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Digital Inclusion Innovation Programme - Project Ideas Backlog

This backlog consists of project ideas suggested by London borough digital inclusion leads, engaged as part of the LOTI / GLA Digital Inclusion Innovation Programme.

It is a living document that the LOTI team will update periodically.

Wave 1 (June - October 2021): Projects currently underway:
1. Mapping Digital Exclusion
2. Digital Inclusion Research
3. Device Upcycling
4. Digital Inclusion in Temporary Accommodation
5. Supporting Dementia Care

Potential next wave projects
6. Subsequent phases of wave 1 projects (1-5 above). These will be agreed with boroughs in the next stocktake session, planned in October 2021. These might include:
   a. Increasing the visibility of DI initiatives in London and sharing best practice by working with other partners
   b. Using the DE map for measuring the impact of DI interventions over time.
   c. Supporting boroughs to use the data and insights generated from the DE map to design and target services that meet resident needs.
   d. Iterating the DE map to include new data sets and continuing to test their validity in explaining the spatial distribution of digital exclusion.
   e. Run a campaign sponsored by the GLA, to encourage private sector organisations to donate devices.

7. Create tools and templates that direct social value to digital inclusion related initiatives
8. Leverage relationships with private sector organisations to negotiate affordable broadband deals and social tariffs and help councils act as

intermediaries to raise awareness amongst digitally excluded Londoners.
9. Explore ways in which boroughs can offer devices at low-cost if they don't own their own devices to upcycle.

Backlog of project ideas:
10. Develop a digital inclusion (DI) dashboard or map - see [LOTI's database of DI initiatives in London](#)
11. Expand on work by Brent, Waltham Forest and others to support local businesses in need of digital inclusion support
12. Speeding up infrastructure projects
13. Consortium of partners to tackle digital exclusion
14. Being able to change the criteria of skills funding so it meets needs
15. Sharing virtual hub platforma, like Drupal
16. Engagement projects - getting people to take the first step to inclusion
17. Community hubs ran by community networks and funded by partners (sustainability)
18. Designing bespoke offers for priority vulnerable groups
19. Making spaces for learning/work with wifi and device options - like libraries but not just in libraries
20. Data provision from network providers
21. Working with skills providers to create digital inclusion skills offer
22. Lobby for software licenses / online provision for those in need / registered
23. Predictive analytics to identify residents likely to be excluded
24. Future workforce upskilling - continually
25. Wifi provision in buses
26. Public wifi provision
27. Create tailored interventions to include devices, upskilling, connectivity based on specific needs
28. Create an ecosystem of recycling devices
29. Run campaigns to better leverage commercial data
30. Linking up with affordable industry options for mobile and fixed broadband
31. Providing return on investment
32. Measuring success
33. Developing funding options for devices and data

34. Creating drop-off points for communities to donate equipment they no longer need so it can be recycled / reused
35. Develop a programme for device / laptop donation that is scalable
36. Create a digital inclusion training offer for librarians / customer service staff
37. Put in place a 'train the trainer' programme for volunteers who can support their community
38. Create map of existing digital inclusion related initiatives
39. Provide devices and training for carers of housebound residents and those in care homes
40. Create awareness of low-cost connectivity offers from providers, for those receiving UC
41. Undertake more work with borough refugee services and link to libraries as first point of contact
42. Create a digital inclusion academy - tools methods and best practice backed up by a community of experienced SMEs
43. Create a digital security framework
44. Promote a 'digital inclusion first' approach / strategy in London
45. Consider digital inclusion as part of the national analogue switch off

Device upcycling ideas - from workshop held on the 27 July 2021

46. A London-wide repository of information to enable knowledge sharing and reduce duplication of effort
47. Having a pan london recycling / upcycling scheme so we're not limited to devices from businesses in each borough only working with one LA
48. Grouping of neighbouring boroughs to benefit from economies of scale
49. An IT support provision if there are issues with the devices, either from upcycling company or across boroughs
50. A list of organisations that can help such as Ready Tech Go, Social Box, LGfL, Mer-IT Digital
51. Aftercare - where people can get support when they come across problems with their device (technical support)
52. Having drop-off points across London that people can drop off devices quite easily (not sure how you track which borough it came from)
53. Partnering with the councils Waste Management Teams
54. A list of what the requirements are and what they can do if they can't be repurposed
55. A London-wide comms campaign to get internal staff and residents to donate their devices

56. Speaking to businesses to get them to commit to donating their disused devices in their local authorities as part of their CSR
57. London wide protocol for working with NHS in a coordinated way on digital inclusion as we share common clients who will benefit from being able to access digital / a pilot to establish how it could best work