

No-one left behind: K&C Digital Inclusion Partnership Newsletter



Introduction

The Partnership aims to connect everyone working to reduce digital exclusion in the borough. We can share our knowledge, lessons learnt, find ways to collaborate and share opportunities to maximise the difference we make for residents. The Partnership aims to ensure that together, we are *more than the sum of our parts*.

This newsletter will keep us up to date and connected. It's all of our newsletter, so please tell us; how it can be improved and any information you can share or want to see. We would be grateful if you could provide feedback through [this feedback form](#). You're receiving this because we believe you have interest in digital inclusion but please let us know if you don't want to get this by reply.

NB We also meet every other Tuesday morning 9:00-10:00. Our next meeting is on 7 June: [Please join us on this Microsoft Team's call](#) – everyone is welcome!

Partner Projects

Age UK Kensington and Chelsea Digital Inclusion Projects

Age UK Kensington and Chelsea host a range of Digital Inclusion projects to support older people develop their digital skills. All digital inclusion services are completely free! We just ask you to bring a commitment to attending sessions and a willingness to learn new online skills! ***If you would like to be involved in any of the projects, or refer a resident please contact digital@aukc.org.uk***

DigitALL

The DigitALL Project has been live for just over a month and we have made a brilliant start with over 50 devices and sim cards loaned out and over 75 participants currently receiving dedicated support from organisations across the tri-borough. We can provide loaned devices, free data and skill support to adults over 50 and adults with learning disabilities in RBKC.

This project is a collaboration between Open Age, local Age UK and Mencap branches as well as a number of other organisations across the borough to ensure that adults over 50 and Adults with Learning Disabilities are supported to get online and develop new skills. The majority of support will be delivered in centres across the borough but there is an opportunity for home visits if appropriate. The project is completely free – we just ask you to bring a commitment to attending sessions and a willingness to learn new online skills! ***Any partners can refer residents directly to this service. If you or a resident you are working with, have any questions then do reach out to us at digitall@openage.org.uk or call the Project Coordinator at 07570428756.***

The Kensington and Chelsea and Westminster Social Isolation project

The Age UK KCW Social Isolation project supports and enhances existing Older Adult Mental Health services provided by CNWL by providing targeted outreach support to vulnerable elderly people including those living alone who are known to be more likely to experience social isolation. The support is person centred and one on one, driven by what the older person needs to learn.

Curry's and Vodafone Tablet Loan Schemes

The Tablet Loan Scheme provides digitally excluded older people with a tablet device and connectivity for a fixed period (6–8 weeks). The scheme aims to enable older people to discover the benefits that can be made to their lives through being online, learn how to use a tablet and make a more informed decision at the end of the loan period as to whether they would like to purchase their own device.

Digital Clinics


Our Activities and Events Team run Digital Clinics that invite volunteers to show older people how to make a phone call, send a text message, download photos or connect via ZOOM. If someone has questions about using their own laptop, tablet or smartphone, they can bring along their own devices. *If you require additional information, please get in touch at event@aukc.org.uk*

Housing community rooms

6 laptop lockers have been purchased and Deep Freeze, a user security software solution, is being loaded onto re-commissioned laptops ahead of roll out and associated engagement drive. Work is also commencing with the Lancaster West team regarding the proposed computer tech hub in Baseline Studios. Finally, LOTI is also working with Housing around a potential digital inclusion project for RBKC owned hostel accommodation.

Triage work

With LOTI and partner boroughs, we are developing and testing digital inclusion 'triage' questions to enable front-line staff to quickly identify the reasons a resident is digitally excluded (i.e. the barriers they face), so they can signpost them to support that can make a difference. This follows the local survey of digitally excluded residents in RBKC and WCC last year, which helped us identify five key groups of digitally excluded residents and gave us crucial insights into the array and complexity of digital exclusion.

In RBKC, our Customer Services colleagues are conducting surveys with residents to pilot triaging residents into the  [five segments](#), as well as finding out more about the types of support they would like to receive and the types of activities they would like to use the internet for. As part of this, we delivered the first training sessions for embedded digital champions: staff who can support residents towards inclusion as part of their role. We have also developed our first [local signposting tool](#), which will keep evolving and expanding, which has made it possible for residents to access help.

This project is helping us develop and embed the triage and signposting tools we need so that resident facing staff are easily and confidently able to signpost digitally excluded residents to the right support. The surveys will also give us further insights that will support the development of a local offer that meets the needs, motivation and interests of residents.

Supporting the Partnership

Focus on Funding

We are renewing our focus on funding opportunities and potential pots that partners may bid into. This section will relate to upcoming opportunities with details around the criteria needing in completing it. This section will be for the benefit of the partnership so ***if you come across a funding pot, please email Ahmed (ahmed.mahbub@rbkc.gov.uk).***

Current Funding Opportunity: **Flexibility Innovation Programme**

Funding body: Department for Business, Energy & Industrial Strategy (BEIS)

Closing Date: 05/07/2022

Funding available: £1,500,000

Criteria: Flexibility Innovation seeks to enable large-scale widespread electricity system flexibility through smart, flexible, secure, and accessible technologies and markets. For info on how to apply, please [attend this event](#) on the 14th June 2022.

Value from Information

To support the Partnership to deliver its purpose of sharing knowledge, lessons learnt and collaborative working, we're working to improve how we share information. The aim is a platform where partners can easily upload and share their work and communicate. It will help us to know what one another are working on and therefore create opportunities to learn from one another, collaborate and signpost residents.

Currently we use MS Teams as a shared platform, however we realise that there are some issues with it. ***We would like to know what you think the shared platform should look like and how it should work. Please contact ruby.shipton@rbkc.gov.uk to share your opinion.***

Previous presentations

At the last partnership meeting we heard about the great progress Karen and Sharon have been making in Adult Social Care. Please see their presentation and other previous partnership presentations [here](#).

Agenda for upcoming partnership meeting (07/06/22)

We'll have a demonstration of [Kraydel-Konnnect](#). This is a video calling system which uses a TV. It may be especially valuable for older adults who are not confident about using a computer but happy to use a simple TV-remote control.

Please let us know of anything you can share at the Partnership Meeting and also if you would be happy to Chair.

Key Partnership information

- [DI Signposting document](#)
This document details local support schemes available to residents, we think all staff working with residents will find this useful. Improvements and additions welcome!
- [Digital Inclusion Directory](#)
This has document details information on device options, connectivity options, training support and guidance, security device management, K&C DI Partnership members contact details.

Dates for the diary & information

- **LOTI Conference**

The GLA, LOTI and Good Things Foundation are working together to design London's first Digital Inclusion Service. They are keen to co-design this service and are holding a workshop to do so. The agenda for the workshop is:

- Share the initial concept and key components of the service
- Get your feedback based on your experience of supporting digitally excluded people
- Define what success looks like

If you are interested in attending and are from a London Borough, please sign up using [this Eventbrite link](#).

If you are interested in attending and are from a **VCS NHS or community organisation**, please sign up for the workshop using [this Eventbrite link](#).

- *The Good Things Foundation* have set out an ambitious plan setting out how they will Fix the Digital Divide - for Good. Read it [here](#)
- A bid, led Westminster Digital Inclusion Programme has been submitted a bid to the Local Government Association for funding to explore and understand how we can work with the 'Not for Me' group of residents, those who have no interest in using the internet.