

INFORMATION OBTAINED FROM SEFTON'S REGISTERED SOCIAL LANDLORDS TO FIND OUT WHAT THEY WERE DOING, OR COULD DO, TO PROMOTE DIGITAL INCLUSION

One Vision Housing

Have confirmed that they are promoting digital inclusion in the following ways:

- The development of a customer self-serve portal for the payment of rent and repair reporting which will reduce telephone enquiries with regards to rent and repairs away from our call centre
- Undertaking a review in 2018 of the call centre telephony platform with a view to introducing 'live chat' and a system which can support more agile working
- Currently undertaking an agile working pilot with a team within the Organisation
- The use of social media to communicate with our customers including twitter and facebook
- Website with up to date information of services available and a reporting /enquiries function
- External Funded granted to our retirement homes which enabled residents to buy laptops and receive training with regard to their use
- A digital suite within our Coral Drive Office used by customers to job and accommodation search
- Working closely with DWP and UC claimants to help with their transition onto UC – help hub on our website
- Strand by Me- gift aided four computers and financed internet access for this service – to help those who are digitally excluded

Regenda Group

As part of its Digital Strategy regenda have made a commitment to embed initiatives that will assist customers to access online services. This will allow them to support customers who struggle to access services needed for Universal Credit roll out for example. Regenda are also reviewing the services they provide with the aim to deliver these digitally for those who can. This may for example include online employment advice to support people into work.

Where required, they will improve WiFi provision in their offices to enable customers to access the internet where possible.

Regenda are also exploring technology within the build design of new homes to help to deliver an enhanced service to customers.

Riverside Housing

An officer has been leading on Riverside's approach to Digital Inclusion from a Care and Support perspective. As background Riverside Care and Support currently deliver over 330 accommodation-based, floating support and outreach services across 96 local authorities in England, supporting approximately 4600+ vulnerable adults and young people with diverse support needs each year. In Sefton Riverside have 17 Retirement Living services, predominantly based in Southport but also a few in Bootle, Seaforth and Litherland.

As part of their plans Riverside have committed to providing Wi-Fi to their larger Care and Support schemes (194 in total) for customers to be able to access Wi-Fi in communal areas. They are also in the process of recruiting a full time post on an initial three year term who will act as the lead for Digital Inclusion for Care and Support and project manage the roll-out of Wi-Fi as well as working with local teams to support customers to get online independently, e.g. through training, recruiting Digital Champions etc. They will also work closely with colleagues from Social Housing teams to help develop the group wide offering to customers.

Your Housing

Your Housing are currently in the process of a large digital transformation across a number of work streams within their business in order to streamline and enable more efficient ways of dealing with our tenants.

So far Your Housing have enabled and rolled out their Digital Tenancy which is available for all new tenants when they sign for one of their properties. They provide a set of personal information to us online together with ID and then digitally sign their Tenancy Agreement. This then allows them access to the Online Portal where they can make payments (rent) and report repairs on line without the need to contact our contact centre.

For tenants who may not be digitally enabled Your Housing are also able to assist them face to face where a member of the team will process the application with the tenant via their works laptop/tablet/phone in order to still sign up digitally

Digital Portal is available to all tenants to sign into and then log and report any repairs with the exception of emergencies which should still be reported in person via telephone to our Emergency Repair Team. They can also make payments via the digital portal on their rent account.

Your Housing are also analysing all the data it holds on all of their tenants in order to better understand them so that they can tailor their approach to the services that offered. For example those that are currently digitally engaged Your Housing may contact via text message, email or in the future via their digital account.

So in summary here are the things currently available for all tenants

- Digital Sign up – all new tenants
- Digital Portal – available to everyone
- Report a Repair – via Digital Portal
- Online payments – via Digital Portal

Your Housing's Customer Assurance Panel (CAP) also provide a free 'Learn My Way' programme which has taught people how to use a laptop, PC or touch screen device, how to send and receive emails, the internet and how to use it safely and securely. This is something that Your Housing will continue to provide to anyone who requests it and they can find out more via the website.