ILG research Bursary Proforma

April 2014.

(NB all boxes expand) (See pages 3 & 4 for instructions)

1. **Project Title (maximum 10 words)**

Go Digital Newcastle: Connecting Our City

2. **Principal Investigator**

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The principal investigator has extensive research and project management experience; holds a BA Hons (1st), MLitt (Distinction) and a research PhD in English Literature and an MA (Distinction) in Information and Library Management. She has worked as a researcher and undergraduate teacher for Newcastle University, as a Library and Information Officer for Newcastle Libraries, and has been published in both academic and professional journals. She is a registered member of the CILIP ILG.

3. Co-Investigator(s)

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4. Partner(s)

Primary Partners
Age UK
Citizens Advice Bureau (Newcastle)
CILIP (Chartered Institute for Library and Information Professionals)
Connexions
Go ON UK
HMRC
Information Now
JET

Jobcentre Plus
Newcastle City Learning
Newcastle City Council
Newcastle College Group (NCG)
Newcastle Futures
Newcastle Libraries
Newcastle Welfare Rights Service
Northern Learning Trust
Northumbria University
Post Office
SCL (Society of Chief Librarians)
Tinder Foundation
UNISON (Bridges to Learning)
Your Homes Newcastle (YHN)

Secondary Partners
ACANE
Acorn Computers
Action for Blind North East
The Angelou Centre
Barclays
Blakelaw Flats Tenants Association
BT
Building Futures East
Building Futures West
Business & IP Centre, Newcastle
Business in the Community
Byker Community Trust
Carnegie UK Trust

Children North East / WEYES
Chinese Learning Centre
Cornerstone Project
Crossings
Crisis Skylight, Newcastle
Church of the Holy Nativity
Disability North
Dementia Care
EE
Elders Council of Newcastle
Families Matter
Hanover Housing
HealthWORKS Newcastle
Henshaws Society for Blind People
Integration Gates CIC
Kenton Bar TARA
Kids Cabin
Learning Links Newcastle
National Careers Service
National Trust (Inner City Project)
Newcastle and Gateshead Centre against Unemployment
Newcastle Disability Forum
Newcastle Gateshead Initiative
Newcastle Society for Blind People (NSBP)
NEXUS
North of England Mining Institute
North East Regional Youth Assembly
Quality of Life Partnership
Riverside Community Health Project

Search Project
Solar Learning
Sure Start
Success 4 All
Thomas Gaughan Community Centre
TUC (Union Learn)
Tyne and Wear Archives and Museums
Virgin Money
West End Women and Girls
YMCA

5. **Summary of the project – If the project is funded ILG will use this in any publicity material or announcements. (Maximum 300 words)**

'Go Digital Newcastle: Connecting Our City' is a pioneering initiative which aims to bring together public, commercial and third sector organisations to create the best **p**ossible digital support network for residents and businesses in Newcastle upon Tyne. It will provide local opportunities for those who feel 'digitally excluded' to develop, or improve their digital literacy; enhance their employment prospects; reduce social exclusion, demystify the online world, and understand digital citizenship.

As more services move either predominantly or exclusively online, those without the means or information literacy skills to access the internet are experiencing increasing isolation. Newcastle – like many cities in the UK –has a vibrant third sector, active community groups and a wealth of education providers offering free or low cost internet access and training. Yet those who need this most either aren't aware of the benefits (and increasing necessity) of being online, don't know that the provision is there, aren't comfortable in the environments where assistance is offered, or are unwilling to ask for help. This project will address these barriers, support people to discover that the internet can be for them, and show them that a few basic digital skills such as sending an email or accessing a bus timetable can go a long way.

The project will raise awareness of 'digital by default' – the government initiative to move public services online - by working in and with Newcastle's

communities, organisations and businesses, and particularly those already involved with hard to reach, vulnerable residents (Jobcentre Plus, Your Homes Newcastle, Citizens Advice Bureau). It will act as a hub for digital support services across the city, fostering personal relationships and mutual trust in the pursuit of a shared objective (raising levels of information and digital literacy) and ensuring that people in Newcastle have access to the support they need.

Risk	Actions to Alleviate Risk	Risk Level
Monitoring and managing the performance of Digital Champions; safeguarding residents by preventing accredited 'Go Digital Newcastle' champions from abusing their roles (data protection, security, DBS checks).	Introductory training – clarification of role and support boundaries. Existing Newcastle City Council and Northumbria University Ethics Policies.	4
Maintaining the project following the cessation of funding (August 2015) and cessation of Project Officer: Digital Inclusion role (March 2015).	Building sustainability measures into the project at all points (Advanced Digital Champion Training, development of enduring learning platforms).	2
Failing to align diverse, cross-sector groups in the pursuit of a single objective.	Maintaining communication mechanisms – making sure that all partners are aware of ongoing activities and movement towards ultimate objectives.	2
Management of complaints if / when things go wrong	To be dealt with through the existing Go Digital Newcastle programme structure.	2
Ability to attract Digital Champions and Ambassadors – limited control over their actions and activities.	Conduct a high profile recruitment drive for Digital Champions; recruiting at outreach events.	1
Avoid overlap / contention with existing private sector groups, initiatives and networks.	Conduct preliminary and ongoing research to scope existing projects and initiatives.	1

6. **Risk assessment – Please state any risks you envisage on a scale of 1 to 5 with 1 being low and 5 being a high risk**

7. Stakeholders

- Residents of Newcastle upon Tyne, especially:
    - o jobseekers
    - o benefit claimants
    - o older people
    - o those with low literacy and numeracy skills
    - o those whose first language is not English
    - o Any other groups at risk of digital exclusion or those who have not had the opportunity to improve their information literacy.

- Businesses and charities in Newcastle upon Tyne, especially:
    - o start-ups and entrepreneurs
    - o SMEs
    - o Any other charities, business or organisations that need assistance to access the potential commercial and profile-raising benefits of digital.

- Voluntary and community organisations that are experiencing increased pressures due to local authority cuts and the impacts of welfare reform.

- Education and employment support agencies in Newcastle who need residents to utilise the services that they offer, including:
    - o Newcastle College Group (NCG)
    - o Newcastle Libraries
    - o National Careers Service
    - o Northern Learning Trust
    - o Newcastle City Learning

- Major employers and business in Newcastle who increasingly need their employees to attain a basic level of digital literacy skills, including:

- o   Newcastle City Council
- o   Jobcentre Plus
- o   HMRC
- o   Post Office

- ●   Research partners including:
  - o   Jobcentre Plus
  - o   Northumbria University
  - o   Your Homes Newcastle

- ●   Any other UK Local Authority wishing to undertake a similar initiative.

8. Aims and Objectives

The aim of this project is to increase levels of information and digital literacy in Newcastle upon Tyne by aligning multi-sector organisations to create the best possible digital support network for residents and business in the city. This will be achieved via the following objectives:

AIM/OBJECTIVE	SPECIFIC	MEASURABLE	ACHIEVABLE	RELEVANT	TIMELY
Digitally upskill Jobcentre Plus employees.	Bring all North East Division (1200) JCP employees up to basic level of digital literacy.	Carry out a Digital Skills Survey before and after training to assess distance travelled.	Training programme devised, tested and currently underway.	Training will increase staff confidence, allowing them to help and share skills with thousands of claimants.	June-August 2014 An urgent priority due to the imminent national launch of Digital Jobcentres.
Digitally upskill Newcastle City Council employees.	Bring all Newcastle City Council employees (6387) up to basic level of digital literacy.	Carry out a Digital Skills Survey before and after training to assess distance travelled.	Internal Learning Management System 'Digital Awareness' Module designed and ready for launch.	Training will increase staff confidence, allowing them to help and share skills with customers.	Sept 2014- A high priority due to the rapid escalation of residents requiring digital support.
Create a Moodle for Digital Champions.	Design, create and deliver an online learning platform to connect, train and deploy DCs.	Monitor numbers of DCs attending introductory training, registering on and using Moodle.	Moodle content drafted and platform secured. Scheduled launch: Sept/Oct 2014	Creating a central hub for DCs will enable them to connect, learn and find volunteering opportunities.	August 2014- DCs are urgently needed to support outreach activities across the city.
Map existing and emerging IT provision across the city.	Create a database and online skills map of IT access and training in Newcastle.	Monitor number of referrals (feedback from partners) / hits on website.	Mapping exercise already undertaken but requiring update (August 2014).	Enables residents to be appropriately referred to the right existing support.	August 2014- Jobcentres and Libraries are unable to manage demand.

| Look for additional funding opportunities. | Research and bid for additional funding to sustain the project after August 2015 | Number of bids submitted / staff time taken to complete. | Large ESF bid drafted and AHRC bid under discussion. | Although this project will be self-sustaining, additional funding would allow it to achieve more. | A medium priority, to be undertaken when feasible during the project. |

9. **Milestones**

ID	Task Name	Start	Finish	Duration	2014					2015						
					Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
1	Initial Research Period	01/08/2014	11/09/2014	30d												
2	Digital Inclusion Outreach Activities	01/08/2014	31/07/2015	261d												
3	IT Access & Training Handout/Mapping	01/08/2014	02/11/2015	326d 2h												
4	IT Guides – Check and Update(1)	01/08/2014	11/09/2014	30d												
5	IT Guides – Check & update(2)	02/02/2015	13/03/2015	30d												
6	Moodle Set Up	01/08/2014	15/10/2014	54d												
7	Moodle Testing	15/09/2014	15/10/2014	23d .h												
8	Moodle Live	15/10/2014	03/08/2015	208d 6h												
9	Digital Champion Training	01/08/2014	31/07/2015	261d												
10	Advanced Digital Champion Training	02/02/2015	31/07/2015	130d						Advanced Digital Champion Training						
11	NCC Employees Digital Skills Survey	01/08/2014	01/09/2014	22d												
12	NCC LMS Digital Awareness Module Live	01/09/2014	31/07/2015	240d												
13	NCC Digital Awareness Sessions	01/08/2014	01/10/2014	44d												
14	NCC Employees Digital Skills Follow Up	01/06/2015	30/06/2015	22d						NCC Employees Digital Skills Follow Up						
15	Jobcentre Employees Digital Skills Training	01/08/2014	29/08/2014	21d												
16	Jobcentre Employees Digital Skills Review	01/09/2014	30/09/2014	22d												
17	Marketing/social media/promotion	01/08/2014	31/07/2015	261d												
18	Data Collection and Evaluation (ongoing)	01/08/2014	31/07/2015	261d												
19	Evaluation of Project (Final)	01/08/2014	01/07/2015	239d												
20	Project Analysis and Dissemination	02/02/2015	31/07/2015	130d						Project Analysis and Dissemination						

10. Description (Maximum 1,000 words)

Go Digital Newcastle: Connecting Our City

Why now?

The increasing migration of information, welfare, education, commercial and leisure services online is creating a 'digital divide': leaving those without the means or skills to access such platforms at risk of digital, and thus financial and social exclusion ('UK Digital Inclusion Charter: April 2014). By 2016-17, Newcastle City Council will be 'digital by default', requiring 90% of its 280,000 residents to access council services online. Over 8,000 jobseekers in the city (November 2013: DWP) will have to use the Universal Jobmatch website and attend new 'Digital Jobcentres' to search and apply for work. Many thousands of local people both in and out of work will have to access Universal Credit digitally and social housing residents (over 30,000 households) will be encouraged to make rent payments online.

Currently however, the Office for National Statistics estimates that around 120,000 (17.1%) of adults on Tyneside have never used the Internet (August 2013) and Go ON UK believes that 1 in 5 UK adults lack 'Basic Online Skills' (www.go-on.co.uk). In Newcastle, those at risk of digital exclusion include the city's substantial older population; 14,400 people receiving Employment and Support Allowance (ESA)or related benefits, socially excluded and minority groups and those living in deprived areas. Also at risk are early school leavers, those with low or non-existent literacy and numeracy skills, and those whose first language is not English: all of which are barriers to digital literacy. These 'digitally excluded' groups are likely to be heavy users of both council and government services, but also those who 'require the greatest support to access these online' (Low Income Tax Reform Group).

Why this project?

This project will address what the principal investigator hypothesises are two of the major barriers to widespread digital inclusion in the city:

1: A lack of awareness amongst the general population of the potential impact and practical implications of 'digital by default'.

2. The fragmentation of local digital support services which are failing to provide a 'joined up', user-orientated offer for residents and businesses (http://www.theguardian.com/public-leaders-network/2014/may/29/public-sector-digital-by-default).

The project will research and implement practical mechanisms to overcome these barriers: raising awareness of 'digital by default' by working in and with Newcastle's communities, organisations and businesses, and particularly with those already involved with hard to reach and vulnerable residents

(Newcastle City Council, Jobcentre Plus, Welfare Reform Group, Your Homes Newcastle). It will act as a hub for digital support services, nurturing collaboration in the pursuit of a mutual objective (raising levels of digital literacy), and aim to digitally upskill elements of the city's workforce (6,387 City Council and 1200 Jobcentre Plus employees) that deal directly with digitally excluded residents: an initiative with the potential to cascade basic digital skills to thousands of people (see Figure 1).

This project addresses several key areas of policy or concern identified in the funding bursary notes, namely:

- digital inclusion agenda
- collaboration
- government policy
- benefits claimants in the light of government policy changes
- work to unemployment
- unemployment to work
- third sector (and digital inclusion)
- safeguarding (online safety)
- HE to work (raising digital skills to enhance employability)
- work to retirement (enabling older people to remain socially active and avoid isolation).

How will it be carried out?

This project will run between August 2014 and July 2015 and will be carried out by the principal investigator, co-investigator, a Project Information Assistant and an undergraduate researcher (Northumbria University). The investigators will utilise existing qualitative and quantitative data (see Section 13) and conduct action and field research to build a picture of digital needs and attitudes in Newcastle. They will then seek to direct and tailor existing and supplementary digital support across the city based on these findings. It is anticipated that this project will act as a pilot for further research, and that its findings and outcomes will provide the groundwork for larger project and funding bids, potentially from the ESF (European Social Fund) and AHRC (Arts & Humanities Research Council).

The investigators will seek to make a significant, lasting impact on digital literacy in the city by taking a strategic, long-term view and creating a sustainable peer-peer support network for those who live and work in Newcastle. This will include:

- A citywide **programme of outreach events** (supported by Digital Champions).
- **Digital Champions Moodle** (see Section 12: Outputs)
- Digitally upskilling the city's **workforce**.
- A '**Computer Access and Training in Newcastle'** database, handout documents and online mapping tool (see Section 12: Outputs).
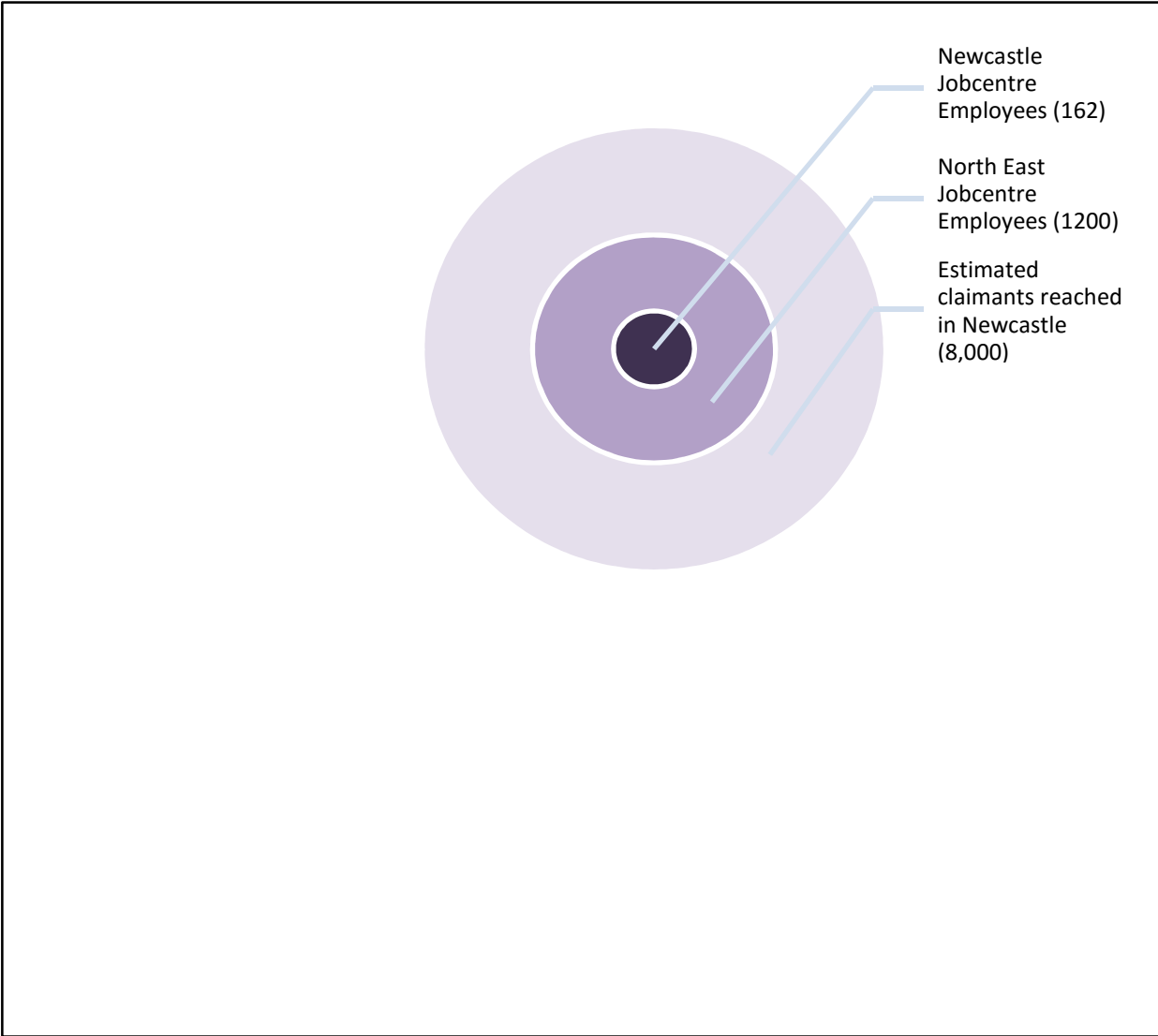
How will it be sustainable?

Although the project dates are finite, the ethos underpinning this venture is to create a self-sustaining network that will continue to inspire, engage and enable beyond the life of the funding. By bringing together disparate organisations and communities; businesses and individuals; the digitally literate and those in need of digital support, we aspire to create a strong peer-to-peer network that will be valued by all and thus continue beyond the project itself. Specifically, this legacy will be achieved through the engagement and training of digital champions, some of whom will maintain the communication and learning mechanisms (Moodle, e-newsletter) past the end of the project; through the creation of tangible, transferable resources (IT guides, learning tools) for application across multi-sector organisations, and in the digital upskilling of workforces who can then share their knowledge and information literacy skills with the residents that they support.

Potential for high, national impact

Tackling the 'Digital Divide' is a pressing national concern, and Newcastle's situation is far from unique. This project will not only conduct field research into, and publish data on, the digital needs of Newcastle's residents; it will actively cultivate cross sector collaborations and develop practical tools (including workforce digital skills programmes; a virtual learning platform and communication hub for Digital Champions and a non-proprietary, multi sector 'Computer Access and Training' handout and online mapping tool) to increase levels of digital literacy. It will monitor and measure the impact of these mechanisms through a wide scale evaluation strategy and disseminate its findings as a basis for further large scale study.

Figure 1. Target diagram showing how digitally upskilling the employees of large, public service organisations in Newcastle would impact on the number of residents reached (not to scale).

Newcastle Jobcentre Employees (162)

North East Jobcentre Employees (1200)

Estimated claimants reached in Newcastle (8,000)

11. Dissemination strategy (maximum 500 words)

It is the intention of the principal researcher to publicise this work from the outset and throughout the life of the project using digital, social media and other communication channels, including:

- Newcastle City Council's website, social media, press contacts and other established communication channels (Facebook: 3,745; Twitter: 23,500).
- Newcastle City Council's internal communication and workforce development channels (Digital Awareness Learning Module, 'News in Brief', 'Informer', 'Toolbox Talks', intranet carousel, plasma screens).
- Project blog (locations TBC).
- Newcastle Libraries blog, social media, e-newsletter (40,000 distribution list) and other channels (Facebook: 1,446; Twitter: 6,828).
- Go Digital Newcastle website/social media (Facebook: 472; Twitter: 1,157) and contacts e-newsletter (currently 120+ recipients).
- Jobcentre Plus, Your Homes Newcastle and other key partner's internal and external communication mechanisms, intranets, contacts etc.
- Information Now website and newsletter (www.informationnow.org.uk)
- Chronicle Live (www.chroniclelive.co.uk)
- NewcastleGateshead Initiative (www.newcastlegateshead.com)
- Digital by Default e-newsletter (www.digitalbydefaultnews.co.uk)

The principal investigator is a published author of both academic and professional papers and will jointly publish articles relating to the project in collaboration with the co-investigator Dr. Alison Pickard. Such articles would appear in general and peer reviewed publications, potentially including:

- CILIP *Update* - general readership
- *Journal of Information Literacy* (JIL) - peer reviewed
- *Journal of Documentation* - peer reviewed
- *Journal of the Association for Information Science and Technology (JASIST)* - peer reviewed

The principal investigator will ensure that articles publicising the project appear in local and national publications (such as *Newcastle Chronicle, Newcastle Journal, International Journal of Leadership in Public Services, Government and Public Sector Journal*), and on relevant websites such as 'Digital by Default News', Go ON UK (www.go-on.co.uk) and Digital Unite (www.digitalunite.com).

The principal investigator will ensure that the following take place:

- Presentation of a paper on the project at LILAC 2015 (April)
- Presentation of a paper on the project at ECIL 2015 (date TBC)
- Promotion of the project at high level partner organisation meetings and events (already presented to Head of Jobcentre Plus, Neil Couling – May 2014).
- Discussion of project at North East Digital Leaders Salon (date TBC).

The project will engage 'Digital Ambassadors' (individuals of standing and influence within their organisations or communities) who will promote our activities in their everyday work and at high profile events. Potential ambassadors have been identified as local Councilors Ann Schofield, Hazel Stephenson and Joyce McCarty and entrepreneur Lauren Luke.

The project will release any outputs and share its tangible artefacts and mechanisms using Creative Commons licences through CoPILOT, Jorum or another appropriate location, to ensure that any outputs can be used by the widest possible audience.

12. Outputs

Digital Champions Modular E-Learning Platform (Moodle) An integrated personalised learning environment which will act as a repository for information and tools, volunteering opportunities and resources for digital champions including learning materials and an online forum.

A multi-sector '**Computer Access and Training in Newcastle'** database, document set and online mapping tool which will be used by organisations across the city (Newcastle City Council, Jobcentre Plus, HMRC, Post Office, YHN) to signpost residents to the most suitable IT provision in their area.

Newcastle City Council 'Digital Awareness' E-Learning Module. 'Stage 1' in the initiative to increase information and digital literacy skills and confidence of City Council staff, with the potential for wider organisational dissemination via guest log-ins.

Jobcentre Plus Digital Skills Training Programme. Information and skills programme delivered by Jobcentre trainers and designed to increase the digital

literacy skills and confidence of Jobcentre staff, enabling them to deal first hand with claimants requiring digital support (potential for wider organisational dissemination).

IT Resource Guides. A collection of IT Guides (in hard copy and pdf form) on numerous topics from Basic Internet to Online Safety; Online Shopping to Understanding your iPad. To be maintained and updated by the Project Information Assistant and Advanced Digital Champions to ensure suitability for use by learners at multiple partner organisations and in different environments across the city.

Digital Inclusion Policy for Newcastle upon Tyne drafted by the Principal Investigator and to be developed as a result of the project's research findings.

Go Digital Newcastle website. Already extant – will be developed and updated to serve the project with links, blog, information and events.

Scholarly articles / promotional pieces published in:
- CILIP Update
- Peer reviewed journals (see Section 11).

Final Project Report

13. **Evaluation strategy**

Monitoring Progress

This project will be managed through the existing 'Go Digital Newcastle' (Newcastle City Council) framework. Progress will be monitored at regular meetings attended by the principal and co-investigator and relevant key partners, support providers and stakeholders. Key Performance Indicators (KPIs) will be used to evaluate the impact of the project, measure progress towards strategic goals and identify potential ongoing improvements and research avenues.

Progress will also be monitored via data collection activities which are expected to include and exceed the following: Quantitative data including numbers engaged through outreach activities; residents assisted with digital queries; Digital Champions trained; Newcastle workers digitally upskilled; hits/likes on social media/websites; residents interacting with Newcastle City Council via digital platforms and demographic and Internet Access data from the Office for National Statistics. Qualitative data including research interviews; types of outreach undertaken; case studies; feedback from Jobcentre and City Council staff; initial and follow up residents' surveys.

Meeting Objectives

The meeting of objectives will be measured using predetermined indices which will include and exceed the following: successful recruitment and active participation of 20-30 Digital Champions; engagement with and continued support from numerous key partners; delivery of an ongoing programme of digital inclusion events; a live Moodle in active use; the delivery of on-line and print resources; final project report, self-sustaining network of digital champions, communities and organisations.

Impact of the Project

The impact of the project will be assessed in terms of its successful achievement of the primary aim: to increase the digital literacy, confidence and skills of people who live, work and learn in Newcastle. This impact should manifest in an escalation in outreach activity as numbers of Champions increase; increase in digital literacy amongst City Council and Jobcentre employees; improved content and increased traffic on relevant websites; increase in the use of IT training facilities across the city; public services experiencing an eventual reduction in numbers of people requiring digital support, and an increase in the numbers of people digitally interacting with the City Council.

Added Value

The added value of this project lies in its potential for sustainability beyond the end of the funding and in the likelihood of its having a real, long-lasting impact on levels of information and digital literacy in Newcastle. By upskilling elements of the city's workforce who deal directly with digitally excluded residents, it will have far-reaching effects by enabling the dissemination of basic skills (see Figure 1). The Moodle will become a self-sustaining hub for Digital Champions to connect, learn and offer help where it is needed most, and the transferable nature of the project's tangible outputs (Section 12) will enable them to endure beyond the funded life of the venture.

This project will create a holistic digital support network for residents and businesses in Newcastle; but its legacy will also be to act as a basis for further

research and as a transferable and adaptable partnership model for any other UK Local Authority.

14. Financial breakdown

Resource	Unit cost	No of units	£
Project Information Assistant: Information Assistant to research, monitor and update IT training and resources documents and Digital Champion Moodle. Collect and evaluate survey data. Grade N4. 7 hours per week.	£4,052 (N4 – 12 month contract).	1	£4,052
Digital Champion Launch: Event for partners, existing and potential digital champions. Speakers and Room Hire FOC. Refreshments and Printing / Promotional Materials (custom resource cards, pens, and stickers) required.	£200	1	£200
Introductory Digital Champion Training Sessions: Digital Champion training (training DCs to undertake outreach activities across the city). Trainer and Room Hire FOC, refreshments and certificates required.	£27.50	6	£165
Advanced Digital Champion Training: Digital Champion training session (training up to 5 individuals per session to continue the administrative aspects of the project and ensure sustainability in the longer term). Trainer and Room Hire FOC, refreshments and certificates	£100	2	£100

required.			
Travel Costs for Digital Champions: To allow them to attend outreach activities across the city. Costing based on funding 2 x Digital Champions to attend 42 outreach events during the life of the project.	£3.90 (Stagecoach Dayrider)	84	£327.60
Marketing, promotion and additional project costs: includes social media campaign, creation of network, online and print materials, banner, changes to the website, email and social media marketing and any other project costs.	/	/	£700.00
Database to facilitate automatic updates between mapping spreadsheet > handout document > online skills map.	Free software or MS Access	1	FOC
Contingency and Sustainability Measures: To be used to sustain the project past the end date by facilitating additional digital champion training / digital champion travel costs.	£455.40	/	£455.40
Total			**£6,000**

This project lies within the existing framework of the Go Digital Newcastle project and is supported by Northumbria University. In addition to the above, match funding will also be available in kind, in the form of:

- Hardware (2 x ipads, 2 x tablets, 2 x laptops, Mi-Fi) for outreach activities.
- Room hire (library and community buildings).
- Project Management, staffing and trainers.
- Academic support from Northumbria University: project co-investigator Dr. Alison Pickard and 1 x undergraduate researcher.
- Moodle platform (Newcastle City Learning)
- Time and skills of Newcastle City Council Customers, Culture and Skills staff, Jobcentre and Your Homes Newcastle employees.
- Time, skills and premises of numerous other partners and contacts across the city.