

Wales CVC Circuit Rider Pilot
West Wales / Merthyr Tydfil

November 2006 – May 2008

The aim of the project was to pilot a developmental ICT support service to voluntary and community groups, with 4 organisations working together on a regional basis

Why County Voluntary Council Delivery?

All groups will benefit from other services.

- a development and funding advice service
- access to a range of training
- links to volunteer management and recruitment services
- availability of practical services
- access to voluntary sector information and involvement in strategic planning

The main activities of the project

- Setting up a **Circuit Rider Team**
ICT Telephone Helpdesk, on-site technical support / development and web-based communications support, mainly website development
- Developing an **ICT Information Centre**
A single reference point and resource repository accessed by all Infrastructure partners, initially on a virtual basis.

Delivery Mechanisms

The project delivered three complementary approaches to ICT support and development:

- Promotion of digital inclusion through the use of new technologies: Delivery of the *123-communicate model*
- Provision of ICT Technical support and Development: ICT Helpdesk and team of Circuit Riders
- Research Activity and Development of 'ICT Information and Support Centre' (VICTOR)

Locations across South West Wales

Pembrokeshire

Ceredigion

Carmarthenshire

Merthyr Tydfil



Overview of Group Activity

- **98** groups applied and **82** supported
- **66%** of groups created their own website
- **54%** of groups had practical help with technical issues and forward planning
- **33%** benefited from both types of support

What *123-communicate* meant to the groups

- **54 third sector** websites created
- **Over 70%** said the website had raised awareness of there activities and **43%** had attracted new members
- **65%** said the website made it easier to inform members of meetings and events
- **4 groups** had said it helped with a **funding bid**

What ICT support meant to the groups

- **50%** said that all their main issues were resolved and the remaining **50%**, mostly
- **45%** said they were more informed about their equipment and **50%** said Yes, mostly
- **85%** felt more confident about tackling everyday problems
- **80%** felt more confident about routine technical tasks (eg backups, security issues)

What ICT development meant to the groups

- **80% of groups** now employ some form of mobile working using ICT.
- Increase in the use of laptops (up 50%) and mobile phones (up 27%).
- VoIP, video conferencing and Instant Messaging are used more widely.
- **13% increase** in the number of groups that now have a dedicated budget for ICT.

Full for the full report please click on
the PDF icon above

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Communities @One
Cymunedau @Ei Gilydd



 **Wales Co-operative Centre**
Canolfan Cydweithredol Cymru