

Connecting Inverclyde

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Introduction

- Inverclyde based social housing provider
- 5,500 tenants and 2,250 factored owners
- John Street:
 - Classed as a Major Intervention Area
 - Top 5% most income deprived (SIMD, 2016)
 - Poor local perception of the area
 - Approximately 25% of properties void
 - Investment:
 - Kitchen & Bathroom replacement
 - Re-roofed & reclad
 - Pro-active repairs exercise
 - Environmentals
 - Community WiFi

John Street



Community WiFi

- Rationale:
 - Universal Credit
 - National digital inclusion agenda
 - Access to mobile technology for staff
- Joint approach with Future Skills & Community UK
- Our offer:
 - Free unmetered internet access
 - Guaranteed bandwidth
 - Unlimited downloads
 - Up to 4mb speed
 - Filtered content
 - Router in home to pick up signal
 - Upgrades available for higher bandwidth

A Safe and Secure Surfing Environment

- Using the latest technology to block all illegal content
- RCH can add to the 'block list'
- Moral approach to advertising
 - ie blocking alcohol, gambling, pay day loans

Take Up

- Testing with 9 customers
- Mixed ability amongst participants
- Results:
 - 93% satisfied with overall service
 - 100% satisfied with installation process
 - 1 customer disappointed with filtering
- To date:
 - 40 routers distributed
 - 4 people now paying for upgraded service
- One customer cancelled BT line rental & broadband as a result – financially better off!

Feedback

“All round good service”

“It’s fast and easy to use and made a real difference”

“The kids have been using it to do their homework on their tablets. I’ve been applying for jobs and I’ve even done some online Christmas shopping. It’s making life that little bit easier”

Training

- As part of the offer of Community WiFi – training from Future Skills for all participants
- Led to higher take up as customers assured they would have skills to use the internet
- Leading onto Future Skills...



Colette Sinclair - Co-ordinator, Future Skills

Background

- Funded via Big Lottery Support & Connect
- Partnership with IHAF and Inverclyde Council
- Originally funded primarily to prepare for the introduction of Universal Credit
- Supported by Inverclyde Financial Inclusion Partnership
- Original Project ran until 31 March 2016
- Initially targeted at people affected by or likely to be affected by Welfare Reforms

Partnership working

- Job Centre Plus
- Inverclyde Common Housing Register
- Inverclyde Health and Social Care Partnership
- Inverclyde Council/DWP/UC
- Inverclyde libraries
- HSPC Advice Services
- Inverclyde Financial Inclusion Partnership

Service Delivery

- 1:1 basic computer skills, either in own home or in suitable local venue
- Basic computing classes held throughout Inverclyde
- 1:1 budgeting advice, tailored to individual circumstances, either in own home or local venue
- Budgeting/financial literacy classes
- Help to use tablet/smart phone
- Help to open a basic bank account
- No conditionality

Interventions

- Provide e-mail address and help with sending and receiving e-mails
- Attaching documents to e-mails (CV's)
- Saving & retrieving documents
- Using internet for shopping, best deals, hobbies, banking etc
- Skype & facetime
- Social Media
- Using mobile phones/texting/contacts etc
- Security and internet safety

Issues identified

- Social isolation
- Loneliness
- No uptake for budgeting classes
- Unwarranted techno-phobia
- Lack of confidence to attend ICT 'classes'
- No access to broadband or IT equipment

Future Skills solutions?

- Introduced Tech-i Tea parties
- Incorporated a greater section on budgeting to the Lets Get Cooking Classes
- Now promote our services as digital skills, very much doing exactly what the customer wants to do! Fully bespoke, individual service based around the Go ON UK – Basic Digital Skills Framework
- Introducing a tablet lending service with Wi-Fi pre-loaded

Where are we now?

- Funding received from Inverclyde Council and Inverclyde Housing Association Forum to continue the Future Skills Service until March 31st 2018
- New bid being submitted to Big Lottery via Improving Lives funding stream

Next Steps

- Develop, implement and support our 'Digital Pen-Pal' scheme
- Develop, implement and support our 'Digital Buddies' project
- More Tech-I tea parties, throughout Inverclyde
- Develop and implement a tablet lending service
- Develop support to tenants through future Wi-Fi initiatives in partnership with Local Housing Associations

Future of Digital Inclusion for RCH

- Full service of Universal Credit live in November 2016
- Drive towards promoting digital skills for customers
- Contribution towards continuation of Future Skills
- Exploring Inverclyde wide pilot for further WiFi provision
- Potential roll-out for owner-occupiers

Questions?



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