## County Hall Beverley East Riding of Yorkshire HU17 9BA Telephone (01482) 393939

www.eastriding.gov.uk

Ian Rayner Head of Culture and Customer Services

13th June 2023

To: **Support Agencies in the East Riding**

**Subject: Free Data Sim Distribution Project – Phase 1, commencing 3rd July 2023**

**Introduction**

East Riding of Yorkshire Council’s Library Service has been nominated by the charity The Good Things Foundation to be a designated distributor of free phone data sim cards to those eligible across the East Riding. We have been working through the process and are now ready to run phase 1 of the project which sees 10 of the larger East Riding Libraries issuing free data sims to those referred into the scheme by a known and participating support agency.

We will also be taking the opportunity to provide recipients with a free Library membership and a full tour of what the Library has to offer including free internet access, public access computers and also many activities for adults, children and young people all of which are all free. We hope you will be keen to register for the scheme and help us spread the opportunity for those on low incomes to access this free data and get online.

**Background**

Three of the national mobile phone companies are donating very large amounts of phone data for onward distribution to those across the country who can’t afford to pay for it themselves and often have “no phone credit”. These companies are O2, Vodafone and 3 and it takes the form of either a sim card or voucher. Each of the three schemes operate slightly differently but can provide unlimited minutes and texts with 20GB free data per month for up to 6 months. We will receive a monthly allocation of sims until December 2023 providing we allocate those we receive. We can also request more sims per month to meet the demand so the more we issue, the more we can get.

**Eligibility Criteria**

In order to qualify for the scheme, recipients must be:

* 18 years or over,
* Live in a low-income household
* Unable to pay for the data either in or outside their home

* Be referred into the scheme by a known support agency who consider they meet the criteria
* Have mobile phone that is capable of accepting a data sim from any of the three providers Vodafone, O2 or 3 UK.

**How the scheme works**

Support organisations register to be a referring agency. They identify clients who fit the criteria above and would benefit from the scheme. Support workers then telephone the chosen Library to make an appointment for them and sends an email of confirmation. The Recipient attends at the Library appointment with a charged phone capable of accepting a sim card from any of the three providers, joins the Library and receives the free data sim once it is registered by staff.

**The Process**

**Support Organisations**

1. Support organisation registers to take part by sending an email to: [Deborah.fagan@eastriding.gov.uk](mailto:Deborah.fagan@eastriding.gov.uk) and cc [Gary.smith@eastriding.gov.uk](mailto:Gary.smith@eastriding.gov.uk) and include the following information:
   1. Name and official address of organisation and team name.
   2. Type of organisation and charity registration number if applicable.
   3. The nature of support provided by the organisation
2. Workers identify clients who meet the criteria above and:
   1. Identify their chosen Library from the list provided in this letter
   2. Telephone the chosen Library to arrange a mutually agreeable time and date for the recipient to receive the data sim. The numbers and opening times are below.
   3. Send a confirmation email to the chosen Library at the email address in the list provided including in the email the Client’s name, along with the time, date and location of their appointment.

**Collecting the Free Data Sims**

Recipients must take with them a mobile phone which is charged and capable of receiving a data sim from any of the three providers above. They should also bring proof of address if they have it for their Library membership. The scheme is also open to those who may not have fixed accommodation or permanent address.

Please note, no free data sim will be issued to anyone for whom we have not received referral confirmation by email from the support agency.

**Keeping your current phone number**

For recipients who already have an O2 or Three number, there is the option to move your existing number to the SIM card by following the instructions on the relevant provider website on 'how to move your existing number'. Unfortunately, it is not possible to move an existing Vodaphone number a new Vodaphone SIM card. All recipients can choose to just keep/use the new number on their new SIM card.

**Measuring the impact**

As part of our role as approved Distributors, we are required to provide case studies on what difference the receipt of the free data has made to the recipients and their household. We will therefore be contacting referring agencies in the future for examples of where the issue of this free data has made a positive difference.

**We welcome your feedback**

This is a new scheme so we will all be learning as we go. It is important to us that it works well for everyone so we really welcome any thoughts, ideas or suggestions you may have which would help us all to successfully deliver more free data to those who need it across the East Riding. Please don’t hesitate to contact us using the details below if you require any further help or information.

Kind Regards

Debbie Fagan Gary Smith

Digital Inclusion (Health) Officer Digital Services Officer (Libraries)

Libraries and Customer Services Libraries and Customer Services

Mobile: 07811065839

Email: [Deborah.fagan@eastriding.gov.uk](mailto:Deborah.fagan@eastriding.gov.uk) Email: [gary.smith@eastriding.gov.uk](mailto:gary.smith@eastriding.gov.uk)

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| East Riding of Yorkshire Council Phase 1 Libraries and their opening times | | | |
| Library Location | Address | Telephone | Email |
| Beverley | Champney Road, Beverley HU17 8HE | 01482 392750 | [beverley.library@eastriding.gov.uk](mailto:beverley.library@eastriding.gov.uk) |
| Bridlington Central | 14 King Street, Bridlington YO15 2DF | 01262 672917 | [bridlingtonlibrary@eastriding.gov.uk](mailto:bridlingtonlibrary@eastriding.gov.uk) |
| Bridlington North | Martongate, Bridlington YO16 6YD | 01262 671468 | [NorthBridlington.Library@eastriding.gov.uk](mailto:NorthBridlington.Library@eastriding.gov.uk) |
| Cottingham | 10 Market Green, Cottingham HU16 5QG | 01482 393939 | [csccott@eastriding.gov.uk](mailto:csccott@eastriding.gov.uk) |
| Driffield | Cross Hill, Driffield YO25 6RQ | 01482 393939 | [cscdriff@eastriding.gov.uk](mailto:cscdriff@eastriding.gov.uk) |
| Goole | Carlisle Street, Goole DN14 5DS | 01405 762187 | [Goole.Library@eastriding.gov.uk](mailto:Goole.Library@eastriding.gov.uk) |
| Haltemprice | Haltemprice Leisure Centre, Springfield Way, Anlaby, HU10 6QJ | 01482 393939 | [cscanlaby@eastriding.gov.uk](mailto:cscanlaby@eastriding.gov.uk) |
| Hornsea | East Riding Leisure, Broadway, Hornsea HU18 1PZ | 01482 393939 | [cschornsea@eastriding.gov.uk](mailto:cschornsea@eastriding.gov.uk) |
| Pocklington | Pocela Centre, 23 Railway Street, Pocklington, YO42 2QU | 01482 393939 | [cscpock@eastriding.gov.uk](mailto:cscpock@eastriding.gov.uk) |
| Withernsea | The Withernsea Centre, Queen St, Withernsea, HU19 2HH | 01482 393939 | [cscwithernsea@eastriding.gov.uk](mailto:cscwithernsea@eastriding.gov.uk) |

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| Library Opening Times | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
| Beverley | 9.30 - 5.00 | 9:30 - 8:00 | 9:30 - 5:00 | 9:30 - 8:00 | 9:30 - 5:00 | 9:00 - 4:00 | Closed |
| Bridlington Central | 9.30 - 5.00 | Closed | 9.30 - 6.00 | 9.30 - 3.00 | Closed | 9.30 - 1.00 | Closed |
| Bridlington North | Closed | 9.30 - 5.00 | Closed | 9.30 - 7.00 | 09.30 - 2.00 | 9.30 - 1.00 | Closed |
| Cottingham | 9.30 - 4.30 | 9.30 - 4.30 | Closed | 9.30 - 6.30 | 9.30 - 1.00 | 9.30 - 12.30 | Closed |
| Driffield | 9.30 - 6.30 | 9.30 - 4.30 | 9.30 - 4.30 | 9.30 - 4.30 | 9.30 - 4.30 | 9.30 - 12.30 | Closed |
| Goole | 9.30 - 7.00 | 9.30 - 5.00 | 9.30 - 7.00 | 9.30 - 5.00 | 9.30 - 5.00 | 9.00 - 4.00 | Closed |
| Haltemprice | 9.30 - 6.30 | 9.30 - 5.30 | 9.30 - 5.30 | 9.30 - 5.30 | 9.30 - 4.30 | 9.30 - 12.30 | Closed |
| Hornsea | 9.30 - 4.30 | 12:30 - 6.30 | Closed | 9:30 - 1:30 | 9:30 - 4.30 | 9:30 - 12:30 | Closed |
| Pocklington | 9:30 – 4:30 | 9:30 – 6:30 | Closed | 9:30 – 4:30 | 9:30 – 1:00 | 9:30 – 12:30 | Closed |
| Withernsea | 9.30 – 4.30 | 9.30 – 6.30 | Closed | 9.30 – 4.30 | 9.30 – 1.00 | 9:30 - 12:30 | Closed |