

Smartline 

Smart wellbeing inspired
by the community

Information Pack



Welcome



The Smartline project is an exciting opportunity to work with communities in Cornwall and explore how local people, researchers and businesses can work together to develop new ideas and improve wellbeing.



Your participation is essential to the delivery of Smartline and we hope to be able to provide you with information about your home and local support that you will find useful and interesting. Your involvement will help us understand how you interact with your home and how you feel about the communities in which you live.

We hope it will be a really positive experience and as a result, communities will think positively about where they live and engage in healthier and happier lives through volunteering and community activities.

This information pack aims to provide all the details you need but if you have any questions then please contact the Smartline team.

Thank you for your interest in the Smartline project.

Tracey Roose

Chair of the Smartline Advisory Board and Chief Executive of Age UK, Cornwall Isles of Scilly

What is Smartline?

IN TOTAL WE PLAN
TO RECRUIT
350
PARTICIPANTS IN
COASTLINE HOMES

Smartline is an exciting research project looking at how technology can be used to help us live healthier and happier lives. We are a partnership project led by the University of Exeter with Coastline Housing Ltd, Cornwall Council and Volunteer Cornwall.

In total we plan to work with 350 Coastline Housing customers in the Camborne, Pool, Illogan and Redruth (CPIR) area and we will fit environmental sensors into each of the homes. The sensors will provide information about how your home works for you. We will be looking at air quality and temperature, how much water is used, how air moves around different types of houses and how much energy it takes to heat them. There may also be the option to try some additional sensors during the course of the project if you wish.

You will be asked to participate in surveys to help us understand your wellbeing needs, aspirations and desires for the community in which you live. As a participant you will be able to see information about your home on a tablet computer which will be provided by the project. These tablets will also be used to answer research

questions about your health and wellbeing. It may also be possible for you to communicate with other households involved in the Smartline project through the tablet computers.

Researchers and businesses will use this information to help design better systems for managing homes in the future, and for developing better products and services to help you live happier and healthier lives.

Involvement in the project is completely voluntary with the option to withdraw at any time. We will ask you to sign an agreement that gives consent to access and share the information you provide. More information on how your information will be used can be found on page 11.



Time commitment

There are four main elements of the Smartline project that we are inviting you to take part in;

- ▶ Undertaking a Smartline survey
- ▶ Participating in a guided conversation
- ▶ Having sensors installed in your home for approximately two years
- ▶ Taking part in research interviews

What is a Smartline survey?

It is hoped that through participating in the Smartline project your wellbeing and health will improve. Therefore it is important that we collect some information at the start to accurately measure any improvements.

The survey covers a wide variety of topics, which will feed into every aspect of the project. For instance we will collect information on personal characteristics, education and employment as well as health (general and respiratory), wellbeing, connections with the community, whether you volunteer, how much physical activity you undertake and what the house is like (is there mould etc.).

Throughout the project we will send you some questions via the tablet and again at the end to assess how things have changed. The information collected will not only help us measure differences, but will also help us tailor the Smartline project for your specific interests and circumstances. The University researchers will also use the information collected to inform wider research activities about technology, communities, health and wellbeing.



What is a guided conversation?

A guided conversation is an optional informal conversation lasting around 1-2 hours covering important wellbeing topics such as home, social networks, and community. Guided conversations provide an engaging format to gather information about wellbeing needs and goals. This information is used to help you identify and then contact services that can help you achieve your own goals.

On signing up to the project you will be offered the option of a guided conversation. The conversation will be guided by two trained individuals, one of whom will take notes and identify support.

Notes of the conversation will be reviewed and agreed with you. You will also be asked whether any of the information can be shared with other people, for instance providers of support services.

Feedback from the guided conversation will be provided soon after it has taken place.



What are research interviews?

Later in the project some people will be invited to take part in research interviews. These will be designed to help understanding of what has changed and what stayed the same for people during the Smartline project. The interviews will also help improve our future research.

This will be a chance to talk about any changes in the health and wellbeing of people in your household that have taken place during the Smartline project. You will be able to say what taking part in the research has been like for you, what parts of the project you found interesting or useful and what parts you didn't like.

Interviews will normally be audio recorded and then typed up, word for word (interview transcript). Your name and any information giving away your identity will be removed from the document. You will be offered a copy of the transcript, to check for any errors. Information from your interview may be included in publications, but you will not be personally identified.

Smartline sensors

What are the sensors monitoring?

An important part of the Smartline project is the installation of sensors in the home for approximately two years. These sensors will measure the following environmental information;



Benefits to you

There are a number of anticipated benefits for you, which could include;

- ▶ Greater access and understanding of household efficiency with the potential to save money on bills
- ▶ The opportunity to participate and contribute to large scale wellbeing research
- ▶ Increased awareness and participation in community engagement and volunteering opportunities
- ▶ An opportunity to support the economic growth of Cornwall
- ▶ Access and use of a communication device (tablet)
- ▶ Receipt of vouchers for the inconvenience of sensor installation

We understand that having a number of sensors installed in your house may cause some concern but we want to assure you that only environmental information will be collected by these sensors and you will not be identified personally.

Some people may be asked to try out additional sensors during the project, for example monitoring movement around the home, or wearable devices that check your movement (e.g. distance walked) in and outside your home. These additional sensors may require access to personal information but you will be able to decide whether you want to be involved or not.

Sensor installation

Once you have signed up to Smartline, a company working on behalf of Smartline will make contact within 8 weeks to arrange a convenient time to visit your home and install the sensors.

Maintenance visit & repairs

The environmental sensors are very reliable and should only need to be checked once or twice during the project. The same company that installed the sensors will arrange a visit to check they are all working every 12 months. If a sensor breaks or needs replacing before this, the company will contact you to arrange a repair or replacement.

Removal

At the end of the project sensors will be removed from your home leaving no sign of them ever being there, this will be arranged at a time that suits you.



The Smartline story

Enterprises

Smartline will work with Cornish SMEs to **develop** the next generation of smart technology to **improve wellbeing** in the homes of the future, based on the **needs** of the households and the data collected from Smartline participants.

Using home sensors and tablet computers Smartline will create a digitally **connected community** amongst the **350** households within Camborne, Pool, Redruth and Illogan.

Community

Research

Smartline **brings together** an interdisciplinary team of epidemiologists, economists, geographers, mathematicians and sociologists to **explore** the potential for business **innovation** to **improve health and wellbeing**.

“Our objective is to digitally connect Cornish communities to help individuals take back control of their health and wellbeing. Cornwall is the perfect starting point for this project as the infrastructure, talent, necessary resources and general sense of community already exists. Smartline will organically grow the eHealth and eWellbeing business sector in Cornwall by linking innovation to cutting edge research and working closely with Cornish Enterprises to support research and development.”

Dr Tim Taylor, Senior Lecturer in the University of Exeter Medical School and Smartline Principal Investigator

Community

The Smartline team will work with you to understand your needs, aspirations and desires for the community in which you live. There will be a chance to participate in questionnaires and face to face conversations to enable the project to develop volunteering opportunities, connecting you to support networks and schedule community activities.

It is anticipated that this work will address issues such as isolation and that new products or services will support independent living, reducing demand on statutory services.

Enterprises

The project will engage with businesses in Cornwall and the Isles of Scilly to support the identification and development of new eHealth and eWellbeing products and services – based on the needs of the households and the data collected. The businesses will be offered support in the form of:

- ▶ Financial grants
- ▶ Access to researchers to support businesses research, development and innovation
- ▶ Access to comprehensive new data sets
- ▶ Opportunities to co-create with end users

Research

The University researchers will use the data collected from the houses to inform wider research activities. The research themes are:

- ▶ Investigating the links between housing, health and wellbeing
- ▶ Examining the impact of technology on community cohesion, integration and wellbeing and examining the role of technology for volunteers
- ▶ Evaluating the benefits of innovation and the market potential of technologies
- ▶ Improving asset management through data mining, clustering and fuzzy logic
- ▶ Organising co-creation workshops to help SMEs innovate in eHealth

Communicating during the project



Smartline aim to provide a communications device (tablet computer) to all participating households and full training will be provided on how to use it.

The communication device has several aims which include;

- ▶ Providing feedback on surveys and household sensors
- ▶ Delivering additional short surveys
- ▶ Access to additional information on community events
- ▶ Communicating with other Smartline participants

You will be asked to sign a user agreement before being provided with the tablet and they will need to be returned to the project team at the end of the project.

How we use your information

The Smartline project relies on sharing information (data). This data is either described as *personal information* or *non-personal information* and comes from a range of sources. As part of signing up to the project we are asking for your permission (consent) to access and share some of your personal information. More information on giving your consent can be found on page 12.

The specific **personal information** shared as part of the Smartline project can be split into the following areas;

- ▶ Data collected via Smartline surveys
- ▶ Data collected via guided conversations
- ▶ Data already held by Coastline Housing

The **non-personal information** shared as part of Smartline will include:

- ▶ Data collected by household environmental sensors
- ▶ Office of National Statistics local area data
- ▶ Public health information
- ▶ Market research data (Acorn customer segmentation profile – Household level)
- ▶ Weather information from the Met Office
- ▶ Other information that does not identify individual people may be included later in the project

It will not be possible to identify you from this information.

The information collected during the Smartline project will be shared with project partners on a 'need to know basis'. This means only relevant people will be able to access certain bits of information if it is deemed necessary.

Your information will be stored in a secure data system that will only be accessed by a small number of the project team.

Sharing information with researchers and businesses

Summary information will be shared with businesses in Cornwall and further afield to support the development of new health and wellbeing products and services.

These summaries will not identify individual participants or households.

For more information please visit our website www.Smartline.org.uk/privacy

Smartline agreement

3 YEAR
PROJECT TO
FEBRUARY 2020

Smartline agreement & consent forms

Participating in the Smartline project is voluntary and we need your consent to do a number of things;

- ▶ Undertake a Smartline survey
- ▶ Participate in a guided conversation
- ▶ Install sensors in your home
- ▶ Share information with project partners; University of Exeter, Coastline Housing Ltd, Volunteer Cornwall and Cornwall Council

A member of the Smartline team will go through consent documents with you and answer any questions you may have before asking for your signature to confirm that you fully understand all elements of the project.

Leaving the project

We hope that everyone involved in Smartline will stay with the project until its planned end in February 2020, but if you feel you want to withdraw from part or all of the project before that date then you are absolutely able to do so.

To leave the project we ask that you contact us in a way that suits you and let us know that you want to leave part or all of the project.

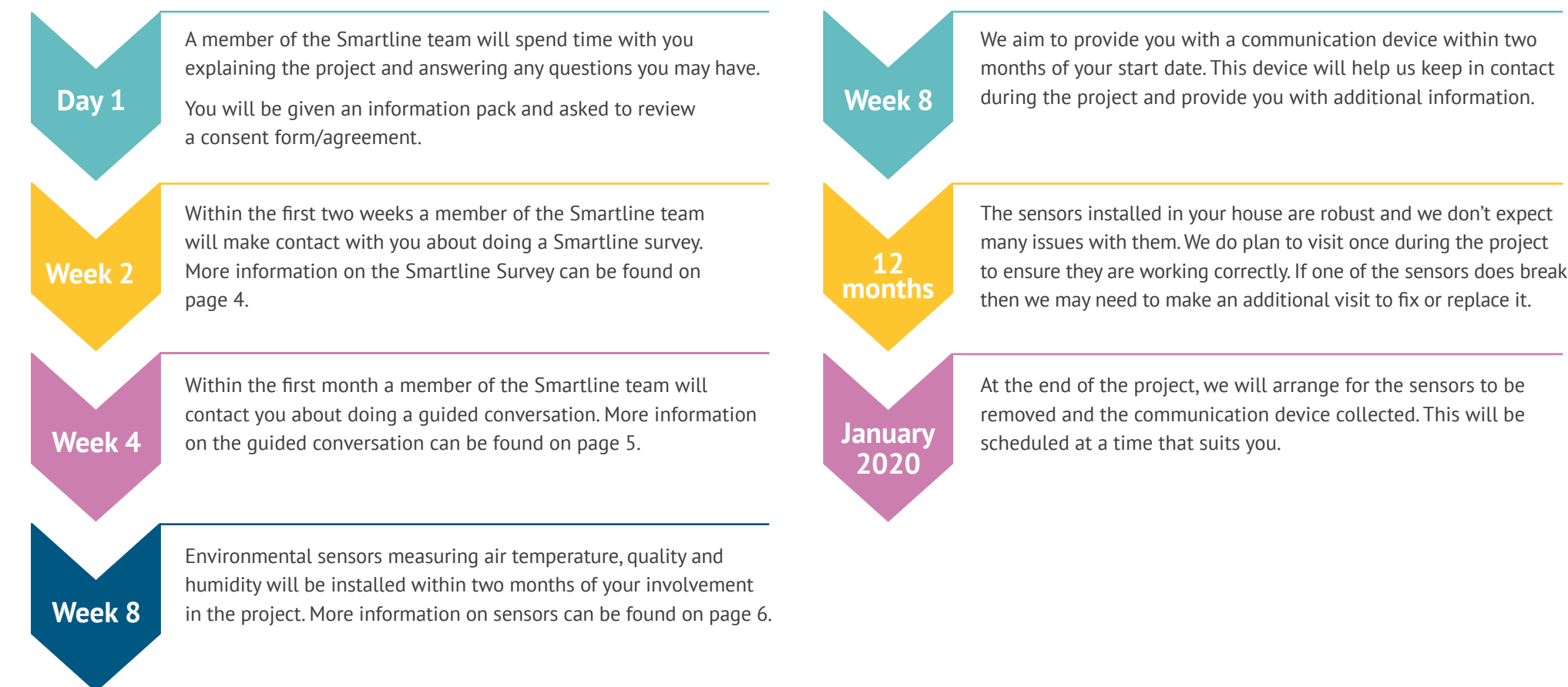
Before you leave we will check to see if there is anything else that can be done to support you.

To better understand why you have chosen to leave the project, we may ask for your feedback to learn and improve the experience for others.

Please note that the consent form identifies that if you choose to withdraw from the study, the data collected up to the point of withdrawal may be retained and used by the project, but your identity will be protected (the data will be anonymised).

Your Smartline journey

The timeline below aims to show the key activity and timescales of involvement in the Smartline project. We will do our best to keep to these dates and we will let you know of any changes and any additional events the project is planning.



Key contacts

We want to ensure that you remain fully informed and happy throughout the Smartline project. If you have any questions or concerns at any stage then please let us know using the following contact details;

Coastline Housing

Tel: 01209 200200
Email: customer.service@coastlinehousing.co.uk
Web: www.coastlinehousing.co.uk

Volunteer Cornwall

Karen Spooner
Tel: 07968 706114
Email: karens@volunteercornwall.org.uk
Web: www.volunteercornwall.org.uk

University of Exeter

Tel: 01872 258140
Email: smartline@exeter.ac.uk
Web: www.smartline.org.uk

Complaints

If you have any complaints about the way in which this study has been carried out please contact:
Laurie Magowan
Tel: 01872 258160
Email: l.magowan@exeter.ac.uk

Address:
European Centre for Environment and Human Health, University of Exeter Medical School, Knowledge Spa, Royal Cornwall Hospital, Truro, Cornwall, TR1 3HD



Frequently asked questions

Who will be using the data?

The project partners, University of Exeter, Coastline Housing, Volunteer Cornwall and Cornwall Council, will share project information and this will be done in accordance with data protection legislation. The environmental data collected from the sensors will be anonymised (i.e. it won't be possible to identify any participants) and then it will be shared with organisations to see if there are new and innovative ways Coastline, and the other Smartline partners, can support you, your family and the community in the future.

Do the surveys and interviews have to take place in my house?

No, the meetings can take place in your home or in a community setting, depending on where is most comfortable and convenient for you. It may also be possible to conduct these over the telephone, if that is better for you.

Will installation of sensors cause any damage to the property?

No, there should be no damage caused but any damage will be repaired by Coastline Housing.

Do I have to participate?

No, it's completely up to you whether you want to be involved. We believe that if you participate you will find ways to save money, help your neighbours or get help yourself.

Will I receive training to operate the technology?

Yes, there will be volunteers involved to assist with training on any equipment you may be asked to use.

Can the sensors see or hear me?

No, the standard set of sensors will only record the following information: Internal Air Temperature, Internal Relative Humidity, External Air Temperature, External Relative Humidity, Internal Air Quality (CO₂), Internal Air Quality (VOC), Internal Air Quality (PM), Internal Air Quality (CO), Electricity Consumption, Gas Consumption, Water Consumption.



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by the community

For more information please visit us at:

www.smartline.org.uk



European Union

European Regional
Development Fund

Smartline has been funded in Cornwall by the European Union Regional Development Fund in order to help local businesses develop new technologies and increase job opportunities in the county.

South West
Academic Health
Science Network



The South West Academic Health Science Network (SW AHSN) has provided additional funding to Smartline. The SW AHSN is dedicated to improving health and care. It is part of a national network of 15 AHSNs, set up and part-funded by NHS England to identify, adopt and spread innovation across the region.

