

SMART CITIES 2021

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ROADMAP SET BY LISTENING TOUR

PUT PEOPLE FIRST: DESIGN TO MEET NEEDS, BUILD GREATER TRUST, SHOW-WHILE-DOING.

FIX-THE-PLUMBING: FOCUS ON CONNECTIVITY; BUILD COLLECTIVE CAPABILITIES, ESPECIALLY AROUND DESIGN, DATA, COLLABORATION

CONDITIONS FOR INVESTMENT & SCALE: SADIQ - *"I SEE LONDON'S FUTURE AS A GLOBAL 'TEST-BED CITY' FOR CIVIC INNOVATION, WHERE THE BEST IDEAS ARE DEVELOPED, AMPLIFIED AND SCALED."*

CITIZEN-LED DESIGN

Ensured that citizen-centric design is at the heart of what the GLA does.

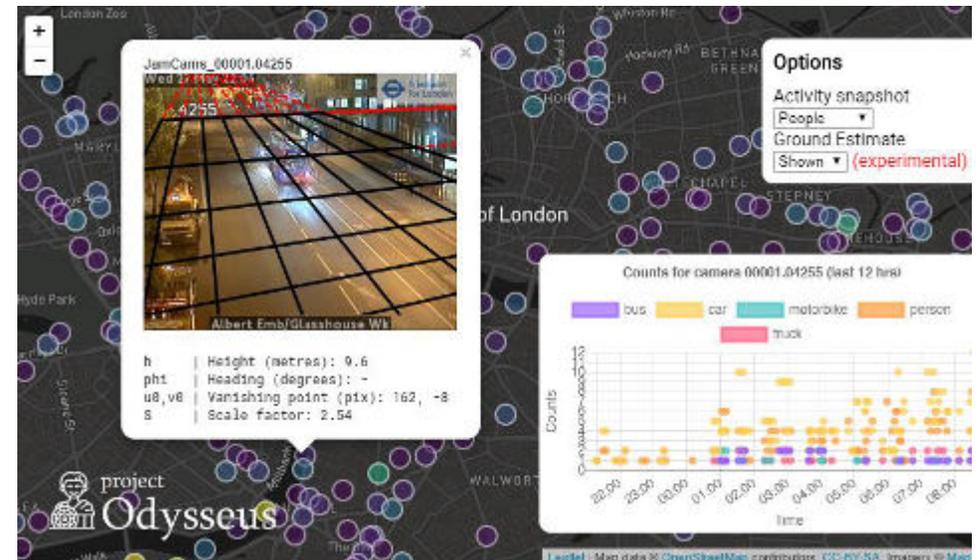
- **Introduced first pan-GLA approach to digital projects** – governed by a new Digital Board and testing GLA digital services against the Government Digital Service Standard to save money and use common approaches.
- Linked local authorities with **common design principles**.
- Rebuilt **major platforms Talk London** (engagement, policy) and the **London Datastore** (data sharing) & £1.5m in **open innovation calls** to support Recovery.
- Reused successful **crowdfunding platforms** (Spacehive, Crowdfunder) to promote community-led regeneration & response to the pandemic.
- **Polled Londoners & cllrs** on use of tech & sharing data for first time.



CITY DATA

Developed common approaches and infrastructure, delivered major data projects to help the city use data to deliver better programmes and policies, including:

- Introduced **first city-wide principles to join up data** using London Datastore as **central registry of London data** (as adopted by the London Recovery Board, Nov 2020). **Funded new Datastore** rebuild for 2021.
- New [Planning London Datahub](#) - a live data feed of development in London from boroughs & applicants: most advanced planning data in country.
- **Project Odysseus** to understand how spending & movement patterns have been impacted by the pandemic and the lockdown using Mastercard & O2 data.





SMART INFRASTRUCTURE

London's first coordinated approach to stimulating full fibre investment, fibre coverage in London rose from **4.7%** to **21.05%** in three years Connected London has been in operation.

- Created a **400km 'full-fibre spine'** along London's tube network/600+ public buildings to support the rollout of full-fibre connectivity across London and trigger private investment plus **rolling out 4G on Underground network**.
- Supported smaller fibre providers to **stimulate competition** to help Londoners access the best deal.
- **Full-Fibre and mobile connectivity a requirement for all new developments through the Mayor's London Plan**. For the first time, London will have specific planning policy to drive full fibre connectivity and improve mobile network coverage.
- **Triggered EU250m in private investment** in green infrastructure projects (e-mobility, building retrofit, smart street lighting, energy sensors) via leading the Sharing Cities programme with Lison, Milan, Bordeaux, Burgas and Warsaw.
- **Published first playbooks** to enable scaling across London boroughs and other UK & EU cities to support green recovery.

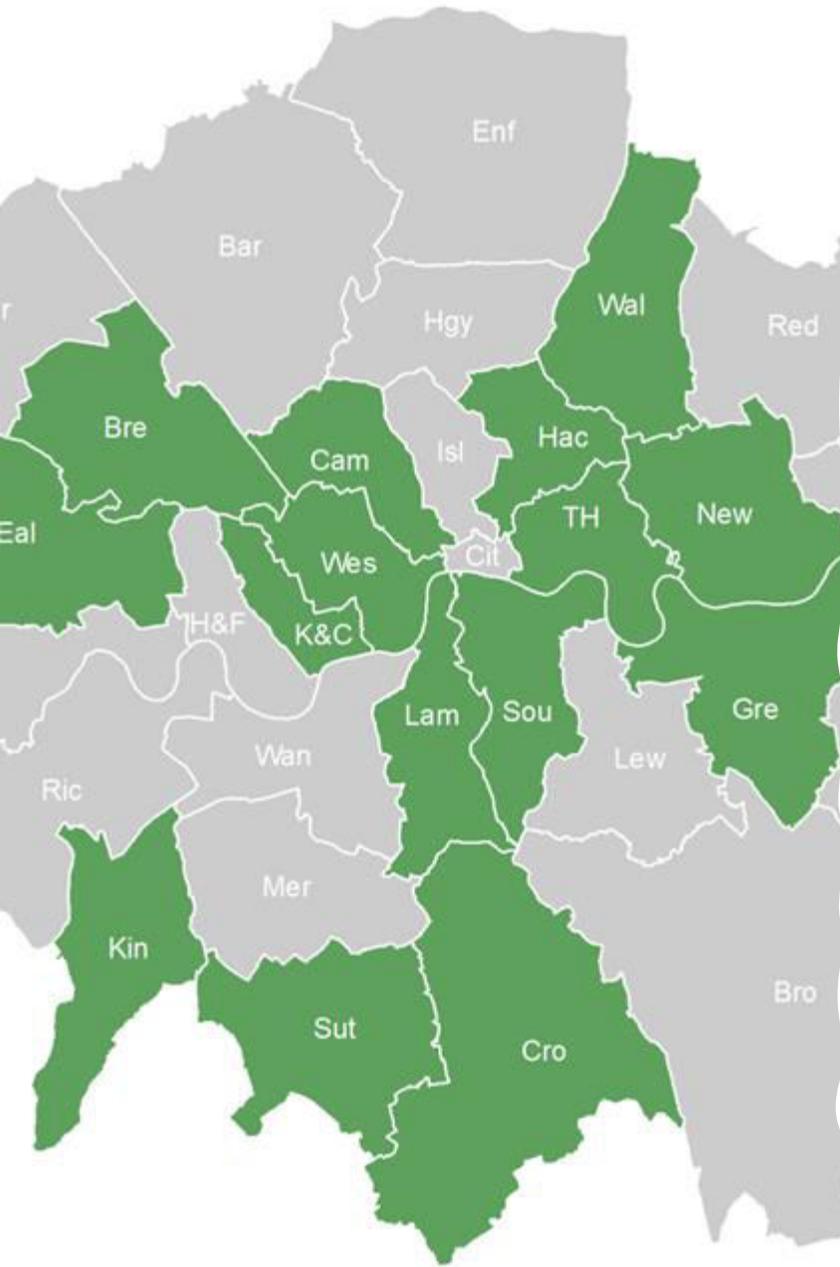
Digital talent

Innovation in skills: the **Mayor's Digital Talent Programme** is a £7million, multi-stranded programme that aims to increase the quality and volume of industry-led digital training opportunities for young people aged 16-24 years old who live in London. It is intended to promote diverse, homegrown talent.

- More than **1,100 young Londoners trained** in industry endorsed learning in digital, entrepreneurial and employability skills.
- **Upskilled more than 870 school and FE teachers** in industry-relevant digital skills learning and qualifications
- Supported more than **360 learners into digital work placements.**
- Engaged over **180 start-ups and SMEs** to access higher level skills that will support business growth



CITY-WIDE COLLABORATION



New & consistent ways to collaborate on data and digital projects across London

- **Co-founded London's first collective public service innovation body**, the London Office of Technology and Innovation, bringing together 19 London boroughs, London Councils and the GLA to work together to bring the best of digital, data and innovation to improve public services for Londoners. Projects include **Assistive Technology**, **COVID VCS data exchange** and innovation in procurement via **Thirty3**, a platform for SMEs to better navigate boroughs' technology tenders.
- **Open innovation** – develop new open call approach/design-led to solving city problems. Awarding prizes to help small and innovative companies to develop new solutions to complex policy issues. Learning from open call approach influenced Recovery Programme.

Next steps

LONDON'S ADVANCED TECH STACK OVER NEXT 15 YEARS

Advanced digital infrastructure

5G & future networks, artificial intelligence, IoT and in the future potentially quantum computing

Advanced digital service layer

Immersive & extended reality, robotics & autonomous machines, distributed ledger technologies and brain computer interfaces

Smart cities

From autonomous vehicles, to remote operated cranes and smarter logistics around the city, this new advanced digital infrastructure will enable numerous start-ups to access data, connectivity and intelligent AI services and build new products and applications that rapidly transform how we live and work in the city.

Augmenting the physical environment

Extended reality (VR/AR/MR), underpinned by real-time data, 5G, IoT and AI, will create the physical internet. "Clickable" London: more interactive and rich with local data for smart tourism, retail experiences to draw people back to the high street

Augmenting the physical self

We will see a convergence of London's strengths in design, life sciences and technology to surface lightweight wearable technologies, designed to enhance the way we live, work and interact with one another.

This will include haptic feedback, allowing people to click or press buttons in a virtual, touch free environment; through to brain computer interfaces that will help break down barriers for disabled people, for example, the potential to use robotic assistance to aid walking.

The future, now

[Emerging technologies will bring great benefits to cities](#) – not just to new jobs and growth but to mobility, air quality, safety, health, culture and learning.

Areas of our city are being planned now which will contain more emerging tech than places today we consider ‘new.’ There are also significant applications for retrofit.

Innovators and investors need a trusted and trusting home to develop, prototype and deploy their products and services.

Key questions

- The use of some emerging technologies attracts criticism as a ‘black box’ technology, hidden from public scrutiny. How do we provide the appropriate public accountability with new technology?
- AI intensifies questions about citizen privacy. Cities need to be in a position to provide assurance against identifying people who wish to remain anonymous or where it infers or generates sensitive information about people from non-sensitive data.
- There’s a further risk around the potential for bias in data leading to groups in society to be harmed or have their rights impinged by biased systems.
- Even potentially equitable proposals arising from AI can ultimately make heavy weather if citizens are not brought in right at the start. How can we design AI with citizens in a civic setting?
- Civic trust can also be undermined as a consequence of disruption to jobs and industries.

Towards a new Roadmap

FUNCTIONALITY

- Better digital & data services to support new city focus on Recovery collaboration & delivery
- Enhance city data sharing & services by new Datastore platform & London data governance

INNOVATION

- Open innovation through open & design-led calls to tech sector
- 'Scaling smart' through linking public and private Smart Districts in London

ACCESS

- Digital Access for All – innovation sees digital inclusion as a unified service

TRUST

- **Emerging Tech Charter** to guide trialling & deployment of new technologies

Emerging Tech & London

