



Who?

[Lucy Dunn](#) and [Ala Uddin](#), Brent

What?

A digital inclusion package for residents, covering:

Devices: (inc: helpline, insurance, bespoke guides)

Connectivity: offering full fibre where possible

Skills: Access to digital skills courses, sessions to set up devices at home

Loan and Learn scheme: free laptops (70) and data (30GB) for digitally-excluded learners.

Why?

Digital inclusion is broad issue that affects people in different ways. Need for a comprehensive and flexible approach to tackle its different elements.

Reusable Tools

- Form for residents declaring their needs
 - Details of what they procured

Tips

- Understand needs and who's best to support
 - Have clear process for checking eligibility
- Choose devices and sources of support that don't cue up lots of customer service queries!

Creating a connectivity + devices + skills training package

Lucy Dunn and Ala Uddin (Brent)



loti

Building an Inclusive Digital Place - Responding to Covid

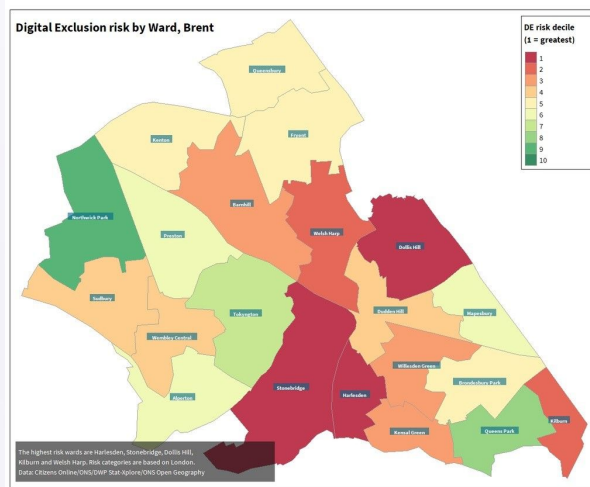
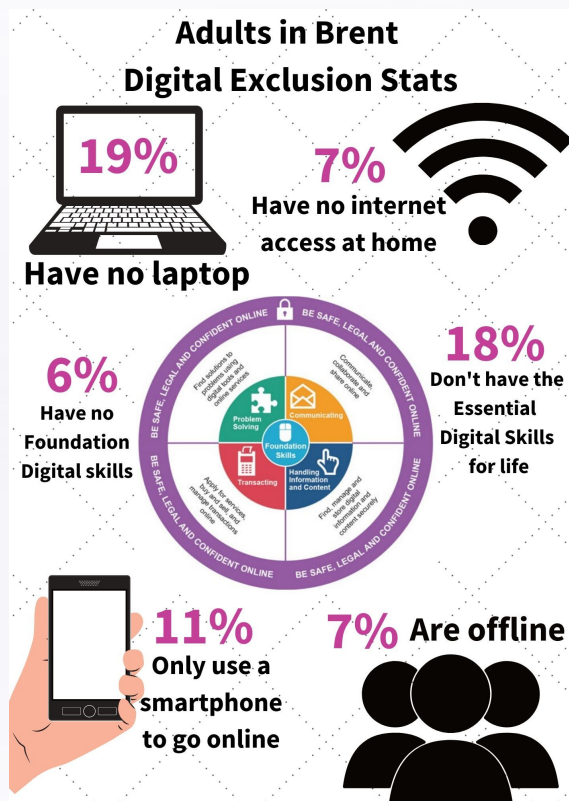


Lucy Dunn, Digital Programme
Ala Uddin, Adult Education

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Digital Inclusion: The need



Coronavirus: Brent Central has highest number of furloughed workers in the UK

PUBLISHED: 08:03 03 July 2020 | **UPDATED:** 08:03 03 July 2020
Nathalie Raffray



Chancellor Rishi Sunak announced an extension to the furlough scheme until October. Picture: House of Commons

Nearly half of all workers in Brent Central were furloughed during the coronavirus pandemic - the highest in the UK.

Residents Support Fund: Digital Inclusion Package



Devices
Helpline
Insurance
Bespoke guide

485 Adults
280 Children

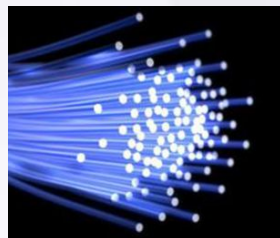
Connectivity
Full Fibre or Mi-fi

207 requests



Resident's Support Fund

If you are a Brent resident and have been impacted financially or personally by Covid-19, you could be eligible for financial support.



Access to digital skills courses
Set up sessions for devices /
contact if sent to homes

130 requests

Lessons & tools for others

- Engage – understand the need on the ground & who's best placed to support
- Flexible package – many different circumstances and it's part of a broader conversation (*Sharable resource: Form*)
- Don't create the wrong type of demand
- Procurement – not standard market offer (*Sharable resource: requirements*)
- Data – indicators used and how it stacks against applications (*Sharable resource: Evaluation*)
- Part of a wider approach to tackling digital exclusion

Brent Start: Loan and Learn Scheme

- Linked to Council's Digital Strategy and Brent Start delivery plan
- Free to loan - Laptops and Data (30Gb) – learners
- Secured a bid via GLA; £40,000
- Application based on a strict criteria
- Mandatory induction session
- Joined up approach to developing skills with other schemes

Brent Start: Loan and Learn Scheme

Learning points

- Establish clear eligibility criteria
- Have clear process and procedure for managing the scheme
- Ensure that there is some form of induction to using the technology
- Have remote control over the technology along with support on-line
- Training/CPD for staff
- Compatible with staff laptops

Contacts

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Q&A

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