



Digital Inclusion Innovation Programme: Wave 1 Stocktake Workshop 20 October 2021

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Introduction

On Wednesday 20 October, LOTI held the first stocktake workshop since the launch of the [Digital Inclusion Innovation Programme](#) (DIIP) in June 2021. The objectives of the workshop were to:

1. Update boroughs and partners on the progress made with Wave 1 projects and;
2. Share ideas for potential new projects and invite boroughs' feedback.

The slides from the workshop can be viewed [here](#).

The workshop started with a summary of the overall goal of DIIP which is: 'Every borough to have some provision to offer with regards to devices, connectivity, skills and support and knows how to triage needs and access relevant support.'

Wave 1 Project Updates

The table below outlines the full list of wave 1 projects, how they map across the different components of the programme and their current status.

Potential Projects	Devices	Connectivity	Skills	Support	Status
1. Mapping Digital Exclusion	Developing insights to inform the identification of need and targeting of interventions. Helping secure private sector support.				Ongoing
2. Digital Inclusion Research	✓	✓	✓	✓	Complete
3. Device Upcycling	✓				Complete
4. Digital Inclusion in TA	✓	✓	✓	✓	Underway
5. Supporting Dementia Care			✓	✓	Underway

Here's a summary of the main updates on each of the Wave 1 Projects:

Project 1: Mapping Digital Exclusion

This project seeks to help us understand who is digitally excluded, the circumstances that prevent people from getting online as well as the geographical hotspots of exclusion so that any initiatives and services developed meet residents digital exclusion needs. Barnet, Brent, Kensington and Chelsea, Southwark and Westminster worked together to develop resources that build this more detailed understanding of digital exclusion across London.

Where have we got to?

- A map of factors contributing to digital exclusion in London,
- A bank of personas of digitally excluded groups
- A toolkit to replicate the project approach
- Further research into specific segments

Next steps

- Publish copy edited versions of the toolkit later this month.
- Develop Digital Exclusion Story Maps for key segments - see more on this in [this blog post](#)

LOTI Website

- [Mapping Digital Exclusion Toolkit](#)
- [Blog explaining the project](#)

Project 2: Digital Inclusion Research

This project brings to light the range of digital inclusion initiatives in London, the key barriers and success factors to tackling digital exclusion. The main reason for making this a priority on Wave 1 is because we're keen that any initiatives developed as part of this programme add value and build on what already exists without duplicating.

What is it?

A report into digital inclusion provision in London, developed by Will Bibby, a LOTI independent researcher. Outlines the main approaches boroughs and VCS are taking identifies key challenges, and puts forward six recommendations for London-wide action.

Where have we got to?

- [Crowdsourced >100 case studies](#)
- Conducted interviews to produce [a report](#)

- [Hosted show and tell about the research](#)

Next steps

- LOTI team will take forward the recommendations as part of DIIP.
- Please share [the report](#) with other colleagues and provide feedback when published.

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[Digital Inclusion Innovation Programme](#)

Project 3: Device Upcycling

The main aim of this project is to look at how London can 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.

Where have we got to?

- [Research report into current practices](#)
- Searchable list of [Upcycling Service Providers](#)
- [Practical Guide \(draft\)](#)
- Process flow chart - coming soon

Next steps

Publish copy edited versions of the guide and process flow by the end of October.

LOTI Website

[Device Upcycling](#)

Project 4: Digital Inclusion in Temporary Accommodation

This is an exemplar project, the insights and outputs of which will be relevant and applicable to other council service areas.

What is it?

An 8-week discovery into the nature of digital exclusion experienced by residents living in London TA hostels and their resulting needs. Aim to produce insights report with recommendations for practical pilots.

Where have we got to?

- Appointed FutureGov to conduct the discovery
- First sprint began last week - we're actively recruiting research participants.

Next steps

- Continue with research participant recruitment.
 - Camden, Kingston, Waltham Forest, RBKC, Enfield and Hackney have confirmed interest.
 - Following up with contacts at: Barnet, Brent, Ealing, Greenwich, Hounslow, Kingston, Lambeth, Lewisham, Newham, and Westminster.
- **Conduct research:**
 - 1-1 discussions with borough hostel commissioners and housing / TA managers. Shadow TA residents.
- **Hold a session with boroughs** to share insights and build on our understanding of digital exclusion issues faced by residents in TA.
 - [Eventbrite link to sign up for this session](#)
- Survey to build on our understanding of digital exclusion issues faced by residents in TA- coming soon

Project 5: Supporting dementia care

This is another exemplar project the outputs of which we think will be relevant to other boroughs designing digitally inclusive services for vulnerable adults.

What is it?

Working with Helix Centre, part of Imperial College, to co-design and pilot new ways to provide dementia support, building on the digital engagement knowledge gained from the pandemic.

Outputs/deliverables:

- Co-designed digital approaches to engaging people affected by dementia including the use of technology and equipping carers with the right skills and training.
- Online toolkit and training, outlining practical tools and methods other boroughs can reuse.

Where have we got to?

- Held discovery workshop to understand borough objectives and priorities.
- We'll be sharing our initial concepts at a workshop with colleagues from Hammersmith and Fulham, Westminster, Newham and Ealing.

New project ideas for Wave 2 - October 2021 - Jan 2022

We want to ensure that any projects selected as part of DIIP meet London boroughs' needs and support their existing efforts in tackling digital exclusion. For this reason,

we've deliberately designed the programme in quarters - providing the space for boroughs to feedback, direct and challenge what we work on.

The six projects put forward are listed in the table below.

Potential Projects	Devices	Connectivity	Skills	Support
1 - Triaging support for digitally excluded residents	✓	✓	✓	✓
2 - Developing services for specific personas/segments				✓
3 - Maximising use of Adult Education Budget for digital skills			✓	
4 - Providing devices	✓			
5 - Using Social Value	✓	✓	✓	✓
6 - Providing Social Tariffs		✓		

Next step:

We'll be working closely with boroughs (who offered to be involved), to develop each of these initial ideas into specific projects with clear outputs.

If you'd like to get involved in any of the projects or suggest other project ideas, please contact the LOTI team [via Basecamp](#).