

Welcome to to the **8th City Update** newsletter #20. This issue covers programme developments during the period June-August 2021.

Of the 26 Phase 1 projects, five projects remain open to be delivered by December 2021.

Production of case studies remains a valuable approach for 8th City projects to share learning and knowledge with programme partners and a wider audience nationally and internationally. Work is ongoing for a selection of 8th City case studies to be hosted on the CITYxCITY platform recently developed by Open & Agile Smart Cities (OASC).

8th City case studies and project overviews were also featured in a series of Smart City 'Digital High Street' eBooks - see page 9 for details.

During August the 8th City PMO undertook virtual monitoring visits to all active projects. It proved to be a valuable exercise with an inspiring array of activities and achievements being evidenced. PMO and project leads are working on monitoring reports - with further updates to be shared via case studies and other stakeholder engagement.

An interim review of the 8th City programme was also completed in recent months - see page 10 for key findings.



Image courtesy of Dundee City Council

2 | 8th CITY PROGRAMME - UPDATE ON PROJECTS

There are currently 41 projects within the 'Scotland's 8th City - the Smart City' ERDF Strategic Intervention.

The 15 projects for 8th City Phase 2 complement 26 projects in Phase 1; of these, 21 projects have been completed, with the remaining five Phase 1 projects scheduled to end by December 2021.

The tables below show the range and status of projects being delivered across the cities.



PHASE 1 – 26 PROJECTS			
PHASE 1 - OPEN PROJECTS		PHASE 1 – CLOSED PROJECTS	
ABERDEEN			
PROJECT	END DATE	PROJECT	END DATE
		Infrastructure ISL	Sept 2019
		Infrastructure DDD	Dec 2018
		Data	March 2020
DUNDEE			
Public safety	Dec 2021	Waste	June 2019
Mobility	Dec 2021	Data	Sept 2019
EDINBURGH			
		Waste	June 2020
GLASGOW			
Infrastructure Water	Dec 2021	Data	March 2019
		Mobile working	June 2021
		Waste	June 2019
		Infrastructure ISL	Jan 2020
INVERNESS			
Mobility	Dec 2021	Data	Dec 2020
		Waste	March 2021
PERTH			
Public Safety	Sep 2021	Infrastructure ISL	Dec 2018
		Data	Dec 2019
		Innovation lab	Dec 2019
		Waste	June 2019
		Mobile working	Dec 2019
STIRLING			
		Energy	June 2019
		Mobility	Dec 2018
		Data	March 2019
		Waste	March 2019

PHASE 2 - 15 projects
DUNDEE
Data
Mobility
EDINBURGH
Intelligent Infrastructure
Public Safety
Driving Operational Efficiency
GLASGOW
Infrastructure ISL
Mobile working - 1
Mobile working - 2
Data
Smart Cities Co-ordinator
INVERNESS
Intelligent Infrastructure (3 projects)
Road Network Vehicle Messaging
PERTH
Data
Waste
STIRLING
Data

Projects are required to deliver outputs against the following indicators: Innovative Services Developed in Cities; and Data Sets Open for Innovation. Cities are on track to achieve Phase 1 output targets, with 43 (of 63) Innovative Services and 199 (of 250) Data Sets already achieved.

The output targets for Phase 2 are 61 Innovative Services and 172 Data Sets - leading to an overall

programme target of 124 Innovative Services and 422 Data Sets to be delivered by the 8th City partners.

Total investment across Phases 1 and 2 of the programme is currently almost £48.7 million, including ERDF support of £20.5 million and SCA Cities Investment Fund of £500k.

3 | GLASGOW - A SMART AND SUSTAINABLE CITY

Glasgow’s engagement and activity across phase 1 and phase 2 of the ‘Scotland’s 8th City – the Smart City’ ERDF Strategic Intervention has been extensive and ambitious - with a total of nine projects, plus a Smart Cities Co-ordinator, being funded.

Five of these projects are still in delivery with end dates up to June 2023. Overall investment in these projects is in the region of £23.4M - of which £9.37M is ERDF grant.

Glasgow City Council was selected as the Lead Partner for the 8th City ERDF programme, with Scotland’s six other cities all supportive of Glasgow taking on this over-arching role – and for Glasgow to host the 8th City Programme Management Office (PMO). Match funding for the PMO is delivered by the Scottish Cities Alliance Cities Investment Fund.

The 8th City programme is funded as a ‘Sustainable Growth’ Strategic Intervention (SI) within the 2014-2020 ERDF operational programme and low carbon activity is threaded throughout projects.

The programme also seeks to align activity with Scottish Government targets to reduce emissions of greenhouse gases to net-zero by 2045.

Smart city activity delivered by Glasgow includes projects on Intelligent Street Lighting, Water Management, Waste, Data Analytics, and three projects on Mobile Working. In addition, Phase 2 projects for the city are supported by a Smart Cities Coordinator appointed in May 2021. Glasgow’s 8th City projects are shown below:

Data (Phase 1) - developing data analytics to address city challenges.	ISL (Phase 1) – city centre installation of LED lighting, CMS and network.	Mobile Working (Phase 1) – development and delivery of service apps.
Smart Waste – deployment of litter bin sensors pilot project to support street cleansing operations.	Mobile Working (Phase 2) Fleet Management – smart management of GCC fleet assets, fuel, telematics, and operational integration.	Data (Phase 2) – city scale application of data analytics with focus on collaboration and partnership working.
Mobile Working (Phase 2) Asset Management / Digital Citizen - supporting services to be more accessible, efficient and effective.	Water Management – Smart Canal & Smart Culverts projects for dynamic management of flood risk.	ISL (Phase 2) – expansion of ISL beyond Glasgow city centre; deployment of wireless mesh to support sensors.
Glasgow Smart City Co-ordinator		

Collectively, these projects will deliver 39 Innovative Services and 83 Data Sets Open for Innovation outputs as part of an overall target of 124 Innovative Services and 422 Data Set outputs across the combined 8th City programme.

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As Glasgow moves towards the hosting of the COP26 conference later this year it is useful to highlight how these projects support Glasgow's ambitions on the journey to net zero emissions.

For example, Phase 1 of the **Intelligent Street Lighting** (ISL) project delivers reduced CO² emissions of 700T per year (in addition to benefits such as energy savings of around £230k pa and savings in maintenance cost of £22,067 pa). Implementation of ISL also provides a foundation upon which Glasgow can further deliver its Smart City and Sustainability ambitions.



Glasgow has delivered **Data Analytics** projects in Phase 1 and Phase 2 of the 8th City programme. Increasingly, the role of open data, big data, and citizen/user generated data is being recognised as a key component of meaningful approaches to sustainability and the journey to net zero. The recent publication of the [Climate Change 2021](#) report, published by the Intergovernmental Panel on Climate Change (IPCC), confirms that climate change is caused by humans, and that irreparable damage has been done to the planet. An [increase in the availability of data](#) has meant scientists can be more confident in climate forecasts and it also notes that open data has been an element in supporting scrutiny from a wider range of participants. For cities, such as Glasgow, potential areas of activity include energy monitoring and carbon reduction, active and sustainable travel. Glasgow's new city data hub (data.glasgow.gov.uk) will provide ongoing opportunities to explore developments in this area.

Glasgow Phase 1 **Mobile Working** project has delivered an extensive range of mobile apps to GCC environmental and social care services staff working 'in the field'. By making better use of technology and directly providing the information that staff need the project has supported enhanced service delivery and resource management – with benefits such as reduced travel time and faster response times. For example, a transport app has released capacity by 20%, providing opportunities to reallocate resources. Also, across the apps, the reduction in back-office administration has removed the need to produce and process printed material – with reductions in admin costs, carbon emission, and carbon footprint.

Glasgow is progressing further Mobile Working projects for Phase 2 of the 8th City programme. These include a focus on services in relation to a 'Digital Citizen' initiative as well as enhanced fleet and asset management.

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Another 8th City Smart Infrastructure project has enabled Glasgow to deliver a **Water Management** initiative on the Forth and Clyde Canal. This includes a pioneering digital surface water drainage system to create Europe's first Smart Canal and delivers CO² savings of 500T per year by reducing the amount of wastewater requiring to be pumped. Introduction of this new system – integrating predictive weather and sensor technology on a 250 year old canal – triggers a lowering of the canal water level to create capacity for receiving surface water run-off. This ability to address flood risk at key sites unlock 110 hectares for investment, regeneration and development, paving the way for over 3000 new homes in five neighbourhoods across North Glasgow. The Glasgow Smart Canal project was recently short-listed for an APSE (Association for Public Service Excellence) award.



In summary, the synergy between ‘Smart’ and ‘Sustainable’ development activity is a key area for Glasgow and other Scottish cities working collaboratively on the 8th City programme. This is an area highlighted for further exploration in the Scottish Government-commissioned interim review of the 8th City programme (see article on page 10).



**UN CLIMATE
CHANGE
CONFERENCE
UK 2021**

IN PARTNERSHIP WITH ITALY

Glasgow will host the 26th UN Climate Change Conference of the Parties (COP26) on 1 - 12 November 2021.

The COP26 summit brings parties together to accelerate action towards the goals of the Paris Agreement, made at COP21 in 2015, and the UN Framework Convention on Climate Change. It will bring together heads of state, climate experts and campaigners to agree coordinated action to tackle the climate emergency.

These climate talks were postponed by a year to November 2021 to allow time to deliver a successful summit while the world tackles the Covid-19 pandemic.

More info at <https://ukcop26.org/>

Project Overview

In 2016 the newly appointed Smart Perth Project Coordinator had a conversation with the Team Leader in Community Safety about the 8th City ERDF smart city programme and the opportunities for funding to improve and enhance the Public Space CCTV (PSCCTV) system in Perth City Centre.

This led to a vision for a city centre management system that would:



- Develop a new camera infrastructure (and, where possible, to replace analogue cameras with digital ones) and allow the Council to maximise the benefits of investment in CCTV.
- Create a new control or 'City Operations Centre' that would bring together CCTV use for public space, traffic, building, car park and other purposes, extending potentially to incorporate private CCTV monitoring of shops and offices in the city centre.
- Be capable of supporting the enhanced capabilities of video analytics that would create efficiencies across policing, fire and a number of Council Services including Roads, Environment and Safer Communities.
- Gather and integrate camera data on incidents and events with other data - for example on deprivation and crime.
- Provide opportunities to leverage additional funding and integrate cameras into a flexible and effective system; and
- See the new system established in a lawful, transparent and ethical framework.

The project took an 'Infrastructure and cameras combined' approach from the outset ensuring that the digital connectivity was in place whilst cameras were being replaced and facilities connected together.

The 8th City ERDF programme had received a similar, though not identical, Public Safety project proposal for Dundee and so early engagement with the Dundee Project Team revealed sufficient commonalities in approach and geography, to work collaboratively.

Why is it needed?

The Perth City Centre Public Space CCTV system was introduced in the '90's – paid for by the Council and operated by Tayside Police from their Barrack Street Headquarters. The system worked well initially, and a Joint Maintenance Contract was established between partner councils in Angus and Dundee. This created a partnership between the Police and the councils but the 3 systems remained separate entities, owned by the respective councils.

By 2014, there had been little new investment in the Perth CCTV network and it was becoming difficult to fully and effectively operate the system; an Urban Traffic Control capability had been established but was underused and had low capability. The Dundee, Angus, and Police infrastructure were similarly in need of development and it was time for action.

Impact and Benefits

Dundee and Perth identified capital match funding and made a successful bid for 8th City ERDF grant; Angus was ineligible for ERDF funding (which was limited to cities for this Strategic Intervention) but joined the partnership with capital funding.

A joint working group was established which quickly determined:

- Police ambitions to establish a single CCTV Room in Dundee to service the 3 council areas.
- Dundee's ambition to establish a Housing CCTV centre, with access to Public Space cameras, and an Urban Traffic Control (UTC) Centre.
- Perth's ambition to establish a City Operations Centre, with access to Public Space cameras, and UTC.
- Angus Council's ambition to have PSCCTV monitored from Police CCTV Control Room Dundee.

The Partnership then developed:

- joint specification – developed by consultants funded by the 3 authorities.
- joint procurement strategy – leading to the identification of a single supplier, single maintenance contract and a single system to support the 3 areas.
- fibre network – facilitating the flexibility, security and capacity for emergency fall-back required.

The Perth City Operations Centre Project:

- Established co-location with Community Alarms Control Room which has been brought into the Community Safety Hub at Perth Community Fire Station to become the City Operations Centre, now linked to gigabit speed full fibre connection.
- Carried out a Community Consultation, promoted widely through social and traditional media to establish broad public support.
- Established a new, secure UTC at Council Offices in Perth.
- Replaced many of the existing analogue cameras.
- Significantly reduced the dependence on leased fibre via new partnership with Smart Cities City Wi-Fi.
- Installed further Community Safety Cameras, new CCTV systems in Bus Station, Criminal Justice Offices and Park and Ride Waiting Rooms, new traffic cameras, and a new re-deployable camera - all of which are operated flexibly across the new infrastructure.
- Established a new project, The CCTV Integration Project, to continue this work.
- Attracted council funding for a part-time project manager for 2 years.
- Is developing projects to extend CCTV into smaller communities across Perth and Kinross Council, starting with Crieff and Auchterarder.

The project has been a success: The vision to create a joined-up City Operations Centre in Perth, has effectively been achieved. Many of the cameras have been replaced, the public has been consulted and are supportive of CCTV, and good links have been made with Dundee and Angus Councils to the extent that Tayside Police have established a new, improved CCTV control room in Dundee. The next phase will be to complete the camera replacement, fully connect the City Operations Centre and continue the process of bringing more CCTV into the coordination offered there.

Perth and Kinross Council services, Police Scotland, SFRS, communities across Perth and Kinross and our Local Authority partners will continue to work together to maximise the benefits of our collective investment but none of it could have been achieved without the support of the 8th City programme and the European Regional Development Fund!

Contact details and further info:

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ESIF Lead Partner event: *Adapting to COVID-19 and using what we have learnt in future*

On Wednesday 23 June, over 80 representatives from Lead Partners of the 2014-2020 ESIF Programmes participated in an online event on '**Adapting to COVID-19 and using what we have learnt in future**'. Attendees heard from speakers about the successes of delivering ESIF-supported operations during the COVID-19 pandemic and discussed their own experiences in break-out sessions.

The Managing Authority's (MA) Head of Performance and Governance Susan Tamburrini commenced the event by providing an overview of the programmes, before introducing Richard Lochhead MSP, Minister for Just Transition, Employment and Fair Work. This event was Mr Lochhead's first public engagement as Minister responsible for European Structural Funds.

Mr Lochhead paid tribute to the hard work being done by ESIF projects and stakeholders in addressing social and economic inequalities - especially in such extraordinary circumstances. The Minister noted that activities supported by ESIF will continue to be vital in Scotland's recovery from COVID-19. He also stated his frustration about the lack of clarity from the UK Government about the UK Shared Prosperity Fund and the treatment of the Scottish Government during the fund's development.

Participants then heard from MA Governance and Stakeholder Team Leader, Ryan Gunn, about how the MA has had to adapt its administration of the programmes in light of COVID-19 restrictions. From the programme delivery side, Harry Emambocus of SG Digital and Bernard Dougherty of Scottish Future Trust, presented on their experience delivering the Scottish 4G Infill Programme during the pandemic.

The last presentation, from Tracey Gillon of the MA's Programme Performance Team, looked at the programme closure process. Although closure guidance was still in draft form it was noted that all claims must be verified and paid by 30 June 2024. The MA will provide further information on closure to Lead Partners once plans have been developed in line with guidance from the European Commission.

The latter part of the event included discussion sessions: Lead Partners were split into three groups: Smart, Sustainable and Inclusive Growth. All groups were asked the following questions.

- What has been the **one** major challenge to delivery over the past 18 months?
- What has been the **one** major positive result from your experience of delivering during the pandemic?
- What is the **one** thing learnt from this experience that you will put in place in future delivery?

A combined summary of responses from across the groups is shown below and overleaf:

Challenges:

- Effects on Framework contracts with third party service providers who were suddenly unable to fulfil services due to lockdown or lack of online delivery options.
- Uncertainty about the potential for penalties to be levied on Lead Partners if targets are not met as a direct result of COVID-19.
- Difficulty securing 'wet signatures' from participants due to COVID-19 restrictions.
- Projects facing supply chain issues, not helped by consequences of Brexit.
- Providing verification documentation for claims under COVID-19 restrictions (i.e. no access to offices).
- Significant delays to project delivery and therefore meeting key milestones.
- Delivering digitally could exclude participants with limited IT skills and is less effective at building a positive and trusting relationship than face-to-face interaction.
- Capacity at delivery organisations (resources being deployed elsewhere to meet COVID-19 demands).
- Lack of flexibility re: compliance during the pandemic.

Positive results:

- Focus of the programme has moved from growth to survivability, linked to ability to offer grants.
- How the MA and LPs have worked together to adapt to online services, which have been received well by clients.
- Utilising initiatives such as the COVID-19 Response Fund to support the purchase of health supplies.
- Projects have demonstrated considerable resilience by delivering throughout the pandemic, albeit with extended deadlines and revised milestones.
- Robust due diligence in the selection process for projects has proved beneficial.
- Improvement of communication between all parties involved in the governance and delivery of ERDF-supported activities.
- Delivering digitally means participants have access to a large range of modules and they have generally been happy with the new approach.
- For individuals with mental health needs, delivering digitally has taken the pressure off them having to access services in-person.
- Community organisations and the third Sector have developed and built stronger links.

Learning for future delivery:

- Success of online delivery demonstrates that this can work successfully in a post-COVID world, which is particularly helpful for rural communities.
- New approach of document sharing for audits – this model could be used effectively in future.
- Regular review and revision of risk register is absolutely essential.
- The pandemic has proven that we can go paperless and access documentation digitally, rather than keeping and storing hard copy files.
- People think outside the box more, there is better engagement with some people and some people are now getting support that they were not aware of.
- Mental health has always been an issue, but it is important to learn from this experience and build into future employment programmes.

Copies of presentations were circulated after the event and are available via the [8th City PMO](#).

Please see the [ESIF blog site](#) for further details and Insight into how European funding positively impacts the community and strengthens economic and social cohesion.

8th City programme and the Digital High Street

Programme partners have contributed to a series of eBooks on future tech-enabled communities.

Produced by Tech London Advocates, and with a focus on the Digital High Street, the eBooks offer Smart Cities perspectives on: [Retail Experience](#), [Mobility](#) and [Smart Public Space](#); a fourth eBook, on Community, will be launched at London Tech Week on 24th September, then available [here](#).



10 | INTERIM EVALUATION OF THE 8th CITY PROGRAMME - KEY FINDINGS

In early 2020 the Cities and Regions team at Scottish Government Economic Development Directorate commenced plans for an interim review of the 'Scotland's 8th City – the Smart City' ERDF Programme. The evaluation sought to provide an assessment of progress and performance (to date and forecast), together with recommendations to support the ongoing delivery of the Programme.



Key areas covered by the evaluation include:

1. Identify/assess the extent to which strategic aims and key objectives are being met:
2. Identify further actions that might increase the impact of the Programme.
3. The role of the PMO in terms of support provided and the impact to partners if they lost the experience developed across the PMO team to deliver this activity beyond current programme timescales.
4. Consideration of an updated 'Maturity Assessment' to enable cities to assess progress.

Following a tender process, EKOS Economic and Social Development consultants were engaged to undertake the evaluation on behalf of the Scottish Government.

Although timescales were impacted by the COVID-19 pandemic, EKOS successfully engaged with a wide range of partners and stakeholders to produce a review report in April 2021.

The interim evaluation report highlights key findings in relation to **Programme Delivery, Successes, and Suggested Improvements**, as outlined below:

Programme Delivery

- 8th City Strategic Board has a key role to play in providing oversight and shaping the direction of the Programme; Board to have greater strategic input and 'buy-in' going forward.
- Project Leads and Officers: Credit is due to Project Leads and Officers that have responsibility for day-to-day management and delivery of individual projects. They have played a crucial role not only in delivery, but also in helping to promote awareness and acting as 'champions' for the Smart Cities approach within their own organisations. The Programme would not have been the success it has been without their involvement.
- PMO has played a valuable role with regards to co-ordination, administration and ensuring the Programme meets reporting, due diligence and audit obligations/requirements; this activity is complex and multi-faceted so it is important to have that central resource.
- Going forward, review posits consideration of PMO role and input beyond the current management/administration function - such as supporting project development, highlighting other good practice, and linking policy with practice. From a strategic perspective, more could be gained from providing a wider scope to a central shared resource such as a PMO.

Key findings in relation to **Successes** and **Suggested Improvements** are noted overleaf.

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Successes

- No concerns; satisfied that the programme is broadly on target to achieve what it set out to deliver.
- Co-ordinating the inputs of seven city partners to deliver a range of data and digital technology focused projects (emerging areas) covering a broad set of priority thematic domains – services, communities, infrastructure, and open data. This achievement should not be underestimated.
- Knowledge Exchange - some good tangible examples of this happening, particularly at the operational level. Key learning has been shared and absorbed amongst partners to inform phase 2 activity – knowledge exchange is a key pillar for the smart cities approach.
- Projects have achieved/demonstrated efficiency gains and improvements (such as cost savings) for the city partners with the delivery of public facing services. However, the Programme still has work to do in terms of improving outcomes for service users.

Suggested Improvements

- Strategically the Programme was well positioned, however, projects seemed to be developed “bottom up” and not always reflect the aspirations of policy – such as Smart Cities Blueprint or Outline Investment Roadmap.
- Monitoring and Evaluation - meets the needs of funders (ERDF) but offers little else; wider impacts/benefits are likely undervalued/under-represented.
- At the outset, there was an ambition for the projects supported to demonstrate that they would be/aspire to be: Open; Scalable; Replicable; and Interoperable, There was some evidence of progress made on this.

In delivering the report, EKOS also highlighted a number of **considerations** for Programme partners, funders, and stakeholders. These were summarised as follows:

- Is there demand rationale and appetite amongst partners to continue investing and supporting the ‘smart cities’ approach?
- If there is a continued appetite, should this be at a Scotland-wide level or is it appropriate to consider other approaches - for example smart regions?
- Need to review available funding sources (e.g. Levelling Up, UKSPF, and others).
- Need to consider how to get corporate buy in.
- Alignment with policy priorities; new digital strategy has a strong focus on digital inclusion and service delivery and partners should consider how data and digital projects can contribute to these priorities – for example, can the cities be early adopters with regards to data and digital technology that supports transition to net zero?

Key stakeholders and the Strategic Board are now considering the recommendations from the report and updates on progress will be provided in future 8th City newsletters.

12 | EVENTS

DataFest 2021: 'Our People' - a focus on the social and wellbeing aspects of our data use. The overarching theme of [#OurData](#) will be explored to spark discussion about how we, as data users and as a community, can use data for good to help solve or ease world problems.

When: Week commencing Monday 6th September

Where: Online

Info / Booking: [Here](#)



DataFest 2021: 'Our Planet' - Environmental and climate change themes and how data can help shape the future of the planet

When: Week commencing Monday 4th October

Where: Online

Info / Booking: [Here](#)



ScotSoft 2021 - CmdR ScotSoft leading tech conference has been running for more than 20 years. Organised by **ScotlandIS**, it's an annual festival of ideas and innovation that showcases the best of the Scottish technology sector and brings speakers from far afield.

When: Thursday 7th October

Where: Online

Info / Booking: [Eventbrite](#)



The Smart Cities Marketplace: Creating smart cities together: Organised as part of #EURegionsWeek - The European Week of Regions and Cities which takes place from 11—14 October. The Smart Cities Marketplace is a platform created from a merger of the Marketplace of the European Innovation Partnership on Smart Cities and Communities (EIP-SCC) and the Smart Cities Information System (SCIS).

When: Thursday 14th October

Where: Online

Info / Booking: [Here](#)



Climate Tech: Smart mobility, tourism and cities: Transport is a leading player in Scotland's journey to become net-zero in greenhouse gas emissions. The event looks at the application of technologies in Mobility as a Service (MaaS), Tourism and Aviation.

When: Tuesday 26th October

Where: Online

Info / Booking: [Here](#)



The next **8th City Update** will be out late January 2022. Contributions (and suggestions) are welcome from across the 8th City programme. Deadline for content is Monday 17th January.

Please contact Stephen Birrell, Programme Officer, PMO, stephen.birrell@glasgow.gov.uk