



DRAFT Camden Digital Divide

Overall:

Practical - what has been done on the ground to tackle digital exclusion.

Strategic – influencing funders to resource this work and to tackle blockages such as the cost of data. For funders (CG) to influence funding and CSR?

Three Stages – 1. going online; 2. getting users online; 3. blending online and real world. Most are now at stage 3.

Background

For illustration – a recent CAB survey of users found 43% were walk-ins. Confidence has increased slightly but suggests that numbers of people online but not completely comfortable, skilled or with adequate devices is quite high.

There is a stark contrast to the official narrative of percentage of UK adults online – the public sector often conflate geographical coverage, access, or smartphone ownership levels with the percentage of people able to confidently access public services online. The numbers confident to fully use all online services from LAs and NHS and central government as well as banking, shopping and video conferencing is considerably lower. In reality only 54% of adults over 65 were shopping online before the pandemic. Only 87% of adults were using the internet daily. Of the remainder over half never intended to go online. Some definitions are still problematic – often an internet user is defined as someone who has used the internet once in the last 3 months for any reason at all.

Camden Schools found a surprisingly high percentage of school students did not have either sufficient data or the appropriate hardware or software to take part in online learning.

Additional Factors:

- Disability – assistive tech is yet another hurdle to learn on top of getting online
- Dementia – approximately 1% of the population are living with dementia
- Cultural (issues around control of parents, children, wives etc)
- Adverse consequences – from myths, fraud, grooming etc
- Part of definition of poverty
- Role of utilities in providing a cheap basic service to those on low income – no rules for broadband to match other utilities.

Learning: needs – kit, data, skills + confidence and trust (may have no baseline knowledge so quite difficult to get total newbies online). Many factors complicate the situation and mean that a person-by-person approach is often necessary which can be intensive and time consuming.

Some groups ie dementia sufferers cannot be enabled to go online even with intensive support and telephone remains the only remote communication option.

The numbers of adults having difficulty accessing online only services (from DWP, LAs, DVLC etc) was well known but due to cost savings of going digital and perceived disproportionate cost of addressing the problem for a small number of customers they were unwilling to address the problem. The pandemic has made the problem very visible now and exposed that policy as entrenching inequality.

What has been done in Camden:

Ageing Better in Camden and Third Age Project have produced some excellent reports:

<http://www.ageingbetterincamden.org.uk/latestnews/2020/7/20/bridging-the-digital-divide-supporting-people-to-get-online-in-lockdown>

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Organisation	Organisations in Camden Moving Activities Online and Addressing the Digital Divide	
	Moving Online	Digital Divide
Third Age Project		Doorstep IT troubleshooting Loans of tablets
North London Cares		face to face and person by person support Enabled zoom option for landlines to join zooms Zoom in Your Room sessions to help those with internet use zoom.
Henna	With supplied kit moved face2face services onto zoom and online platforms	Bought and supplied tablets – distributed fully set-up tablets to existing users
Hopscotch	Moved services online and telephone	Provided tablets and staff gave support to get users online
SHAK	Moving online	Worked with Good Things Foundation to bring 20 older users online – providing skills and devices
CDA		Setting up Digital Café to provide face2face support to get users online including learning to use assistive technology. Costs of data not included in funding.
WMC	Moving online and telephone	Providing support and some tech. Person by person
Mary Ward		
Winch		Supporting families in England's Lane to get online with devices and data
Unity Works		Supported PLD to get online with face2face support
Coffee and Computers (Haringey)		Volunteer support for older people to get online (via zoom) and 121 via phone
AUC Community Connectors		121 support to order a device and set up internet
Abbey Community Centre		Tech buddies to help residents get online
Dragon Hall		Sourcing tablets, dongles etc and supporting residents to get online

West Hampstead Women's Centre		Some personalised support to help women get started with zoom.
Castlehaven CA	Moved 12 different classes online	Fundraised to buy tablets for those not online.
Camden Carers	Moved services online and telephone. Art club moved to zoom and blended.	Phone services for those not online.

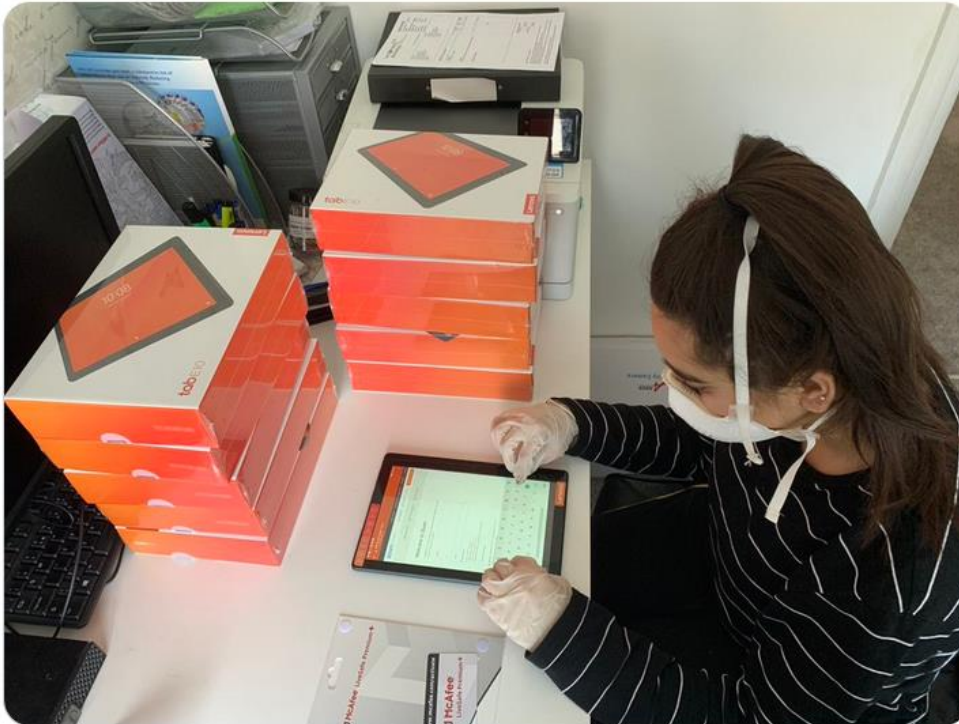


Henna Asian Womens
@HennaAsianWomen



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zoom apps, emails and McFee security as many of our members are limited to understand how to set-up these processors! @_RKRani @CamdenCouncil @abc_camden @TNLComFund @London_cf



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SHAK
@shakonline



SHAK are backing [@goodthingsfdn](#) campaign for government funds to connect digitally excluded residents. Asking [@TulipSiddiq](#) for support.

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Extra data to support disadvantaged children.

[This scheme](#) temporarily increases data allowances for mobile phone users on certain networks. This is so that children and young people can access remote education if their face-to-face education is disrupted.

You may also be able to access free Camden Wifi. Check [the map](#) for details.