Supporting digitally excluded Londoners get online

17 July 2023

https://loti.london/get-online-london/

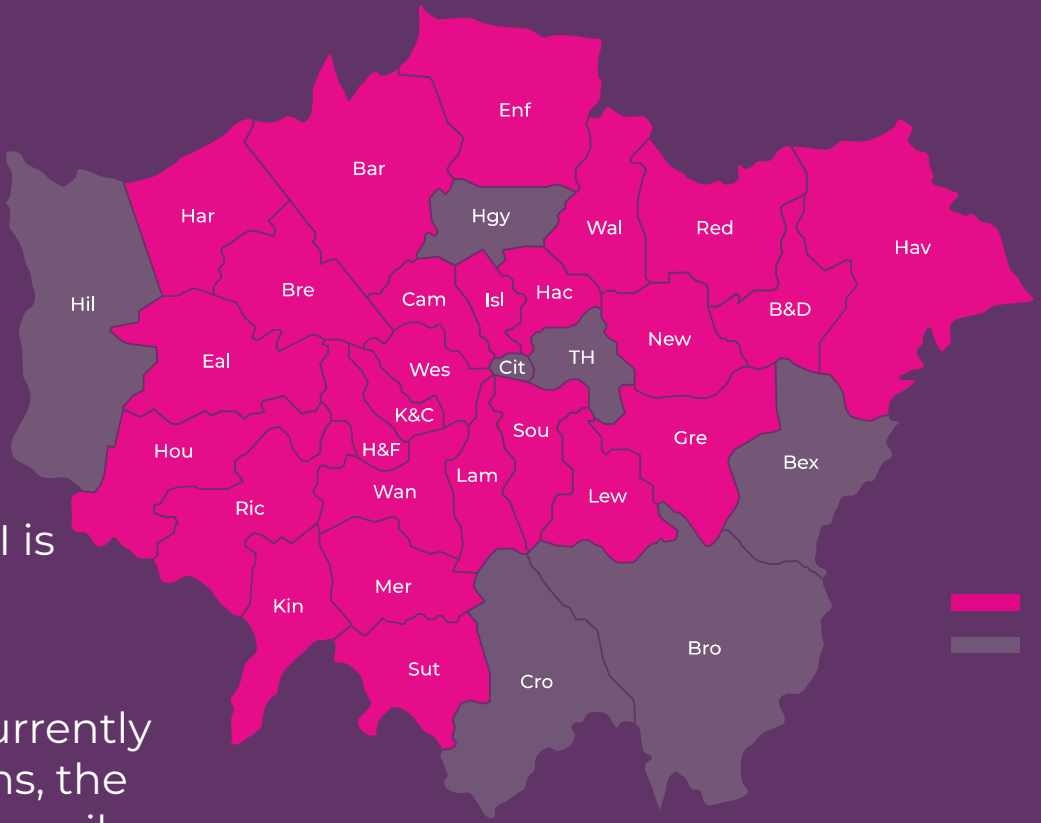
Get Online London | Good Things Foundation | Loti |

About LOTI

LOTI's **mission** is to ensure London local government has a truly 21st century toolkit to tackle its biggest challenges.

We help London borough councils
and the Mayor's office use
innovation, data and technology
to be high performing
organisations,
improve services and
tackle London's biggest challenges
together.

The LOTI Community



Membership of LOTI is open to all London boroughs.

Our membership currently includes 26 boroughs, the GLA and London Councils.

LOTI Members
Other London Boroughs

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Access to Talent

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Net Zero | **Housing** | **Social Care** | **Digital Inclusion**

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Tackling digital exclusion

The Mayor of London's 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."

The scale of digital exclusion in London

1 in 20 UK households don't have home internet access ***(Ofcom 2022, 2021)***

2 million+ UK households struggle to afford connectivity via broadband or mobile data
(Ofcom 2022, 2021)

10 million UK adults and 1.2 million Londoners lack the most basic digital skills

2.5 million Londoners have low or very low digital capability
(Essential Digital Skills 2022, 2021, Lloyds)

Cannot carry out an internet search

Cannot communicate online with family/friends

Cannot fill in online forms

Cannot order food, medicines online

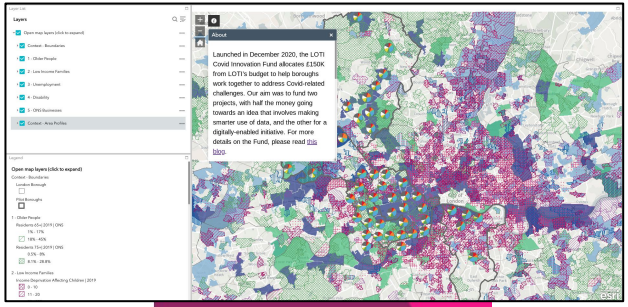
Cannot apply for work online or carry out basic online tasks at work

Good Things Foundation

The Digital Inclusion Innovation Programme - Early Projects

Headline Goal
Develop a “minimum access package” that provides a menu of options to meet individuals’ essential device, data and skills needs.

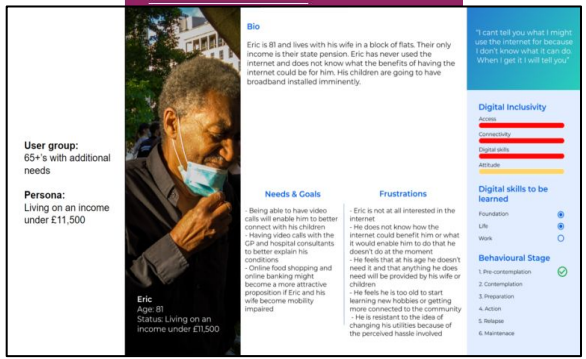
Mapping Digital Exclusion



Supporting Dementia Care

Digital Inclusion in Temporary Accommodation

London Digital Exclusion Personas



Device Upcycling

The Digital Inclusion Innovation Programme - Resources

- London Digital Exclusion Map
- London Digital Exclusion Personas
- Mapping Digital Exclusion Toolkit
- Mapping Digital Inclusion Interventions
- Digital Exclusion Story Maps
- Digital Inclusion Case Study Library
- Report on 100 digital inclusion projects in London
- List of Device Upcycling providers
- How to upcycle retired devices in your organisation
- Guide to sourcing digital devices
- Guide to Lending and Gifting Digital Devices
- Guide to Upcycling Retired Digital Devices
- Research into Device Upcycling in London
- Research into Digital Inclusion in London
- Social Tariffs and Mobile Packages
- Supporting Dementia Care Toolkit
- Triaging digital inclusion needs
- Get Online London

Get Online London

London's Digital Inclusion Service

Aiming to reach up to 75,000 people in three years.

Hyper-local: working deep in communities to ensure we reach every Londoner who needs help.

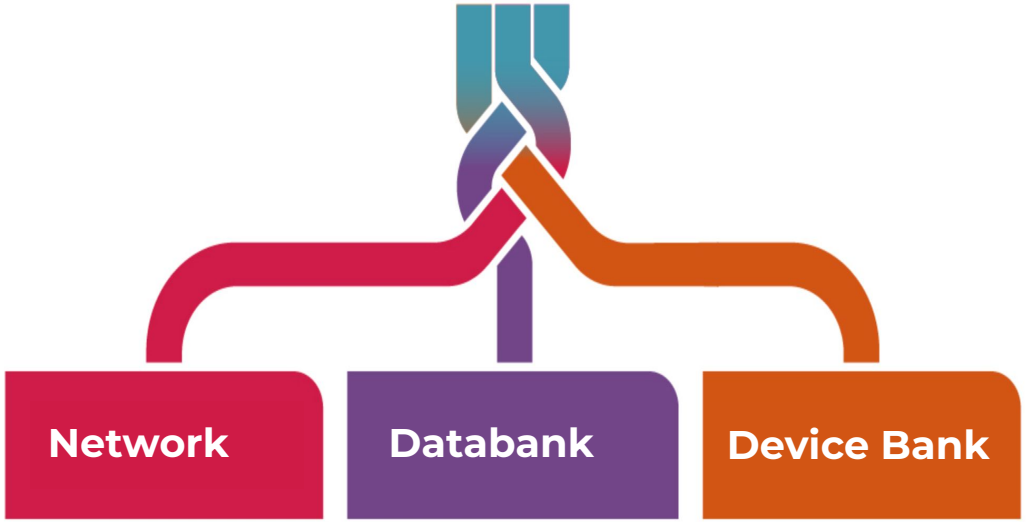
Delivered by a network of VCS organisations.

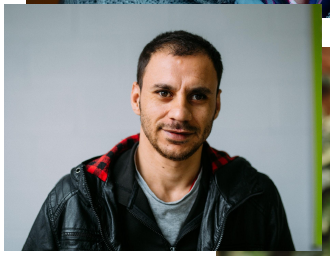
Get Online London

We break down the barriers for digitally excluded Londoners: free device, free connectivity, and the motivation and support to use it in a way that meets people's needs

Get Online London launched in June 2022. It aims to support up to 75,000 people over three years to get online.

Visit:
https://loti.london/get-online-london/





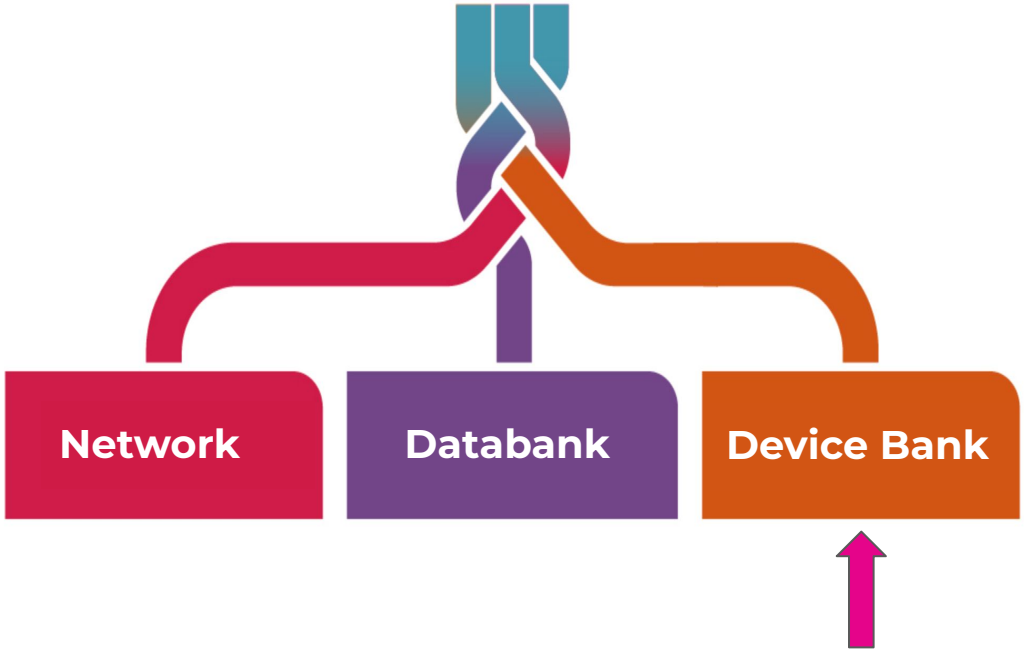
Who will benefit?

Get Online London will help **digitally excluded adults in London who cannot afford a device, or data or lack basic digital skills.** Families, older people, people with disabilities, people living in poverty, refugees, asylum seekers and people experiencing unemployment will be able to access the service via their local voluntary and community organisation.

The London Device Bank

How it works:

- ➔ Any organisation can donate devices and the process is completely free
- ➔ This is only possible because of economies of scale and the resale of AV equipment, servers etc.
- ➔ The end-to-end process is safe and secure and delivered by our trusted partner, Reconome



The London Device Bank

What we've achieved:

- So far we have distributed **2,890** refurbished devices via **111** VCS organisations across **28** London boroughs
- Redbridge Council has already donated over **1000** of their retired devices and started the process for donating another **1000**
- Building a pipeline for sustainability - we have a large donor of **20k+** laptops

London Device bank: Supporting sustainability

Redistributing technology to those who need it

Working with Reconome, our partner in the delivery of the London Device bank, we ensure refurbished devices are given a new lease of life with those needing affordable and reliable technology. Londoners who are digitally excluded will have access to a device, data and support by our digital inclusion hubs.

The benefits of this approach are many including keeping valuable resources in circulation, saving the planet energy, raw materials and emissions. At a time when Waste Electronics and Electrical Equipment (WEEE) is the fastest growing waste stream in the world, reuse is the most sustainable framework for managing WEEE.

The “Total Impact” snapshot shows the sustainability impact so far.

Total Impacts

GET ONLINE LONDON DONATIONS

SEP 2022 - JUN 2023

2,613,438.2

Total Co2e avoided emissions

118,793

Trees to prevent the same amount of CO2

14,291

Total collected devices

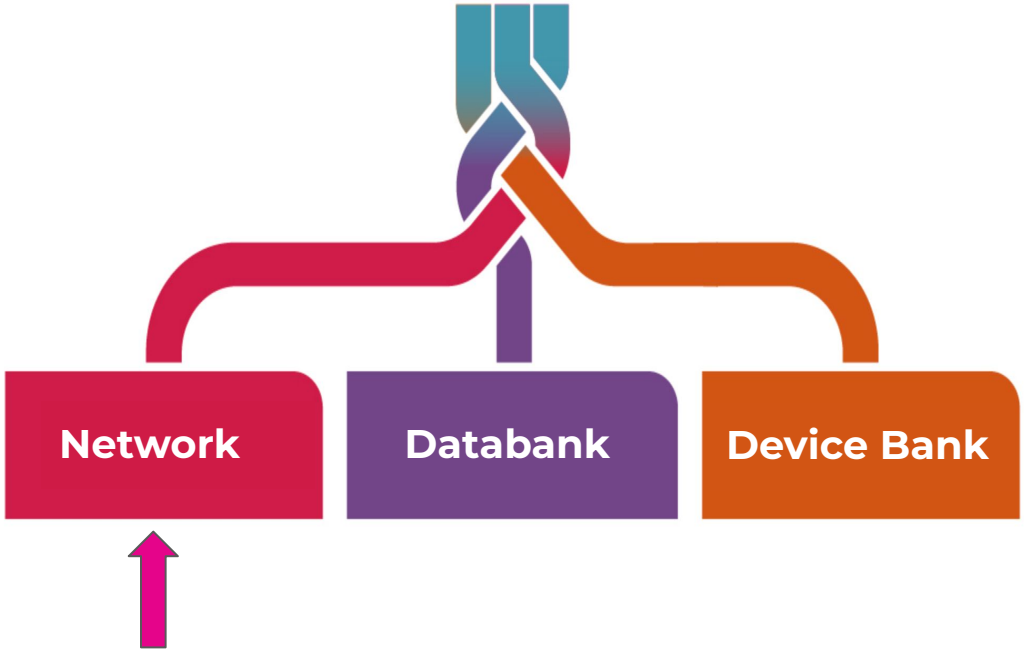
24,103.9

kg of waste prevented

The Network

How it works:

- ➔ Any VCS or public sector organisation, including libraries and the NHS, can join the network and become a digital inclusion hub
- ➔ This is free but there is a formal registration process
- ➔ Hubs can benefit from free devices, sim cards, training and grants



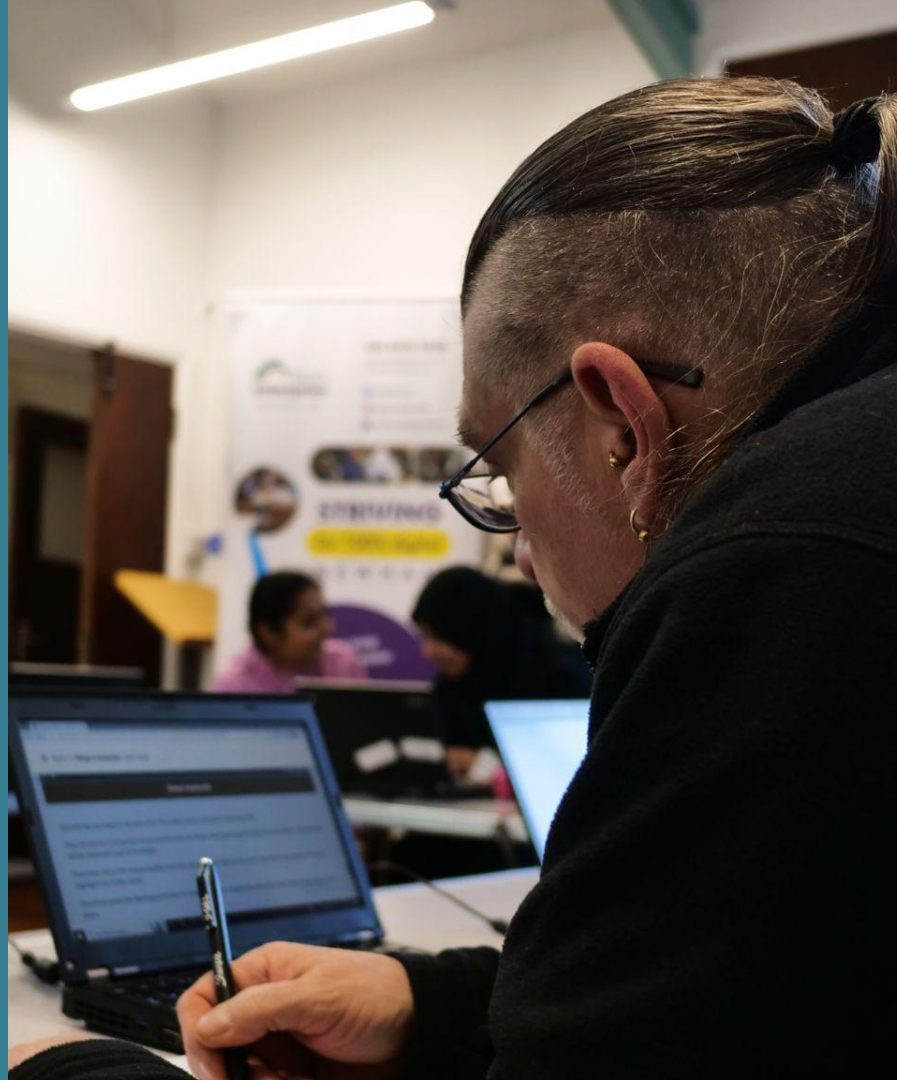
We’re growing the London network

641 Digital Inclusion Hubs for Get Online London covering all **32** boroughs

232 are distributing free data through the databank. **30,709 data packages** distributed to hubs

297 hubs are using Learn My Way and **39** have received capability grants

6,082 beneficiaries learning digital skills using Learn My Way



Types of organisations in the network

- Employment advice
- Adult Education Service
- Youth Service
- Day Centre
- Homeless Support Service
- Public Library
- Food or Clothing Bank
- Outreach
- Social Housing Provider
- Central Library
- Citizens Advice
- School
- Hostel or homeless Shelter
- Further Education College

Jo

Jo attends digital drop-ins at her local Get Online London Hub, ClearCommunityWeb. She shared how much she values the opportunity to improve her digital skills:

"In the 7 weeks course we did we looked at scams, I feel more confident now. I felt so afraid but with the lessons that we've learned, I feel that I can look at something and question it and say 'let me check this out'. It has helped me to understand a bit more and I can take my time to go through the lessons. When you don't know, you're afraid but when you have that foundation you can try things and build your confidence. It's really brilliant, I really appreciate it."

Chris

Chris recently received a device through his local Get Online London Hub, ClearCommunityWeb. He told us what this means:

"If you're not involved in this technology, you really are isolated in this day and age - that's actually quite worrying. In a sense it is a completely new world to me and these are just my first tentative steps. This device means that now I can confidently get connected to the online world and start doing things for myself."

How you can get involved?

Become a hub

Donate digital devices

Questions?

A few things that you might find helpful...

1. **Share Get Online London with your colleagues**
   https://loti.london/get-online-london/

2. **Join the virtual Digital Inclusion Community on Basecamp by completing a form here:**
   https://airtable.com/appGtd6IG3okr4Pmk/shrKYv98x9KZwIYar

3. **Sign up for the LOTI Newsletter**
   Register here