Digital Inclusion Innovation Programme

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

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The 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 to meet individuals' essential device, data and skills needs will be available to all digitally excluded Londoners.

★ **For public servants / VCS:** 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:** The evidence base on the exact need in London will be more easily accessible and understood. There will be greater awareness about the impact of moving to online-only channels on digitally excluded Londoners.

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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?

Connecting people with the help they need

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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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

Connecting people with the help they need

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

We wish to:

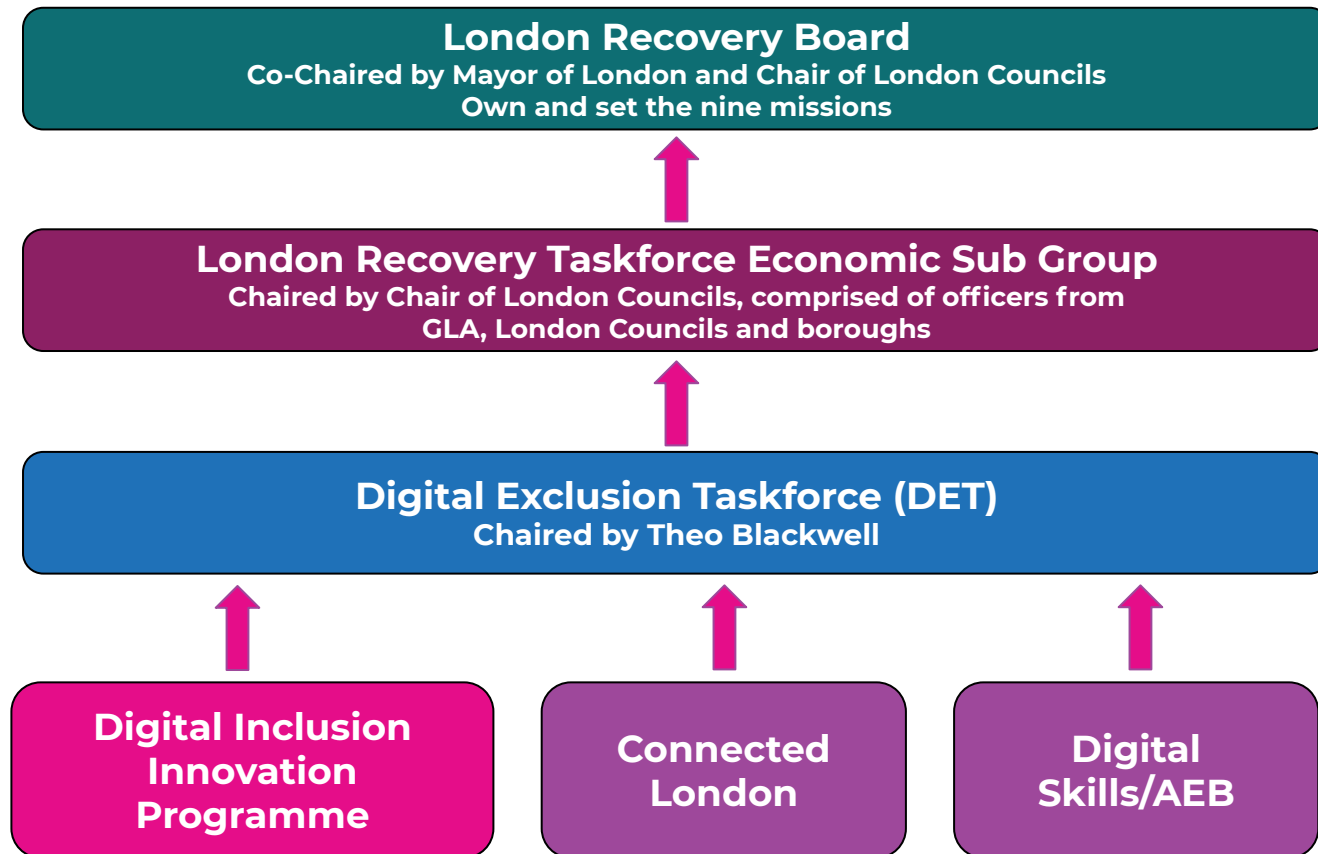★ Identify which groups are most able to be supported by different sources, e.g. from corporate philanthropy vs VCS vs council services.

★ 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	£1.12 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

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

⬆ = Reports to

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

We're conscious that 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.

Indicative Timeline

March	April	May	June

Finalise first draft of desired programme outcomes.

Commission device upcycling research.

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

Programme review at LOTI Advisory Panel. 19 April

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)

Workshop 2: "Review potential project backlog"
- Update on latest thinking;
- Share potential project backlog;
- Discuss prioritisation. (18 May)

Project Prioritisation: Prioritise projects with GLA and DET

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

Start first project(s)

All London boroughs involved in activities in **pink**

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