



CLARION
FUTURES

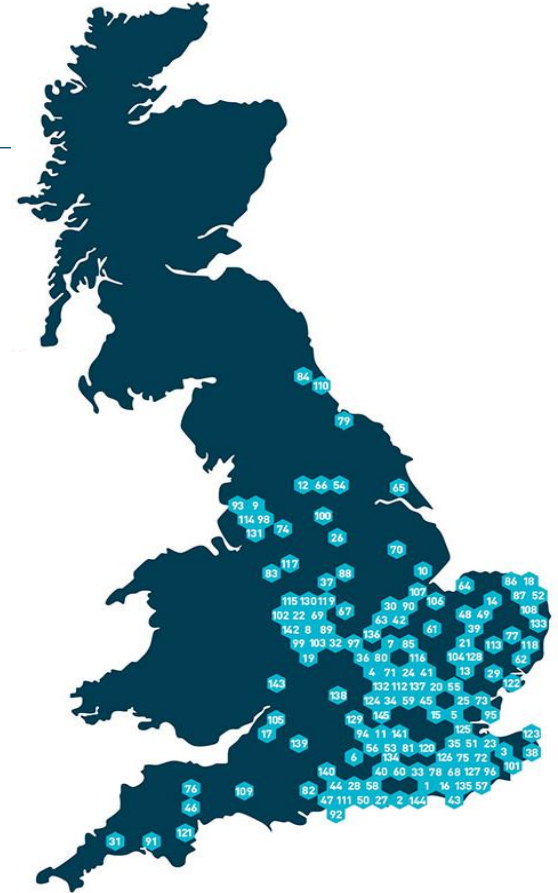
Getting online with English as a second language

**Clarion Futures
Digital**

**Kenne Amissah
Nilza Tarmamad**

Clarion – Facts & Figures

- Largest UK housing association
- Over 125,000 homes
- 360,000 customers
- 170+ local authorities
- 28 London Boroughs



Clarion Futures

Social purpose is at the heart of Clarion Housing Group

Clarion Futures provides 3 national services to all residents and people living in our neighbourhoods;

- **Jobs & Training** – helps people into work & training including apprenticeships
- **Money & Digital** – supports residents with money and energy problems and improving their digital skills
- **Communities** – improves Clarion communities and supports our young people



**CLARION
FUTURES**

**Transforming lives
and communities**

Clarion Futures video (a few of the people who have got jobs in Clarion through Clarion Futures)



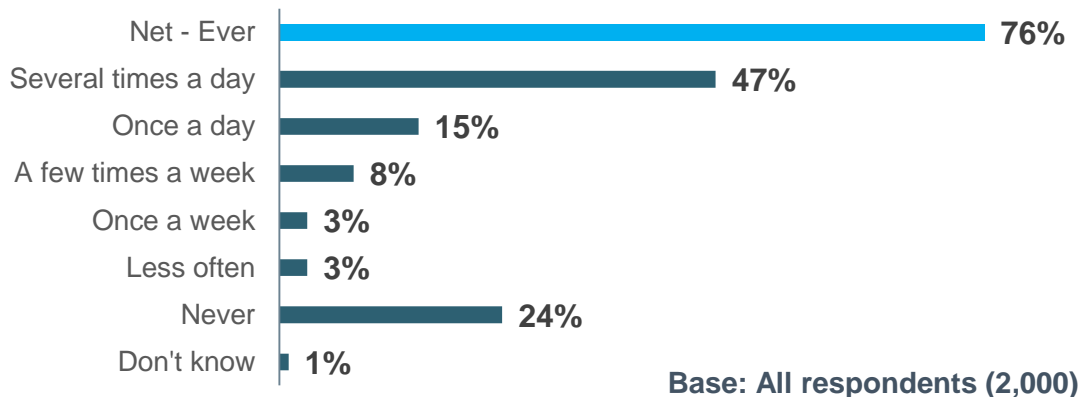
[Video](#)

Understanding customer needs



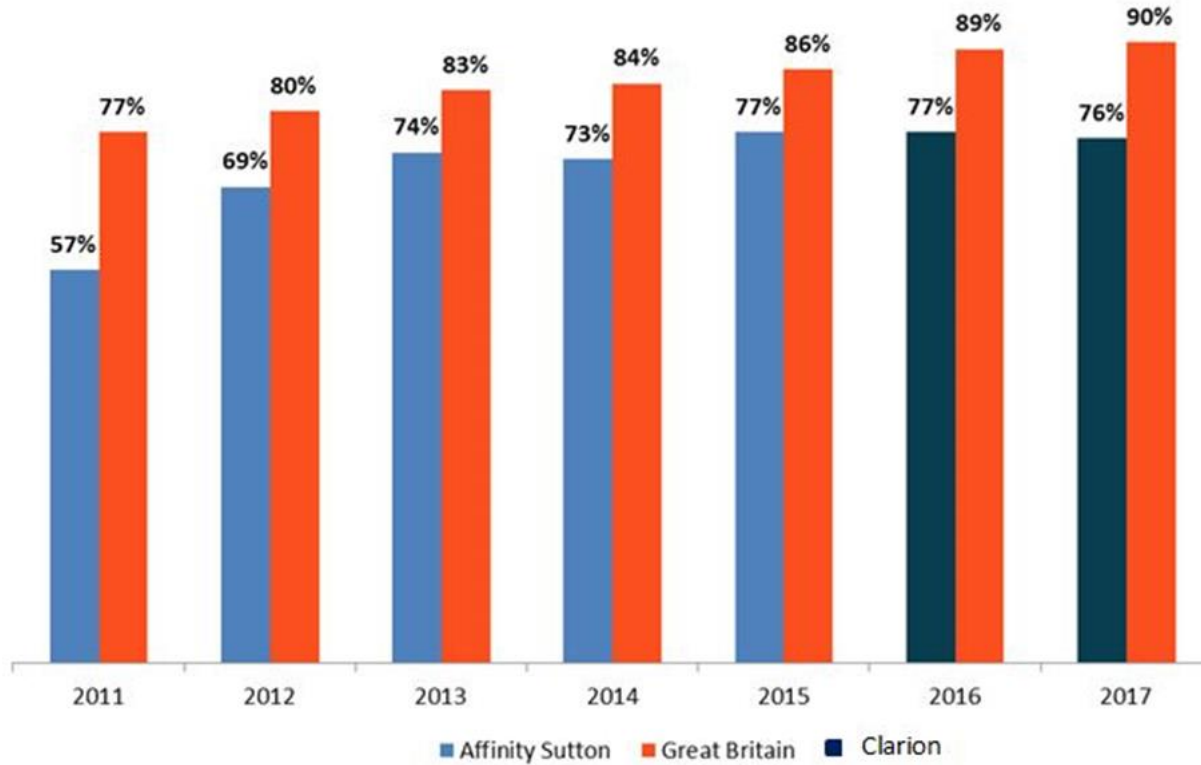
Digital Inclusion

How often would you say that you use the internet?



- Three quarters of respondents (76%) indicated that they used the internet
- This matches the percentage who indicated that they had access to the internet in 2016
- Affinity Sutton residents were more likely to use the internet (78%) than Circle residents (74%)

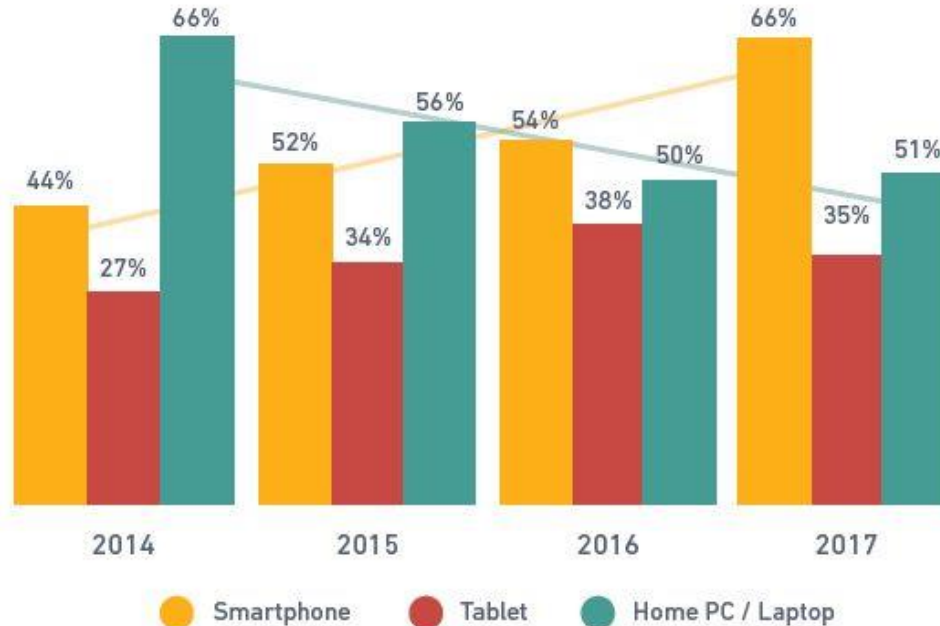
Internet access over time



Ways of accessing the internet

Access to the internet via smartphone, tablet and home PC or laptop with trend lines

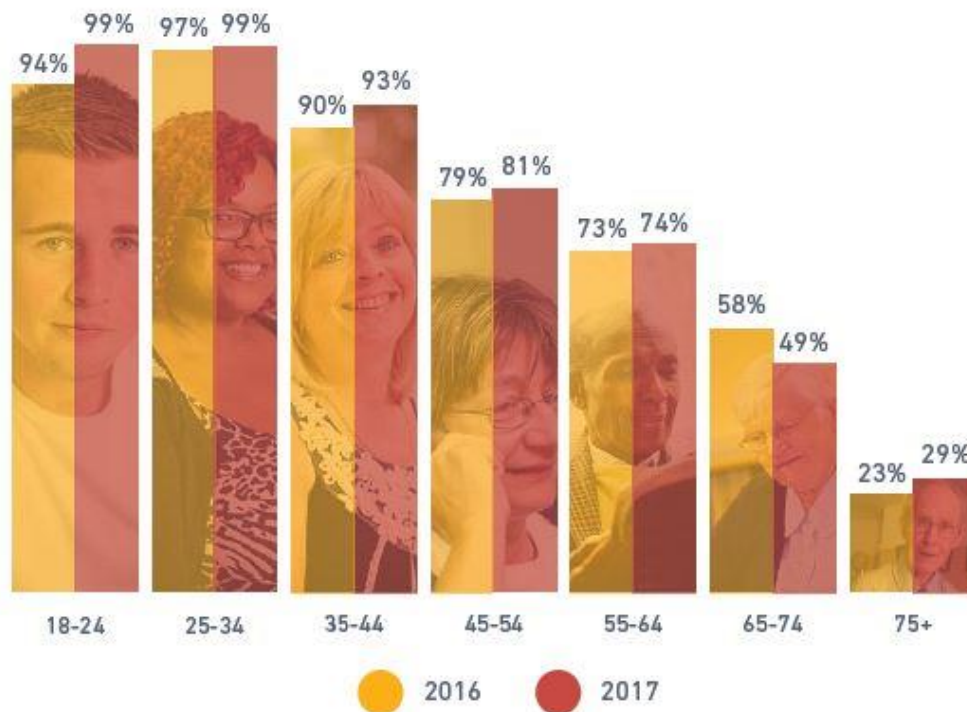
Base: All respondents with internet access (2014:n711, 2015:n749, 2016:n747, 2017:n1518)



Digital Inclusion and age

Internet access by age and year

Base: All respondents (2017:n 2000, 2016:n 1000)



Clarion Futures Digital Overview

Clarion Futures Digital Core Offer

A flexible, comprehensive training and digital support package tailored to address individual barriers available to all Clarion residents:

- **Basic Digital Skills Training in groups and inhome**
- **Digital Grants to support Digital Hubs**
- **200+ Digital Champion volunteers**
- **Kit management and loan**



Clarion Futures Digital

**Key principles of supporting
people with English as a second
language**

Barriers and Challenges

Lack of confidence in their own ability to learn
compounded by:

- Personal situations
- Accessibility
- Absence of basic Digital Skills
- Equipment

A Structured yet Informal Approach!

- Digital Skills Tutors
- Structured Digital Skills Training programme
- Non- accredited and accredited options
- Drop-in sessions- every Tuesday afternoon same room
- Being available and managing equipment

**Digital
Champion
volunteers
offering peer
to peer
support**



Case study - Fathema

- October 2017 - A mother from a Bangladeshi background with Entry Level 2 English, unemployed, and a young family and zero digital skills joined a basic Digital Skills course at the Eastside community centre .
- June 2018 - Gained a **C&G Entry level 3 Online Basics (ITQ)**
- Found a part-time job as a Play Time Supervisor
- November 2018 - Gained an **OCR Level 1 ITQ Certificate in File management and e-Document Production**
- Her aim is to become a **Parent Support Worker** or **Teaching Assistant** where she can share her own experience and knowledge and support parents who have children with special needs particularly Autism
- Coming to the centre helped her not only with improving her digital skills but also with her English language, confidence and determination overall.

November 2018



**Fathema receiving her OCR Level 1 ITQ
Certificate in File management and e-Document
Production
November 2018**



Key principles of supporting people with English as a second language

1. Eastside Centre- first impressions
2. Right solution, right now?
3. Understand the learners aspirations and barriers
4. Tailored 1-2-1 support in a group setting delivered by Digital Skills tutors
5. Volunteer Digital Champions providing peer to peer language support
6. Repetition, repetition, repetition and setting the right pace and tone
7. Consistent tutor to foster mutual understanding and build trust with learners
8. No jargon, plain English & consistency

9. SMT buy in and potential rollout



**Fathema
and our
Director, Phil**



Clarion Futures Digital

Any questions?

THANK YOU

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clarionhg.com