



Discover, Seed, Scale

UK online centres as a model for digital public spaces

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26 June 2013

...sprouting throughout Europe
...; but...

...the digital divide to prepare
...dge Society?,

...literacy of adults, even when
...e formal education system?

...advantaged" persons, respec-
...of the population?

...n the attempt to provide an
...th a parallel approach
...ctical.

...national work recently
...project, co-funded by the
...h was to detect the best prac-
...cation and Digital Literacy,
...n and e-Inclusion, with cases
...any, France, Italy and Spain.
...n the languages of these

SUTURING THE DIGITAL GASH

SUTURING THE DIGITAL GASH

A European transnational project

Gabriel Rissola
Coordinator

Conclusions by

Online Centres Foundation

- A not-for-profit social enterprise based in Sheffield
- 5,000 Community Partners
- Tackling three main barriers to digital inclusion: motivation, skills and access
- Education without institution
- Managing digital public spaces for more than a decade
- World leaders in digital inclusion

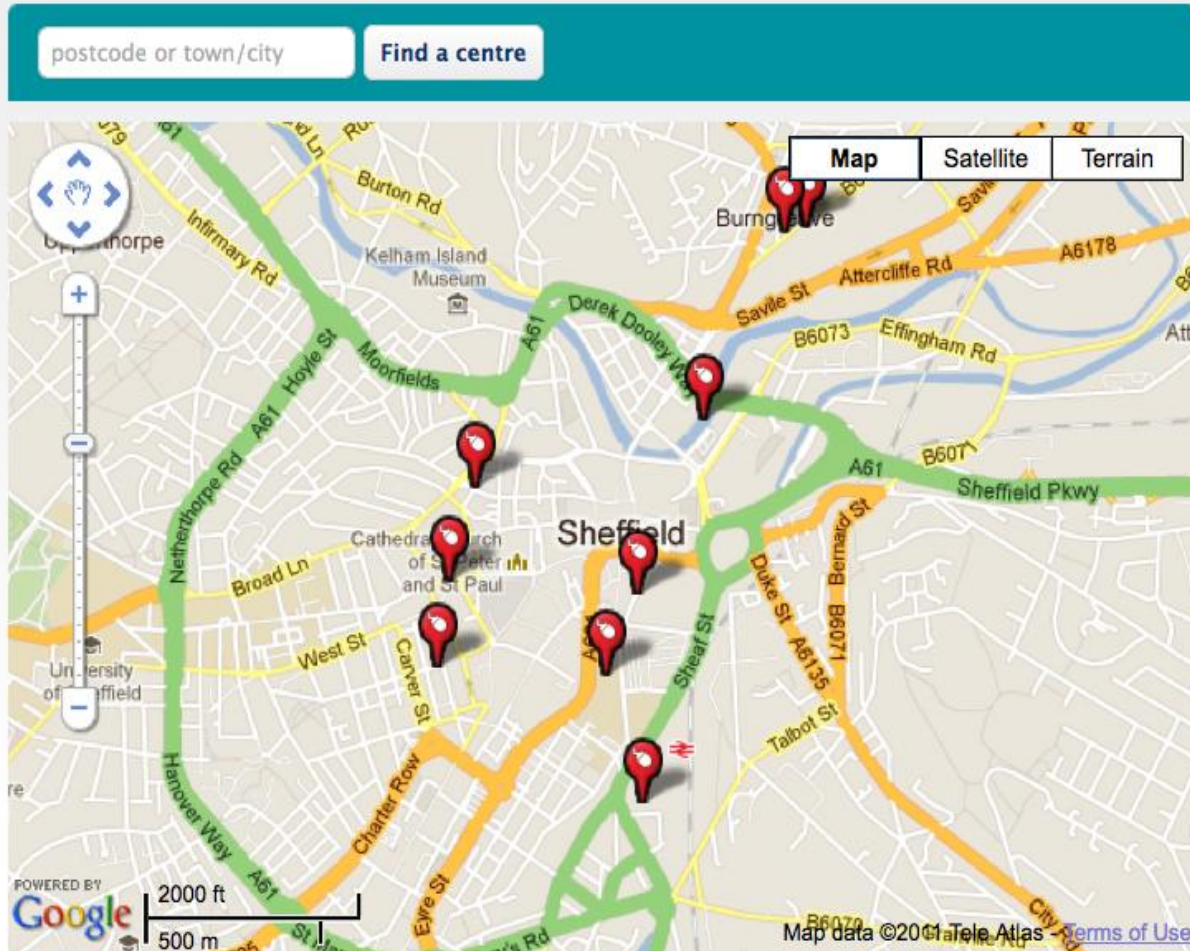
Purpose: to make good things
happen through digital technology.



- 5000 community partners: no such thing as a typical centre. Around 3500 UK online centres and 1500 access points
- All centres do something else (and support digital skills)
- Most centre partners run outreach sessions

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Centre search and free phone number search (one database for UK)



Find a computer course

There are places across the country offering computer and internet courses for beginners. The services, facilities and courses available vary but most places have staff and volunteers to help people of all ages take their first steps. Use the contact details in the results below to discover what's available locally, if it's suitable and the best time to drop in.

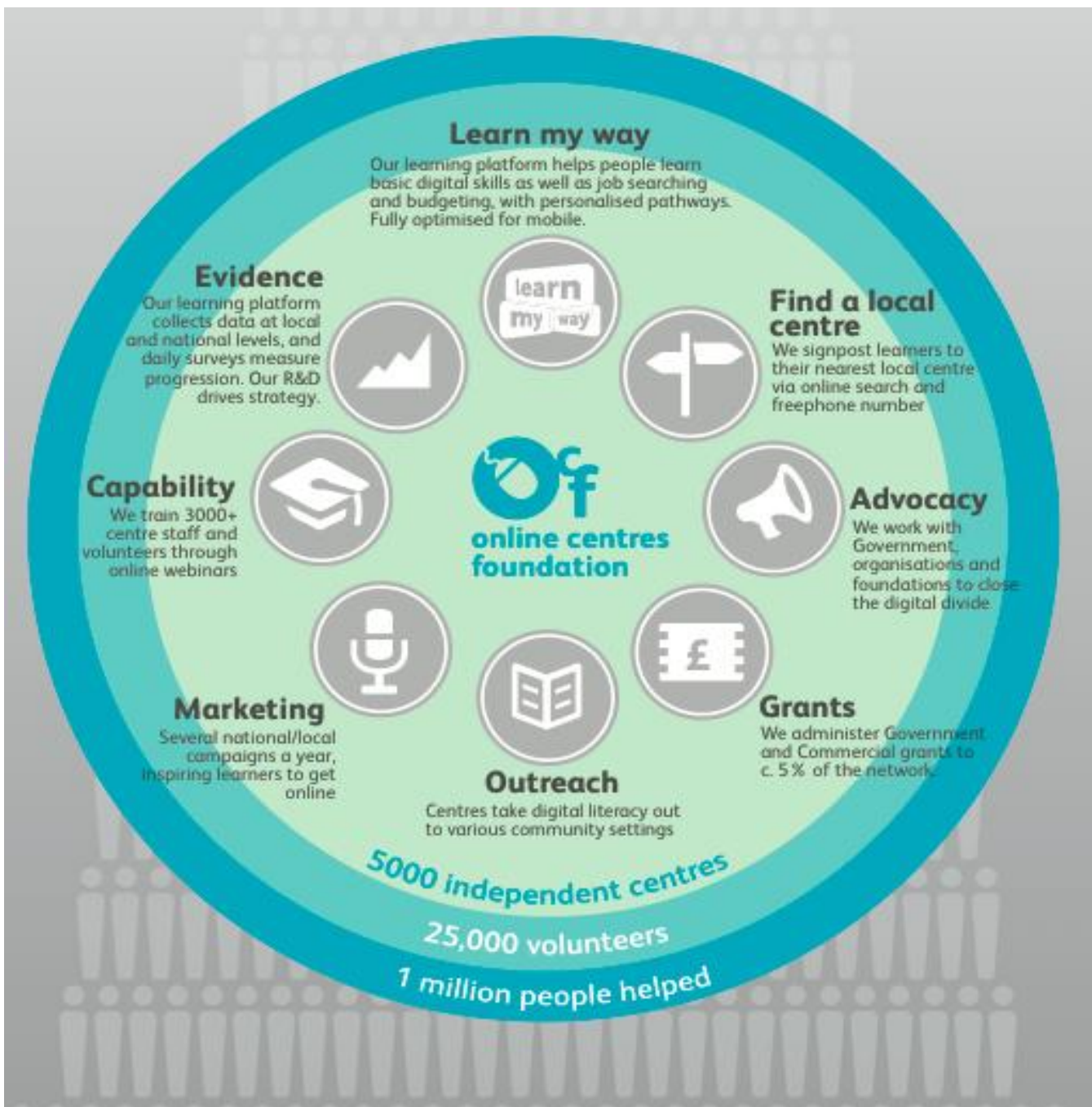
What the symbols mean:



This place is a UK online centre. It offers a range of free or low cost computer and internet courses for people of all ages.

Genesis of UK online centres as digital public spaces

- 2000: Gov set up 6000 UK online centres, funding administered by Government Offices
- 2003: management given to University for Industry to develop network – initial focus on a database, then on grants
- 2007: digital inclusion developed as policy area within government and cross-government role of centres recognised
- 2007: new learning platform, myguide launched
- 2007 – 2013: move away from performance management culture to co-creation



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I'd like to plan

My Learning



I want to get started with the

Keyboard & Mouse



I want to set up an

Email Account



I'm ready for a beginner's course

Online basics



“ Thanks to the internet, we’ve discovered a whole new world ”

Betty, 81, and Holly, 7

Networks within the network

- OCF tailor support for local centres who specialise in helping certain groups of people.
 - Into Work (to help unemployed people)
 - Disabled People's network
 - Older People's network
 - Carer's Network (to support people caring for others)
- Community Capacity Builders are local hubs that OCF helps to develop the digital capability of other local organisations

Supporting Volunteers and Digital Champions

- Support and train over 3000 volunteers pa
- Corporate volunteering programmes eg. EE and Talktalk
- Online “Become a Digital Champion” course
- “Supporting your community to get online” workshops



Our approach

- Digital spaces not places – bring learning to where people are
- Learner-led curriculum
- Learning ***about*** technology fosters learning ***through*** technology
- Volunteers critical
- Community leadership is magic ingredient

[Video](#)

National Co-ordination: the OCF Networked Effect

- Beyond just sharing good practice, we:
 - **discover** innovation happening at a local level
 - **seed** it, by helping local partners to evolve, share and shape their ideas
 - and **scale** it, by amplifying it across the network of partners to deliver *more*, with *faster* adoption of new methods, and *deeper* impact.

Nyree is offering new services

- Nyree Scott and her team support minority groups who speak different languages to improve their computer and internet

“Using the latest technology means that real conversations can take place, and the technology gives people a real chance to exchange ideas and talk together a lot more easily.”

Google Translate

Nyree Scott from Cambridgeshire Library Learning Services background is software training means she's well placed to work with communities, helping them get online and make the most of online facilities. Google Translate provided a solution to a problem she'd had for a while, how to help those who spoke little or no english learn basic computer skills.



Nicola is measuring impact

- Nicola Wallace-Dean knows how important it is to measure the impact of the work she does in her community

“I needed a tool that would help me to monitor attitudes to see if they changed. I didn’t have the budget to spend on anything fancy, and didn’t want our events to become form filling sessions. I found a free tool which allowed me to track changes easily by asking six key questions. “

Using the Outcomes Star at Starting Point

Nicola Wallace Dean, Project Manager for Starting Point Community Hub talks about how she has used the Outcomes Star as a tool for monitoring the change in participant’s attitudes on one of her community projects.



Kim & Blackpool CVS is saving money

- Most organisations are looking to save money – and Blackpool CVS is no different.

“I looked at Google to help address problems we’d been having with our server, which was costly to maintain. It’s saved time and money, and has been particularly useful as anyone with an account can log in from any computer and see what’s happening”

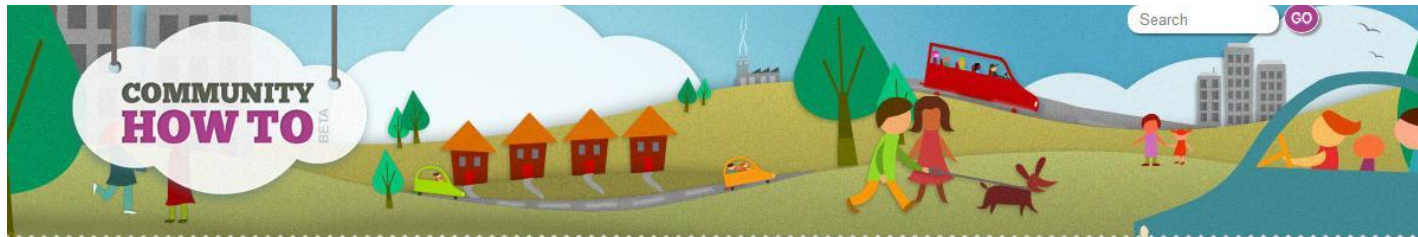
Google Apps for project management

Everyone is feeling the pinch at the moment and Blackpool Wyre & Fylde Council for Voluntary Service is no different. Project Manager Kim Wood decided to see what he could do to make savings and started to research tools that might help. He came across Google apps which had made a real impact on the way he and his team work.



Tool used:
Google Apps

Community How To



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Find out how to do more with digital tools

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Manage Projects

Manage & Recruit Volunteers

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Improve Fundraising

Measure outcomes & impact

Register now! Add your tools and comments

Do you work in your local community? Do you want to do more, more easily? Digital tools could help you, and we've brought the best ones together here on Community How To.

Featured Case Study



Managing volunteers can be challenging, but Kin Wood of Blackpool W & Fylde Council for Voluntary Service tells how digital tools helped him crack it.

[Read more](#)

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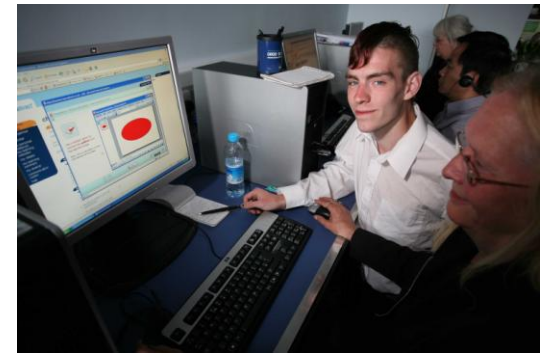
Areas for future development

- International centre of excellence for digital inclusion
- Social franchise model
- Social impact
- Reflective practice

“The Web as I envisage it, we have not seen it yet. The future is still so much bigger than the past.”

Tim Berners-Lee

Olympic opening ceremony, 2012



It's not about technology, it's all about people



Thank You

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