

# Digital Inclusion

Housing Leadership Team



# Current position

From 53% of AHV's completed, we know:

- 7,721 (27%) of tenants don't have access to the internet;
  - 1,267 (4.5%) don't have skills or confidence
  - 873 (3.0%) don't know where to get online
  - 4,207 (14.7%) don't want to or don't feel the need to
  - 860 (3.0%) have no device or can't afford to
  - 514 (1.8%) we don't know what barrier is



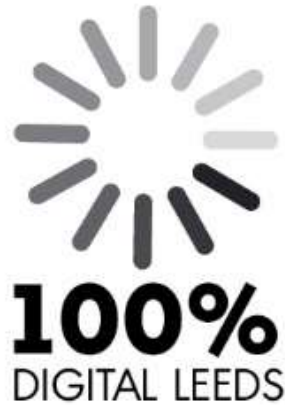
# Important because...

- Benefits to the individual
- Benefits to the council
- 300 - 550 tenants a month will shortly be applying for Universal Credit and require an email address
- Commitment for a 100% Digital Leeds – Inclusive Growth and opportunities for efficiency.





# 100% Digital Leeds



# Main Barriers to our Goal

- Lack of online skills and confidence
- Cost of equipment and broadband access
- Lack of interest and motivation

Social factors such as lack of literacy and numeracy, disability, isolation, learning difficulty, language barriers, non-engagement, antisocial behaviour, physical and mental health...





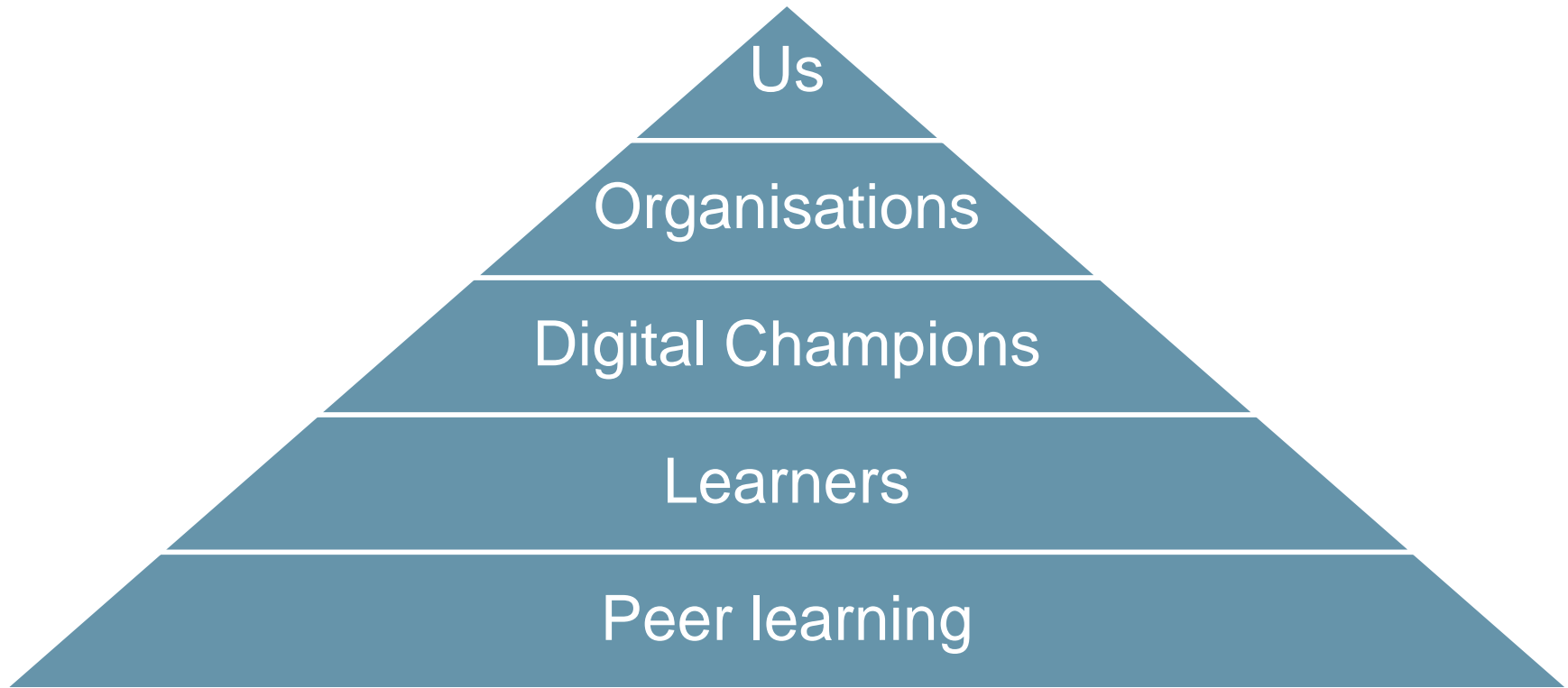
# 11 Most Excluded Wards



- Armley
- Beeston and Holbeck
- Bramley and Stanningley
- Burmantofts and Richmond Hill
- City and Hunslet
- Farnley and Wortley
- Gipton and Harehills
- Hyde Park and Woodhouse
- Killingbeck and Seacroft
- Kirkstall
- Middleton Park



# Maximising Digital Inclusion





# Tablet Lending





# UK Online Centres



Online Centres  
Network

Learn  
My Way

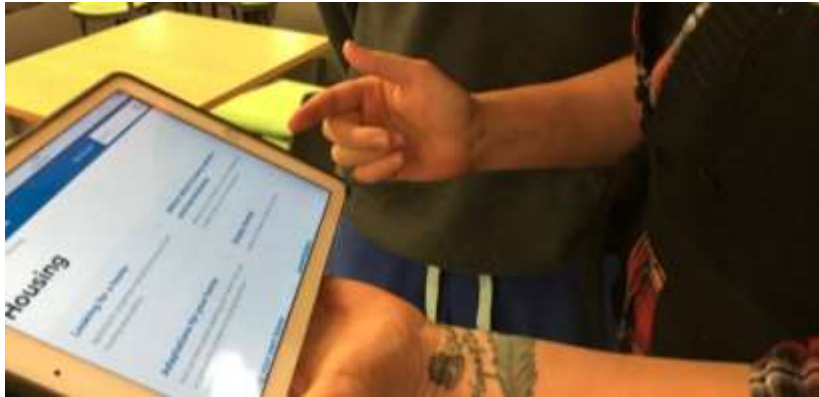


# Digital Champions





# Successes to date





# Digital Inclusion Coordinators

Working within the Libraries Service supporting the 100% Digital Inclusion Programme.

- Jason Tutin – Digital and Learning Development Manager
- Ian McArdle – Digital Inclusion Coordinator (West)
- Paul Wilkes – Digital Inclusion Coordinator (South)
- Amy Hearn – Digital Inclusion Coordinator (East)
- Sarah Liles – Digital Inclusion Support Officer



# Looking to the future...

100%  
Digital  
Leeds

#SmartLeeds  
#JoinTheMovement



MULTIPLE DATES

Fight the Divide - 100%  
Digital Leeds

East // Thursday 4th October // 1pm – 4pm // The Old Fire Station,  
Gipton, LS9 6NL

West // Wednesday 10th October // 1pm – 4pm // Hawksworth  
Wood Village Hall, LS5 3PT

South // Monday 15th October // 1pm – 4pm // St George's Centre,  
Middleton, LS10 4UZ

[www.digitalinclusionleeds.com](http://www.digitalinclusionleeds.com)

@Amy\_\_Hearn @WilkoWilkes



# Free Wi-Fi Pilot

Seven free Wi-Fi pilots in high rise blocks – five are now live....

Block	Provider	Switch on date
<b>Clyde Court</b> (Enhanced)	Comet (Telcom)	16/04/2018 (18 month Pilot)
<b>Lovell Park Towers</b> (Enhanced)	Comet (Telcom)	23/04/2018 (18 month Pilot)
<b>Clyde Grange</b> (Enhanced)	6G (Internexus)	06/06/2018 (14 month Pilot)
<b>Grayson Crest</b> (Standard)	6G (Internexus)	07/06/2018 (14 month Pilot)
<b>Malborough Towers</b> (Standard)	Comet (Telcom)	09/08/2018 (18 month Pilot)
<b>Naseby Grange</b> (Retirement)	Comet (Telcom)	Launch date to be finalised
<b>Holborn Towers</b> (Standard)	Comet (Telcom)	Launch date to be finalised

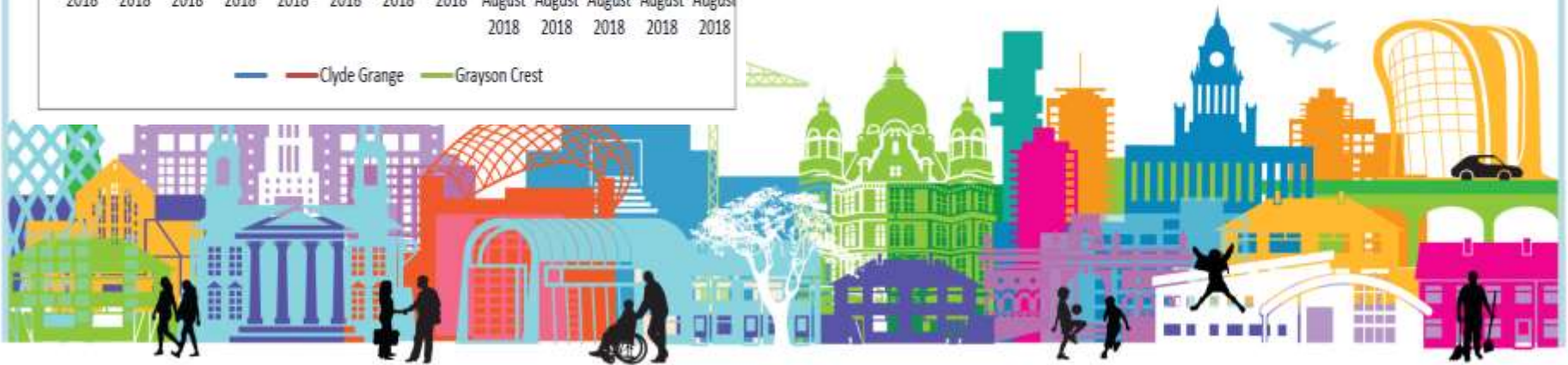
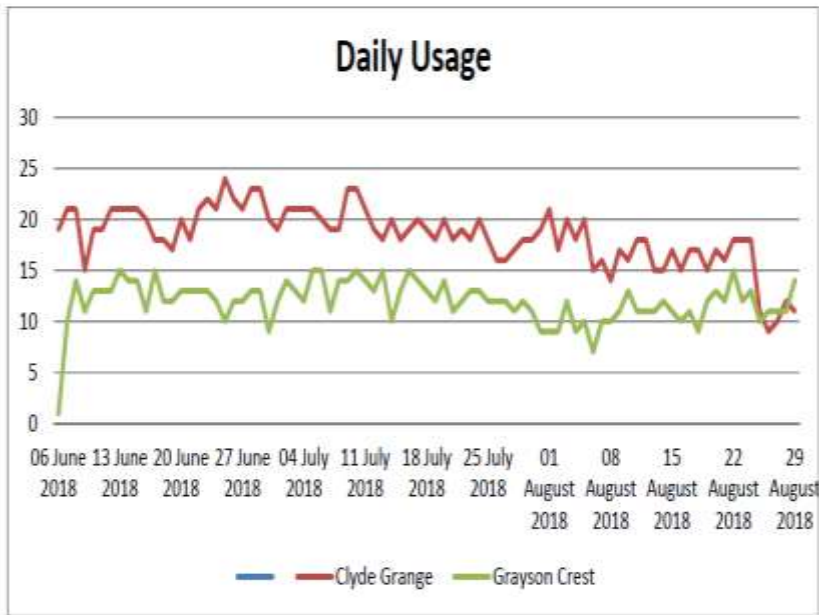




# Free Wi-Fi Pilot - Usage

6G data shows that current daily usage has remained stable since switch on with around 35% of flats having logged in.

Feedback from Comet Telcom shows that current usage varies across the three live blocks from 13% to 22%



# Free Wi-Fi Pilot – Next steps/Successes



49 Tenants at the live blocks have asked for support to improve their online skills and confidence.

Working with the [Digital Inclusion Co-ordinators](#) we are exploring how we can help those tenants get online.

**100% Digital Leeds**

**Free 2 week online course. Free Laptop.**

**Gain the skills you need to:**

- Search online for jobs
- Apply for Universal Credit
- Quickly report a repair
- Compare prices & save money
- Pay your rent
- Keep in touch with family & friends

All learners will receive a **FREE LAPTOP** on successful completion of the course.

Ring 0113 378 3300 or email [housinginvolvement@leeds.gov.uk](mailto:housinginvolvement@leeds.gov.uk) to book your place.

Logos for jobskills, Leeds City Council, and 100% Digital Leeds.

## YORKSHIRE Evening Post

NEWS POLITICS HEALTH EDUCATION OPINION

### Leeds City Council trials free internet for social housing tenants



Grayson Crest in Kirkstall.

By ANDREW HUTCHINGS ON

Published: 15:11 Monday 10 September 2016

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# Tenant Engagement Service – our contribution...

- Roll-out Wi-Fi programme – track progress/impact
- Work closely with Digital Inclusion Coordinators
- Encourage residents groups to develop digital skills, confidence use this to offer new opportunities to residents.
- Become Digital Champions (and support others to do so)
- Shift focus on broader engagement practices, email surveys and new software to broaden appeal





## **Table top discussion:**

***In your service, how can you help support digital skills and access?***

