

Theme	Activity	Start date	End Date	Comments	Lead
Digital Champions	Digital Champions pilot to establish consistent approach to implementing champions across Brent, first cohort to include: -Library Staff -Health Champions -Age UK volunteers - Hub advisors	Feb-21	01/05/2021 - completed	Pilot to support building a consistent approach to digital champions. Used to inform decision on whether to use Digital Unite platform going forward. The pilot also looked at what other support Digital Champions require. Feedback collected from digital champions has informed the expansion of the project to CVS partners	Digital Programme Team
	Expansion of the digital champions programme to Brent VCS being lead by AgeUK. The project will also be expanded to other frontline services and partners.	Aug-21	Ongoing	Digital champions are currently being recruited from VCS, a positive response has been received from different community groups and partner organisations	Digital Programme Team
Bespoke support	Age UK pilot - older people	03-Feb-21	01/06/2022 - completed	The pilot gave a cohort of Age UK Brent's service users access to devices, the internet and support from Age UK volunteers to make use of the devices. The impact of this support will be evaluated over time. Age UK volunteers were provided with access to training to support this approach. Feedback from residents has informed the digital cafe offer.	Digital Programme Team
	Internet and device access for children learning at home during school closures via the Digital Support Fund for Children and Young People	01-Jan-21	Extended to 01/09/2022	Shortcut into RSF in place; RSF adapted to incorporate Community Fibre free connections; mapping of premises served by Hyperoptic to schools in digitally excluded Wards to allocate 66 internet connections offered; survey of schools to establish remaining need. Further expansion of support via Digital Support Fund for Children and Young People from January 2022.	Customer Services & Digital Programme Team
	Laptop loan scheme for Brent Start students	01-Sep-20	01/12/2021 - completed	Established with GLA funding, provides learners with a device and internet connection for the purposes of supporting their studies with Brent Start.	Brent Start
	Direct Services Pilot - people with disabilities	Feb-21	01/09/2022 completed	Chromebooks have been distributed to day centres to support with engagement in activities	Digital Programme Team
	Health inequalities areas - working with patients identified by GPs	Oct-21	Ongoing	Close working with NHS Digital Inclusion network and Brent Health and Care integration team.	Digital Programme Team
Hosted Network	Set up a network who can contribute towards a joint action plan	Feb-21	Ongoing	Group is meeting every other month to share digital inclusion best practice and opportunities for collaboration	Digital Programme Team
Service Mapping	Offline service map developed	Nov-20	01/01/2021 - completed	Service map distributed to members of the network to sense check and to provide further input	Digital Programme Team
	Brent Health Matters programme focuses on Church End and Alperton initially: Health Educators to participate in digital champions pilot	TBA	Completed	Will incorporate digital champion role into the new role of community based Health Educators. Will begin once Health Educators appointed	Digital Programme Team

<b>Placed based support</b>	Investigate the potential to include digital skills into be place based approach to address digital infrastructure and town centre support for Harlesden	Mar-21	Ongoing	Working in partnership with Community Fibre to improve broadband coverage for local businesses. Communication with businesses commenced 29/08/2021. Alongside this, Harlesden Hub has been hosting digital cafes since 6th October due to the high level of digital exclusion in the borough	Digital Programme Team /WLA
	understand if there is a need to better target support to particular Wards highlighted by the Switch report as the most at risk of digital exclusion	Jun-22	Oct-22		Digital Programme Team / BI Team
<b>Access - devices / connections / skills</b>	Resident Support Fund: Providing access to devices, internet connections and digital skills support for those impacted by Covid	Sep-20	01/04/2023	Extended to continue to meet demand.	Digital Programme Team
	Use learning from Resident Support Fund and digital inclusion pilots to establish a sustainable digital inclusion package	Mar-21	01/09/2022	Awarded strategic investment funding for Digital Support Fund for businesses and CYP pupil digital support fund.	Digital Programme Team
	Bespoke support pilots to include the provision of devices and connectivity as well as support with	Feb-21	Completed	Evaluations on regular basis throughout. Findings will be used to inform place based pilot.	Digital Programme Team and services piloting with
	Further bespoke offers to be developed as need identified	Ongoing		Consider pilot targetting children / young people with disabilities	Digital Programme Team / service areas identifying need
<b>SMEs</b>	Understand skills and tools requirements for town centre businesses	Nov-20	05/07/2022	Town Centre Managers have started an audit of digital skills in town centres to see which businesses are online and what specific tools they are using. £15k NCIL funds earmarked for the project targeting Priority Town Centres. Launch of new local shopping app (BuyBrent) in October for local SME businesses. This app is being promoted to residents and has a physical option to include digitally excluded residents.	Town Centre Managers
	Microsoft and Infosys digital skills support for SMEs	Start 2021	Completed	Infosys Springboard launched in Brent 18th October.	Digital Programme Team
	Provide basic training to businesses who have few IT skills	14/01/2022	01/09/2022	Funding in place for Brent Start to deliver in January 2022. Additional digital skills training provided as part of the digital support fund for businesses.	Brent Start/ Digital Programme team
	best for them and support sharing of learning across Town Centres	Ongoing	Completed	Wembley & Ealing Road - help via Whats App group.	Town Centre Managers
<b>Council specific</b>	Digital Champions pilot to inform how digital inclusion is embedded in Council policies	Jun-21	01/09/2021 completed	Eg volunteers policy; training and deveopment offer for staff Agreed to expand the pilot to recruit 500 digital champions by 2025	Digital Programme Team & policy owners
	Working with Mircrosoft to support staff with digital offer	Mar-21	Completed	Accessiblity training for frontline staff first Wider staff group starts June 21	Digital Programme Team / MS