

Digital Accessibility Group

3rd Sector Workshop – Digital Inclusion Barriers

12/12/22

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Agenda

Session 1 - 12.00-12.35

- Welcome
- Our Vision
- What has been done to date, to address Digital Accessibility.

Session 2 - 12.35-13.35

- What have residents said are the barriers and priorities?
- Do you agree?
- What's missing?

Break 15 mins (Tea/Coffee)

Session 3 - 13.50-15.15

- Based on barriers agreed upon;
- What services do you offer?
- What are the gaps?
- How do we work together to deliver the outcomes?

In Summary - 15.15-15.35

- What we have discovered and agreed upon?
- Who is doing/could be doing what?
- What support is needed to accomplish this?

Networking - 15.35-16.00

Session 1 - Welcome

12:00 – 12:35

- Welcome
- Our Vision
- What has been done to date to address Digital Accessibility

LBHF Priorities – Digital Inclusion

Building shared prosperity

Digital exclusion is linked to deprivation. Improving digital inclusion across the Borough will enable us to support our residents to increase opportunity to prosper.

Being ruthlessly financial efficient

Ensuring that the strategy and actions that result deliver value for money and positive outcomes for our residents and community. Providing residents with more efficient digital access to services frees up council resources for other priorities.

Taking pride in Hammersmith & Fulham

Promoting and supporting a Borough that is digitally inclusive.

Creating a compassionate council

Understanding difficulties and barriers our residents face in dealing with our services and gaining wider digital access where residents are experiencing their most difficult circumstances or have complex needs.

Doing things with residents, not to them

Learning from our residents' feedback enables us to ensure that we are delivering services that meet their needs. This strategy is being co-produced with our Digital Accessibility Group including resident representation.

Rising to the challenge of the climate and ecological emergency

Digital engagement supports the climate change agenda reducing reliance on paper and unnecessary journeys to complete transactions in person.

LBHF's proposed Digital Inclusion Vision & Mission statement

By 2025, Hammersmith & Fulham shall be a more digitally inclusive borough; a place where residents have the digital skills, access, and support necessary to help fulfil aspirations.

Proposed objectives of the LBHF Digital inclusion strategy

The business collaboration has resulted in an agreed set of objectives upon which the H&F Digital inclusion strategy should be built:

- Digital public services need to be accessible, reliable, and designed around the needs of the user
- Staff can effectively understand the digital needs of service users
- The borough has world-class digital infrastructure necessary for the prosperity of economy and the growth of local employment opportunities
- All residents have the opportunity to gain the digital skills, knowledge, and access to thrive in education, work or socially in the borough
- None of our residents are disadvantaged by the lack of digital awareness, skills, or access to equipment
- Using data in an insightful way to design better interventions and prevent escalation and negative outcomes
- H&F has created and is helping to orchestrate an ecosystem with our partners and businesses in the borough that continue to improve and deliver digital inclusivity when or wherever is needed

Work on developing the LBHF Digital Inclusion Strategy to date

- September 2021, we have worked in partnership with Agilisys (a Hammersmith based company that support transformation in the public sector) to begin work on a draft Digital Inclusion Strategy. We have engaged and collaborated with all internal departments through face-to-face interviews, workshops, and investigations to understand the digital inclusion departmental journeys, challenges, priorities and expected outcomes.
- In addition, Agilisys reached-out to numerous third-party organisations to get their views on our approach to digital inclusion and their potential role in the external ecosystem.
- A Digital Accessibility Group comprising of 11 residents (of different ages, backgrounds, and abilities) and 11 council officers across five departments was set-up in May 2022. to shape, influence and co-produce the council's Digital Inclusion Strategy, which will be done in three phases. The group meet monthly, there have been 6 meetings to date to co-produce the barriers.

Co-production of the Digital Inclusion Strategy

Work is currently ongoing on the first phase and the aim is to complete this in September. The workplan and timescales for the future phases are to be confirmed with DAG following completion of phase one.

Phase one (where we are currently):

- Identify the Barriers to Digital Inclusion.
- Examine the current provision of Services within the Borough.
- Discover possible solutions to overcome the barriers that exist, and support and expand the current provision where needed.

Phase two:

- Work with council departments and 3rd sector organisations to produce a working plan to implement the changes needed to meet the council's vision of a digitally inclusive borough.
- Create a network of trainers, Digital Champions, devices, and infrastructure needed to support council's vision.
- Create a management system to oversee services and combine resources.

Phase three:

- Engage with all relevant groups/stakeholders.
- Evaluate options and priorities.
- Form final Strategy.

Work Undertaken/Ongoing to Date

- Community Fibre
- Social tariffs for Broadband
- Tech4Kids programme
- Partnership opportunities - with the London Office of Technology and Innovation (LOTI)
- Adult Learning Courses
- Face to Face services
- Access and support in libraries
- Improvements to the website

Session 2 - Barriers Identified

12:35 – 13:35

- What have residents said are the priorities?
- Do you agree?
- What is missing?

REAP – DAG

Devices	Infrastructure	Connectivity	Skills	Jobs	Data
Not everybody has access to personal computer	Impartial advice for what the best solution; product (technology – laptop, iPad, smart phone, etc. plus specialist equipment for those that require (i.e. JAWs, etc); broadband package is.	Cost for digital services living is high. Provide ways and advice of reducing and managing costs.	Lack of self-help guides / online help videos, etc	Apprenticeships? Helping employees to get greater skill set.	Understanding capabilities and needs of residents
		Libraries / Public spaces, Hostels, Supported Living accommodation. Experience varies place to place. Also, free / access to Wi-Fi in public spaces	Knowing what is available online and what residents can get help with over the phone and what skills staff need to support residents.		
			Digital Champions Network – lack of / need for more / across the borough at accessible points		
			SKILLS - Guidance for using tech, developing skills and the knowledge needed. (safe use and risk)		

Barrier: Devices

Barrier	Do you Agree? Y/N	Did we miss anything? Comments/Suggestions
Not everybody has access to a personal computer		

Barrier: Infrastructure

Barrier	Do you Agree? Y/N	Did we miss anything? Comments/Suggestions
Impartial advice for what the best solution; product (technology – laptop, iPad, smart phone, etc. plus specialist equipment for those that require (i.e., JAWs, etc); broadband package is.		

Barrier: Connectivity 1

Barrier	Do you Agree? Y/N	Did we miss anything? Comments/Suggestions
Cost for digital services living is high. Provide ways and advice of reducing and managing costs		

Barrier: Connectivity 2

Barrier	Do you Agree? Y/N	Did we miss anything? Comments/Suggestions
<p>Libraries/Public spaces, Hostels, Supported Living accommodation. Experience varies place to place. Also, free/access to Wi-Fi in public spaces.</p>		

Barrier: Skills 1

Barrier	Do you Agree? Y/N	Did we miss anything? Comments/Suggestions
Lack of self-help guides / online help videos, etc.		

Barrier: Skills 2

Barrier	Do you Agree? Y/N	Did we miss anything? Comments/Suggestions
Knowing what is available online and what residents can get help with over the phone and what skills staff need to support residents.		

Barrier: Skills 3

Barrier	Do you Agree? Y/N	Did we miss anything? Comments/Suggestions
Digital Champions Network – lack of / need for more / across the borough at accessible points.		

Barrier: Skills 4

Barrier	Do you Agree? Y/N	Did we miss anything? Comments/Suggestions
Guidance for using tech, developing skills and the knowledge needed (safe use and risk)..		

Barrier: Jobs

Barrier	Do you Agree? Y/N	Did we miss anything? Comments/Suggestions
Apprenticeships? Helping employees to get greater skill set.		

Barrier: Data

Barrier	Do you Agree? Y/N	Did we miss anything? Comments/Suggestions
Understanding capabilities and needs of residents		

15 Minute Break

Session 3 – Barriers – Available Services

15:50 – 15:15

Based on barriers discussed in session 2:

- What services do you offer?
- What are the gaps?
- How do we work together to deliver the outcomes?

Devices:

Obtaining a device for those who don't have access to one

1. H&F Giving - Partnered with Ready Tech Go to provide devices during the pandemic
2. Hammersmith Bid - Has offered to reach out to its membership and find devices
3. Laptops4Learning
 - a. Repurpose surplus tech from large organisations and deploy through charities and local authorities
 - b. Partner with Circular Computing
 - i. Provide businesses and organisations with refurbished devices
 - ii. Up to 40% savings, certified BSI Kitemark meaning the products are 'equal to or better than new', up to 3-year warranty
 - iii. Donate refurbished laptops to Laptops4Learning every 6 months
4. Open Age – DigitALL Project
 - a. Residents can borrow devices

Infrastructure:

Advice on best solutions/package and/or device

1. Ofcom – Social Tariffs
 - a. Social tariffs are cheaper broadband and phone packages for people claiming Universal Credit, Pension Credit and some other benefits. Some providers call them ‘essential’ or ‘basic’ broadband.
 - b. They’re delivered in the same way as normal packages, just at a lower price. Amid rising living costs, Ofcom is encouraging companies to offer social tariffs to help customers on low incomes.
 - c. Most broadband providers will offer social tariffs on request.
2. Money Saving Expert
 - a. provides information on the best iPhone deals available
 - b. ‘Find me a phone’ tool – helps users find the best phone for them by analysing information given – budget, data use etc.
 - c. ‘Cheap mobile finder’ tool – sophisticated filter system to help users find the best phone for them
 - d. List of discounted laptops and monitors on sale on Amazon Warehouse

Connectivity:

Advice on
reducing/managing digital
costs

1. Money Saving Expert
 - a. compares broadband deals in your area and informs on various deals and offers available. Also, provides extensive and detailed FAQs ranging from information on how to switch providers, cashback, and how to claim vouchers
 - b. compares sim only deals based on users' needs via filter function
 - c. provides tips to improve broadband speed
 - d. information on latest seasonal sales/deals e.g., Black Friday
2. Compare the Market
 - a. compares various broadband deals
 - b. information on seasonal offers and deals e.g., Black Friday
 - c. information on vouchers available with various deals
3. Cross Light Advice – money skills course
 - a. Ideas on how to make savings
 - b. 1-2-1 support from a budget coach
 - c. May have specific information on reducing digital costs – this isn't clear on the website

Connectivity:

Free/cheap Wi-Fi

1. Public libraries - Free Wi-Fi and computers
2. Cafes and restaurants/fast-food chains
 - a. e.g., Costa/Pret a Manger/Starbucks and McDonalds etc.
– may need to buy something but there are many great value/saver products, possibly less than a pound
3. 'Free HF Wi-Fi'
 - a. council deal with Arqiva to provide free public Wi-Fi in H&F. Only 30 minutes free per day. 'Pay as you go' for more
4. Age UK
 - a. access to computers and Wi-Fi through the computer training course
5. AALS Macbeth Centre
 - a. Study Support service – free access to computers and the internet when enrolled in an adult education class
6. Open Age – DigitALL Project
 - a. Free Wi-Fi is provided

Skills:

Self-help/online help guides

1. User's Guide to the Internet | National Archives
 - a. provides links to various guides/tutorials/handbooks on how to use the internet
2. Citizens Advice
 - a. online guide to avoiding internet scams
3. Age UK
 - a. Online guide divided into 3 categories: online essentials, keeping in touch, and managing your money
4. The Skills Toolkit | National Careers Service
 - a. Links to multiple online courses/guides to improve digital literacy

Skills:

Online/telephone help for residents

1. Age UK
 - a. Age UK Advice Line
2. Fulham Good Neighbours
 - a. telephone support for the elderly to help them improve their digital literacy

Skills:

Digital Champions

1. CAHF
 - a. computer training courses
2. Age UK
 - a. computer training courses
3. Fulham Good Neighbours
 - a. 1-1 support to improve digital literacy (home visits)
4. Action on Disability
 - a. possibly through the youth service
5. Mother and Child Welfare Organisations
 - a. provide digital inclusion courses

Skills:

Guidance using tech/courses
online/in person

1. Groundwork
 - a. Afghan. Response organised by The Together Programme – provide in person digital skills lessons for Afghan refugees. Laptops supplied by Laptops-4-Learning
2. Age UK
 - a. computer training course
 - b. 1-2-1 help
 - c. signpost to other computer training opportunities
3. Sobus
 - a. fee-paying tech courses
4. UPG
 - a. Classes to improve IT skills
5. Open Age
 - a. Adult Community Learning Courses – learn to use a computer/smart phone/iPad
6. AALS Macbeth Centre
 - a. Offer courses on computing and programming
7. Facet Charity
 - a. Towards Independence Programme – IT suite available for classes on digital literacy (fee)
8. Young H&F Foundation – signpost to programmes
 - a. Winter Tech Camp – for disadvantaged 8-15-year-olds – STEM, coding, drones etc. (run by Urban Flyers)
 - b. 6-Week Digital Media Production Training (run by MAMA Youth Project)
9. Open Age – DigitALL Project
 - a. Skills support at St Margaret's and Second Half centres, and home visits if appropriate

Jobs:

Help with
employment/apprenticeship,
specific skills training

1. LBHF – Apprenticeships
 - a. Signpost to where residents can find apprenticeships in their chosen field (www.apprenticeships.gov.uk)
 - b. EWYL (Earn While You Learn) – Register with the council and once a vacancy is available in chosen field contact will be made (working for H&F pays almost double national apprenticeship rates)
2. Age UK
 - a. Signpost to where residents can find online courses and where they can find courses in their local area
 - b. Advice on how to upskill and what resources are available to help
3. Groundwork:
 - a. Impact – London (part of The Together Programme)
 - b. Employment advice – 1-2-1 support, group employment sessions, talks on Tuesdays fortnightly, hearing about different careers from experts and how to get started
 - c. English language sessions for beginners with a tutor
 - d. Achievement Coaching – supports young people at risk of NEET
 - e. Aspire Higher - support 15–16-year-old Londoners deemed ‘at risk’: 1-2-1 coaching, skills development, information on post-16 opportunities
 - f. Green Teams – Horticulture Traineeship with possibility of employment with the Green Team after completion and an ‘On the job’ waged horticulture training programme
 - g. Elevate - mentoring refugees and supporting them to find work
 - h. ACE: Able, Capable, Employed - programme supporting Londoners with disabilities and long-term health conditions back into work. We also provide direct support to employers, helping them to adapt vacancies within their organisations and ensure that well-suited candidates succeed in these roles.

Jobs (continued 1):

Help with
employment/apprenticeship,
specific skills training

1. Action on Disability
 - a. Employment Service – supports disabled people into employment, helps employers be disability inclusive, supported internships and follow-on support
2. Shepherds Bush Families Project
 - a. Advice on getting back into work, vocational training, signposting to appropriate services
3. Sobus
 - a. Business Support at Freston Road – Sobus - 1-2-1 support to local entrepreneurs who need mentoring/guidance to establish/grow their business
4. AALS Macbeth Centre
 - a. Provide various online and in-person courses which would improve employability e.g., ESOL, business and computing, languages & interpreting etc.
 - b. Support into volunteer placements
 - c. Career advice, CV guidance and employability support
 - d. WorkZone – employability support and career guidance service
 - e. Study support – free computer and Wi-Fi access, help with language, literacy, and numeracy skills
 - f. Accessibility support to aid in undertaking adult education courses– specialist software, aids, and adaptations, 1-2-1 support, braille/BSL etc.
 - g. Signpost to additional services that may help e.g., at libraries
5. UPG
 - a. securing interviews, interview preparation, getting suitable clothing for interviews, Adult Learning at UPG Hammersmith & Fulham English Maths & IT classes - English, Maths, IT and employment classes
 - b. Employment Support, Urban Partnership Group, Hammersmith & Fulham (upg.org.uk) - Career enhancement project - CV writing, job searches, job applications reviews, training, and work experience.

Jobs (continued 2):

Help with
employment/apprenticeship,
specific skills training

1. Open Age
 - a. Adult Community Learning Courses – learn to use a computer/smart phone/iPad, improve English, learn a new language, develop writing skills, art/dance/drama
2. Mother and Child Welfare Organisations
 - a. offer mentoring, workshops, personal development initiatives and volunteering opportunities for ex-offenders. Also provide 1-to-1 support in a focused setting with ex-offenders who require more intensive guidance.
3. West London welcome
 - a. English classes for refugees
4. Barons Court Project
 - a. Employment, training, and volunteer opportunities for homeless people
5. Facet Charity
 - a. Retail work experience at their 4 charity shops
 - b. Building Better Opportunities (BBO) Programme – tailored for participants who are economically, educationally, and socially disadvantaged. Help participants develop work-related skills and discover new opportunities to increase independence and self-confidence
 - c. Courses to learn specific skills e.g., catering
6. Young H&F Foundation
 - a. Ready, Steady, CONNECT! – workshops offering career mentoring for young people (run by 2-3 Degrees)
 - b. Realising Youth Potential – programme to raise skills and aspirations for at-risk youth (run by Action West London)
7. TUC
 - a. Courses to improve employability e.g., employment law, occupational health & safety, understanding pensions etc.
8. Westway community transport
 - a. Training for specific practical skills e.g. First Aid, manual handling etc.
 - b. Photojournalism Hub
 - c. Photography course for young people up to the age of 32 interested in developing photography skills and a media portfolio

In Summary

- What have we discovered and agreed upon?
- Who is doing/could be doing what?
- What support is needed to accomplish this?

Networking
15:35 – 16:00