

Annex A

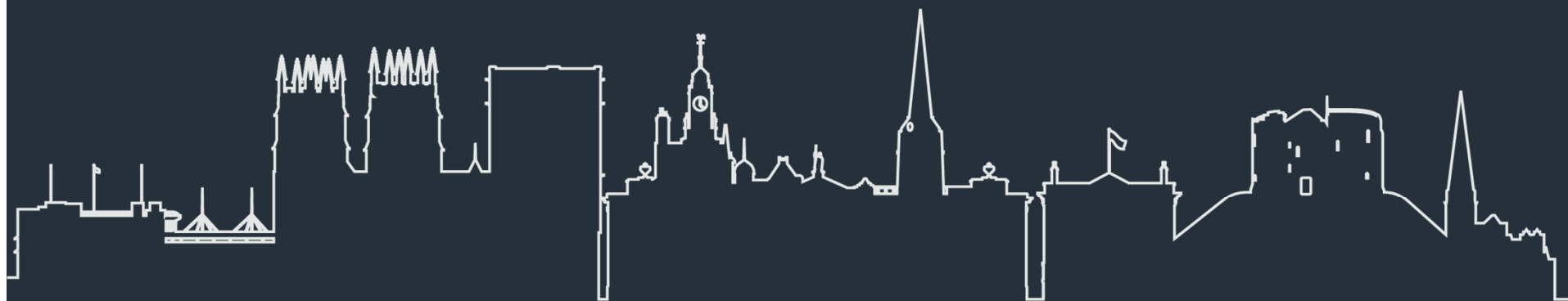


CITY OF
YORK
COUNCIL

Digital Inclusion & Engagement Update

Customer and Corporate
Services Scrutiny Management
Committee

14th March 2022



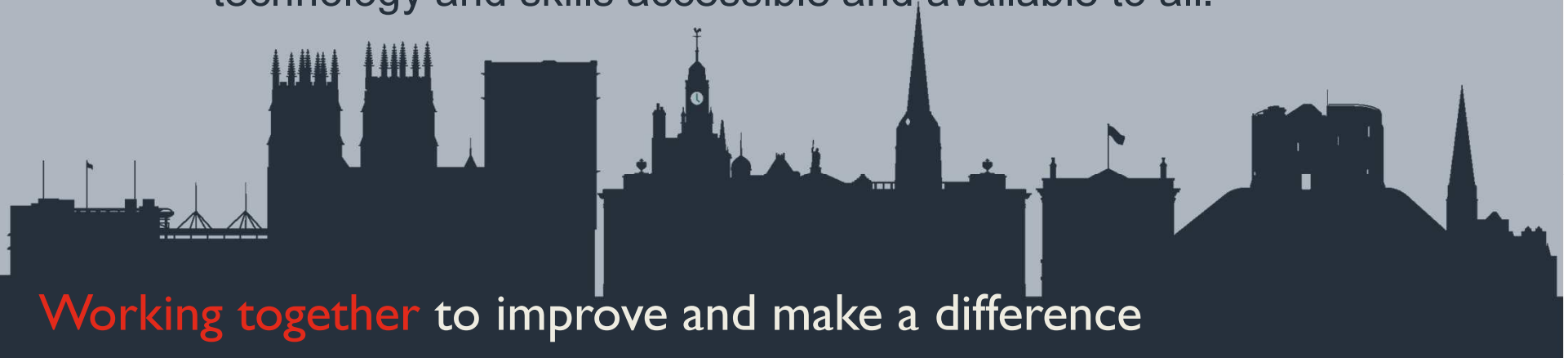
- Digital Inclusion Partnership Update/IT Reuse Scheme
- Engaging with Residents online
- Digital Connectivity Update



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100% Digital York Partnership – new governance

- **Workstreams**
Each of 10 workstreams (now including the IT reuse scheme) will have an action plan to be taken forward by a lead supported by several others.
- **100% Digital York Partnership Steering Group**
Will be formed from the Workstream leads. The Steering Group will meet quarterly when leads will have chance to report on progress against the Action Plan.
- The wider **100% Digital York Partnership** will meet at least twice a year to update, share and discuss, and also to widen the partnership to all who want to make digital technology and skills accessible and available to all.



Other Partnership Activity

- The post of **Digital Co-ordinator** will work across all workstreams to support with consistency,
- **Live Well York** website to have a presence for 100% Digital York - one place where professionals will be able to access information about support, information, volunteer network as they are developed. Also provide signposting for anyone looking for support for a group or individual

IT ReUse Scheme



- The IT ReUse scheme was formed to tackle digital exclusion and bridge the digital divide in the city. The City of York Council, The Community Furniture Store, Changing Lives and Age UK York formed a partnership to provide access to free computers and tablets to those most in need.
- Owning a laptop, desktop, tablet or smartphone boosts digital competence and confidence through choice and flexibility.
- Multi-partner commercial, public and charity sector action is necessary for effectively ending the digital divide.



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IT Reuse Scheme



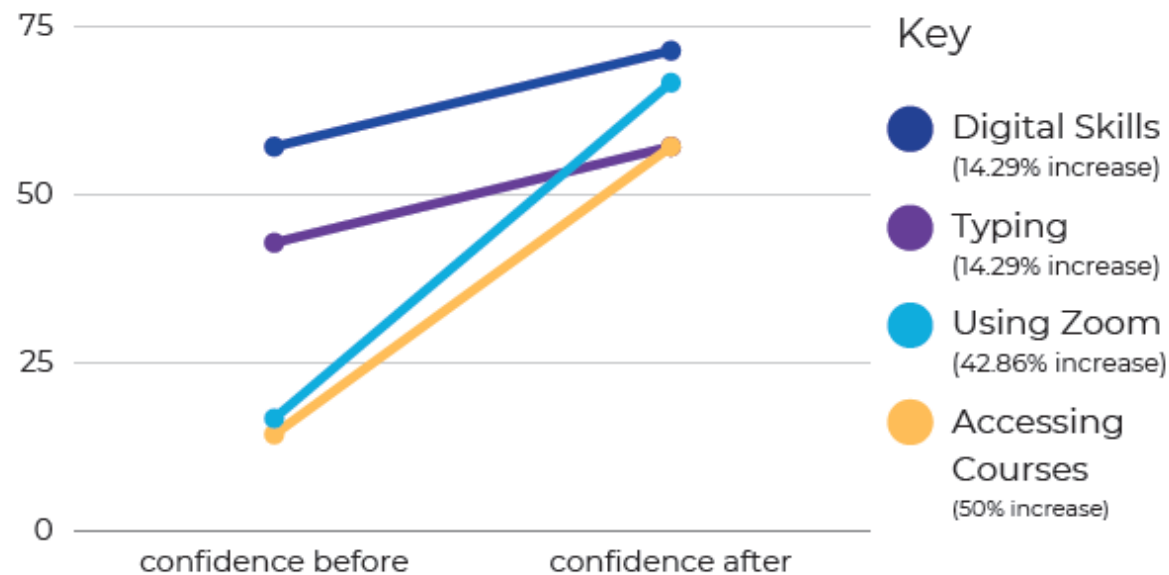
KEY STATS | Since summer 2020..

400+	devices received from the general public, from local donations, businesses and more
220	devices donated to digital excluded individuals and community projects
1250	Volunteer Hours accrued *This figure is approximate
1	Metric tonne Of e-waste saved from landfill *This figure is approximate
27	Metric tonnes of CO₂ prevented from being released into the atmosphere
92%	of Applicants come from households with an income of less than £15,000 a year
44%	of Applicants claiming disability-related financial support.


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IT Reuse Scheme: Impact

CONFIDENCE INCREASE AFTER RECEIVING AN IT REUSE LAPTOP (GRAPH)



60%



of recipients reported to use their laptops for online courses

IT Reuse Scheme : How it works

HOW IT WORKS

- Computers are donated either by the general public or an organisation to one of our collection points
- Donated computers are repaired by our volunteers and trainees then securely wiped
- A community worker makes an application on behalf of a person in need or community group
- It is collected from the Community Furniture Store (York) within a week

Applications are made via the online portal (itreuse.org.uk) and are assessed by the Digital Inclusion Coordinator at Changing Lives. Once a person has picked up their laptop they are able to carry out unlimited tasks, such as accessing banking/benefits, online learning, school work, job hunting, staying in touch with family and much more.

Beneficiary Testimonial: IDAS

- **Online courses** – many of the women in refuge have gained a lot of confidence from completing online courses and gaining qualifications.
- **Preparation for independent living** – there are many forms/sheets/emails that residents have to fill in using a laptop. When there was only 1 computer in the common room, there would be delays in completing these because of the lack of equipment.
- **Dealing with tenancies.**
- **Video fitness classes** – many residents have taken up exercise classes, including yoga and Pilates. Carole explained how having these extra devices to allow more exercise opportunities within the house has been great for improving mental health.
- **Children's activities** – children use the devices for homework, school work and playing games. Having a device that they can easily access allows them to fit in with their friends and helps them to feel less isolated.

Other feedback:

'Providing a quick and easy service to assist disadvantaged children with the electronics they need for basic safety and to uphold social contact in a challenging part of a child's life'

'IT ReUse supplies IT equipment to those who need it but cannot afford it. It has allowed people to be able to look for work, keep track of benefits, reduce their stress levels and improve mental health'

'The scheme very quickly helped me provide a single parent with a laptop so that they could begin studies'

' It has made a massive difference to have a laptop, I would not be able to have applied for my job or start my induction and do all the training on Zoom without it ' - Miss H , York

Volunteering



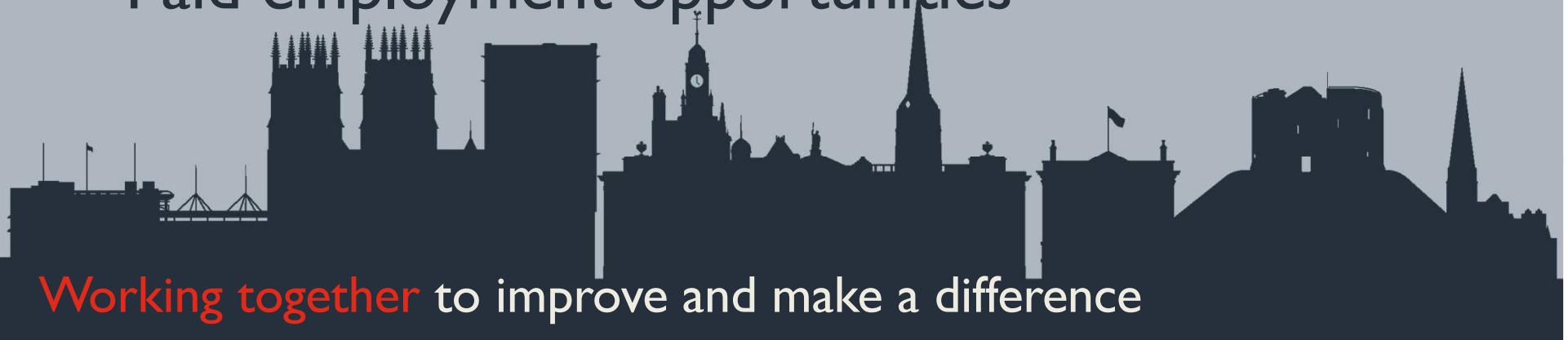
"Working there as a volunteer really has helped me be more confident in my role of explaining technology safety and security to other parents. It is always pleasant when coming to volunteer on a Saturday and I always feel welcomed and felt appreciated and that I am making a positive contribution to society."

"Volunteering for IT Reuse came at a difficult time in terms of being isolated over the COVID lockdown period. It allowed me to meet new people who are interested in the same subjects that I am. Knowing that I am using my skills in IT to help other young people or other people in need really gave me a motivation boost. As I have used the service as both a volunteer and also a partner worker who delivered the devices to the young people I support, it was good to see the effect it has on the young person. This is especially more true when working in COVID lockdown and giving those young people the access to mental health services or remote family time through skype or other video calling services."

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Next Steps

- Stakeholder event held
- Funding bids sought
- Expand to provision of recycled mobile phones
- More training on handover
- Paid employment opportunities



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Other considerations:

- Use of open source software to keep costs down
- Use of low cost low resource operating systems enables use of older equipment
- **Digital skills are a priority!** (link to 100% digital York partnership)



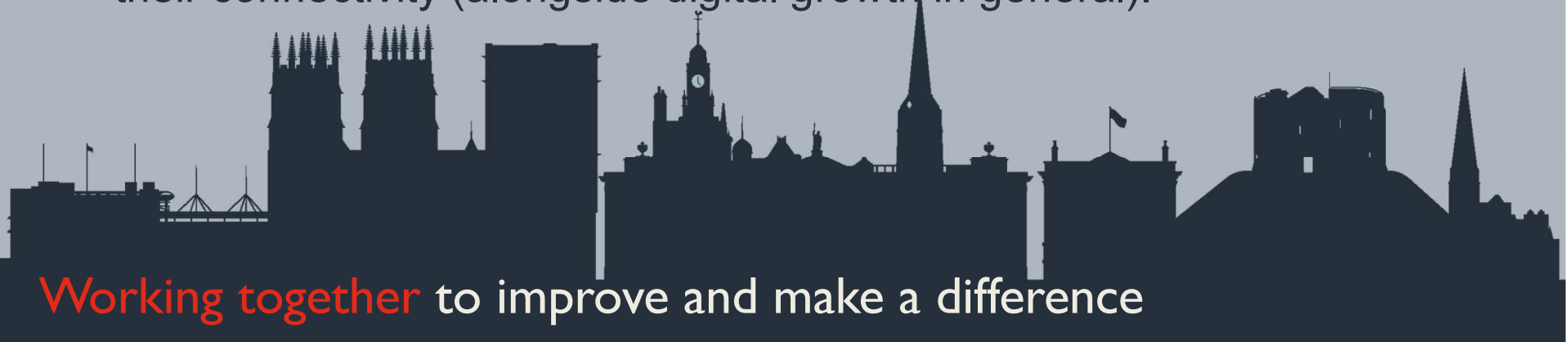
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Digital Connectivity Update |



We are continuing to work with telecommunication providers to explore the opportunities and action the improvement and expansion of the York's digital infrastructure and connectivity layers:

- **Around 66%** of our premises have the potential to be connected directly to a pure fibre based broadband service, which is around three times the current national average coverage position.
- Current activity includes **infill** areas and **upgrading of the core network** to enable and sustain future expansion, and further future proofing of some of the City's essential connectivity landscape.
- The **Leeds City Region Digital Enterprise Programme** is continuing to be utilised to help **aid individual businesses** improve their connectivity (alongside digital growth in general).



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Digital Connectivity 2



- Our rural fibre broadband projects in both Wheldrake and Elvington are progressing, with over 500 residents and businesses signed up across both villages and some additional work on the ducting and installation of cabinets in both villages has been undertaken.
- And we are currently working with BDUK on the latter stages of the associated funding process through the RGVS (Rural Gigabit Voucher Scheme)



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Free Wifi Expansion Potential Considerations

- New Social Housing Development Schemes
- Existing/Established Social Housing Areas



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Engagement with Residents Online

CYC uses social media to engage audiences for a variety of reasons:



To make democracy open and more accessible



To reinforce our values



To share information about roadworks, events and activities and to prompt action or behaviour change



To share the latest updates during a crisis and signpost support

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CYC social media presence



We have a strong and trusted social media presence with a large number of followers:

Social media	CYC followers
Twitter	47.8k
Facebook	15k
Instagram	3.1k
Linked-in	8.3k



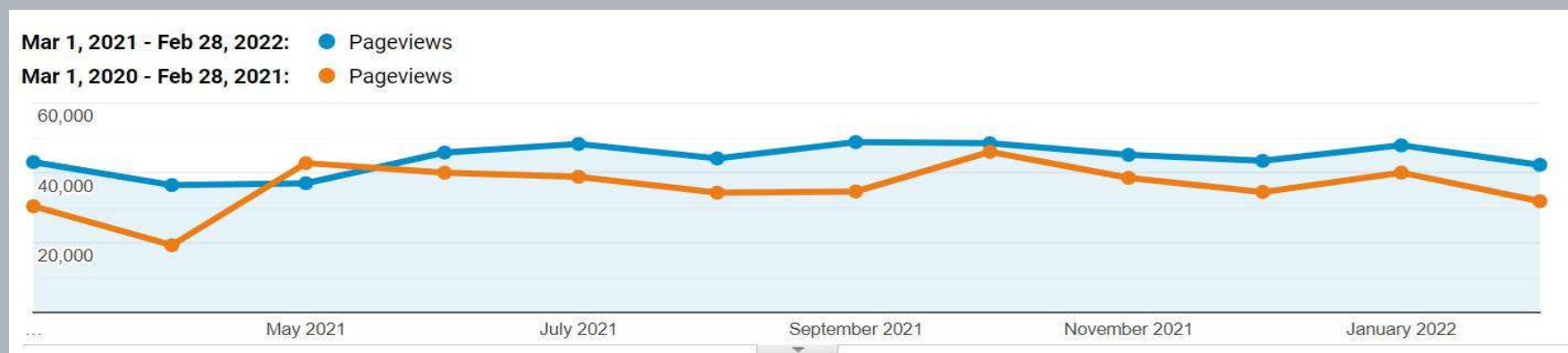
Followers, reach and advocacy were increased through partnership working during the pandemic and has continued throughout the recent flooding and.

We recognise that social is not the answer for everyone and as a result, blend on and offline engagement tactics to encourage as many people as possible to be involved, for example, Our Big Conversation focus groups to reach unheard voices.

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Online CYC Web Statistics

- There were 7,423,847 **pageviews** of the CYC website between March 1, 2021 and February 28, 2022, compared to 7,406,421 between March 1 2020 and February 28, 2021 - a rise of 0.24%.
- In the same periods the CYC home page had 430,882 page views (in 2020-21) compared to 530,213 page views (in 2021-2022), an increase of 23.05%. Whereas, page views of the /coronavirus have dropped by 87% (55,987 v 430,322 – perhaps reflective of the pandemic situation easing overall).



Items for Scrutiny consideration?

- Continue to receive periodic reports on the **digital inclusion** partnership, its work and impact to assess whether excluded groups are being reached and their needs met around eg connectivity, skills and social interaction.
- Anything further on **online resident engagement?**
- Other **External Organisation Development** areas for review?

