

# Reboot

# North Yorkshire

## Guidance for Applicants

To join Reboot North Yorkshire as a Community Reboot Partner.

# Background

The Reboot Project is an outcome of 'DevicesDotNow' - a national emergency appeal in response to COVID-19 which aimed to connect the unconnected.

'DevicesDotNow' saw a coalition of forward-thinking organisations working together to provide devices and connectivity to society's most vulnerable, especially the 250,000 people who were shielding with no access to the internet.

For those residents who didn't have easy access at home to the internet, life during the pandemic became much harder than for those who did. They found themselves unable to easily organise food deliveries, take part in remote medical consultations or socialise online. In families, children were unable to access school work, online lessons or keep in touch with their friends.

Our response to the pandemic has seen some incredible innovations. Thousands of people successfully working from home, online dance and fitness classes, services and food suppliers changing the way they operate to offer online activities and delivery services. It has also shone a light on the digital divide. There are over 1.9 million households in the UK without internet access.

Across North Yorkshire, there are still hundreds of people for whom a lack of connectivity is a barrier to learning, socialisation and vital services. The digital divide spans entire generations, from young school children who risk falling behind their peers to the elderly who feel cut-off and lonely. As more services go online, and new generations grow up 'thinking digitally', the divide between the 'digital haves' and the 'digital have nots' widens.<sup>1</sup>

## Digital exclusion

In an increasingly digital world, people who are digitally excluded are at risk of worse access to services and worse health outcomes. NHS England identifies that supporting people to get online and use digital health resources can be crucial to achieving local priorities.

The benefits to patients and carers include:

- improved self-care for minor ailments
- improved self-management of long-term conditions
- improved take-up of digital health tools and services
- time saved through accessing services digitally
- cost saved through accessing services digitally
- reduced loneliness and isolation

And benefits for the health and care system, including:

- lower cost of delivering services digitally
- more appropriate use of services, including primary care and urgent care
- better patient adherence to medicines and treatments

The North Yorkshire Local Resilience Forum, NYCC, NY Clinical Commissioning Group & the West Yorkshire & Harrogate Health & Care Partnership have all identified Digital Inclusion as a top priority for improvement - as part of their pandemic recovery planning work.

They all recognise the significant impact technology can have on people's lives and that there are people in North Yorkshire who are not yet able to share these benefits.

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<sup>1</sup> [About - Reboot by Nominet \(rebootproject.uk\)](https://rebootproject.uk)

# Reboot North Yorkshire

Reboot North Yorkshire is a collaborative Project led and co-ordinated by North Yorkshire County Council formed to help to address these digital inequalities and to increase digital inclusion by getting as many people online as possible... and we would really value your help.

NYCC has brought together a wide range of partners and community organisations across the county – including businesses, libraries, schools, councils, local charities and volunteers – to help provide people across North Yorkshire with IT equipment and access to the internet so they can stay connected.

Being able to connect with other people is especially important in current circumstances so we work with communities and organisations to help make this possible.

We are committed to supporting people across the county such as:

- School children who need access to these resources to continue their learning from home, and help take pressure away from their parents or guardians.
- Elderly people who may be experiencing long periods of loneliness or social isolation and need help to get online to help them both stay connected to friends and family and to enable them to access vital support and services.
- Vulnerable people who need digital access to support their mental health and wellbeing.

The initial focus was to help supply school children with vital equipment to enable them to access lessons. The next step is to broaden the project to everyone in the county who needs help to get connected and to enlist the support of our local communities and voluntary sector groups as Community Partners to allow a network of community Reboot Projects to grow and develop across the county.

## Our Purpose

To reduce inequalities by addressing levels of digital exclusion across North Yorkshire.

## Our Aims

The Reboot project aims to:

- Encourage businesses, organisations and individuals to donate surplus and unwanted IT and digital devices to be donated to people and families who need them
- Grow a network of Community Reboot Partners sites who can accept donations, refurbish devices and accept local referrals for people and families who would benefit from a refurbished device
- Provide Community Reboot Partners with access to affordable data
- Link groups and citizens to a county-wide network of Digital Champions and other support to help them improve skills and get online.

To help us achieve these aims we are seeking to recruit Community Reboot Partners to help us grow the Reboot North Yorkshire network.

# Guidance on becoming a Community Reboot Partner

A Community Partner will be a community organisation that supports the donation, refurbishment, collection and distribution of IT and digital devices **and/or** has volunteers who could provide support to people to get online.

If your application is successful, you will join as an approved Community Reboot Partner. In addition to being able to access a range of free training for volunteers and staff, becoming a Community Reboot Partner also gives you access to funding to provide data packages, replacement equipment (such as batteries and chargers) and any other reasonable costs to allow you to refurbish, store and distribute your donated devices.

## Commitments

To become an approved full Reboot partner it is essential that you can commit to the following:

1. Having processes in place to accept donations of equipment and protocols in place that protect personal data
2. Having secure storage facilities
3. Training volunteers – and/or staff – to be able to refurbish any donated devices and equipment – we can support you with this training.
4. Having processes in place to ensure devices are given to people who need them, this is likely to include accepting referrals from partners
5. Training volunteers – and/or staff – to become Digital Champions that support people to set up their equipment (in a Covid secure way) and will help and train them how to use it. The Champions will be given comprehensive training as part of our [Citizens Online](#) programme.

We are also interested in applications from organisations who would like to be a Community Partner for one of the elements only: Rebooting devices (points 1-3 above) or Digital Champions (points 4 & 5 above).

## Application Form Guidance

Please complete the application form whilst taking account of the guidance below. Please note the word count for each question.

### Section One: Tell us about your organisation

**Guidance Note 1:** Please complete the contact details of the organisation that is applying to join as a Community Partner, including an appropriate named contact person with whom we will liaise.

**Guidance Note 2:** Q5 - Applications are open to a range of organisations including voluntary and community groups, social enterprises, schools & colleges, statutory bodies, faith groups.

**Guidance Note 3:** Q6 – Please note that all Community Partners must include must record their services on North Yorkshire Connect. To add your organisation and activity go to the North Yorkshire Connect homepage (<https://northyorkshireconnect.org.uk/>) and click on the 'Sign up' button in the top right corner of the page. If you have any problems, or concerns please email [customertheme@northyorks.gov.uk](mailto:customertheme@northyorks.gov.uk).

## Section 2 – Current Capacity

- Guidance Note 4:** Q9 - This is where you can tell us about any previous involvement you have had in supporting people to get online. For example;
- Refurbishing or recycling devices such as laptops, smart phones, tablets
  - Providing IT skills training
  - Training volunteers to become digital buddies / champions
  - Supporting people with no previous experience to get online
  - Helping at a drop-in, internet cafe, church hall, or library.

Please note experience is not a necessity. Project Reboot will support Providers that have not had direct involvement in a Project of this nature before.

- Guidance Note 5:** Q11 – For example, children or families on low incomes, people with limited mobility who live alone, people choosing to self-isolate or limit their face to face contact, people unemployed, those on furlough due to the Covid-19 pandemic, people who have no other means to access online services/low digital confidence skills.

## Section 3: Supporting Information Checklist

- Guidance Note 6:** When delivering or receiving devices, in line with current national requirements & guidance we would advise ensuring that face to face contact is kept to a minimum, face coverings are worn and regular hand washing and sanitising is used. We would also encourage devices to be quarantined (For example – placing device in sealed box or plastic bag) for 72 hours before touching to reduce cross-contamination.

## General Terms & Conditions

Reboot North Yorkshire is a collaboration between Local Authorities, Citizens Online, Two Ridings Community Foundation and the Voluntary and Community Sector. All Community Partners will be required to sign a partnership agreement.

## Monitoring and Evaluation

To help us understand and measure the impact of this project we will collect the following information from Community Reboot Partners:

- Numbers and types (i.e. laptops, mobile phones) of devices donated
- Number of devices 'rebooted'
- Demographic data in relation to who devices have gone to (not personal data)
- How many volunteers have supported this work / volunteer hours dedicated if monitored
- How many Digital Champions trained
- How many people supported with Digital Champions
- Demand for data and data packs such as data dongles
- Case study/qualitative feedback.

A monitoring form will be supplied to Community Partners.

## How to Apply

All applications must be made on the Reboot North Yorkshire Community Partner Application Form.

Applicants will be notified regarding the outcome of their application within 4 weeks of submission; their Membership may be reviewed annually.

If you would like further information about the opportunity or would like to discuss the submission of an application, please contact:

**Amber Graver**  
**Stronger Communities Development Officer**  
North Yorkshire County Council  
[Amber.Graver@northyorks.gov.uk](mailto:Amber.Graver@northyorks.gov.uk)  
01609 533914

**All completed applications should be submitted to:**  
[Amber.Graver@northyorks.gov.uk](mailto:Amber.Graver@northyorks.gov.uk)