Smart Access Oldham

Oldham Housing Investment Partnership

What?
Project Name & Brief Description: Project Name: Smart Access for Oldham Brief Description: - To help Oldham residents become more digitally included - With an emphasis on Universal Credit Full Service - Working in partnership with the Lifelong Learning - Highlight whats included in UC-especially the housing cost element **Which Sub Regional Priorities and Objectives does the project support?** - Links into the Governments Digitial Inclusion strategy which Local Authority are committed to - Part of the Oldham Plan getting residents ready for employment

Why?
Objectives (What is the project trying to achieve?) To aid Oldham residents to become more digitally able, especially with the introduction of Universal Credit Full Service. Helping them become more computer savvy and computer literate allowing them greater access to the digital environment they reside within **Scope** (What's in and what's out?) What's in? - Targeting working age 19-64yrs olds - Those without a Bank Account or Internet Access - Those vulnerable or likely to be - Those with little or no ICT skills - Residents who are recognised to be struggling with the shift to full UC service - Where residents are digitally able signpost them to where there is IT access for free - Signposting residents to services who provide support with setting up bank accounts e.g Credit Union

What's out?
- Those who are already on UC
- Those who will never be affected by UC full service e.g pensioners
- Under 19yr olds, will be targeting invididually by each organisation

Who?

Project Sponsor:

Project Manager: Chris Cheng-Regenda

Team members:
Christopher Cheng (Regenda), Robert Davies-Contour, John Robinson-FCHO, Rebecca Cremin-Great Places, Kelly Farrell-Regenda, Iftikhar Ahmed-Villages, Julie Goreham-FCHO, Shabana Kosar-OHIP

Organisations:
All OHIP partners

How?

Main outcomes: (what is to be produced, in what form? Key milestones)
- Improved communication
- Improved digital awareness
- Reduction in vulnerability to digital change
- Increase in digital optimisation
- Confidence in UC Full service
- Monitored through evaluation forms at the end of sessions and compared to skills assessment undertaken at the beginning

When?

Project plan: (list tasks, how long they might take, who will do them)
- Produce marketing material to advertise the joint offer with Lifelong Learning-Rob Davies-By the 15th May
- Design an evaluation form-May 2017-Project manager
- A plan on whom to target- Each representative to look at numbers that might be affected and make contact with them- May 2017
- Make residents aware of where there is computer access-ongoing
- Complete skills audit with residents to decide-May 2017
- Get minimum of 10 people per course with Lifelong Learning-May-Ongoing
- Who will deliver-Lifelong Learning to deliver course, sub-group to provide residents-ongoing from May 2017
- Reporting mechanisms- Ensure all skills audits and evaluation forms are completed-Each organisation to complete skills audit-evaluation to be done by Lifelong Learning at the end of sessions
- Reviews to monitor progress and implement change, look at progression for residents on to further courses to become confident in using IT-Lifelong Learning to complete these.
- Leave option for residents to make contact again once they are moved to UC if further support is required-as and when it happens

Obstacles:

Risk Management (What events could jeopardise the project? What might reduce their likelihood & severity?)
- Cost- Free courses through Lifelong Learning and obtain funding from OHIP
- Lack of funding-Courses are free
- Non-engagement of the target group- Make contact face to face and produce marketing materials to be clearly visible in all customer facing buildings to ensure customers are aware of offer. Also to look at rents accounts and engage those who are already on UC. Offer incentive through prize draw after each session, all residents who attend all sessions to be put in the draw to win a tablet
- Unachievable targets-Setting realistic goals and include unplanned outcomes such as confidence building through attending sessions
- Lack of resources- Look at services already available in-house within OHIP partners and utilise them
- Non-participation of project members-Have regular face to face meetings and keep in contact through email group

Other information:

Things to think about: costs (both money & time), how long will it take, will a new team need to be formed, does it link into, or depend on, other projects, how will you deal with change during the project, who you will report progress to, data management issues:
- Who will deliver the project
  Lifelong learning to deliver the courses for free, sub-group members to recruit residents
- How will we monitor progress
  Through comparison of skills audit at beginning and evaluation forms
- What are the cost implications
  Cost implications are low in comparison to the cost to housing proivders if residents were not digitally inclusive. Could result in benefit sanctions, non payment of rent
- What funding is available
  Funding for free courses to be delivered by Lifelong Learning
- Marketing material to be designed internally but cost to be covered for publishing materials-£640 from OHIP
- Incentive to engage residents and ensure they complete sessions. Also to preppare them to use IT in everyday life by giving them equipment. £360
- How will we report
  Every quarter to OHIP board with numbers attended the courses and the improvement in skills
- Sub-Group will be monitoring the progress, especially project manager and OHIP project officer, no new group to be formed

Overall funding required from OHIP for this project is £1000 to include marketing materials and to cover the incentive prize which has been worked out as £60 for each tablet, prize draw to take part after each completed course based on 6 sessions it will equate to £360.
For marketing material, the group will be designing the poster themselves and

distributing through email and online platforms. Funding is required for printing the posters that will be displayed at all OHIP partner organisations, DWP, Lifelong Learning and Libraries as well as other partners. Giving everyone the opportunity to refer in, it will also raise the profile for the work OHIP are carrying out.

Outcomes/measures:

How will you know if the project has succeeded?
- An increase in bank accounts within the target group
- An increase in internet access within the target group
- An increase in ITC skills within the target group
- Support with UC claim application
- A reduction in rent arrears
- A reduction in emergency needs applications

Expected Project Start Date: May 2017
Expected Project End Date: May 2018