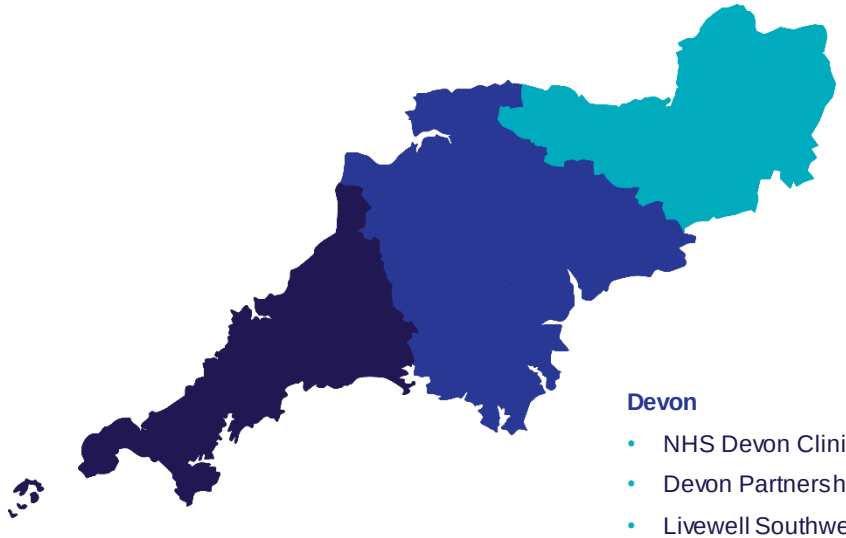
The South West peninsula stretches from the Isles of Scilly to Somerset, with around 600 miles of coastline.

Infinitely varied, the region comprises rural and isolated communities on its moors and islands, along with significant urban populations in Plymouth and Exeter. It contrasts extremely prosperous coastal locations with some of the most deprived areas in Europe. A relatively stable core population is supplemented with a significant influx of seasonal workers and tourists that create additional challenges for healthcare services and opportunities for developing health - care technologies.

Our partners

We work with partners across the health and care system to spread innovative practice, build capability and evaluate & learn.

Regional/ national partners:
- University of Exeter
- University of Plymouth
- South Western Ambulance Service NHS Foundation Trust
- NHS England & NHS Improvement South West
- National Institute for Health Research Applied Research Collaboration (NIHR ARC) South West Peninsula
- National Institute for Health Research Clinical Research Network (NIHR CRN) South West Peninsula
- Resonance
- NHS Horizons
- Billions Institute



Somerset
- NHS Somerset Clinical Commissioning Group / Somerset ICS
- Somerset NHS Foundation Trust
- Somerset County Council
- Rutherford Somerset Diagnostic Centre
- The Community Council for Somerset

Cornwall and Isles of Scilly
- Cornwall and Isles of Scilly ICS / NHS Kernow Clinical Commissioning Group
- Cornwall Partnership NHS Foundation Trust
- Royal Cornwall Hospitals NHS Trust
- Cornwall Council
- Volunteer Cornwall
- Smartline
- EPIC - eHealth Productivity and Innovation in Cornwall

Devon
- NHS Devon Clinical Commissioning Group / Devon ICS
- Devon Partnership NHS Trust
- Livewell Southwest
- Northern Devon Healthcare NHS Trust
- Royal Devon & Exeter NHS Foundation Trust
- Torbay and South Devon NHS Foundation Trust
- University Hospitals Plymouth NHS Trust
- Devon County Council
- Torbay Council
- Plymouth Council
- Plymouth Health Innovation Alliance
- Torbay Community Development Trust
- One Northern Devon

How we work

Spreading Innovative Practice

We spread proven innovative practice across the health and care system by building networks, sharing knowledge, strengthening collaboration and providing practical support to our partners.

Building Capability

We help our partners build the culture and capabilities vital to the development, adoption and spread of innovative practice across the regional health and care system.

Evaluation & Learning

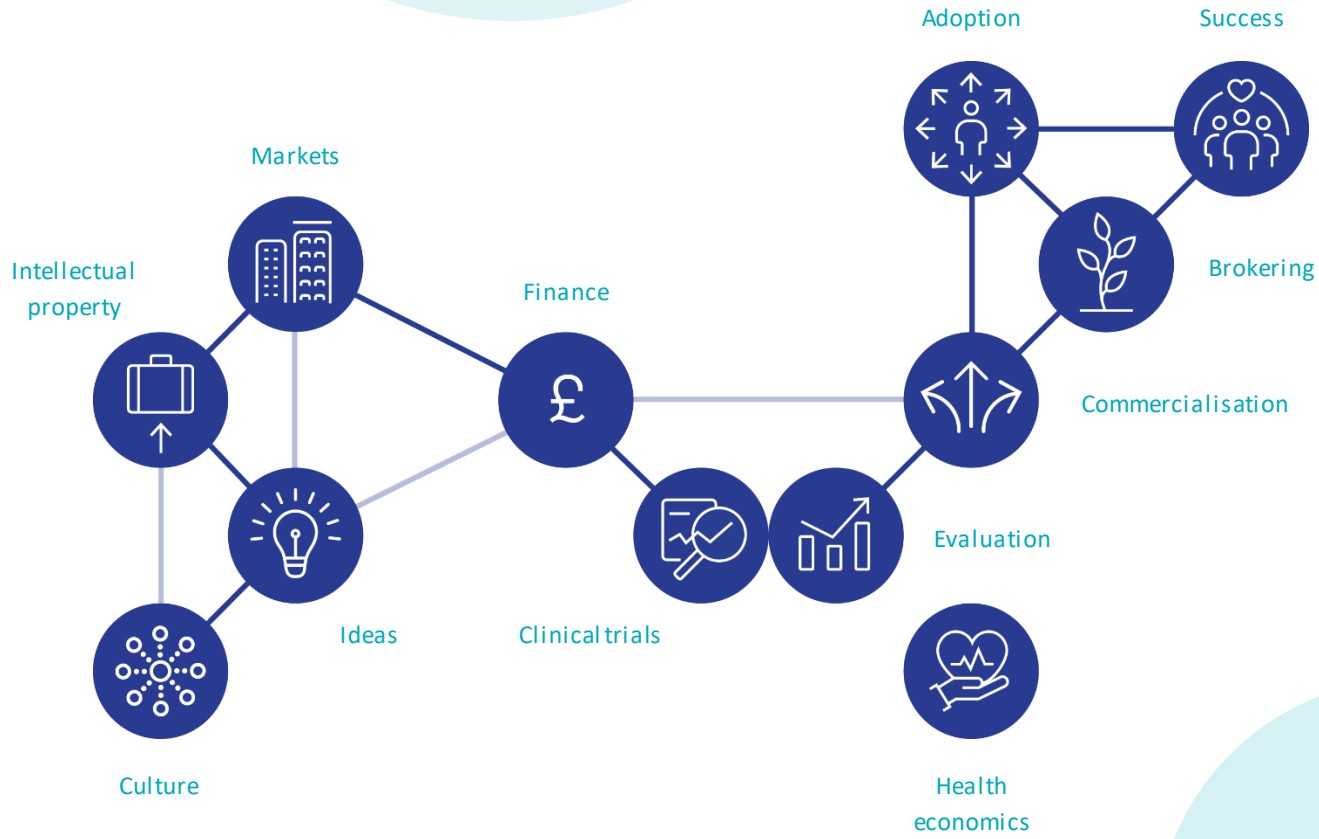
We support our partners to evaluate impact and apply learning to improve the delivery of health and care services. We share knowledge and provide rapid, actionable insights to inform improvements and spread innovative practice.

Our Innovation Exchange

Our Innovation Exchange is designed to help innovators implement solutions to meet the challenges faced by the health and care system in South West England.

We are an innovation broker. We help innovators understand the needs of our local health and care system and support them to build partnerships to improve patient care and generate economic growth in our region. We also provide signposting for early-stage innovators who have an idea that might require time and resource to reach the market.

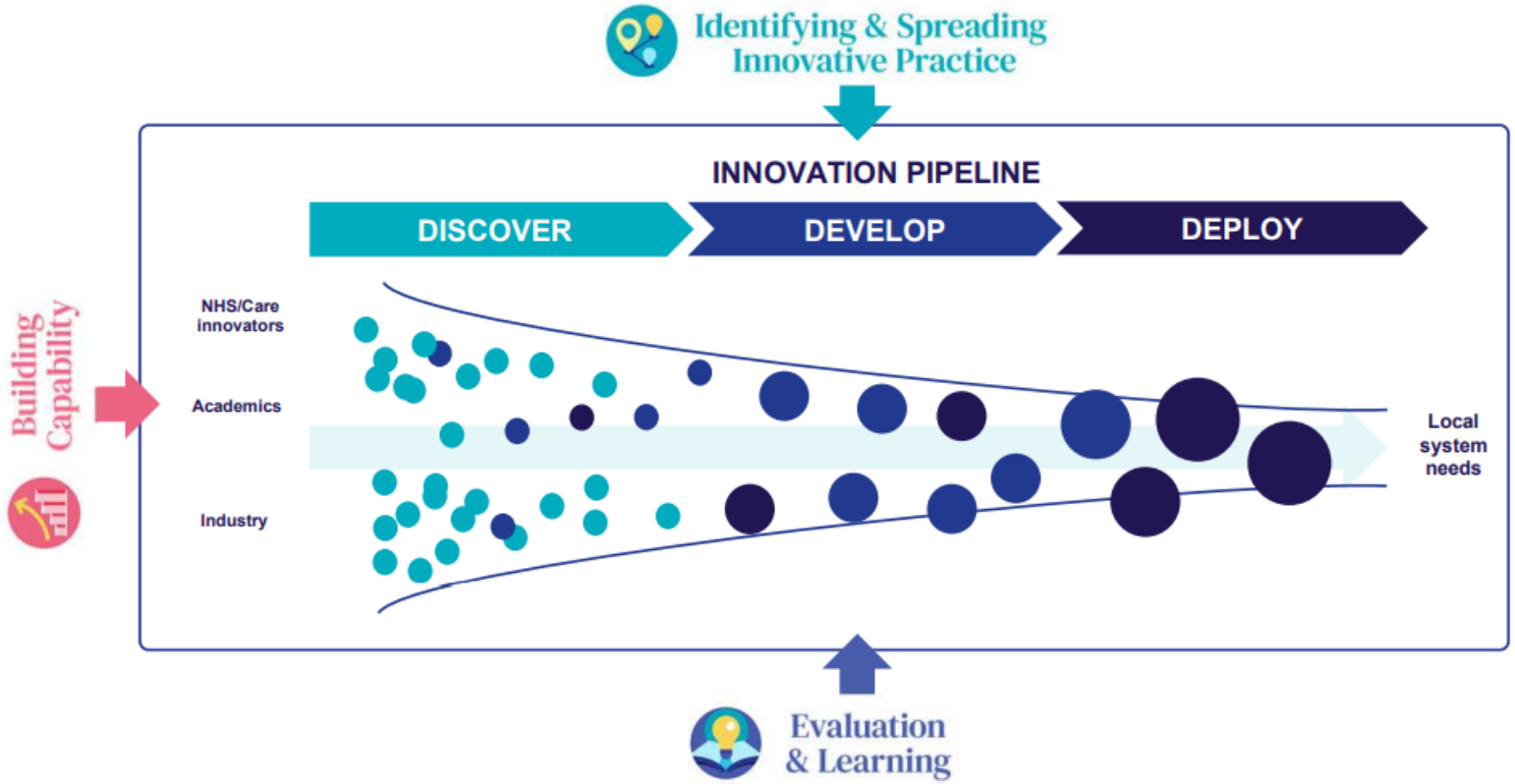
Our Innovation Exchange platform, Pathfinder, is a starting point for any innovator looking to take their innovation to the next stage of development.



Please visit the Innovation Exchange website for more information.

Working with our partners to build a pipeline of innovation focused on the needs of our local systems

- We are working with local research and innovation partners and the AHSN Network to build an innovation pipeline targeted towards the needs of our local systems.
- We apply our three core capabilities to help our local systems identify relevant innovations, evaluate and validate the impact of innovation in a real world context and spread high-value innovation.



Smartline Success Stories

- Julian Bose, Director, Inspire Cornwall CIC
- The DadPad gives new dads the skills and confidence to give the best care to their newborn and the best support to their partner
- Supporting family resilience and mental health by enabling the development of the DadPad App and digitally engaging supplementary products

Smartline Success Stories

- Nikki Veale, Helen Tite, Pat Taylor, iCareiMove
- To address and focus on our ageing society, in work, in life and in health, iCareiMove build successful on-line and live wellbeing communities with the vision to embed wellness into businesses with people at the heart of everything they do
- Supporting iCareiMove to successfully launch a new digital social impact reporting process, enabling them to report on the social value and social return on investment of their programmes

Smartline

European Union
European Regional Development Fund

HM Government

Building Stronger, more connected communities

with Karen Spooner Smartline, Community Development Manager, Volunteer Cornwall

Coastline housing

Volunteer Cornwall

University of Exeter

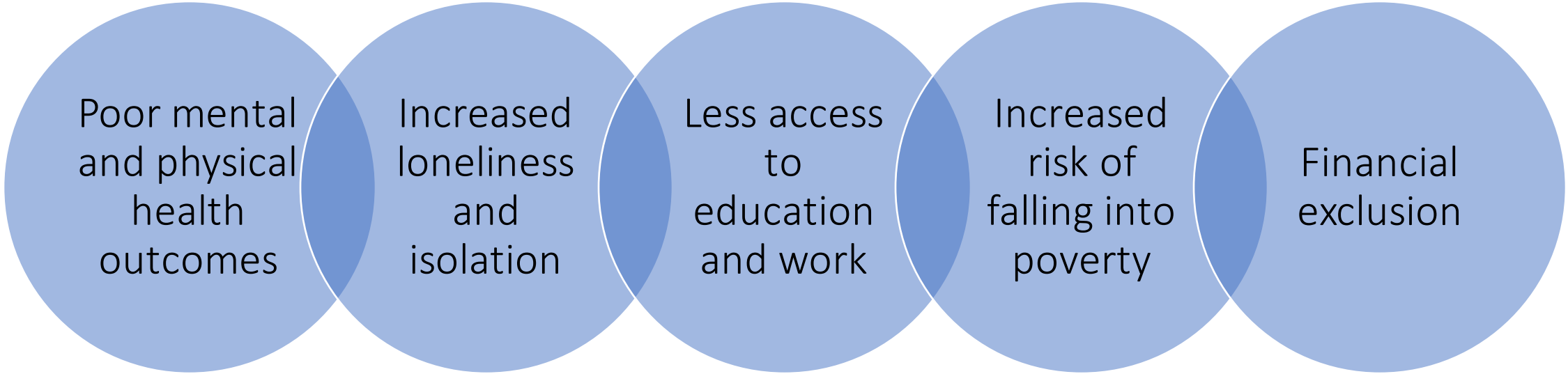
South West Academic Health Science Network

Cornwall Council

Where did we start?

Smartline
Smart wellbeing inspired by the community

We know that Cornwall faces a high percentage of Social and Digital exclusion.

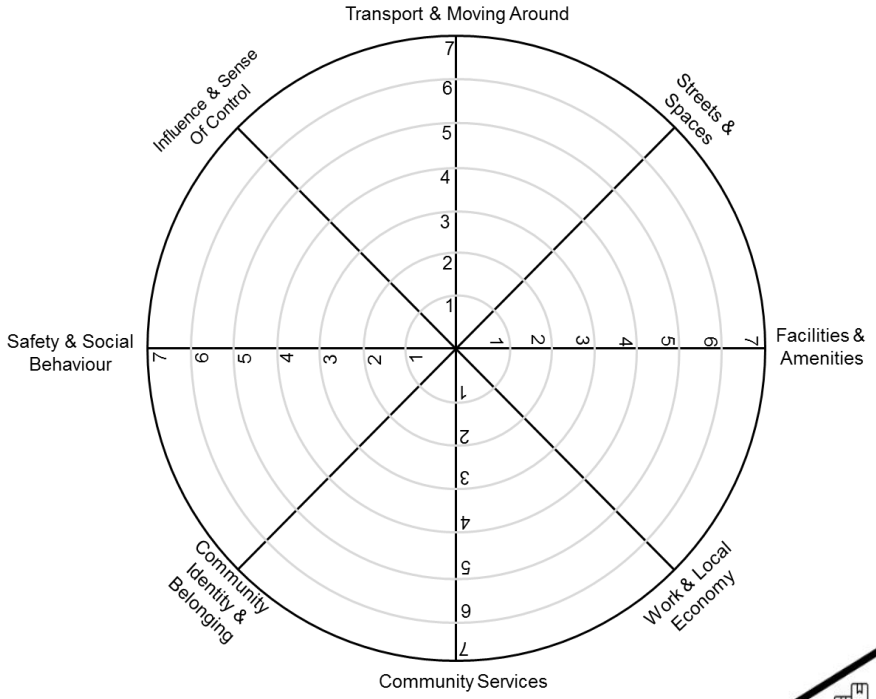


Taken from Cornwall's Digital Inclusion Strategy 2019-2023

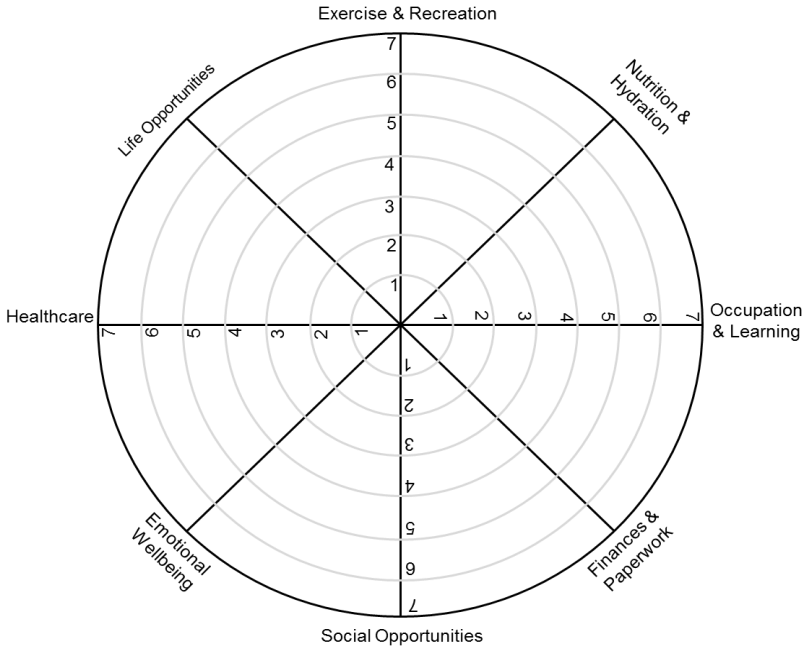
Guided Conversation

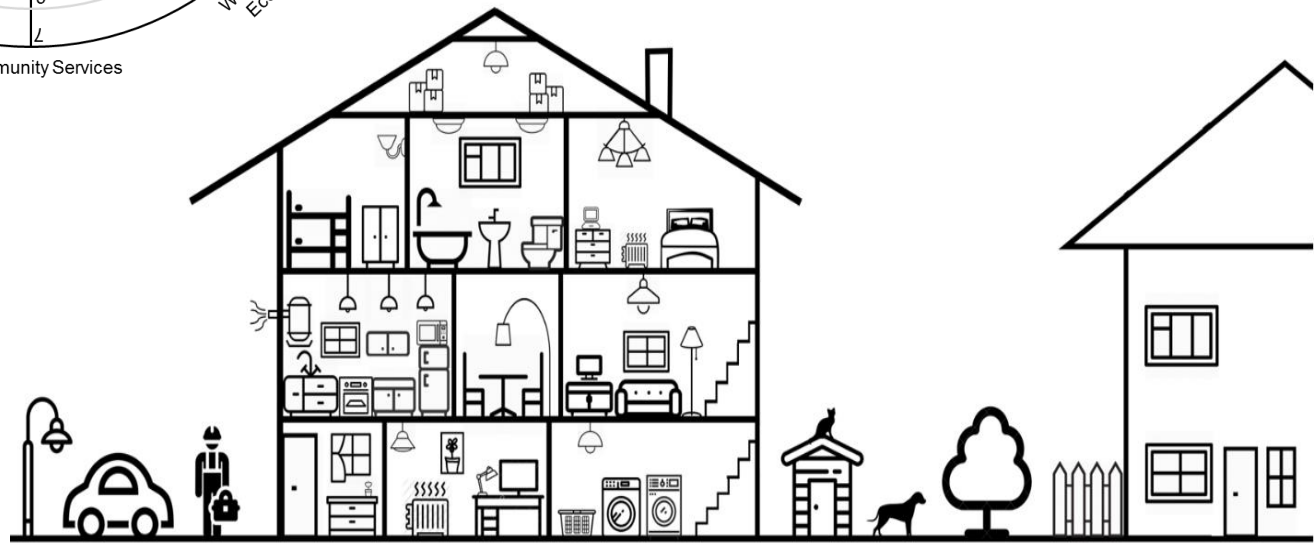
Smartline
Smart wellbeing inspired by the community

About: A person centred and community focused conversation tool.



Outcomes: Tool has enabled Smartline to link participants with local community organisations to improve wellbeing.





A sense of community

Smartline
Smart wellbeing inspired by the community

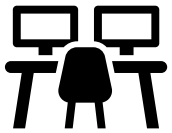
Salt dough classes → Well women's group → Online soap carving → Exercise classes → Coffee mornings

A sense of community

Smartline
Smart wellbeing inspired by the community

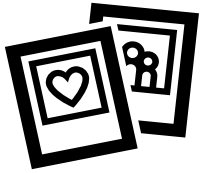
Learning and successes

Smartline
Smart wellbeing inspired by the community



Inspired people to develop their own skills and work towards new career goals

Given skills and confidence to use internet technology



Connected people online, enabling the development of new friendships that have gone on to meet face to face.

Community work as a gateway to engagement in research.

Opportunity to solve personal challenges through the use of the guided conversation

Sustainability of projects – Community champions

Research

Smartline
Smart wellbeing inspired by the community

Acceptability of digital technologies for health and wellbeing

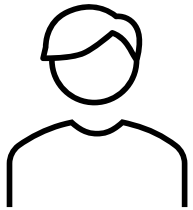
The use of online forums to increase social connection during Covid pandemic

The use of telephone training during covid to improve IT skills

Partaking on our Seasonal Wellbeing surveys to support or data collection and analysis

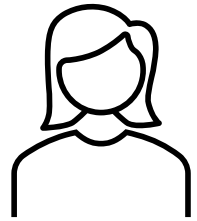
Impact

Smartline
Smart wellbeing inspired by the community



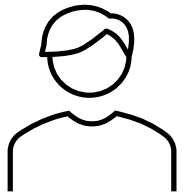
"This garden has meant that we are able to talk to our neighbours more and enjoy the space that we live in. I have met new people because of this".

"This project has allowed me to learn new skills to find out about my local area and to also support my volunteer role at our local museum. I will definitely be coming to Kresen Kernow more often”



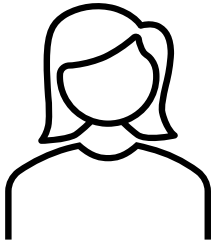
Impact

Smartline
Smart wellbeing inspired by the community



"Thank you Karen and Smartline for doing this for us. I honestly do not know how I would have coped over the last few years without your support and the opportunities that you have given to me. It has honestly made such a difference to me".

"I enjoyed learning how to use my phone to take good pictures. I liked learning **how** to use the apps to help me edit my pictures and I was proud to have my pictures displayed at Heartlands when we had our exhibition".




Dowr
Water
Greun
Grain


Smartline
Smart wellbeing inspired
by the community

What next?

LUNCH

Served in the Cedar Suite, 1st Floor

Afternoon session will start at 1.30pm

Digital Inclusion
Keynote Session

Helen Milner OBE, Group Chief Executive, Good Things Foundation

Fixing the Digital Divide - for Good

Good Things Foundation

Helen Milner
Group CEO
@helenmilner

4 million+ people

supported globally since 2010

Good Things Foundation is the **UK's leading digital inclusion charity.**

We want to Fix The Digital Divide – for Good.

Working with our strategic partners, by the end of 2025, we aim to:

Engage

1 million people

across the UK to benefit from digital inclusion

Grow the UK Digital Inclusion Network to over

5,000 organisations

giving everyone the chance to benefit from the digital world

#FixTheDigitalDivide

We lead the way and innovate

Research-led and evidence based

Producing respected Digital Nation report yearly

Developing a *Blueprint for a 100% Digitally Included UK* to spur Government action

Partnering with leading academics to develop a Minimum Digital Living Standard

Creating partnerships with a shared goal

Creating the Data Poverty Lab with Nominet

NOMINET

Leading the National Databank, uniting industry and the third sector

Virgin media O2

Establishing a subsidiary charity in Australia

Building platforms for learning and measuring impact

Establishing the leading platform for place-based digital skills development

Learn My Way

Fostering and supporting a network of thousands of community network partners

Combining strengths for social impact

Partnering with Reconome to develop the National Device Bank, providing refurbished devices at scale

reconome

Good Things Foundation

People are digitally excluded because:

They lack:

- Motivation to use the internet
- Confidence with digital technology
- Digital Skills to carry out basic tasks

And/or, they cannot afford:

- Device for personal internet use
- Sufficient connectivity data

On very low incomes - even £10-£15/month social tariffs are a struggle

Lack of access due to connectivity - usually issue of quality not exclusion

DIGITAL NATION UK 2022

FACTS & STATS TO **FIX THE DIGITAL DIVIDE** FOR GOOD

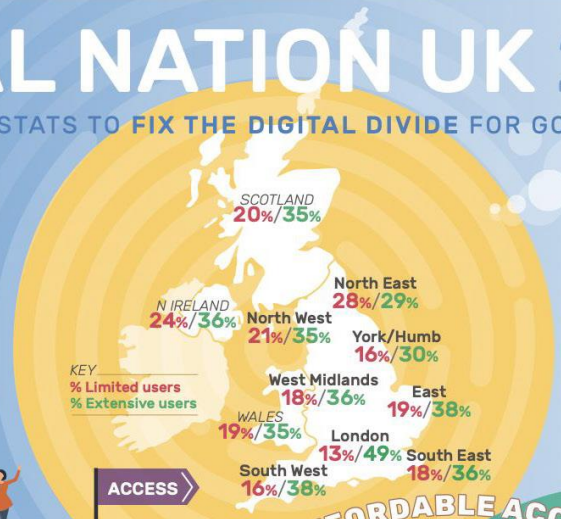
UK DIGITALLY EXCLUDED

10m LACK THE MOST BASIC DIGITAL SKILLS

5.8m People still **excluded** in 2032 without action

1 in 20 UK households have **no home internet access**

2m UK households **struggle to afford** internet access



£9.48 ROI FROM BASIC DIGITAL SKILLS SUPPORT

UK DIGITALLY INCLUDED

30.8m HIGHLY ENGAGED USERS

22m NHS APP USERS

Good Things

ACCESS

AFFORDABLE ACCESS

Compared to extensive users **LIMITED USERS ARE...**

4 x *more* likely from **low income** households

10 x *more* likely to be **over-65**

8 x *less* likely to have **post-18 education**

7m low-income households are going without **essentials**

85% of low income adults say **connectivity** is essential in their lives

DATA POVERTY

1.2% households on Universal Credit took a **social tariff** in 2021

SAFETY

BE ABLE & SAFE ONLINE

74% of mixed ethnicity and Black internet users faced **potential online harm** in the last 4 weeks

16% of 18-25s have no **access** to a laptop or desktop

36% of workers lack essential digital **skills for work**

CONFIDENCE

National Databank

National Digital Inclusion Network

Learn My Way

7.6 KG

National Device Bank

REFURBISHING CAN SAVE 90% CO_2 EMISSIONS

77.6 KG

I'm happier 85% connect better with friends and family.

I get better value The most digitally engaged pay £228 less on their bills per year than the least engaged.

BENEFITS OF BEING ONLINE

Better for the UK £1.4bn invested in basic digital skills over next 10 years returns £12.2bn Net Present Value.

I'm better off Manual workers with high or very high digital engagement earn £421 more a month than less digitally engaged peers.

WHY PEOPLE ARE NOT ONLINE

11% I'm worried about **online safety**

20% It's too **expensive**

21% I'm **not interested**

21% It's too **complicated**

MOTIVATION

SKILLS

COMMUNITY SUPPORT

Good Things Foundation

#FixTheDigitalDivide

Key data sources

Ofcom 2022, Lloyds Banking Group Consumer Digital Index 2021, Cebr 2022

Full sources at **www.goodthingsfoundation.org/insights/building-a-digital-nation**

National Databank: data donated by Virgin Media O2, Vodafone and Three

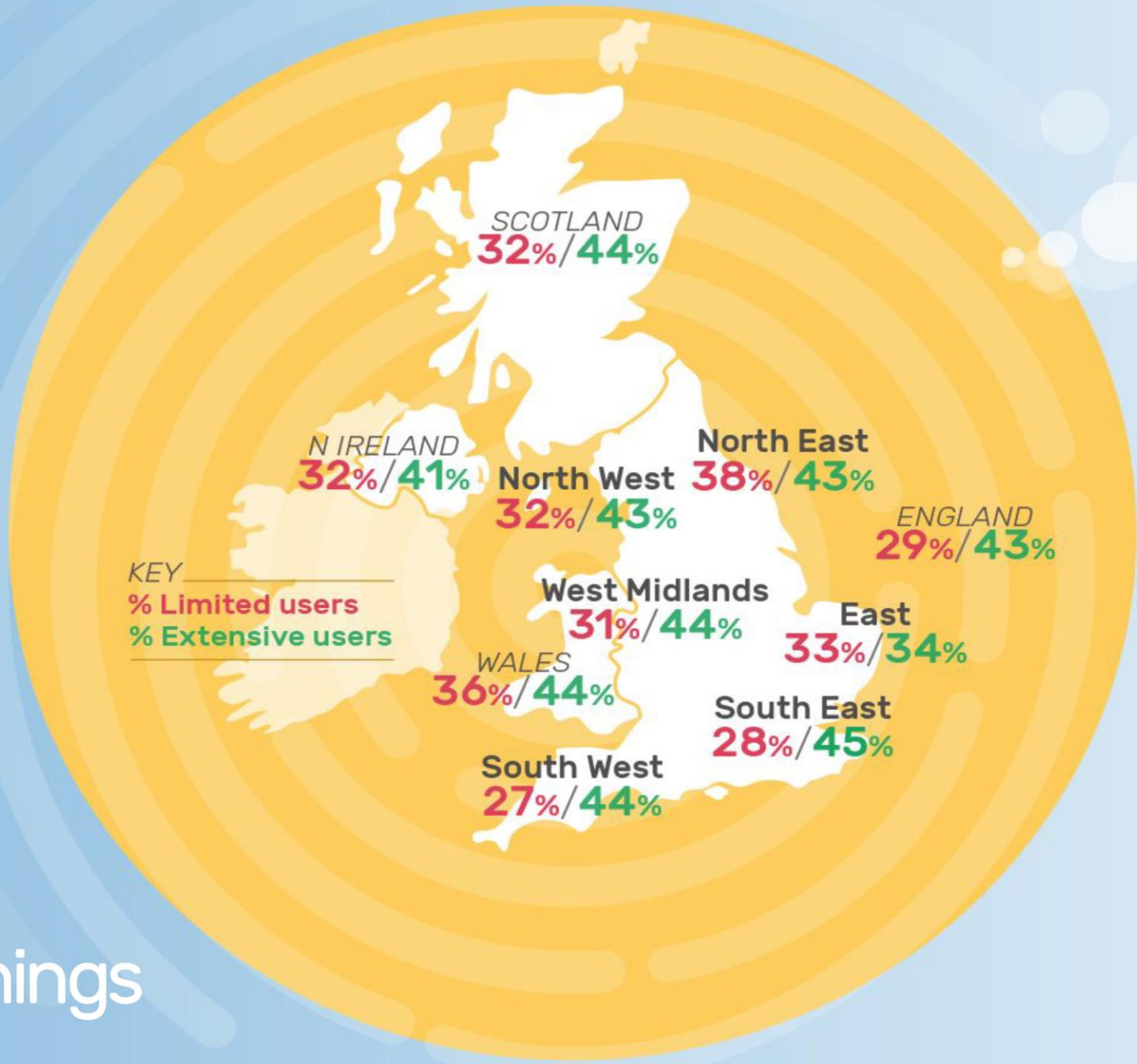
The size of the problem

Although 1.5 million more people went online during the Covid-19 pandemic, in some groups digital engagement actually declined; and the number of people without the most basic digital skills is not improving.

Nearly 1 in 5 adults | lack the most basic digital skills needed for everyday life

2 million | households struggle with affordability of internet access

#FixTheDigitalDivide



Good Things Foundation

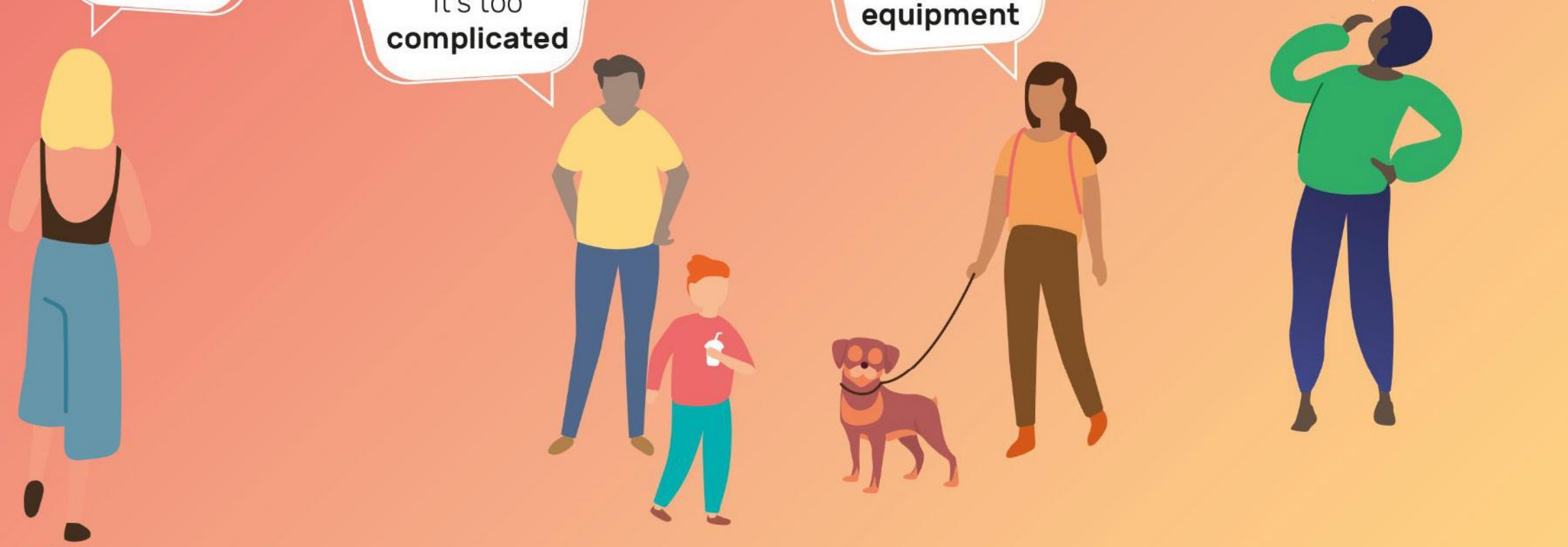
WHY PEOPLE ARE NOT ONLINE

36%
It's too
expensive

46%
It's too
complicated

37%
I don't have
the right
equipment

42%
Not interested
I see **no need**



Good Things Foundation

Digital Nation UK 2021

The economic impact of digital inclusion in the UK

This report - commissioned from economists Cebr and supported by Capita - sets out the costs and benefits to investing in digital inclusion for all.

Good Things Foundation

This report, launched by Good Things Foundation, sets out the economic impact of digital skills and inclusion in the UK. The report finds that investment of £1.4 billion could reap economic benefits of £13.7 billion for UK plc. This is £9.48 return for every £1 invested.

£9.48

Return for every £1 invested

£1.4 billion

in efficiency savings for government

£3.5 billion

savings for individuals through online shopping

I'm healthier
49% say digital helps manage and improve their physical and mental health.

I'm happier
85% connect better with friends and family.

I get better value
The most digitally engaged pay £228 less on their bills per year than the least engaged.

I'm better off
Manual workers with high or very high digital engagement earn £421 more per month than less digitally engaged peers.

The UK gets good value
It's estimated the UK benefits by almost £15 for every £1 invested in helping people acquire basic digital skills.

Good Things Foundation

Digital Nation UK 2021

Impact across policy areas, across outcomes and impact

From 2014-2021, **1.5 million** people were supported to learn Essential Digital Skills through the Future Digital Inclusion programme. 77% faced social exclusion in different forms. After gaining digital motivation, confidence and skills:

Source: FDI data collected by Good Things Foundation through progression survey, 2014-2021

Good Things Foundation

John's story

When profoundly Deaf Bridport resident John Phillips, whose only method of communication is sign language, received a free smartphone, he had no idea just how much it would transform his life.

"The phone has been an absolute life saver; it's opened up a whole new world to me.

"The best part has been contacting my friends again via WhatsApp because I had no contact with them for so long. We send each other videos and messages and it's been wonderful."

Good Things Foundation

Our track record

Good Things Foundation has over 10 years of experience in working with partners across the globe and helping people to benefit from the digital world.

We've reached over
4 million people
worldwide
(2010 - 2022)

We supported over
22,000 people
with free devices, internet data and support
(2020-22)

We have secured
500,000 mobile data SIMs
for the National Databank
(2021 - 2023)

Our work drives positive outcomes for people

83%
feel more confident about using online tools to manage their health[7]

33%
made fewer visits to their GP[7]

80%
go onto employment related activities and **20% get a job**[8]

77%
use online government services[9]

52%
feel less lonely[10]

To Fix the Digital Divide change is urgently needed

1. The current pace of progress will not fix the digital divide

2. What works is a tailored and trusted approach to supporting our most vulnerable

3. The UK needs a strong social infrastructure for digital inclusion

Good Things Foundation

The pandemic has made a difference:

Good Things Foundation

2020 2021

48% → 32%

of those offline say ‘nothing’ would encourage them to get online

5% → 35%

of people say ‘local support’ would be the easiest way to learn new digital skills

Source: Consumer Digital Index, Lloyds Banking Group, 2021

Bettyhill Library and Service Point, Sutherland, Scotland

Strathfoyle Library, Derry, Northern Ireland

Kerry's Corner, Wigan

Smartlyte, Balsall Heath, Birmingham

Age Connects, Torfaen, Wales

Redbridge Institute, East London

Good Things Foundation

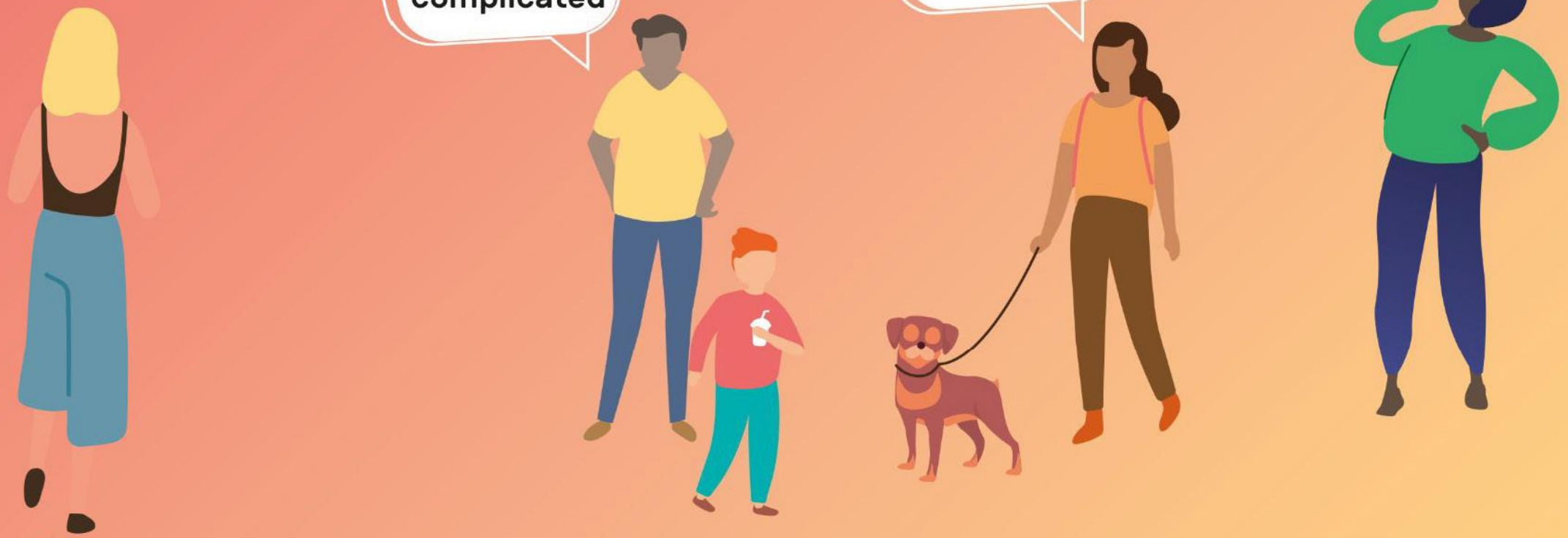
WHY PEOPLE ARE NOT ONLINE

36%
It's too **expensive**

46%
It's too **complicated**

37%
I don't have the right **equipment**

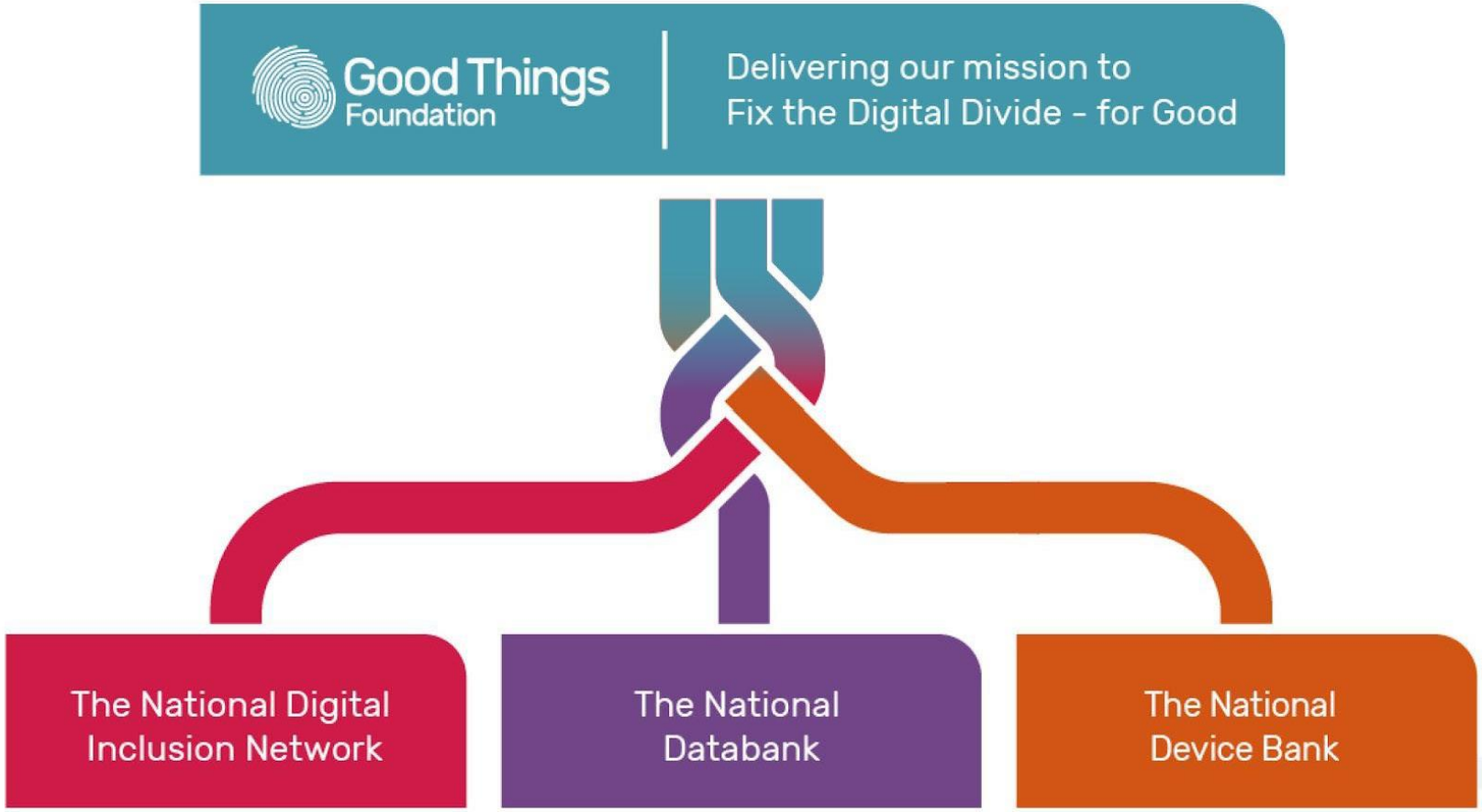
42%
Not interested
I see **no need**



Good Things Foundation

Digital Nation UK 2021

The pandemic: our pivot to a new offer for excluded people



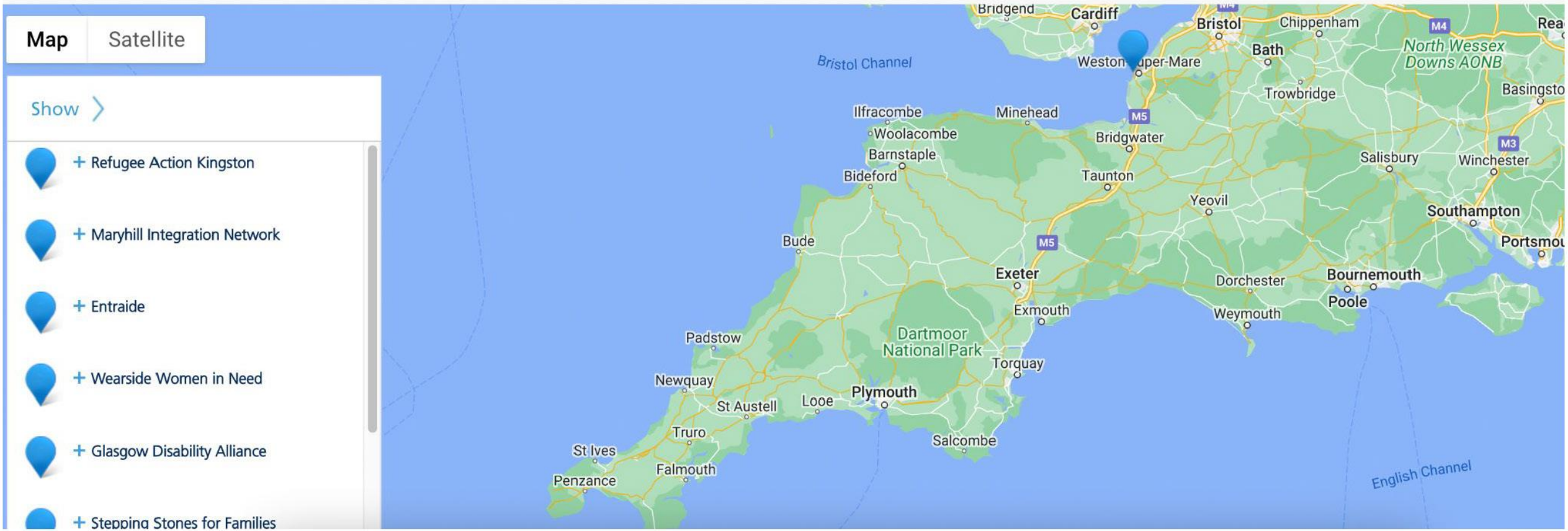
We are establishing a strong, scaled social infrastructure for digital inclusion - UK-wide and sustainable

https://www.o2.co.uk/national-databank/map

Find your nearest databank

If you need more help staying connected, Good Things Foundation's growing network of databank partners can provide support. Enter your postcode to find your nearest databank.

PL25 4FD

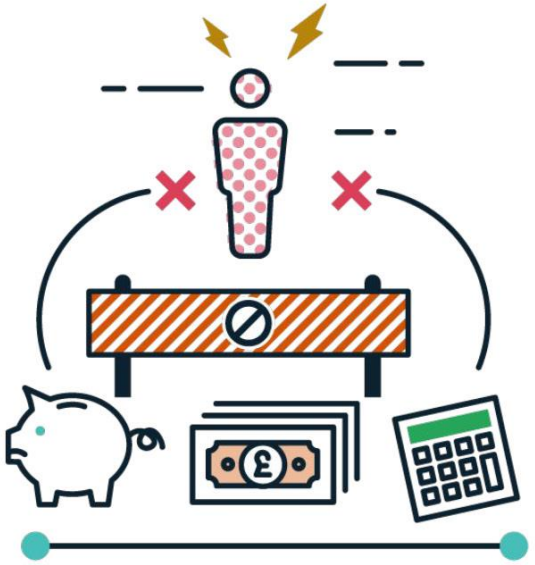


Digital is now a wider determinant of health

Jobs
Education

Social connection
Participation

Health
Care
Housing



Money
Benefits
Bills

Good Things Foundation

NHS Widening Digital Participation 2012-20

21,178

people supported, including 824 people in co-design, and 1,350 digital champions

166,162

people made aware of digital health through Good Things' network of community partners

53,173

people improved their digital health literacy through 'Learn My Way'

https://www.goodthingsfoundation.org/insights/digital-participation-lessons-learned/

Good Things Foundation

Digital Lifeline

Supporting digital inclusion of people with learning disabilities

Good Things Foundation

5,500
people supported in under 4 months

146
community partners across England

2,354
pieces of adaptive kit for additional needs

5,500
Lenovo M10 tablets - gifted not loaned

24GB
of data - with some top-ups provided

Some support
to use it and make it accessible

The digital divide for people with learning disabilities

of disabled people have never been online
(vs. 3% of non-disabled people)[1]

of people with learning or memory disabilities do not have the Essential Digital Skills for Life
(vs. 21% of total UK population)[2]

91% of people reported experiencing at least one benefit from Digital Lifeline[3]

After 3-4 weeks:[4]

- + 68% agreed 'I feel more confident'
- + 64% agreed 'my digital skills have improved'
- + 57% agreed 'I feel more connected'
- + 52% agreed 'I feel less lonely'
- + 32% agreed 'my online safety skills have improved'

After 4-7 months[5] people said they:

- Had improved their digital skills
- Were more motivated to get online
- Were feeling less lonely and isolated
- Had improved health and wellbeing
- Felt more independent
- Were better able to participate in their community

"It's been brilliant. It's opened up a lot of opportunities."

"It makes me feel more confident."

"The responsibility makes me feel like I can prove that I can look after other things."

"It's connected me to the outside world and made me feel less isolated."

"It makes me feel happy, It keeps me from getting bored. It relaxes me. It helps me calm down if I'm upset."

And (almost) finally, some hints and tips

- **Embed into what you're already planning, embed in your priorities**
  - You need a plan, you need to prioritise, you need a budget … but embed as much as possible to ensure it's sustainable and not just a project
- **Never reinvent the wheel**
  - There's no need for another basic digital skills platform
    - Eg Learn My Way, Digital Unite, Barclays Digital Wings, Lloyds Academy, Idea, BT Skills for Tomorrow, et al
  - The Databank and Device Bank exist - scaled and scaling up. Use them if needed
  - There's lots of research evidence and heatmaps available
    - Digital Nation, "Digital Inclusion Risk Index (DERI)"
  - There will be local community organisations near you who are already supporting digitally excluded people - seek them out, through the Online Centres Network or local links
- **Work in partnership**
  - Either to build on what's available (as above ++)
  - And/Or, co-design, co-develop, and deliver together
- **Be ambitious, but get going**
  - The need for action is now

Good Things Foundation

Good Things Foundation

And finally ….


Good Things
Foundation
Together, we can fix the
digital divide - for Good
@helenmilner @goodthingsfdn
helen@goodthingsfoundation.org
13
#FixTheDigitalDivide

Smartline

European Union
European Regional Development Fund

HM Government

Digital Inclusion: readiness, barriers, adoption and assumptions

Buckingham S, Poole R, Walker T, Elliott L, Menneer T, Tu G, Bland E, Morrissey K

Coastline housing

Volunteer Cornwall

University of Exeter

South West Academic Health Science Network

Cornwall Council

Background/context

Smartline
Smart wellbeing inspired by the community

Access:

- Varying access, lower amongst more vulnerable.

Support:

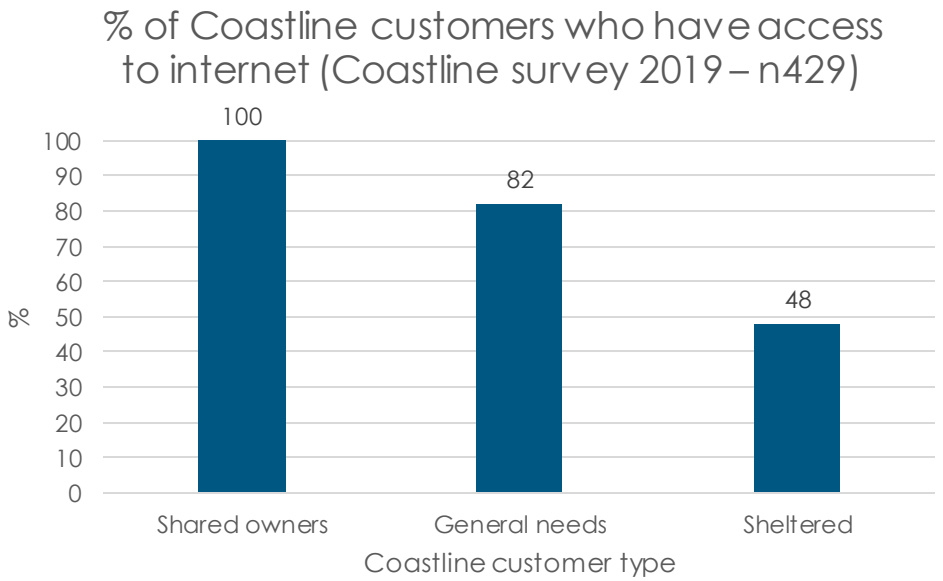
- High demand for basic training: turning on devices, setting up email accounts, sending emails, understanding internet safety etc.

Acceptability and usability:

- Very low uptake and usage of Smartline tablets – why?

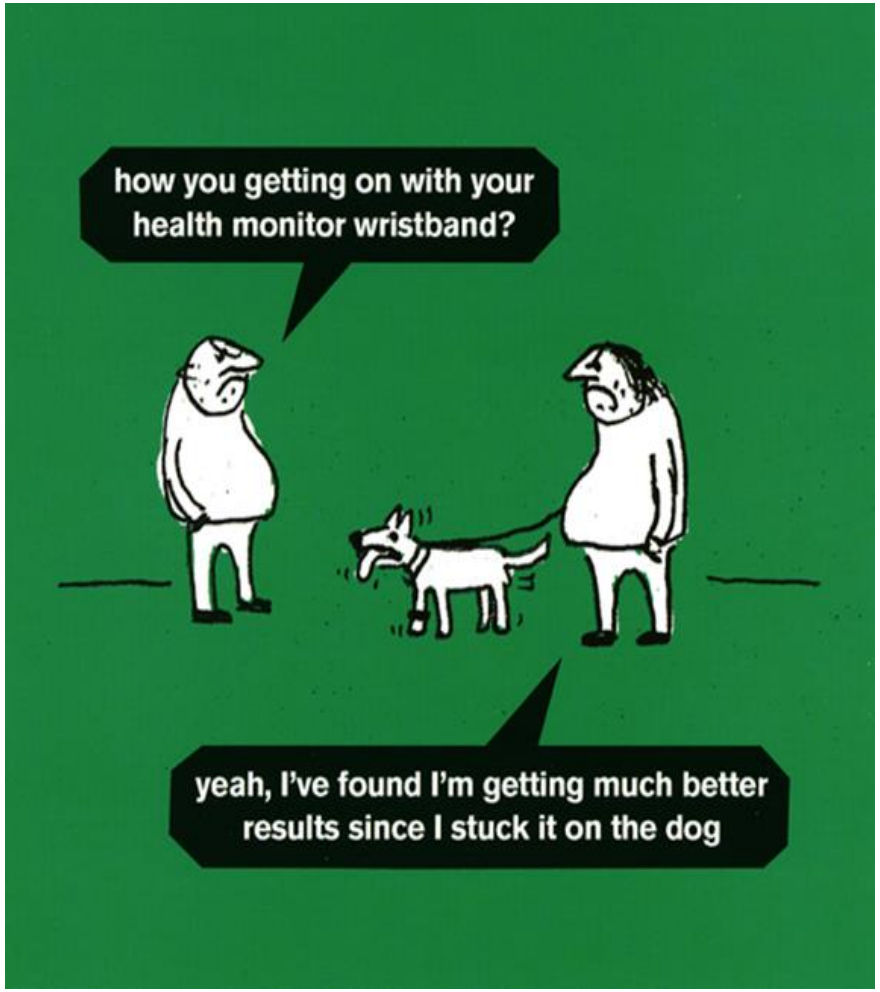
Overarching objective:

- Understand and improve digital inclusion in Smartline participants



Study 1: Acceptability of digital technologies for health and wellbeing

- What are people's levels of experience and skills with digital technology?
- What factors influence technology use (barriers and facilitators)?
- How willing are people to try new technologies?
- What are the preferred types of technology, including perceived usefulness and ease of use?



Methods

Smartline
Smart wellbeing inspired by the community

- Three focus groups in Camborne, Pool and Redruth (n = 19)
- Telephone interviews (n = 4)
- Purposive, maximal variation sample

Methods

Smartline
Smart wellbeing inspired by the community

- Discussions using a theory-based topic guide (e.g. Technology Acceptance Model, Davis 1989)
- Self-rated digital skills (UK Government Digital Inclusion Scale)
- Preference ranking of technologies
- Thematic analysis and descriptive statistics

Technologies

Smartline
Smart wellbeing inspired by the community

a) Wearable activity monitor (e.g. Fitbit®)

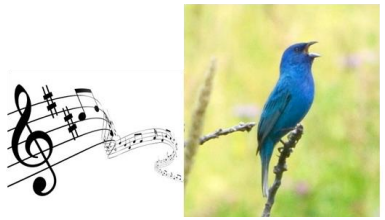
b) Social messaging or networking (e.g. WhatsApp or Facebook group)

c) Smartphone app (e.g. walking or home-based exercises)

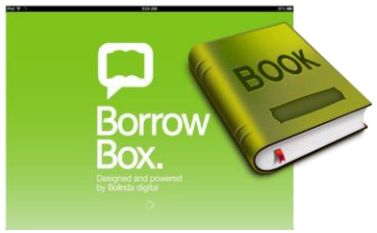
d) Social online gaming (e.g. poker, Scrabble, puzzles)

e) Video conferencing

f) Virtual assistant (e.g. Amazon Alexa)



g) Soundscapes

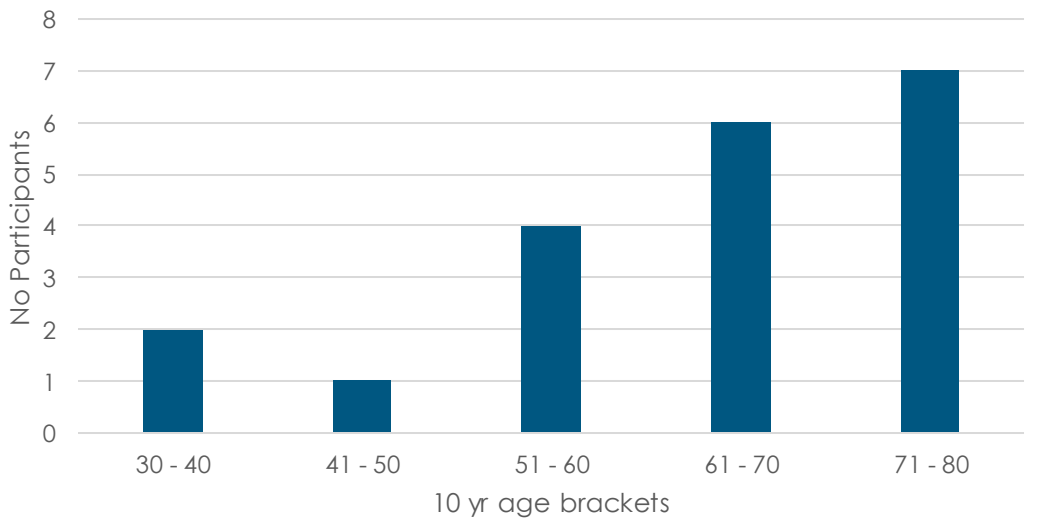


h) Electronic books and audio books (e.g. BorrowBox)

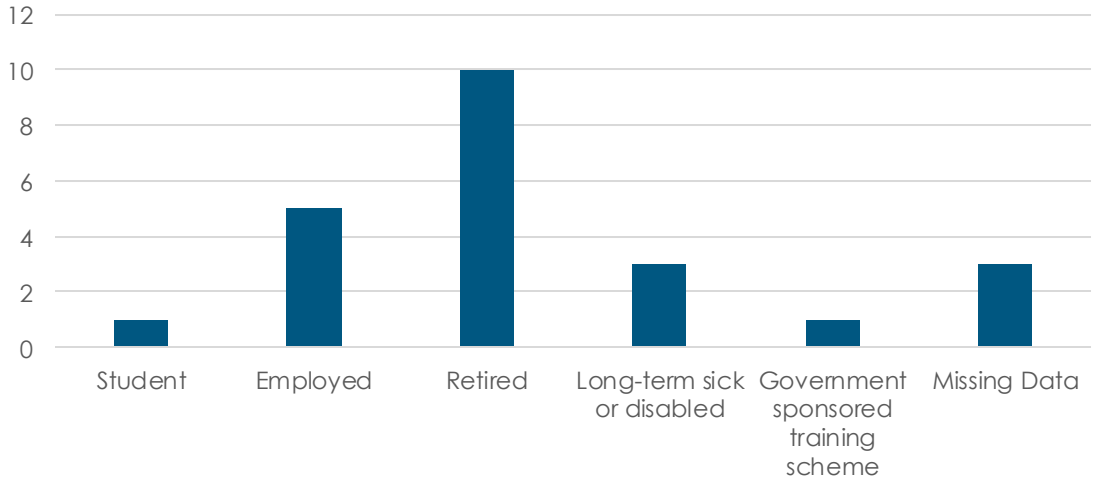
Participants

Smartline
Smart wellbeing inspired by the community

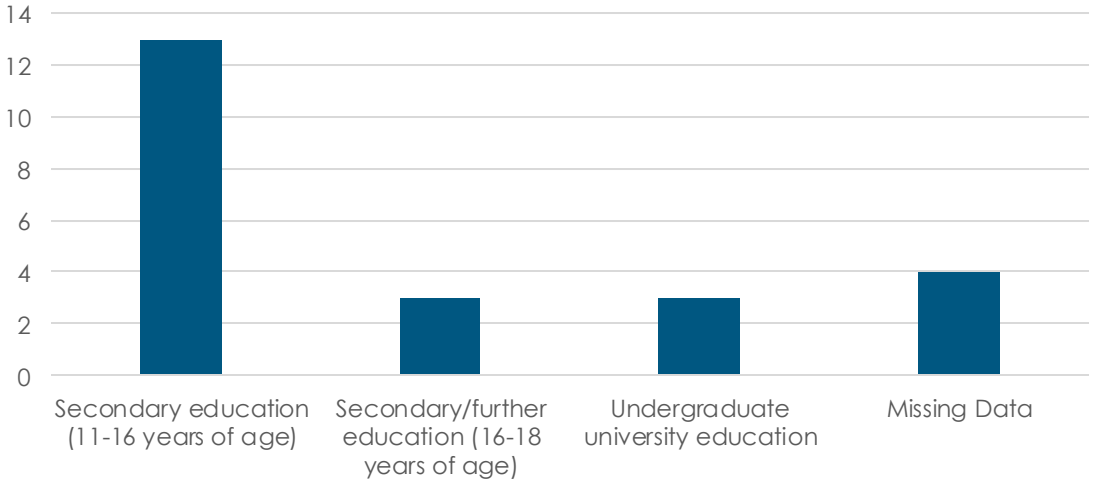
Age



Employment Status



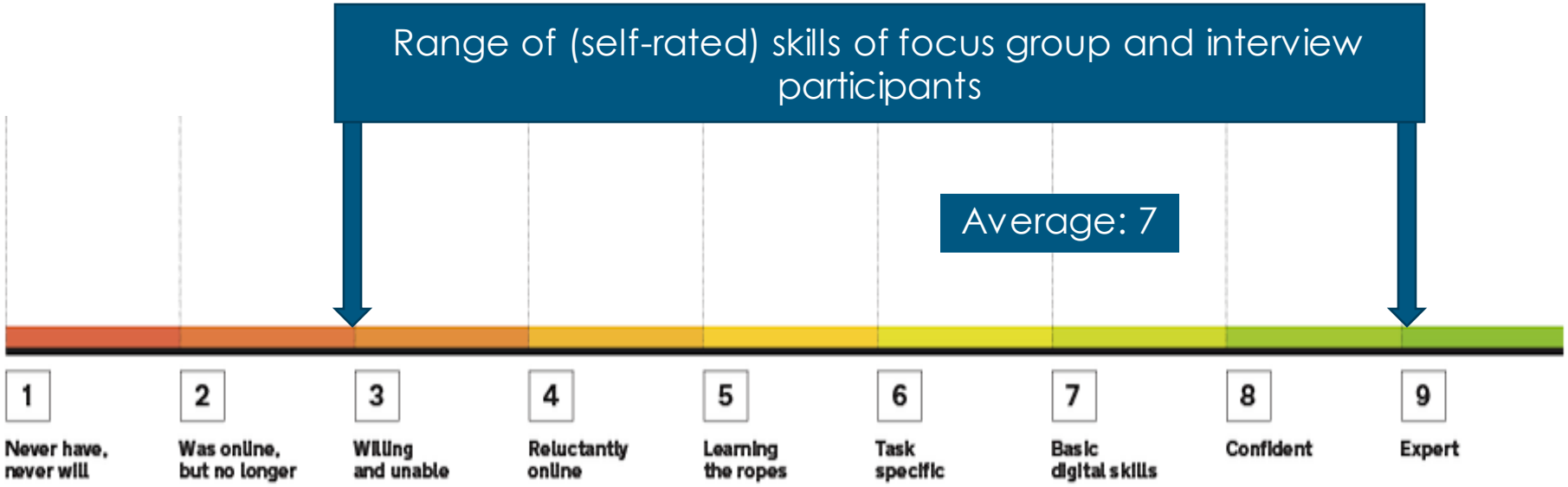
Education



Findings

Smartline
Smart wellbeing inspired by the community

UK Gov Digital Inclusion Scale (part of the Cabinet Office Digital Inclusion Strategy)



A typical quote from the **willing and unable** group is "I want to learn but I don't want to make a fool of myself"

A typical quote from **Confident or Expert** users is "It's convenient to do ANYTHING on the web – look up information, be entertained, go shopping and communicate with people."

Findings

Smartline
Smart wellbeing inspired by the community

- **Generally positive attitudes towards technology**

"… potential benefits for people with physical or mental health problems, but are we creating technology for bettering society or for technology's sake?"

- **Willing to learn to use new technologies and improve skills**

"If it would do what it said on the tin, I would have a crack"

- **Lack of awareness of available technologies**

"[There are] so many products and versions of the same thing out there, I would not know which one would help me"

Factors influencing technology use

Smartline
Smart wellbeing inspired by the community

FUNCTIONAL

Access / availability

Cost

Digital skills

PHYSICAL / HEALTH

Fitness

Mobility

Poor memory

Sensory impairments

PSYCHOLOGICAL AND ATTITUDINAL

Knowledge and awareness

Motivation

Confidence / fear of getting it wrong

Attitudinal (e.g. perception technology is for younger people)

TECHNOLOGY-ASSOCIATED

Usability

Complexity

Usefulness

PRIVACY, SAFETY AND SECURITY

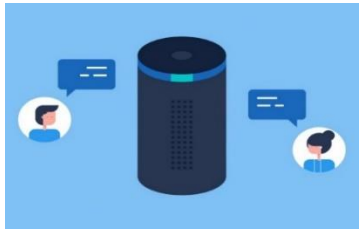
Preferred types of technology

Smartline
Smart wellbeing inspired by the community

1. Wearable activity monitor (e.g. Fitbit®)

   Help achieve goals set by doctor, easy to use, very interested in heart rate and sleep monitoring functions.

2. Virtual assistant (e.g. Amazon Alexa)



   Easy to use, seen as "useful for just about anything", and "good for entertainment and information finding". Particularly beneficial for people with health problems or limited mobility.

3. Social messaging or networking (social messaging preferred)

   Connect with people with shared interests, perceived need for training in using different features.

Emerging themes – what did we learn?

Smartline
Smart wellbeing inspired by the community

- Need and desire to improve awareness and skills:

GETTING ONLINE STAYING CONNECTED

- Technologies should be easy to use and have a clear purpose for improving health and wellbeing: **USABILITY AND USEFULNESS**

- Technology should not replace human contact:

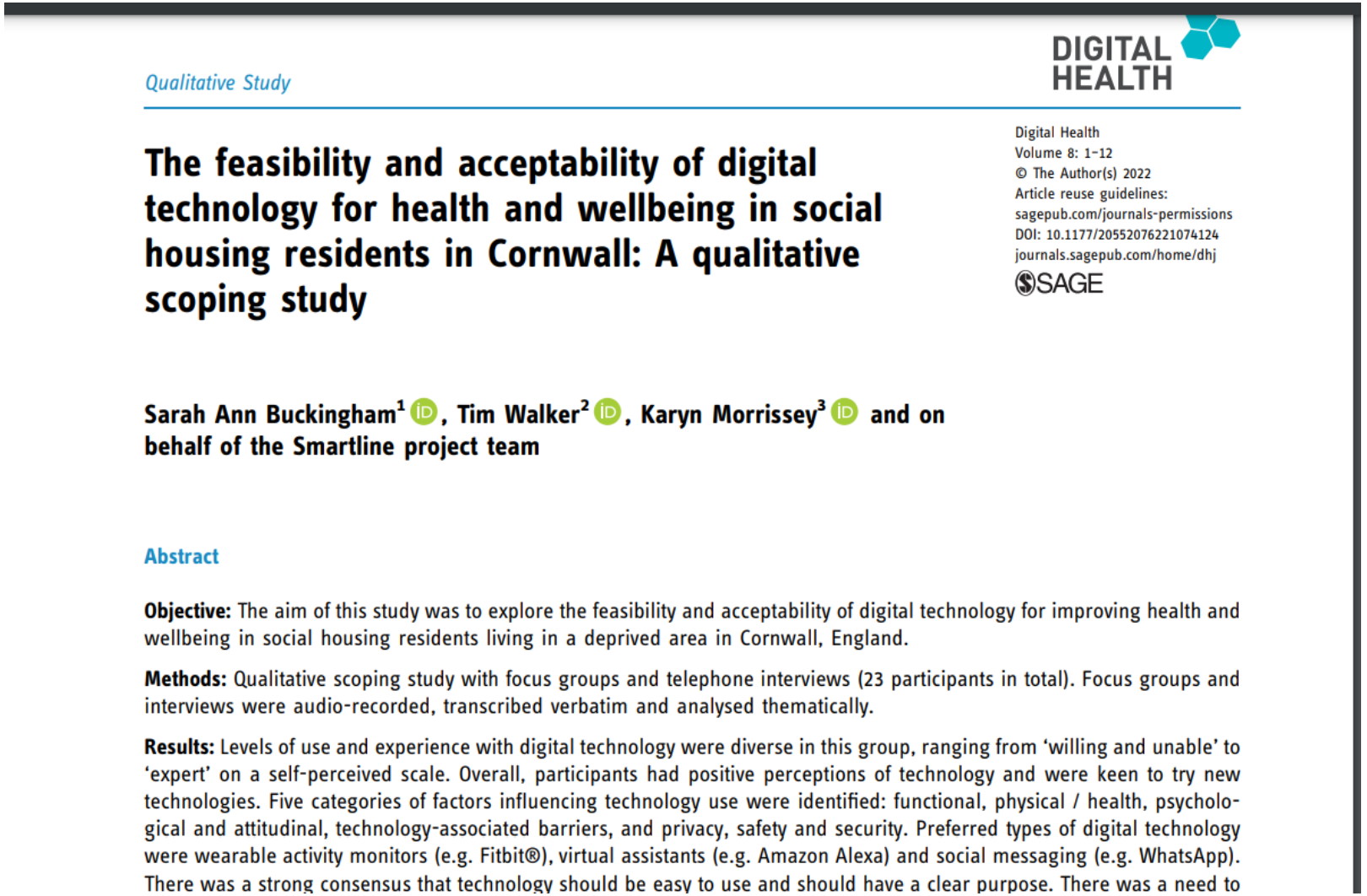
NEED FOR HUMAN INTERACTION

- Individual needs and preferences:

TAILORED INTERVENTIONS AND CHOICE

Further reading!

Smartline
Smart wellbeing inspired by the community



Qualitative Study

DIGITAL HEALTH

Digital Health
Volume 8: 1–12

DOI: 10.1177/20552076221074124
journals.sagepub.com/home/dhj
SAGE

The feasibility and acceptability of digital technology for health and wellbeing in social housing residents in Cornwall: A qualitative scoping study

Sarah Ann Buckingham[1], Tim Walker[2], Karyn Morrissey[3] and on behalf of the Smartline project team

Abstract

Objective: The aim of this study was to explore the feasibility and acceptability of digital technology for improving health and wellbeing in social housing residents living in a deprived area in Cornwall, England.

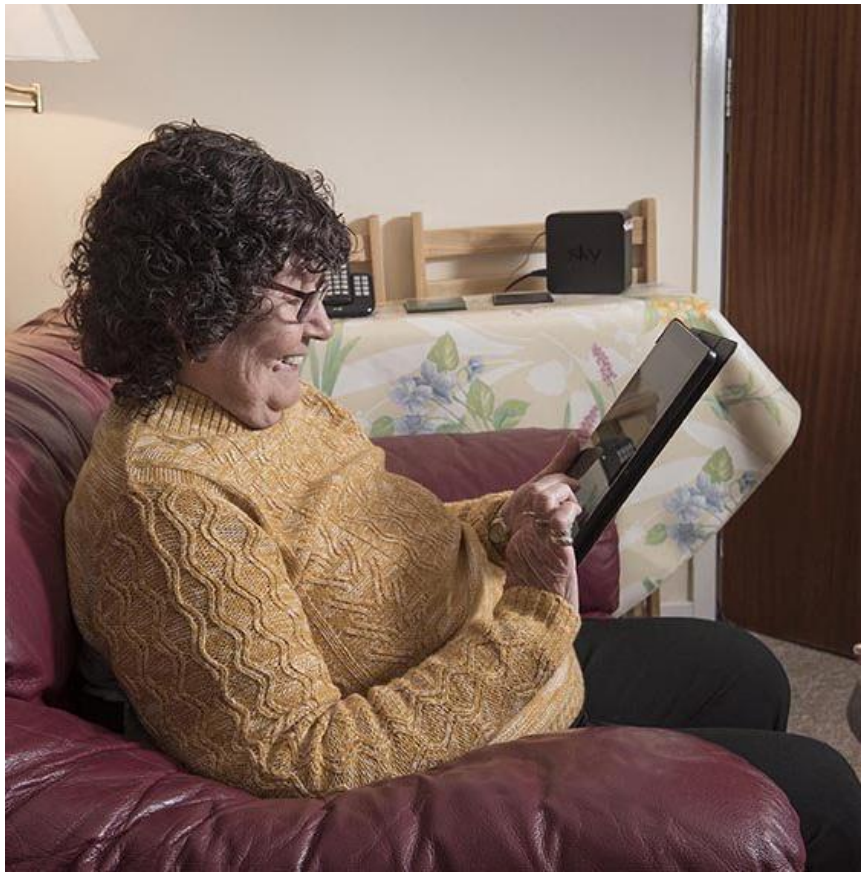
Methods: Qualitative scoping study with focus groups and telephone interviews (23 participants in total). Focus groups and interviews were audio-recorded, transcribed verbatim and analysed thematically.

Results: Levels of use and experience with digital technology were diverse in this group, ranging from 'willing and unable' to 'expert' on a self-perceived scale. Overall, participants had positive perceptions of technology and were keen to try new technologies. Five categories of factors influencing technology use were identified: functional, physical / health, psychological and attitudinal, technology-associated barriers, and privacy, safety and security. Preferred types of digital technology were wearable activity monitors (e.g. Fitbit®), virtual assistants (e.g. Amazon Alexa) and social messaging (e.g. WhatsApp). There was a strong consensus that technology should be easy to use and should have a clear purpose. There was a need to

Study 2: Getting Online: Staying Connected

Project Aim:

Help Smartline participants to get online and use digital communications technologies (e.g. video calls and online messaging) with confidence



Design:

- Training delivered by Cornwall Council's Digital Inclusion Team (DIT)

- Redesigned as over-the-phone training intervention due to COVID social distancing regulations;

Findings

Smartline
Smart wellbeing inspired by the community

Demand for training:

- Moderate demand, 39% (67/168) of respondents were interested in potentially undertaking the training;
- Demand highest for training on video calling, primarily Zoom, and setting up and using devices;
- Demand affected by if friends use technology and if support available from family networks.

"I don't know anyone who I would call. I only have my sister and she doesn't use internet stuff"
(John, M, 55-64)

"No help necessary, grandchildren able to help"
(Rebecca, 65-74, F)

Findings

Smartline
Smart wellbeing inspired by the community

Barriers to training:

- Personal health;
- Caring for a family member;

Acceptability of the training:

- Preference for face-to-face training;
- Concerns about effectiveness of over the phone training.

"I am apprehensive about if a phone conversation would be enough to get online, would prefer one-to-one and face-to-face. I learn best by doing"
(Michael, M, 65-74)

"I am interested [in the training], but my head is just full of decisions about my wife who will is moving to a nursing home, I need to focus on what is important to me now"
(Gareth, M, 55-64)

Findings

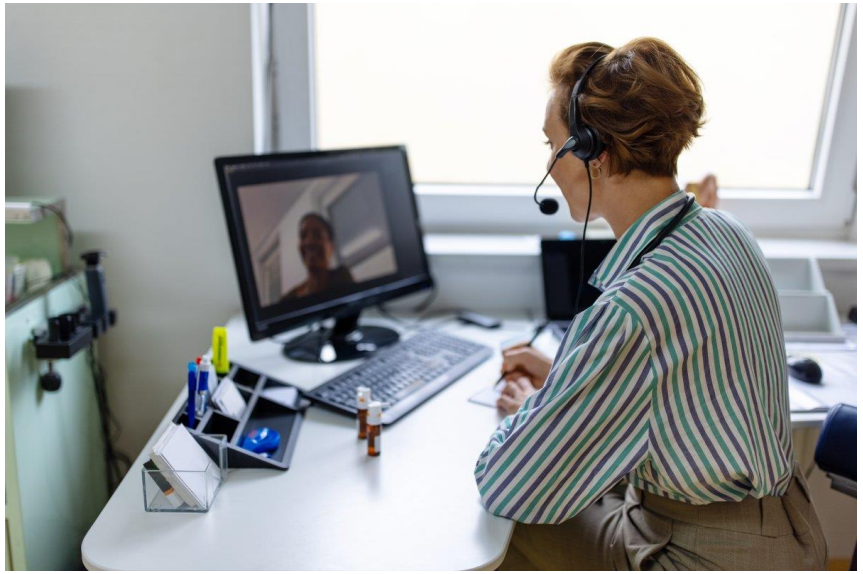
Smartline
Smart wellbeing inspired by the community

Effectiveness of training:

- No significant changes in digital or wellbeing outcomes
- Overall, training enabled participants to achieve their personal and digital goals.

Training successes:

- Mary now uses video calls to talk to her daughters at dinnertime;
- Julia learned how to order flowers and medicine;
- Susan learned about online safety and how to record and mix music;
- Mark learned how to use WhatsApp and video call.



Emerging themes – what did we learn?

Smartline
Smart wellbeing inspired by the community

Conclusions:

- There is both need and demand for digital training among social housing populations.
- Strong evidence that with flexibility and persistence from the training providers, participants' social and personal goals can be met.

CORNWALL COUNCIL

Implications:

- Trusted local intermediaries (VCSO's, Councils, public libraries, and Housing Associations) are important for identifying and reaching those who could benefit from digital training.

Study 3: Click and Connect

A community-based online forum to increase social connectedness among Coastline housing residents

Research questions

1. The feasibility and acceptability of the forum
2. Users' motivations for joining and barriers and facilitators to engagement
3. The potential impact of the platform on social connectivity and mental wellbeing

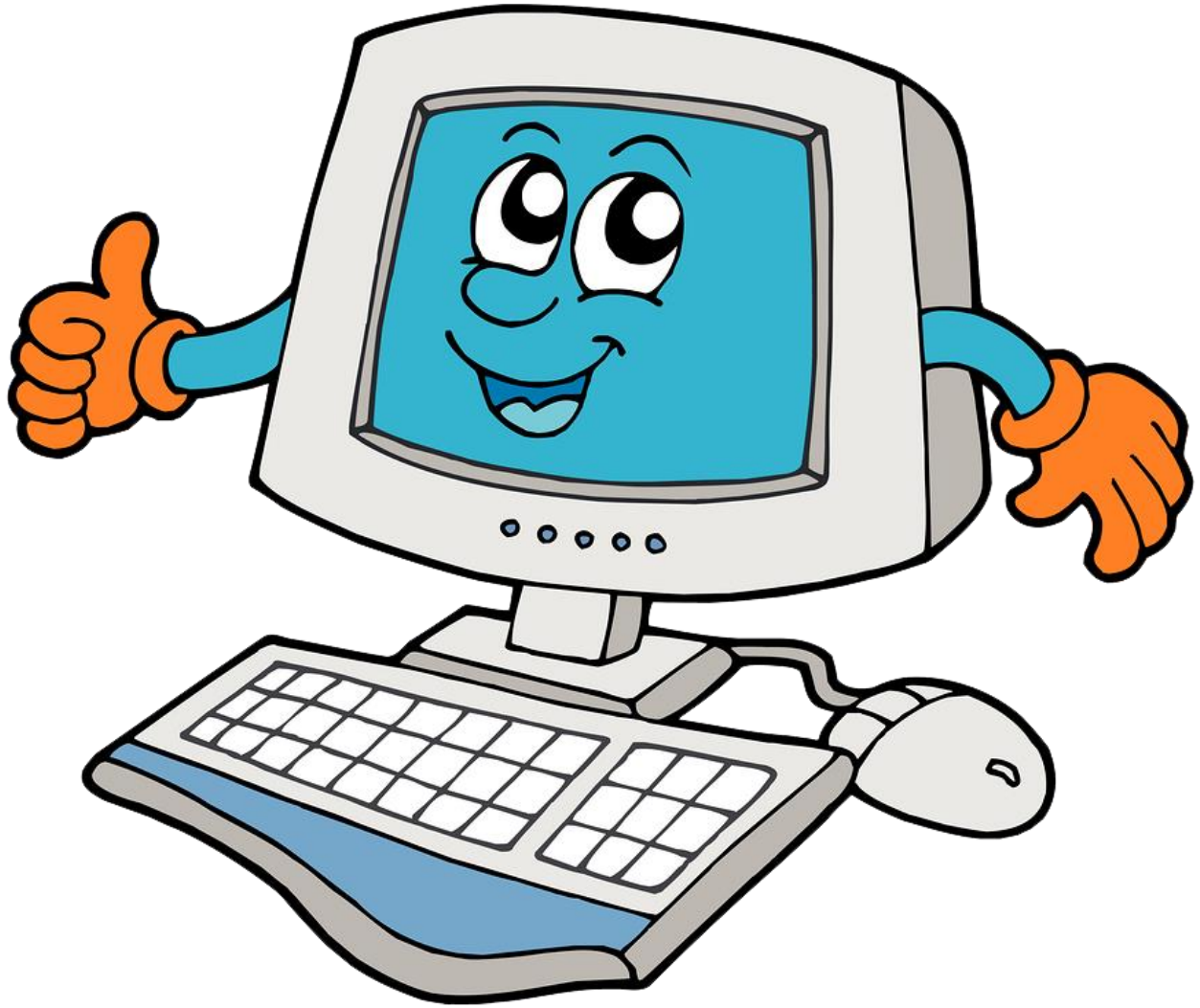
Design

Co-producing an intervention logic model
Process evaluation: feasibility, acceptability and potential impact of the intervention

Methods

Smartline
Smart wellbeing inspired by the community

- Co-production of a logic model
- Virtual participant observation
- In-depth interviews with residents
- In-depth interviews with facilitators



Findings

Smartline
Smart wellbeing inspired by the community

Feasibility

- The forum had over 500 posts including uploaded photos within threads
- The most contributed to forum topics were: local history, sport and exercise, music, pets and animals, and books and reading

Acceptability

- Generally acceptable to participants
- Technical issues were a frustration and barrier to engagement

Findings

Smartline
Smart wellbeing inspired by the community

Digital literacy

- The forum itself was helpful as a safe, enclosed space for residents to practice using their digital skills

I found it – I increased my skills, I've become much more confident with my skills. And um, how can I say, it's improved my mental health. […] I had a problem getting medication because I live alone and […] so I went online and I found that I can now order my meds myself via a pharmacy. And that today, they've been ordered. I'm doing it myself. It's made me become independent… by using the internet. I wouldn't have done that before. – PID4, female, Resident

Findings

Smartline
Smart wellbeing inspired by the community

Potential impact

- Increased digital competence and self-efficacy
- Brought into focus the identities of residents and staff within the online community
- Helped some participants to maintain a sense of connection between the online coffee mornings and receive community updates
- Reduced sense of social isolation

  You're keeping in touch with people from the outside world even though you're within four walls. - PID7, male, Resident
- Lack of critical mass for sustained engagement

Emerging themes – what did we learn?

Smartline
Smart wellbeing inspired by the community

- **Social and environmental contexts are important**
- **Context of an intervention may change over time**
  - **Relevant > redundant**
- **Real world interventions complement each other and overlap**

Key messages

Smartline
Smart wellbeing inspired by the community

1. **Need to improve digital competence and digital inclusion in social housing residents (and other vulnerable groups)**
   Skills; access; awareness; knowledge; attitudes; confidence; motivation

2. **Technology should complement human interactions**

3. **Technology must be easy to use and fit-for-purpose**

4. **Interventions must be tailored and flexible**

5. **Collaboration and co-production**

Response Q&A Panel Discussion

- Tracey Roose, CEO, Age UK Cornwall & Isles of Scilly (Panel Chair)
- Mark England, Head of Innovation, Maintenance and Group Procurement, Coastline Housing
- Chris Jones, CEO, HomeLINK
- Prof Karyn Morrissey, Denmark Technology University
- Helen Milner OBE, Group Chief Executive, Good Things Foundation

Closing Remarks

Assoc Prof Emma Bland, Smartline Principal Investigator, University of Exeter
&
Tracey Roose, CEO, Age UK Cornwall & Isles of Scilly, and Smartline Advisory Board Chair

Thank You

To find out more about Smartline, please visit our website at https://www.smartline.org.uk/

or email us at smartline@exeter.ac.uk

European Union
European Regional
Development Fund

HM Government

South West
Academic Health
Science Network

University
of Exeter

Volunteer
Cornwall

Coastline
housing

CORNWALL
COUNCIL