



Digital Inclusion Partnership – action plan

KEY

INFORMATION
INCENTIVES
INFRASTRUCTURE
LEARNING
FUNDING

ACTION	DETAILS OF ACTION	BARRIERS ACTION WILL TACKLE (Skills, Access, Cost, Motivation, Trust)	OUTCOMES / BENEFITS	TARGET DATE	LEAD AGENCY / AGENCIES and PROGRESS
Collate and produce information booklet about ‘getting online’ for residents in Scarborough, initially, and then replicated in Whitby and Filey if successful.	The booklet would map out in detail the rich offer of help that’s currently available to residents of all backgrounds and circumstances from partners, in an easy to interpret way - whether that’s formal training	Access Cost Motivation Trust	Better information will allow partner agencies to signpost residents to the most appropriate digital assistance, or on to the next step in their digital journey, meaning there’s less chance of them being	Dec 2015	YCH (RM) SBC (TR) AL&SS (KJ) NY Library (FC) TR has begun pulling together

	<p>through the Adult Learning and Skills Service / Jobcentre, access and assistance through the county's library service / Yorkshire Coast Homes / Age UK / Jobmatch / Barclays Digital Eagles or more light touch help offered from places like The Base.</p> <p>The sheet could include information about access to broadband, including the library service's £25 a year subscription to access the internet, the broadband choices website and details about Superfast North Yorkshire.</p> <p>A Wifi map of Scarborough could also be incorporated (see later entry) and there may be an opportunity to also promote Freebay wifi – the free wifi available in Scarborough South Bay and funded by South Bay traders (www.freebaywifi.net)</p> <p>Access to PCs/laptops (units) as well as printing devices could also be included.</p> <p>Ask partner agencies to – where</p>		<p>overtaken by the digital revolution.</p> <p>It would make it easier for residents to begin or continue their digital journey if they are aware of the rich and varied offer that's accessible to them – through an approach of "layered learning" they can pick the pathway that best suits their needs, depending on the skills they want to learn, or the triggers and levers that will fuel their desire to stay online, building confidence and resilience.</p> <p>There is potential to give added value and a new dimension to the traditional 'task and finish' approach – with partners / other agencies confident they can refer people on for further digital training that's most appropriate for the individual.</p> <p>Encourages channel shift among groups of people who traditionally might be difficult to reach.</p>		<p>information and made a start on a draft document</p>
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	<p>appropriate – display and distribute the information in physical form in their premises as well as on individual websites.</p> <p>Look at establishing a sponsorship partner for the information sheet, either with an existing member of the DIP or other commercial interest such as Argos / PC World.</p> <p>Investigate possibility of creating a ‘Digital Directory app’ that partners can keep updated with relevant information – for use by partner agencies.</p>				
<p>Look to insert useful websites into literature that might encourage people to get online.</p>	<p>There are a number of really good websites in the public domain, designed to help people gain online skills. These are particularly useful for people who already have a tablet or PC and have tentatively dabbled in the online world:-</p> <p>www.learnmyway.co.uk www.digitalunite.com www.digitalskills.com www.onlinecentres.com www.go-on.co.uk www.citizensonline.org.uk www.gransnet.co.uk</p>	<p>Motivation Trust</p>	<p>Increased knowledge should lead to an increase in skills and confidence among users, leading to increased usage and associated wellbeing and channel shift outcomes.</p>	<p>Dec 2015</p>	<p>NY Library SBC (TR, MJ)</p>

<p>Look to produce a wifi map of Scarborough town centre / Whitby town centre showing all the places with access to free wifi, to include in the pamphlet.</p>	<p>There is free wifi access at Scarborough Library and more and more businesses have installed or are installing wifi in their premises and allowing customer access. To our knowledge, no-one has ever tried to map the wifi access, meaning places where people could go with their tablet device or mobile phone to access the internet remain partly cloaked. Information about wifi could be branded: Scarborough Wifi Partnership – Delivering Access to the World</p>	<p>Access Cost</p>	<p>With the cost of internet access a barrier to some people, this would help negate a significant hurdle.</p> <p>Town centre traders should benefit from increased footfall if their wifi access was more widely ‘advertised’.</p> <p>Conversations have taken place with Totally Locally / CAVCA and there seems to be an appetite to support this initiative.</p>	<p>Dec 2015</p>	<p>SBC (TR) YCH (KA) Totally Locally</p> <p>Initial piece of scoping completed by KA from Yorkshire Coast Homes; further week needed – TR to co-ordinate</p>
<p>Promote use of Digital Inclusion Partnership agencies’ individual websites in any training / marketing / promotional material.</p>	<p>It’s important to recognise the contribution that partners will be making and through the work of the Partnership we have the opportunity to promote the digital offering of partners. Among the websites to be promoted are:-</p> <ul style="list-style-type: none"> ○ Patient.co.uk ○ Scarborough.gov.uk ○ Ych.org.uk ○ Ageuk.org.uk/scarboroughanddistrict ○ Gov.uk/jobsearch ○ Barclays.co.uk/digitaleagles ○ Northyorks.gov.uk 	<p>Motivation Trust</p>	<p>This will raise awareness of partners’ digital offer – supporting channel shift – and will help build confidence among users.</p>	<p>Ongoing</p>	<p>SBC (TR)</p> <p>Logos and websites to be included in literature for Get Online Week</p>

	<ul style="list-style-type: none"> ○ Superfastnorth Yorkshire.com ○ Jobmatchuk.com ○ Scarborough3a.co.uk 				
<p>Work with Yorkshire Coast Homes’ housing and community officers to promote use of relevant self-service portals and digital channels (YCH website as well as sites run by partners including SBC, NYCC etc).</p>	<p>Could Yorkshire Coast housing and community officers become “digital neighbours”? Could housing and community officers be equipped with the knowledge to be able to guide tenants through online benefits process / Universal Credit etc?</p> <p>If housing and community officers become digital ambassadors, more residents will be aware of how to do things digitally, helping to contribute towards channel shift ambitions of partners. Residents themselves will gain confidence and are likely to go on to become more digitally active.</p>	<p>Motivation Trust</p>	<p>Yorkshire Coast Homes’ tenants who are more aware of the services delivered by both YCH and SBC via digital channels (along with services delivered on other partners’ digital platforms) and are comfortable applying for benefits online are likely to go on to use other websites and web services as their confidence increases.</p> <p>Residents’ use of YCH and SBC digital channels should help reduce incorrect telephone contacts, particularly at YCH and at the same time contribute towards the channel shift ambitions of both organisations. A reduction in incorrect telephone contacts is likely to result in savings for YCH.</p>	<p>Oct 2015</p>	<p>YCH (RM) SBC (TR)</p> <p>TR to speak to YCH housing officers once they’ve been equipped with new mobile tech and the new YCH website has been launched on 16 September</p>
<p>Cross promotion of Yorkshire Coast Homes’ new website which goes live on 16 September.</p>	<p>Residents in social housing are more likely to be at risk of digital exclusion. Yorkshire Coast Homes has some ambitious channel shift targets – it’s in the interests of the Partnership and the wider community to cross-</p>	<p>Motivation</p>	<p>Yorkshire Coast Homes tenants who become used to dealing with the organisation via online channels are more likely to be digitally active on other platforms.</p>	<p>Sep 2015</p>	<p>ALL</p>

	<i>promote partners digital channels.</i>				
Investigate possibility of creating a joint anti-social behaviour online form (process) to be created and supported by SBC but which is promoted by all relevant partners (SBC / NY Police / YCH and other social housing providers).	<p>The form would bring together a myriad of different reporting mechanisms for anti-social behaviour that can result in information not reaching the relevant authority in a timely manner. A single online reporting mechanism – with the link to the form replicated across agencies – would give residents confidence and build trust.</p> <p>Work to look at this process and ultimately create a new, single form has already begun at SBC.</p>	Motivation Trust	<p>Individuals presented with a simple online solution to report anti-social behaviour could be confident that information is being passed on to the right people for action at the first time of asking.</p> <p>That single contact (as opposed to multiple contacts across agencies) would reduce multiple contacts and therefore reduce administration costs and contribute towards the channel shift ambitions of relevant partners.</p>	Dec 2015	<p>SBC (TR) + ASB partners</p> <p>TR has had initial talks with Sharon Carey re: creating an online solution to report anti-social behaviour. Due to the number of agencies involved and the complexities around designing processes, it's not an immediate priority for Sharon. TR to continue to pursue.</p>
Where it's possible, look to support GP practices to cater for those with digital skills, or those who want to try and go digital, with staff in surgeries and other health centres encouraged to nudge people towards	<p>www.patient.co.uk is an online resource providing information on health, lifestyle, disease and other medical related topics. The website's aim is to provide members of the public with up-to-date information on health</p>	Motivation	<p>With Patient Access, people can access their local GP services at home, work or on the move — wherever they can connect to the internet. People can:-</p> <ul style="list-style-type: none"> ○ Book an appointment ○ Order repeat 	April 2016	<p>SWR CCG (JL) SBC (MJ)</p>

<p>patient.co.uk</p>	<p>related topics in the form of comprehensive leaflets, blogs, wellbeing advice and videos. Leaflets are compiled by qualified medical practitioners with several years of experience in the medical profession. According to an article in The Times, the site is the number one health website in a list of “50 Websites You Can't Live Without”.</p>		<p>prescriptions</p> <ul style="list-style-type: none"> ○ Change address details ○ Send secure messages to their practice. ○ View their medical record ○ Create a personal health record (iOS only) <p>Encouraging people to use this online mechanism (where applicable) will encourage channel shift and cut costs.</p>		
<p>Plan and support events around Get Online Week (libraries are already involved as a UK Online centre).</p>	<p>It takes place every October and is a campaign run through UK online centres. In 2014, Get Online Week took place from 13 - 19 October. More than 1,100 UK online centres took part in the campaign, reaching 80,000 people through 5,000 events in local communities. There were nearly 15,000 registrations on the learning website, www.learnmyway.com during the month of October.</p>	<p>Skills Access Cost Motivation Trust</p>	<p>The Partnership should be aware of this annual event and use it to co-ordinate events and activities.</p>	<p>Oct 2015</p>	<p>ALL</p> <p>KJ from the Adult Learning and Skills Service has agreed to collate information and design literature to help promote 'getting online'. Literature to be distributed via partners' front-facing spaces, as well as social media channels.</p>
<p>Talk to credit unions about possibility of them running</p>	<p>The South Yorkshire Credit Union may be able to run some</p>	<p>Access Cost</p>	<p>This would help mitigate against the cost of internet access and</p>	<p>Oct 2015</p>	<p>FINANCIAL INCLUSION</p>

special “deals” that make it cheaper for customers to “buy” data for their mobile phone / tablet.	kind of scheme that makes it cheaper for people to get access to the internet via phone or tablet device. Gary Simpson is their head of development – 07776 163517.		make it more affordable for people on low incomes.		FORUM LD from SBC continuing to pursue with SYCU.
Investigate bulk purchasing opportunities for broadband access and tech (tablets and PCs).	Learners who have reached a certain level of competence on a particular learning pathway, delivered as part of the work of the Partnership, could be offered new equipment and broadband access at a rate that is more affordable.	Access Cost	This type of arrangement would incentivise learning, giving participants the opportunity to purchase devices and broadband access at a lower rate, meaning there is a greater chance of their digital journey being sustainable.	Oct 2015	YCH (RM) + Futurehome
Scope out broadband offers for people on low income / benefits.	Thanks to websites like www.broadbandchoices.co.uk broadband prices are becoming more competitive than ever before – yet for some people, the equivalent of £16 a month would still put a strain on the family budget. Through a project of this scale, there may be a possibility of coming in with a budget ‘starter’ offer if negotiations with broadband providers can take place.	Access Cost	Scoping out the best deals – and looking at some kind of collective purchasing agreement – would bring down the cost of broadband access for excluded groups, such as older people, jobseekers, benefits claimants, meaning more people would be able to get online and stay online and not just have to rely on already stretched resources at places like public libraries. There is already one impressive deal out there – BT offer a £10 a month BT Basic and Broadband deal for people on certain types of benefit.	Oct 2015	SBC (TR) SBC (MJ) TR from SBC has scoped out some deals from BT and through price comparison websites.
Look into viability of joint	Hosted in public / council-	Access	The City of York Council has	Feb 2016	SBC (MJ, TR)

<p>procurement scheme to have publicly accessible, free wifi across the Borough of Scarborough.</p>	<p>owned buildings (GP surgeries / Customer First / library centres / churches / parks, for example), publicly accessible, free wifi would go some way towards overcoming a big barrier in the Borough of Scarborough.</p>	<p>Cost</p>	<p>invested in its wifi network (www.york.gov.uk for information) and the possibility of doing this in Scarborough has been looked at before, but ruled out because of the cost implications. With a number of agencies involved in the Digital Inclusion Partnership, this is worth looking into again.</p> <p>As well as supporting channel shift goals, easily accessible and free wifi would take away some of the accessibility barriers faced by those on limited incomes.</p> <p>It would support job seekers and other cohorts of society who are digitally excluded because of the costs associated with having internet access.</p> <p>Conversations have already taken place with BT / Barclays Digital Eagles over the possibility of capitalising on their community wifi project.</p>		
<p>Submit bid to Barclays Digital Eagles to get Wifi in the Community.</p>	<p>Through links made with Barclays Digital Eagles via Twitter, TR from SBC was able to establish scope to bid for £5,000</p>	<p>Access Cost</p>	<p>Free wifi access in popular community settings would allow training and computer sessions to take place. It would also</p>	<p>Aug 2015</p>	<p>SBC (TR) Nominations submitted on 5</p>

	<p>infrastructure packages that would see wifi installed in community settings. Some suggestions were discussed by the community development team at the council and there was a wider discussion at the meeting of the Partnership on 5 August when it was determined three nominations would be submitted.</p>		<p>tackle some of the barriers that prevent people getting online.</p>		<p>August – Derwent Valley Bridge, Hungate Court and Wreyfield Drive Methodist Church. Hungate Court nomination was successful.</p>
<p>Look to introduce a PC recycle scheme.</p>	<p>A recycling scheme for unloved, unwanted tech could deliver low-cost, entry-level units to people who have undergone digital training and reached a certain level of competence – yet ordinarily would not be able to afford a brand new computer or tablet device.</p> <p>A social enterprise approach could be adopted to ensure sustainability and it might be possible to employ apprentices to do the work of stripping down and rebuilding units.</p> <p>A partnership could be formed with the Futurehome shop on Northway as well as community hubs and the planned Age UK Scarborough and District Hub</p>	<p>Access Cost</p>	<p>Residents who have undergone some digital training will be able to continue their digital journey at a fraction of the cost.</p> <p>Apprentices would gain some of the skills necessary to enter the world of work and would likely work as part of existing ICT teams (SBC / YCH, for example).</p>	<p>April 2016</p>	<p>PC Recycle action group SBC (MJ, TR, SF) YCH (RM)</p> <p>Following hugely inspiring visit to Airedale Computers (MJ, TR & RM), MJ to draw up options document for Scarborough Borough, in partnership with Big Local.</p>

	<p>and it could be something the local Credit Union may wish to be associated with.</p> <p>There may be an opportunity to run (and fund) the project as a pilot in Barrowcliff, as part of the Big Local scheme.</p> <p>Other similar projects appear to have enjoyed some success: http://www.airedalecomputers.org.uk/acr/</p>				
<p>Set up wellbeing hubs with digital learning and access central.</p>	<p>Utilise existing community infrastructure, and place digital inclusion at the heart of health and wellbeing agenda.</p> <p>Include provision for a peer-to-peer approach, involving volunteers and / or job seekers doing work experience.</p>	<p>Access Skills Motivation Trust</p>	<p>Wellbeing hubs would be established in some of the more disadvantaged areas in the Borough and be an alternative way for people to access services and help. Some people are excluded, simply because they are nervous of more established locations, such as libraries and council offices and therefore miss out on some of the benefits that would make a difference to their lives. Wellbeing hubs would cover a range of outcomes – both those desired by the communities themselves, and those desired by public sector partners.</p>	<p>April 2016</p>	<p>COMMUNITY HUBS ACTION GROUP SBC (MJ, LD) YCH (RM) S&W CCG (JL) CAVCA (CR) NYCC (KA)</p> <p>Following work by MJ and TR from Scarborough Borough Council, £50,000 funding has been secured from SBC, NYCC and Public Health.</p>

					MJ to draw up criteria for bids and bring to attention of Community Hubs Steering Group.
Look at partnership opportunities between Barclays Digital Eagles and NYCC mobile library service.	There may be a chance for Barclays Digital Eagles to hop on to library buses and hold digital sessions in different communities around the Borough.	Access Skills Trust	<p>NYCC library vans are wifi enabled and could be the perfect setting to take digital learning “on the road”.</p> <p>The enhanced offer would give people access to digital expertise to hopefully help overcome skills and trust issues and get more people interested in using the internet.</p> <p>A different use for the library buses may also offer more protection for the service, amid a period of unprecedented cuts.</p>	Aug 2015	NY Library (FC) Barclays (ST)
Continue to work with partners at Superfast North Yorkshire to support development of community broadband schemes and help publicise superfast broadband where possible.	By the end of next year, it’s anticipated that more than 90% of homes and businesses in North Yorkshire will have access to fibre broadband – it still leaves a number of communities in the Borough where other solutions are needed.	Access	Access to decent broadband speeds in many rural parts of the Scarborough Borough is patchy – solutions that address this are to be welcomed and will mean sections of our community can reap the rewards that come with access to superfast broadband.	Ongoing	SBC (LD)
Look to see if there is merit in	Those seeking work with digital	Skills	Those without digital skills will	April 2016	PEER TO PEER

<p>setting up a digital buddies scheme for job seekers.</p>	<p>skills could help mentor those without. Mentors could gain skills and confidence and find a way back into work through this type of volunteering / work experience. The mentors could be attached /supervised through existing infrastructure, such as The Base or JobMatch, JobCentre Plus or library service.</p>	<p>Motivation Trust</p>	<p>be helped on their journey by peers in a ‘trusted’ environment, making it a slightly different offer to more conventional routes.</p> <p>Mentors would also gain skills and experience that could aid their route back into work.</p> <p>Potential to assist JobCentre and JobMatch.</p>		<p>ACTION GROUP ALL</p>
<p>Scope out provision for women who are returning to work and cater digital offers accordingly.</p>	<p>Anecdotal evidence from the AL&SS suggests there is a cohort of people – predominantly women – who are returning to work having brought up a family, or wanting to change from a job that’s more manual, but are then finding they lack the required digital skills. Through a partnership between those organisations operating in the employment sector and the AL&SS, it may be possible to run a course predominantly aimed at women in work.</p>	<p>Skills Motivation</p>	<p>With even some basic digital skills, women’s lives could be enriched and so many more doors could be open to them. It would improve their life chances, as well as deliver health and wellbeing outcomes.</p>	<p>April 2016</p>	<p>Jobmatch (KA) JobCentre (LR) AL&SS (PT) SBC (SF)</p>
<p>Look to provide some digital upskilling for people claiming Employment Support Allowance (sickness benefit) and Income Support.</p>	<p>There are currently around 4,500 people in the Scarborough Borough claiming ESA. The nature of the benefit means they are not frequent attendees at the JobCentre and are not</p>	<p>Skills</p>	<p>As a result of learning new digital skills and gaining confidence, some claimants of ESA may feel better equipped to apply for work that suits their ability, rather than feel they are</p>	<p>Nov 2015</p>	<p>Jobmatch (KA) JobCentre (LR) AL&SS (PT) SBC (SF) LR from</p>

	<p>compelled in the same way as people claiming Jobseekers Allowance (soon to be Universal Credit) are, to spend so many hours a week looking for work online. A large percentage of these people will not feel able to work, but there will be people claiming ESA who will want to learn digital skills in order to improve their life chances and prospects, feel happier and become more confident.</p>		<p>excluded from work opportunities because of their disability / impairment.</p> <p>There is potential for positive health and wellbeing outcomes – someone claiming ESA who does not have the ability to work may not feel so isolated from society, if they are better connected to peers and feel they can contribute.</p>		<p>JobCentre Plus set to contact all ESA claimants offering them help to return to work if they want it, including digital skills help.</p>
<p>Provide more avenues for people over the age of 50 who are claiming Jobseekers Allowance to learn new digital skills.</p>	<p>While training providers used by JobCentre Plus are highly regarded, there may be additional help that could be provided through the Partnership for those aged over 50 who are looking for work, who don't possess anything more than rudimentary job search skills.</p> <p>It could be possible to tailor some sessions at the Jobcentre specifically for that age group, either using existing JobCentre providers, or staff / volunteers from partner agencies.</p>	Skills	<p>Providing digital skills to this cohort of people (though a fairly small percentage of the 850 or so JSA claimants in the Borough) would vastly improve their opportunities and chances of securing work and lead to improved health and wellbeing, both mental and physical.</p>	Dec 2015	<p>Jobmatch (KA) JobCentre (LR) AL&SS (PT) SBC (SF)</p> <p>JobCentre Plus offering support through Go For IT, with JobMatch also helping over 50s.</p>
<p>Scope out potential for peer-to-</p>	Members of the uniformed	Skills	Those without digital skills or	April 2016	PEER TO PEER

<p>peer digital buddies project involving uniformed youth groups, such as Girl Guides.</p>	<p>youth service would have the loan of tablet devices and, following a prescribed mentoring toolkit, would be able to pass on their knowledge and skills to older relatives who are at risk of digital exclusion. Learning could be module based and take into account the interests and desires of the learner, making it more likely they will continue to use the internet, once the mentoring is complete. Early conversations have already taken place with Guide Leaders in North Yorkshire who seem very keen on the idea.</p>	<p>Motivation Trust</p>	<p>confidence would be helped on their journey by a friendly face in their own home, making any pitfalls seem less scary.</p> <p>Young mentors would gain skills and experience – and potentially rewards in terms of ‘badges’.</p> <p>In terms of the Guides, this type of project ticks many of their boxes – this sort of innovative project could be help up as an example nationally of good practise.</p>		<p>ACTION GROUP ALL</p>
<p>Find out if the North Yorkshire Community Learning Partnership could expand its Digital Neighbours scheme into Scarborough and Whitby.</p>	<p>North Yorkshire Community learning Partnership has developed the workshop to enable learners to gain the essential skills in order to support others in using ICT and digital technologies. The workshops are two hours and enable people to support others in using digital channels such as Skype, price comparison websites, online shopping and social media.</p>	<p>Skills Trust Motivation</p>	<p>The workshops build the confidence of people to help others access digital content and services, showing people how they can benefit in terms of saving money and improving communications with friends and family.</p> <p>There is potential to use this as a way of expanding the pool of resources / volunteers the library service, Age UK Scarborough and District, or Yorkshire Coast Homes, for</p>	<p>Sep 2015</p>	<p>PEER TO PEER ACTION GROUP ALL AL&SS – KJ to scope</p>

			example, could call upon.		
<p>Look to develop a partnership with the facebook group: Scarborough Skills Swap.</p>	<p>As of July 2015, the group has 1,300 members. The concept is simple – it’s moneyless; people who need jobs doing or help with tasks post what they want and what they can offer in return. For example, a woman need her garden cutting and could offer a couple of meals in exchange. The digital neighbours ethos could work really well – someone with digital skills could offer to help someone without.</p>	<p>Trust</p>	<p>This would be an organic project, for the community, led by the community and is worth exploring further.</p> <p>An idea of creating a databank of people with digital skills ready and willing to offer help to those without would get more people online, foster community spirit and create new friendships</p>	<p>Oct 2015</p>	<p>SBC (MJ, TR)</p> <p>TR from SBC met Jayne Coyne and son Phillip to discuss further. Agreed it was a wonderful thing to look at – possibility would be to encourage digital buddies to post on skills swap page, further down the line.</p>
<p>Set up “introduction to the internet” training for staff working in the area from NYCC, SBC and Yorkshire Coast Homes to improve their digital skills. (Tie in with Get Online week)</p>	<p>It’s quite apparent that many staff working in the public sector – particularly those who are not in office-based jobs – sometimes struggle to complete digital tasks. We’re at risk of ignoring what’s under our noses! It would be a nice idea to run some kind of training using resources available through the Partnership – such as digital buddies from Scarborough Library – to give people a taste of the internet in the hope they</p>	<p>Skills Motivation Trust</p>	<p>The taster sessions would give people basic skills in a trusted environment and help build confidence. The hope would be that some workers would want to move on to more structured learning, having realised that the internet is not that scary after all.</p> <p>Workers could become ambassadors for our web channels and encourage residents to access services that</p>	<p>Oct 2015</p>	<p>SBC (TR) YCH (RM, KA)) NY library (FC) AL&SS (KJ)</p> <p>TR to establish training needs through survey.</p>

	<p>then want to move on to more formal education through, say, the Adult Learning and Skills Service.</p> <p>There may be potential to use the library's IT suite after 7pm, with training delivered through the partnership.</p>		<p>way.</p> <p>As well as tackling digital exclusion, there would be spin-off benefits including channel shift.</p>		
<p>Look at ways of expanding Age UK Scarborough and District's hugely successful "Tea and Tech" sessions.</p>	<p>Age UK Scarborough and District has successfully run tablet training in a number of locations including Hinderwell Village Hall. The sessions have proven to be hugely popular and have become as much an event that brings older people together.</p> <p>This is a project that has the potential to be replicated with a number of groups in locations up and down the Borough (provided there is broadband or wifi access).</p>	<p>Skills Trust Motivation</p>	<p>As well as learning new digital skills, older people taking part in the sessions form social bonds, helping to tackle issues around loneliness and isolation.</p> <p>In more rural communities this type of informal project is an ideal fit.</p>	<p>Oct 2015</p>	<p>AUKS&D – (BS) SBC (MJ) Barclays (ST)</p>
<p><i>Investigate possible of replicating Leeds Federated's Digital Angels project.</i></p>	<p><i>The Digital Angels project (http://www.lfha.co.uk/ViewNews/419?utm_source=Ezine&utm_campaign=b1b930bf20-&utm_medium=email&utm_term=0_06d92bb4ba-b1b930bf20-65066213&ct=t()), run by Leeds Federated, will support older people aged 50 and over, to</i></p>	<p>Skills Trust Motivation</p>	<p><i>As well as learning new digital skills, older people taking part in the sessions form social bonds, helping to tackle issues around loneliness and isolation.</i></p>	<p>April 2016</p>	<p><i>YCH (RM) AUKS&D (BS) Barclays (ST)</i></p>

	<p><i>develop new digital skills and friendships by providing one-to-one support through homes visits and phone calls. It will link people to volunteering and other social opportunities in their local communities such as digital tea parties, creative projects and existing community activities both off and online.</i></p>				
<p>Help Yorkshire Coast Homes set up a mentoring scheme for its tenants, many of whom fall into the category of “digitally excluded”.</p>	<p>Using a similar model to the proposed peer-to-peer project with uniformed youth services, Yorkshire Coast Homes tenants who are digitally active could be utilised to help those who aren’t. The North Yorkshire Community Learning Partnership’s digital neighbours scheme could underpin this project.</p> <p>This would also be a good starting point to create Yorkshire Coast Homes Digital Champions: http://www.ongo.co.uk/jobs/digital-champion/</p> <p>YCH has indicated in its Digital Inclusion Strategy that it will also invest in infrastructure in its community centres which may</p>	<p>Skills Trust Motivation</p>	<p>This type of project would make residents more digitally confident and would contribute to Yorkshire Coast Homes’ channel shift ambitions, as well as the channel shift goals set by partner organisations.</p> <p>Older residents who are digitally skilled could expect to benefit from improved health and wellbeing as a result of being digitally connected.</p>	<p>April 2016</p>	<p>PEER TO PEER ACTION GROUP ALL</p>

	support this type of initiative.				
Assist Yorkshire Coast Homes with training in community centres.	Residents at risk of social isolation could be taught how to use the internet. It's a way of bringing people together and would connect residents with those around them.	Skills Trust Motivation	There are well documented benefits to older people who are digitally active – health, wellbeing and tackling social isolation, loneliness etc.	Oct 2015	PEER TO PEER ACTION GROUP ALL
Establish links with the Scarborough U3A group and WIs	With some excellent tablet work already being done by partners, Age UK Scarborough and District, there could be an opportunity to develop a partnership with the Scarborough branch of the University of the Third Age (www.scarboroughu3a.co.uk) as well as local branches of the WI in the Yorkshire North East region.	Skills Trust Motivation Access	<p>The Scarborough group of the U3a now has almost 500 members. It's run in two terms (running from September to December and from January to March each year) and provides a speaker each Monday morning and more than 70 courses – digital or IT don't seem to be offered, therefore this is a chance to reach a cohort of people who could easily be engaged.</p> <p>There are 106 branches of the WI in the Yorkshire North East region (around two dozen in the Scarborough Borough). A partnership with the WIs could be an ideal breeding group for new skills to be developed.</p>	Sep 2015	PEER TO PEER ACTION GROUP ALL SBC (TR, MJ) to explore
Establish if there are funding possibilities that could be accessed through NYCC Stronger Communities to support digital inclusion work.	Community cohesion will be created through digital inclusion work and partnerships are already starting to form that will bear fruit in the long term.	Access	Scarborough is the first district where partners are coming together to discuss community solutions – the outputs and outcomes that we hope to	Ongoing	NYCC (KA)

			achieve could be of much greater interest, with projects replicated.		
<p>Scope out external funding opportunities to support the work of the Digital Inclusion Partnership.</p>	<p>Organisations like BT, the Tinder Foundation and Nesta may have funding pots available that could help support the work of the Partnership.</p> <p>European funding could be available, as well as Big Lottery pots.</p> <p>Look at things like the Gates Foundation.</p>	Access	Additional funding would make it easier for projects to get off the ground and it will invariably make it easier to apply (and hopefully be successful) as a partnership, rather than individual organisations.	Ongoing	<p>SBC (SF, MJ, TR, LD)</p> <p>Library Service to consider submitting bids to</p> <p>http://www.arts-council.org.uk/funding/apply-funding/apply-for-funding/wifi-libraries/ and https://www.ukonlinecentres.com/funding/current-funding/libraries-digital-inclusion and https://www.ukonlinecentres.com/news-and-activity/news-or-case-study/7045-new-funding-opportunity</p>

June 2015 Library Service visit to JobCentre Plus centre to talk to staff about the digital assistance it offers – reciprocated by JobCentre Plus

June 2015 Tablet taster courses run by Age UK expanded to Middle Earth Tavern, Whitby, with support from Yorkshire Coast Homes

July 2015 Library Service visit to SBC (Tim Readman) to look at self-service element of SBC new website, how it knits in to back end systems and processes and improved customer experience

July 2015 SBC (Tim Readman) guest slot on YCH's 'The Better Life' show on Yorkshire Coast Radio with Richard Mair from Yorkshire Coast Homes, talking about access to services via council's internet platform, as well as the wider digital inclusion agenda: <http://cml.sad.ukrd.com/audio/434549.mp3>

July 2015 SBC (Tim Readman and Matthew Joseph) holding talks with Barclays Digital Eagles about extending Wifi In the Community project to cover community venues in the Scarborough Borough – nominations submitted on 5 August. In September 2015, SBC learned the Hungate Court bid was successful, meaning venue will be equipped with wifi for community use.



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August 2015 Agreement to cross-promote IT training at the Hub, being run by Yorkshire Coast Homes

August 2015 Information shared from KJ (AL&SS) re: funding opportunities for libraries – forwarded on to FC and LT (NY Library Service) to consider bids