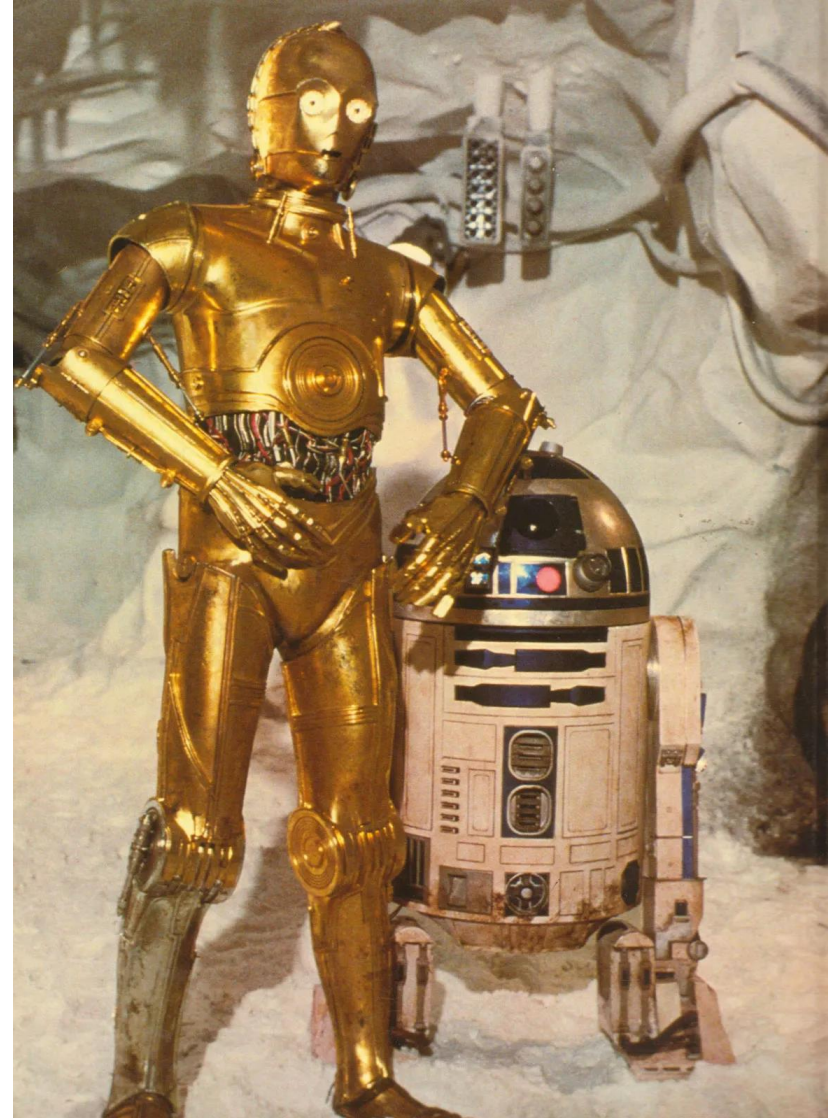Inclusive Digital Zone

Inclusive Digital Zones at

Barking Learning Centre & Dagenham Library

Why are we here:

- To inform you about the unique and enabling 'Inclusive Digital Zones'.

- Request your support in getting the message out there and helping us to engage residents and partners to use this technology.

In 2016, the UN declared that it considers the internet to be a human right

Article 19

The digital divide

Specifically, an addition was made to [Article 19](#) of the [Universal Declaration of Human Rights](#) (UDHR), which states: "Everyone has the right to freedom of opinion and expression; this right includes freedom to hold opinions without interference and to seek, receive and impart information and ideas through any media and regardless of frontiers." Section 32 adds "The promotion, protection and enjoyment of human rights on the Internet" and another 15 recommendations that cover the rights of those who work in and rely on internet access (Howell and West, 2016)

ARTICLE 19 welcomes the adoption of a resolution on "the promotion, protection and enjoyment of human rights on the Internet" at the UN Human Rights Council.....Given the thematic focus of the resolution on bridging digital divides, the resolution consolidates and reinforces commitments on enhancing Internet accessibility and affordability. As examples, it calls on States to bridge the digital divide by "adopting national Internet-related public policies that have at their core the objective of universal access" and "applying a comprehensive human rights-based approach in providing and expanding access to information and communications technology". It also introduces new language which "recognises the increased importance of the Internet in the context of the COVID-19 pandemic" and, in this regard, calls on all stakeholders to "promote affordable and reliable connectivity" (Article 19, 2021).

The Internet has become essential for most of us in our everyday lives. It enables us to work, communicate and access important services. Increasingly, it is a key enabler for the exercise and enjoyment of many human rights, in particular the right to freedom of expression and information. However, a lack of adequate infrastructure or connectivity usually leaves behind the poorest communities, and the digital divide shows its discriminatory effects in all its strength (Article 19, 2021)

DIGITAL NATION UK 2023

FACTS & STATS TO FIX THE DIGITAL DIVIDE FOR GOOD

UK DIGITALLY EXCLUDED

10.2m LACK THE MOST BASIC DIGITAL SKILLS

5.8m People digitally excluded in 2032 without action

1 in 14 UK households have **no home internet access**

2.5m UK households **struggle to afford fixed broadband**

UK DIGITALLY INCLUDED

32.6m HIGHLY ENGAGED USERS

£9.48 ROI FROM BASIC DIGITAL SKILLS SUPPORT

30m NHS APP USERS

UK Regional map (Limited % / Extensive %)

- SCOTLAND 25%/30%
- N. IRELAND 35%/24%
- North East 43%/19%
- North West 30%/38%
- York/Humb 21%/35%
- West Midlands 33%/24%
- East 25%/31%
- WALES 38%/19%
- London 38%/17%
- South East 44%/17%
- South West 32%/28%

Key: Limited % / Extensive %

▼ Compared to EXTENSIVE USERS ▼

NON-USERS are...
- **2 x** more likely to have a **disability or health condition**
- **12 x** more likely to be **over-65**
- **46%** non-users asked someone to go online for them

LIMITED USERS ARE...
- **5 x** more likely from **low income** households
- **6 x** more likely to be **over-65**
- **74%** mixed ethnicity and Black internet users faced **potential online harm** in the last 4 weeks
- **20%** **unemployed** people can't do any essential **workplace digital tasks**

REASONS PEOPLE ARE NOT ONLINE
- **20%** It's too **complicated**
- **70%** I'm **not interested**
- **20%** It costs **too much**

Center column

1m lose broadband access in cost of living crisis

77% believe **internet access is now an essential need**

27% low-income adults only go online by **smartphone**

essentials can cost 25% more without internet access

2.3m young people **rely on mobile data** for internet access

5% of households on Universal Credit took a **social tariff**

68% community hubs **need more devices** for digitally excluded people

76% support Government investment in digital skills training to address digital exclusion

Path labels
- ACCESS
- SKILLS
- CONFIDENCE
- MOTIVATION
- TRUST
- NATIONAL DATABANK
- NATIONAL DEVICE BANK
- NATIONAL DIGITAL INCLUSION NETWORK

BENEFITS OF GOOD THINGS
- **94%** felt their **digital skills improved**
- **86%** felt more able to **stay safe online**
- **92%** felt more **confident**

Learn My Way

Better for business 41% of UK workforce can do all 20 essential workplace digital tasks.

Better for the planet 90% of CO$_2$ emissions could be saved by reusing smartphones.

Better for the UK £13.7bn benefit to the economy for fixing the digital divide.

BENEFITS OF BEING ONLINE

I'm happier 77% say the internet helps them connect with family and friends.

I'm better off Manual workers with high digital engagement earn £5K more a year.

I'm healthier 78% say they use the internet to support their wellbeing.

I'm saving People with high digital engagement save £659 more a year.

Good Things Foundation

#FixTheDigitalDivide

Disability
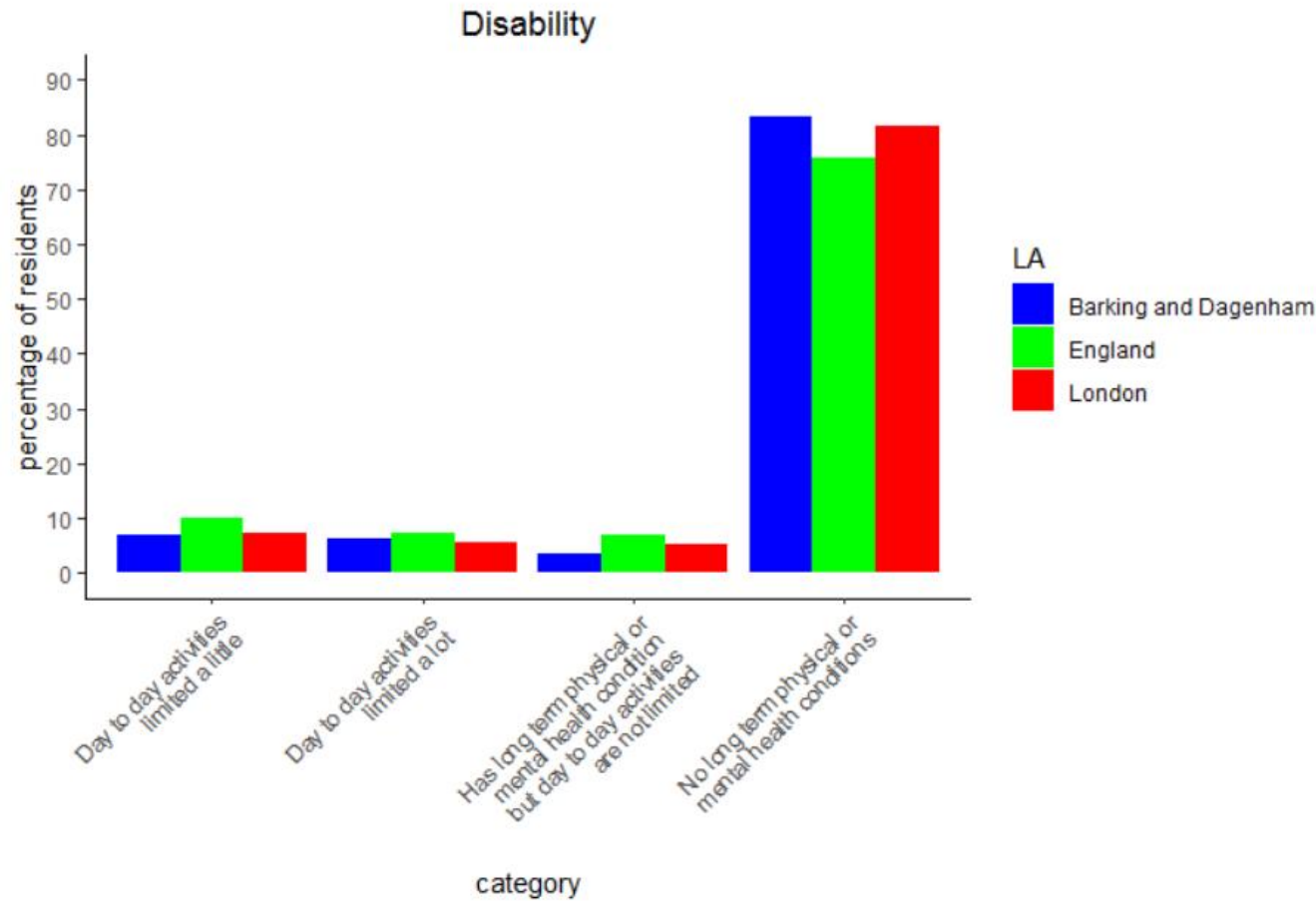
On Census Day, **13,700** (6.3%) Barking & Dagenham residents considered themselves to be disabled under the Equality Act and considered their day-to-day activities to be limited a lot

15,300 (7.0%) residents considered themselves to be disabled under the Equality Act and considered their day-to-day activities to be limited a little

one borough; one community; no one left behind

**Barking &
Dagenham**

Barking & Dagenham had the highest proportion of households in London where at least one person identified as disabled (29.8%)

At least one disabled person in household - London boroughs
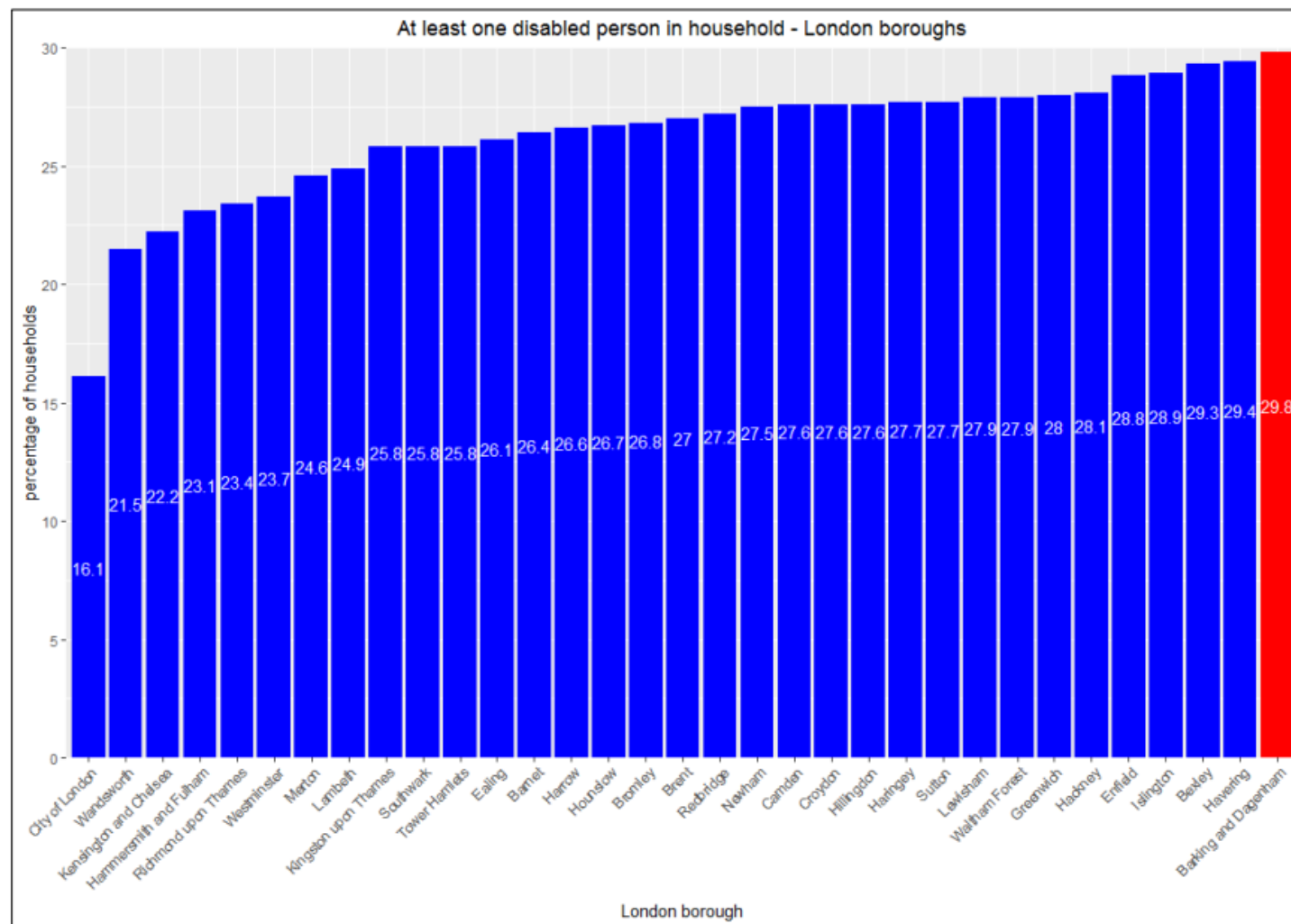
Of all London boroughs, Barking & Dagenham had the:

- highest proportion of households with 2 or more people identifying as disabled (6.8%)

- 5th highest proportion of households with 1 person identifying as disabled (23.1%)

one borough; one community; no one left behind

Barking & Dagenham

Digital Inclusion in Barking and Dagenham

9% of adults in Barking and Dagenham are not online (around 15,000 people) and an estimated 25% of adults don't have all of the 'Essential Digital Skills'

Digital exclusion is closely linked to poverty, disability, age and social isolation.

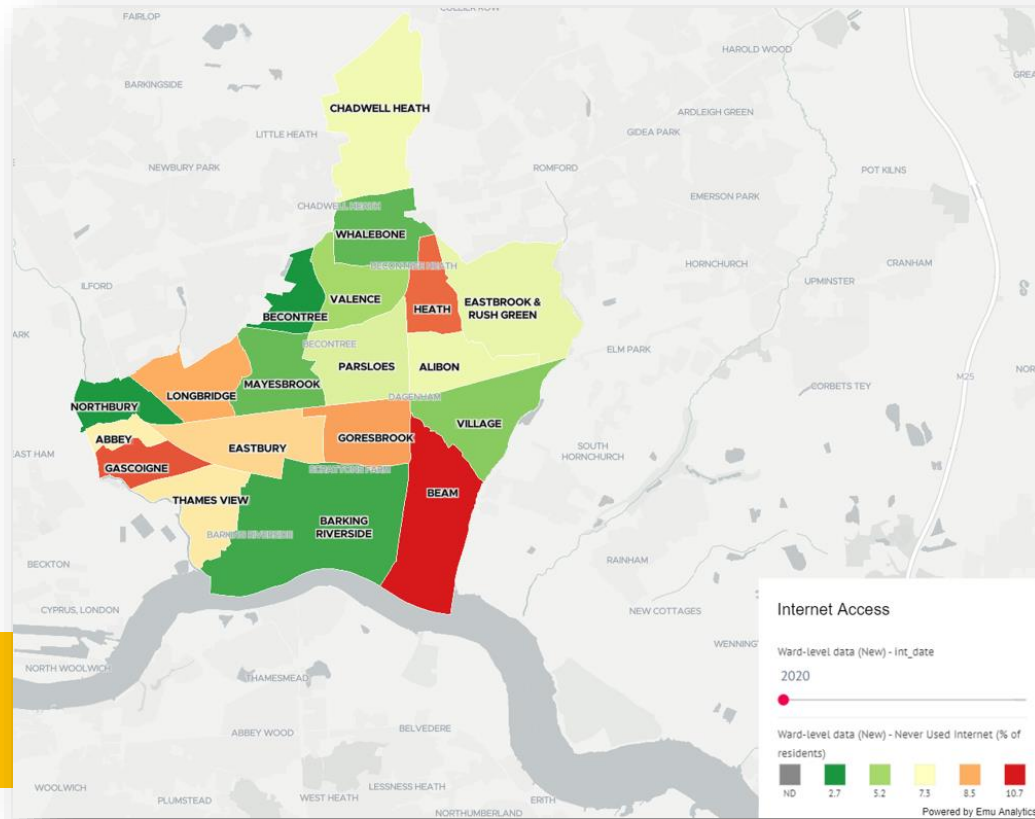*(Digital Inclusion in Barking and Dagenham Report, 2020).*

Figure 1: Digital exclusion estimates for people aged 55 and over / 65 and over

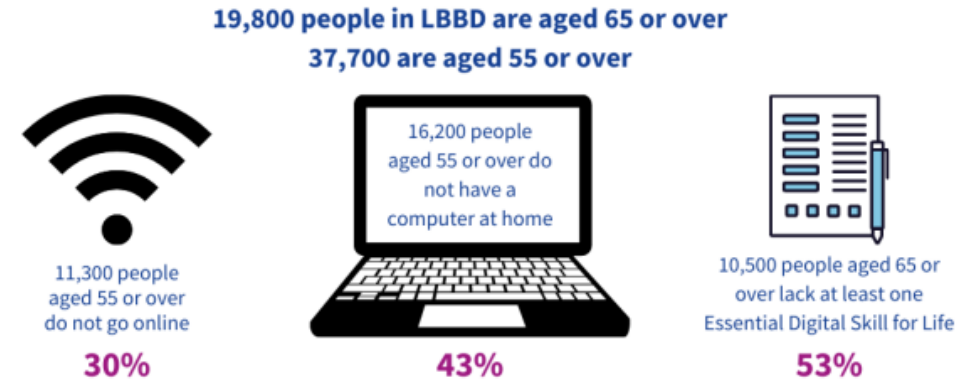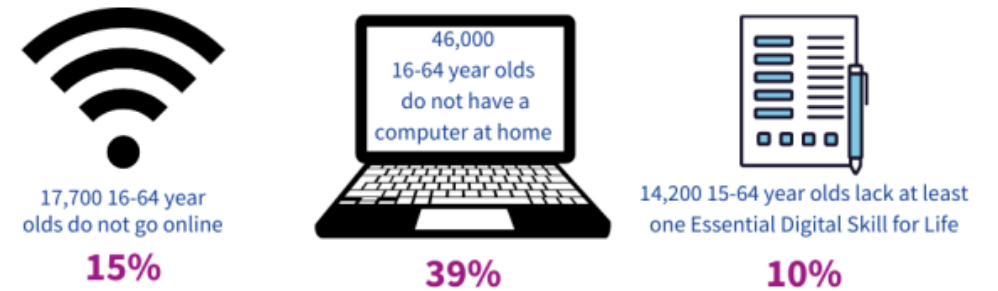## Older people are at greater risk of digital exclusion

19,800 people in LBBD are aged 65 or over
37,700 are aged 55 or over

11,300 people aged 55 or over do not go online — **30%**

16,200 people aged 55 or over do not have a computer at home — **43%**

10,500 people aged 65 or over lack at least one Essential Digital Skill for Life — **53%**

Figure 2: Digital exclusion estimate for the working-age population of LBBD

Age is not the only risk factor for digital exclusion

Working-age people categorised as 'approximated Social Grade' C2DE are more likely to be digitally excluded

17,700 16-64 year olds do not go online — **15%**

46,000 16-64 year olds do not have a computer at home — **39%**

14,200 15-64 year olds lack at least one Essential Digital Skill for Life — **10%**

Digital Inclusion in Barking and Dagenham for People with Disabilities

Disability per ward

	Day to day activities limited a little	Day to day activities limited a lot	Has long term physical or mental health condition but day to day activities are not limited	No long term physical or mental health conditions
Abbey	5.0%	3.9%	3.6%	87.5%
Alibon	6.9%	6.3%	3.6%	83.3%
Barking Riverside	5.3%	4.4%	3.1%	87.2%
Beam	6.1%	6.1%	3.4%	84.3%
Becontree	7.2%	7.2%	3.9%	81.6%
Chadwell Heath	7.4%	7.3%	4.0%	81.4%
Eastbrook & Rush Green	8.1%	7.1%	4.7%	80.1%
Eastbury	7.3%	6.5%	3.4%	82.8%
Gascoigne	5.9%	4.4%	2.9%	86.7%
Goresbrook	7.9%	7.5%	4.0%	80.6%
Heath	8.0%	7.4%	3.7%	80.9%
Longbridge	6.7%	5.1%	3.3%	84.9%
Mayesbrook	6.6%	6.3%	3.2%	83.9%
Northbury	6.0%	4.8%	3.0%	86.2%
Parsloes	7.8%	7.6%	4.2%	80.5%
Thames View	6.4%	7.2%	3.6%	82.8%
Valence	8.2%	7.4%	3.9%	80.5%
Village	7.6%	6.3%	3.2%	82.9%
Whalebone	6.0%	4.8%	3.7%	85.5%
Barking & Dagenham	**7.0%**	**6.3%**	**3.6%**	**83.2%**

Figure 4: Wards by Digital Exclusion Risk

Ward	Overall Digital Exclusion risk score	Residents aged 65+	People aged 65+ living alone	Adults with life-limiting disabilities	Adults with no qualifications	Housing Benefit and Universal Credit claimants
Heath	37.05	4.46	6.52	9.72	5.62	10.72
Valence	35.36	3.62	5.86	9.84	5.76	10.27
Mayesbrook	35.23	3.59	5.40	9.53	6.41	10.30
Chadwell Heath	34.50	5.39	6.54	8.97	4.72	8.87
Village	33.89	4.04	4.94	8.48	5.99	10.43
Parsloes	33.55	3.63	5.36	9.51	5.76	9.30
Alibon	32.86	3.38	4.74	8.87	5.93	9.94
Goresbrook	31.39	3.76	4.51	8.13	5.64	9.37
Eastbury	30.23	3.29	4.41	7.78	5.54	9.21
Eastbrook	29.93	5.25	5.26	6.69	4.81	7.92
Becontree	29.84	3.02	4.26	7.36	4.96	10.24
Gascoigne	29.59	2.04	3.55	7.78	6.26	9.96
River	29.54	3.40	3.91	7.32	5.61	9.31
Whalebone	28.85	3.95	4.99	7.10	4.28	8.53
Thames	28.37	2.31	3.38	6.78	4.75	11.15
Longbridge	28.03	4.27	5.13	6.83	4.68	7.12
Abbey	25.08	2.14	2.34	5.17	3.98	11.46

"I'm blind so I can't use the internet" *(Respondent, Careline – Inclusive Survey, 2020)*

Impact of Digital Exclusion on Mental Health

- Digital exclusion can have negative impact on mental health and wellbeing including loneliness, social connectedness, and isolation.

- People living with a disability are more likely to be digitally excluded and may, including those with severe mental illness already experience health inequalities.

- Digital exclusion can lead to disempowerment.

- Increased levels of anger, anxiety, depression, jealousy and sadness.

Digital Inclusion Can Support Health and Social Care Priorities in Areas Such As:

stem4
Charity number:
1144506

- Physical and mental wellbeing
- Prevention
- Self-care
- Shared care and decision making
- Long term condition management
- Appropriate use of urgent and emergency care
  (NHS Digital, 2022)

Digital inclusion therefore:

- Provides improved self-care, more appropriate use of services, better adherence to medicines and treatment, time saving, cost savings, reduction in loneliness and isolation, patient knowledge and uptake of available benefits

Aims and Objectives of the Inclusive Digital Zone
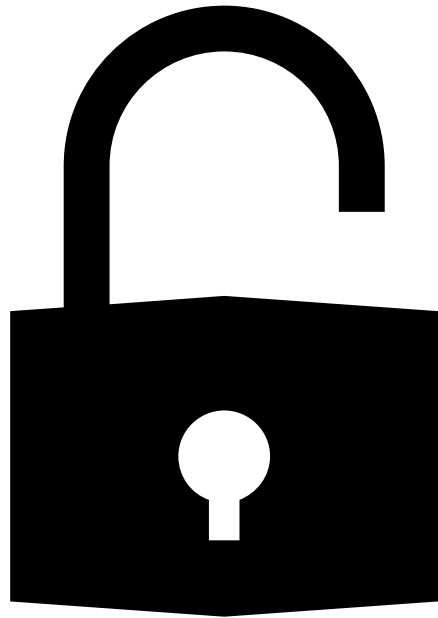
Aim

- To provide accessible digital technology to those with disabilities
- To train digital champions to help residents to be confident online and develop digital skills

Objective

- To remove the barriers to digital technology by means of location, hardware, software and digital skills.
- To support people with cognitive, sensory and physical disabilities to be digitally included.
- To help residents with disabilities to access services and opportunities that are now mostly accessible online.

INCLUSIVE DIGITAL ZONE

Inclusive Software:
JAWS - Screen Reader
ZoomText - Screen Magnifier/Reader
Azabat - Touch Typing Tutor with Audio Instruction
Microsoft Word, Excel and PowerPoint Presentation

Adaptable Equipment:
Large Screen Monitor
High Contrast Keyboard
Mouse with Customisable DPI
Noise-Cancelling Headphones
Webcam
Flexible Monitor Arm
Electric Height-Adjustable Desk
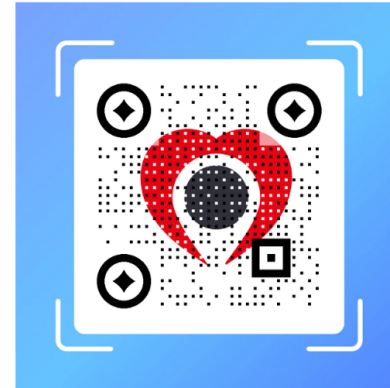
**SCAN TO LISTEN NOW
OR VISIT**
www.bit.ly/InclusiveZone

Please come and use this service at

Barking Learning Centre
2 Town Square
Barking, IG11 7NB
020 8724 8722

Dagenham Library
1 Church Elm Lane
Dagenham RM10 9QS
020 8724 3942

Barking & Dagenham Community Hub

What we offer

BLC Inclusive Digital Zone

Inclusive Digital Zone

Welcome to Dagenham Library   Barking & Dagenham

Dagenham Inclusive Digital Zone

Equipment to support individual needs

Booklets with large print and pictures showing equipment available to meet peoples' needs. Booklets also in Braille.

Suiting your needs

01 **Right-Handed Vertical Mouse 1000/1600 DPI**

DPI Adjusting Button
Next/Previous Buttons
5 Buttons and Scroll Wheel

02 **Right-Handed Vertical Mouse 1000/1600 DPI**

DPI Adjusting Button
Next/Previous Buttons
5 Buttons and Scroll Wheel

03 **Left-Handed Vertical Mouse 1000/1600 DPI**

DPI Adjusting Button
Next/Previous Buttons
5 Buttons and Scroll Wheel

04 **Right-Handed Vertical Mouse**

DPI Adjusting Button – 6 Levels:
800/1600/2400/3200/4800/8000
RGB Lights with 7 Buttons

05 **Optical Mousel**

DPI Adjusting Button –
1200/1800/2400/3600
5 Buttons and Scroll Wheel

06 **Optical Mouse DPI: 1200 – 4800**

DPI Adjusting Button:
5 Buttons and Scroll Wheel

Suiting your needs

Noise-Cancelling Headphones

07 — SONY MDR-ZX110NA BLACK

08 — ARTIX CL750 BLACK

09 — ARTIX CL750 RED

10 — White Large Print Computer Keyboard, High Contrast White Keys with Big Print Letters

11 — Yellow Large Print Computer Keyboard, High Contrast Yellow Keys with Big Print Letters

12 — Optelec ClearReader and Portable Image Reader

Rediscover the joys of reading from a book. Simply switch-on, scan your printed reading material and start listening in an instant.

12. Optelec ClearReader+ portable image reader

Scans and reads aloud printed reading material

- Simple adjustment controls for play, pause, forward, back, reading speed, volume and voice selection.
- Compact and easy to carry with a built-in carrying handle.
- Built-in high quality stereo sound speakers or connect a headset and listen discreetly.
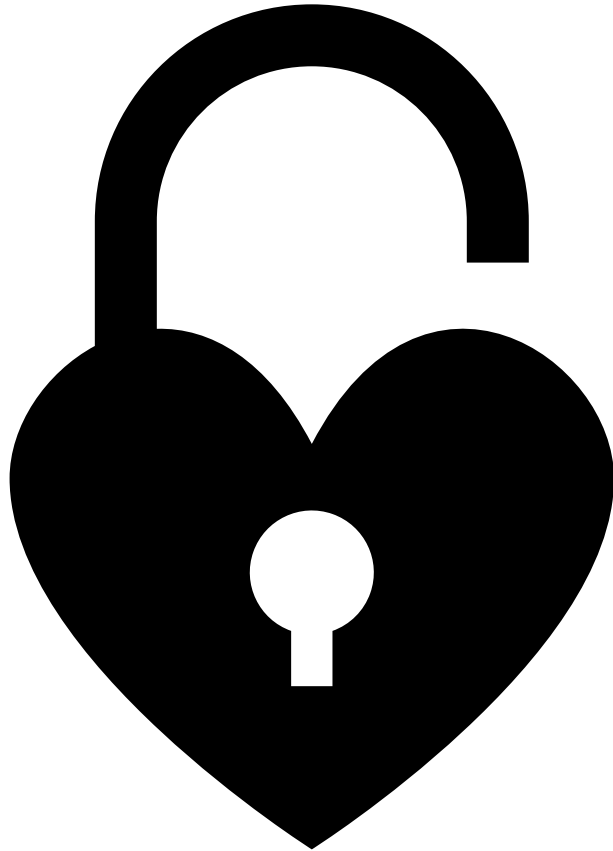
Launch – October 2023

Hours of Usage so far

Need to Promote far and wide!!!

Month	BLC	Dagenham Library
18 – 31 October 2023	15.7	1.17
01 – 16 November 2023	4.16	5.08
Total	**19.86**	**6.25**

Cain's Story

Cain is 21 years old. He came to the UK from Brazil when he was 18 years old to live with his extended family because his parents had passed away. His extended family threw him out because they believed he was 'stupid and lazy'. Cain became street homeless. He now lives in sheltered accommodation.

During this time, Cain was attending the Barking Learning Centre, where he got on well with staff. Staff felt something was not right with his cognitive ability and made a referral to Adult Intake. He was diagnosed with a learning disability.

Cain comes to the library often. Staff asked Cain if he wanted to use the Inclusive Digital Zone computers, to which he replied that he had used it before, but he did not realise that he could use them regularly. He said that he really liked these computers and thinks that they are great. He can speak English but cannot read very well. The special cursor helps him to read the words on the screen, which he said is helpful. Cain is going to college from 22nd November 2023 to do ESOL and believes that these computers will really help him with his course.

Learning Setting Up the Inclusive Digital Zones

Insights

- How to make accessible technology compatible with council public access computers.

- There is a large range of IT available. It is hard to cater for each individual need so we purchased equipment that would help most people.

- People with disability know what they need – this may seem obvious, but professionals are not good at asking, they do what they think is best. These Inclusive Digital Zones were co-designed with people with disabilities who advised, tested, and gave feedback so we could get it right.

Challenges

- Cost – accessible IT equipment is very costly for a resident to purchase. With us purchasing the IT and making it available for public use, it will enable access for many.

- Expanding and sustaining the Inclusive Digital Zones – has to be done through grant funding.

- Engaging users – whilst we have this equipment, take up has been slow. We are working with our Comms, internal teams, partners, digital champions, and residents to publicise the zones.

Barriers

There are no barriers just challenges:

- Engaging residents with disabilities to use the zones. The Inclusive Digital Zones only officially launched on the 18 and 19 October 2023. We are doing a campaign to promote them, plus asking professionals to use the space when they are working with clients.

- Accessing funding through grants so we can build on what we have and create an Inclusive Digital Zone of library technology and outreach for all to use.

Inclusive services in the community hubs

Group	Description	Day	Time	Location	Contact
Inclusive Digital Zone	Accessible computers and IT equipment plus adjustable furniture. Digital Champions to help	Monday - Thursday Friday – Saturday Sunday	9am – 7pm 9am – 5pm 10am – 4pm	BLC (ground floor)	BLC: 020 8724 8725 / 8722
Inclusive Digital Zone	Accessible computers and IT equipment plus adjustable furniture. Digital Champions to help	Monday - Thursday Friday – Saturday	9am – 7pm 9am – 5pm	Dagenham Library (first floor)	Dagenham Library: 020 8227 3942
Macular Society Support Group	Welcoming group for those with sight loss caused by macular disease	First Monday of every month	10:30am - 12:30pm	BLC, Room G14	Dean: 07812 999 648
Audio Group	Friendly group for those with hearing loss	First Wednesday of the month	10am – 12pm	BLC, Meeting pod 2 (ground floor)	BLC: 020 8724 8725 / 8722

Inclusive services in the libraries

Group	Description	Day	Time	Location	Contact
Digital Ability Inclusion Drop-in	For those with hearing loss, or sight loss, or both. Learn how to use accessibility tools and Apps on your mobile, tablet, or laptop with guidance from the sensory team.	Second and fourth Thursday of every month	10:30am -12:30pm	Dagenham Library, Meeting Room 3 (first floor)	Bernadette Wakeling: 020 8227 3780 Text/video call: 07772 229 294 Email: bernadette.wakeling@lbbd.gov.uk
Braille Buddies	Friendly Braille learning group	Every Friday, except the last Friday of the month	10:30am – 12:30pm	Dagenham Library, Meeting Room 1 (first floor)	Abiola: 07983 552 855
Vipers	For those with sight loss. Have fun, chat, organise events and outings and have tea/coffee	Last Friday of the month	10:30am – 12:30pm	Dagenham Library	Ray: 07846 917 419 Intake Team: 020 8227 2915

Inclusive services in the libraries

Group	Description	Day	Time	Location	Contact
Deaf and Hard of Hearing Drop-in Service	For those with hearing loss and need information, guidance, or advice	Online service only; please text or email first, please say if you want to meet face to face.	Online by email, video call, text, or telephone	Online	Maryan Ahmed, Deaf Community Worker: 020 8227 5567 Text/Video/Voice: 07561 703 937 Email: maryan.ahmed2@lbbd.gov.uk
Tech Hubs	IT workshops for those with sight loss.	To be confirmed	To be confirmed	BLC and Dagenham Library	BLC: 020 8724 8725 / 8722 Dagenham Library: 020 8227 3942
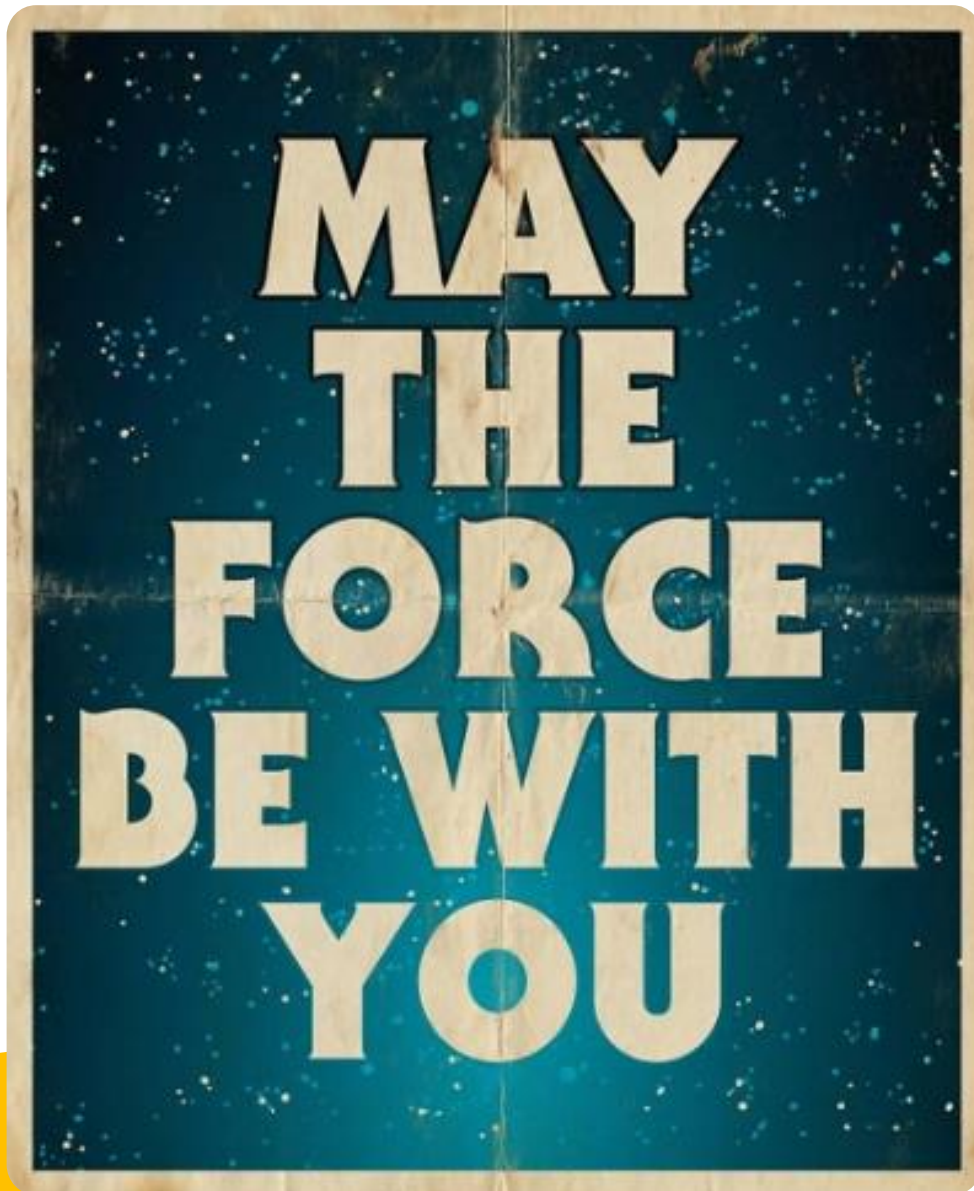
Could not have done this without you, thank you!!!

A massive thank you to our partners and residents who helped us develop the Inclusive Digital Zones:

- Residents
- Good Things Foundation
- Royal National Institute of Blind People (RNIB)
- LBBD Sensory Team
- Kendrick Morris
- LBBD IT team
- LBBD Community Solutions, Universal
- LBBD Ease Staff Network

Great News!!!

We have been awarded £6,000 from the Good Things Foundation for the Digital Inclusion Capability Grant. We will use that to set up the Inclusive Digital Zone (Outreach) so we can help those people who find it difficult to leave their homes or go to the main hubs.

We will purchase 8 iPads that have built in accessibility. Digital Champions will run Tech Hubs in the local community hubs (focusing on Valence and Heath) and professionals can borrow the devices to support housebound residents.

Thank you.

Do you have any Questions?

We are happy to come to your team meetings or speak to you one-to-one to promote the Inclusive Digital Zones and answer any questions. Please do contact us:

Sarah Sobakin, LBBD, Community Solutions Frontline Plus and Project Lead
sarah.sobakin@lbbd.gov.uk

Muhammad Haque, LBBD, Community Solutions, Frontline Plus – Digital Officer
muhammad.haque@lbbd.gov.uk

Rahat Ismail, LBBD, Community Solutions, Service Manager rahat.ismail@lbbd.gov.uk