

SOFT MARKET TESTING

WINCHESTER DISTRICT DIGITAL SKILLS FOR RESIDENTS PROGRAMME



Introduction and purpose of this exercise

Winchester City Council (the “council”) is running a soft market testing to identify organisations who may be interested to quote for the upcoming Digital Skills for Winchester District Residents programme.

The aim of the soft market testing is to:

- identify organisations who are not currently known to the council
- give the council an understanding of any interest in the programme of work

For the avoidance of doubt, this notice is for the purpose of conducting a soft market testing exercise and will not formally begin the procurement or constitute any commitment by Winchester City Council to undertake any procurement exercise.

Background information

In 2021, The Economy Team conducted a survey as part of [A Digital Winchester District](#). This project identified the need to address digital skills within the district. 84% of respondents to our survey suggested the council could support the district with digital skills tutoring and sessions.

Currently 22% of people in the U.K do not have the digital skills needed for everyday life (source: [NHS Digital](#)). Winchester District Citizens Advice have also identified a



digital exclusion within the district. They are currently conducting a local survey to understand this further. **21% of UK adults** do not have the [Essential Digital Skills](#) needed ([Lloyds Consumer Digital Index 2021](#)).

According to the [Digital Exclusion Risk Index](#), the wards in the Winchester district that are most at risk of facing digital exclusion are 'Alresford and Itchen Valley' and 'Southwick and Wickham'.

Winchester City Council's Housing team have launched a [Digital Drop-In service](#). The drop-in's digital hosts champions on hand during the sessions providing expert one-to-one IT support with a range of tech-related challenges, whether it's setting up a new device, learning to stay safe online, or getting to grips with websites.

General information about the programme of work

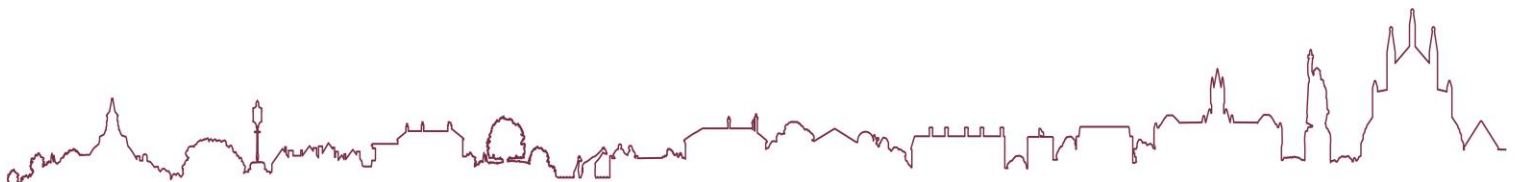
The purpose of this programme is to increase levels of digital inclusion and increase essential digital skills amongst the residents in the Winchester district.

We would like the Digital Skills for Winchester District Residents programme to be delivered through:

- one-to-one bespoke sessions based in the location where the resident is at a time that is convenient to them
- workshop sessions visiting existing community groups – the community group can decide the theme to work on such as communicating online and internet safety
- the completion of accredited Outlook or Office courses in a workshop setting.

Those using the service will be able to get help with, but not limited to:

- internet safety (fraud and scam prevention)
- understanding their device
- searching the internet to find information such as shop opening times, public transport timetables, sports, leisure and cultural activities, cooking recipes
- sending and responding to emails
- taking photographs
- shopping online
- using social media
- booking medical appointments online, using e-consult and ordering prescriptions
- using WhatsApp, iMessage, video calls, Facetime etc.



Residents will be able to self-refer, be referred from our partner organisations across the district and referred by the council's internal teams such as housing communities.

We require friendly trainers who will help with individual digital queries. Service users will bring real life queries, such as making a doctors appointment, and tasks the individual needs to do online. This programme of work will be taking place on a weekly basis, with several one-to-one mentor sessions, engagement with existing community groups and the accredited courses to be planned for every month, or when a full group of attendees are signed up and ready to go. The number of sessions, mentor sessions and courses is yet to be determined.

The project output is there must be a minimum of 10 residents gaining a qualification through the supported courses.

As trainers will come into regular contact with vulnerable adults, suitable safeguarding vulnerable adult policies must be in place and evidence of these will be requested as part of any future procurement process.

Residents taking part will use refurbished mobile tablets or laptops to build their confidence. **This refurbished kit will be purchased by the organisation at inception, within the project budget, after the council has approved the items to purchase.**

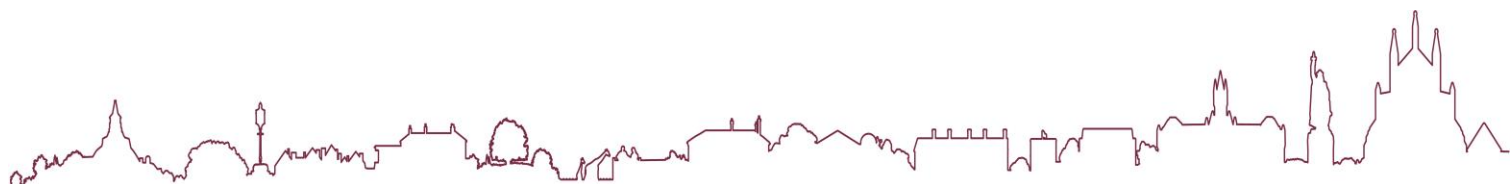
How to submit your response

In your response, please provide information on:

- (i) if this programme of work interests you,
- (ii) if you have availability to complete this programme of work (launch August 2024 and completion by end of January 2025 with final reporting in February 2025),
- (iii) Costs of your services, fee to run accredited courses, fee per one-to-one mentoring session and per workshop
- (iv) examples of experience and
- (v) a link to your organisation's website.

Please return responses to our Sector Project Officer, Emily Reason at:
ereason@winchester.gov.uk **by 9am on Monday 17 June 2024.**

For the avoidance of doubt no information provided in response to this questionnaire will be used by the council in assessing organisations during a subsequent procurement process.



The council will not reimburse any costs associated with the submission of a response to this soft market testing exercise.

This soft market testing exercise does not constitute an offer which is capable of acceptance and no contract will be entered into based on the potential provider's response to the soft market testing. The council reserves the right to terminate this process at any stage.

Potential providers intending to submit a response must obtain for themselves all information necessary for the preparation of their response. Information supplied by the council or contained in the soft market testing exercise is supplied only for general guidance in the preparation of a response. Potential providers must satisfy themselves as to the accuracy of any such information and no responsibility is accepted by the council for any loss or damage of whatever kind and howsoever caused arising from the use of such information.

Data protection and privacy statement

All personal data will be processed in accordance with the council's privacy policy. Prior to submitting personal data potential providers should refer to the council's privacy statement, details of which can be found on our website:

[Data Protection and Privacy - Winchester City Council](#).

Where the potential provider receives any personal data from the council and/or where any personal data is generated because of this soft marketing testing exercise the potential providers undertakes to comply with relevant data protection legislation at all times.

