

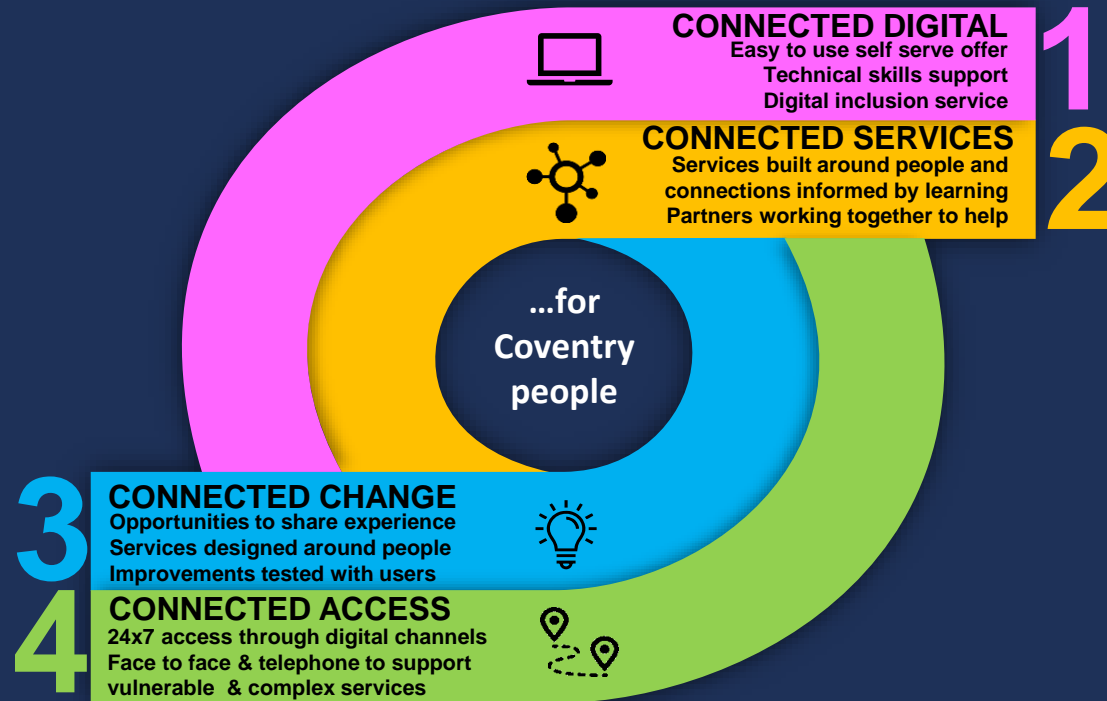
# #COV CONNECTS



# COVENTRY CONNECTS

*Connecting with the people of Coventry to deliver the services they need and listening to them to keep improving what we do*

## What it means...



## Behaviours that underpin everything that we do

listening to residents, actively seeking feedback and opportunity

embracing change and progressing improvement activities

working collaboratively, having a solution focussed attitude

being proactive and intentional, anticipating residents needs

## How we'll know we're making a difference...

- Collaborative working across the organisation and beyond is the norm, built on trust with the express purpose of helping residents and improving services
- Targets for customer satisfaction and supporting measures are in place that are shared organisationally
- Governance arrangements are in place to monitor and drive improvement activity
- Best practice against benchmark measures is celebrated organisationally and learning shared across services
- Data is shared to support the prevention agenda rather than responding to situations as they occur
- Optimum channels of contact are identified for all transaction types
- The website is easy to use and the digital council service offer has a consistent resident focussed experience with a significant take up
- Resident experience training forms part of the organisations mandatory offer
- Mystery shopper activity is in place for services that aren't directly front facing and coaching support is available for those directly engaging with customers
- End to end complaint management in place across the organisation and learning from mistakes if encouraged

## What we'll do ...

- Use the strategy and behaviours to ensure that everyone considers their actions and understands how the decisions that they make affect the resident experience
- Work with the organisation to design and evolve efficient services to achieve the best resident experience possible

## Why it's important ...

- To offer joined up service provision from across the organisation and beyond to improve the resident experience and reduce the need for multiple contacts
- To build confidence in digital channels and support people to gain digital skills
- To improve inclusivity and accessibility for all our residents
- To enable residents to inform and shape services through actively seeking feedback on their experience
- To improve our understanding of resident perspectives, helping us to anticipate their needs and expectations
- To create an organisational view of the resident to provide an awareness of individual circumstances
- To establish an organisational brand and a consistent service offer, managing expectations

# THE IMPORTANCE OF DIGITAL INCLUSION

## Digital inclusion = social inclusion

- Digital acts as an enabler to other opportunities
- People who are digitally excluded face further inequalities across various areas

## An informed choice about accessing digital

- All Coventry residents should have equal opportunities to use digital tools, technology, and services in the right way for them.
- We need to understand and remove the barriers to digital access.



# MOST LIKELY TO BE DIGITALLY EXCLUDED

## The picture nationally in 2020-21:

- **1.5 million households** (6%) without internet access<sup>1</sup>
  - 18% for over-64s
  - 11% for lower social-economic households
- **7% of households** have no devices available to access the internet<sup>1</sup>
  - 12% of lower social-economic households have no devices; 13% have just one device
- **85% of internet users** aged 16+ used a smartphone to go online<sup>1</sup>
  - 10% only used a smartphone
  - Smartphone reliance was higher among the young and lower social-economic groups
  - 87% of over-64's used a computer
- **4 million households** eligible for social tariffs<sup>2</sup>
  - Only 1.2% of eligible customers take them up
- **10 million adults** lack the most basic digital skills<sup>2</sup>
  - 50% of over-74's

## The picture in Coventry 2019-22:

- **9,380 households** potentially have no device available to access the internet – 7% of 134,000 total households<sup>4</sup>
- **27,700 16+ residents** potentially only use a smartphone to go online – 10% of circa 277,000<sup>4</sup>
- **15% of residents** in income deprived households<sup>6</sup>
- **11,910 people** claiming job-seeking benefits<sup>7</sup> – UC and JSA make up the main eligibility criteria for social tariffs<sup>8</sup>
- **800** statutory homelessness cases<sup>5</sup>
- **1094** care home residents<sup>9</sup>
- **11,170 households** (2011) where English is not the main language<sup>6</sup>
- **19% of households** in fuel poverty<sup>6</sup>
- **5,812 people** Coventry Foodbank provided food to between April and June 2021<sup>5</sup>
- **50,400 residents** over-64<sup>4</sup>, **27,400** over-74<sup>4</sup>

1. [Ofcom's Online Nation 2021 Report](#)  
2. [Data Poverty APPG State of the Nation Report 2022](#)  
3. [Ofcom Connected Nations](#)

4. [Census 2021](#)  
5. [One Coventry Plan Annual Performance Report 21-22](#)  
6. [Citywide Intelligence Hub](#)

7. [Office of National Statistics \(ONS\)](#)  
8. [Ofcom Affordability of Communication Services](#)  
9. [Coventry City Council](#)



# Connectivity

National Databank- Coventry residents staying connected



- Broadgate House
- Family Hubs
- Community Libraries
- Refugee & Migrant teams
- Moat House Community Trust
- VCSE organisations



**#COVCONNECTS**  
**Coventry City Council**

Do you need support staying connected online?

**Talk to us about National Databank**

To be eligible to receive data from the National Databank you must;

- Be 18+ years old
- Be from a low income household

And qualify in one or several of the following statements;

- I have no access or insufficient access to the internet at home
- And / or I have no or insufficient access to the internet when away from my home
- And / or I cannot afford my existing monthly contract or top up

Coventry City Council **COVENTRY CONNECTS** Call us on 08005 834333  
or email customer.services@coventry.gov.uk

*“I don’t know how to thank you for the help you gave me, I just know and say thank you from the bottom of my heart.”*

*Recipient of National Databank sim card, Dec 22*



# Devices – developing projects



Recycled CCC stock, social value leverage and community funding to support digital inclusion initiatives

“Winter Warm Spaces-  
laptops for homework”  
*Positive Youth Foundation*

“Digital drops-ins for  
women at risk of sexual  
abuse and exploitation”  
*KairosWWT*

“The House Project”  
*Through Care*

“Families in temporary  
accommodation”  
*P3 & Housing Team*

“Supported families”  
*Early Help*

“Tech & Tea”  
*Moat House Community  
Trust & AbilityNet*



# Support and skills



- ‘Strengthening the place to empower the person,’ modelling the 100% Digital Leeds community based model to influence VCSE organisations to deliver digital inclusion activity.
- Trained EnV volunteer City Host digital champions to support community and library drop ins.
- Leveraging and maximising social value commitments to initiatives
- Barclays Digital Wings #CovConnects platform to drive and monitor foundation skills provision

**#COVCONNECTS**

## Digital Skills Drop-In Sessions

Learn new digital skills with free one on one sessions

Our Digital Champions will help you learn basic skills like browsing the internet safely, setting up and using a device, creating an email or registering for a service and more.

**Drop-in sessions will take place:**

EKTA UNITY:	SAHELI GROUP:
<b>Date</b> Monday 14th November 2022 Monday 28th November 2022	<b>Date</b> Wednesday 16th November 2022 Wednesday 23rd November 2022
<b>Time</b> 12:00pm till 2:00pm	<b>Time</b> 12:30pm till 2:30pm
<b>Address</b> St Paul's Church Hall 345 Foleshill Road, Foleshill Coventry, CV6 5AJ	<b>Address</b> Sacred Heart Church Hall Harefield Road, Stoke Coventry, CV2 4BT

**Ekta - Unity** **Saheli** **Coventry City Council** **RICOH** imagine. change.



# #CovConnects- December updates\*



180 devices  
allocated for  
digital inclusion  
activity



28 partner  
organisations



142 digital  
champion  
volunteer hours



1150 data sim  
cards available



18 National  
Databank  
distribution points

\* #CovConnects launched mid-October 22,

