

## Delivery Action Plan 2018-2020

Barrier		Action	Owner	Update	Timescale
<b>Access</b>					
	1	Build Broadband infrastructure as a condition into housing planning		With Digital Innovation and Efficiency Committee	
	3	Improve WIFI in libraries and key public buildings	NLIS / IMT	<ul style="list-style-type: none"> <li>Identify additional buildings to libraries – as part of NCC programme</li> <li>Install and activate</li> <li>This is a key tenet of the local service strategy</li> </ul>	31/3/19
	3	Link to redesign of mobile library service	NLIS	<ul style="list-style-type: none"> <li>Options appraisal to Communities Committee in July 2018</li> <li>Consultation with public</li> <li>Agreement</li> <li>Implementation</li> </ul>	31/3/19
<b>Affordability</b>					
	4	Provide “recycled” computers for priority groups, based on key criteria / skills course completion	NLIS/NCLS/IMT/ Voluntary and Community sector	<p>Approximately 7000 NCC devices to be made available</p> <p>We need to understand the supply flow and over what period</p> <ul style="list-style-type: none"> <li>Specification</li> <li>Criteria for distribution</li> <li>Learning Outcomes</li> <li>Evaluation</li> </ul>	Initial distribution of first batches (as pilots) September 2018

	5	Work with voluntary sector to develop schemes for vulnerable groups		Digital Inclusion Strategy has been circulated to VCSE Sector Support Organisations Survey distributed to VCSE organisations in Norfolk	On going
<b>Skills</b>					
	6	Enable NCC workforce – promote digital training to NCC staff and members	CIL / OWD	Part of the Norfolk Futures – Digital Norfolk	On going
	7	Develop coherent and comprehensive digital training offer	NLIS/NCLS	Joint offer between NLIS and NCLS in preparation for both Adults and Children	September 2019
	8	Family learning in conjunction with schools	NCLS / Schools	Library Family Cyber offer in preparation Festival of Tech planned for February 2019	February 2019
	9	Norfolk as a test site for digital “entitlement” offer		While NCLS pitched for involvement in the pilot, it is likely that this will be put out to tender. NCLS are preparing for this, ready to be part of the tender process	On going
	10	Develop a standard digital accreditation		Plan to develop a joint brand and accreditation scheme for non-accredited digital learning.	March 2019
<b>Motivation</b>					
	11	Develop specific “hook” based		<ul style="list-style-type: none"> <li>Iconnect</li> </ul>	Feed into the shared offer

		courses e.g. how to manage finances, how to change your energy supplier		<ul style="list-style-type: none"> <li>• Computer Buddies</li> <li>• Job Clubs</li> <li>• Assisted Digital – UC, Visa, Bus Pass etc</li> <li>• Match/LD programme – using council services online</li> </ul>	
	12	Create digital leaders / champions across NCC and wider Norfolk volunteer network		Discussions with VCSE sector begun	March 2019
	13	Communications campaign on benefits of digital	Comms	<ul style="list-style-type: none"> <li>• Marketing brief being developed</li> <li>• Marketing plan will kick in when activity begins</li> <li>• Identify budget</li> </ul>	On going
	14	Develop “model” of assistive technology and adaptations to show social workers and carers		Assistive Technology paper presented to Digital Innovation and Efficiency Committee in March.	On going
<b>Trust</b>					
	15	Work with voluntary sector to develop a network of volunteers		See 12 above	
	16	Develop Buddy schemes		Library buddy scheme in operation	

		(intergenerational partnering)			
<b>Other</b>					
	17	Employ a co-ordinator to deliver the digital inclusion action plan		<ul style="list-style-type: none"> <li>• Library budget identified for 1 year</li> <li>• Job description written</li> <li>• Being graded</li> <li>• Plans in place to recruit</li> </ul>	In progress
	18	Look for funding opportunities to support digital inclusion		<p>Carnegie <b>#Not without me</b> accelerator  <a href="https://www.carnegieuktrust.org.uk/project/notwithoutme/">https://www.carnegieuktrust.org.uk/project/notwithoutme/</a>  <i>Application successful</i></p> <p><b>Voice Box Cafes</b>  <i>Application successful</i></p>	On going
	19	Evaluation	NLIS	<p>We need to ensure that we can prove that the action plan is making a difference to Digital Inclusion in Norfolk</p> <p>Use IMPACT to measure skills learnt, what they are doing with the skills and progressions – on completion of learning (filling out the form online is an example of digital learning)</p>	On Going