

Citizens' juries to investigate smart solutions for improving health and wellbeing of older people

Smart cities have the potential to support wellbeing in diverse ways, especially when taking into consideration the technology and systems already available. Consider the following scenarios:

- An older person in a smart city receives regular updates on their health status, and has better access to transport links and warm housing enabling people to maintain healthy lifestyle.
- Monitoring, connectivity and integration of assistive technology in the home and community may give a sense of reassurance and continuum to family carers.
- An older person may have online access to their health information, enabling continuity and involvement in care, whether at the GP or hospital.

Smart City Nottingham is exploring how cities will move towards greener, smarter infrastructure. What is envisioned is the enabling of a range of improvements to urban living, supported by new uses for 'digital devices' e.g. information and communication technology (ICT).

To realise the full potential of Smart Cities, we need much more knowledge about people's experiences and reactions to these technologies. These views will enable us to 'future-proof' technology and ensure that communities have a sense of ownership of the new solutions.

Across sectors (eg transport and energy), Smart City initiatives may bring health benefits, but we should also consider whether some people may be excluded from these benefits. The first area to address for older people is the digital divide – where older people feel unable to make use of computer technology. This group of people may be disadvantaged because they cannot access services which require booking or registering using a computer or website. We need to understand older people's perspectives on the digital divide and other issues, in order that technology developers and decision-makers (commissioners) can better understand people's day-to-day use of technologies.

Our project will explore these issues from the perspective of wellbeing. This includes ways that technology may affect social inclusion and mental health outcomes. We will talk with older people, including those who have used existing digital devices (ICT) for health and wellbeing, to explore potential barriers, enablers and future opportunities.

Upcoming Project Activities

In June, we will hold **an initial multi-stakeholder meeting** to cover broad topics across Smart City Nottingham and how these may impact on health and wellbeing. We are inviting older people via a range of agencies and networks, as well as professionals involved in the development of the new health economy and the development of Smart solutions for health, energy, housing, etc.

At this multi-stakeholder meeting we will explore

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1. Health promotion, self-care of long-term conditions and integration with transport, energy and housing
2. Assistive technology and systems that enable better connectivity with family and carers
3. Access to health and care services, including online booking of GP appointments

We will encourage diverse discussions between technology developers and potential technology consumers. We will seek views on people's health expectations of Smart Cities and also concerns about negative impacts of technologies, including privacy and inequalities. A priority-setting exercise will establish topics that should be taken forward in this project.

A rapid literature review will give a perspective on the current research agenda for health in the international context of Smart Cities.

Focus groups, scheduled for July, will expand our engagement and reach groups that may experience greater needs, or less access to technologies such as black and minority ethnic communities and people with personal budgets or integrated budgets.

Scenarios which explore issues in a future-orientated way will be co-produced within the workshops and meetings above. Negative and critical views will be welcome, as well as utopian views.

In late July, **Citizens' Juries** will form the summary meetings. The aim of the citizens' juries is to facilitate a deliberation process to further understand citizen's views, concerns and recommendations on Smart Cities. Scenarios will be presented in order to prompt discussions among older adults (i.e., jurors). Scenarios will be packed with dilemmas to stimulate arguments and counterarguments to examine the potential 'truth and justice' of the future systems. Juries will be audio recorded to examine the deliberation process and opinion formation.

A final report will give recommendations for the future development of Smart Cities; these will be focused on Nottingham, but with key points which may be applicable nationally or internationally.

Recommendations will be shared with city-wide initiatives such as Age-Friendly Nottingham, Dementia framework, Care Homes Vanguard and Integrated Personal Commissioning. Dissemination will be via regional organisations such as Connected Notts and East Midlands Academic Health Science Network, as well as via academic centres such as Horizon Digital Economy and Centre for Dementia.

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