



LEAPING ACROSS THE DIGITAL DIVIDE

STOCKPORT
TOWN OF
CULTURE

DIGIFEST

2024

DigiKnow



Stockport's Digital Journey

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2009 #digifestsk



- iPhone ?? was the most sold mobile in the UK.
- Barack Obama became the first African American to become President of the United States.
- The country was in the height of a recession.
- Grindr was launched!
- Starting Point was established in Woodley.





Why Starting Point & Digital & Stockport?

- Supporting people to have happier, healthier and fairer lives through community learning.
- In non-threatening places.
- With familiar faces that are sometimes only one page ahead.
- ...and with coffee!





What the divide looked like back then

- PCs hardwired into our coffee shop broadband.
- Older people using Skype to contact family abroad.
- People setting up an email account for job searches.
- Some folk just wanting to get out of the house.





Focusing on change

- Giving people skills and confidence.
- Focusing on what mattered in their lives.
- Helping them to share their knowledge.
- Supporting groups to become more resilient.





Milestones

- Good Things Foundation grant holders –part of the online centres network.
- Partnership working leading to DigiKnow.
- Shared agenda with Stockport Homes.
- Developing community organiser principles and volunteering opportunities.





And then it all changed...



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18,244

Calls and texts to Helpline



10,974

Device loans from Digital Lending Library



5,844

Group and one to one sessions



4,444

Devices donated for recycling and resale



1,776

Devices distributed/gifted to residents



1,330

Databank sims given out



567

Low-cost refurbished devices sold



376

Digital Champions and DigiKnow Friends trained



82

Partners in DigiKnow network



53,192 Stockport residents helped with digital since 2018

31 Jan 2024



15 years on....



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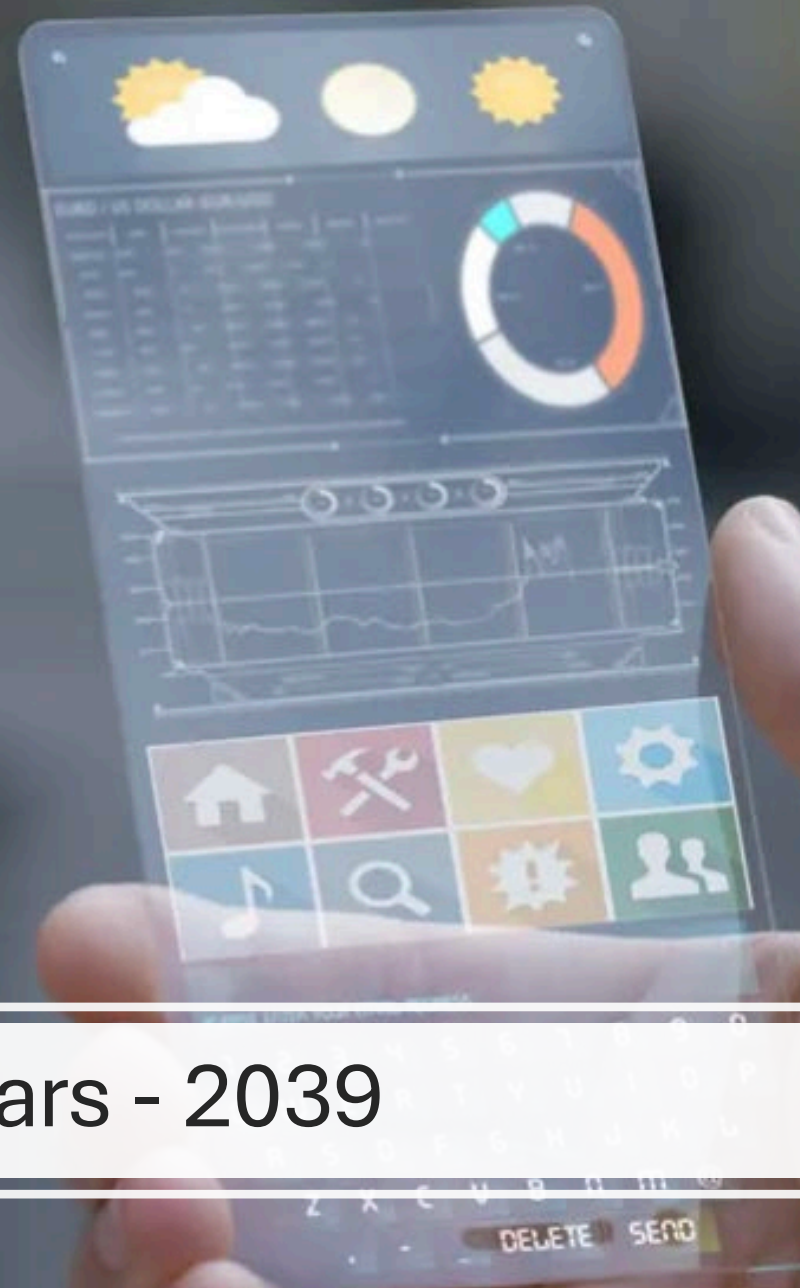
2024

DigiKnow



What it looks like now





In 15 years - 2039



What needs to be done

- We need to tackle data poverty by increasing understanding of it
- Increased support for volunteers
- We need to equip people with learning skills not digital skills
- We need to advocate for those without a voice and influence future change makers





iPhone 3G S

iPhone



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DigiKnow

Starting Point video link

Video URL <https://videopress.com/v/mUC5543C>