

# **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 October 12<sup>th</sup> 2023

- ✓ Welcome and check in
- ✓ Spotlight on Learn English at Home
- ✓ Online scams
- ✓ Digital upskilling for employment or career progression
- ✓ Connected Kingston – building a curated list of local and national services
- ✓ Updates – London Digital Inclusion Service & South West London Integrated Care System and Digital Inclusion opportunities
- ✓ Get Online Week
- ✓ National Databank – referrals for sim cards
- ✓ Community shout outs & AOB



Spotlight on...

Mark Byrne

Digital Inclusion Community Co-ordinator



# LEAH Digital Services

- Teams
- Discord
- VR Space
- Lamplight
- Zoom
- Mailchimp
- Client Space
- Website
- Social Media
- Microsoft 365
- Sharepoint

- Volunteer Training
- Staff Training
- Digital Champions
- Client Lessons
- Client Trainings
- Signposting
- Troubleshooting Services

- Postal Service
- In-person Service
- Regular Supply Chain
- Support Line/Space
- Trainings
- Set Budget

- Branding
- Social Media
- Website
- DM's
- Org Collabs
- Google Business
- SEO
- Mailchimp
- Campaigns

Digital Spaces

Digital Education

Hardware Distribution

Communications & Marketing

Sustainable, Inclusive, Secure, Communicative, Data Driven



# Online Scams

- ✓ Quick poll
- ✓ Types of scams
- ✓ Some resources & guidance we know about
- ✓ What else is out there?
- ✓ Creating a list to share with residents



# Phishing: overview

## STEP 4

### Prevent Phishing and Malware

Every year many small organizations fall victim to costly malware and phishing attacks, and it can be difficult to survive. These attacks can infect your systems resulting in revenue loss, expensive recovery costs, data loss, damage to reputation and more.



Donated by [Wizer Security Awareness Training](#)

[GCA cyber security toolkit for small business](#)

# Know the obvious signs of phishing

1. Is the spelling, grammar and punctuation poor? Is the design and quality what you'd expect from a credible, large organisation?
2. Is it addressed to you by name, or does it refer to 'valued customer', or 'friend', or 'colleague'? This can be a sign that the sender does not actually know you, and that it is part of a phishing scam.
3. Does the email contain a veiled threat that asks you to act urgently? Be suspicious of words like 'send these details within 24 hours' or 'you have been a victim of crime, click here immediately'.
4. Does it appear to come from a trustee or manager, requesting a payment is made to a particular bank account. Look at the sender's name. Does it sound legitimate, or is it trying to mimic someone you know?
5. If it sounds too good to be true, such as a large donation in return for banking details, it probably is!



# Online Scams



Sponsored By **Craig Newmark Philanthropies**

## The GCA Cybersecurity Toolkit for Individuals

*Free and effective tools to help protect yourself  
from cyber risks*

**1** Know What You  
Have

**2** Update Your  
Defenses

**3** Beyond Simple  
Passwords

**4** Backup and  
Recover

**5** Prevent Phishing and  
Malware

**6** Communicate  
Securely





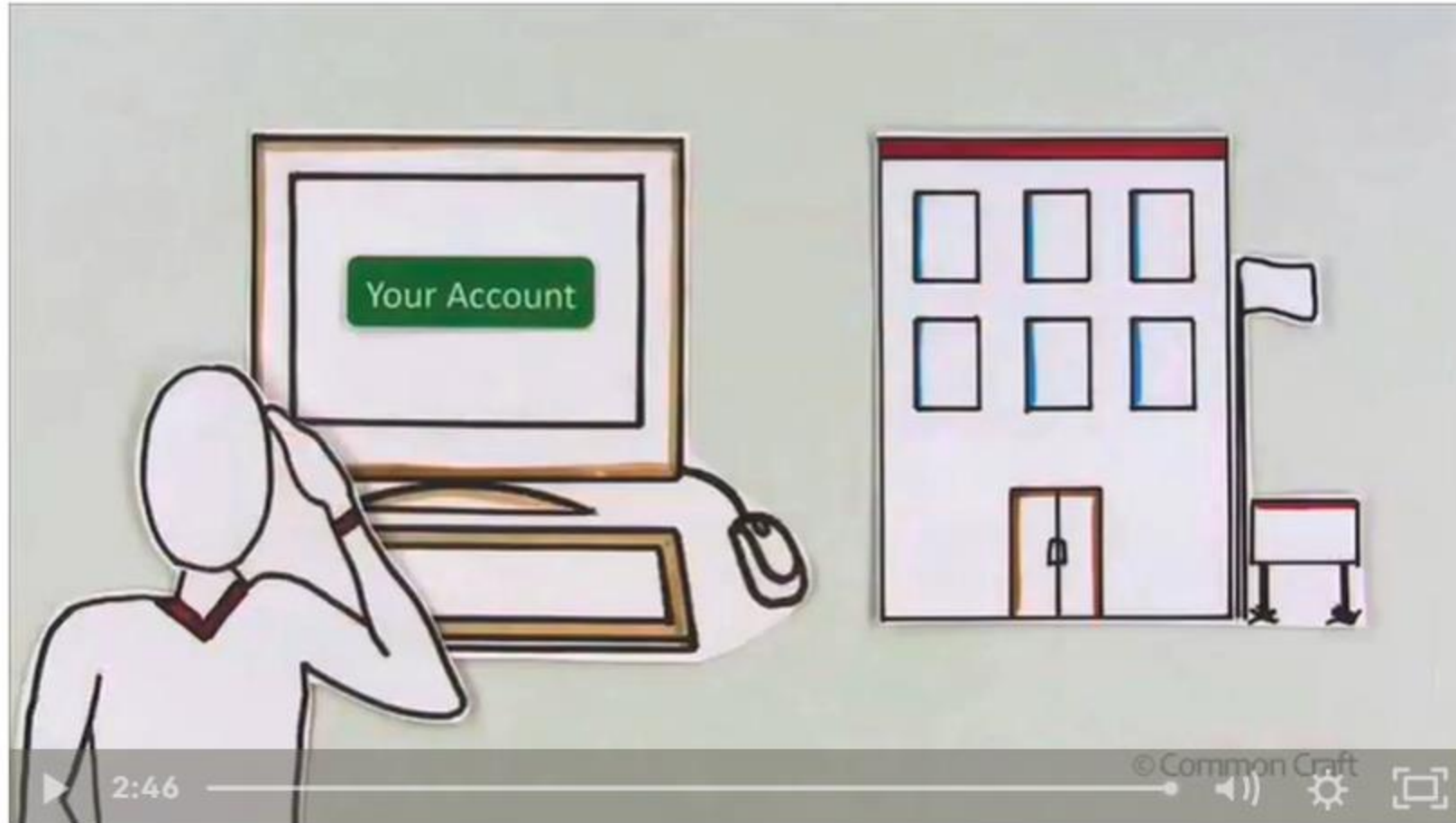
# What can people see about me online?



[https://youtu.be/\\_YRs28yBYuI](https://youtu.be/_YRs28yBYuI)

[See NCSC guidance on using social media safely](#)

# Introduction to phishing scams



<https://www.commoncraft.com/video/phishing-scams>



# I'm pretty alert to scammers, I think I'm safe...



<https://youtu.be/lc7scxvKQOo>

# Action Fraud



- Visit the [Report phishing web page](#)
- Forward any email you're not sure about to the Suspicious Email Reporting Service (SERS) at [report@phishing.gov.uk](mailto:report@phishing.gov.uk)
- The NCSC will investigate and may:
  - Block the address the email came from so it can no longer send emails
  - Work with hosting companies to remove links to malicious websites
  - Raise awareness of commonly reported suspicious emails and methods used (via partners)



# Text scams

## If you receive a suspicious text message

- Most phone providers are part of a scheme that allows customers to report suspicious text messages for free by forwarding it to **7726**.
- If you forward a text to **7726**, your provider can investigate the origin of the text and arrange to block or ban the sender, if it's found to be malicious.
- [Find further information on the Action Fraud website.](#)



# Phone scams

## If you receive a suspicious phone call

- Phone scammers will call you unsolicited, pretending to be from an organisation you trust, such as your bank, a service provider or even the police.
- These scam calls may be automated, or from a real person. They may ask you for your personal information like banking details, or tell you you need to transfer money.
- If you've lost money or have been hacked as a result of responding to a call, you should [report it to Action Fraud online](#) or call 0300 123 2040.



# NCSC resources for individuals



The screenshot shows the top navigation bar of the National Cyber Security Centre website. It features the NCSC logo on the left, a search icon on the right, and a horizontal menu with the following items: Home, Information for... (which is underlined), Advice & guidance, Education & skills, Products & services, and News, blogs, events... Below this menu is a large section titled "Information for..." with six sub-categories: Individuals & families (highlighted with a white background), Self employed & sole traders, Small & medium sized organisations, Large organisations, Public sector, and Cyber security professionals.

## Individuals & families

The NCSC's cyber security advice to protect you and your family, and the technology you rely on.



# NCSC infographics

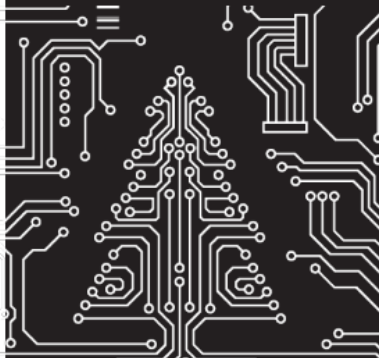


## What to do if you think you've been scammed:

If you think your credit or debit card has been used by someone else, let your bank know straight away so they can block anyone using it. Always contact your bank using the official website or phone number.

If you've lost money, tell your bank and report it as a crime to Action Fraud (0300 123 2040 for England, Wales and Northern Ireland) or Police Scotland (for Scotland). By doing this, you'll be helping to prevent others becoming victims of cyber crime.

If you don't receive the item (or it doesn't match the description given), Citizens Advice (0800 144 8848) has some useful information about getting your money back if you paid by credit card, debit card or PayPal.



## Shopping online securely

### How to shop safely online

With the festive period approaching, many of us are spending more time than ever shopping online. The following tips can help you to avoid scam websites, and purchase items safely.


#### Choose carefully where you shop



- Read feedback from people or organisations that you trust, such as consumer websites.
- Some of the emails/texts you receive about amazing offers may contain links to fake websites. If you're unsure, don't use the link, and either type a trusted website address directly into the address bar, or search for it (and follow the results).

#### Use a credit card for online payments



- Most credit card providers protect online purchases, and must refund you in certain circumstances. Using a credit card (rather than a debit card) also means that if your payment details are stolen, your main bank account won't be directly affected.
- Debit card payments and purchases are not covered by the Consumer Credit Act. But you might be able to make a claim for a refund under a voluntary scheme called 'chargeback'.
- Consider using an online payment platform, such as PayPal, Apple Pay or Google Pay. Using these platforms to authorise your payments means the retailer doesn't even see your payment details.
- When it's time to pay for your items, check there's a 'closed padlock' icon in the browser's address bar. It will look like this:  

- If the padlock icon is not there, or the browser says not secure, then don't use the site. Don't enter any personal or payment details, or create an account.

#### Only provide enough details to complete your purchase



- You should only fill in the required details when making a purchase. These are often marked with an asterisk (\*), and will typically include your delivery address and payment details.
- If possible, don't create an account for the online store when making your payment. You can usually complete your purchase by using a payment platform (such as PayPal, Google Pay or Apple Pay).
- If prompted, don't let the website store your payment details for a quicker check-out next time (unless you're going to shop with them regularly).

#### Keep your accounts secure



- Make sure your really important accounts (such as email, social media, banking, and shopping accounts) are protected by strong passwords that you don't use anywhere else.
- To create a memorable password that's also hard for someone to guess, you can combine three random words to create a single password (for example cupfishbiro).
- Turn on 2-step verification (2SV), which is also known as 'two-factor authentication' or 'multi-factor authentication'. Turning on 2SV stops hackers from accessing your accounts, even if they know your password.

#### If something feels wrong, report it



- If you have received a suspicious email, forward it to the Suspicious Email Reporting Service (SERS) at [report@phishing.gov.uk](mailto:report@phishing.gov.uk)
- If you've received a suspicious text message, forward it to 7726. It's free, and your provider can investigate and take action (if found to be a scam).
- If you have visited a website you think is trying to scam you, report it to the NCSC and we'll investigate.
- If you come across an advert online that you think might be a scam, report it via the Advertising Standards Authority (ASA) website.





# Cyber Aware



Advice on how to stay secure online from the UK's National Cyber Security Centre

Help protect yourself or your organisation  
from cyber criminals in under 5 minutes.

Get your free, tailored **Cyber Action Plan** now.



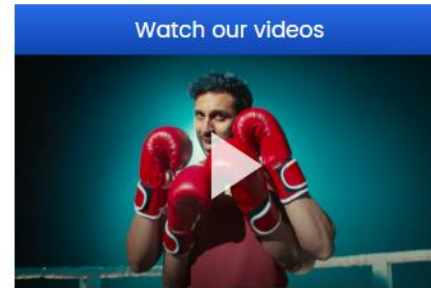
## Take your email security to another level

Your email is where you keep your most personal and financial information.

If a cyber criminal accesses your email, they could:

- access your other online accounts using the 'forgot password' feature (which often sends you an email)
- access personal or business information and use this to scam you or people you know

Watch our videos



## Two actions to instantly help protect your email

Action 1



# What other resources do you know about?



# Superhighways Digital Upskill project

- ✓ Supporting VCSE clients or community members who are looking for opportunities to gain digital skills for employment or job progression  
Do you have individuals to refer? Or activities you are running that ew can come along to and deliver support?
- ✓ Offering volunteering opportunities as a pathway into employment.  
Are you working with people who could have an interest in supporting people with digital and are looking for ongoing volunteering or work placement opportunities as a pathway into employment?
- ✓ Collaborating with RBK's pilot programme with WeAreDigital – opportunities for further one-to-one support along with a device. We can introduce you to Cameron King who's leading on this at RBK



# Learn My Way

Learn  
My Way

[Home](#)


[Subjects](#)

[My learning](#)

[?](#)  
[help](#)

[Home](#) > [Explore the subjects](#) > Employment and work

## Employment and work

Below is the list of topics in this subject. Topics marked with  can only be accessed after you [register](#) or [sign in](#).

Basics of online job searching



Searching for jobs online



Applying for jobs online



Advanced features of job sites



Checking your skills for work



The skills needed for different jobs




Help getting a job



Preparing for work



# Working with office programs

Below is the list of topics in this subject. Topics marked with  can only be accessed after you [register](#) or [sign in](#).

Introduction to office programs



Different types of office programs



Basics of documents



Making documents easy to read



Making text stand out



Changing and sharing documents



Basics of spreadsheets



Using numbers in spreadsheets



Advanced spreadsheet functions



Changing and printing spreadsheets



Basics of presentations



Making a simple presentation



# Lloyds Bank Academy



LLOYDS BANK  
ACADEMY

For businesses

For individuals

For charities

About the Academy

LEARNING HUB

## With the right skills, everyday life is simpler

We can help you learn new skills and use online tools so you can be more productive at work and gain essential life skills.



### Explore topics

Online essentials

Working life

Money management

# Essential & Functional Digital Skills



HM Government



Eg. Training

Search

[Training Courses](#)

[Advice and Guidance](#)

[Further Support](#)

## Digital – Essential Skills

If you're aged 19 or over and have little or no experience using computers and other digital devices or have low digital skills, you can study an Digital Essential Skills qualification for free.

These courses will give you the essential digital understanding you need for work and everyday life, such as using a computer or other digital devices, and staying safe online.

### Available to:

Adults who do not have the essential digital skills needed for work and everyday life

### Duration:

around 30-55 hours

### Age restriction:

19 and over

### Course type:

Classroom-based

### Cost:

Free

# National Careers Service

## National Careers Service

[Explore careers](#) [Skills assessment](#) [Find a course](#) [Contact us](#) [Action plans](#) [Careers advice](#)

**BETA** Complete an independent survey to [give us feedback](#) about our website.

[Seasonal work](#): advice for finding work this Christmas

## Find a course

Search for online and classroom courses near you, to help you get a job or develop your skills.



Town, city or postcode

Course or keyword





## Digital Skills and Getting Help Online

**How do I get online?**

**How can I get a job?**

**How do I stay safe online?**

**How do I improve my English?**

**How can I improve my computer skills?**

**How can I improve my CV?**

**How do I pay safely online?**

**How do I keep in touch with my family online?**



## Active for All

Check out our new list of accessible sports opportunities in Kingston!

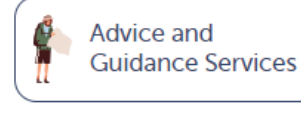
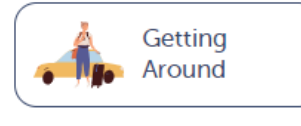
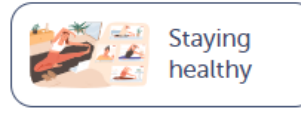
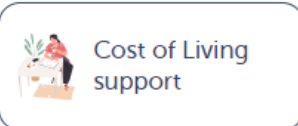
[Find out more →](#)



## I'm looking for

Search 

## Or browse by category



## I want to ...

Sometimes it's hard to know where to start - here are some suggestions



### Avoid a Housing Crisis

Many things can lead to a housing crisis, from relationship breakdown to job loss. We've curated some services to help you find the help you need.

[Explore >](#)



### Get Active

There are many ways busy mums and dads, families, young people, office workers and older adults can build physical activity into their lives.

[Explore >](#)



### Meet New People

Kingston has many local groups looking for new members that would love to meet you. There are groups and activities that cater to all types of people.

[Explore >](#)



# Help us improve Connected Kingston listings

1. What areas of digital inclusion would be most helpful to support people with (what needs do you see most?)
2. What services do you know about? What would be good to include?
3. What terms do you think people are likely to use when searching for this information? Keywords but sentences too.

[We're going to Jamboard!](#)



# DIGITAL NATION UK 2023

FACTS & STATS TO FIX THE DIGITAL DIVIDE FOR GOOD

**UK**  
DIGITALLY EXCLUDED

**10.2m**  
LACK THE MOST BASIC DIGITAL SKILLS

**5.8m**  
People digitally excluded in 2032 without action

**1 in 14**  
UK households have no home internet access

**2.5m**  
UK households struggle to afford fixed broadband

**UK**  
DIGITALLY INCLUDED

**32.6m**  
HIGHLY ENGAGED USERS

**£9.48 ROI**  
FROM BASIC DIGITAL SKILLS SUPPORT

**30m**  
NHS APP USERS



Compared to EXTENSIVE USERS

### NON-USERS ARE...

2 x more likely to have a disability or health condition

12 x more likely to be over-65

46% non-users asked someone to go online for them

### LIMITED USERS ARE...

5 x more likely from low income households

6 x more likely to be over-65

74% mixed ethnicity and Black internet users faced potential online harm in the last 4 weeks

27% essentials can cost 25% more without internet access

68% community hubs need more devices for digitally excluded people

1m lose broadband access in cost of living crisis

2.3m young people rely on mobile data for internet access

20% unemployed people can't do any essential workplace digital tasks

77% believe internet access is now an essential need

5% of households on Universal Credit took a social tariff

### REASONS PEOPLE ARE NOT ONLINE

20% It's too complicated

70% I'm not interested

20% It costs too much

### ACCESS

### SKILLS

### CONFIDENCE

### MOTIVATION

### TRUST

76% support Government investment in digital skills training to address digital exclusion

## NATIONAL DATABANK

## NATIONAL DEVICE BANK

Better for business  
41% of UK workforce can do all 20 essential workplace digital tasks.

Better for the planet  
90% of CO<sub>2</sub> emissions could be saved by reusing smartphones.

Better for the UK  
£13.7bn benefit to the economy for fixing the digital divide.

### BENEFITS OF BEING ONLINE

I'm better off  
Manual workers with high digital engagement earn £5K more a year.

I'm happier  
77% say the internet helps them connect with family and friends.

I'm saving  
People with high digital engagement save £659 more a year.

I'm healthier  
78% say they use the internet to support their wellbeing.

### BENEFITS OF GOOD THINGS

94% felt their digital skills improved

86% felt more able to stay safe online

92% felt more confident

Learn My Way

# NATIONAL DIGITAL INCLUSION NETWORK

**Good Things Foundation**

#FixTheDigitalDivide

Key data sources include:  
Ofcom 2023, Lloyds Bank UK Consumer Digital Index 2022, Citizen's Advice 2023, Good Things Foundation 2023, Nominet Digital Youth Index 2022, Cetr 2022  
Full sources and accessible explainer at:  
[www.goodthingsfoundation.org/insights/building-a-digital-nation](http://www.goodthingsfoundation.org/insights/building-a-digital-nation)



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# Updates – London Digital Inclusion Service



About Us ▾

Events

Get Online London ▾

Jobs

Projects

Resources

Search...

## Get Online London

Giving Londoners free access to digital devices, data and skills so they can make the most of being online.



MAYOR OF LONDON

# SWL ICS Digital Board



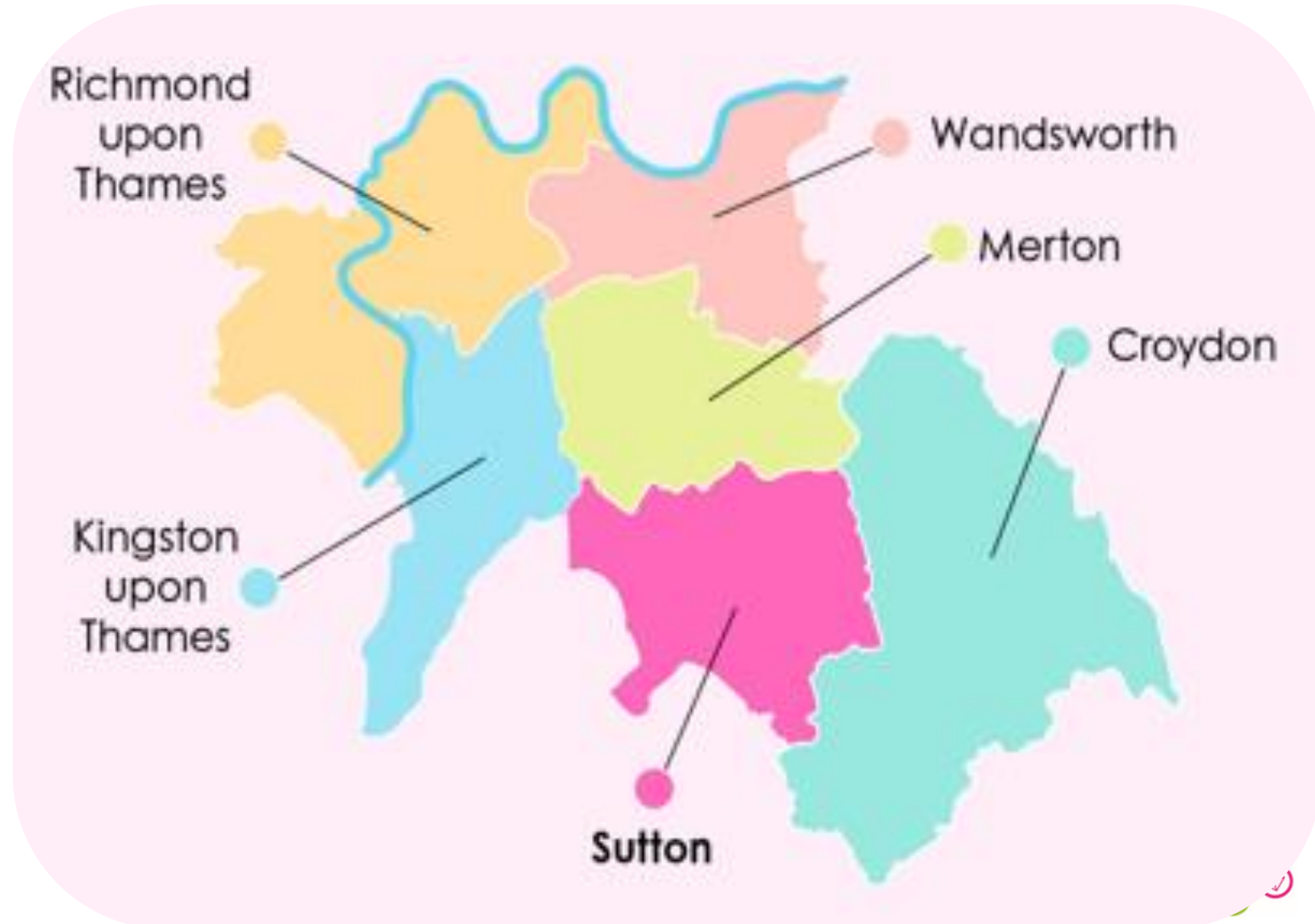
- **The Digital Board** is responsible for developing approaches to embedding digital in health and care development activities and promoting digital as a key facilitator for transformational change.
- VCSE Rep on behalf of the SWL VCSE Alliance – Kate White, Superhighways
- Presented a paper on Roles & opportunities for embedding the VCSE strategically in digital workstreams in Sept 2023 along with the SWL Healthwatch Executive Director

# A focus on Digital Inclusion initiatives

Lots going on!

- ✓ One-to-one & group basic digital upskilling
- ✓ Provision of & support for devices
- ✓ Provision of data
- ✓ Best practice advice

Examples from each borough...





# Who needs to know?

As a	I need to	So that I can
Health & Social Care Worker	Have easy access to a directory of services	Refer my clients or patients for support with accessing online health info & services
Hospital Discharge Team	Find out about local support available	Book an appointment for a home visit for a patient who will be housebound for 6 weeks
GP Receptionist	Find out what local support is available for the NHS App	Refer patients struggling to install and use it
Carer	Find digital support (devices, data & skills)	Access online information about wellbeing activities and benefits I can access
Digital Champion	Find mainstream IT training provision	I can signpost people I've supported to next step opportunities

# Partnership working – next steps

- Opportunities for joint working relating to the NHS App, Care Record & Patient Portal roll outs
- Improve discoverability of current support available. Extend recent mapping across SWL ICS? Develop consistent taxonomy & visibility rooted in plain English?
- Raise awareness & encourage appropriate referrals – further refining & prioritising ‘user needs statements’?
- Invest to scale – a strategic approach to funding, building on successful models across SWL?
- Embed the VCSE strategically in the Digital Inclusion policy?
- Form a VCSE Digital Inclusion working group?



# #GetOnlineWeek

## Why is it important?



**Nearly 1 in 5**

adults lack the most basic digital skills needed for everyday life



**Over 1 in 20**

households have no internet access, neither fixed line nor mobile



**2 million**

households struggle with affordability of internet access

[Read more about the campaign](#)

October 16<sup>th</sup> – 23<sup>rd</sup> 2023

<https://uk.getonlineweek.com>



# National Databank – refer for Sim Cards

## Unlimited data Unlimited calls

Free sim card for your members/residents  
Follow this link to [complete the application form](#)



## National Databank Sim Card Donation Project April 22 - end of December 2023

Vodafone, Virgin Media O2 and Three Network have donated 46 million gigabytes of data to the National Databank to support over half a million people during the lifetime of the project.

Superhighways was successful in our application to manage this new free data distribution project in Kingston. We will be working our local community groups and statutory partners to refer into this project in our local area.

Once we have received your nominations, we will be able to provide you with free sim cards to pass on to your nominees.

Criteria for you to nominate people are:

Each nominee must be both:

1. 18+ years old
- AND
2. From a low income household.

In addition they need to meet at least one of the following criteria:



I am struggling to afford access with not enough income. We have to pay for my son's tablet & sim card, and then had to buy a laptop for my daughter for school.

Keeping in contact, so I don't get sanctioned by Universal credit team.

When I have to fill in a form that eats up my data. And I have to fill in a lot of forms for my son. This will be brilliant.

We have dreadful mould in the property, resulting in us spending more time away from home.



# Thank you for coming!

- ✓ Check out – what's been most useful?
- ✓ Complete our quick October 2023 [feedback form](#) (ignore the Jan date!)
- ✓ Accessibility – tips and best practice

