East Sunderland Area Committee
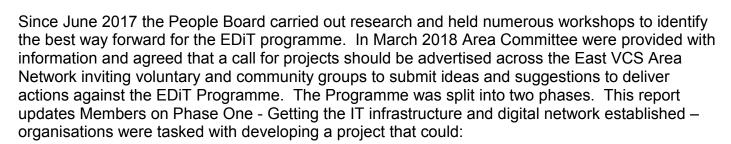
25 June 2018

Financial Report: Annex Two

Call for Projects: East Digital Inclusion Programme (EDiT) Phase One

Submitted Application

Since June 2017 the People Board carried out research and held numerous workshops to identify the best way forward for the EDiT programme. In March 2018 Area Committee were provided with information and agreed that a call for projects should be advertised across the East VCS Area Network inviting voluntary and community groups to submit ideas and suggestions to deliver actions against the EDiT Programme. The Programme was split into two phases. This report updates Members on Phase One - Getting the IT infrastructure and digital network established – organisations were tasked with developing a project that could:

i) Provide appropriate technical support (e.g. telephone hotline, site visits, training, etc.) to enable suitably identified community buildings to operate effectively in a digital network.
ii) Focus on upgrading existing ICT provision which is used by the public (not solely for the use of staff/volunteers) and / or sourcing suitable equipment to deploy across the East area.
iii) Establish WiFi hubs, allowing the public to bring their own devices to use on-site.

£60,000 was aligned against the East area. The information below provides a summary of the full application submitted and which elements it covers.

Organisation / Output	Technical Support	ICT Hubs	Equipment	WiFi	Amount	Recommendation
East Sunderland						
Media Savvy CIC	✓	✓	✓	✓	£60,000	Approve

Application One

Name of Organisation	Media Savvy CIC
Title of Project	IT Support and Equipment
Full Cost of project	£77,600
Match Funding	£17,600
Total SIB requested	£60,000
Start / End	July 2018 / February or June 2020 (subject to phase two)
Declaration	Nil

1. Technical Support

The organisation will provide Technical Support by:
- Setting up a telephone support line
- Dedicated email address
- Carry out site visit
- *Develop a bespoke system to book / reserve IT equipment
- Tailored ICT sustainability plan for each EDiT partner

2. ICT Hubs

The organisation are proposing to establish five main ICT hubs, one in each ward. In addition, it is proposed to work with up to 15 'smaller' hubs to ensure that the digital network has good coverage across the whole East area. The smaller hubs will connect with the main hubs and vice versa, developing a digital infrastructure and network of a minimum of 20 community buildings in the East.

3. IT Equipment

Key to the success of getting the correct IT equipment, is understanding the needs from Phase 2 which focuses on community engagement. There is a clear expectation from the organisation to work in parallel with all lead agents involved in its delivery, in addition to the main five ICT hubs and other smaller hubs. It is envisaged that the majority of the capital equipment purchased will be a mixture of laptops and tablets, but until phase two has been agreed by Committee an actual list of what the equipment would be cannot be identified. This will ensure that the IT equipment fits the needs of the community engagement.

The capital purchases will focus on the hardware which is accessible to the public, rather than upgrading staff hardware.

4. WiFi

To increase capacity of the digital network the five main hubs and the smaller hubs will receive dedicated advice on security, contracts, GDPR, firewalls and e-safety with a focus on capabilities and optimising settings for better results. This should improve WiFi connectivity and enable a wider audience to access the internet mitigating the risk to the EDiT partners.

Output Code	Target
Main ICT hubs established	5
Smaller ICT hubs supported	15
ICT equipment purchased	TBC
Bespoke booking systems designed	1
Groups receiving technical support	20
ICT sustainability plans agreed	20

Item and Description	Total Costs	Match Costs	SIB Contribution
IT Support x 4 staff	54400	12400	42000
Equipment	23200	5200	18000
Total	77600	17600	60000

The organisation have not received an area grant before but do deliver a Family, Adult and Community Learning (FACL) contract on behalf of Sunderland City Council. They were the lead agent on carrying out the ICT Health Checks on fourteen organisations in the East which contributed to the Area Committee's understanding to resource a digital infrastructure. By carrying out the health checks the organisation built up a good knowledge on what's available in the East Sunderland area and developed new partnerships.

Condition:

- Media Savvy provide their profit and loss which supports their balance sheet to enable colleagues in finance to view the financial sustainability of the company to balance the risk of the accuracy of the figures they have recorded on Company's House and assess the risk of Area Committee's investment, prior to the offer letter being signed off.

- An induction meeting will be held between the lead agents of phase one and two to ensure the IT equipment matches the requirements and specifications of the community engagement work, and that IT equipment is compatible with universal credit operating systems.

- Developing a bespoke booking system for IT equipment seems too advanced for a pilot, it is proposed that this element is removed and the budget is used for equipment, in addition one to one group support focuses on getting hubs on-line not about negotiating better deals for other office equipment i.e. photocopiers, etc. Increasing the equipment budget to £27,500, reducing staff costs to £32,500.

- An operating, response and fix time schedule is agreed regarding telephone, email, on-site visits (technical support) based on the needs and opening hours of the partners involved in phase two, as an example, the Council's work towards implementing a full fix or workaround within 10 working hours.