

BBBC Knowledge Share & Exchange Workshop

Online platforms & overcoming IT challenges for Community events and services

28 July 2020



insights@bbbc.org.uk



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Today...

- Ask your questions and introduce yourself in the Chat box!
- Keep yourself on mute at all times
- A recording will be available after the webinar



Programme of the session

- Introduction and Ice-Breaker
- BBBC presentations:
 - **Online platforms – tips and facts:** Rodrigo Fernandes, Information Systems Co-ordinator, BBBC
 - **Supporting clients with IT challenges:** Sharifa Khanom, Digital & Financial Capability Trainer, BBBC
- Group activity – Role Play
- Discussion and conclusion



Rodrigo Fernandes, Information Systems Co-ordinator, BBBC



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Cloud/online based platforms

- Compliance – what to look out for
- Paid vs “free” services
- Inner workings of each solution – security vs convenience
- Data systems integration – the trap of offered “integration”



Compliance

- Where are the data centers located
- What are the contractual requirements you're bound to
- What level of data will the platform process
- How does the platform process yours and your client's data
- Data encryption
- Internal controls, policies and procedures



Paid vs “free” services

- There’s no such thing as “free” services unless you’re using an open source solution
- Platforms that offer “free” accounts will profit out of other commodities: Yours and your client’s data
 - Tying you into their paid solution
 - Data mining
 - Advertising
 - Malware



Security vs convenience

- More security sometimes equals less perceived convenience
- Security costs more money to develop
- A lot of platforms go down the path of convenience of use vs security
- Assess each activity to ensure you're not ignoring important data protection requirements for the convenience of your users
- The mistake of using personal solutions for business
- Understanding ownership



Data systems integration - the trap of offered “integration”

- 3rd party integration is often more complicated than some vendors make it out to be
- If you plan on integrating your data don't dilute your organisation into several different platforms
- Easy to use plugins often come with complex and unwanted data processing agreements



**Would you leave your front door unlocked
whilst you go on holiday?**



Sharifa Khanom, Digital & Financial Capability Trainer, BBBC



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UP TO 
SPEED

Financial & Digital Inclusion Projects at the BbBC

Online platforms and IT challenges for community



**Bromley
by Bow
Centre**

Bromley by Bow Centre

Knowledge Share Essentials Webinar July 2020

It's a digital inclusion project incorporating financial capability, this is delivered in workshops and 1:1 support

UP TO SPEED

Up to Speed Project



Financial & Digital Inclusion



EDF Trust Money Milestones Project

Moneywise Project

It's a financial capability project which supports people around their finances by delivering 1:1 support and money management workshops to build confidence & resilience

It's a financial capability project which works with local housing provider Eastend Homes

Up to Speed



It's a digital inclusion project which incorporates financial capability work

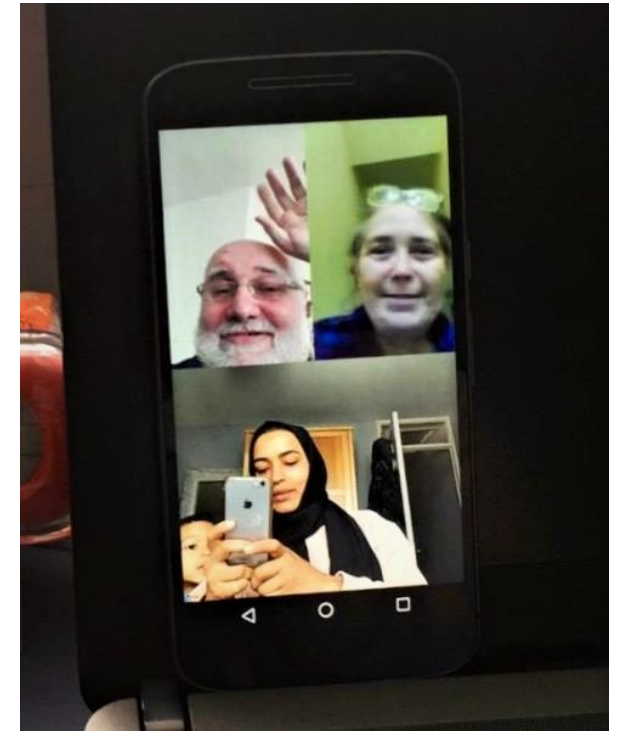
- We support people through a series of fun and interactive workshops and additional 1:1 support where needed
- Originally 4 workshops per cohort delivered with face to face 1:1 support
- Participants have access to tablets to learn about the various topics
- Topics include: Online safety, navigating online UC accounts, learning about apps to help you save money, using online budgeting tools, online banking etc.
- 1:1 support offers more personalised support tailored to the client's needs
- Helping people stay connected



It's all changed!

Adapting our delivery methods during the pandemic

- We continue to support clients
- No face to face advice
- 1:1 support offered by phone calls, WhatsApp Video Calls & emails
- Vulnerable clients supported through appropriate referrals
- Digital Fit sessions delivered via WhatsApp, Zoom & MS Teams
- Live session on Facebook for the Family Playrooms Group
- Enquiries/referrals have increased with advisers'/services direct contact numbers available on the Centre's website
- Supporting the community and still managing funder requirements
- Being a friend



Challenges

- As we entered lockdown and families faced the prospect of not being able to go out, people's mental wellbeing was affected and stress levels increased
- Financial stresses increased as income was reduced and the furlough scheme came into effect
- More people had to apply for UC and needed support to do so
- Access to digital devices and data, limited capability and lack of confidence has meant that people have found it difficult to engage in activities/services provided, and to seek help
- Family commitment and lack of space.

As a team, we've had to be adaptable & flexible in a short space of time, and we're learning as we go along.

We're providing support that goes beyond what our projects require to help people get through these difficult times.

Case Studies



- Online Banking
- Online Shopping
- WhatsApp
- Universal Credit

Group activity – Role play!

- In groups of 3, take turns being the client, the helper, and the observer
- When you are the helper, support the client in doing one of the following things:
 - Help them find some information on a website about an event/service (SCREEN SHARE)
 - Help them register to the event (PHONE SO CAMERA OFF)
 - Help them find the Zoom log-in details (PHONE SO CAMERA OFF)
- When you have all played all roles, discuss how the experience felt, and what you have learnt from it (challenges etc.)



Q&A discussion

Please ask us your questions in the Chat Box!



Thank you!

