IT Supplier Day – Technology Potential

Friday, 4 October 2019

Hereford

Purpose

Technology continues to offer a range of opportunities for the council to support its residents and effective operation of the organisation. The purpose of the IT supplier day is to hear from the industry on the advances in technology based on what is possible now and in the near future so the council can design its services in ways that can be enhanced by technology and digital services.

The council has a set of ambitions to create positive impacts for residents and cost effective delivery of service, and is keen to explore how it can utilise digital advances to do that.

The council has selected subjects of interest and will invite companies to present their knowledge. This is not about selling a product but supporting the council to understand what the market is exploring and offering. Companies that take part in the supplier day will be selected for their relevance to the public sector and evidence of innovation on the topics below, with size of company no barrier to participation and open to local providers.

Method of the event

On 4th October 2019 six subject areas will be available for companies to showcase their knowledge and innovation in relation to resolving challenges associated to the topics below. The aim of this is to give service leads insight into what is possible, design services and consider areas of investment.

These will be in one hour sessions, repeated three times during the day to give the staff and councillors of Herefordshire Council, Wye Valley Trust and the Herefordshire CCG maximum opportunity to attend and participate.

There will be an opportunity for informal networking in-between the presentations should representatives and other attendees be available.

Presenter spaces are limited on this occasion, therefore the council may choose to limit presentations to one subject per company.

To express an interest in presenting on a particular topic, please register via our e-tendering portal Supplying the South West. It is important that companies use the registration form to show case innovation, capability and experience on the topic and relevance to the public sector.

The closing date is 8th of August 2019, 4pm.

Should the council extend the opportunity for your company to present invitations will be issued prior to 31 August 2019.

The event will be held in Hereford, UK and further details will be issued with the invitations.

Subject areas

1. Assisted Living

What technologies can be used to enable people to thrive in their homes as they get older where previously their poor health or disability might have meant greater levels of state intervention and care? This subject aims to explore the implementation of digital advances that offer easy access including by a generation that are not familiar with smart technology or the use of smart devices.

The session explores how the technology supports the individual and complements services as an "alternative to" rather than "in addition to" some existing support services; and how the information is used by the support services of the individual including how that information can predict future behaviours to prevent potential illness or accident.

2. Data Use

The council holds a range of information on the county and the session will explore the different ways that data can be presented for ease of access for open use.

There is a mass of data now available. How can that be used to improve the outcomes and results for individuals and communities?

Whilst the council will share intelligence with its partners to understand the social welfare of an individual, geographic profiling and crime prevention, is there a way of using technology to be better effective in the use, analysis and presentation of data to provide trends and evidence future demand for services?

3. World of Work

Like many organisations, Herefordshire Council encourages flexible working. This approach reflects the use of technology that enables people to work anywhere without relying on a location to work from – which can be costly, pushes behaviours to be desk bound, and contributes to traffic congestion.

We have VOIP enabled telephony, secure remote access, we are continuing to transition users from desk based PC's to laptops and are exploring the wider application of video conferencing. This is linked to wider programme of the council entitled "better ways of working" that enables flexible working and better utilisation of properties.

This session aims to explore further potential flexible and remote working supported by technologies and how technologies can aid culture change in breaking old habits of working methods including moving to paper light environment whilst still ensuring a productive workforce.

4. The smart environment

The council runs services that are fundamental to the smooth operation of the county that enable people to get on with their everyday lives. How can smart technology aid the next generation of running these services including areas of waste collection, street lighting, traffic flow and parking. Often referred to as "the internet of things" data collection from these services has the potential of reducing cost of delivery, made more effective and helping support environmental sustainability. The session will explore how this also aids residents in self-services and access to information linked to the data created.

5. Customer experience

There has been a significant shift in how residents interact with the council, with digital contact replacing the need for people to visit customer services centres. Web functionality has increased but this does not always work for unique cases and queries. Are there advances in technologies using artificial intelligence that means the council can effectively pre-empt what people need to know and communication methods that make contact that is necessarily more streamlined.

6. Making sites work harder

The council runs a number of buildings and their energy efficiency could be further aided by technology. This session aims to explore the aids, systems and products that can support the management of buildings to create savings and reduce energy use. In addition what are the technologies that can be applied to homes and new builds as a way of giving guidance to developers/ households on creating an energy efficient way of life.