

Draft Digital Inclusion Action Plan 2021 - 2024

Activities in 'Bold' have been prioritised for action

	Activity	Target Date	Lead	Resource
Cross cutting activities				
1	Agree funding from partners across the borough to support the creation of a fixed-term partnership based Digital Inclusion Ambassador role and appoint to this role	Role in place April 2022	DI Steering Group	Approx £215k over three years
2	Identify and monitor further metrics to measure the ongoing impact of the digital inclusion work and meet the needs of our residents	May 2022	DI Ambassador	
3	Encourage engagement from large companies in the borough who may be interested in supporting digital inclusion through their CSR activity	May 2023	DI Ambassador with the DI Steering Group	
4	Promote Good Things Foundation funding audit ¹ to VCS partners and the Online Centres Network ² amongst Tower Hamlets groups	April 2022	THCVS	
Outcome 1 - Every resident is able to access a device and affordable high-quality broadband at home and in the community for education, seek employment and access public services				
5	Develop, promote and implement best practice on loaning and gifting devices that can be used by any organisation in the borough, include disclaimer template/example for gifted devices, different guidance for loaning (including maintenance), safeguarding and so on	April 2022	Strategy, Improvement and Transformation with the DI Steering Group	
6	Map and promote free wi-fi provision and access to free internet-connected devices across the borough	April 2022	Strategy, Improvement and Transformation, all partners to promote	
7	Develop policy / process for distribution of new and repurposed devices across the borough, including creating a list of approved providers / pathways to repurpose / recycle equipment (to be shared and promoted	September 2022	DI Ambassador with the DI Steering Group	

¹ [Funding opportunities for our network | Online Centres Network](#)

² [Join the network | Online Centres Network](#)

	across the borough)			
8	Undertake coordination role to drive forward the social value elements of the fibre broadband wayleave, working with those providers who are undertaking the rollout in Tower Hamlets and negotiate and promote range of 'affordable' connections from different providers to TH residents	Initial work completed by April 2022, ongoing coordination and problem solving will continue into years 2 and 3	Strategy, Improvement and Transformation to commence with the DI Steering Group	
9	Identify branding or similar, to promote mapping of free access and other borough digital resources and activity and use 'Get online week' (each October) to expand promotion, creating an ongoing digital campaign to promote positive benefits of going online	September 2022	DI Ambassador with the DI Steering Group	
10	Promote and support the Connected Communities Project to expand across the borough – CC to further develop key actions borough partners can undertake to help drive this project forward	September 2023	Connected Communities	
11	Coordinate financial support to fund ongoing provision of devices, maintenance where relevant, connectivity and training	June 2023	DI Ambassador with the DI Steering Group	
12	Undertake coordination role to drive forward the social value elements of 5G, working with those providers who are undertaking the rollout in TH	March 2024	DI Ambassador with the DI Steering Group	
Outcome 2 - Every resident has the skill or access to the training, to enable them to get online and complete online transactions				
13	Create and share best practice guidance for digital training including: digital skills as part of other training (e.g. ESOL, benefits advice) – include digital element in all adult skills training. Alongside a directory of skills training provision, including free to access online learning e.g. Good Things Foundation, Lloyds digital and financial skills, and work together to market and promote	December 2022	DI Ambassador with the DI Steering Group	
14	Partner organisations to provide digital skills training for staff that do not use ICT as part of their work and those with limited digital skills	March 2023	All Partners	
15	Work with local disability led organisations to understand skills provision need for disabled residents, to enable customised I.T training for people with particular disabilities and access needs and support and improve the provision of assisted technology across the borough.	June 2023	DI Ambassador with the DI Steering Group	

Outcome 3 - Every resident has access to the support needed to enable them to understand the benefits of digital and to do so safely

16	Maximise impact of digital buddying (buddies, champions, ambassadors) programmes mapping provision, giving access to community spaces/hubs and linking resources (link with volunteering schemes e.g. Volunteers Centre, ELBA corporate volunteers and others)	December 2022	DI Ambassador with the DI Steering Group	
17	Develop safeguarding training which is accessible and meets local needs and ensure this is promoted widely to ensure reaches all sections of the community	April 2023	NCC (with Society Links)	
18	Compile and promote resources to raise awareness and respond to online safety, sharing guidance on how to protect and how to respond (sources include The National Cyber Security Centre, links to free malware)	April 2023	DI Ambassador with the DI Steering Group	
19	THCVS to develop a Digital Offer to support smaller groups in areas of data protection, using data effectively to bid for funding and improving communication with service users	April 2023	THCVS	