

Overview and Scrutiny Committee

5 December 2022

Digital Southwark

Digital Southwark – The Future



"Every Southwark resident to have access to a fast and stable internet connection, a device and the skills needed to participate in society and the digital economy by 2025"

Smart Borough - Becoming a Smart Borough

- Over the last 3 years, fibre connectivity on Southwark estates has been a key priority. Fibre to the Property (FTTP) programme has resulted in circa 40,000 council estate properties being connected, with an additional 60 community halls being provided with a free fibre connections.
- Southwark was successful in the DCMS-funded LFFN programme which will attract £2-3million to install fibre in Rotherhithe and Bermondsey. We will look to use this investment to install fibre on lamp posts to support CCTV, Electric Vehicle charging points and smart technology sensors
- Partnered with UK Broadband/Relish (now owned by Three) wireless broadband service to upgrade aerials and improve the service for residents.
- £2 million agreement over 10 years will provide a wireless broadband offer in Southwark and Income generation for the council a further upgrade where some high in demand areas they are offering a 5G wireless Wifi solution.



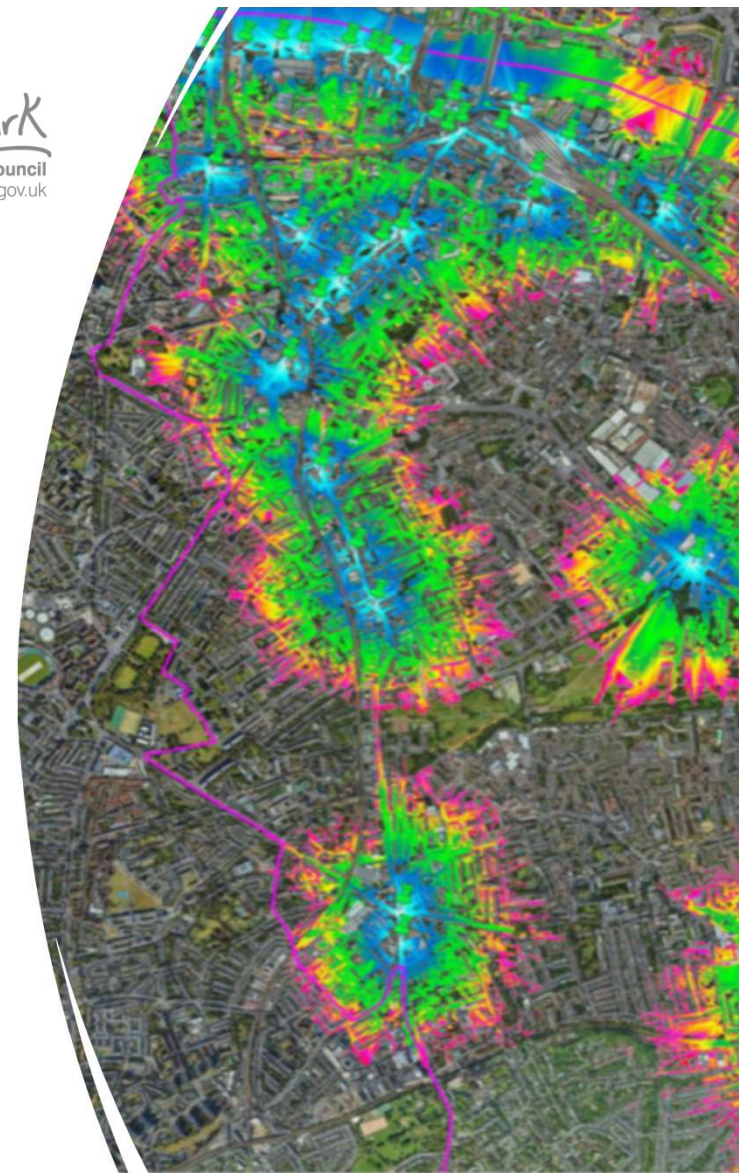
Increased Connectivity



4G small cells have been deployed on 50+ locations across the Borough during its first year, improving the connected experience of 40% of mobile users using Vodafone and Virgin Media / O2 mobile phones, especially around London Bridge

This project has also improved the fibre footprint across these areas as every small cell is fibre connected.

Primarily focusing on congregated people, namely, Tate museum, Borough Market, London Bridge Station, among others.



Digital Inclusion Pillars

Our six digital inclusion pillars form the basis of our work to ensure nobody is left offline, these are as follows:

- Affordable Broadband
- Access to Devices
- Jobs & Training
- Digital Skills (Residents)
- Digital Resilience (Businesses)
- Digital Education (For All)



Digital Inclusion initiatives for the community

What we have done so far.....



- ✓ Over 90 community buildings have been given a free lifelong full-fibre connection
- ✓ 1500 free digital skills training guides distributed to residents in the borough through local organisations and over 400 digital skills sessions this year
- ✓ Over 90 community buildings have been given a free lifelong full-fibre connection
- ✓ Nearly £400,000 in donations and devices raised for schools as part of the Laptops for Learning Campaign during the pandemic.
- ✓ 54 free broadband connections to the homes of schoolchildren who were struggling to get online during the pandemic.
- ✓ The provision of 230 free sim cards to residents in need through the Good Things Foundation National Databank

Digital Inclusion Funding Breakdown – Awaiting confirmation

- ⑩ Digital skills guides & banners across the borough
- ⑩ Tablet lending scheme
- ⑩ Routers distribution building on pilot with careleavers
- ⑩ F2F training for house-bound residents
- ⑩ Digital Champions Network Subscription for volunteers
- ⑩ Staff to deliver programme
- ⑩ Strategic evaluation & sustainability initiatives

Digital Southwark - Opportunities

Focusing on Vulnerable Residents

IoT – Technology

- Early detection of decline / or signs of life stopping - very simple and easy to deploy with right Officer support linked to above temperature monitoring - too cold or hot
- Humidity Sensors to improve health outcomes
- Trip / falls
- Care packages – what if we can determine if residents are getting up and eating? Maybe sending out caregivers to dress is no longer necessary. However, residents may need social engagement
- Assist with Supporting the release from hospital to home with right care package
- Measuring air quality to improve people's health and reduce pollution



Website Accessibility

 @lb_southwark

 facebook.com/southwarkcouncil



What do we mean when we talk about web accessibility?

- People are not excluded on the basis of experiencing a disability
- People can do what they need to do in a similar amount of time and effort as someone that does not have a disability
- Someone can complete a task without encountering a barrier or issue
- 4 out of 10 people globally need an accessible solution
- It is not a choice. **It's a legal requirement.** We are required by law to meet WCAG 2.1 AA accessibility standards.
- It's not just relevant for people with disabilities - the benefits will encompass a broader range of people such as those whose first language isn't English, or simply work in a noisy environment.

What are we doing to improve web accessibility?

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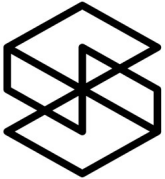
Tools



Dania Assist



Adobe Pro



Silktide

What is it?

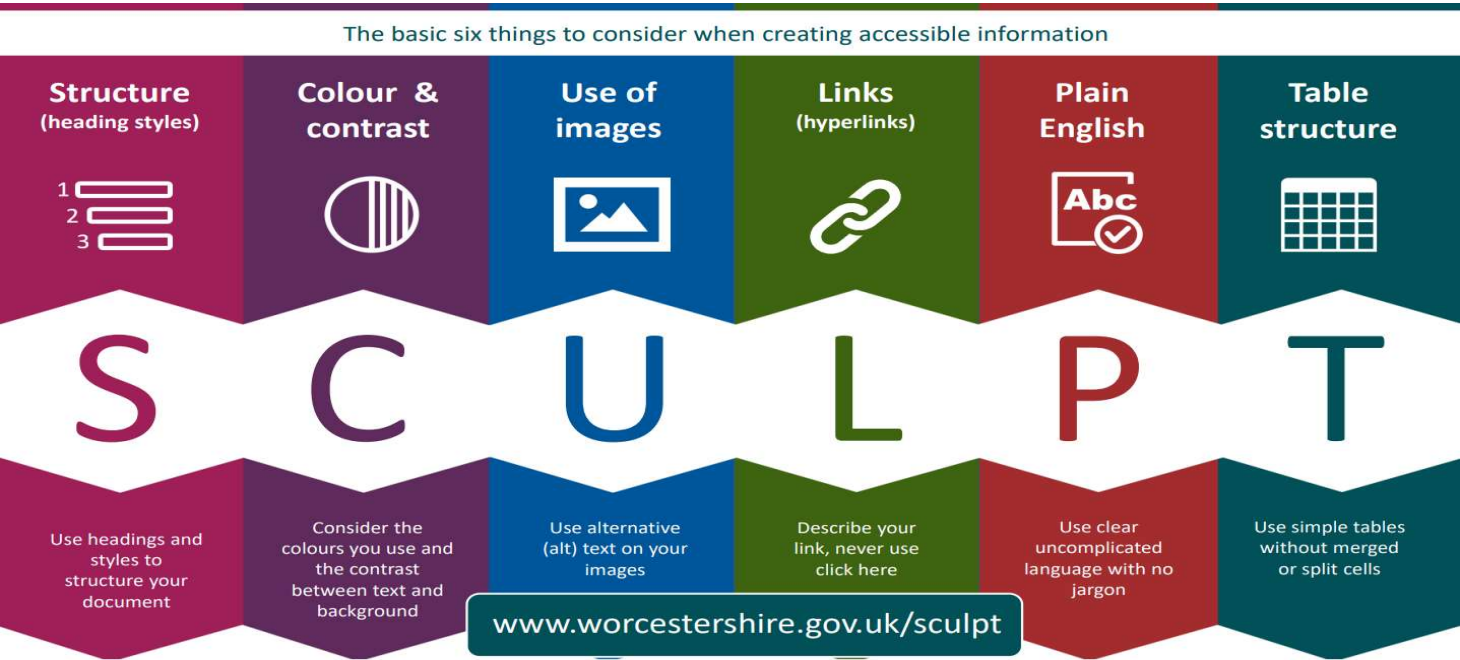
<ul style="list-style-type: none"> • Plugin for Microsoft Office • Accessible document creation – scans documents and recommends fixes 	<ul style="list-style-type: none"> • For use when Assist cannot help • Can manually tag PDFs 	<ul style="list-style-type: none"> • Automated web accessibility testing platform • Identifies and assists in fixing accessibility issues for content and PDFs
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Who uses it?

<ul style="list-style-type: none"> • Services • Web Team • Documents must pass checks before upload to website 	<ul style="list-style-type: none"> • Web Team, particularly when receive inaccessible documents from 3rd parties 	<ul style="list-style-type: none"> • Web Team • Future plan to roll out to microsites
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Training

- The Web Team are creating a training package for Southwark colleagues, based on the SCULPT framework
- Provides guidance to support anyone to develop basic skills for digital inclusion
- Relevant to anyone who is publishing content on the website.
- Employees will be required to complete a knowledge test before having access to our systems to create content.
- This will complement the expert understanding of accessibility in the Web Services team



Website Redesign

Auditing and improving content on the main Southwark website

- Accessibility is a core requirement
- No inaccessible content will be published
- Removing documents where possible & addressing historic documents as part of this
- Inclusive user engagement and testing – including a diverse range of residents

Reviewing functionality

- New functionality will be focused on ensuring an accessible experience for users

Updating the look and feel of the website

- New designs created with accessibility at the forefront
- Resident testing has been carried out on the new designs
- Engaging with NCompass disability network for feedback

New website design

