

TOWER HAMLETS

# LOCAL COMMUNITY FUND

THEME 2 – DIGITAL INCLUSION AND AWARENESS

APRIL – JUNE 2020

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## Summary

In April to June 2020 all 5 projects were able to adapt their services including:

- Support via phone and referrals to other supporting agencies
- Telephone advice line to help older TH residents go online more over the next weeks and month while they are self-isolating at home
- Using Zoom, Whatsapp and Skype to interact with beneficiaries both individually and in groups
- Circulating online credible information and sharing of resources

Challenges faced included:

- Capacity issues – more demand for the services due to the current situation
- Project issues - Covid 19 pandemic has impacted on delivery of follow up sessions for the over 50s who are self-isolating due to health conditions. The service users have strong digital barriers and we are continuing to assess the situation and considering options

Areas of demand in this area include:

- Extra support for individuals to improve ICT skills: one organisation has been awarded a small grant from Good Things Foundation to provide extra support for 75 individuals to improve their ICT skills – complementing the LCF digital project as additional support/referral as a means to further support those in need with a great add on to access online portals.
- Digital resilience - The subject of digital resilience is timely as people are using social media in greater numbers than before due to the COVID-19 crisis. Will be contacting services users, volunteers and staff via usage social media.

# Limehouse Project

Project Name: DigiTIES

Grant Amount: £62,297.00

**Programme:**

Local Community Fund

**Project Theme:**

Theme 2 - Scheme A:  
ICT skills and digital careers

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## Project Description

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The aim of DigiTIES workshops is to prevent digital exclusion in older adults in order to prevent social isolation and increase their ability to access online health related support. The content of the workshop includes how to use social media, managing email accounts, and accessing online health related support services.

**Project Start Date:**

01/10/2019

**Project End Date:**

31/03/2023

**Type of Organisation:**

Registered Charity

**Area Based:**

Limehouse

**No. of paid Staff:**

15

**Area of Benefit:**

Lansbury  
Limehouse  
Mile End  
St Dunstan's  
Stepney Green

**Outcomes:**

Older people, especially those with English as a second language, are able to use ICT platforms such as email, social media, search engines and online information

Older people are able to access health information online

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## Quarter Progress Update – April – June 2020

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**Progress**

This quarter of DigiTIES has presented challenges due to the current pandemic situation, but also welcomed a time to reach new milestones of digital learning with the participants remotely, bringing new positive impact and experiences. Following government guidelines, face to face delivery in our centre stopped from mid-March for the ongoing period. This client group accessing DigiTIES, due to being largely from the BAME community, over 50 and many possessing health issues the majority of the group was advised by health professionals to self-isolate. LHP has continued providing remote support to those who engaged in the first cohorts as well as providing new participants adapted support to continue building their skills, confidence and understanding remotely via calls and face time to fit their needs (as conveyed in the case studies). Other exciting developments include our partners Good Things Foundation donating 10 devices (tablets) and 3-month internet connectivity, where 8 existing and new participants to DigiTIES were identified in vulnerable categories to receive a device. Health and wellbeing checks were conducted with our participants (detailed in Covid-19 category below). During this quarter a continued focus on building understanding to support learners during isolation and continuing key relationship building to obtain a wider reach of individuals who are over 50, inclusive to all, but primarily those from BAME communities and with vulnerabilities putting them at risk of further exclusion and will benefit from digital inclusion through inter-generational/adapted remote delivery learning has taken place. We are following government guidelines in terms of adapting delivery and will continue to update changes and how further sessions will take place. Forward planning is taking place with external partners, such as providing outreach in innovative ways to incorporate their digital skills via apps which will be updated shortly and online sessions, prioritising those most in need of support (in line with health and safety and government guidelines). For now however, remote practises continue and adapted with service user's ability and access to devices.

During this quarter health and wellbeing support was provided to the 23 beneficiaries (16 previous cohort and 7 new participants).

The session was very well prepared to be accessible via phone, face timing which will move to zoom.

Unfortunately, the Covid 19 pandemic began to unfold with further government restrictions in mid-March. This unprecedented situation has seen an impact on our delivery of the follow up sessions, thus this was conducted over the phone and the post workshop survey completed. Our delivery plan and developments will be thoroughly looked into and sent to monitoring officer.

Older people are able and expend their social networks

Older people are more confident in using ICT

Older people have increase level of confidence and skills through volunteering

The current coordinator for this project is on Furlough with Coordinator Kay Browne-Miah overlooking and delivering.

**Other**

Our annual report for 2018-19 is complete and should be available on the charity commission website in the coming months. In terms of staffing the organisation has recently taken on a fundraiser officer on a part-time basis. The core staffing for DigiTIES project remains much the same. No other changes to report.

Health and wellbeing calls and checks have been completed with participants via telephone calls. Information has been provided to service users and Digitise participants of internal and external services such as Advice-for welfare benefit and generalist support, as well as the service users identified with low household incomes, health issues and self-isolating benefiting from receiving food packs from Limehouse Project and luncheon hot meal support. Other support has been provided where needed such as additional shopping or prescription pickups.

**Key Performance Indicators**

KPI	Target	Actual	Comments
Older people, including BAME residents with English as a second language, have learned to use at least 3 ICT platforms such as email, social media, search engines and online information	192 older people, including 128 BAME residents with English as a second language by March 2023 have learned to use at least 3 ICT platforms such as email, social media, search engines and online information (64 older people per year and 43 BAME with English as a second language per year).	23	an additional 7 individuals have been supported remotely in addition to the 16 from the last delivery cohort, those over 50 years of age and majority with English as a second language offered support once embarking on other support strands such as Food hub. With adapted delivery as provided from Workshop support previously, to cover social media-including whatsapp and face time, search engines and health and wellbeing/NHS information. Work was continued with the previous cohort.
Older people made new friends and learned how to use communication platform e.g. Skype and WhatsApp	96 older people by March 2023 have made new friends and learned how to use communication platform e.g. Skype and WhatsApp (32 per year)	23	In addition to the first cohort taking part in the workshop. The additional 7 individuals accessing remote support were provided adapted support-which included receiving face time call from DigiTIES staff and ensuring they are able to make calls with friends and families. Social media information has been provided as well as additional learning information and step by step support. Please see case study for the excellent difference social media and using communication platforms has made to those self-isolating and in vulnerable groups. We aim to move to Zoom now

			further understanding has been made from social media and face time etc.
Older people have learned to use a search engine to find health information on NHS websites	128 older people by March 2023 have learned to use a search engine to find health information on NHS websites (43 per year).	23	During this quarter an additional 7 individuals from the previous 16 participants were provided remote support to get online via their smart phones and preparing them to develop skills.

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### Grant Officer's Comment

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The project has continued to provide remote support via calls and face time and donated 10 devices and 3 month internet coverage to 8 participants identified in vulnerable category.  
Satisfactory report.

# Newham New Deal Partnership

Project Name: @online club network Tower Hamlets

**Grant Amount: £68,320.00**

**Programme:**

Local Community Fund

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## Project Description

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**Project Theme:**

Theme 2 - Scheme A:  
ICT skills and digital careers

@online club network will build the confidence of older residents (over 50s) to go online using tablet devices, learning in small friendly groups, through taster sessions and eight-week or longer programmes of practical activities based on the needs and interests of participants.

**Project Start Date:**

01/10/2019

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## Quarter Progress Update – April – June 2020

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**Project End Date:**

31/03/2023

**Progress**

Due to Covid-19 lockdown, we had to cancel our scheduled face to face programme starting at the Osmani Centre in April. As all the other community groups we reached also closed down, we had no plan B on how to reach residents, so decided to reduce the staff costs this quarter and put in place a telephone IT hotline line, run by our IT trainer which we operationalised in mid-April. We chose telephone, as most of our digitally excluded residents would not be able to use a virtual line.

**Type of Organisation:**

Registered as  
Company Limited by  
Guarantee

We tweeted the telephone line details and have also sent it through to Age UK East London for their postal mailing, and Tower Hamlets HealthWatch, but have had limited response (8 people). We have therefore shared the advice line costs by providing the service also to Hackney residents. Several of the Tower Hamlets residents we helped happened to be users of the online club service we ran in Tower Hamlets in 2018. The main technical issues the trainer has deal with are about installing and operating Zoom. And in some cases this has taken several calls, or running a Zoom 'test'. For example, one lady in her 80s wanted to be talked through how to get Zoom onto her laptop and was then able to use it.

**Area Based:**

Out of Borough

**No. of paid Staff:**

2

Plans for the future

**Area of Benefit:**

Boroughwide

We are providing extra staff time (2 days a week) to re-start project work in August: To more actively promote the telephone line to older Tower Hamlets residents. We need some support and advice from LB Tower Hamlets to do this.

**Outcomes:**

Volunteers learn new skills for personal, employment or educational use

To advertise for volunteer trainers to support at least one older person in their family to go online safely, providing (printed training materials) and exercises.

Participants have more opportunities for social interaction with people from other communities/generations are created

We have developed a 'blended' learning programme of socially distanced face to face initial sessions, and then Zoom/telephone sessions. We can loan tablet devices to participants for this and hope to be able to offer this at the Osmani Centre after they open on 3 August, but have not been able to make contact with them yet.

We would like to offer support for social media/Zoom interview skills for older people seeking work. We have done this face to face as part of the Wise Age accredited programme, but as always this depends of finding organisations who are in contact with users.

Our issue, is finding suitable marketing routes to reach digitally unconfident or excluded people....and we would like to work with the grant officer on this please.

**Other**

New Online Coordinator recruited.

Older people have more confidence in going online

Older people can do more things on line

Learning from the demonstrator project is shared in Tower Hamlets

No staff were furloughed, but due to staff member leaving due to take up another post, quarter's work undertaken by Trainer not Coordinator

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### Key Performance Indicators

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KPI	Target	Actual	Comments
At least 24 residents are recruited onto the programme per year At least 30 two hour training sessions will be held per year	20 older residents report increased confidence per annum	0	
At least 24 residents are recruited onto the programme per year At least 30 two hour training sessions will be held per year	24 older residents report they are able to go online to do more things per annum	0	
Three feedback sessions with hosting/referral organisations per year	Annual Learning Document based on feedback sessions.	0	

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### Grant Officer's Comment

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The Project has provided an alternative service provision: telephone IT 'hotline' which was accessed by a limited number of people. The project is looking to find community partners to deliver face-to-face sessions as lockdown eases during August.

# Wapping Bangladesh Association

Project Name: Digital First

Grant Amount: £16,503.00

**Programme:**

Local Community Fund

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## Project Description

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**Project Theme:**

Theme 2 - Scheme A:  
ICT skills and digital careers

Digital First will engage socially isolated BME older adults aged 55+ but not exclusively living in Wapping and Shadwell, who are not computer literate and are digitally excluded. The Project will deliver ICT and Internet training that will help older adults to cope with facing key life transitions or challenges.

**Project Start Date:**

01/10/2019

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## Quarter Progress Update – April – June 2020

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**Project End Date:**

31/03/2023

**Progress**

This is obviously a difficult time for all of us but Wapping Bangladesh Association have been trying its best to deliver the services to our users since March 20. We have delivered 6 sessions to our 7 participants registered to the project. They have been contacted through to our WhatsApp session carried by project tutor. They have been regularly informed about the safety rules of corona pandemic. We have always made sure that their mental and physical health in good condition. Our volunteers those who are delivering food to their doorstep as part of another project activity, they have made sure that our digital project users are safe and well informed about current situation. We have taught them over phone and through Zoom sessions that how to google and find necessary information to lead day to day life. Our volunteers also helped them to 3 of our users in shopping and collected prescription for two of them on 3 occasions. Considering the current situation, we have delivered the project at our level best during this period of April-June 20.

**Type of Organisation:**

Registered Charity

**Area Based:**

St Katherine's and Wapping

**No. of paid Staff:**

3

**Other**

More outreach and phone call service have been carried out due to Covid-19.

**Area of Benefit:**

Shadwell  
St Katherine's and Wapping  
Whitechapel

**Outcomes:**

By the end of the year 75% of the older adults on the Project will develop a better understanding and appreciation of the potential benefits of learning to use a computers and how to navigate around the internet.

By the end of the year we expect 75% of the

Older Adults on the Project acquiring a basic level of new digital and ICT skills.

By the end of the year 75% of the Older Adults on the Project an increase in the quality of life with increased levels of greater social integration and engagement being reported with increased social contacts and community involvement. by getting out and about more

By the end of year we expect 40% of the Older Adults on the Project begin to use online services to manage daily life tasks.

## Key Performance Indicators

KPI	Target	Actual	Comments
7 Older adults on the Project will develop a better understanding and appreciation of the potential benefits of learning to use computers and how to navigate around the internet.	7 older adults annually	0	5 of them attended WhatsApp sessions regularly
75 % of older Adults increase social contacts and community involvement as a result of accessing the project.	75% of older adults accessing the service annually	0	5, out of 7
40% of older Adults on the Project begin to use online services to manage daily life tasks more confidently	40% of older adults accessing the service annually.	0	More than 60 % achieved

## Grant Officer's Comment

The project has been able to deliver a limited service through WhatsApp, Zoom, phone calls and volunteers providing social contacts. Report is satisfactory. All grant conditions have been met.

## SocietyLinks Tower Hamlets

Project Name: E-Safety Champions

**Programme:**

Local Community  
Fund

**Grant Amount: £20,293.00**

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### Project Description

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**Project Theme:**

Theme 2 - Scheme B:  
Online Safety

The E-Safety Champions project will train local women to become 'champions' for e-safety in the community. Weekly workshops will cover all areas of online safety. Once trained, our champions will go into schools and community groups to spread their knowledge to young people and parents/carers through presentations and workshops

**Project Start Date:**

01/10/2019

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### Quarter Progress Update – April – June 2020

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**Project End Date:**

31/03/2023

**Progress**

We continued to share helpful resources with our participants including information on how to keep the family safe online at home and information about video chat apps such as Zoom which became ever popular during this period. We also shared supportive information on activities to do at home with children which would reduce screen time and also we shared validated links to use for home schooling support. Many of the participants from this project got involved in our NHS scrubs project and volunteered their time to support the local community and NHS. The women all also referred many of their own families and others who they knew were struggling financially for our food distribution project.

**Type of Organisation:**

Registered Charity

**Other**

We encouraged participants to volunteer on our emergency response projects (food distribution project and NHS scrubs project). We also shared information with all our contacts in regards to local services and emergency help that they can access. The women all supported each other and referred others for support.

**Area Based:**

Whitechapel

**No. of paid Staff:**

7

**Area of Benefit:**

Whitechapel

**Outcomes:**

Residents are more knowledgeable about the potential dangers of online activities including social media, banking and transactions.

Residents are more confident about taking practical action to keep themselves and their families safe online and have implemented these steps

Children and young people and their

families know how to respond to and report cyber-bullying and abuse

## Key Performance Indicators

KPI	Target	Actual	Comments
The number of women training to become e-safety champions, having attended at least 8 project champion workshops and successfully completing a test to obtain an e-safety champion certificate.	15 women a year will obtain an on-line safety champion certificate after attending at least 8 project workshops and successfully completing an e-safety test.	0	NA
The number of project attendees reporting a gain in confidence and knowledge about taking action to improve online safety at home.	Minimum of 12 project attendees a quarter report a gain in confidence and knowledge about taking action to improve online safety at home.	0	NA
The number of project participants per year reporting a specific action that they have taken at home to improve online safety, e.g. setting up parental controls.	Minimum of 54 project participants a year report a specific action that they have taken at home to improve online safety	0	NA
The number of young people attending participant presentations that report that they will take action as a result of what they have learnt about online safety.	15 young people a year, who have participated in project presentations, report feeling more confident about taking action to improve online safety for their family.	0	NA
The percentage of children & young people and their families who know how to respond to and report cyber-bullying and abuse	100% of adult participants and 75% of child participants in project activities will report that this participation has improved their ability to report cyber-bullying and online abuse.	0	NA

## Grant Officer's Comment

The project shared resources on how to keep families safe online at home and provided information about video chat app such as Zoom and shared validated links to use for home schooling support. All grant conditions have been met.

## Sporting Foundation

Project Name: Building Digital Resilience

Grant Amount: £30,811.00

**Programme:**

Local Community  
Fund

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### Project Description

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**Project Theme:**

Theme 2 - Scheme B:  
Online Safety

Sporting Foundation will build the digital resilience of children and young people and raise the awareness of online safety with parents so that as families they are safe from risk and able to utilise digital resources and managed effectively and reduces harm.

**Project Start Date:**

01/10/2019

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### Quarter Progress Update – April – June 2020

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**Project End Date:**

31/03/2023

#### Progress

Like all organisations we had to adapt in light of COVID-19 crisis in this quarter and utilise technology to achieve our outcomes. It was challenging at first, however, we have managed to overcome this barrier and are now beginning to thrive as the use of technology enables people to connect with each other quite easily and allows flexibility of time and venue. However technology cannot replace the face to face human interaction and the benefits it brings . We are hopeful with easing of social distancing rules by the government and commencement of grassroots sport, we will be able get back to some sort of " normality " .

**Type of Organisation:**

Registered Charity

**Area Based:**

Whitechapel

**No. of paid Staff:**

0

#### Other

We have recruited 3 new Trustees for the organisation .

**Area of Benefit:**

Boroughwide

We were in the process of moving offices on 1st April 2020 to GLL Mile End Stadium. However, the COVID-19 crisis has prevented as from moving as the Stadium is closed. We hope to move as soon the current crisis is over.

**Outcomes:**

Increased knowledge  
of online applications  
and social media

We were in the process of moving offices on 1st April 2020 to GLL Mile End Stadium. However, the COVID-19 crisis has prevented as from moving as the Stadium is closed. With the recent government announcements, we hope to move into our new office end of July 2020.

Increased awareness  
of risks that may  
occur online

Increased confidence  
in passing on safety  
messages to children

Increased knowledge  
of online grooming  
and social media

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## Key Performance Indicators

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KPI	Target	Actual	Comments
50 parents per annum have increased confidence in understanding the relationship between social media and online grooming	12/13 parents to attend per qtr. 95% of parents surveyed report increased understanding and awareness of grooming on social media and know how to spot the signs of grooming 90% of parents report increased confidence in their ability to keep children and young people safe online	13	With confidence in using technology by both the organisation and participants we have been able to meet our target numbers. We hope to increase the numbers in next quarter.
100 children and young people per annum have increased confidence in understanding the relationship between social media and online grooming	25 children to attend per qtr 90% of children and young people surveyed report increased understanding and awareness of grooming on social media and know how to spot the signs of grooming	27	With confidence in using technology by both the organisation and participants we have been able to meet our target numbers. Parents played a big part in allowing and having the confidence to allow young people to use technology on their own or being accompanied by them . We aim to increase the numbers in the following quarter.

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## Grant Officer's Comment

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The project has been able to support service users remotely through telephone and digital means- sharing resources and welfare checks. All grant conditions have been met