

## 'Making a Mark'

### Mark Holder Social Impact Declaration

#### Social Telecoms CIC

Social Telecoms was formed in 2012 to supply and support telecommunications and data products for the UK's social housing sector.



Since 2012 we have leveraged our experience in telecommunications to assist our customers address the digital divide they have in their communities.



We do this by offering our popular Community WiFi service - providing very low-cost online connectivity for families where standard home broadband would be cost-prohibitive; and our KiOSK terminal product, a touchscreen communal access computer.



The Social Enterprise Mark criteria includes a requirement for all applicants and renewing Mark Holders to answer a set of social impact questions, which illustrate how they are striving to meet their social/environmental objectives. Below are examples of how **Social Telecoms** is Making a Mark, striving to create a positive impact on people and planet.

#### Bridging the Digital Divide

We have aimed to bridge the Digital Divide by providing affordable internet access to those disadvantaged by a lack of or the expense of online access, thereby enabling them to access government services etc.

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In addition to our funded networks, we support upwards of 200 community networks across the whole of the UK working with our local partners in social housing provision and local government.

## Creating social value

We have 240 regular users of our network in Meole Brace, who typically use it for accessing government services and education, as well as social functions.



Residents can access self-service portals and applications saving them and the housing provider time and money. It also helps to regenerate communities and improve sustainability by facilitating job searches, enabling benefit applications and promoting communications with friends and relatives.

## Providing training for the local community

Our community work is primarily focused on the Digital Den: a walk-in digital centre for the residents of Severnside Housing in Shrewsbury.



As a joint venture between us and Severnside, we provide computer access, training and affordable WiFi across the estate into residents' homes. Social Telecoms provide the staff to run the Den and support the community in these ways.

The bulk of the training work was employment related, such as CV development, CSCS cards certification and assistance with Universal Job Match, utilising the free computers provided at the Den. We have recently increased our training support, up from 483 customers to 1,247.

Working with Severnside Housing and The Princes Trust we have also taken on several unemployed young people for temporary placements during the year, giving the individuals the opportunity to sample working life and receive training in various aspects of our business and community mission.

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