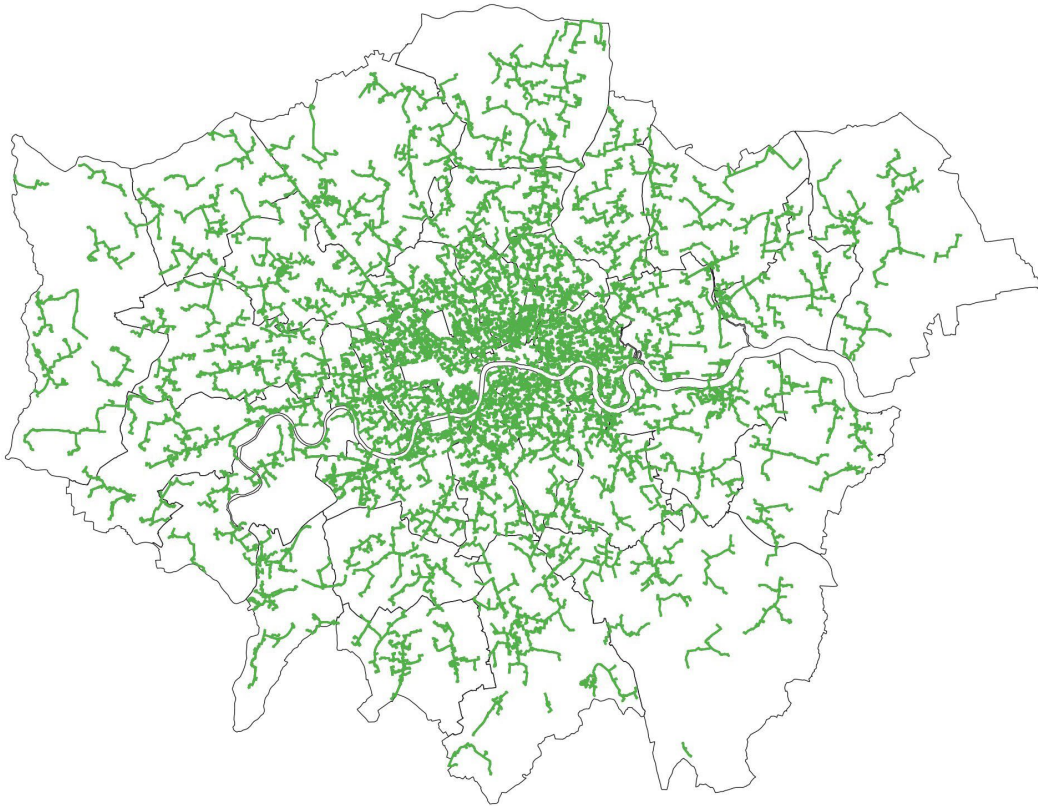


DIGITAL AMBASSADOR PROGRAMME

GIVING BACK TO THE COMMUNITIES WE SERVE

Who are Community Fibre?

We're London's fastest 100% full fibre broadband provider



'Better internet for everyone' – we help bridge the digital divide

Trusted by London's leading landlords



Why does Community Fibre exist?

- Community Fibre believe in the transformative power of connectivity in a community.
- We have seen the power of connectivity in crossing the digital divide through:
 - Education
 - Engagement
 - Employment
 - Enterprise

What does the digital divide mean to London?

5.7% of Londoners have never used the Internet

ONS Internet Users – May 2019

47% of offline citizens are from low income households

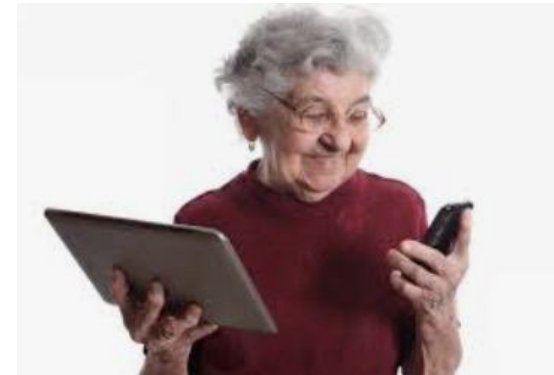
Lloyds Bank UK Consumer Digital Index 2019

48% of offline citizens are under 60

Consumers can save £800 per year through online participation

Digital Ambassador Programme Mission

- Create a mindset shift and build trust in technology
- Increase confidence and support independent living
- Upskill volunteers to access wider employment opportunities if so desired
- Rejuvenate underused Community Spaces
- Bring online training into the community free of charge
- Break the Digital divide in our increasingly digital society



Tools to support Community Fibre Digital Ambassadors



Membership and Licence based platform to train the trainer and advanced students

- Trusted brand
- Comprehensive program
- Session plans and toolkit
- CPD Accredited learning
- Certification on completion
- DCNetwork



Free platform to train learners

- Trusted brand
- Simpler program
- Supports guided learning
- Community Space toolkit
- Structured learning
- Audio capability
- UK Online Centre



Digital Skills Portal available on www.communityfibre.co.uk

Volunteer toolkit provided with Community Fibre collateral

Regular training sessions for the onboarding of the DA and support of the activity.

Getting Started in the Community

- Stage 1 – Fully trained, receive Digital Ambassador Toolkit – Tshirt and other collateral
- Stage 2 – Agree to pilot of sessions – 4–6 weeks according to Community Space
- Stage 3 – Introduction to Community Space or library
- Stage 4 – Conduct sessions with support from Community Fibre
- Stage 5 – Fortnightly meetings with a review at the end of sessions



Introducing Basic Skills Sessions



Bring your own device for support to make the most of your device – easy practice and learning



Online Privacy – keeping your information secure, identifying trusted websites Security and Safety – passwords, parental controls and screen time management



Accessibility support as required – learn to enlarge and translate pages & use voice activation features Email Creation and form filling as required



Navigating websites – Searching the school website, landlord and council – introduce – My Account Online searches – [UK Government Website](#) [Silver Surfer website](#) [MoneySuperMarket.com](#)



Introducing online shopping – Amazon, Sainsbury's, Argos etc.



Hobbies By Youtube – loom knitting, crocheting, cooking, gardening and language, puzzles

Essential Skills Training Sessions

TENANCY MANAGEMENT



- Introducing the Landlord Website
- Registering for an account
- Reporting an issue
- Applying for services
- Contacting the landlord

MONEY MANAGEMENT



- Introducing Moneyhelper website
- Budgeting Tools and Tips
- Debt Management
- Work and Benefits
- Online Banking
- Security and privacy revisit

EMPLOYMENT SUPPORT



- Introducing Reed.co.uk
- CV templates and creation
- Online Job Searching
- Introducing Microsoft Office
- Using YouTube for Learning
- Introducing LinkedIn

HEALTH AND WELLBEING



- Introducing Health and wellbeing apps
- GP and NHS Services – NHS App
- Specialist apps for health management
- Healthy living and fitness apps
- Introduction to specialised services – Digital Diabetes

Tailored sessions on request



PARENTS OF SCHOOL AGED CHILDREN

- Supporting positive digital parenting:
<https://www.fosi.org/good-digital-parenting/#>
- Encourage educational engagement with the school and their children:
<https://www.teamsatchel.com/products/smhw.html>
- Upskilling to improve employment and educational prospects:
<https://makeitclick.learnmyway.com/directory/search/>
- Empower parents to be confident online



ENGLISH AS A 2ND LANGUAGE

- Raise awareness of translator features on websites:
<http://itools.com/tool/google-translate-web-page-translator>
- Using the internet to keep up with their culture – **culturally specific content via YouTube**
- Resources available online to learn English at home:
<https://www.englishmyway.co.uk/learning-circles>



PARENTS OF NEETS (16–21)

- Encourage online learning, support with Essential Digital Skills:
<https://communityfibre.co.uk/digital-skills>
- Identify suitable opportunities online – Prince's Trust, National Service & access to apprenticeships:
<https://www.gov.uk/browse/education>
- YouTube for Learning
- Introduction to making money online – Ebay, Amazon, Etsy

Free Digital Skills Training Online

Introduced during the lockdown to support residents unable to continue learning in the community or at college

- [Digital Skills Portal](#) – to access free training for all, anytime
- [Community Connect Blog](#) – Information on our community based activities
- Virtual training and social events led by Digital Ambassadors – Digital Skills Sessions in local libraries, digital parenting groups and even remote exercise sessions



A word from a Digital Ambassador



Help us break the digital divide



Digital Ambassadors help others to get online and learn new digital skills. Start your training today.

 **Community Fibre**
better internet for everyone





Community *Fibre*

better internet for everyone

If you have any questions, please contact

CommunityInvestment@communityfibre.co.uk