

VILLAGE HUB – TOOLKIT

PROVIDING ACCESS TO LOCAL AUTHORITY SERVICES BY USING ICT IN SMALL RURAL COMMUNITIES

Introduction

Rose Regeneration was commissioned by West Devon, Torridge and South Hams District Councils to look at the costs and benefits of using Information and Communications Technologies (ICT) to deliver public services in small villages, particularly those with poor broadband accessibility. The title “The Village Hub” was developed for the project. The initiative was funded by the [South West Regional Improvement and Efficiency Partnership](#).

The aims of the project were to:

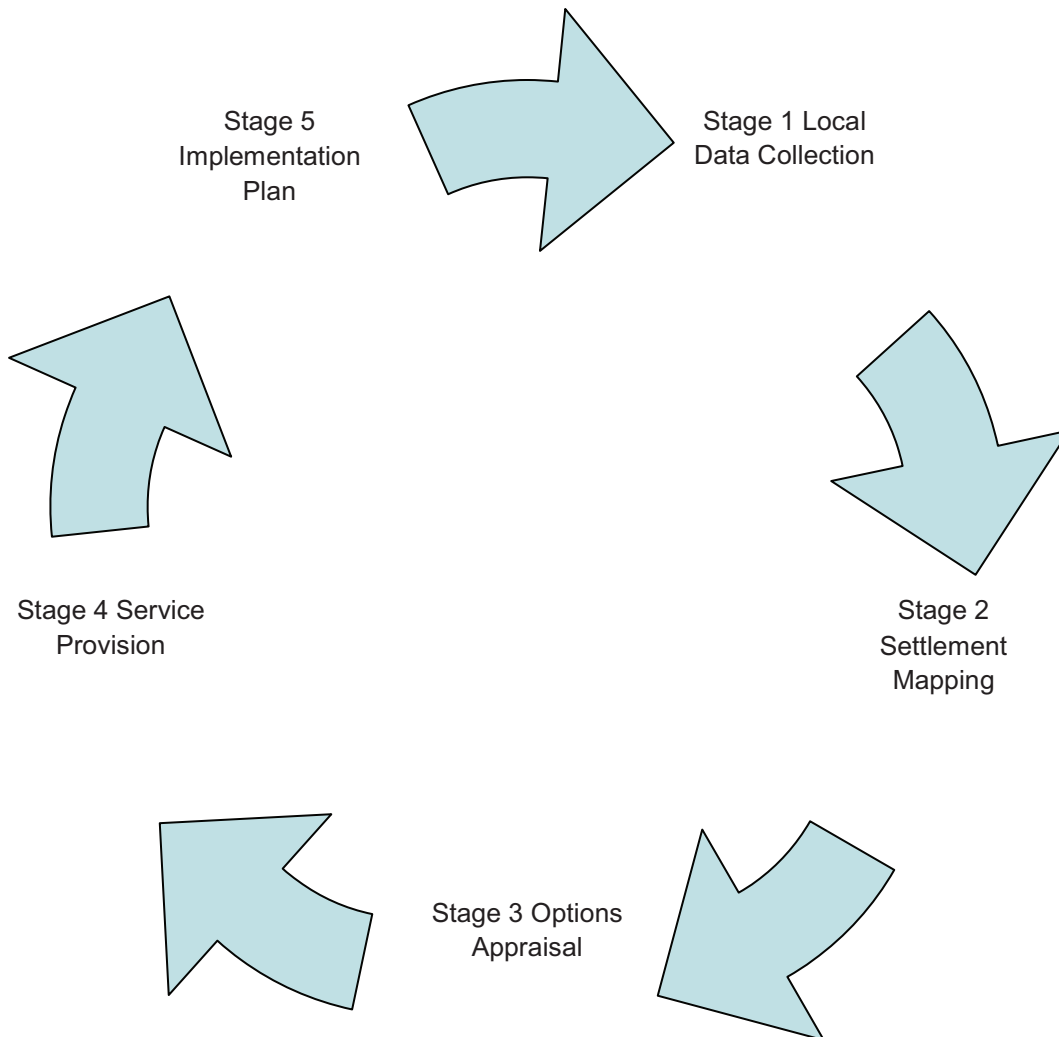
- Carry out a national review of good and less good practice in how ICT has been used to deliver public services;
- Consider the practical challenges in terms of cost and technology of providing ICT at the 100-1000 population level;
- Make proposals for implementing ICT to deliver public services in small settlements in [Torridge](#), [West Devon](#) and [South Hams](#), highlighting cost efficiencies and service improvements which could be achieved;
- Disseminate the findings of the project through the Regional Improvement and Efficiency Partnership infrastructure across South West England.
- This Toolkit is concerned principally with the last of these aims. It provides a simple breakdown of how a strategy for the provision of council and partner services through ICT can be developed and delivered for small rural communities. The costings and equipment specified were accurate at the beginning of 2010 and allowances for these issues will need to be made to individuals seeking to apply the toolkit in future. Ideally, this Toolkit should be used in conjunction with the [Full Report](#) produced for this project: The “Village Hub” – Community Access and Information Points. The full report includes a review of the key documents and strategies underpinning the ICT/broadband agenda.

Approach

This Toolkit provides you with:

- A [methodology](#) for local data collection.
- An [Options Appraisal](#) to assist you in finding the most appropriate way forward.
- A sample model for [provision](#) of services.
- A sample [Implementation](#) Plan for establishing an ICT outreach service.

The key steps in establishing an effective outreach service are set out in the diagram and Toolkit pages below.



Key Contacts

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Background

The impetus for the “Village Hub” project was the successful physical outreach “[Connect](#)” service pioneered by [West Devon Borough Council](#) and now embraced by four District Councils in Devon (West Devon, [Mid Devon](#), [Torridge](#) and [South Hams](#)). Whilst the content of the services provided in each authority and the number of outreach locations varies, the key principle underpinning each approach is the same. This involves each Council taking a partnership approach, bringing various agencies together at physical locations within its district to provide face-to-face advice and guidance on public services to residents outside of its standard office locations.

The rationale underpinning this approach is the need to provide comprehensive access across large sparsely populated areas to advise and support in the context of public services. Council services delivered from headquarters or area office locations are often difficult to access for vulnerable residents and the concept of providing more local physical outreach events has proved popular with both service providers and local residents. At the heart of the demand for outreach services is the opportunity for interactive access with public service staff.

Cost and the logistical challenges of covering very large areas mean that it is not possible to meet all the potential demand from communities through physical outreach. Individuals in small isolated settlements often find access most difficult and the low critical mass of these settlements makes it very difficult to justify the provision of regular outreach support. Challenges around ICT connectivity – and the more fundamental issue that a significant proportion of the population don’t have, or choose not to access, the internet – limit the ability of ICT approaches on their own to fill the gap. With demographic predictions pointing to an increase in the numbers of vulnerable elderly people in rural areas this situation is likely to become more challenging.

The Toolkit, then, explains how – through a combination of ICT, community engagement and careful service planning – access to public services can be widened to address the physical challenge of providing outreach to small rural communities.

Stage 1: Local Data Collection

Summary

This section sets out how to profile settlements in terms of community need, local connectivity and community infrastructure. It identifies sources of data that can be used and how this data can be utilised to identify potential delivery points.

Connectivity

Data can be drawn from sourcing a landline telephone and postcode for each settlement, preferably for a community facility (e.g. Parish Council office, Post Office or shop). This number and postcode can be entered into the 'Broadband Availability Checker' on "[SamKnows](#)".

SamKnows' has limitations because it relies upon postcodes - in rural areas postcodes can be very large meaning they do not give an accurate picture of actual distance from an exchange. However, this website holds some of the most comprehensive data publicly available.

The Checker provided a detailed breakdown of Digital Subscriber Line (DSL refers to digital data transmission over the wires of a local telephone network), and the cable and wireless services available in each settlement.

Community Infrastructure

There is no right or wrong way to assess this, the following approach worked for us:

- ✓ Demography: total population and number of people aged 50+ (source: [Office for National Statistics](#)).
- ✓ Settlement pattern: whether the village is dispersed or nucleated (source: [RERC](#), 'Am I rural?' tool)
- ✓ Land use: Local Plans (source: District Councils).
- ✓ Physical environment: the presence of heritage sites, SSSIs and AONBs (Source: [Natural England](#)).
- ✓ Housing stock (source: Housing Strategies from District Councils).
- ✓ Service Location – where post offices, schools, shops and pub outlets can be found (source: Commission for Rural Communities ([CRC](#)) [Rural Services Data Series](#)).
- ✓ Parish & Community Plans (source: Rural Community Councils/District Councils).
- ✓ Actual or potential venues that could host a community access and information point – including whether a settlement has a library, village hall or post office (source: District Councils and Rural Community Councils).

Top tip

Check your analysis with the community directly. Statistical profiles only go so far in describing "real" places without recourse to those living/working on the ground.

Need

You should look at connectivity and community infrastructure overlain with indicators of need to decide favoured locations judging need as follows:

Percentage of the population aged 50 years and over (source: Office for National Statistics, [ONS](#)): this dataset was chosen to identify settlements with high proportions of older people who are more likely to access council and public services.

Household income (source: [NOMIS](#) – official labour market statistics, part of ONS): this dataset was chosen to look at the relationship between financial exclusion and digital exclusion.

Sparsity (source: 2004 rural_urban definitions, [RERC](#), Birkbeck College): this dataset was chosen as a proxy for how well connected a settlement is to surrounding settlements.

Stage 2: Settlement Mapping

Summary

This section sets out how to consider the physical configuration of target settlements to identify the most appropriate delivery points. It showcases a map of priority areas developed for the “Village Hub” project in Devon.

Settlement Mapping

The following approach was used for the “Village Hub” project:

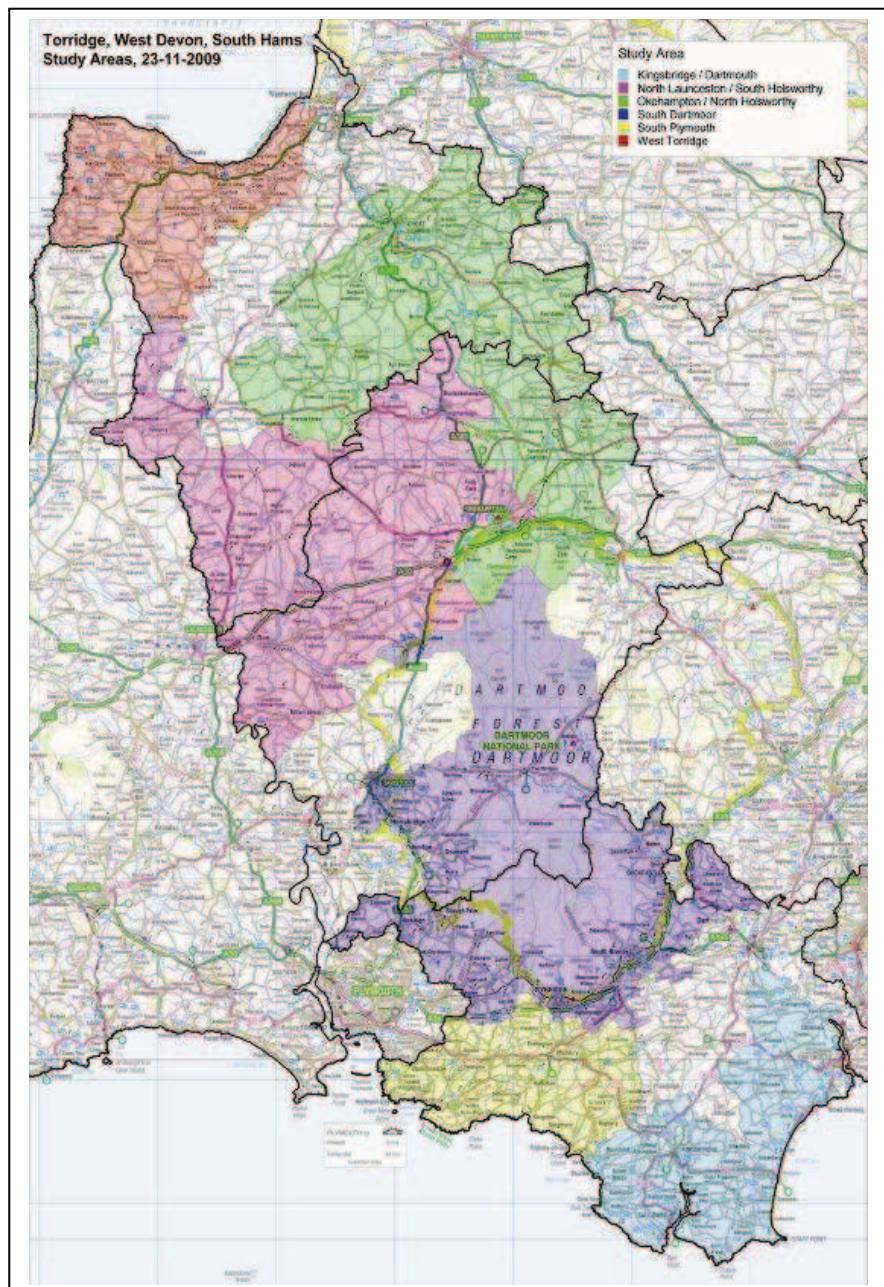
Using need as the most important denominator, all the settlements in scope were divided into quartiles.

The settlements were GIS mapped and colour coded according to the quartile they had been placed in. This enabled groups of settlements with specific needs to be identified.

The physical connectivity of the settlements in the two worst quartiles was considered by looking at the road infrastructure.

The clusters of settlements were overlaid by Lower Super Output areas (LSOAs), fitting them as closely to the road boundaries as possible. This provides scope for further analysis of other data variables.

Information on community infrastructure, including if a customer service outreach surgery took place, was used to identify the most promising locations within the clusters to provide access points.



Stage 3: Options Appraisal

Summary

This section sets out the generic features underpinning successful ICT provision of council services. Three models, developed from the evidence collected & thoughts about their applicability to rural places, are described.

The Three Broad Models

Model A – The council provides or facilitates a broadband enabled, community run access point. This comprises a PC, printer/scanner, broadband connection, security system and network router. The Point is available in buildings open to the public, including shops. The PCs have a “Village Hub” front end web-site installed on them. The Point is run by trained volunteers. The ICT system is maintained by a commercial provider.

Model B – This uses the same equipment as Model A plus video conferencing software to enable users to interact with the Council. The facility is run by volunteers who are trained in key council services and to support users at the facility. The “Village Hub” website is installed as the home page on all of the PCs. Volunteers booked appointments for users to speak to council staff using the video link. The ICT system is maintained by the Council or a commercial provider.

Model C – Has the same range of equipment as Model A, plus a touch screen, digital camera, web cam, signature pad and headset. It uses a proprietary piece of equipment to enable direct and specific detailed transactions with the Council. It is supported by volunteers and all PCs have the “Village Hub” website installed.

Village Hub Website - All 3 models are based on an entry point through a web-site which would provide the key “glue” for the project and its partners. The website has: a single front page listing service providers, a page introducing the Points and their locations, a page setting out activities at each Point, a page per service provider, a discussion forum and feedback facility.

Ingredients of Success

1. The importance of identifying the most appropriate locations (e.g. by distance, public venues and/or community need).
2. The importance of identifying communities with the interest, capacity and infrastructure to sustain a community access and information point.
3. An understanding of whether the ICT that is chosen can be led by specialists from within the Council or not, and whether the ICT chosen is compatible with the Council’s existing internal ICT systems, the ICT systems of partner agencies and how the equipment will be purchased, maintained and updated.
4. An acknowledgement that other agencies may join the project at different times and stages and that this needs to be built into the project’s design and management.
5. The ability of Council departments to access funding, to support the set up and implementation of the project and how to sustain community access and information points (e.g. with the Council providing ongoing support and/or having an exit strategy whereby communities take on responsibility for sustaining the project).
6. The importance of looking to the future to ensure that the project can evolve to meet the changing needs of users and citizens.

Options (The full costs of all options can be found in Appendix C)

The three models are not mutually exclusive. Model A can be sourced from as little as £4,700 per unit over 3 years; Model B can be sourced from as little as £7,000 per unit over 3 years and Model C can be provided for around £17,500 per unit over 3 years. Community Infrastructure, levels of connectivity and levels of need are important issues to consider. Community access and information Points also rely upon a bank of volunteers.

Stage 4: Service Provision

Summary

This section sets out the key components for successfully providing ICT access to members of the public at community venues.

Outreach Services

The table below considers how appropriate district council services could be delivered through technology. There will be greater scope for unitary authorities to deliver a wider range of services in view of their larger service portfolio through this approach.

Service in Demand	Current outreach available	How technology could be used to enhance delivery of service
Housing Advice	Advice and signposting, completion of Devon Home Choice form.	Unstaffed advice and signposting, completion of Devon Home Choice form online.
Council Tax Benefits	Advice, assessment and application.	Application forms to download/print/submit online.
Waste and Recycling	Advice, collection dates, order form for sacks/boxes, request assisted collections.	Order forms to download/print/submit online & request assisted collections.
Planning	Advice	Application search, registering support or opposition for an application. Submitting plans through the Planning Portal.
Environmental Health	Advice, reporting issues.	Licence application and reporting issues online.
Community Safety	Reporting of issues, advice.	Confidential reporting of issues.
General Information	Advice on general queries	Links to websites, submission of questions to key officers/agencies electronically.

Governance

Any outreach project would benefit from being overseen by a Working Group comprised of Officers and Members from the Council and representation from the community & voluntary sector. In addition to the Working Group, Council staff resources would also be required for:

1. Set up: the project would benefit from a dedicated project manager to set it up.

2. Implementation: the project would benefit from a part-time resource to support initial implementation and a one-day a week dedicated resource in each participating authority to support the project on an ongoing basis and to collect data to monitor and review progress.

Any outreach project would also benefit from regular meetings between the Councils and their partners (every two months) to ensure their buy-in and ongoing support. These should be supported by setting monitoring and measurement targets.

Staffing - In addition to the redeployment of in-house staff, any project is likely to require a 6-month dedicated project manager. The project manager would set up a Working Group; embed the project within the authority; develop a funding strategy; work with the ICT department to connect the project up; recruit partners; train & support volunteers; liaise with service providers; promote the facility; and set up monitoring systems.

Stage 5: Implementation Plan

Summary

This section sets out the activities involved in using ICT to deliver stand alone outreach services in community locations. It sets out an indicative timeline and key tasks.

Timescales and Activities	Months											
Activity	1	2	3	4	5	6	7	8	9	10	11	12
Project Set Up												
Appointment of Project Manager	■	■										
Set Up Working Group	■	■										
Website Commissioning	■	■	■									
Begin internal project promotion		■										
Liaison with Connect Partners		■										
Consultation to identify host settlements		■	■									
Community groups to submit applications			■	■	■							
Implementation												
Development of Protocols				■	■							
Training of volunteers						■	■					
Support for volunteers						■	■	■	■	■	■	■
Premises adaption						■						
Ordering of IT Equipment						■						
Installation of Equipment							■					
Launch of the access and information points						■	■					
Monitoring and Review												
Service Delivery Point Data Collection							■	■	■	■	■	■
Project Working Group	■	■	■	■	■	■	■	■	■	■	■	■
Quarterly meetings of volunteers						■	■	■	■	■	■	■
Innovation and Development Fund						■	■	■	■	■	■	■

Key Tasks

Stage 1: Project set-up

Appointment of Project Manager – 2 months.

Establishment of a “Village Hub” project Working Group – 1-2 months

Website commissioning – 3 months.

Recruitment of IT company to install, maintain community access points – 2 months.

Embed the project across the council – 1 month and ongoing.

Liaison with partners and other service providers – 1 month and ongoing.

Set up Grant Scheme to fund points – 1 month.

Consultation on locations – 2 months.

Community engagement in appropriate locations – 1 month.

Community groups to submit application forms setting out their interest & capacity. Working Group to assess applications – 3-6 months.

Stage 2: Implementation

Recruit and train volunteers – 2 months.

Support for volunteers – including visits to each site and a Forum for all volunteers - ongoing

Premises adaption, ordering of IT equipment, installation of IT equipment – 3 months.

Promotion of the access and information points – 1 month minimum lead time.

Stage 3: Monitoring and review

Volunteers at each point to collect data on usage – ongoing.

Quarterly visits by Council staff.

A named person at the Council to respond to ad hoc queries from volunteers. - ongoing.

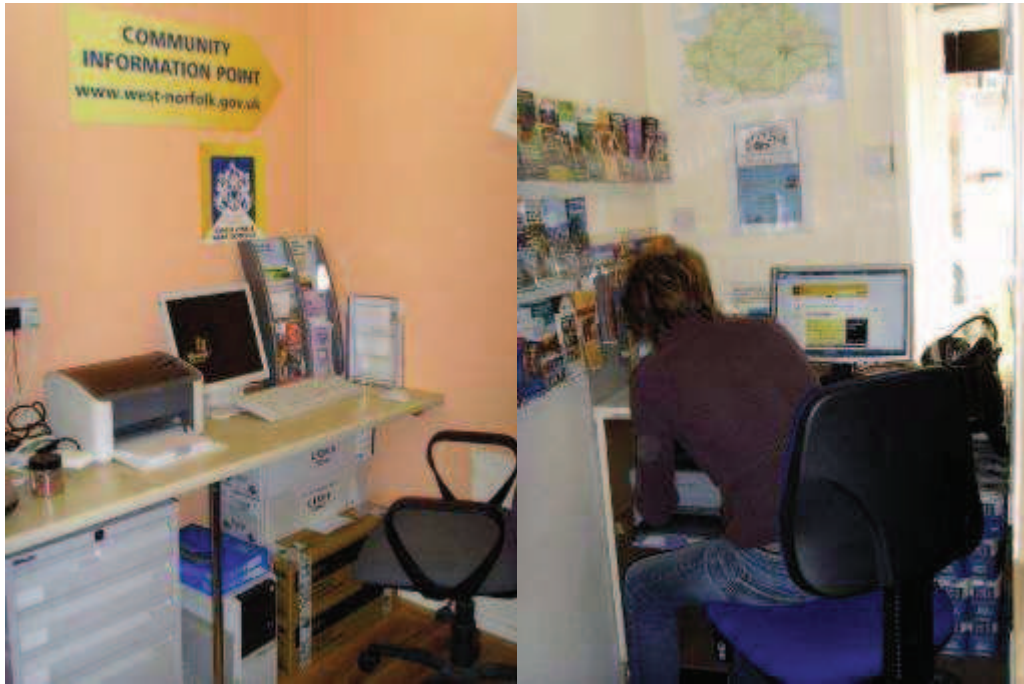
Compilation of data into a report for the Working Group – quarterly.

Quarterly meetings of Volunteer Forum – ongoing.

Key Learning Outcomes

- ICT should be seen as a means rather than an end. There is no “magic bullet” which enables the quality of the service provided itself to be enhanced just because it is accessed using ICT. The key benefit is to widen access and interaction to services for communities, not to deliberately change the nature of the services themselves, apart from when they need to be adapted to work using an ICT platform.
- Whilst there are a number of applications and approaches to the provision of services via ICT, the “Village Hub” project demonstrates how there is no simple “off the shelf” approach. Even the most “user friendly” ICT systems need adaption and design to take account of the specific circumstances in which they are to be used.
- The “Village Hub” project identified three main models which have scope (subject to the availability of sufficient resources) to be implemented in the three Devon authorities concerned. These models are not mutually exclusive and could be deployed in combination to respond to the different needs of settlements.
- The widening of access to Council services via ICT needs to be part of a “whole council” commitment. The national evidence call carried out by Rose Regeneration identified a number of projects which had failed to become embedded in their authorities outside of the customer services agenda. In many cases this limited the effectiveness and corporate reach of the project.
- In developing a portfolio of partner services to be accessed through this approach it is important to engage with the partner agencies at the earliest possible opportunity to ensure that the service delivery approach is as effective and joined-up as possible from the outset. This will avoid the need to “retro-fit” services into any agreed approach.
- Volunteers are key to the delivery of an ICT led approach, unless the council has very significant resources to deploy. The “Village Hub” project presents new opportunities for Councils to engage with small rural communities, to build local capacity around accessing services, and to train volunteers on the work of the Council and other service providers.
- The use of ICT to deliver services has the scope to increase community engagement and build community capacity.
- For small authorities there are practical challenges around resourcing access and information points. However, even for Councils with modest reserves there is scope to provide Model A on a relatively affordable basis. There are also opportunities to bid to third parties for funding, particularly in terms of supporting the start up capital costs of the Models and scope for joint procurement if working in partnership with neighbouring authorities/public sector partners.
- There is scope for the individual Councils to think about key outcomes around enhanced access and take up, and possibly efficiency savings. The challenge, however, will be to find the funding in the first instance to deliver the Models and Implementation Plans, outlined in this Toolkit and set out in the “Village Hub” Final Report.

CASE STUDY 1 – COMMUNITY INFORMATION POINTS (CIPs): KING’S LYNN & WEST NORFOLK



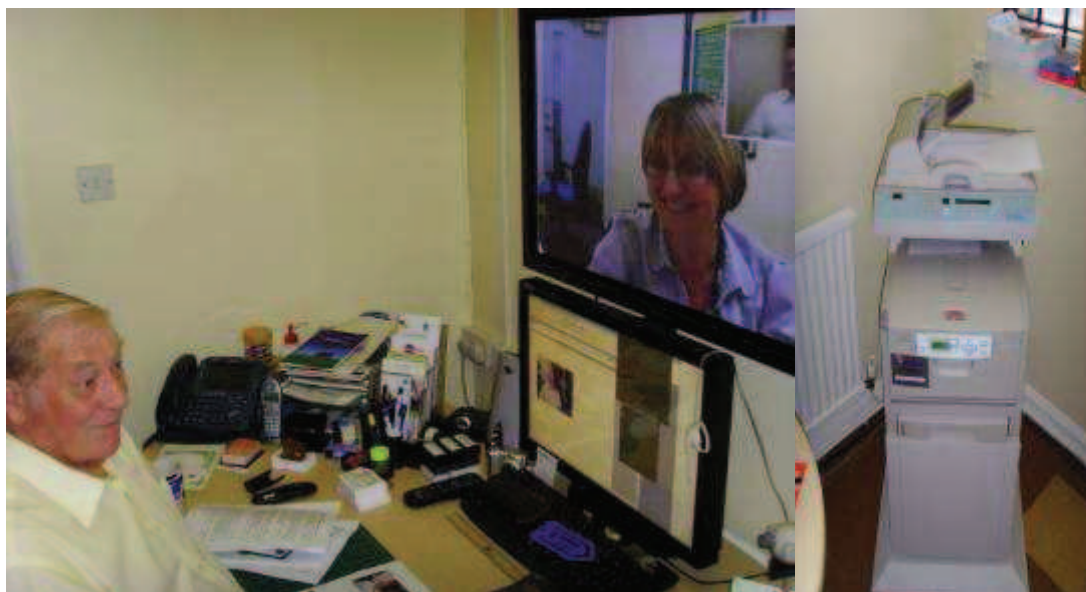
Snettisham CIP

Ringstead CIP

Community Information Points (CIPs) provide rural communities with less than 500 residents with a broadband connection at a local community facility. Each CIP contains a desk, PC and printer. The project in King’s Lynn and West Norfolk was initiated by the Leader of the Council in 2005 who wanted to set up fifteen facilities within six months. Eighteen CIPs have opened since the project started. Though CIPs are not intended to provide Council services per se, citizens can download and submit Council forms online. CIPs are run by volunteers, with support from staff at the Council customer services centre. The ICT is outsourced to UpTech, a local business.

CIPs are based in a range of locations – Snettisham CIP is in a Parish Council office and Ringstead CIP is located in a shop. The total cost of setting up and running the eighteen CIPs established to date, discounting the cost of support from the Council’s Customer Service team, has been less than £50,000.

CASE STUDY 2 – BASSETLAW INFORMATION SERVICES COMMUNICATING USING IT (BISCUIT)



Langold Village Hall, Nottinghamshire

BISCUIT is a network of six 'help points'. Each help point contains a PC, printer, scanner, camera, signature pad and a piece of equipment called "TellyTalk", purchased from the Technology Store. "TellyTalk" is a videoconferencing product that connects the user direct to the Council's customer services centre. Staff can see and speak to the user and complete application forms on their behalf. The user does not require any knowledge of using a computer, with Council staff showing the user the form on the screen as they are filling it in. The locations for the help points were chosen using the Index of Multiple Deprivation (IMD) and by identifying larger rural communities with footfall. The project was funded by the Legal Services Commission.

The ongoing running costs of the project are supported by Bassetlaw District Council and Nottinghamshire County Council. The project depends on trained volunteers for its successful operation.

Appendix A - Best Practice Research

Summary

The 'national evidence call' used for the "Village Hub" project generated 163 responses from 113 organisations. This section outlines how to gather and categorise examples of best practice.

Categorising

Should you undertake a 'call for evidence' or simply look for examples of best practice it is very useful to categorise them.

The "Village Hub" project identified four categories:

1. Local authorities using ICT to deliver public services.
2. Community and voluntary groups accessing public services at community venues and/or using ICT to deliver services.
3. ICT solutions, such as providing access to broadband or a community website.
4. Signposting to a range of reports, documents and future projects.

Potential Sources of Data

- 1) Action with Communities in Rural England ([ACRE](#))
- 2) [DC10plus](#) – The network for change
- 3) [Directgov](#)
- 4) Federation of Small Businesses ([FSB](#))
- 5) National Association for Voluntary and Community Action ([NAVCA](#))
- 6) [RuSource](#), a network of land based businesses and individuals
- 7) Society of Information Technology Management ([Socitm](#))

Sifting

- ✓ Scope – look for projects that have delivered a range of services/access opportunities.
- ✓ Affordability – Look for projects that are cost effective in terms of equipment and maintenance.
- ✓ Demand – look for projects which are well used and have a financial exit strategy.
- ✓ Practicality – look for projects where practical issues (e.g. around how to use ICT or decide which public services to deliver) have been identified and addressed.
- ✓ Fit – Look for projects that meet the access strategies of your Council(s).

Homing in

The "Village Hub" project divided examples of best practice into three categories (you may wish to take a similar approach):

- 1) County wide projects led by the public sector –** *Community Information Points (Cambridgeshire), Community Access Points (Herefordshire), DigTV (Kirklees), Shropshire Broadplace, Joint Access Centres (North Yorkshire), Customer 1st (Leicestershire), Citizen Link (E Riding of Yorkshire), Connecting Somerset*
- 2) District projects supported by local authorities and communities –** *Community Information Points (Kings Lynn and W Norfolk), Two Dales Live (Richmondshire), BISCUIT (Bassetlaw)*
- 3) Community led –** *Diptford Parish Hall Computer Club (South Hams), Northlew Wireless Broadband Project*

To learn more about these and all the other projects go to Appendix B

Appendix B

Project Examples

The “Village Hub” project included a ‘National Call for Evidence’. The Call generated 163 responses from 113 organisations. The responses were divided into four categories: (1) local authorities using ICT to deliver public services; (2) community and voluntary groups accessing/providing services; (3) ICT/technical solutions; and (4) reports/future research projects. More information about the Call for Evidence is available from Jessica Sellick at Rose Regeneration (email: jessica.sellick@roseregeneration.co.uk phone 01522 563518).

1) Local authorities using ICT to deliver public services

- Access East Sussex, Wealden District Council
- Access to ICT and demand stimulation (multiple projects), Lincolnshire County Council
- BISCUIT - Bassetlaw Information Services Communicating Using IT
- Cherwell Information Kiosks, Cherwell District Council
- CitizenLink, East Riding of Yorkshire Council
- Community Access Points, Cambridgeshire County Council
- Community Access Points, Herefordshire Council
- Community Information Points, Borough Council of King’s Lynn & West Norfolk
- Connecting Somerset Project
- Customer First Programme, Leicestershire County Council & Leicestershire Rural Partnership
- DigiTv/Looking Local, Kirklees Council
- E-access Library project, East Riding of Yorkshire Council
- E-government access strategy, South Northamptonshire District Council
- Joint Access Centres, North Yorkshire County Council
- MATISSE Smarter Working Centre Initiative, Hampshire County Council
- Shropshire Broadplace, Shropshire Council
- Tools for Towns project, Teignbridge District Council
- Touch Screen Kiosks, Lincolnshire County Council and South Holland District Council
- Travel Plan Survey Tool and Template, Norfolk County Council
- Virtual District Project, Stratford-on-Avon District Council
- VROOM (Video Rural Outreach Operating Model), Cornwall Council

2) Community and voluntary groups accessing public services at community venues and/or using ICT to deliver public services

- Access council services in post offices pilot project, Postwatch and Federation of Sub Postmasters
- Age Concern Okehampton and Torridge
- Ancaster Parish Hall Committee, Lincolnshire
- Bell View Resource Centre, Belford, Northumberland
- Berwick Parish Church Organ Restoration Project, Northumberland

- Broadband installation, Stokenham Parish Council
- Burton in Lonsdale Village Hall Project, North Yorkshire
- Computer-in-a-shop initiative, South Tawton Parish Council
- Diptford Parish Hall Computer Club, South Hams
- Hollinsclough parish office, Staffordshire
- Hub@Blackwell, Stour Valley, Warwickshire
- ICT interactive service points, North Tawton, West Devon
- Internet Cafe, Aldbourne Youth Council, Wiltshire
- Kiosk in GP surgery, Thirsk, North Yorkshire
- Ludham Internet Project, Norfolk
- Maiden Bradley village shop, Wiltshire
- Project 2000, Kirkbampton Village Hall, Cumbria
- Resource @ King's Cliffe, Cambridgeshire
- Two dales live, North Yorkshire
- West Meon Council Customer Access Point, Hampshire

3) Projects where an ICT solution has been implemented (e.g. access to broadband, website provision)

- Bradwell Wi-Fi Broadband Network, Bradwell Community Interest Company (CIC)
- Buckfastleigh Broadband, Dartmoor National Park
- Digital Wirksworth, Zycomm
- E-daily, Cornwall
- Eversden community website
- Graffham Parish News – Magazine of St Giles Church & the Village of Graffham
- Housing Options Service, Age Concern Derby & Derbyshire
- Northlew Wireless Broadband project, West Devon
- Rutland Telecom
- Warminster People website
- Websites for Parish Councils and not-for-profit organisations, Lincolnshire County Council
- Wiltshire Smartplace Programme

4) Future research projects

- Improving infrastructure for children and young people in rural areas, Voluntary Action Cumbria
- Opportunities to create footfall in village centres, Voluntary Action Stratford
- Village shops audit, Chichester

Appendix C

ICT Specifications and Costs

The costs and specifications for each of the three models set out below are indicative and will need to be adjusted to take account of costs at the time of implementation and changes (e.g. replacement, upgrades) to equipment. The specific equipment set out below was identified with assistance from an ICT advisor at Rose Regeneration. *Please note the brands mentioned are for purely illustrative purposes and are not the only means of achieving the operations specified.* In addition to the equipment cost for each model, it has been assumed in all three models that the cost of the development of a dedicated “Village Hub” website will be £15,000.

Model A

Equipment	Cost
PC	
Fujitsu Siemens Esprimo PC, P2550, Windows 7 Professional / XP Pro Downgrade 4GB Ram, Core 2 Duo E7500 2,93Ghz Processor, 320GB Hard Drive, DVDRW Drive	£450
Optional three year onsite warranty parts and labour	£60
22" Fujitsu Widescreen Piano Black Screen with audio	£140
Printer Scanner	
Canon PIXMA MP540 – Printer / copier / scanner, USB 2.0, Max speed colour 17ppm, B/W 26ppm	£140
Approximate cost of replacement cartridge packs	£30
Software	
Microsoft Office Small Business Edition, Power Point, Excel, Word, Outlook and Publisher applications (pre installed on PC)	£180 (OEM Licence only)
Avast Professional Anti Virus 3yr Licence (1 PC)	£53
Broadband	
Standard ADSL Max 20GB product (20GB per month usage allowance) up to 8Mbps download and 800Kbps upload.	£25 per month (possible setup cost between £0 and £100 depending on provider)

BT line installation (if required)	£99 plus line rental £11 per month.
Security	
Firewall Router Stateful packet firewall 4 port router	£200
Content filtering subscription	£100 per year
PC Desk lock under desk (locks PC unit under the desk to prevent theft, may not be necessary)	£50
Installation and Support	
Local IT supplier who is able to deliver and support all the community access point centres. Installation, assuming one hours travel time and three hours on site	£200
Maintenance	
Local IT supplier should be able to provide a support contract for any issues that arise with the equipment. This would include access to the PC(s) remotely, telephone support and onsite support where necessary. Costs will depend on the number of PC's, number of sites and geographical location.	£200-£1000 per annum.

Summary of capital costs

PC System and Screen	£650
PC Desk lock	£50
Printer Scanner	£140
Software	£233
Broadband setup	£50
Telephone line installation	£99
Firewall Router	£200
PC installation	£200
Total	£1622

Ongoing annual costs

BT Line rental	£132
Broadband ADSL	£300
Printer consumables	£100 (depends on usage)
Content Filtering	£100
Maintenance contract	£400 (approximate)
Approximate annual running Cost (based on one PC)	£1032

Total cost per community access point including capital costs and annual ongoing costs over three years: £4,718

Model B

Equipment	Cost
PC	
Fujitsu Siemens Esprimo PC, P2550, Windows 7 Professional / XP Pro Downgrade 4GB Ram, Core 2 Duo E7500 2,93Ghz Processor, 320GB Hard Drive, DVDRW Drive	£450
Optional 3 yr onsite warranty parts and labour	£60
22" Fujitsu Widescreen Piano Black Screen with audio	£140
Printer Scanner	
Canon PIXMA MP540 – Printer / copier / scanner, USB 2.0, Max speed colour 17ppm, B/W 26ppm	£140
Approximate cost of replacement cartridge packs	£30
Software	
Microsoft Office Small Business Edition, Power Point, Excel, Word, Outlook and Publisher applications (pre installed on PC)	£180 (OEM Licence only)
Avast Professional Anti Virus 3yr Licence (1 PC)	£53
Broadband	
Standard ADSL Max 20GB product (20GB per month usage allowance) up to 8Mbps download and 800Kbps upload.	£25 per month (possible setup cost between £0 and £100 depending on provider)

BT line installation (if required)	£99 plus line rental £11 per month.
Security	
Firewall Router Stateful packet firewall 4 port router	£200
Content filtering subscription	£100 per year
PC Desk lock under desk (locks PC unit under the desk to prevent theft, may not be necessary)	£50
Video conferencing	
Megameeting 10 user licence	£100 per month
Nikon Coolpix L20 Camera	£100
Nikon Capture software	£100
Logitech web cam	£60
Legapad electronic signature pad	£115
Installation and Support	
Local IT supplier who is able to deliver and support all the community access point centres. Installation, assuming one hours travel time and up to 8-hours on site	£400
Maintenance	
Local IT supplier should be able to provide a support contract for any issues that arise with the equipment. This would include access to the PC(s) remotely, telephone support and onsite support for video conferencing facility where necessary. Costs will depend on the number of PC's, number of sites and geographical location.	£500-£1500 per annum.

Summary of capital costs

PC System and Screen	£650
PC Desk lock	£50
Printer Scanner	£140
Software	£233
Broadband setup	£50
Telephone line installation	£99
Digital Camera and Bracket	£125
Camera Capture Software	£100
Web Cam	£60
Electronic Signature Pad	£115
Firewall Router	£200
Skype phone	£100
PC installation	£400
Total	£2322

Ongoing annual costs

BT Line rental	£132
Broadband ADSL	£300
10 User video conference licence	£200 (£1200 per year/over 6 sites)
Printer consumables	£100 (depends on usage)
Content Filtering	£100
Maintenance contract	£750 (approximate)
Approximate annual running Cost (based on one PC)	£1582

Total cost per community access point including capital costs and annual ongoing costs over 3-years: £7,068

Please note the same video conferencing equipment would be required at the Council or service provider office.

Model C

Equipment	Cost
PC	
Fujitsu Siemens Esprimo PC, P2550, Windows 7 Professional / XP Pro Downgrade 4GB Ram, Core 2 Duo E7500 2,93Ghz Processor, 320GB Hard Drive, DVDRW Drive	£450
Optional 3 yr onsite warranty parts and labour	£60
22" Fujitsu Widescreen Piano Black Screen with audio	£140
Printer Scanner	
Canon PIXMA MP540 – Printer / copier / scanner, USB 2.0, Max speed colour 17ppm, B/W 26ppm	£140
Approximate cost of replacement cartridge packs	£30
Software	
Microsoft Office Small Business Edition, Power Point, Excel, Word, Outlook and Publisher applications (pre installed on PC)	£180 (OEM Licence only)
Avast Professional Anti Virus 3yr Licence (1 PC)	£53
Broadband	
Standard ADSL Max 20GB product (20GB per month usage allowance) up to 8Mbps download and 800Kbps upload.	£25 per month (possible setup cost between £0 and £100 depending on

	provider)
BT line installation (if required)	£99 plus line rental £11 per month.
Security	
Firewall Router Stateful packet firewall 4 port router	£200
Content filtering subscription	£100 per year
PC Desk lock under desk (locks PC unit under the desk to prevent theft, may not be necessary)	£50
TellyTalk	
Licence	£750
Installation and commissioning	£2785
Maintenance contract (required in years 2 and 3)	£3281 per annum
Lyama Touch Screen	£500
Canon digital camera and camera bracket	£170
Logitech webcam	£60
Legapad electronic signature pad	£115
Skype phone or headset	£100
Installation and Support	
Local IT supplier who is able to deliver and support all the community access point centres. Installation, assuming one hours travel time and up to 8-hours on site	£400
Maintenance	
Local IT supplier should be able to provide a support contract for any issues that arise with the equipment. This would include access to the PC(s) remotely, telephone support and onsite support for video conferencing facility where necessary. Costs will depend on the number of PC's, number of sites and geographical location.	£500-£1500 per annum.

Summary of capital costs

PC System and Screen	£650
PC Desk lock	£50
Printer Scanner	£140
Software	£233
Broadband setup	£50
Telephone line installation	£99
Digital Camera and Bracket	£170
Web Cam	£60
Electronic Signature Pad	£115
Skype Phone	£100
Firewall Router	£200
PC installation	£400
Lyama touch screen	£500
TellyTalk	£3535 (approximate)
Total	£6302

Ongoing annual costs

BT Line rental	£132
Broadband ADSL	£300
10 User video conference licence	£200 (approximate)
Printer consumables	£100 (depends on usage)
Content Filtering	£100
Maintenance contract	£750 (approximate)
Tellytalk Maintenance contract	£3281 (from year 2)
Approximate annual running Cost (based on one PC)	£1582 (in year 1) £4863 (in year 2) £4863 (in year 3)

Total cost per community access point including capital costs and annual ongoing costs over 3-years: £17,610.

Please note the same ICT and “TellyTalk” equipment would be required at the Council or service provider office.