



WILTSHIRE & SWINDON SMARTPLACE PROGRAMME END PROJECT REPORT

Project name eChippenham

Version 1.0

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Introduction

1. The Wiltshire & Swindon Smartplace Programme developed from the decision in June 2002 by a range of public and voluntary sector partners in Wiltshire and Swindon to work together with BT to secure the benefits of broadband and related technology for the people and organisations of Wiltshire and Swindon. The programme aims to maximise the benefits from ICT and broadband technology for businesses, learners and communities across Wiltshire and Swindon. It will bring benefits for all sectors, both public and private, voluntary and community, in a holistic way, with particular focus on delivering long-term employability.
2. The programme comprises five themes: Business Development, Learning & Skills, Community Capacity Building, Broadband Infrastructure, and Marketing. Each of these themes will be implemented by means of a series of individual projects which, when taken as a whole, will realise the aims and objectives of the programme. This project forms part of the Community Capacity Building theme.
3. Chippenham (specifically the Westlea Housing Association project) was chosen for this pilot because the Housing Association has a pro-active management team which have an existing community capacity building strategy which this pilot supports and builds on. Specifically, the strategy plan aims to for the expansion and improvement of:
 - 3.1.1. New homes and services
 - 3.1.2. Customer care and service excellence
 - 3.1.3. Community development and quality of life initiatives

This pilot will support the 3rd of these activities

Chippenham Town Council is also very supportive of this project.

4. The housing association already has ICT support available and a vision of how to make better use of ICT which strongly compliments Smartplace.
5. The project has the opportunity to combine funding from various organisations such as committed contributions from Chippenham Town Council, Waste Not Want Not, North West District Council and Westlea themselves to create a more sustainable resource in the community.
- 6.

Project Objectives

7. The objectives of this project were:
 - 7.1. To develop a pilot for Community Capacity Building in Chippenham.
 - 7.2. To demonstrate that a tiered approach to allowing people access to ICT who otherwise would not use it or attend places where ICT was available, will improve the chances of them using electronic services and from there improve their job skills and life opportunities.
 - 7.3. Create two access points in the Town Hall where Smartplace and other services can be accessed.
 - 7.4. Enable broadband connection in and two computers in Waste Not Want Not where local residents can access the internet and basic IT training courses.
 - 7.5. Enable a broadband connection and two specialised computers for the partially sighted in the Parklands residential Home
8. Recruit and train a Community Facilitator, for IT support, training and coordinating the three venues

Project Deliverables

9. The project's deliverables were:
 - 9.1. Two community access points in the Parklands residential home for the elderly, with specialised screens and keyboard and mouse, for persons with impaired sight and /or mobility.
 - 9.2. Two community broadband access points situated in the Waste Not Want Not furniture shop.
 - 9.3. Two community broadband access points situated in the Chippenham Town Hall foyer.
 - 9.4. One Community Facilitator based at the Chippenham Town Hall.
- 10.

Achievement Against Objectives & Deliverables

11. A pilot project was successfully established in Chippenham.
12. 3 centres were created, each with free Broadband access, and 2 PC's, with print facilities.
13. Parklands was unique in that it had specialist equipment for the partially sighted.
14. A part time facilitator was recruited by Westlea, in order to coordinate the 3 aspects of the project.

Conclusions

15. The project has achieved all of the project objectives, and deliverables.
16. The 3 drop centres have been an overwhelming success, this mainly due to Westleas ongoing support.
17. Facilitator run sessions are always fully booked.
18. Recruitment of volunteers has been difficult, possibly due to lack of good promotion/marketing.
19. The free access point situated within the Town Hall Foyer has proved to be a success, because of its locality, initially Town Hall staff were concerned about security, but these issues were resolved at an early stage in the project.
20. All computers have Surf Control, installed to prevent misuse of the internet, this lessens the risk of unwanted downloads.

Recommendations

21. Paid facilitators are the key to a successful ICT project such as eChippenham.
22. An internet adult filtering package is highly recommended, in this type of project.
23. Access to Free Broadband, and ICT facilities, is essential to helping bridge the digital divide and enhance social inclusion in this area of Wiltshire.
24. Consequently all efforts should be made to secure follow on funding so that initiatives developed as a result of SmartPlace can continue to benefit the eChippenham community.