Digital Inclusion Innovation Programme

Working to support digitally excluded Londoners who have been left particularly vulnerable during the Covid pandemic.

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What's Digital Exclusion and why does it need to be tackled?

Digital exclusion has long been an issue of concern for London boroughs. The Covid period has increased the extent and severity of this problem. Virtually every aspect of life is now expected to be conducted online, from work to socialising, and from education to shopping. Those who are not online are more disadvantaged than ever.

Digital exclusion presents itself in many different ways. Someone may be excluded because of:
- Lack of a device (or *enough* devices if shared with others)
- Lack of connectivity - e.g. through access to wifi or a mobile data allowance
- Lack of digital skills and/or confidence in using digital tools

Other forms of exclusion may also be exacerbated online:
- Those in economic hardship have reduced options for benefitting from some online content
- Unbanked individuals struggle to transact online
- Language barriers hinder the use of online services
- Different physical and mental disabilities can hinder online engagement

Addressing these problems can be complex. Information about which cohorts experience one or more of these issues can be hard to find. Boroughs often lack resources to help all those in need, while central government support has been limited. Even where resources are available, knowing how to reach specific individuals within a cohort can be difficult.

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In response to these challenges, the London Recovery Board's Digital Access for All Mission has set a goal for:

"Every Londoner to have access to good connectivity, basic digital skills and the device or support they need to be online by 2025."

As part of this mission, the GLA and LOTI are launching The Digital Inclusion Innovation Programme (DIIP).

Working with partners in the public, third and private sectors, our goal is to use innovation methods to discover, design, develop and scale initiatives that support digitally excluded Londoners who have been left particularly vulnerable during the Covid pandemic.

This work is expected to start in June 2021 and last for 2 years.

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Headline desired outcomes

The Digital Inclusion Innovation Programme aims to deliver positive outcomes for London residents, public sector and VCS staff and the wider community of organisations who support digitally excluded people.

Here's what we want to be different by the end of this work in 2 years' time:

★ **For residents:** A "minimum access package" that provides a menu of options, backed up by a range of reliable and affordable provision to meet individuals' essential device, data and skills needs will be available to digitally excluded Londoners.

★ **For boroughs / Voluntary sector staff:** Practitioners who work with digitally excluded Londoners will be easily able to access quality information, resources, services and peer support on digital inclusion to aid their users. The evidence base on what works - and the range of mature interventions that can be scaled - will be more extensive.

★ **For corporates:** Details of the exact need in London will be more easily accessible, giving corporates a greater ability to provide their own services and offers of philanthropic support to where they are most needed.

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Specific desired outcomes

The Digital Inclusion Innovation Programme aims to deliver more specific outcomes in three core areas:

Understanding needs

How can we identify the people and places that are digitally excluded and understand what they need?

Innovating in supply

How can we maximise the provision of devices, data, skills training, funding and other sources of digital inclusion support?

Developing Services

How can we get the right support to the right people at the right time?

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Specific desired outcomes

Understanding needs

How can we identify the people and places that are digitally excluded and understand what they need?

We wish to:

★ Develop a deep understanding of the specific digitally excluded groups in London and have better insights on their needs. The aim is to focus on those who have been left particularly vulnerable during the Covid pandemic.

★ Identify the highest priority groups based on practitioner insights and spot geographic hotspots for particular aspects of digital exclusion, quantifying the level of need.

★ Have these insights available perennially, not just as a moment in time snapshot.

★ Understand more about those who are partially digitally excluded (e.g. those who can afford pay-as-you-go for part of the month, have only very slow connections or share device) - and the gap between what they have and what's required to meet their real needs.

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Specific desired outcomes

Innovating in supply

How can we maximise the provision of devices, data, skills training, funding and other sources of digital inclusion support?

We wish to:

Devices:

★ Maximise the number of devices that are available to digitally excluded Londoners, for example by increasing the volume of upcycling of retired corporate devices, and enhancing the use of Social Value and other contract provisions to fund the purchase of devices.

Data & connectivity

★ Explore innovative models for providing connectivity to digital excluded Londoners - e.g free wifi / reuse of council offices / libraries.

Skills

★ Making existing skills training provision more easily accessible to practitioners working with digitally excluded Londoners.

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Specific desired outcomes

Developing Services

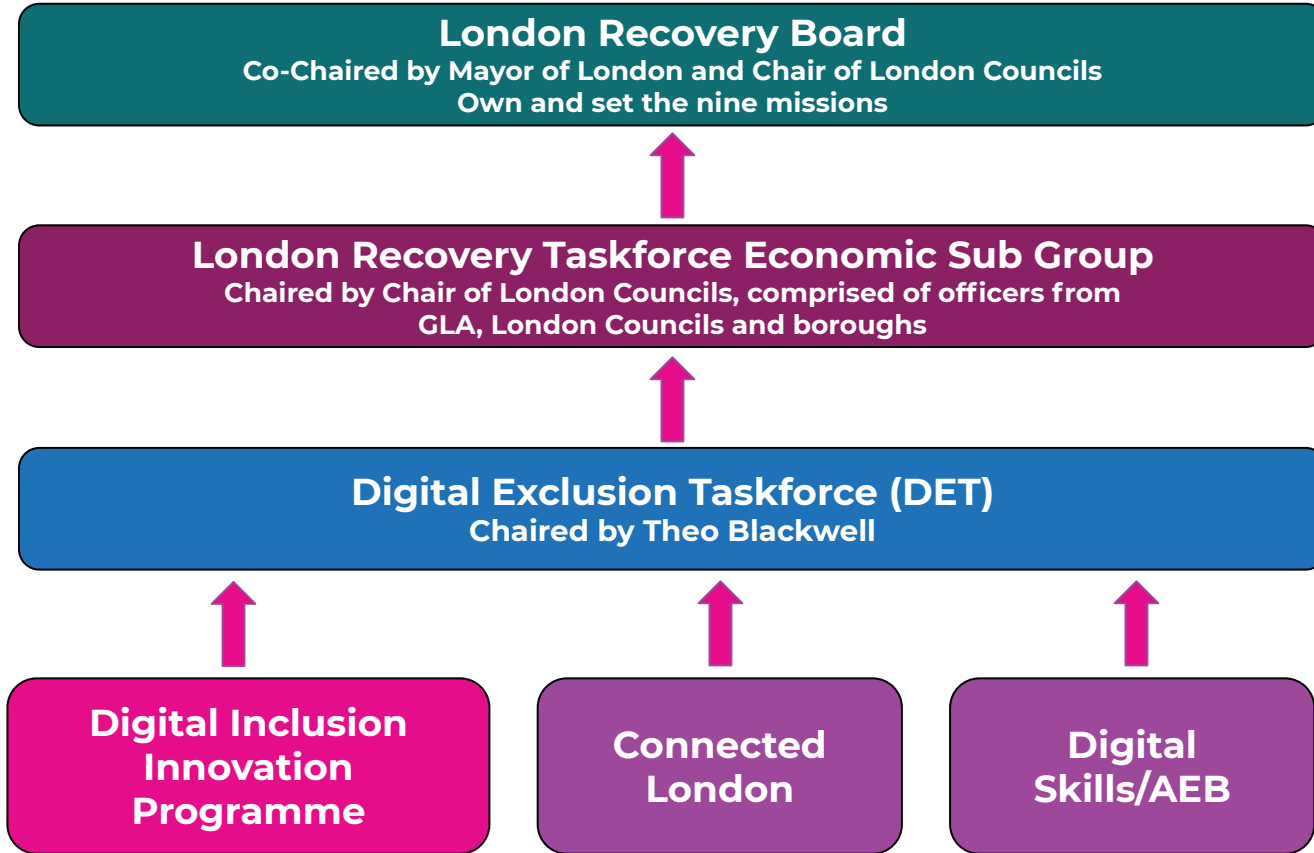*How can we get the right support to the right people at the right time?*

We wish to:

★ Identify which groups are most able to be supported by different sources, e.g. from corporate philanthropy vs VCS vs council services.

★ Develop sustainable service models that meet the digital inclusion needs of specific communities.

★ Take the weight off front line practitioners by equipping them with the digital inclusion skills and resources they need to train or support their end users.

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What we <u>won't</u> do

The **Digital Inclusion Innovation Programme** isn't the only piece of work that aims to fulfil the Mission's goals. Two other initiatives - Connected London and Digital Skills - are already underway and are well funded. We will therefore **not** focus on connectivity infrastructure issues or developing skills programmes that are already covered by these.

Initiative	Digital Inclusion Innovation Programme	Connected London	Digital Skills/AEB
Key Focus	Working with partners in the public, third and private sectors, to use innovation methods to discover, design, develop and scale initiatives that support digitally excluded Londoners who have been left particularly vulnerable during the Covid pandemic.	Removing barriers to commercial rollout of full-fibre. Funding local govt to support rollout and grant-fund activity to tackle not-spots where investment is unlikely.	Using Adult Education Budget to fund free digital skills training. Work with FE/private sector to match skills to employer needs, increase uptake and standards.
Funding	£1.36 million	£41 million	£100 millions
Start & duration	Starts June 2021, lasts 2 years	Started August 2017 - ongoing	Started 2019 - ongoing

Our Governance

London Recovery Board
Co-Chaired by Mayor of London and Chair of London Councils
Own and set the nine missions

= Reports to

London Recovery Taskforce Economic Sub Group
Chaired by Chair of London Councils, comprised of officers from
GLA, London Councils and boroughs

Digital Exclusion Taskforce (DET)
Chaired by Theo Blackwell

Digital Inclusion Innovation Programme

Connected London

Digital Skills/AEB

Digital Exclusion Taskforce:
- Theo Blackwell - GLA (CHAIR)
- John Davies – BT
- Thomas Leighton – Vodafone
- John Jackson – LGfL
- Name TBC - Age UK
- Stephen King - London Councils
- Chris Ashworth – Nominet
- Lucy Dunn – West London Alliance
- Opama Khan – Croydon
- Christine Goodall – HEAR Equality
- Lauren White – Newham, Havering

Working Principles

A vast amount of amazing work has already been done by boroughs, VCS and private sector organisations in our three areas of interest.

As we seek to design and deliver specific projects as part of this Programme, we will focus on projects that:

✓ Aim to achieve outcomes that will substantially benefit digitally excluded Londoners

✓ Clearly add value to what already exists

✓ Build on and create strong evidence through effective design and evaluation

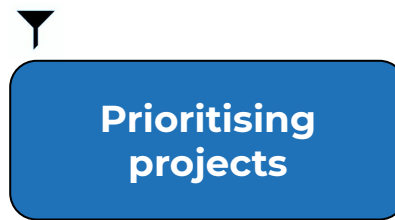✓ Have a credible route to large-scale adoption and financial sustainability

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Initial programme activities

The early stages of this work will focus on the following four steps:

Sense Making

Understand what's already been / being done to tackle digital exclusion in London so we can build on, and complement existing work.

Generating Ideas

Take inspiration from global best practice and knowledge of opportunities and barriers in London's existing work to generate ideas bank of potential project ideas.
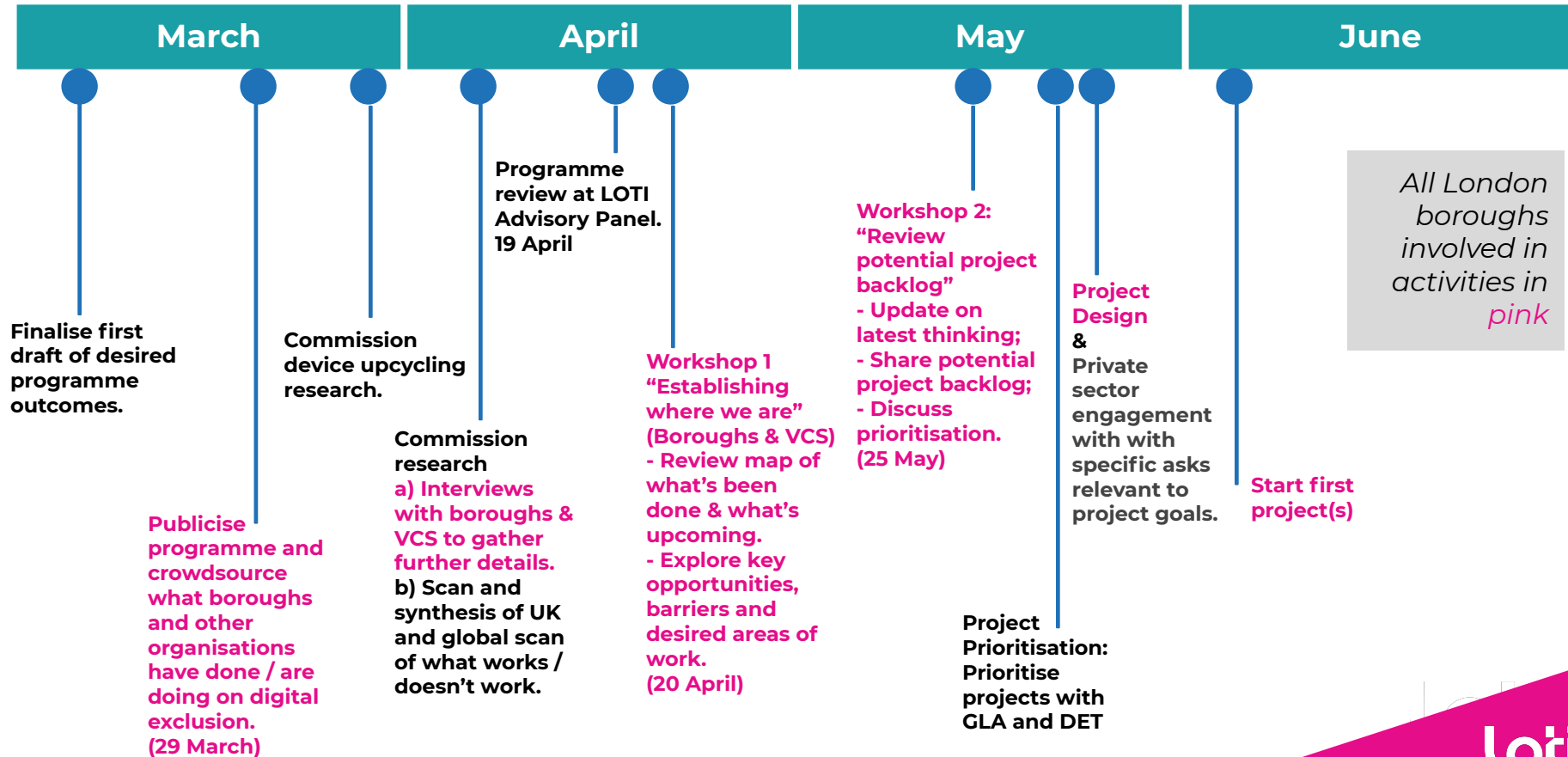
Prioritising projects

Turn ideas bank into backlog of specific project ideas, prioritised based on assessment of their feasibility, desirability and viability.

Executing projects

Form collations of delivery partners to design and execute projects that fulfil the programme's desired outcomes.

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Programme Design Timeline

March	April	May	June

Programme review at LOTI Advisory Panel. 19 April

Finalise first draft of desired programme outcomes.

Commission device upcycling research.

Workshop 2: "Review potential project backlog"
- Update on latest thinking;
- Share potential project backlog;
- Discuss prioritisation. (25 May)

Project Design & Private sector engagement with with specific asks relevant to project goals.

All London boroughs involved in activities in pink

Commission research
a) Interviews with boroughs & VCS to gather further details.
b) Scan and synthesis of UK and global scan of what works / doesn't work.

Workshop 1 "Establishing where we are" (Boroughs & VCS)
- Review map of what's been done & what's upcoming.
- Explore key opportunities, barriers and desired areas of work. (20 April)

Start first project(s)

Publicise programme and crowdsource what boroughs and other organisations have done / are doing on digital exclusion. (29 March)

Project Prioritisation: Prioritise projects with GLA and DET

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The first of two workshops sought to share the different digital inclusion projects and initiatives underway by London boroughs. It also explored what's worked and what's been challenging about these initiatives, as well as potential opportunities for boroughs to work together as part of the Digital Inclusion Innovation Programme.

The summary is available to read here.

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Digital Inclusion Innovation Programme Workshop 1: Summary
20 April 2021

Background and objectives	1
Objectives	1
Participants	1
Context and introduction	1
Mapping existing activities	2
Exercise 1a - Reflections: What works	2
Exercise 1b - Reflections: Challenges	3
Exercise 2 - Opportunities	3
Next steps	4

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Workshop 2

The second workshop was an opportunity to explore potential digital inclusion projects that could benefit from a collaborative approach, presenting this back to Digital Inclusion leads in boroughs for feedback.

To find out more about the projects in the first wave, please click here.

The summary is available to read here.

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Digital Inclusion Innovation Programme Workshop 2: Summary
25 May 2021

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Help us learn

Crowdsourcing DI projects in London:
For public, private and third sector organisations in London - please tell us about your digital inclusion initiatives so we can build on and complement your work!

Please complete the form at: bit.ly/LOTI_DIIP

Mapping Digital Inclusion Projects in London

Please help us understand what's already been / being done to tackle digital exclusion in London so we can build on, and complement existing work.

Which organisation(s) are involved in delivering this initiative? *

Please provide the name of a contact who can answer further questions about the initiative. *

(This will not be shared publicly)

Please provide the email address for this contact. *

This will not be shared publicly

Notes

Please select the sectors of the organisations involved in this initiative. *

☐ Public
☐ Third
☐ Private

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London's Digital Inclusion initiatives

View >100 Digital Inclusion initiatives we've crowdsourced at: https://airtable.com/shr2EFnGLlylbGl0Z

	Organisations involved	Sector	Location	A single or collection of ...	Type of initiative	Name and description o...	Problem it solves	Which groups or individ...
						is a web-based learning ...	is now an resource for the ...	help those users, students, ...
8	London Borough of Hounslow	Public Third	Hounslow	Part of a collection of dif...	Identifying digital exclud... / Provision of connectivity ...	Provide old refurbed council devices to residents and ...	Lack of access to devices	This is for adult residents but have done similar schemes ...
9	London Borough of Brent	Public	Brent	Part of a collection of dif...	Identifying digital exclud... / Provision of devices	Digital inclusion resident support fund - providing ...	Lack of access to devices, skills and connectivity for ...	Older people, adult social care service users, ...
10	Skills Enterprise	Third	London Borough of Newham	Single initiative / project	Identifying digital exclud... / Provision of devices	Skills Enterprise Digital Inclusion Hub- ...	Health inequality, increased employment uptake after ...	Unemployed, with language barriers, low income, low ...
11	Lambeth Council	Public	Lambeth	Part of a collection of dif...	Identifying digital exclud... / Provision of devices	Lambeth Council Digital Access programme, range ...	Digital Exclusion	All Lambeth residents who are digitally excluded
12	Westminster City Council	Public	City of Westminster	Part of a collection of dif...	Identifying digital exclud... / Provision of devices	Digital Inclusion Programme	This programme of works has been ...	• the Elderly (over 65 & 75s); ...
13	Royal Borough of Kingston Upon Thames and Good ...	Public Third	Kingston	Single initiative / project	Provision of devices / Provision of connectivity ...	There are two initiatives. The first was the application ...	It gave digital access to residents that didn't have ...	Residents who do not have connectivity. Residents that...
14	London Borough of Brent	Public	Brent Libraries	Single initiative / project	Provision of skills and tra...	IT for beginners - key basic skills sessions open to the ...	Residents lacking key digital skills ...	Older residents Residents with complex ...
15	Computer Aid International	Third	London, Nationwide, Internationally	Part of a collection of dif...	Provision of devices / Provision of skills and tra...	Computer Aid International offer an environmentally ...	It solves the issue of access to technology and provide...	School children, teachers, non-profit organisations an...
16	Mer-IT Digital	Public Third	Islington and the neighbouring boroughs ...	Part of a collection of dif...	Provision of skills and tra... / Provision of devices	Bridging the digital divide and changing our attitude ...	We work to tackle the poverty associated with the...	Anyone that is digitally excluded or those that hav...
17	London Borough Hammersmith & Fulham	Public Third Private	London Borough of Hammersmith & Fulham	Part of a collection of dif...	Identifying digital exclud... / Provision of devices	The H&F Digital Inclusion programme supports our ...	The digital inclusion strategy at Hammersmith and Fulha...	• Children and young adults...
18	LB Barnet & Capita	Private	Barnet	Single initiative / project	Provision of devices	Community laptop scheme - The Council recycles c500 ...	Supports residents with equipment to get online, ...	Our first target groups were school children, to support ...

39 records

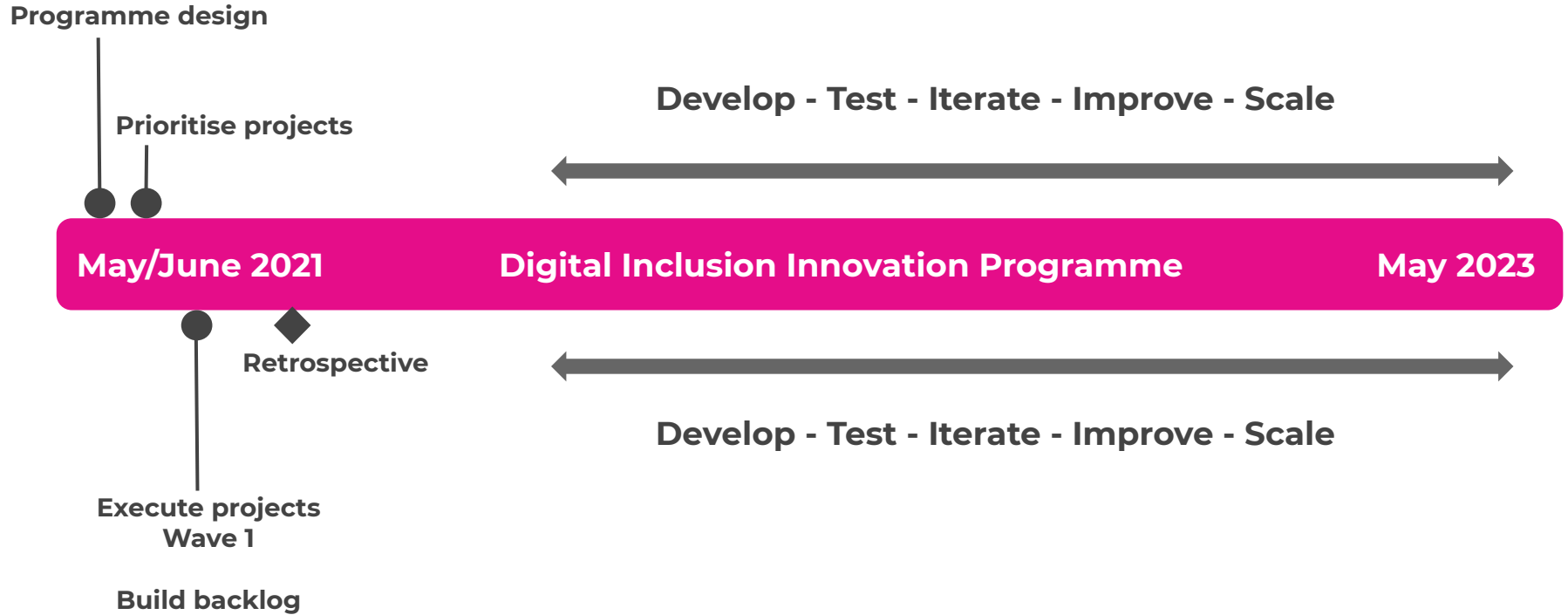# Wave 1 (June - Oct 2021) Roadmap

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Wave 1 timeline

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Programme Timeline

Programme design

Prioritise projects

Develop - Test - Iterate - Improve - Scale

May/June 2021   **Digital Inclusion Innovation Programme**   **May 2023**

Retrospective

Develop - Test - Iterate - Improve - Scale

**Execute projects
Wave 1**

Build backlog

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Programme on a page

Project	July	August					September				October	
	26	02	09	16	23	30	06	13	20	27	04	11

Overall programme
- ◆ Digital Inclusion PM Starts (week of 06)
- ◆ Stocktake Workshop (week of 11)

1. Acting on insights from digital exclusion map
- ◆ Workshop (week of 26)
- Planning (week of 02)

2. Device upcycling
- Initiate prototype (week of 02)
- Complete prototype (weeks of 06–20)
- ◆ Show and Tell (week of 27)

3. Digital inclusion in temporary accommodation
- Write discovery project brief (week of 02)
- ◆ Tender Published (week of 09)
- ◆ Tender Evaluation (week of 13)
- Discovery project (weeks of 27–11)

4. Supporting dementia carers
- Project design (week of 02)
- Planning (week of 30)
- Initial interviews with boroughs and VCS (weeks of 30–13)
- ◆ Workshop 1 (week of 20)
- ◆ Show and Tell (week of 04)

Other - Mapping digital inclusion activities in London
- ◆ Digital Inclusion Research Report Published (week of 20)
- ◆ Show and Tell (week of 04)

LOTI Team Summer Break (weeks of 09–30)

Digital Inclusion Innovation Programme: Wave 1 Projects

Headline Goal
Develop a "minimum access package" that provides a menu of options to meet individuals' essential device, data and skills needs.

Crowdsourcing & learning from London's DI projects

Supporting dementia carers

Community Makers - 2.0
Developing a new paradigm for dementia community services, building on digital knowledge developed through COVID19.

Digital Inclusion in temporary accommodation

Acting on insights from digital exclusion map

Device upcycling

Project Backlog

Subsequent phases of wave 1 projects:

- Increasing the visibility of the most successful DI initiatives in London and sharing best practice

- Using the DE map for measuring the impact of DI interventions over time

- Supporting boroughs to use the data and insights generated from the DE map to design and target services that meet resident needs.

- Iterating the DE map to include new data sets and continuing to test their validity in explaining the spatial distribution of digital exclusion.

- Run a campaign sponsored by the GLA, to encourage private sector organisations to donate devices.

Additional Project Ideas

1. Create tools and templates that direct social value to digital inclusion related initiatives

2. Leverage relationships with private sector organisations to negotiate social tariffs and help councils act as intermediaries to raise awareness amongst digitally excluded Londoners.

3. Explore ways in which boroughs can offer devices at low-cost if they don't own their own devices to upcycle.

View and add to the project backlog at: https://bit.ly/DIIPbacklog

Crowdsourcing digital inclusion activities in London

Crowdsourcing digital inclusion activities in London

Objective: To develop our understanding of existing work underway by boroughs and other partners, so that any new initiatives as part of this programme build on and complement what is already underway.

Why are we doing what we're doing?
During Covid, we know that boroughs and public and third sector partners have had to quickly react to residents' emerging needs, including those related to digital exclusion. Many initiatives have already been undertaken and many lessons have been learned. The LOTI team is keen that these are captured and inform future projects.

Solution
Research, document and map digital inclusion related projects across London and use their insights to design future projects that further boroughs' efforts to tackle digital exclusion.

What we've done
Crowdsourced >100 initiatives in a simple and easily accessible Airtable (see next slide for more information on this).

What we're doing / planning now
We've commissioned an independent researcher to conduct interviews and analyse the data submitted via Airtable. We will be publishing the full report in September.

In the meantime, you can read a high level summary of findings here.

Crowdsourcing digital inclusion activities

102 submissions from boroughs, public and third sector organisations.

The main approaches to digital inclusion were:
- Improving digital skills
- Increasing access to devices
- Increasing access to the internet
- Providing specialist support services
- Building digital inclusion capability
- Other - online safety, infrastructure, jobs, etc.

The main challenges highlighted were:
1. Securing access to affordable broadband for residents
2. Reaching digitally excluded residents
3. Meeting the scale of need for devices
4. Lack of funding and capacity for digital inclusion
5. Identifying and mapping need

View a summary of the early findings here

Crowdsourcing Digital Inclusion Initiatives in London

Crowdsourced projects (you can view the full list here)

Acting on insights from Digital Exclusion Map

1. Mapping Digital Exclusion with Data

Desired Outcome:
To enable boroughs and their partners to design and target digital exclusion interventions, services and support more effectively.

The Problem: Understanding where and how people are digitally excluded across London.

Solution: To develop an interactive demographic map of user needs to tackle digital exclusion in London.

Barnet, Brent, Kensington and Chelsea, Southwark and Westminster have worked together to build a publicly available map on the London DataStore that will help boroughs identify areas of digital exclusion, the key groups affected, and the types of needs they may have.
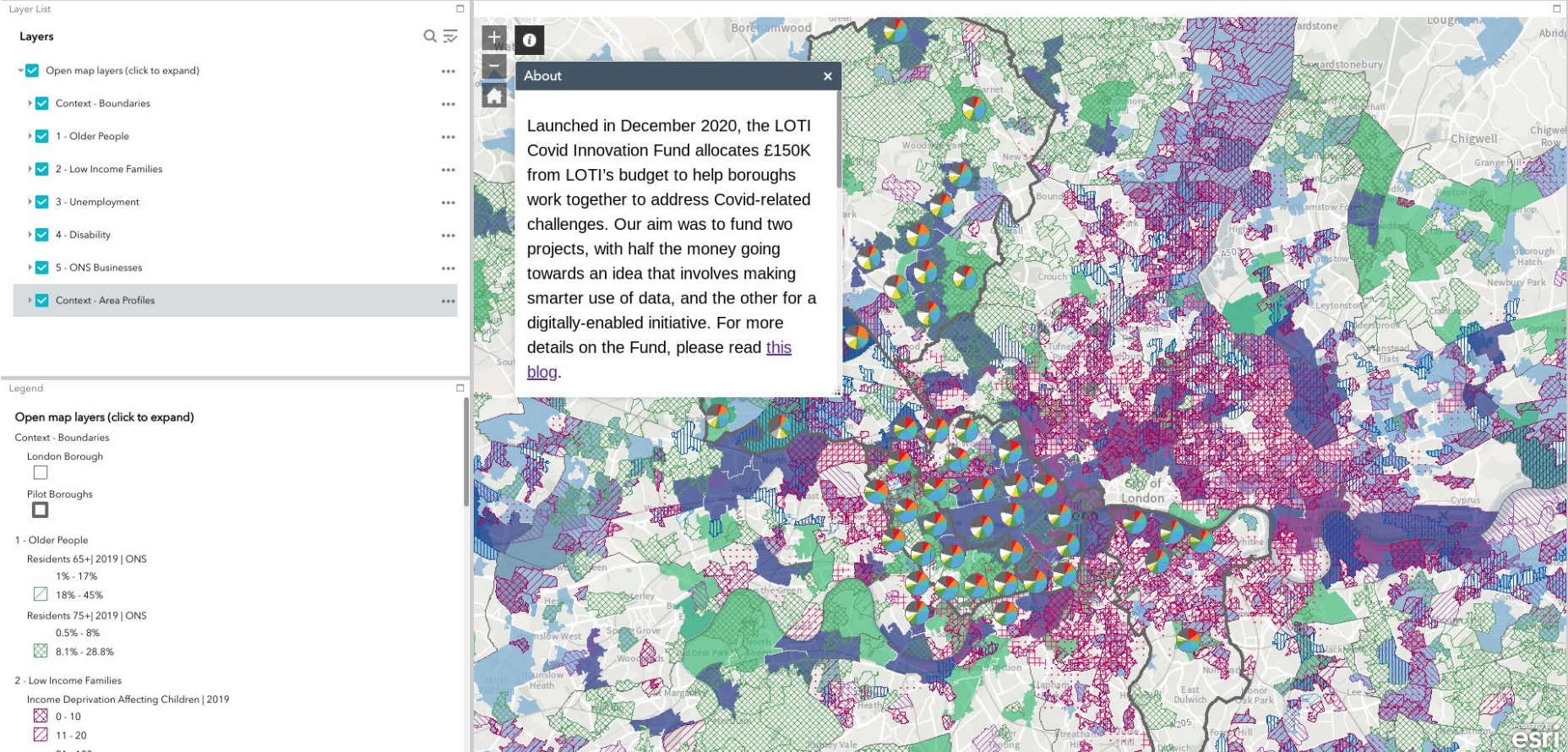
The map is being published alongside a toolkit and methodology to enable other boroughs to understand the mapping and validation process and replicate the analysis for their own local geographies.

What we've already done:
1. Public Map of Digital Exclusion across London
2. Digital Inclusion Persona Bank
3. Digital Exclusion Mapping Toolkit – how to map digital inclusion and what the data can tell you about the spatial distribution and needs of key groups and personas.

What we might do next:
- Using the map for measuring the impact of DI interventions over time.

- Supporting boroughs to use the data and insights generated from this project to design and target services that meet resident needs.

- Iterating the map to include new data sets and continuing to test their validity in explaining the spatial distribution of digital exclusion.

Layer List

Layers

- ☑ Open map layers (click to expand) •••
  - ▶ ☑ Context - Boundaries •••
  - ▶ ☑ 1 - Older People •••
  - ▶ ☑ 2 - Low Income Families •••
  - ▶ ☑ 3 - Unemployment •••
  - ▶ ☑ 4 - Disability •••
  - ▶ ☑ 5 - ONS Businesses •••
  - ▶ ☑ Context - Area Profiles •••

Legend

Open map layers (click to expand)

Context - Boundaries

London Borough
☐

Pilot Boroughs
◼

1 - Older People

Residents 65+| 2019 | ONS
  1% - 17%
  ▨ 18% - 45%
Residents 75+| 2019 | ONS
  0.5% - 8%
  ▨ 8.1% - 28.8%

2 - Low Income Families

Income Deprivation Affecting Children | 2019
  ▨ 0 - 10
  ▨ 11 - 20

About ✕

Launched in December 2020, the LOTI Covid Innovation Fund allocates £150K from LOTI's budget to help boroughs work together to address Covid-related challenges. Our aim was to fund two projects, with half the money going towards an idea that involves making smarter use of data, and the other for a digitally-enabled initiative. For more details on the Fund, please read this blog.

User group:
Low-income family

Persona:
Mum of 2 children (under 5) with no laptop

Bio

Natasha has 2 children, a boy and a girl who are 4 and 5 years old and is separated from the children's father. She is not employed at the moment as her son aged 4 is not in full time education and she is waiting to apply for jobs until he starts school. She is studying to be a Teaching Assistant at the moment and will be starting the training this month. She has been served with an eviction notice and will be evicted at the end of the month so she is desperate to find a new property. She has an eating disorder and is depressed – both of these have been exacerbated by COVID and her housing situation. Her benefits have been capped and she spends 90% of her income on rent.

Natasha
Age: 33
Status: Mum of two children (under 5) with no laptop

Needs & Goals

- A laptop so that her children can access lessons online, do homework and play educational games
- Digital skills and confidence as well as self confidence in order to be better able to access employment

Frustrations

- She does not have a laptop at home so her children were not able to access the online lessons provided by the school
- She lacks confidence generally and doing tasks beyond the basics e.g. searching for jobs, internet shopping, social media
- She can not afford broadband at the moment
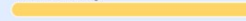- She is moving house so she would not install broadband at the moment even if she could afford it

"With looking for jobs I'm old school, I wouldn't apply for a job online, I wouldn't feel confident, if I had face-face training then I would but not by myself "

Digital Inclusivity

Access

Connectivity

Digital skills

Attitude

Digital skills to be learned

Foundation ○
Life ◉
Work ◉

Behavioural Stage

1. Pre-contemplation
2. Contemplation ✓
3. Preparation
4. Action
5. Relapse
6. Maintenace

2. Device upcycling

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Device Upcycling - Overview

Objective: To increase the number of devices available to digitally excluded Londoners by reducing the barriers to upcycling of retired devices from corporates and public sector organisations.

Why are we doing what we're doing?

The problem - demand: During the pandemic boroughs reported that a large number of residents were digitally excluded with lack of devices being a major contributing factor. Recent national schemes such as the DfE laptop scheme has sought to equip school children with useable devices. This was great for filling an urgent gap in provision for a specific group, but we know that other Londoners are still digitally excluded.

The problem - supply: Large public and private sector organisations have a regular cycle of retiring devices that could in principle be repurposed to meet existing needs. Further work is needed to make the process easier to increase the supply of devices.

Proposed solution:

1. Finalise research on device upcycling:
    a. Practices in the public and private sectors
    b. Documenting potential barriers to repurposing devices
    c. Exploring the upcycling supplier market and its potential to support an increase in demand for their services.

2. Conduct an exemplar project - prototype the upcycling of donated devices by testing the device journey and insights from the research.

3. Run a campaign sponsored by the GLA, to encourage private sector organisations to donate devices.

Device Upcycling - Activities

What we've done
Completed research on device upcycling:
- Practices in the public and private sectors
- Documented potential barriers to repurposing devices
- Explored upcycling supplier market and its potential to support an increase in demand for their services.

View the summary report here.

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Device Upcycling - Research into the current practices in London's public sector and capacity of the supplier market to meet upcycling demand

This research was funded by Nominet and conducted on behalf of the London Office of Technology and Innovation (LOTI), by Ruth Puttick, May 2021

About the research
This research focused on the recycling of devices in London by local authorities, public sector bodies, and companies, and the structure and capacity of the device recycling sector to process and distribute them. During April and May 2021, we undertook desk research, conducted 15 interviews with 20 individuals, and administered two surveys, one to companies and the other to public sector bodies in London.

About digital device retirement
We define **digital devices** as mobile phones, laptops and tablets. This project originally focussed on the "**upcycling** of digital devices". Through our research we discovered that the term "upcycling" was confusing, and did not resonate with companies, public sector bodies, or device recycling providers. For this reason, this report uses the term **recycling** of digital devices. Another option is "refurbishment". Future work should refine and test language and phraseology with organizations and individuals to ensure it resonates.

What we're doing / planning now
1. Conducting a pilot project - we're currently in the early stages of prototyping device upcycling with a public sector organisation. This will help us understand pain points and barriers to device upcycling.
2. Creating a guide - the insights from the exemplar project will inform the creation of a guide for how boroughs and other public sector organisations can do this well.
2. Holding workshop with the Pan-London Digital Inclusion Network (27 July) to explore boroughs' experience with upcycling or provisioning of devices and identify what actions would be helpful to undertake collaboratively.
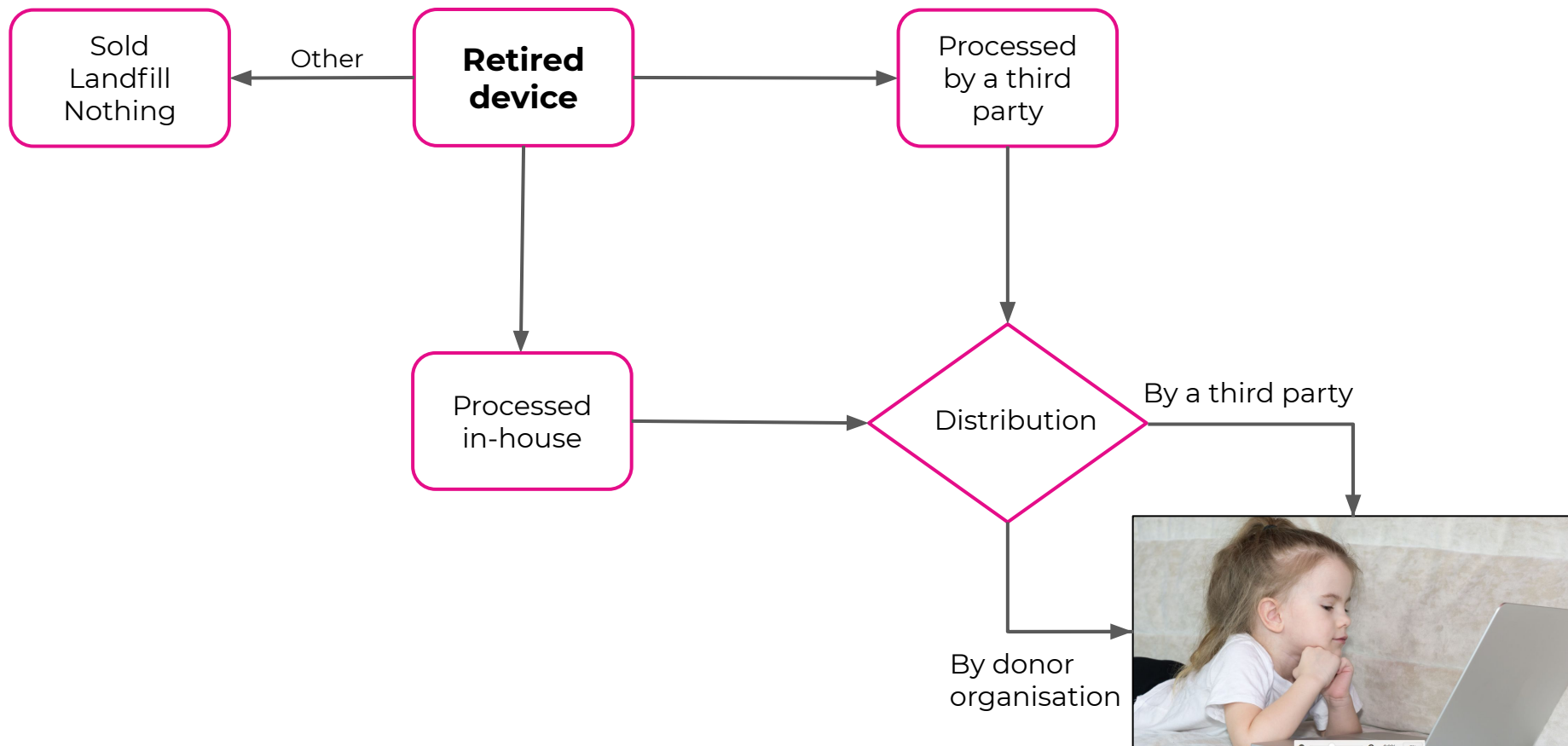
What we might do next
Conduct another pilot with interested borough(s).

Create templates or guides on how boroughs and other public sector organisations can upcycle their retired devices to benefit digitally excluded Londoners.

Run a campaign sponsored by the GLA, to encourage private sector organisations to donate devices.

Sold
Landfill
Nothing

Other

Retired device

Processed by a third party

Processed in-house

Distribution

By a third party

By donor organisation

3. Digital inclusion in temporary accommodation

Digital inclusion in temporary accommodation (TA)

Objective: To ensure that no Londoner is digitally excluded as a result of living in temporary accommodation.

Why are we doing what we're doing?
Borough leads have reported that temporary accommodation buildings, e.g. hostels often lack connectivity and residents lack the financial resources to purchase individual data packages and devices. This prevents them from accessing vital services such as applying for benefits, completing homework or looking for work.

We'd like to take a holistic approach and better understand nature of digital exclusion (beyond connectivity) residents living in TA experience. This way, we can better design interventions that might help with getting them online.

Proposed solution:
Conduct a discovery into the extent and nature of the problem in the temporary housing provision in London.

What we're doing / planning now
Scope the discovery phase - on 14 July we held a scoping workshop with borough digital and housing leads. View the summary notes here.

Conduct discovery - we'll be commissioning external support to conduct a discovery into the needs and circumstances of residents living in TA. We're currently developing a project brief and starting the procurement process. Discovery /engagement activities with boroughs and other organisations are likely to commence in the early autumn.

What we might do next
Informed by the findings of the discovery we'll design and test potential interventions that help digitally excluded Londoners living in TA to get online.

Digital inclusion in temporary accommodation (TA)

4. Supporting dementia carers

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Supporting dementia carers

Objective: To equip community support groups with the right skills and knowledge to provide digitally inclusive services to people affected by dementia (including carers).

Why are we doing what we're doing?
People affected by dementia have been hit particularly hard by the pandemic and many have been left without vital support from family, friends, carers and community groups. Lack of devices, support, connectivity and skills has made it difficult for many in this demographic to engage online. Even when in-person community / support services resume, many are apprehensive about re-engaging in person.

Proposed solution:
1. Building on the 'Community Makers Network and Hub', design and test a hybrid model for community support that makes the most of digital and face-to-face interactions.
2. Co-design techniques, building on the digital engagement knowledge gained from the pandemic, to reach the most isolated people in the community.
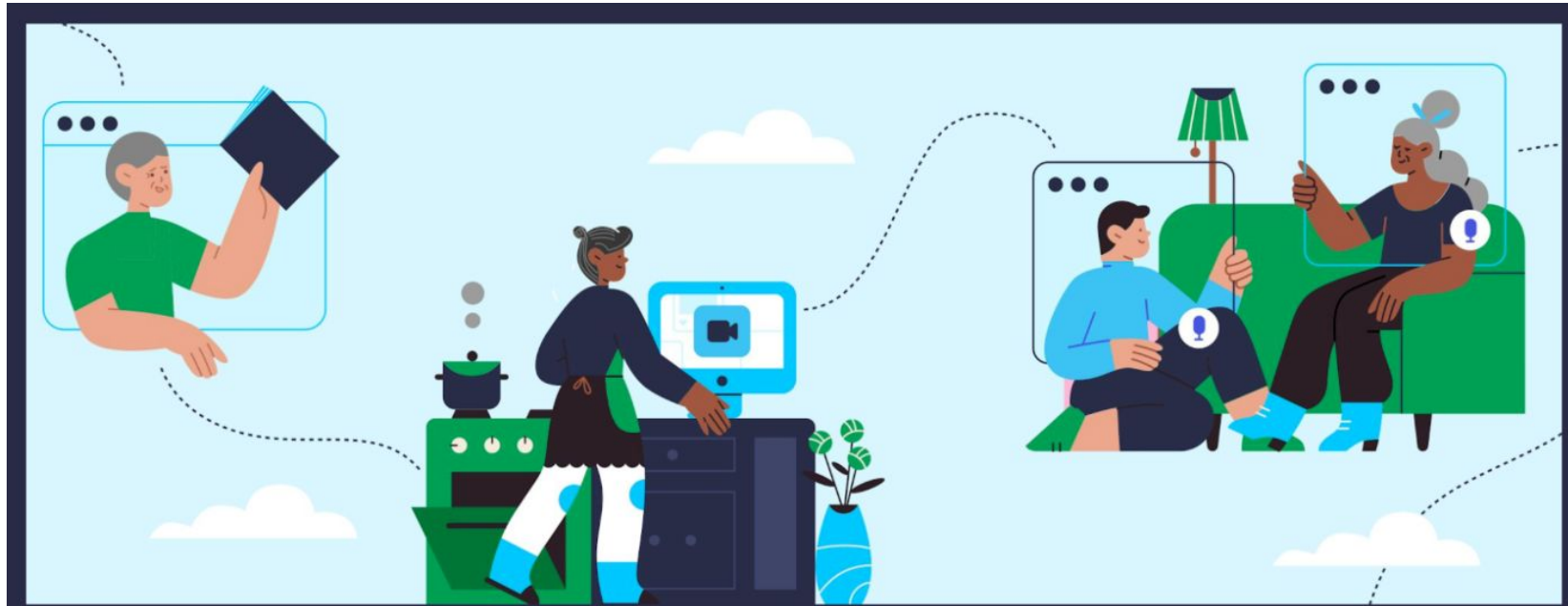
What we're doing / planning now
Designing a project alongside colleagues from the Helix Centre at Imperial College. Here's an overview of the draft scope. In the initial phase of this work we'll be focusing on establishing the relationships / objectives of boroughs and community dementia groups. Here are some of the activities to follow in September - November 2021:
- Hold workshop with boroughs and community dementia groups - provisionally 28 September
- Hold 1-1 meetings with individual community dementia groups
- Hold the first forum for participating organisations - date tbc

What we might do next
Based on the intelligence and insights gathered from the activities described above, we'll then focus on co-designing digital engagement and potentially piloting a solution.
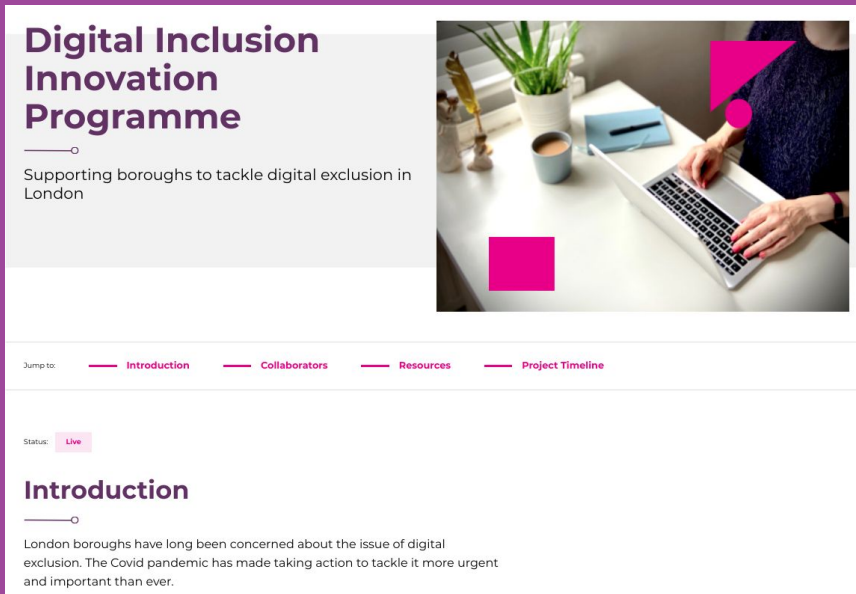
Community Makers - 2.0

Developing a new paradigm for dementia community services, building on digital knowledge developed through COVID19.

How you can get involved?

Digital Inclusion Innovation Programme

Supporting boroughs to tackle digital exclusion in London

Jump to: Introduction   Collaborators   Resources   Project Timeline

Status: Live

Introduction

London boroughs have long been concerned about the issue of digital exclusion. The Covid pandemic has made taking action to tackle it more urgent and important than ever.

- Join the LOTI Basecamp space, using this link to:
  - Hear the latest on the overall programme of activities;
  - Contribute or get involved on any of the live projects;
  - Ask questions about any of the projects and
  - Contact the LOTI team.

- Visit the programme page on the LOTI website.