



# LONDON VENTURES

## Guide to London Ventures

*Find out what we do  
and how your organisation can get involved*



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# Section I:

## About London Ventures



# Overview

London Ventures is an innovation programme focussed on driving sustainable transformation across London. It is sponsored by the Capital Ambition Board (CAB) and delivered by a partnership between London Councils, the umbrella body for the 33 local authorities in London, and EY, a leading professional services firm.

London local authorities spend over £15 billion on day-to-day services and investment across a range of services such as education, housing, social care, waste, transport and leisure. Close to £9 billion of this is purchased through contracts and third party expenditure. Our programme addresses the challenges of changing and growing customer demands at a reduced cost to the public sector by using an innovative approach to develop new solutions.

Our vision is to actively pioneer innovation to drive sustainable change and transformation across the public sector, by providing:

***“Opportunities for local authorities to access innovation and transformation that will improve their effectiveness and efficiency while ultimately supporting radical improvements in outcomes for London’s citizens, communities and businesses”***

We achieve this by facilitating collaboration between local authorities, innovative companies, and investors. London Ventures is a unique opportunity to be part of London’s public service success story.

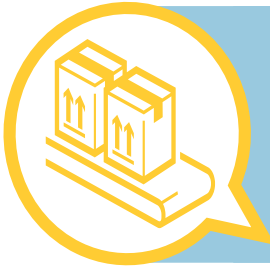
Our objectives are:



To actively pioneer innovation in order to drive sustainable change across the sector



To create an opportunity to bring together a diverse landscape of networks, bodies and stakeholders



To lead a fundamental shift in how public services are delivered



To generate investment into public services and use public funds effectively



# Successes to Date



***financial benefits for local authorities in London through the London Ventures programme***

## Benefits delivered by our Venture Partners

Local authorities using **Fiscal Technologies AP Forensics®** product have seen a total of

**£25m** savings 

across 15 London councils


Spacehive has successfully funded **149** civic projects in London by raising

**£3.6m** 

(and counting)

## Benefits identified by our Venture Partners

In one London borough **Xantura's** profiling model has identified

**£1.4m** 

savings

split equally across cost avoidance and cashable savings



**£57m** potential savings identified across London by tackling fraud through the **London Counter Fraud Hub**



## Our Approach

Our programme looks to address the key issues facing local public services in two ways.

Our targeted ventures approach is focussed on addressing specific strategic challenges facing local authorities and investing in the development of relevant concepts.

Our general ventures approach promotes and delivers market ready solutions that can improve public service delivery, across a range of service areas, through our Venture Partner portfolio.

### London Ventures

#### Targeted Ventures

A portfolio of targeted ventures is a key focus for the programme, recognising the value of **cross sector collaboration to deliver sustainable change** in order to address the **most strategic challenges** faced by local authorities. Each targeted venture will consist of a **development** phase, with the venture tested and refined in a borough. It is expected that after a period of **six months** a selection of both **market ready and conceptual solutions** for the first targeted ventures issue will be ready for Capital Ambition Board (CAB) approval, followed by **development** and/ or **implementation**. Pending the lessons learnt from the initial pilot, there will be an **estimated three cycles** of targeted ventures between 2017-2020.

#### General Ventures

Achieving a pipeline of market ready general ventures to improve public service delivery is a critical part of the overall success of the London Ventures programme. We have a number of **existing ventures** and we are constantly scanning the market to **expand our portfolio** with suitable new ventures that **tackle strategic priorities and deliver benefits**. We have regular **check points** to assess the portfolio and determine whether the general ventures require **refreshing** to respond to changing demand in the local authority market.

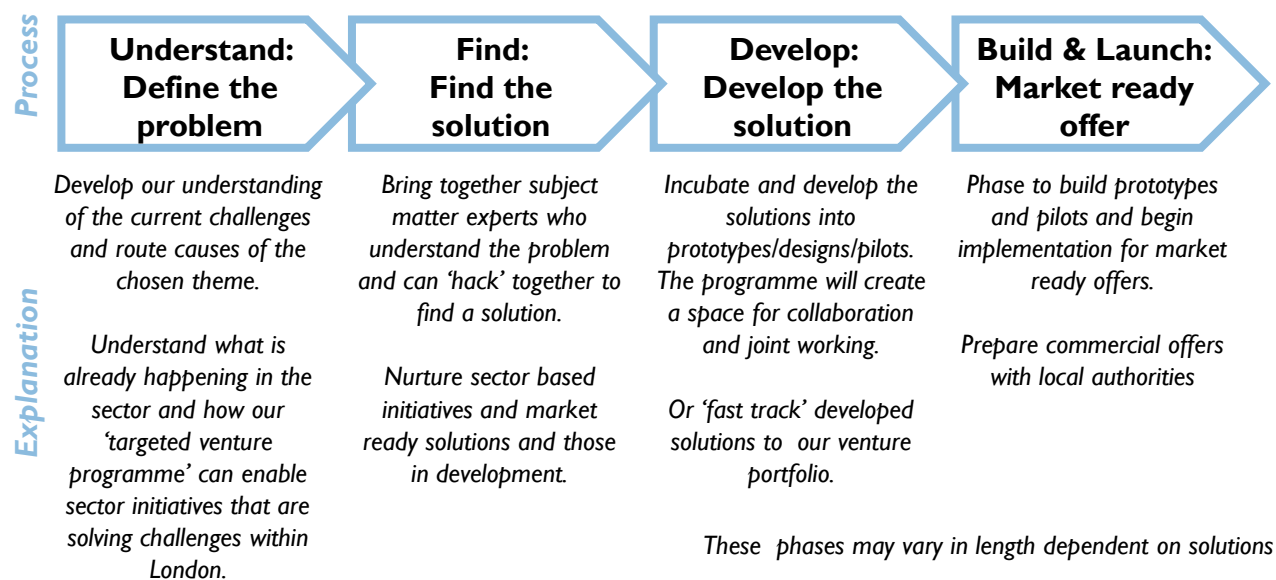




# Targeted Ventures

Many of the challenges faced by local authorities are not new, but the increase in the demand for these services means that a fundamentally different approach is required to tackle the problem and make a difference to citizens. Our targeted venture approach is designed to understand the whole landscape of the challenge and identify opportunities where the programme can provide additional support and complement work already happening in this area.

Targeted ventures tackle the major challenges identified by local authorities. The London Ventures programme leads focussed sessions to articulate the problem, develop solutions and prototypes, and use crowdsourcing principles to drive innovation and collaboration across multiple stakeholder groups.



Our approach will bring in three types of solutions at different stages of development. We believe a mixed portfolio will encourage the market to be disrupted and challenged in a way that delivers better outcomes for Londoners with a deliverable solution for local authorities.

- Market ready:**  
A solution that has a defined concept and solves a specific problem
- Sponsored solutions:**  
There is a solution in development or a concept that needs shaping to target a new market
- New solutions:**  
There is an embryonic idea that needs incubating and nurturing to enable implementation





# General Ventures


General Ventures are a critical part of the overall success of the London Ventures programme. We have a proven track record with our Venture Partners and as at January 2017, we have launched 15 ventures and supported implementation in over 20 local authorities across London. This has enabled us to establish a recognised and respected brand across the capital and nationally, both by the private and public sector.


In order to bring the best ventures to London local authorities we are focussed on ‘market ready’ solutions where the product or service has gone through testing and is ready for implementation. These ventures receive a package of support, which includes:


- Support in understanding and navigating the London local government market
- Promotion to the London Councils network
- Endorsement from the London Ventures programme
- Representation via showcase events


Current portfolio


Social Care


















Community Development











Back Office























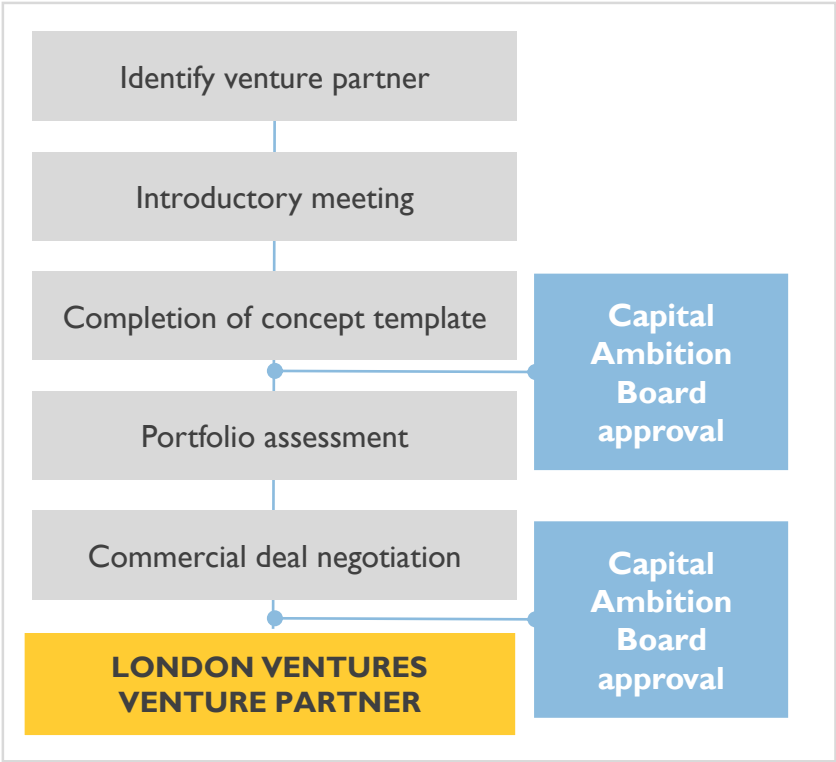
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# Selecting our Venture Partners

When identifying and selecting Venture Partners for the programme, the following criteria is used:

<p>Will the idea generate significant benefits for the boroughs and Londoners?</p> 	<p>Is it scalable across local authorities?</p> 	<p>Does it support the key priorities in the sector?</p> 
<p>Is it sustainable?</p> 	<p>Does it encourage collaboration between local authorities?</p> 	<p>Will it be commercially beneficial for local authorities?</p> 

Our Ventures Partners go through the following process before being accepted onto the programme:



# Section 2:

## Our Venture Partners





# What if everyone could live independently?



**Alcove** is fundamentally disrupting the traditional telecare market by embracing the world of connected, widely available smart technologies to help providers cut costs and improve delivery of care while allowing people to remain independent in their homes for as long as possible. By installing sensor-based technology within homes, the health and wellbeing of vulnerable residents can be monitored remotely, and potential problems or accidents identified as and when they arise.

## How does it work?

Alcove technology is available in a range of standard packages, from the 'keep in touch' package, which includes a device with simple video calling capabilities, to 'dementia concern', a sensor and telecommunication package that provides alerts, check-ins, and medicine prompts as well as being connected to family, friends and an emergency call centre.

Alcove recognise that each person has unique requirements depending on their circumstances and therefore it is possible to add or remove the technology based on individual needs.

The benefit of Alcove is that residents can get on with their lives as normal - they don't have to do anything differently. If they do, Alcove have locked down all devices so they are simple to use, recognising that most users will be digitally excluded to some degree.

## What are the benefits to Local Authorities?

- Extends the care network around the individual by engaging family and friends, reducing the need for paid staff and professionals.
- Encourages individuals to live independently for longer, reducing the need for costly social care interventions.
- Video calling may replace some face to face visits by professionals where appropriate.
- Protects vulnerable residents from harm, reducing incidents of unchecked wandering, falls, missed medication.
- Reduces hospital A&E admissions via prevention, and reduces hospital re-admissions via re-ablement.

## Where has it been successful already?

### ***East Thames Group housing association realised cost savings of £35k per annum in a single 4-resident scheme***

Alcove conducted a trial with East Thames Group housing association, which has since materialised into a full partnership, 92% of users felt Alcove's apps and systems were easy to use, while 84% of carers reported feeling less stressed since using the technology. Response times also reduced by 78% during the trial.

Alcove is also currently deployed in various London boroughs - either via Housing Associations or directly - including Barking & Dagenham, Barnet, Haringey, Havering, and Waltham Forest.





# What could you achieve with a 24 hour workforce?

blueprism

**Blue Prism** has designed robotic process automation software that provides an organisation with a virtual workforce that follows rule-based business processes and can interact with a number of different systems in the same way a user would. It can be used to automate back-office processes, improving efficiency and reducing the staff costs absorbed by repetitive tasks.

## How does it work?

Blue Prism is an innovative software product that supports the development of a 'virtual workforce' by mirroring and then automating human behaviour on any computerised system.

The robotic software runs in a data centre environment and as a result, is easy to deploy and only requires a 'host site' and minimal maintenance.

It provides a universal and consistent back office automation platform with embedded controls and governance that is code-free and managed by the organisation.

Robotic automation can help local authorities remain sustainable in the context of reducing funding and increased demand for services by increasing the level of efficiency and effectiveness within local government.

## What are the benefits to local authorities?

- Potential savings of 20-35% depending on the number and type of processes involved.
- Increased accuracy, through removal of human error, meaning processes do not need to be repeated.
- Human resources are made available for higher-value, logic-based tasks.
- Provides an audit trail through fully maintained logs, essential for compliance.
- Increased staff retention due to shifting resource towards more stimulating tasks.
- Reliability of work completion – services are provided 24 hours a day, 365 days a year.

## Where has it been successful already?

### ***Croydon have realised c.£77,000 of cashable savings or 2.7 FTE***

Croydon successfully automated four data entry processes: police safeguarding referrals (Merlins), applications for Premises and Events Notice Licences, free school meal awards, and Croydon Discretionary Support.

Croydon have been able to reduce delay in processing police safeguarding referrals as these are now processed 24/7, 32 steps are completed five times faster with 100% accuracy, and automatically passed to the relevant social worker immediately. There are no delays in applications being processed and this means a reduction in safeguarding risks and enables social workers to be more effective.



# If you were being charged fairly, how much would you pay?



Large software vendors have a tight hold on local authorities and, using software audits or license reviews, often impose high penalties for any under-licensing they uncover. **Cerno** confronts unfair demands and challenges assumed interpretations of the contracts. It establishes the true exposure of the council to the software vendor – and then negotiates forcefully to reduce the payments demanded.

## How does it work?

Cerno are experts in the license structures imposed by Oracle, SAP, Microsoft and other main software vendors. These are often opaque and ambiguous and the vendor's assertions can often be challenged.

Cerno brings together three key elements:

- **Commercial:** knowledge as to pricing and negotiation skills.
- **Legal:** expertise to search out defects and ambiguities in the contracts.
- **Technical:** recommendations for most effective deployment without limiting usage.

Cerno is totally independent and receives no commission from software vendors.

## What are the benefits to local authorities?

- Reductions in penalties/ licence fees in software audits/license reviews.
- Preparatory advice as to deployment and licenses needed in advance of any audit.
- New purchases and 'Unlimited License Agreements': most appropriate licenses acquired at lowest cost.
- Removal of jeopardy for unrealised claims.
- Total software licence costs reduced.

## Where has it been successful already?

### ***Oracle support costs reduced by £3.7m pa for one government agency***

Cerno works with a range of major corporate and public sector organisations to negotiate reduced costs following demands by software vendors. Cerno's experience demonstrates that a highly focused and informed approach – together with a refusal to accept any statements from the vendor as correct unless scrutinised and checked – is valued and can pay major dividends.

Cerno researched the public sector market in 2014- 2015 and, out of 412 local authorities that responded, 160 had been subject to an audit in the previous 20 months and of these 83% concluded with a penalty demand on the authority.



# What if you could connect to your safety network at the touch of a button?



**Circle** uses GPS so individuals can check-in with family and friends quickly, either broadcasting their location to let them know they're safe or requesting other people's location. The 'interrupt me' and 'collect me' features support individuals to extricate themselves from tricky situations they want to get out of in a quick, no-fuss way. It also has access to emergency contact numbers and directions to the nearest Safe Spots, public places certified by police, with staff trained to help.

## How does it work?

Circle allows users to 'check-in' wherever they are by sharing their location using the one thing they always carry – their smartphones.

It is a pan-London platform that enables councils to proactively support the personal safety of their residents.

Circle allows loading of safe sites and nearby police stations within each local authority. It also allows local authorities to send important broadcast notifications to user's phones.

Circle keeps individuals connected to friends and family whenever they need some assistance. The app also encourages discussion of issues between a user and their personal network.

## What are the benefits to local authorities?

- Depending on the number of downloads, local authorities can expect savings of between £50k - £240k in terms of health, criminal justice and police services.
- There are a number of non-quantifiable benefits delivered relating to general safety and confidence.
- Patterns of behaviour can be identified, which allows for better deployment of resources and more targeted interventions.
- The app can also be used internally, for example for outreach officers to let colleagues know they are safe when they are out and about.
- Circle is the only safety app that connects people with public and third sector assets.

## Where has it been successful already?

***Circle has received 32,008 app store clicks to date***

The app was launched in December 2016 and is already being used by residents in all 32 London Boroughs and the City of London.



# What would you say if you knew you would be heard?



**Commonplace** is a far reaching community engagement platform that uses online channels, including social media, to engage residents around planned changes to their local spaces, allowing them to post feedback on a range of consultations, such as proposed development plans, public realm, and regeneration. Commonplace also supports face-to-face engagement, bringing all your data together into one, easy-to-access place.

## How does it work?

Commonplace offers a fully customisable mini website, including a landing page to communicate core messages about the project, new plans, reports and events.

There is automatic integration into social media, resulting in Commonplace attracting younger audiences and actively encouraging social sharing.

Local authorities are able to produce a visual representation of comments and feedback provided by local residents and communities as well as invite local input on subsequent policies and proposals.

Commonplace collates and analyses engagement data into a single, back-office dashboard, so it is easy for local authorities to use and share.

## What are the benefits to Local Authorities?

- Excellent response rates achieved, particularly amongst younger people, allowing the local authority to achieve its goal of listening and responding to citizens.
- Creates major savings by allowing for participation without physically having to come to a venue. Financial benefits can amount to tens of thousands of pounds saved on printing, postage, staffing meetings, interviewing and analysis time.
- Provides an opportunity for under-represented groups to give their feedback e.g. those who are unable to travel to consultation venues,
- Collates data to support council decision making, speeding up the execution of plans and increasing credibility.

## Where has it been successful already?

***Commonplace has facilitated in-depth engagement on 130 projects to over 60 customers***

Commonplace customers include local authorities such as Waltham Forest, the Greater London Authority (GLA), Sutton, Bristol, Newcastle, and Norwich. They have also been used with numerous neighbourhood plans and developers.

Commonplace has been used as the engagement platform for many town master-planning projects including Wellesley in Hampshire, Bishops Stortford in Hertfordshire, Old Oak Common in London and Northstowe in Cambridgeshire.





# What if you could solve all your problems?



**CommunityConnect** provides a personalised online directory of council and third sector organisations for each local authority to allow residents to self-serve and access the most appropriate services for their particular needs.

## How does it work?

CommunityConnect acts as a ‘SATNAV’ to services, enabling frontline officers and residents to find accurate information about support services in their local area. Within four minutes, any user should be able to find the solution most appropriate for their needs.

CommunityConnect use a triage process with proven pathways that enable people to identify the issues they have across seven areas: Health & Social Care, Children/ Young People & Families, Welfare Benefits, Housing, Employment/Training, Practical Support, and Safety & Wellbeing. A diagnostic tool questions the user across these areas to tailor results based on their circumstances. Users are provided with a level of information equivalent to that which could be supplied by a frontline officer.

## What are the benefits to Local Authorities?

- Maximises the cross-sector service provision that already exists within the local authority and amongst third sector providers.
- The platform collects data and prepares statistics that enable local authorities to understand need and current demand.
- CommunityConnect reduces time spent by frontline officers per query through an expedited search process, and also decreases training demands.
- The system reduces demand and subsequent spend through the process of self-referral, as well as facilitating more accurate, targeted referrals in general.

## Where has it been successful already?

***Barking & Dagenham have over 150 users signing on to their platform each month***

The leader of Barking & Dagenham officially launched the BanDTogether Routemaster (‘The Routemaster’) in October 2015. It interfaces with existing council portals and since that time over 300 frontline officers have been trained to use the online tool and it now lists 150 community services, which are updated on a monthly basis.



# How do we care for our carers?



**Cornerstone** has a comprehensive marketing and retention approach to attracting and retaining foster carers and adopters to reduce spend on expensive temporary placements and provide longer term stability for children and young people.

## How does it work?

Cornerstone has developed a new model for foster carer recruitment and retention.

Cornerstone works with the in-house team to first analyse and diagnose the barriers to recruitment before developing a targeted and multi-channel recruitment strategy.

Their approach is predicated on bringing end user perspective into the heart of the service by utilising existing carers as ambassadors and co-delivering services alongside social workers.

Cornerstone include peer mentoring and therapeutic parenting training to ensure both new recruits and existing carers stay motivated, connected with the service and confident in what is a critical role for the long-term well-being of children.

## What are the benefits to Local Authorities?

- Develop comprehensive, “end to end” package of foster carer recruitment and support to create a sustainable solution
- Internal capacity building for Local Authorities to support effective recruitment activity
- Online tracking tool to allow regular monitoring of new carers – allows analysis of performance v targets
- Cost savings from fewer IFA placements – typical savings c.£265k (ROI +300%) plus indicative savings generated as a result of fewer breakdowns £1.4m-£2.8m.
- Improved confidence and competence of carers means improved placement stability and fewer breakdowns

## Where has it been successful already?

### ***Slough Children’s Services Trust have seen a significant number of new carers recruited***

“We brought in Cornerstone to help re-shape our approach to foster carer recruitment and I’m delighted to say it’s had a transformative effect both in terms of recruitment opportunities, which has resulted in a significant number of new carers being recruited and also a lasting impact on the team in their ability to efficiently process potential new carers with a genuinely customer focused approach. With Cornerstone’s help in the space of a year, we have completely turned around our performance in this important area of our work and our recent Ofsted inspection recognised this”

***Head of Service, Slough Children’s Services Trust***



# If we all worked together against fraud, who would commit it?



The **London Counter Fraud Hub** brings together data cross-sector and cross-council to prevent fraud and identify losses for investigation and recovery. This pan-London Hub uses data provided by local authorities and other sources to a third party provider to increase detection of fraud across London.

## How does it work?

The London Counter Fraud Hub Fraud is creating a pan-London data analytics intelligence and information hub to strengthen London's response to tackling fraud and improve collection of income.

This venture involves collaboration across London Councils.

There are three main objectives:

- Fraud detection.
- Preventing fraud.
- Identifying losses for investigation and recovery.

## What are the benefits to local authorities?

- Detecting fraud and maximising recoveries through automation.
- Preventing fraud by disseminating alerts, intelligence, analysis and good practice, allowing councils to act to eliminate fraud opportunities.
- Providing councils with high quality fraud leads enabling them to better target fraud investigation resources.
- Maximising recoveries by collaborating with councils on investigation and recovery.

## Where has it been successful already?

### *This venture is currently being piloted*

Camden, Ealing, Islington, Croydon and Southwark councils have begun piloting the London Counter Fraud Hub, to better target those responsible for unpaid council tax, illegal property letting and unpaid business rates.

The hub is run with data analytics provided by the Chartered Institute of Public Finance and Accountancy (CIPFA) and has the potential to save London tax payers £57 million a year.



# What if you could see transactions in a way that no-one else can?



**FISCAL Technologies’ AP Forensics®** software solution supports local authorities through preventative protection against high risk payments, fraud, invoicing errors, and compliance issues. The software works alongside all Enterprise Resource Planning (ERP) systems on a continuous monitoring basis reducing the need for time-consuming manual checks and recovery audit fees to save time and public money.

## How does it work?

Local authorities are exposed to potentially high levels of losses through overpayments and fraud, which can exceed £500k p.a. per local authority.

Fiscal Technologies delivers cost savings and increased protection from invoice fraud and payment error via a no cost Risk Review. This analysis and report on the local authority’s own transaction data includes examples of transactions that may have resulted in historical overpayments.

The software is designed for use by councils’ own AP, Procurement and Audit departments to prevent payment losses due to payment errors and fraud.

Typical payback is under 3 months.

## What are the benefits to local authorities?

- Incurs no direct, up-front costs to the local authority itself with a free, no-obligation risk review prior to purchase (value £5,000).
- Faster, easier to use and more effective than NFI reports which are only on historical data.
- Reduces the need for time-consuming manual checks and recovery audit fees.
- Assurance of strong controls and reduced risk profile.
- Proven in over 60 Councils.
- Protection from reputational damage if errors become public.
- ROI many times initial investment.

## Where has it been successful already?

**15 London local authorities using Fiscal Technologies AP Forensics® product have seen a total of £25m savings**

In the UK, AP Forensics® is used in 73 local authorities including North Yorkshire County Council, Birmingham City Council, Somerset County Council, Leeds City Council, Worcestershire County Council and 15 London Boroughs.

The approach allows for protection during periods of maximum risk, including ERP changes and updates, and when the Accounts Payable function and/ or ERP systems have been or are being outsourced.





# How can we put the ‘fun’ into fundamental development?



**MyCognition** is a digitally-based cognitive assessment and training intervention that has been scientifically developed to improve mental health and develop cognitive functioning. It delivers solutions that are holistic, adaptive, cost-effective and accessible.

## How does it work?

Healthy cognition is critical in order to live life to the full and contribute positively to society. Poor cognitive health causes a heavy economic burden on schools, the work place, and health care systems.

MyCognition supplies local authorities with access to their mobile device-based, scientifically researched, cognitive assessment and training app.

MyCognition has unique services for various departments, such as health, education and business. The system makes use of psychometric tests across the 5 key domains of executive function, working memory, episodic memory, attention, and processing speed. Users are trained holistically, but with the greatest training intensity on those domains where they have the most need.

## What are the benefits to Local Authorities?

- Provides an invaluable means of assessment for those with social or mental health issues, including the vulnerable, elderly, and people with early onset dementia.
- Provides an easy-to-use and engaging assessment tool to identify vulnerable residents in need of further interventions and monitoring.
- Can also be implemented as an active intervention, to improve long-term cognitive functioning, promote mental health, school attainment, and return to work for those long-term unemployed or absent.
- Accessible from mobile devices, it can help supplement more supervision intensive interventions.

## Where has it been successful already?

### ***Peterborough City Council are bringing personalised brain training to thousands of residents***

MyCognition are currently delivering a three-year project with Peterborough council as part of their Future Cities programme, which focuses on growth, innovation, skills and sustainability.

The project is a cross-organisation, collaborative project focussing on increasing educational attainment, supporting unemployed parents back into work, and helping older residents live independently for longer in their own homes.



# How can we turn saving time into making money?



**Oxygen Finance** works with local authorities and their suppliers to negotiate a revenue stream through early payment of invoices. This increases local authorities' income and strengthens their relationships with suppliers. The Oxygen Finance solution is currently being implemented across a number of local authorities, generating significant additive income.

## How does it work?

In the UK, over £30bn is currently outstanding in late payments, the majority of which is owed to SMEs.

Oxygen has developed a unique Early Payment Programme that re-writes the long held convention in business-to-business payment terms. Standard 30 day payment terms are replaced with an accelerated, incentivised programme.

Oxygen's solution combines technology, process efficiencies and supplier engagement to enable individual authorities to pay their suppliers early (target day 10) in exchange for a rebate on the invoice amount.

## What are the benefits to local authorities?

- New and predictable income stream and savings.
- Purchase-to-pay efficiency improvements.
- Adhere to government legislation on late payments.
- Contribute to Social Value goals.
- Hard lift of recruiting suppliers is outsourced.
- Reduced operational and financial risk of supplier default.
- Improved supplier collaboration and connectivity.
- Improved compliance and control, especially non-PO spend.

## Where has it been successful already?

***Bexley and Croydon are expecting to deliver savings of up to £2m across both authorities over five years***

Bexley began transacting Early Payment invoices (called the Supplier Incentive Programme) and has been fully implemented and operational since March 2016.

Bexley have realised a number of benefits, including generation of substantial and tangible new rebate income (bottom line income equivalent to c.0.1% of its total procurement spend every year), efficiencies within the Council's P2P processes and policies, mitigating the risk associated with late payment legislation, stronger relationships with suppliers and increased creation of Social Value.



# How can your systems go from last to first?

Quadnet

**Quadnet** identifies, assesses and fixes slow business systems that are affecting workforce applications and therefore productivity. Slow performing applications can impact on costs, result in negative customer experiences, and make a business non-compliant in law.

## How does it work?

There are many business system applications that run slowly, even for small instances of time. This creates inefficiencies that negatively impact staff productivity, morale and the customer experience.

Quadnet measures and reports on the cost to the business of slow applications, whether on-site, outsourced or in the cloud, and fixes them.

With Quadnet, your organisation can;

- set worthwhile KPI's for your IT department or outsourcer.
- assess the impact of a slow application in monetary terms.
- find the root cause of problems and drive fixes.
- improve the productivity of staff.

## What are the benefits to local authorities?

- Realise efficiency savings through increasing staff productivity.
- Ensure slow systems do not make it difficult to fulfil compliance obligations.
- Deliver better services to residents by decreasing response times and improving performance within the service delivery line.
- Reduced expenditure on outsourced IT applications.

## Where has it been successful already?

### ***Delivered £300,000 a year worth of productivity savings for parking services at Islington***

Islington Borough Council process over a million transactions a year through their parking services, with a team of 160 across five offices. The Business Application Performance Monitor solution was implemented by Quadnet in 2014 and monitors and measures where applications are slow and how many staff are affected. It is able to identify solutions and alert IT staff to enable problems to be rectified before they start to impact users.

The team have seen a range of benefits, including increased productivity, timely revenue, and demand management through a reduction of calls to the help desk.



# How can residents be empowered to transform local spaces?



**Spacehive** is an online funding platform for projects that improve local places. The platform combines crowd and grant-funding to put residents at the heart of improving their local community. Crowdfunding campaigns first seek the support of local people, ensuring community buy-in for ideas before they are delivered. Spacehive's hybrid funding model also means individuals, businesses and local authorities share the cost of popular projects – offering a significant savings opportunity for local authorities. Spacehive has already delivered 255 projects worth over £6m.

## How does it work?

Spacehive allows anyone to put forward project ideas that they want to see happen locally – from bringing Peckham Lido back to life to developing a sculpture walk through East London.

Projects are independently verified to ensure they have the relevant permissions and viable plans in place, before they start raising funds.

Individuals, local authorities, businesses and grant funders use Spacehive's dedicated software to attract, assess and pledge funds to projects which align with their priorities for the area. Pledges are only charged if the funding target is met.

Having so many people involved in a single campaign creates a powerful way for local residents and businesses to make popular ideas a reality, and reduces the burden on the LA to drive projects.

## What are the benefits to local authorities?

- LA's typically leverage £3 of investment into local projects for each £1 they spend by funding as part of the "crowd".
- Simple, transparent, self-service platform where anybody can put forward ideas to transform their local area, and anyone can fund them.
- Enables grassroots regeneration at pace that is visible in the community and responds to local need.
- Spacehive handles time-intensive engagement with project creators and verifies their ideas are viable before fundraising starts.
- Social impact reporting provides digital updates to funders, monitoring the impact of projects once delivered.

## Where has it been successful already?

### ***149 projects have been successfully funded in London, including 33 in Lewisham***

Lewisham Council adopted civic crowdfunding in 2015 as a way to make their grants go further, stimulate a more sustainable funding model for the community sector, and build the skills of local organisations. By offering their £100,000 pot as match-funding for residents' ideas, Lewisham empowered residents to become change makers through delivering projects that matter to them. Ideas were uploaded to Spacehive and those that demonstrated the greatest community support got a pledge of up to £10,000 from the Council. To date, Lewisham, projects have collectively raised £217,000 from 1,300 funders.





# If connection is the problem, how can it also be the solution?

visbuzz

**Visbuzz** offers a unique way to ensure the digitally excluded are able to connect with their loved ones and health professionals. It is a very simple, low cost, low maintenance video calling scheme that can be used by those who are unable to use computers - such as the elderly or those who are physically or cognitively challenged. It is an excellent tool to help reduce isolation, maintain independence, and reduce the costs of care.

## How does it work?

Visbuzz seeks to reduce the isolation and costs of caring for those who cannot or do not use everyday computers.

Visbuzz is supplied ready to use on a tablet computer and looks like a digital photo frame displaying pictures of the user's family, friends and care professionals. By simply touching a picture, Visbuzz connects people through a video call.

There is unprecedented demand on health and social care services, and Visbuzz complements the range of telehealth available to support reablement and independent living.

Being connected through Visbuzz helps improve wellbeing, reduce mental health problems, and reduce loneliness, helping to relieve the pressure on local resources.

## What are the benefits to local authorities?

- Health and social care appointments can be completed without the need to leave the house.
- Being connected through Visbuzz helps improve wellbeing, reduce mental health problems, and combat loneliness, which in turn relieves the pressure on local resources.
- Enhanced re-ablement services and end of life care.
- Integrated service provision.

## Where has it been successful already?

***Visbuzz is already being used by Clinical Commissioning Groups (CCGs), the NHS, private care and charities***

Visbuzz is currently being piloted in five London boroughs, with up to 100 Visbuzz units being deployed across each. The pilot has been designed to work with residents who are either socially isolated, lacking in mobility, or who are not computer literate, or any combination of these.

To provide evaluation of the qualitative benefits to residents, and quantitative change on service use, an independent research consultancy has been commissioned. The research is due to conclude in summer 2017.



# What if we made public buildings public?



**Whereitsat** is an online booking and payment platform that markets and advertises under-utilised meeting room space owned by local authorities for public/ private usage where the requirement is for temporary, flexible, and affordable room hire.

## How does it work?

In addition to facilities that are already let or hired to the public, many London authorities have surplus, high quality meeting-room space which could be let in order to produce substantial new revenue streams.

Whereitsat is an online booking and payment e-marketplace that brings council-owned physical assets and potential users together. It offers real time availability and booking, making the user experience and venue supplier management process easy.

Whereitsat also provides tools and materials to support local authorities market the service, and depending on the system used by the local authority, integration with existing booking processes can be facilitated.

## What are the benefits to Local Authorities?

- Enhanced revenue stream through letting of existing spaces with minimal extra costs.
- The system can be offered to local schools in the LA at no extra contractual cost.
- The hiring out, or creation of, meeting room spaces in libraries can help to sweat assets and insulate from further cuts.
- Usage data gathered can be used to inform future asset management strategies and maximise utilisation.

## Where has it been successful already?

*Whereitsat is due to launch in June 2017*



# How do we protect our children if we don't know they are vulnerable?



**Xantura's Early Help Profiling System**, a predictive risk model, brings together data from multiple agencies to improve the early identification of children who are statistically most at risk of maltreatment. The system provides professionals with a risk profile of the most vulnerable individuals and families and supports more effective targeting of services and resources.

## How does it work?

The system pulls together data from multi-agency sources to build a risk profile of individuals, families, and households. Professionals are able to analyse the information and determine the level of risk or changing situation. If it is determined that action is required, the professional can 'unlock' the identity of the individuals.

As more data is gathered, the model is continuously updated and refined, allowing for the predictive value to be strengthened. To date over 2.5 million records have been collated. This valuable data asset can support decision making to improve outcomes for residents as well as delivering a viable costed benefits case.

## What are the benefits to local authorities?

- Proactively highlights those at risk by sharing information across agencies in a secure way.
- Improves the quality of referrals through earlier visibility of risk.
- Builds a statistical evidence base of the impacts of interventions in slowing or stopping escalation through risk bands.
- Reduced effort and improved quality of assessments through secure data sharing and collated views of families.
- Use data to identify individuals and families and proactively step up or down into appropriate levels of need at the point of change in risk.

## Where has it been successful already?

### *Hackney are reducing discretionary spend with no increase in demand*

The system is helping Hackney understand the complex needs of families within the borough, the long term involvements of services and the patterns of behaviour that should trigger certain service responses.

Information governance considerations have been central to the design of the platform and the solution is well placed to support the sharing of data across partners as well as across Councils. This facilitates better visibility of vulnerability across council boundaries and better analytical outputs. Over 80% of the households in Hackney that have been identified most at risk by the model are at risk.





# Section 3:

## Get Involved





## Benefits of the London Ventures programme

A focus of our programme is to address big challenges facing local government and tackling pan London problems using innovation and creative solutions. We know many of the challenges faced by local authorities may not be new, but the increase in the demand for these services means that a fundamentally different approach is required to have an impact and make a difference to citizens.

Our approach is designed to understand the whole landscape of the challenge and identifying opportunities where the programme can develop new ideas, provide additional support and complement work already happening in this area.



We are committed to delivering better outcomes for local authorities and residents through innovation.

We have challenged all of our Venture Partners to provide confidence that they will deliver benefits to the local authority market.



We have three years of experience implementing our Venture Partners into local authorities across London through our programme.

We have seed funding to support and nurture some initiatives that tackle strategic priorities as part of our targeted ventures programme.



We have a pipeline of innovative solutions available with commercially advantageous offers for local authorities.

We have excellent networks across local government as well as with innovative Venture Partners and investors.



## Getting involved

### LOCAL AUTHORITIES



#### Why should you get involved?

- Access and shape a range of innovative solutions that offer real benefits, value for money and address the greatest local government challenges.

#### How can you get involved?

- Work with our Venture Partners to implement their solutions in your authority, and experience first hand the sustainable benefits they can deliver.
- Act as a champion for the London Ventures programme and the work we are doing to promote innovation in the public sector.

### INNOVATIVE IDEAS



#### Why should you get involved?

- Access to a strategic platform from which to access the public sector market and drive real change.

#### How can you get involved?

- Engage with the London Ventures team about how your idea could help to solve a key strategic issue for the local authority market.
- Work with the London Ventures team to shape the proposition for local authorities.

### INVESTORS



#### Why should you get involved?

- Help shape new concepts and solutions that could change the face of public service delivery.
- Invest in innovative solutions that have growth opportunity and will benefit local communities.

#### How can you get involved?

- Contact the London Ventures team about your key areas of interest and the types of solutions you would like to support.



# Contact Us

Please get in touch to find out more about our programme, our Venture Partners, and how we are innovating across the public sector.

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## **London Councils**

### **About London Councils**

London Councils represents London's 32 borough councils and the City of London. It is a cross-party organisation that works on behalf of all of its member authorities regardless of political persuasion. London Councils makes the case to government, the Mayor and others to get the best deal for Londoners and to ensure that our member authorities have the resources, freedoms and powers to do the best possible job for their residents and local businesses.

## **Capital Ambition**

### **About Capital Ambition**

Capital Ambition was established in 2008 and has led and supported London local authorities in realising greater efficiency, performance improvement, innovation and new ways of working together to delivery local public services in the boroughs. Since 2013, Capital Ambition has driven innovation in local government through the [London Ventures](#) programme.

