

**Superhighways** provides ICT support and development services to the voluntary and community sector. Our aim is to build organisations' ICT (Information & Communication Technologies) capacity, enabling them to deliver more efficient and effective services in the community.

In the past year, we have supported organisations in 22 of the 33 London Boroughs.



We have eight social objectives which inform our work. Below, we describe how we have met these aims over the past year.

1. To provide a range of tailored services to enable the sector to fully harness the benefits that ICT can bring – leading to more efficient and effective service delivery to clients, users, members and the wider community

Superhighways operate a membership scheme, which offers a range of benefits to organisations in the South London sub region and beyond, including prioritised helpdesk support. We currently have 59 member organisations with over 100 organisations in total benefitting from Superhighways' support services this year, covering a range of issues including database development, internet set up and website support.

**For example**, a Sutton-based organisation was experiencing very slow download with their internet provider, so we recommended they moved to another provider offering a much faster speed, which means they are now able to provide IT training and online activities for their service users.

2. To bring financial savings to the voluntary and community sector

We gave procurement advice to 15 organisations, signposting them to best value suppliers and registering them with the Charity Technology Exchange programme to enable them to receive charity discounts on a range of software. For one larger organisation this meant savings of circa £7,000 on their network upgrade.

We also supported a number of organisations with ICT components of funding bids.

“ Just to let you know that Awards for All has given us a conditional grant of £9,880 for our ICT Development. We would like to thank Superhighways for your input. ”

# Annual Review 2009 - 2010

3. To involve local communities and stakeholders in development and delivery of our services

This year Superhighways extended the Community Connected project to Kingsnympton Park Estate. We have worked closely with Police Community Support Officers, the Youth Service and other community groups working on the Estate to start running weekly drop in sessions, and a local Trust Fund has funded this work.

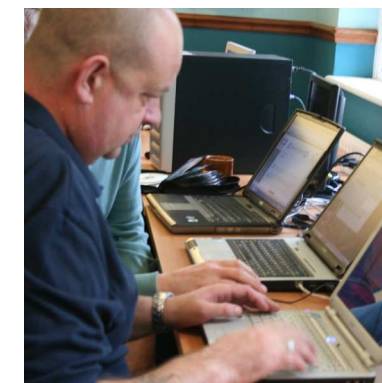
We also continued to work with the South London CVS Partnership and Staying Connected Consortium to ensure our services are meeting needs.

4. To provide structured practical experience and learning opportunities for volunteers

Over the course of the year, 14 people volunteered with Superhighways. The main motivations for volunteering were to gain practical ICT experience to improve employability and to help voluntary organisations. The volunteers worked on a diverse range of projects including video, databases, websites, help desk and maintenance.

**One volunteer said:**

“ Being around a variety of people of expertise in different fields allowed me to learn a lot of new things. The conversations that take place, people exchanging ideas and knowledge, all while the work goes on, was great. ”

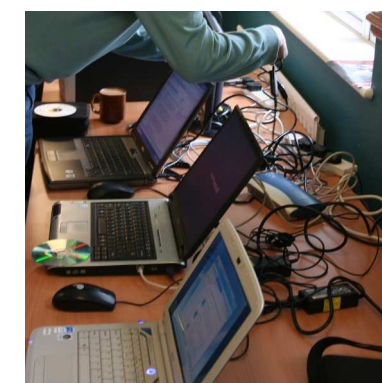


5. To build knowledge / skills / confidence so that groups can use ICT to its maximum

We have provided a range of training to the sector – including group workshops e.g. Using ICT for Outcomes Monitoring and PowerPoint, along with customised sessions for staff teams on upgrading to Office 2007 and 1:1 mentoring.

**A new group we have started supporting in Bexley told us:**

“ The knowledge and guidance you have provided has given us the opportunity to make our organisation to be more efficient. This has really empowered us to be confident and from now onwards we hope that we will be able to use all the tools to deliver our services to our young people. ”



6. To promote and practically support best practice in use and management of ICT

We encourage organisations to adopt a best practice approach to their ICT, for example, using anti-virus software, spam filters, carrying out regular back-ups and server housekeeping.

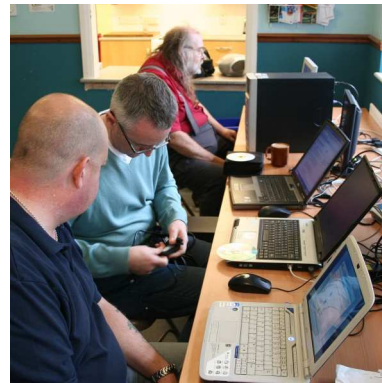
For example, we are providing support to workers at a group in Richmond and at a group in Kingston that will give them the skills to be able to monitor their ICT and do some basic server ICT housekeeping themselves. We also advised a number of groups about data security when using laptops and memory sticks for outreach service delivery.

7. To adopt and promote ethical trading, sustainable service delivery and environmental responsibility

We continue to trade ethically, focus on sustainability and support other organisations to do the same.

For example, Superhighways assisted one Croydon-based organisation to set up a new IT Training room. This enables the organisation to generate some income and therefore to be less dependent on funding.

We also have been focussing on greener computing issues, working with Richmond environmental organisations and will be extending this learning across the sector. Over 10 voluntary and community groups have also received refurbished computers donated to us through the Community Connected programme.



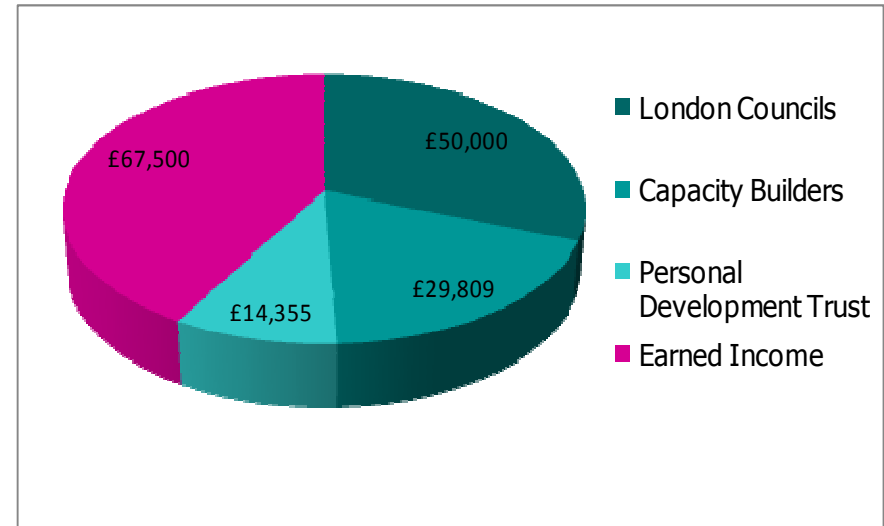
8. To provide mutual support and sustainability for other voluntary sector ICT projects and social enterprises

Superhighways continues to contribute to and benefit from the UK Circuit Rider movement – a network of voluntary sector ICT providers. We have attended and run workshops at the Circuit Riders annual conference along with the London Circuit Riders Forum meetings. We also sit on the ChangeUp London Regional Consortium's ICT Sub Group and Lasa's Big Lottery BASIS funded ICT Learning Programme Advisory Group.

This year we have also shared our experience of developing the Superhighways model of delivery with other projects in both Camden and Waltham Forest.



Superhighways Income Sources in 2009 - 2010



Superhighways would like to thank the following funders for their support in 2009 - 2010



Personal Development Trust

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- Kate White, Manager
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