

Report of	Meeting	Date
Director (Communities) (Introduced by the Executive Member for Early Intervention and Support (Bev Murray))	Executive Member Decision	08/06/2021

Chorley Digital Freedom – Digital Inclusion Scheme

Purpose of Report

- To outline the need to expand the Digital Freedom 50+ initiative to a broader scope of residents and seek approval to allocate funds to provide digital support packages to residents who are digitally excluded.

Recommendation(s)

- To approve the allocation of funds for the proposed approach as outlined within this report to provide support packages to Chorley’s residents with poor digital resilience who are excluded from alternative support.

Executive Summary of Report

- Through the Communities Team’s Covid-19 community response plans a significant number of Chorley residents were identified as digitally excluded, causing significant barriers to essential services and impacting on their health. While the Chorley Digital Freedom 50+ initiative initially focussed on residents who were socially and digitally isolated in the 50+ age bracket, feedback from The Good Things Foundation indicates that the scope of this support needs to be broadened to be include the 18-49 age bracket. Working closely with referral partners, vulnerable residents will be identified, and through individual assessment, a bespoke package of support offered which may include an internet enabled device, internet connectivity and digital guidance. £15,000 is sought to be allocated from the Employability Support Programme reserve for this initiative.

Confidential report Please bold as appropriate	Yes	No
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Key Decision? Please bold as appropriate	Yes	No
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Reasons for Recommendation(s)

(If the recommendations are accepted)

- Chorley Council strategic/corporate priority digital.

Alternative Options Considered and Rejected

- To not approve the allocation of funds to eligible residents would leave them with poor digital resilience by not providing them with the digital resources they need.

Corporate Priorities

6. This report relates to the following Strategic Objectives:

Involving residents in improving their local area and equality of access for all		A strong local economy	
Clean, safe and healthy homes and communities		An ambitious council that does more to meet the needs of residents and the local area	X

Background

7. Since the start of the Covid-19 pandemic in March 2020, Chorley Council's Communities Team has seen key areas of low community resilience highlighted by the restrictions imposed to contain the virus and protect society's most vulnerable residents. It quickly became apparent that many residents were digitally excluded; 39% of all residents who placed calls to the Chorley Council Crisis Support Team in April 2020 with issues that could easily be resolved online reported to have no access to the internet or an internet enabled device in their household. This was creating significant barriers to performing essential tasks such as ordering food and essential goods, ordering prescriptions, speaking with family and friends, paying bills and keeping in touch with their community. These barriers represented a substantial risk to their health and wellbeing and as such, digital resilience has been at the forefront of the Community Team's Covid-19 response.
8. The Chorley Digital Freedom 50+ programme (in partnership with The Good Things Foundation and Selnet) has seen digital support packages delivered to Chorley's digitally excluded and financially vulnerable residents aged 50+. This bespoke support includes a laptop or tablet, internet connectivity via a mifi box and sim card and the rollout of training and guidance to help these residents perform tasks such as ordering prescriptions, food shopping and engaging in social interactions via their device.
9. Feedback from The Good Things Foundation has indicated that there are a significant number of residents who are digitally excluded in low income households, but are ineligible for the Digital Freedom 50+ programme due to their age. 1 in 5 residents who contacted Chorley Council's Crisis Support team in April 2020 due to issues stemming from digital isolation were aged 18-49. Further research into available funding streams has identified a pocket of residents who are currently digitally excluded and ineligible for any current digital support programmes.

Overview

10. Many residents are facing significant financial hardship due to the Covid-19 pandemic, and are struggling to maintain key components of good health such as accessing physical and mental health support, ordering prescriptions, keeping in touch with friends and family, ordering food and essential goods and remaining connected to their community and the outside world. For residents who are both historically or recently digitally excluded, these risk factors are significantly exacerbated.
11. Digital support is currently available to many residents; school age children can receive data and devices from the Department for Education or Children in Need; job seekers can access support via Department for Work and Pensions' Flexible Support Fund, residents aged 50+ can request devices through Age UK Lancashire and The Good Things Foundations / Selnet's Digital Freedom 50+ schemes.

12. The Chorley Digital Freedom initiative seeks to target those who are currently excluded from existing funding streams, are digitally excluded and in a low-income household to provide a support package which can include an internet enabled device, internet connectivity and digital literacy support with the aim of giving them access to essential services.
13. In the first instance these individuals will be targeted by working closely with referral partners and internal teams who are already well embedded in the community, working with Chorley's most vulnerable residents. With partners being well placed to determine applicants with a true and genuine need, this approach will mitigate the risk of fraudulent claims, and streamline the process by filtering out ineligible applicants.
14. It is widely understood that many of the long-term social implications of the Covid-19 pandemic will be far-reaching, and it is likely that not everyone who is, or will become digitally excluded will meet the threshold of support needed to engage with referral partners. Due to this, a 6-month review will be conducted to assess remaining available resource, and a decision may then be taken to allow residents to self-refer for a digital support package.

Support Packages

15. From March 2021, applications can be made for digital support packages, until the allocated funds are exhausted.
16. The Digital Freedom 50+ programme makes it clear that digital exclusion requires a bespoke approach, tackling three key factors;
 - a. An internet enabled device
 - b. Internet connectivity at home
 - c. Digital literacy (or support)

Based on these principles, applicants who meet the Eligibility Criteria of the Chorley Digital Freedom initiative (Appendix 1, p.3) will receive a bespoke package of the following based on an individual needs assessment;

- An internet enabled tablet
- A mifi box or sim card
- Access to a directory of support as outlined in Appendix 2

17. It is expected that this initiative will require significantly less digital literacy support than the 50+ programme, with levels of basic digital literacy amongst the 18-49 age group considerably higher than the 50+ age group. The main barrier to digital inclusion for the 18-49 age group is expected to be financial.
18. Using £15,000 of funding allocated from the Skills Fund, and working from device costs from the Digital Freedom 50+ programme, the potential reach of the programme is demonstrated in the table below:

	Number of Households	Total spend
Lenovo E10 tablet - supplied Dixons Carphone at £78.33 ex vat	191	£14,961.03

Huawei Mi-Fi device £30.15 and Three SIM with 24GB data (which lasts up to 24 months) £29.95. Supplied by Three	249	£14,964.90
Tablet and Mifi box with Sim Card	108	£14,950.44

19. It is expected that the sum total of applications will represent a combination of the packages detailed above, and as such the optimum reach is likely to be an approximate average of households represented in the table, around 183 households.

Monitoring and Evaluation

20. Successful applicants are required to agree to monitoring of their digital literacy, resilience and attitudes by completing a survey before receiving their support package and three months afterwards. Expected outcomes are that applicants will be able to report that they are more able to conduct essential everyday tasks digitally such as banking, ordering food and essential goods, social communication and ordering prescriptions. Secondary outcomes may include increased confidence, independence and improved quality of life.
21. Monitoring in this way provides opportunity to investigate root causes of poor digital resilience and offer referrals into further support available such as financial hardship, employment support and housing support.
22. Applicants are required to complete equality and diversity monitoring. This will measure the reach of the project across the broad spectrum of the community, and provide insight into the potential for minority groups to be more at risk of being digitally excluded.
23. Case studies will provide detailed insight into the factors that lead to digital exclusion, the challenges and successes of building digital resilience and the impact digital inclusion can have on individuals.

Implications of Report

24. This report has implications in the following areas and the relevant Directors' comments are included:

Finance	X	Customer Services	
Human Resources		Equality and Diversity	
Legal	X	Integrated Impact Assessment required?	
No significant implications in this area		Policy and Communications	

Comments of the Statutory Finance Officer

25. This funding is provided for within existing reserves.

Comments of the Monitoring Officer

26. No comments.

Jennifer Mullin
Director of Communities

Report Author	Ext	Date
Laura Hendi	-	22/04/2020



_____ Dated 14.06.21_____

Councillor Peter Wilson
Executive Member (Resources)

Appendix 1

Chorley
Council



Chorley Digital Inclusion Scheme – Digital Freedom

Purpose

1. This document has been prepared to satisfy the following:
 - a) To set out clear criteria for determining suitable beneficiaries
 - b) Manage risk in compliance with government requirements and internal audit
 - c) Provide procedural guidance to assist staff in processing support referrals.

Background

2. Chorley Council has identified, during interactions with residents accessing support through the Communities Team, that many residents are currently digitally excluded; 39% of all residents who placed calls to the Chorley Council Crisis Support Team in April 2020 with issues that could easily be resolved online reported to have no access to the internet or an internet enabled device in their household. Now, more than ever, the ability to access the internet to perform everyday tasks is beneficial to increase personal resilience through maintaining and improving mental health, overall wellbeing and reducing the risk of residents coming into contact with the Covid-19 virus.
3. The response to the Lancashire Digital Freedom 50+ project, delivered in partnership with The Good Things Foundation and Selnet, which targets residents experiencing isolation and financial hardship, indicated a need to expand the support available to more Chorley residents. A significant number of residents who were coming forward for support were excluded from the programme because of their age.
4. By working with referral partners, this scheme aims to identify and refer vulnerable residents who are excluded from the other avenues of support available; school age children can receive data and devices from the Department for Education or Children in Need; job seekers can access support via Department for Work and Pensions' Flexible Support Fund, residents aged 50+ can request devices through Age UK Lancashire and The Good Things Foundations / Selnet's Digital Freedom 50+ schemes.
5. The support packages will be available from March 2021 until all devices and data packages have been issued to eligible residents.
6. Dependent on an individual needs' assessment, eligible households will be able to request a package of either:
 - a tablet
 - data on a preloaded sim or mifi box
 - guidance or training to improve digital skills
 - a combination of all the above.
7. A budget of £15,000 has been allocated to this initiative. Support will be provided on a first come, first served basis until all devices have been issued, at which point

a review will be conducted to gauge further demand. Using referral partners and internal teams, who are already embedded in areas and demographics with low levels of digital resilience, to identify and assess applicants affords the council assurances that applicants have presented with a true and genuine need, and as such makes this approach both prudent and efficient.

8. This document sets out the council’s approach to device distribution.

Eligibility

9. From the 1st March 2021 eligible households are entitled to a one-off package of support, based on their individual needs’ assessment.

10. Applicants must satisfy each of the below criterion. The evidence required to verify these can be found in Appendix 2.

Applicants Must Be	
a)	Aged 18 years old and above (while residents aged 50+ are not excluded from applying, they will be referred to the Digital Freedom 50+ program in the first instance)
b)	A Chorley resident who does not have access to an internet enabled device or connectivity in their home. Residents in households that already have connectivity or a device can be considered for the scheme if significant barriers to digital inclusion can be demonstrated.
c)	Have no or a low income and insufficient savings to purchase their own digital equipment or data package (earning National Minimum Wage (NMW) or claiming benefits)
d)	Have recourse to Public Funds (asylum seekers are not eligible)
e)	Are excluded from other initiatives which can provide digital devices and connectivity (as listed in point 4 of this document).

Application Process

11. Approved, referral partner (RP) organisations will receive a project outline by email, including the eligibility criteria, referral process and monitoring agreement.

12. Referrals will be accepted primarily through a web-based application form. Applications from internal departments can also be accepted.

13. Partners should follow their own GDPR policy before sharing an applicant’s name and contact details. Chorley Council will then follow up the application with the applicant. A list of approved partner organisations can be found in Appendix 1.

14. Partner organisations must have signed a data sharing agreement before they are permitted access to the programme and are able to submit an application. This

data sharing agreement highlights the Council's expectations of partners in terms of due diligence for the applicants.

15. The application form will contain:

Application Content	
a)	Applicant information – name, address, telephone number, email address, date of birth
b)	Partner information – organisation address, lead contact name, lead contact email address, lead contact telephone number
c)	Equality and diversity data – The guidance suggests that we gather this data to ensure the equal distribution of support packages and to enable appropriate monitoring and evaluation. This section will be mandatory.
d)	Eligibility criteria and the opportunity to select the ones met. If all criteria is not met the application will still be able to proceed if mitigating factors are presented. An option will be available to provide this information for individual assessment.
e)	Additional information – an opportunity to detail what support is needed and why
f)	Documents – an opportunity to provide any documents required as part of the assessment process (below)
g)	Consent – Before submitting the application, the referring partner must obtain verbal consent from the applicant for the application to be made and confirm this via a tick box. As joint data controllers, the referring partner must also confirm via a tick box that they have explained the reasons for collecting the applicant's personal information and explain what it will be used for. The referring partner organisation will also receive a copy of the Digital Freedom project's privacy notice and identifying reference number and this can be shared with the applicant at this point.
h)	A copy of the grants' privacy notice will also be available via a link.
i)	Household - Does anyone in the household own an internet enabled device and/or connectivity? If yes - applicants will need to be able to demonstrate that they are digitally excluded/significantly vulnerable.
j)	Declaration – The applicant must agree to the Terms of Use Agreement

16. Partial applications will be considered, however the applicant information, partner information, eligibility criteria, equality and diversity information and consent sections must be completed before the form can be submitted. These mandatory sections will be utilised to filter out ineligible applicants by preventing the application from being submitted.

17. A 6-month review will be conducted to consider remaining resource. At this point the decision may be taken to accept self-referrals. This is in recognition of the fact that it is likely there will be residents digitally excluded who do not meet the support

needs threshold for referral partners. 6 months will enable referral partners to prioritise the most vulnerable residents in our community.

Assessment, Verification and Case Management Processes

18. Experienced officers from the Communities Team will assess and verify applications based on the information provided by application form and any accompanying evidence submitted. These officers will receive a copy of the application process and will undertake the relevant training. During the training officers will be reminded about the Code of Conduct and that they must inform their line manager if they have any relationship with the applicant so the application can be assessed by another officer.

19. To qualify for the grant, applicants need to demonstrate genuine need and the following will be taken into consideration:

- a) Whether applicants have a low income. This will be assessed with a recent pay slip, DWP letter, P60 or similar.
- b) Whether applicants any savings. This will be confirmed by self-declaration.
- c) Whether applicants already have sufficient access to a digital device and connectivity. This will be confirmed by self-declaration.
- d) Whether applicants have taken steps towards obtaining alternative support for their digital needs, where applicable:
 - a. school age children can receive data and devices from the Department for Education.
 - b. Job seekers can access support via Department for Work and Pensions' Flexible Support Fund.
 - c. Residents aged 50+ can request devices through Age UK Lancashire and The Good Things Foundations / Selnet's Digital Freedom 50+ schemes.

This will be monitored through individual case management.

- e) Whether applicants show willingness to engage with support services to help manage the root cause of their financial hardship, general health and wellbeing or social isolation.

20. The referral partner will be provided with a copy of the privacy policy which will enable them to share it with the applicant during the application process. The applicant will also be asked during the assessment process if they would like a copy of the privacy policy for the application or for it to be read to them.

21. The identity of the applicant will need to be verified and to do this they will need to present the following documents:

Relevant Documents	
a)	Photographic identification, such as a passport, driving license or biometric residence permit (BRP)
b)	Payslip, P60, DWP letter or similar
d)	Recent Utility or Council Tax bill which shows an address

- | | |
|----|--|
| e) | Where applicants do not have photographic identification, they will be asked to provide: P45, P60 or a pay slip, a birth or marriage certificate or divorce papers |
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22. Where insufficient evidence is provided applicants will be given an opportunity to provide additional evidence to demonstrate their right to live and work in the UK.
23. Furthermore, an application can only be approved if other sources of funding or support are unavailable for what the applicant requires. Duplication must be minimised by adopting a partnership and case management approach which will be undertaken by the Communities Team alongside referral partners. The Communities Team will liaise with other departments to determine if the applicant has received any of the other COVID-19 Grants that are available to the public.
24. Only one application is permitted per household.
25. Applicants agree to engage with the monitoring process to discuss ongoing barriers to digital literacy, financial hardship, mental wellbeing and physical health.

Award Structure

26. Applicants can receive a digital support package for the following categories of support:
- a) internet enabled device - tablet
 - b) connectivity and data - mifi box and sim card
 - c) digital skills guidance
 - d) any combination of the above.

Allocation and Delivery Process

27. Support packages will be allocated via a three step process; application form, reviewing officer and assessment decision. The roles of reviewing officer and assessment decision must be completed by independent Officers.
28. If an applicant is successful they will be required to sign a Terms of Use Agreement, which outlines how a device may be used and indemnifies Chorley Council against any activity that is conducted with the device or connectivity provided.
29. If an applicant is successful, they will receive their chosen package via direct distribution by an officer.
30. The recipient will be required to sign receipt of the device at the time of delivery. The delivery officer will require the applicant to confirm their identity.
31. The Community Engagement Officers will be responsible for carrying out a duplication and fraud check by name and address to ensure households only

receive one support package. This is to maintain the fair distribution of digital support amongst Chorley residents. Referral partners must not knowingly refer the same household twice.

32. Unsuccessful applicants will be notified if they have failed to qualify and why via the referral partner if they are ineligible. Self-referrals or applicants who are unable to satisfy the requirements for evidence of eligibility will be notified by the Communities Team.
33. The Reviewing Officer, Assessment Officer and Delivery Officer will undertake the allocation and delivery process.
34. The Communities Team will maintain a full audit trail from start to finish and will keep up to date records of the number of applications processed and support packages distributed. Stock control measures will be employed with records maintained of devices issued and periodic checks made using this record against stock levels.

Exclusions

35. Applicants are not considered for the scheme if:
 - a) they do not provide the necessary identification documents set out in point 20 of this document.
 - b) They do not have legitimate access to public funds.
 - c) They do not provide proof that they are on low income or qualify to receive income related benefits.
 - d) If they already own an internet enabled device with internet connectivity.

Fraudulent Applications

36. To minimize the risk of fraud, the following procedures will be implemented:
 - a) There will be a preference for residents to be referred via a referral partner. This would indicate that they are personally known to a service and have presented with a true and genuine need.
 - b) Pre- and post-support assurance plans and a fraud risk assessment are in place. See Appendix 3 for the initiative's pre- and post-package assurance plan.
 - c) Applicants need to give permission to be contacted via an application form so that an assessment of need and verification process can take place.
 - d) Applicants must agree to participate in a monitoring process, which would enable us to undertake follow-up calls and verbal checks to determine that the support package has improved the digital resilience of the household.
 - e) Information will be forwarded to staff dealing with applications and systems will be updated where fraudulent information is received.
 - f) Duplication check against name and household
 - g) Staff will be reminded of the Code of Conduct for allocation of devices.
 - h) Team Leader will carry out period independent checks of master record, allocations and stock levels.
 - i) Independent Officers will conduct different stages of the process.

Maintaining Equality

37. Under the Equality Act 2010, all public authorities must comply with the Public Sector Equality Duty. For the purposes of this grant, we will ensure that people are not disadvantaged or treated unfairly by this scheme or other forms of support. To do this we will:

Maintaining Equality	
a)	Accept referrals from any referral partner as long as they sign a data sharing agreement
b)	Ask referral partners to complete an initial form on an applicant's behalf
c)	Ask referral partners to support applicants with the submission of verification information (where possible)
d)	Undertake the assessment process with applicants over the telephone or via video call based on individual need
c)	Standard Equality and Diversity questions will be included as part of the application process and data will be monitored

Monitoring Spend

38. This will be done by the Digital Inclusion Lead, who will be responsible for developing and maintaining a monitoring process which will allow the continual assessment of the referral rate, the number of applications approved and the form of support allocated to each household. The total amount of funding allocated will be monitored daily by the Digital Inclusion Lead, supported by the Project Support Assistant.

39. This funding will be allocated on a first come first serve basis based on all applicants meeting the assessment, eligibility and verification requirements. Once the funding is spent, any other applicants referred will still have access to digital inclusion support offered by the Council.

Further notes

40. IT will carry out relevant test plans on the application form before the launch date.

41. For the purposes of application assessment and verification and to comply with GDPR, the Communities Team have nominated two Officers to have access to the IT system.

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42. The scheme closes when the full allocation of funding has been spent and a full audit trail will be maintained regarding applications received, accompanying documentation and details of the Officers who carried out verification and validation checks etc. All relevant documentation will be retained in accordance with the Communities team's retention policy.

43. The council may amend the guidance at any time.

44. There is no right of appeal against the council's decision.

Process Summary

Process 1 – Application Process

1. Application form is completed Partner organisation or internal referring officer completes fields in a web based application form on behalf of applicant.

Manual process Application content is detailed in point 15 above.

2. Application is submitted

Automated process

Process 2 – Assessment Process

3. Allocation to user The Reviewing Officer will be allocated all applications at this stage. Submitted Chorley Digital Freedom Application Form generates an assessment form through My Account which is processed by the Communities Team:

- a. Details of the applicants support network
- b. An assessment of why the applicant requires a digital support package
- c. Details of the applicant's benefits
- d. Details of any support provided by partner organisations
- e.

4. Collection of missing information The Reviewing Officer will obtain missing information from the applicant and add this to the application form.

5. Assessment Form is submitted The application will then go to the Assessment Officer.

Process 3 – Case Management

6. Case Management process begins The Assessment Officer will determine:
a) If the eligibility criteria has been met with supporting documentation
b) If mitigating circumstances allow the application to be approved on a case-by-case basis

Manual process

Completed by the Communities Team The Assessment Officer of the applicant will do the following:
a. Determine if there is any other provision or funding available that will meet the needs of the applicant in an attempt to minimise

- any duplication
- b. Determine if there are any organisations that the applicant can be signposted to support them with other areas of need that may be presenting with

Process 4 – Verification Process

<p>7. Grant verification report is generated</p> <p>Manual Process</p> <p>Completed by Communities Team</p>	<p>The Officer who submits the assessment form is also responsible for verifying the applicant’s documents and allocating a grant payment amount:</p> <ul style="list-style-type: none"> a. Verifying identity, age and address of applicant b. Verify if the grant eligibility criteria have been met c. Verify with other departments if an applicant has already received any other grant, such as business and self-isolation grants (please note that the allocation of other grants does not automatically disqualify an applicant from receiving funds from this grant if there is a genuine need) d. Verify referral from partner agency by contacting the individual who made the referral. Please see a list of approved referral partners in Appendix 1. <p>Please note:</p> <ul style="list-style-type: none"> e. Officers will have the ability to upload documents that have been obtained during the assessment process f. A box will be available to record the type of support package allocated g. A save and return later option will be available to allow officer time to collate all the relevant information
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Process 5 – Validation Process

<p>8. Support validation report is generated</p> <p>Automated Process</p> <p>Completed by Communities Team</p>	<p>The Communities Team receive an automated daily report from My Account detailing applications to be approved before they transition over to the officer responsible for distribution. This will require the Reviewing Officer to log into My Account on a regular basis to process applications, chase outstanding documentation and progress to the Assessment Officer.</p> <p>The Assessment Officer will be responsible for checking and approving applications.</p> <p>The Communities Team Leader will also undertake monthly checks on the scheme and review support packages being issued.</p>
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Process 6 – Procurement Process

<p>9. Processing support packages and procurement</p>	<ul style="list-style-type: none"> • • The Communities Team will follow procurement policies when purchasing support packages.
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Completed by
Shared Service
Procurement
Department

-

Devices will be purchased through joint procurement with Chorley & South Ribble Shared Service.

Process 7 – Distribution Process

9. Processing support packages and delivery

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- The Delivery Officer receives details of approved support packages from the Assessment Officer.
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- The Delivery Officer will liaise with the applicant to advise them that they're successful and to arrange delivery of the package. Applicants will be advised that they must be able to provide identification upon delivery.
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The Delivery Officer will check identification of the application upon arrival and the applicant will be required to sign receipt of the package.

The Delivery Officer will follow current Council guidance when making deliveries following an up-to-date risk assessment provided by the Communities Team Leader.

Appendix 1

List of Approved Partner Organisations

Below is a list of all partner organisations who have signed a data sharing agreement as part of the Communities team multi-agency work.

	Organisation
1	Lancashire Care Foundation Trust
2	Lancashire Constabulary
3	Lancashire Fire and Rescue
4	Lancashire County Council

5	Lancashire Teaching Hospitals Trust
6	Chorley Community Housing (Jigsaw Homes Group)
7	Places for People
8	Age UK
9	n-compass
10	Lancashire Volunteer Partnership
11	Progress Housing Group Limited
12	Lancashire Wildlife Trust (Myplace Project)
13	Citizens Advice West Lancashire
14	CGL Inspire Lancashire
15	Chorley Central Primary Care Network
16	GP Collaborative (East)

Appendix 2

Verification of Eligibility Criteria

No	Criteria	Evidence	Responsible	CBC Chorley Council	Government	Self-Declaration	Status
1.	Notified on or after 1st March 2021	<ul style="list-style-type: none"> ○ Support Package Application Received 	Communities Team	Yes			
2.	Individual aged 18 years and above	<ul style="list-style-type: none"> ○ Drivers licence / passport ○ Confirmation via referring partner agency ○ Birth certificate 	Communities Team	Yes		Yes	
3.	A current Chorley resident	<ul style="list-style-type: none"> ○ Utility ○ Recent Council Tax Bill 	Communities Team	Yes		Yes	
4.	Have no or a low income	<ul style="list-style-type: none"> ○ DWP letter ○ Confirmation via referring partner agency 	Communities Team	Yes		Yes	
5.	Individuals with Recourse to Public	<ul style="list-style-type: none"> ○ Drivers licence / passport ○ Confirmation via referring 	Communities Team	Yes		Yes	

	Funds	partner agency					
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Appendix 3

Pre- and Post-Payment Assurance Plans

No	Criteria	Evidence	Responsible
1.	Pre- support package assurance eligibility check	<ul style="list-style-type: none"> All documents and assessment notes to be cross referenced with eligibility criteria 	Communities Team
2.	Pre- support package assurance recipient check	<ul style="list-style-type: none"> All documents must confirm: <ul style="list-style-type: none"> -Name -Address 	Communities Team
3.	Pre- support package assurance amount check	<ul style="list-style-type: none"> The support package to be allocated must correspond with the circumstances and needs of the applicant as identified on the referral and assessment forms 	Communities team
4.	Post support package assurance checks	<ul style="list-style-type: none"> As part of a case management process, applicants will be contacted at a later date to confirm the support package has met the area of need which initiated the application All attempts to make contact and details of any communications will be recorded in separate case 	Communities Team

		management records	
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Appendix 2

Chorley Digital Freedom Skills Opportunities

Chorley Council are committed to supporting you to get the most from your new device and will contact you soon to make sure you're getting the most out of your new device (and if you're struggling, provide learning opportunities too).

For now, we recommend you consider the support below, which includes different learning opportunities:

Face to face support

(this has been impacted by Covid restrictions, but will be up and running again as soon as possible)

We're working with Lancashire Adult Learning to provide courses that meet the needs of residents who require a little more support to learn. Currently postponed due to Covid Lockdown T4 restrictions.

Learners should enroll with Lancashire Adult Learning to be advised of the next available course. Enrolment can be done online here [ICT and Digital | LAL - Lancashire Adult Learning](#) or by telephone 0333 003 1717.

Online training

<https://www.learnmyway.com/> -

A self-learning online portal. Learners will need to have sufficient skill level to navigate the website, or someone in their support bubble who can help.

<https://www.lal.ac.uk/what-we-do/ict-digital/>

A virtual tutor led learning portal. Learners will need to have sufficient skill level to access the lessons, or someone in their support bubble who can help.

Digital Champion telephone support

We are currently recruiting and training a team of volunteer Chorley Council Digital Champions, who will offer ongoing 1:1 support to individuals who request support to use their digital device. Information of how to access this support will be provided through ongoing case management of residents accessing the Digital Inclusion Scheme.

Contact the Communities Team on 01257 515151 if you'd like to access this form of support.

Digital Champion / Buddy training

<https://www.lal.ac.uk/what-we-do/ict-digital/>

Online learning for anyone wishing to help a friend or relative with their digital skills.