

Community Tech Hub

Increasing digital inclusion
whilst keeping the community
safe online



The Problem

- We are living in a high technology era in which everyone is required to adapt and learn new skills. For a number of people who have problems coping with this revolution, they have been left behind and feel both marginalised and socially disenfranchised by the continuing advances and changes
- In addition, the world has become increasingly interlinked with the ability to connect to any device anywhere and at almost anytime. Whilst this brings many benefits, it also gives the criminal element easier access to vulnerable people and their data through their own devices
- Many members in our local communities find it hard to differentiate between genuine requests (received by email, phone or messaging apps) and fraudulent attempts to steal their money
- Many members in rural communities are unable to afford professional technology support and training services
- There is a growing proportion of people who are becoming more and more isolated and use of technology is a good answer, but is causing anxiety and mistrust owing to the fraud issues
- Criminals are using technology to convince their prey to unwittingly handover access to their bank account details and/or credit & debit cards
- Criminals are also stealing people's identities to open up fake accounts in their name(s)
- Many people have been persuaded to pay or transfer large sums of money to fraudsters
- This causes terrible stress, anxiety, depression and on many occasions serious financial hardship





The Answer

The Community Tech Hub

A group of technology savvy individuals have come together to form the Community Tech Hub which is supported by local grant funding to help community members gain the benefit of a professional service whatever their personal economic status. We are available to everyone who needs help.

1) Education:

- quarterly workshops in a community location (online safety / how to sessions)
- classroom style training to address specific subjects

2) Online support resources - hints tips e.g. how to recover from a hack

3) Technical Support Service - help in the home and / or repair the damage caused by issues



Directors' *Details*

All live in Grundisburgh/Culpho and are active members of the local community

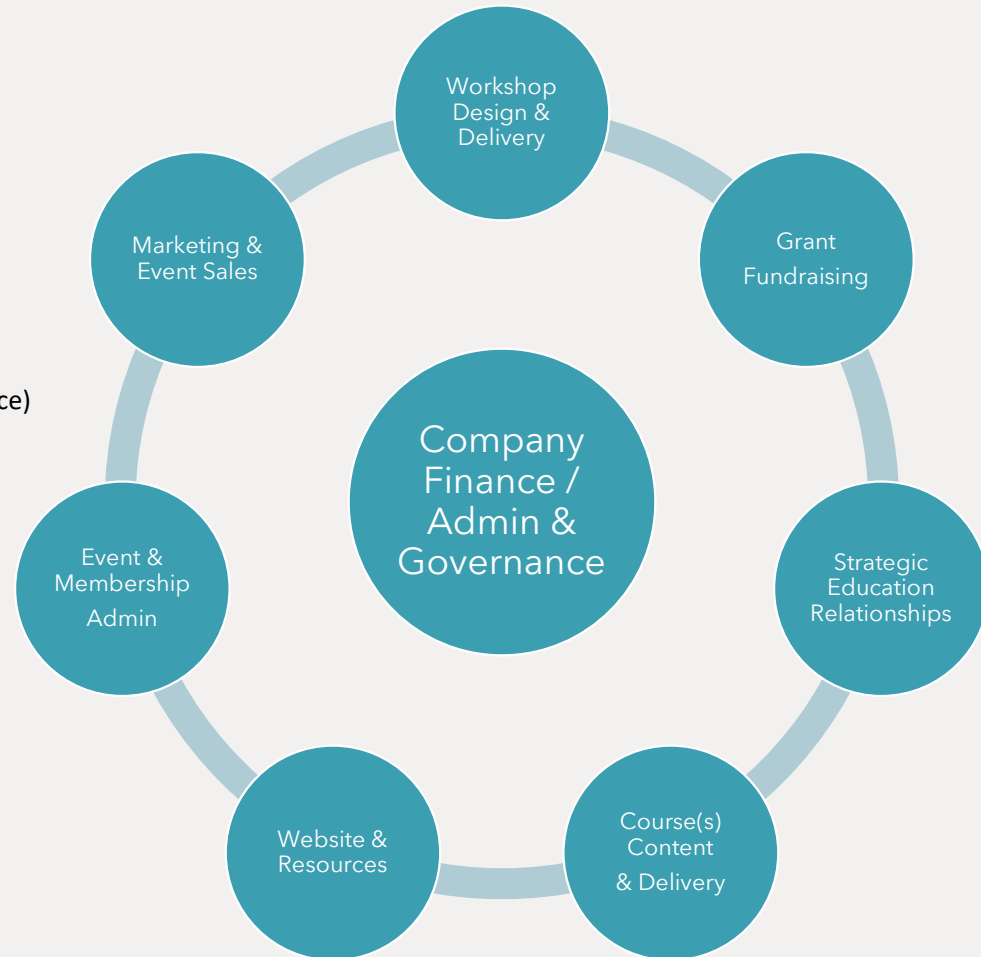
- **Paul Finch:** CEO 45+ years in technology, with a background in software development, business leadership, and charity management.
- **Will Barber:** 20+ years in web development, ecommerce, cyber security and IT education
- **James Mott:** 20+ years in software development in the banking sector, covering many aspects of cyber security and software safety
- **Phil Bailey:** 40+ years in software development and deployment and cyber security, in the MOD and telecoms.
- **Lynette Chapman:** 40+ years in education and learning methodologies

All Directors hold DBS and Safeguarding Certificates

The organisation required to make this work

Team Leads

Workshop Design & Delivery	James/Will/Phil
Course Content & Delivery	Will/Phil/James
Event & Membership Admin	Paul
Marketing & Event Sales	Will/Paul/Lyn
Fundraising (Grants)	Paul/Will/Lyn
Company Finance Admin & Governance	Paul (Chair) / Phil (Finance)
Website & Resources/Content	Will/James
Strategic Education Relationships & Advisor to team	Lyn



Promotion of our services

To promote our offer and services to the local communities surrounding Grundisburgh, the CTH have set a plan which includes:

- Regular use of the Grundisburgh Gmail events group
- An article in the Grundisburgh News Magazine for 500 words in each edition
- Direct emailing through our own database, with the intention to create a membership model where word also spreads by word of mouth for people to join the group
- Article in Fynn Lark News Magazine (for parishes of Great & Little Bealings, Playford & Culpho)
- We will also promote on the usual local social media sites like “Nextdoor”, Facebook etc
- The placement of posters into the various local shops and deli
- Suffolk County Council are inviting us to add our details into their Digital Inclusion Online Resource Signposting
- Promotion to the local Rotary & 41 Club
- Promotion to Major Banks to help them to help their customers use the mobile banking apps
- Plus anything East Suffolk Council can do to help
- Plus whatever funding partners can / want do
- Plus Suffolk County Council registers (including Suffolk Info Link register of Digital Services)



A photograph of a modern meeting room. In the foreground, a large, light-colored wooden table is set with a laptop, a small potted plant, a coffee cup, and a pen holder. In the background, a large whiteboard is mounted on a white brick wall. The room is well-lit and has a clean, professional appearance.

What do we need to fund?

- Trainer & Consultants time
- Business administration costs
- Meeting room hire for up to 40 people at desks / tables
- Refreshments for participants
- Materials for participants
- Guide books (to be developed)
- Equipment covering the major combinations of devices
- Printing
- Software licenses
- Travel expenses
- Advertising
- Website (development, hosting and maintenance)
- Insurance(s)

Our business model

We are expecting to charge as follows:

- 1) Attendance at quarterly workshops £5 / month or £50 upfront to include 4 x 2-hour sessions and will include access to resources
- 2) Training classes on specific subjects £50 per head / day with subsidies available
- 3) Online resources
- 4) Support Service - charged at £20/hour with subsidies available

Please note these charges are not market rates and will not cover the true costs of the individuals performing the work, we are requiring subsidies or sponsorship to help make this work for the benefit of the local communities

We are also hoping to have a small fund available to subsidise the proposed charges listed above for people who really cannot afford any expense like this. This will improve digital inclusion for all.

Being a social enterprise, we have nominated an Asset Lock with Community Action Suffolk so in the event the business folds for any reason, all accumulated assets are transferred for the benefit of the local community.



*We are seeking initial
funding support of
£20k*

- £10k of one off capital expenses for equipment & devices
- First year gap on income v expenses £10k

A full first year budget is available on request



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