

MINUTES

MEETING: DIGITAL INCLUSION PROJECT STEERING GROUP

MEETING DATE AND TIME: 22ND MARCH 2016 @ 3:30PM

**PRESENT: MIRA HAYNES (MH) - CHAIR
AMY NEAL (AM)
TRACEY HEDGE COX (TH)
BOBBY MULHEIR (BM)
JANET BERRY (JB)
KIETH NAYLOR (KN)
JANE REDMOND (JR) - MINUTE TAKER**

APOLOGIES: DANIEL GREEN

<p>1.</p>	<p><u>Minutes of Last Meeting & Matters Arising</u></p> <p>Minutes from last meeting agreed.</p> <p>Kieth did share the mapping information from the GIS team with the group.</p> <p>Bobby advised that the Broadband connection voucher scheme was no longer available.</p> <p>Joanna Flaxman has now left Bracknell Forest Homes. Agreed that Danielle Lane will be added to the distribution list as her replacement.</p>	
<p>2.</p>	<p><u>Project Update</u></p> <p>Amy advised that they completed the 6 week digital champion training. 9 volunteers attended the first 4 sessions a further 4 attended the last 2 sessions. Feedback from the course was very positive and people feel more confident about using their tablets.</p> <p>Have run the first 2 digital tea parties on 29/2 and 21/3 which proved very successful. 21 guests and 10 volunteers attended the first one and EE provided the internet and venue and provided 4 members of their staff to assist. The second tea party as a lot smaller with 8 guests and 6 volunteers.</p> <p>Those that attended completed a feedback form to find out their current skills, what they would like learn and how and where they would like to learn this.</p> <p>14 stated they would prefer one to one training 7 stated they would be happy with small group sessions Only 1 said they would want formal training</p>	

	<p>15 would be happy to attend sessions at community centres 5 would like it at their sheltered housing schemes and 3 would like it at home.</p> <p>The majority of people that attended expressed an interest in further help so I am organising drop in sessions at various locations that our volunteers can go along to provide support.</p> <p>The first two drop in sessions at Binfield House and Carlyle Court were a great success there were 8 guests and 4/5 volunteers for each. Feedback was that everyone learned at least one thing that morning if not more and were keen for these sessions to become a regular occurrence to help them to continue to learn. Another drop in session has been booked at Montgomery of Alamein Court on 6th April and will be booking some more to keep up the momentum.</p> <p>The third digital tea party is being held on 18th April and we already have a few signed up for it and a host of volunteers.</p>	
<p>3.</p>	<p><u>Project Moving Forward</u></p> <p>In the last 3 weeks we have helped a total of 42 individuals and some have been helped on more than one occasion. Out of these only 4 people have said they would not be interested in any further help.</p> <p>As a case study I have been helping a lady in her 70's to be able to do her shopping online and she is a perfect example of how the elderly need ongoing support. I have been going to see her once a week for the last 5 weeks and she is still yet to complete the whole transaction on her own. The last 3 weeks she has attempted to do the shopping before I got there but each time something has happened she couldn't solve the problem on her own. She is very nearly there but without the continued support admits she would have given up by now.</p> <p>I believe that if the events and volunteer support can continue to run then the word will start to spread and the project will grow organically. However, with my contract ending in May there is currently no plans in place for this to continue. Once regular sessions are up and running then the organisation of the project will be easier to run but it will still require someone to take a lead on it and therefore funding will be needed.</p> <p>There are still also many ways of progressing the project to reach as many people as possible. Ideas for this include:</p> <ul style="list-style-type: none"> • Teaming up with care providers to reach the most isolated • The need for ongoing recruitment and training of new volunteers • Working to encourage sheltered housing schemes to introduce Broadband to communal areas as standard • Opening up the project to the whole community (not just the elderly) to help those in need who may be younger or have disabilities 	
<p>4.</p>	<p><u>Actions</u></p> <p>Development of generic marketing materials, e.g. press release, leaflet and list of champions that any other organisations can download and roll out.</p> <p>Age Concern Bracknell Forest</p>	

	<p>Start populating the report for submission to the group for email discussion from 1 May. Age Concern Bracknell Forest</p> <p>Extend the survey live date for customer services to end of May. Kieth</p> <p>An internal comms campaign to get every member of staff to support a person who is a non-user or limited user of the internet to complete the survey. Probably not Forest Views, most likely an email campaign which can then be forwarded with the survey link. Bobby, Janet and Kieth to work on this.</p> <p>An external campaign to the wider population. Rationale and headline findings, in a media release. Bobby, Janet and Kieth.</p> <p>Social Media Campaign plan - use the findings of the report to explore barriers / apps, etc. with the wider population. Bobby, Janet and Kieth.</p> <p>GIS mapping to take place at a future date once the survey has sufficient data in it. Time and nominee to be identified by the working group.</p> <p>Amy will email report to group by early May and they will respond with their comments. Amy</p>	
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