

5th March 2024

To: Voluntary and Statutory Support Agencies and Community Groups in the East Riding

Subject: Free Data Sim Distribution Project –Phase 2 - All Libraries, commencing 12th March 2024

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 are now ready to run phase 2 of the project which sees all 23 East Riding Libraries issuing free data sims to those referred into the scheme by a known and participating support agency or known community organisation.

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 UK 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 a minimum of 20GB free data per month for up to 6 months. We will receive a monthly allocation of sims until further notice 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

Paul Bellotti

Executive Director of Communities and Environment

- Be referred into the scheme by a known support agency who consider the individual meets 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 and community groups register to be a referring agency. If you have already registered in Phase 1 you don't need to register again. You and your Team identify clients who fit the criteria above and would benefit from the scheme. Support workers/volunteers then telephone the chosen Library to make an appointment for them and sends an email of confirmation. All contact details and Library opening times are below on page 4 and 5 of this letter. 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

Voluntary, Community and Agency Support Organisations

- 1) Support organisations register to take part by sending an email to: Deborah.fagan@eastriding.gov.uk and cc Gary.smith@eastriding.gov.uk and include the following information:
 - a. Name and official address of organisation and team name.
 - b. Type of organisation and charity registration number if applicable.
 - c. The nature of support provided by the organisation
- 2) Volunteers or workers then identify clients who meet the criteria above and:
 - a. Select their chosen Library from the list provided in this letter.
 - b. 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.
 - c. 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 or community organisation.

Keeping your current phone number

For recipients who already have an O2 or Three number, there is the option to move their 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

Digital Inclusion (Health) Officer
Libraries and Customer Services
Mobile: 07811065839
Email: Deborah.fagan@eastriding.gov.uk

Gary Smith

Digital Services Officer (Libraries)
Libraries and Customer Services
Email: gary.smith@eastriding.gov.uk

East Riding of Yorkshire Libraries (www.eastridinglibraries.co.uk)			
Location	Address	Telephone	Email
Beverley	Champney Road, Beverley HU17 8HE	01482 392750	beverley.library@eastriding.gov.uk
Bridlington Central	14 King Street, Bridlington YO15 2DF	01262 672917	bridlingtonlibrary@eastriding.gov.uk
Bridlington North	Martongate, Bridlington YO16 6YD	01262 671468	NorthBridlington.Library@eastriding.gov.uk
Brough	Petuaria Centre, Brough HU15 1YH	01482 393939	cscbrough@eastriding.gov.uk
Cottingham	10 Market Green, Cottingham HU16 5QG	01482 393939	csccott@eastriding.gov.uk
Driffield	Cross Hill, Driffield YO25 6RQ	01482 393939	cscdriff@eastriding.gov.uk
Flamborough	South Sea Road, Flamborough, Bridlington, YO15 1NG	01262 850085	flamborough.library@eastriding.gov.uk
Goole	Carlisle Street, Goole DN14 5DS	01263 850085	Goole.Library@eastriding.gov.uk
Haltemprice	Springfield Way, Anlaby, HU10 6QJ	01264 850085	cscanlaby@eastriding.gov.uk
Hedon	31 St Augustine's Gate, Hedon, Hull HU12 8EX	01265 850085	cschedon@eastriding.gov.uk
Hessle	Southgate, Hessle HU13 0RB	01266 850085	cschessle@eastriding.gov.uk
Hornsea	East Riding Leisure, Broadway, Hornsea HU18 1PZ	01267 850085	cschornsea@eastriding.gov.uk
Howden	69, Hailgate, Howden, DN14 7SX	01268 850085	Howden.Library@eastriding.gov.uk
Leven	Recreation Hall, 74, East St, Leven HU17 5NG	01269 850085	leven.library@eastriding.gov.uk
Market Weighton	Wicstun Centre, 14, Beverley Road, Market Weighton YO43 3JP	01270 850085	cscweighton@eastriding.gov.uk
North Ferriby	11, Church Road, North Ferriby, HU14 3DA	01271 850085	northferriby.library@eastriding.gov.uk
Pocklington	Pocela Centre, 23 Railway Street, Pocklington YO42 2QU	01272 850085	cscpock@eastriding.gov.uk
Snaith	27 – 29 Market Place, Snaith, Goole DN14 9HE	01273 850085	snaith.library@eastriding.gov.uk
South Cave	Church Street South Cave, Brough HU15 2EP	01274 850085	southcave.library@eastriding.gov.uk
Stamford Bridge	Church Road, Stamford Bridge, York, YO41 1BP	01275 850085	stamfordbridge.library@eastriding.gov.uk
Swanland	Village Hall, Main Street, Swanland, North Ferriby HU14 3QR	01276 850085	swanland.library@eastriding.gov.uk
Willerby	The Institute, 58, Main Street, Willerby HU10 6BZ	01277 850085	Willerby.library@eastriding.gov.uk
Withernsea	The Withernsea Centre, Queen Street, Town Centre, Withernsea HU19 2HH	01278 850085	cscwithernsea@eastriding.gov.uk

Opening Times						
Library	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
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
Bridlington Central	9.30 - 5.00	Closed	9.30 - 6.00	9.30 - 3.00	Closed	9.30 - 1.00
Bridlington North	Closed	9.30 - 5.00	Closed	9.30 - 7.00	09.30 - 2.00	9.30 - 1.00
Brough	9.30 - 4.30	Closed	9.30 - 4.30	9.30 - 6.30	Closed	9.30 - 12.30
Cottingham	9.30 - 4.30	9.30 - 4.30	Closed	9.30 - 6.30	9.30 - 1.00	9.30 - 12.30
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
Flamborough	Closed	2:00 - 6.30	Closed	Closed	2:00 - 5:00	9:00 - 12:00
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
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
Hedon	9:30 - 1:30	9:30 - 6:30	9:30 - 1:30	9:30 - 4:30	Closed	9:30 - 12:30
Hessle	9:30 - 4:30	9:30 - 6:30	Closed	9:30 - 4:30	9:30 - 4:30	9:30 - 12:30
Hornsea	9.30 - 4.30	12:30 - 6.30	Closed	9:30 - 1:30	9:30 - 4.30	9:30 - 12:30
Howden	9:30 - 4:30	Closed	2:00 - 7:00	Closed	9:30 - 2:30	9:30 - 12:30
Leven	Closed	Closed	10:30 - 12:30 3.30 - 7.00	Closed	Closed	Closed
Market Weighton	9:30 - 4:30	Closed	9:30 - 6:30	Closed	9:30 - 4:30	9:30 - 12:30
North Ferriby	Closed	10:00 - 5:00	Closed	2:00 - 6:00	Closed	10:00-12:00
Pocklington	9:30 - 4:30	9:30 - 6:30	Closed	9:30 - 4:30	9:30 - 1:00	9:30 - 12:30
Snaith	Closed	2:00 - 6:00	Closed	10:00 - 4:00	Closed	10:00 - 12:00
South Cave	Closed	2:00 - 5:00	Closed	2:00 - 7:00	Closed	10:00 - 12:00
Stamford Bridge	Closed	2:00 - 7:00	Closed	2:00 - 5:00	Closed	10:00 - 12:00
Swanland	Closed	Closed	9:00 - 12:00	Closed	2:00 - 6:00	9:00 - 12:00
Willerby	Closed	9:30 - 5:00	Closed	2:00 - 6:30	Closed	9:30 - 12:30
Withernsea	9.30 - 4.30	9.30 - 6.30	Closed	9.30 - 4.30	9.30 - 1.00	9:30 - 12:30