

NEW Digital Inclusion Network for Kingston Voluntary & Community Groups



**Share your achievements
What support do you need NOW?
What support will you need in future?**

**Join Superhighways in
a new NETWORK space**

Agenda

- ✓ Welcome and check in
- ✓ Spotlight on Milaap – Tech Savvy project
- ✓ Sharing tips and challenges
- ✓ Context setting – local and London wide
- ✓ Looking to the future – what support do you need?
- ✓ What's currently available?
- ✓ Spotlight on Bexley CVS volunteering project
- ✓ Check out & help shape future meetings

Spotlight on Milaap – Tech Savvy project



Sharing tips & challenges

Let's get to know each other's work better

Small group discussions:

- Share what you've been doing
- What's working well
- What challenges are you still facing?
- Hive mind – ask & learn from others in your breakout room

Context setting

- Kingston Digital Inclusion Task Group
- [Kingston digital exclusion survey](#), Nov 2020
- Other borough networks e.g. Wandsworth
- Voluntary & Community Sector Emergencies Partnership – [see report](#)
- **Digital Access for All mission** – Every Londoner to have access to good connectivity, basic digital skills and the device or support they need to be online by 2025
- **LOTI (London Office for Technology & Innovation)**
 - Mapping digital inclusion initiatives – [show & tell recording](#)
 - [Digital exclusion persona bank](#)
 - [Digital Exclusion map](#)
- **Digital Inclusion in London Network** – paused but hope to restart with HEAR Network soon



DIGITAL ACCESS FOR ALL - DIGITAL EXCLUSION & SKILLS

Many still do not have the devices, skills or connectivity to get online

Experience from councils and the VCS during the crisis highlighted that **many Londoners still do not have the devices, skills or connectivity to get online** and make the most of the opportunities the internet provides.



Pandemic demand for connectivity

55% of London's civil society organisations reported an increase in demand for digital connectivity from the people they support during COVID-19.



10% do not possess smartphones

Ofcom estimates that **10% of Londoners** do not possess smartphones – devices which enable Londoners to access more advanced applications and services.

Anticipate a shift to more online services

The benefits of being online include increased chances of finding work; buying cheaper goods; communication with family and friends and accessing government services (ONS 2019). **Recovery should anticipate a shift to more online services.**

If you are poor, you have much less chance of being online.

The likelihood of having access to the internet from home increases along with income.



Lower Income Home Internet Access

Only 51% of households earning between **£6000 - 10,000** had home internet access



Higher Income Home Internet Access

99% of households with an income of **over £40,001** had home internet access.

Basic Skills

At least 9% of Londoners do not possess ANY of the seven foundational digital skills, including being able to open an internet browser and connect to a Wi-Fi network.



However, **18% of Londoners lack one or more** basic digital skills.



Quick wins within existing Superhighways resource



Schedule regular 1:1 and group sessions for VCSE staff & volunteers to gain confidence and skills to better support residents with digital



Run monthly sessions to support VCS staff & volunteers take meetings and activities online.



Facilitate setting up a Kingston VCS Digital Inclusion Network (mirroring the London network we support alongside HEAR Network)

Looking to the future

Offers which would most improve digital inclusion for your client group/community?



What's changed?

Wants & offers?

What ideas or plans do you have?

What's currently available...

Kingston Adult Education

Practical courses using computers and Tablets

2 levels – First steps – turning on a device etc – 6 sessions

Part two – see below – 6 sessions

Courses may be free
depending on meeting
eligibility criteria

Digital Skills for Everyday Life: Going Beyond the Basics

Learn to:

- Shop online
- Organise files
- Deal with common technical problems
- Install apps
- Communicate virtually
- And more



- [Link to register](#)

RHACC Richmond and Hillcroft ACC

Open to Kingston Residents

- Online advice and guidance to choose a course
- Digital surgery – 1:2:1 support from the digital doctor
- Technology laptop loan – you need to be studying a subsidised IT based qualification
- Kingston Based Women's Education offer – on site essential digital skills tasters

[Free Digital Courses](#)



Kingston Library Service Online



Kingston Library Service Digital Clinic Volunteers



Kingston Libraries Digital Day!

Sat, Oct 9, 11:00

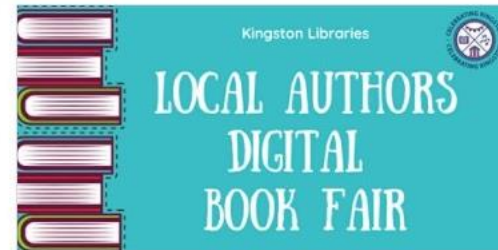
Kingston Library • Kingston upon Thames

Free
14/10/2021



An introduction to Kingston Work Match & Best Practice for Accessing Jobs

Tue, 28 Sep 2021 11:00 BST



Local Authors Digital Book Fair

Sat, 18 Sep 2021 10:00 BST

Free



Keep Kids Connected

Do you have a laptop less than 8 years old that you'd like to put to good use?

Our IT specialists will reset your laptop and ensure hard disk data is unrecoverable.

Dons Local Action Group



2000 devices delivered so far

Vodafone FREE Sim Card Offer

charities.connected

If you're a charity, find out how to apply for free mobile connectivity to help tackle digital exclusion.

Apply now

Free Sims loaded with 20GB data plus unlimited calls and texts to be used over 6 months.

Use however you like – e.g. to help stay in touch with service users, or deliver training to people in need.

Disability Support



[Coronavirus: information and updates](#)

[Get support](#) ▾

[Get involved](#) ▾

[Our impact](#) ▾

[About us](#) ▾



[Donate](#)

A photograph showing a man with a beard and a purple t-shirt pointing at a computer monitor. A woman with short blonde hair, wearing a white patterned shirt and sitting in a wheelchair, is looking at the monitor with a smile. The monitor displays a colorful graphic of red and yellow circles. The text "Digital support" is overlaid in large white font across the center of the image.

Digital support

Digital Unite



Inspiring *POSITIVE CHANGE* through digital skills

"The Digital Champions Network is helping us to deliver digital skills support & training in every corner of our communities."



Digital photography

There are so many great ways to store, edit and share photos - our guides will show you how.

[Read more](#)



Government services, shopping & banking

The chores that used to mean a trip in the car can now be done from a chair, with a cup of tea by your side. No more filling in endless paper forms!...

[Read more](#)



Computer basics

It's easier to get to grips with computers than a lot of people think. Here's how to get started.

[Read more](#)



Microsoft Office

Easy-to-follow guides on using Microsoft Office programs (Including Word, Excel, Powerpoint and Paint).

[Read more](#)

Good Things Foundation

We're the people behind...



Get Online Week

The biggest digital inclusion campaign in the UK and Australia, taking place in October each year.



Learn My Way

A website of free online courses, helping people develop digital skills to make the most of the online world.



Make It Click

A curated collection of free resources to help people improve their digital skills and progress in their careers.



Our network

A network of thousands of community organisations who help people improve their lives through digital.


[More about what we do](#)

Referral - 1:1 bookable 40 min slots




**get
online
week**

18-24 Oct 2021



TOUR OF THE NHS WEBSITE

**I want to use the internet
to stay healthy**



superhighways
Promoting technology for community benefit

Group sessions for clients too..

"Thank you for the tour of the NHS website session today, it was very informative, and I believe everyone in attendance took something away from it."

Lisa Martin, Development Worker, Kingston Association for the Blind

Future partnership working in 2021



Explore creation of a Digital Champions / Buddies programme in the borough – providing 1:1 support



Explore relaunch of a borough refurbishment programme providing devices to the community



Link with London-wide work looking at better defining digital exclusion and embedding across all provision

Digital Champions Programme

A proposal:

- ✓ Superhighways offer induction, training and a peer support network for volunteer digital champions recruited by and based in Kingston charities and community organisations

Let's hear from Sky Crook at Bexley CVS....

Thank you for coming!

- ✓ Check out – what's been most useful?
- ✓ Complete our quick [feedback form](#)
- ✓ Stay in touch!