

Covid 19: What's next for Newham?

Follow-up questions

Digital Inclusion

1. Is this going to be a long-term project?

The current project funding is for a year, as we are prototyping the model approach. The aim is that we can form the blueprint to something that is imbedded within all our libraries and any voluntary/community organisations across the borough. This initial project will also create the investment case for the sustainability and scaling up of the model across whole borough.

2. Are there any statistics available that indicate how many Newham residents are accessing (or not) the internet?

We have indicative numbers through various surveys and feedback from council teams and community groups around the lack of access to the internet and devices as well as digital skills across of each of the four target groups. More granular data is not yet available but is something that we are working on getting through future resident and school surveys. When we have this data, this will be published.

3. How hands on are the new hubs, proposed to be based in libraries, going to be with local groups?

The libraries will work closely with local groups to promote their services and receive referrals. Moving into the New Year they will be looking at possible outreach services where digital champions can attend established community groups to support digital skills training.

4. The Newham-wide approach is brilliant, but is it actually realistic to scale up across the borough? The current approach by Skills Enterprise is very individual-centric, how would this work on a larger scale given how labour-intensive this approach is?

The model delivered by Skills Enterprise is a holistic approach, which compliments the other services they offer. There will be similar approach at the Renewal programme. This is important as it makes the digital skills training meaningful to the individual, making it more likely they'll successfully gain these skills. The library offering delivery will look slightly different and there will be a referral pathway to other services within the borough to support the wider needs of the residents