

STORIES OF CHANGE FROM THE CONNECTED COMMUNITIES INCLUSIVE BROADBAND PROJECT

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2021



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IGP POLICY BRIEFING, JANUARY 2021

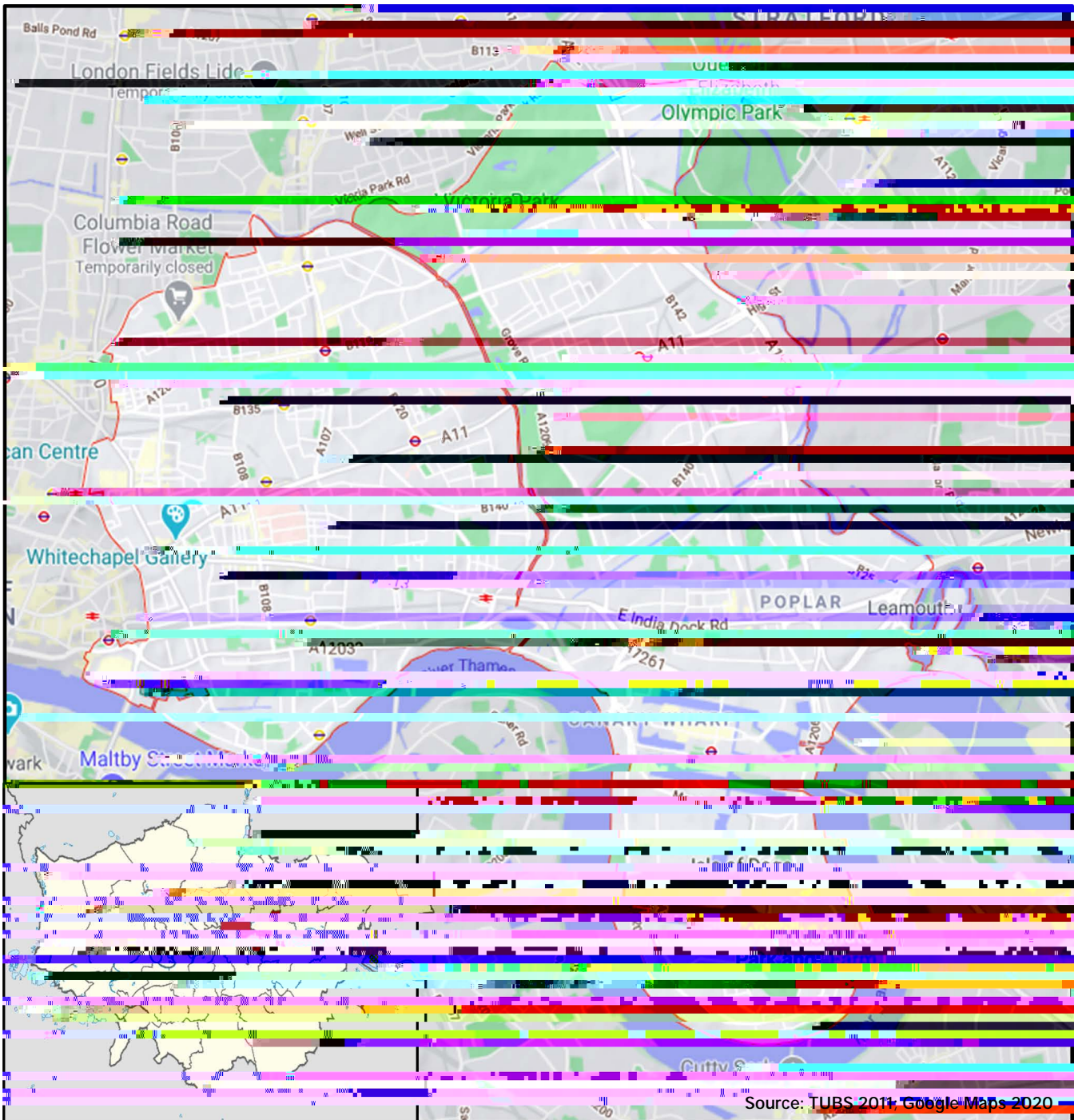
ABOUT THIS REPORT

Inclusive Broadband

Connected Communities



MAP OF TOWER HAMLETS BOROUGH



BACKGROUND

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KEY FINDINGS



beneficial impacts **important**
in four key areas

- Home Schooling and Learning opportunities;
- Work and Employability opportunities;
- Physical and Mental Health Wellbeing and Behaviours;
- Time and Costs Savings.

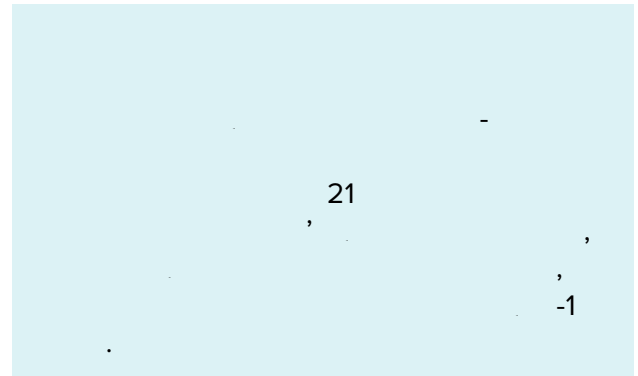


improvement required in three areas **further**

- Online Access to and Management of Basic Services and Utilities;
- ICT Skills and Internet Safety;
- Overall Broadband Connectivity and Project Reception.

KEY RECOMMENDATIONS

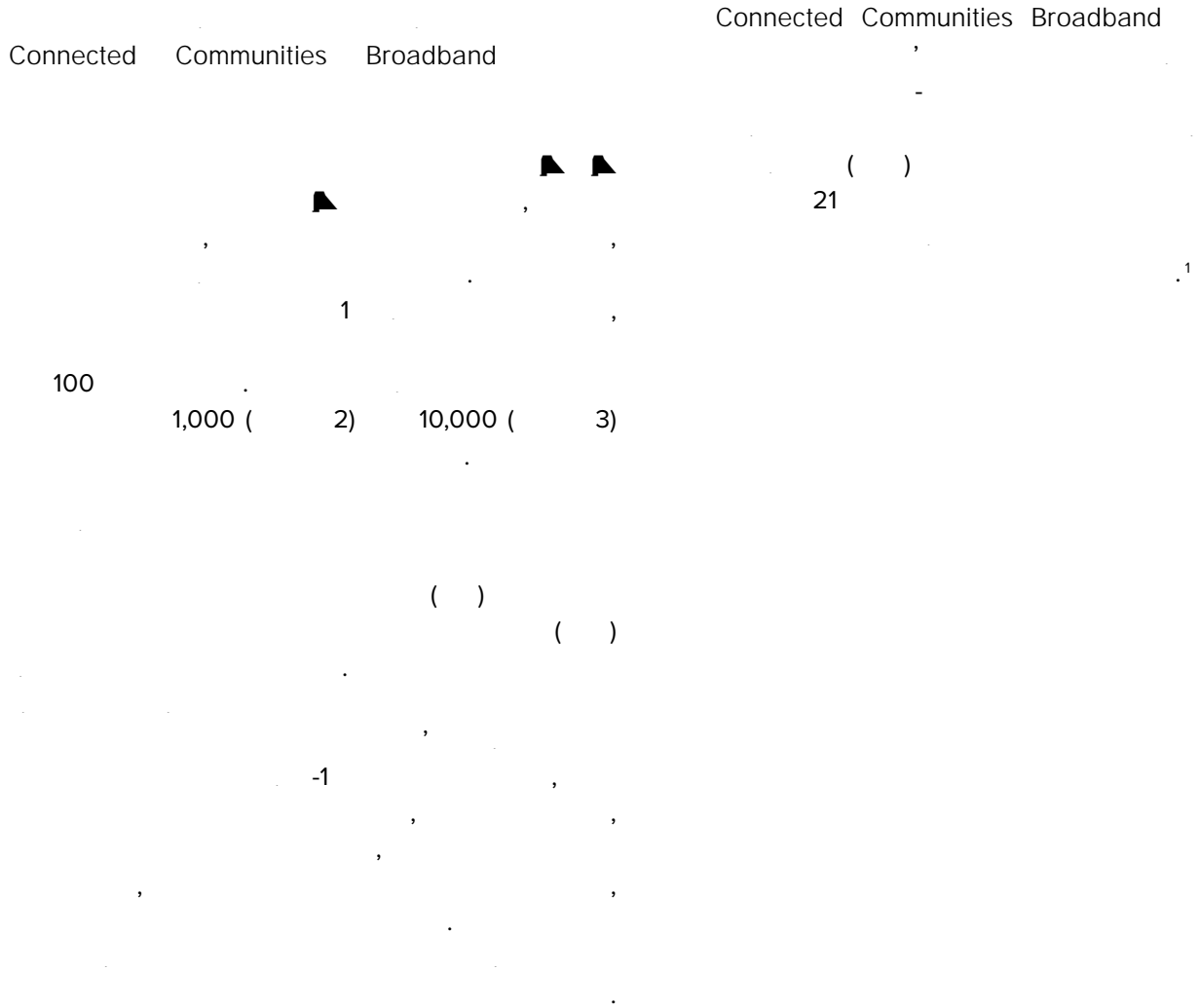
Broadband Connected Communities Inclusive



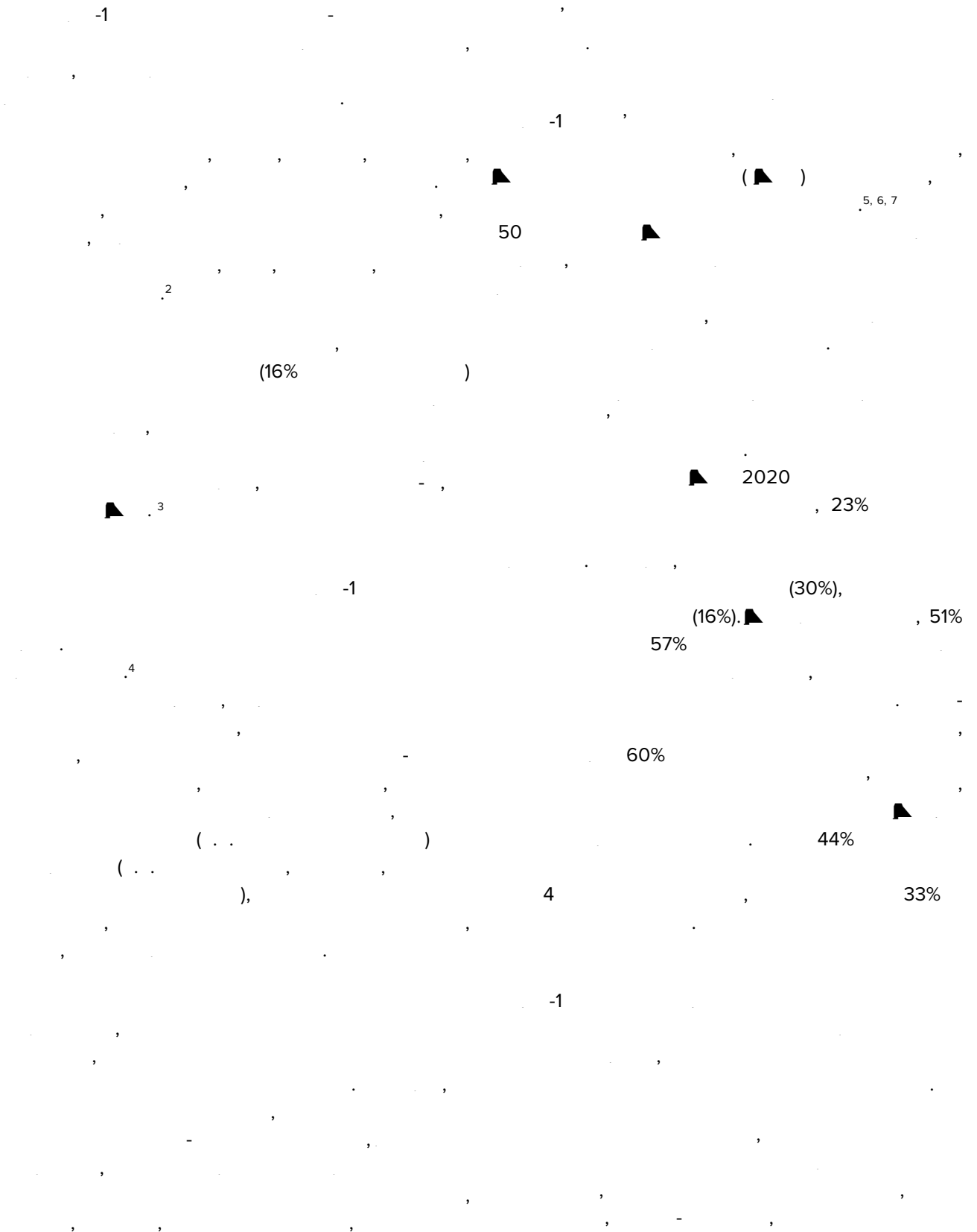
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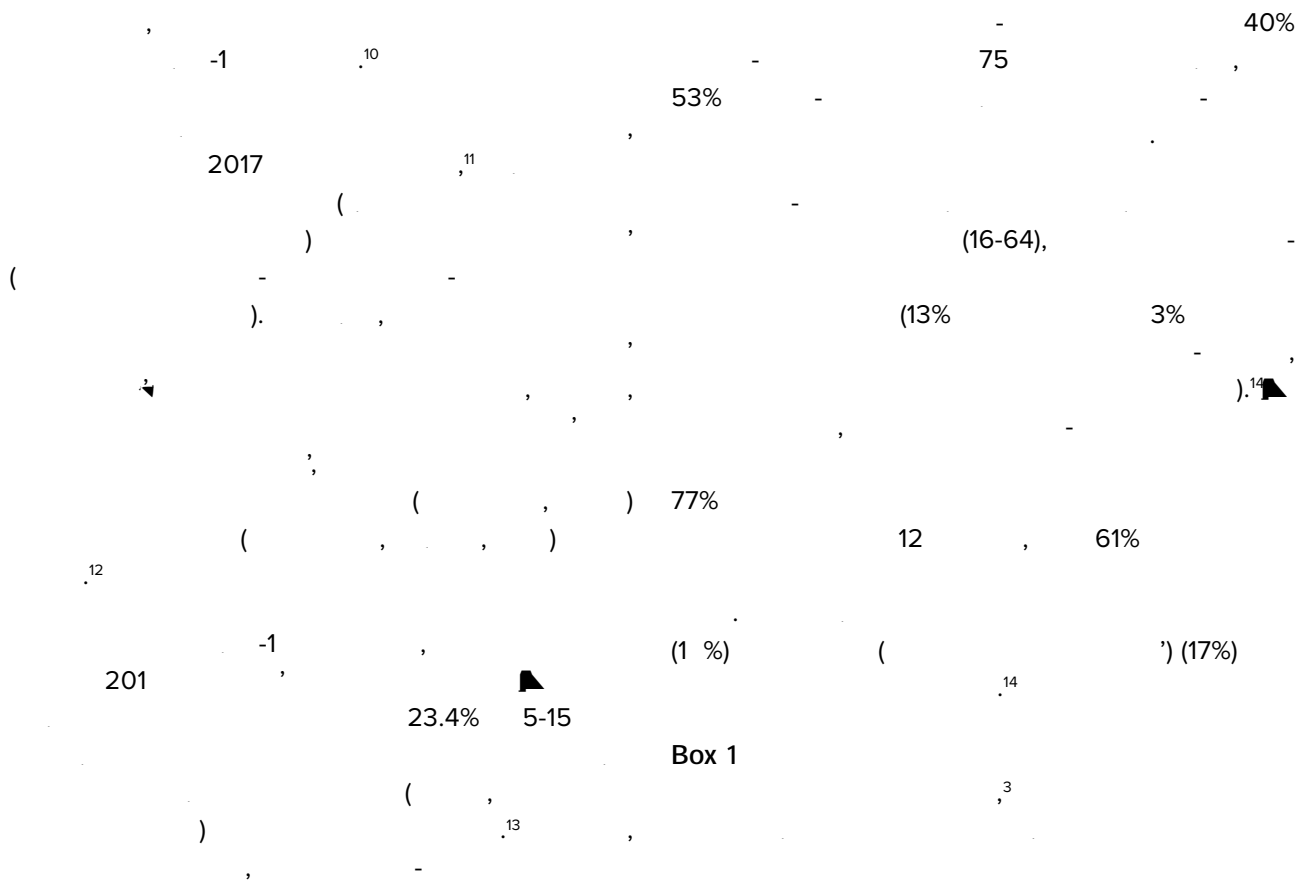


1. INTRODUCTION

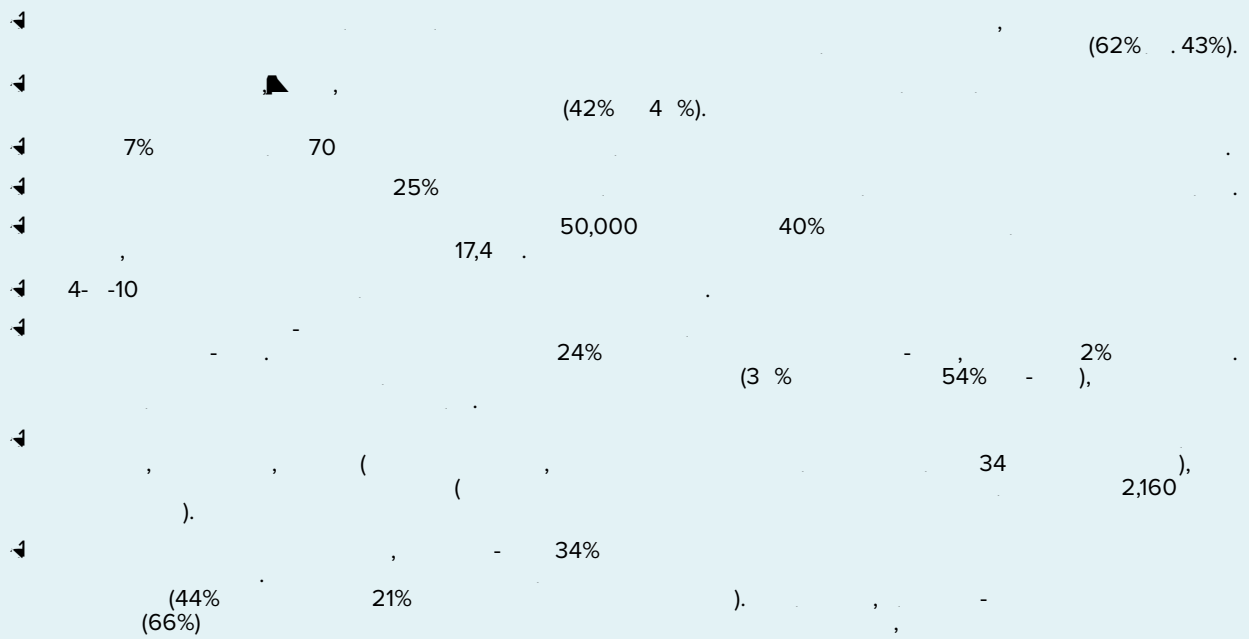


2. DIGITAL EXCLUSION IN THE UK





BOX 1 – GENDER, INTERGENERATIONAL, ETHNIC AND SOCIO-ECONOMIC DIGITAL DIVIDES



Source: Lloyds Bank (2020) UK Digital Consumer Index

2.1 WHY UNIVERSAL BASIC SERVICES ARE NECESSARY FOR DIGITAL INCLUSION AND LIVELIHOODS SECURITY

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4. RESEARCH EVALUATION OF PHASE 1 OF THE CONNECTED COMMUNITIES INCLUSIVE BROADBAND PROJECT

4.1 RESEARCH DESIGN AND METHODOLOGY

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Box 5

BOX 4. CITIZEN SOCIAL SCIENCE (CSS)

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internet Project Connected Communities

4.2 RESEARCH FINDINGS

Connected Communities Broadband Project

(a) Home Schooling and Learning opportunities; (b) Work and Employability opportunities; (c) Physical and Mental Health Wellbeing and Behaviours; (d) Online Access to and Management of Basic Services and Utilities; (e) Time and Costs Savings; (f) Information and Communications Technology (ICT) and Internet Safety Skills; (g) and Overall Broadband Project Connectivity and Performance.

HOME SCHOOLING AND LEARNING OPPORTUNITIES

"It helped me with searching for educational work by using the internet broadband. I use the Chromebook for google classroom work and to do my Spanish homework that is set on google classroom. It has helped me with my Maths and English work"

Samir, male student, age 10-11

"The Chromebook has helped me send work on my google classroom. The school gave us internet which we did not have at home. Google classroom did not work on the iPad but after I got the Chromebook, I could do my school work. Without the internet it was very boring and I have to stay at my grandmother's house during the beginning of lockdown so that I can do my work on google classroom"

Jaiya, female student, age 10-11

"It's been great, it has helped me with completing my maths and English work. I also use the Chromebook to watch YouTube videos. I use the internet to learn about Tudors and I am learning about the Tudors in school. My brothers use the Chromebook to do their school work. The internet is very fast"

Suki, female student, age 8-9

"My son uses the Chromebook for schoolwork and sometimes game as well. [...] Most importantly I am checking my son for study, some online video. How to improve my son"

Nazir Basu, male parent, married, one child



PHYSICAL AND MENTAL HEALTH WELLBEING AND BEHAVIOUR

“For my husband it was really good having the Internet during the Covid lockdown. He got some gym equipment online to use in the back garden during the lockdown, as he was shielding as he is in a risk-group because of his heart condition. I don't use the gym equipment, [but] I do join my son when he does online physical workouts in the morning. Sometimes his little brother joins! He loves it, he would say 'Mom, let's do PE session!'”

**Leyla Miah, female parent,
married, two children**

“It was also positive for swimming and boxing. Before the lockdown, my son used to go boxing and would try out Jujitsu lessons. When the lockdown started, he couldn't continue, so he started following class exercises online. We also have boxing pads at home, so sometimes we would train together, I would help him out. [...] He'd do 45-minute sessions and then he's basically relaxed, and a lot more calm”

**Leyla Miah, female parent,
would help him out. He'd do 45-minute sessions**

TIME AND COSTS SAVINGS

"The broadband money yes, I can use [the money] for something else"

**Aalia Ahmed, female parent,
single, four children**

"Yes, I'm saving roughly £7 a month from my initial broadband company"

**Kareem Gupta, male parent,
married, four children**

"Our laptop had broken, and we were about to buy a new one when we heard about the scheme with a free Chromebook"

**Leyla Miah, female parent,
married, two children**

ICT SKILLS AND INTERNET SAFETY

"My sons are very confident with using the Chromebook and internet. They can do their online homework including watching school online videos and using different learning applications. They practice their English, maths, history and other learning"

Romuz Singh, male parent two children

"My son, I think he needs to double up his skills"

Nazir Basu, male parent, married, one child

"My wife has some medical issue, so she's not able to do anything"

Nazir Basu, male parent, married, one child

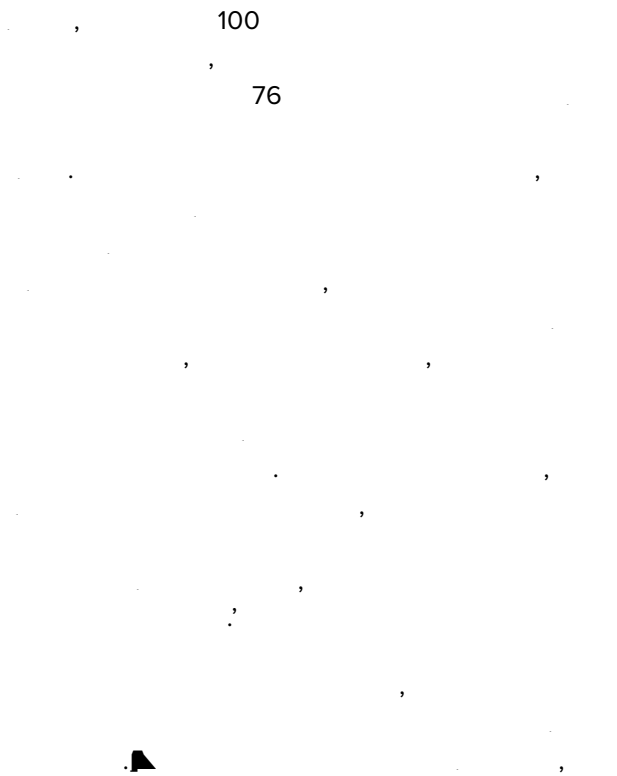
"Basically, I cannot tell you exactly, but from school they developed some restriction. I checked it and there is some restriction. Me, personally, I am checking what he is doing all the time. If there is something [I don't like] I say don't do it. But, essentially the computer has some restriction"

Nazir Basu, male parent, married, one child

"Yes, I'm able to monitor what my child is using the internet by checking browsing history"

Kareem Gupta, male parent, married, four children

OVERALL BROADBAND CONNECTIVITY AND PROJECT PERFORMANCE



"Broadband is a bit slow, but OK. [...] Everyone is comfortable using the internet. Sometimes it stops working and we have to wait until it comes back. But it's OK. They [the children] are comfortable, yeah"

**Aalia Ahmed, female parent,
single, four children**

"It is very easy to connect and use the device. [We are] very comfortable using it"

Nazir Basu, male parent, married, one child

"I would like it if you could provide Microsoft Word, etc., so my children can use it for their schoolwork"

**Kareem Gupta, male parent,
married, four children**

Conversely, other parents felt that the Chromebook was easy for "creating and editing word documents"

Nazir Basu, male parent, married, one child

"It is very helpful for the people. But if you continue, my recommendation, my advice, it's gonna be very helpful for the children and the families that don't have the ability to use it. So, I'm very happy that you provided me with laptop and internet. I'm very satisfied. And I can develop my son, and his future is gonna be bright I think. [...] If you continue, if you support more people, it's gonna be good for the families and good for future and for this country as well, I think"

Nazir Basu, male parent, married, one child

"According to me, community broadband project is a great idea to improve children's learning. Through this project children have been able to access their online learning during school closures. It has brought a positive impact in the community"

Romuz Singh, male parent two children

"I never had broadband at my flat. It's been great so far. Having a free connection and being able to surf the net at the same time. My daughter had issues doing Google classroom. However, since the Chromebook was gifted, she was very content and completed her class work successfully. She gets to do other activities on there with delight. We are all privileged to be offered such a great project all free of charge! Feel lucky that we got selected. It's on very rare occasions you get opportunities like that. We are glad we was one of them. Thank you"

Sheena Ram, female parent, one child



5. LESSONS LEARNED AND RECOMMENDATIONS

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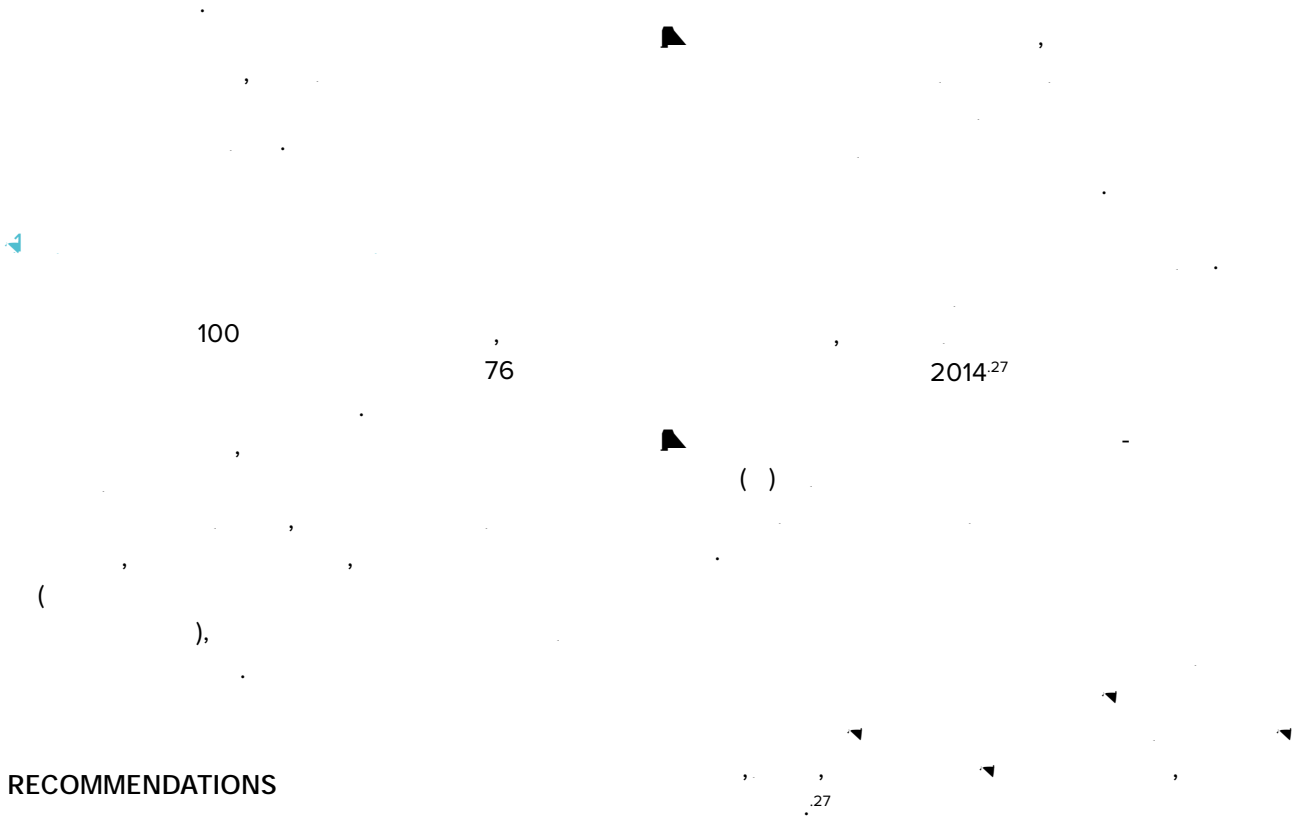
AREAS SHOWING BENEFICIAL IMPACTS

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digital exclusion at the Borough level.



RECOMMENDATIONS

We recommend accelerating and scaling up the learnings and impacts of local Digital Inclusion initiatives and other UBS-type experiments is crucial for the redesign of a welfare state for the 21st century aimed at supporting people's livelihoods security, tackling poverty and structural inequality, and building back better in a post Covid-19 world.

- Identifying a target population to better quantify and understand the dimension of
- Working in partnership to narrow the existent 'Digital Divide' through integrated approaches



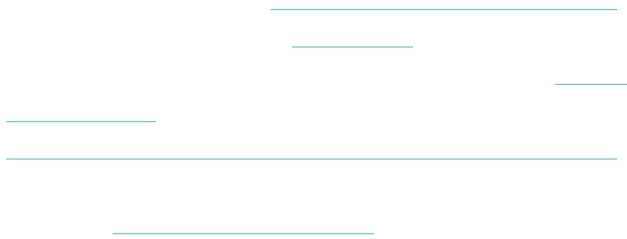
Connected Communities Inclusive Broadband

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- Learning from and supporting existing interventions

Connected Communities Broadband

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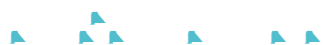
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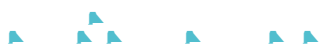
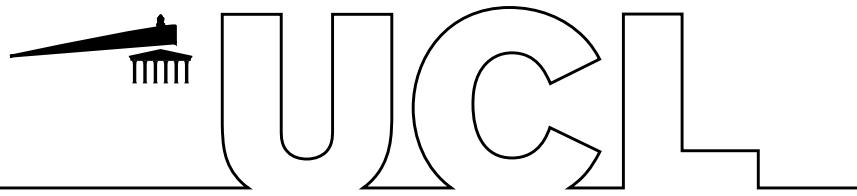
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