12 December 2017

REQUEST TO COMMIT FUNDING FOR NEW TECHNOLOGIES IN CARE – HOWBURY HOUSE

Relevant Cabinet Member Mr A I Hardman

Relevant Officer Director of Adult Services

Recommendation

- 1 The Director of Adult Services recommends that the Cabinet Member with Responsibility for Adult Social Care:
 - (a) approves the attached business case from Altiom and agrees the £199k funding of New Technologies in Care as identified in this report for Howbury House, to deliver the cashable benefits outlined below; and
 - (b) authorises the Director to take all necessary s/1 176.7(i)W 1 2tJth/1.02 497. -3(n)-3(-2

Initial progress and challenges

- 4. The approach so far has been to identify projects through which technology could enable the service to be delivered in new and innovative ways. These projects include Howbury House, Berrington Court (Extra Care), Supported Living (Learning Disabilities) and Greenhill Lodge (Children's Services)
- 5. To procure the right solutions, the Council has developed a NTIC Dynamic Purchasing System (DPS) on which there are now 28 potential suppliers. The DPS is available to six councils and the three Worcestershire CCGs. Developing the DPS has taken a considerable amount of time as this involved challenging and changing systems, process and thinking.

Next steps and investment opportunities

Howbury House

6. Howbury House is a residential care home which is owned and run by the Council. It was



Appendix 1 – New technology in care, summary of funding and return on investment.

| Project / Work Area | Technology Supplier | 2017/18 | 2018/19 | 2019/20 | 2020/21 | 2021/22 | Total |
|----------------------|---------------------|---------|---------|---------|---------|---------|----------|
| Investment | | | | | | | |
| Howbury House | Altiom | 168,680 | 1,200 | 9,450 | 9,636 | 9,831 | 198,797 |
| | | | | | | | |
| Return on investment | | | | | | | |
| Howbury | Altiom | 59,781 | 60,976 | 62,217 | 63,462 | 64,713 | 311,149 |
| | | | | | | | |
| Net | | | | | | | |
| Howbury | Altiom | 108,899 | -59,776 | -52,767 | -53,826 | -54,882 | -112,352 |

Appendix 2 – Altiom Business Case

Howbury House Business Case Questionnaire

1. Please provide an executive summary on your solution, which identifies why and how it specifically meets the requirements specified in your initial submission

1 System Description 2 Application Areas 3 Commercial summary

1 System Description.

The Altiom system comprises of a number of interactive components, which, when combined, allow Care Providers to create personalised solutions based on the needs and capacity of the individual. Those components allow the system to:

• Monitor a wide variety and number of non-proprietary sensors, wired or wirelessly.

• Connect all devices as part of the Internet of Things (IoT).

• Be programmed to meet the personalised needs of the individual and their care plan.

Monitor mobility and activity.

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Creation of virtual visits.

Howbury and WCC.

Initial assessments indicate that are clear and immediate benefits in the following care areas, which will be implemented first to maximise efficiency:

• Night time bedroom monitoring, where there are currently 2 hourly manual checks performed on every resident, with little or no alert/alarm function. There is also a security check at the beginning of the shift.

Please describe below how the savings will be achieved from implementing the Solution. Basis for calculation and assessment of benefit at Howbury

Please evidence below how you will fund the implementation of this solution.

As stated in the Executive Summary, Altiom's costs fall into a number of categories.

xxxxxxxxxxxxx

Costs which Altiom Ltd will voluntarily bear and which are shown as investment from supplier include: In depth implementation consultancy, R&D, continued work to integrate emergent technologies during and after the project, for example voice recognition, integration with other agencies, continued development of the Altiom system and the Altiom database (Altiom DB), as part of a future commercial partnership. The company do not seek a return on this investment from this project, but seek to further the deployment of the system in other areas with WCC as a commercial partner.

The long term aim is to make Howbury an exemplar scheme and to improve efficiencies and outcomes. This will help both WCC and Altiom to influence service provision elsewhere, providing financial benefits and better outcomes.

10. If the successful bidder, do you commit to having the following:

- 2. Public Liability Insurance = £2.5 million
- 3. Product Liability Insurance = £5 million
- 4. Professional Indemnity Insurance = £2 million
- S⊡_{Yes} O _{No}

11. If the successful bidder, do you commit to being part of a Gain-Share agreement with the Council in relation to the Solution

| 9 188 | Yes |
|--------------|-----|
| 0 | No |

Statement of IT Requirements

These requirements are divided into subject-based sections. Some questions have explanatory footnotes that elaborate on what is required and / or ask for specific explanations. Each Requirement is Mandatory apart from the Requirements in questions 20 and 24 which are Optional (Mandatory = No). Any response by the supplier to a Mandatory Requirement which is not deemed compliant will result in the whole response being non-compliant, and therefore rejected.

12. SECURITY

The solution must be certifiable as PSN (Public Service Network) Compliant where it connects to Public Networks, and it must support the Council in meeting the 1998 Data Protection Act. Please explain how this statutory requirement can be met

A Public Services Network Compliance Certificate could be issued by the company, if required by WCC, to evidence that the infrastructure is sufficiently secure that its connection to the PSN would not present an unacceptable risk to the security of the network. To comply with the principles of the DPA 1998

However, it is unlikely that PSN certification will be required as it is not likely that the system will be required to connect directly with WCC or NHS networks, preferring to allow 'web access' to data and services provided by Altiom.

It should be noted that our cloud hosting provider Amazon Web services (AWS) UK is PSN certified https://www.gov.uk/government/publications/public-servicesnetwork-psn-service-compliance/psn-compliant-services.

Should PSN compliance be required then consultation would need to be entered into to ensure that Altiom's security arrangements are compatible with PSN standards and that certification can be issued.

At all times Altiom will adhere to its own security policy including but not limited to:

18. All web based output must comply with the World Wide Web Consortium's (W3C) Web Content Accessibility Guidelines (WCAG)

The solution must provide a set of 'out of the box' standard reports, covering common reporting requirements.

Please explain what these reports are, and whether they are included in the base price or are an optional costed extra. Notwithstanding the features stated in section 22, the system delivered will be equipped with the following standard reports;



25. The solution should offer the ability to create a schedule for delivering standard or customised reports that the solution can send via email to selected recipients. Please explain how the scheduling system works, and what options are available to send the email. The Council currently uses an on premise Microsoft Exchange installation to handle all email.

From the dashboard interface there is a section to define a schedule for delivering any automated or manual report. This follows on from the reports date/frequency dialogue (which defines the 'schedule'), where there is an option to select what to do with the report. On selection of 'Report by email' it is possible to set and change email addresses, add multiple emails ad BCC emails etc.

Report contents can be customised to give the information that WCC decide is required. That can be scheduled based on time intervals of WCC's specification