



# CELEBRATING 10 YEARS OF ACHIEVEMENTS

## Manager's report

Superhighways received its first funding in 1998 to purchase PCs and laptops for about 80 organisations across Kingston, Merton & Wandsworth. For many this was their first PC and a programme of training for staff was quickly developed. I must say, ten years ago the ICT needs of the sector seemed simpler! Setting up emails, basic websites and linking together two or three computers into a network to share a printer were common requests. Now most organisations recognise that ICT is fundamental to their core functioning and service delivery, and along with this their expectations of being able to work remotely, provide outreach services, have an interactive website and a database fit for monitoring and evaluation purposes is becoming the norm - and rightly so.

Superhighways has likewise had to develop to be able to respond to these more complex needs whilst still providing for those very small groups with more basic needs in a sustainable way.

This year has been particularly challenging for us, as following a long process of consultation and planning - we finally transitioned to a hybrid social enterprise model, introducing charges for services which have always been fully funded in the past. We would like to thank all the organisations who have supported us and the services we provide by signing up to our Membership scheme and hope that they feel they are receiving a level of service which is both good value and meets their needs.

Our model will always require grant funding and this year we received a significant amount of Capacity Builders funding allowing us to make this transition, and again we thank the Change Up Consortia across South London who supported us.

In Kingston we worked with KVA and a second phase of Neighbourhood Learning in Deprived Communities capital funding to further develop the Community Connected and PC+ projects, and hope that elements of these projects can be rolled out to other boroughs in the future.

Superhighways success stems from its committed team of staff and volunteers. For the 2007 /08 period the staff team included Maher Ugaily, Marcus Otite, Ngozi Mayo, Emmanuel Oduro and Richard Exworthy. We would like to extend our utmost thanks to all our volunteers who have helped enhance and increase the services we provide to the sector

Kate White

## ICT Capacity Building

Superhighways continued to lead on and deliver ICT support services across South London funded by Capacity Builders Consortia grants in Merton, Croydon, Sutton, Kingston and the South London Sub Region. Over 66 borough based organisations have received ICT support along with the sub regional initiatives - the South London Learning Consortium and the South London CVS Partnership. A web portal has also been created for the South London ChangeUp Consortia – Staying Connected [www.stayingconnected.org.uk](http://www.stayingconnected.org.uk)

The City Bridge Trust grant, predominantly for work in Merton supported over 55 organisations including training for groups to set up a web presence in the borough portal Merton Connected.

A grants from the ICT Hub, funded a feasibility study into expanding our area of delivery and enabled us to purchase a Web Helpdesk system to facilitate better team working and improve customer service and response times. We were also funded to continue the Accessibility Champion's project to September 2007.



In Kingston, another 12 groups and networks were supported to develop websites using the VOICE tool and be listed in the Kingston directory [www.e-voice.org.uk/kingston-upon-thames/directory](http://www.e-voice.org.uk/kingston-upon-thames/directory).

Superhighways is funded by:



## Social Enterprise Transition

Following consultation with sector organisations, and a six month development phase, Superhighways launched its Membership scheme in August 2007. To March 2008, there were 18 Kingston organisations signed up to the package with a further 3 to the end of September 2008, bringing total Membership across the South London sub region, to 50 voluntary and community organisations.

Member organisations receive a range of services, including:

- An ICT Healthcheck and action plan
- On-site technical support
- Priority access to the Helpdesk for troubleshooting and procurement advice.

The annual subscription ranges from £330 to £660 (excluding VAT), depending on an organisation's size and additional onsite technical work can be bought for a discounted hourly rate. In our first year of trading we have generated circa £50k - well on our way to covering 25% of our costs.



## ICT and learning delivery

Building on the work around ICT & learning delivery emerging through Community Connected (see below). Superhighways were awarded Learning and Skills Council funding through NIACE to purchase a range of equipment to enhance learning delivery including a video kit to produce learning materials. A place on NIACE's eGuides programme was taken up by Superhighways and a cascading action plan will be implemented over the 2008 / 09 year. We hope to further develop this area of support in the future, working in partnership with the South London Learning Consortium.

## Video project

In addition to the equipment Superhighways can now loan to VCS organisations across South London, a 3 day 'Making a Community Video' training course has since been developed in conjunction with the Charity Technology Trust.

## Circuit Riders

Superhighways again contributed to national work on developing Circuit Rider services to the sector and were a member of the Advisory Group for Lasa's work for the ICT Hub on the Circuit Riders standards and principles project. We have now signed up to the Circuit Riders principles developed and are listed in the Suppliers Directory.



Superhighways is also represented on the Capacity Builders London Change Up Regional Consortium's ICT Sub Group, contributing to the development of a London ICT Strategy for the Voluntary and Community Sector.

## Community Connected

A second instalment of capital funding from the Neighbourhood Learning in Deprived Communities (NLDC) enabled Superhighways, again working successfully in partnership with the Royal Borough of Kingston, to expand the free wireless broadband network on the Cambridge Road Estate and run 'Wireless Wednesdays' drop-in sessions from the Community Advice Shop.

The PC+ recycling project has expanded too. Superhighways is now a Microsoft Authorised Refurbisher, and we are working in partnership with Kingston Community Furniture to develop this project further. A pilot refurbishing workshop at the Mount School saw 8 parents coming together to refurbish a PC which they could then take home with them.

A new aspect to the project in 2007/08 was identifying needs and subsequently purchasing ICT equipment to enhance community learning delivery by 12 Kingston voluntary and community organisations. Superhighways is also developing a Moodle site for e-learning delivery and this facility will be offered to Kingston's VCS learning providers through a new Community Learning Providers Forum.

An evaluation of the Community Connected project has now been undertaken by the Community Broadband Network and we are working with our statutory partners on the sustainability of the project.

