



Association of Directors of
Environment, Economy, Planning & Transport

ADEPT President's Awards 2020/21

Entry form

Award category:	Category 2: Digital Innovation / Technology
Title:	Thames Valley Berkshire Smart City Cluster
Entrant:	Thames Valley Berkshire Smart City Cluster (Reading Borough Council, West Berkshire Council, Bracknell Forest Council, Wokingham Borough Council, Slough Borough Council)
Main contact name and email address:	Gabrielle Mancini, Gabrielle.Mancini@westberks.gov.uk
Partner/s (if applicable):	Thames Valley Berkshire LEP, Stantec
Headline summary (150 characters, c. 30 words)	
A Berkshire wide collaborative smart city IoT project incorporating a LoRaWAN communications network and nine innovation challenges that have addressed real service issues.	

Please attach supporting photos separately as jpg or png files. Please note we need at least one supporting image per award submission.

Please paste links to any supporting video evidence here

Link 1	https://www.youtube.com/watch?v=SmlsmKwEAkc&t=7s
Link 2	

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500-word project outline (please ensure you address all the judges' criteria – for more info see [here](#))

Thames Valley Berkshire Smart City Cluster is a £1.73m Thames Valley Berkshire LEP funded project to deliver a LoRaWAN internet of things (IoT) communications network across four of the six Berkshire Unitary Authorities (covers around 90% of the population) and is now extending to the final two authorities. It has invested around £900k in nine innovative businesses to develop smart city solutions. These have addressed real challenges faced by the local authorities in delivering their services and meeting their targets, challenges that were developed through collaborative workshops within and between the authorities.

The challenges were broad enough to encourage innovation whilst meeting the needs of the authorities, and they were awarded through open competition within the Berkshire area. All 9 projects delivered against the challenges, and 6 of the 9 are moving forward post project with 3 looking for further investment / funding. The projects ranged from early-stage concepts which were supported through to a pilot stage to more established products delivered through new partnerships or in new ways. Each project was delivered in a particular authority area and are now engaging to see how they can be transferred to other authorities Three projects are discussed below.

Project Joy brought together Joy with AgeUK in Wokingham to tackle loneliness in the elderly. It is an app that supports social subscribing, bringing together the elderly with community-based services to tackle loneliness. Unlike a traditional referral, where people are handed a leaflet, a care professional contacts a service digitally and directly with a far higher take up rate. Wokingham Borough Council have really seen the potential of this and have extended funding to fully evaluate the benefits with a view to permanently delivering the service.

IntelAgent (SSPS in partnership with We Build Bots) has been deployed in West Berkshire Council and is a citizen service automation platform bringing together digital channels like webchat, apps, social media, chatbots and email, and automates responses to citizen's requests. By automating answers to the more common questions such as bin collection, street lighting and potholes, it has freed up time for officers to focus on those enquiries that need more human support, improving the quality of the service. A key innovation was in relation to COVID where a COVID chatbot was deployed very quickly and with great success and West Berks are continuing to add more services onto the platform.

My Way (Thingitude) My Way is a student app designed to give women students more confidence to walk around Reading at night. This uses over 100 LoRaWAN connected sensors that are measuring people movement, street light levels, and noise levels. Users can report suspicious people or fights, and see other reported incidents, so they know which areas to avoid. Additionally, they can see where their friends are, provide walking route guidance, and automatically notify of safe arrival home. The app has been very positively received in the trials by students and is now being further funded by the University of Reading for a wider roll out.

[500 words]