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UK Government



UK Shared Prosperity Fund
‘Digital Connectivity for Community Facilities’
Grants Programme

**Good practice, sensible shopping
and cyber security (3 October 2025)**

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**LIVERPOOL
CITY REGION**
COMBINED AUTHORITY

METROMAYOR
LIVERPOOL CITY REGION



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We will be recording this presentation to post online for those who are unable to attend today – **if you don't want to be recorded please switch off your camera.**



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Eligible areas



Borough	Eligible Target Areas	Total Available Funding	Maximum Individual Grant Award	Minimum No. of Grant Awards
Halton	• Castlefields • Murdishaw • Palacefields • Windmill Hill	£7,911	£7,911	1
Knowsley	• Kirkby – Northwood, Tower Hill, West Vale • Page Moss • Stockbridge Village • Huyton - St Michael's	£5,633	£5,633	1
Liverpool	• Anfield • Clubmoor • Garston • Knotty Ash/ Dovecot • Newsham Park area • Norris Green • Orrell Park • Tuebrook • Walton	£20,957	£5,250	4

Eligible areas

Borough	Eligible Target Areas	Total Available Funding	Maximum Individual Grant Award	Minimum No. of Grant Awards
Sefton	- Ford/ Litherland - Netherton (West) – St Oswald LSOA areas E01007091 & E01007092 - Seaforth - Southport	£19,790	£6,600	3
St Helens	Borough-wide	£27,611	£9,200	3
Wirral	- Moreton - New Brighton - Prenton (West) - Woodchurch	£8,304	£8,304	1

If the facility you want funding for isn't in one of these areas, please do not apply
Previously funded organisations are also not eligible to apply

Note:

- Some additional comments have been added to Tim's slides, by VOLA - particularly for anyone unable to attend the session, who is looking through these slides later - to help contextualise some of the content and provide, in layman's terms, an explanation of some of the technical bullet points.
- **This information is provided in good faith. If you need technical advice to help plan your IT suite, and for quotes, contact MICT, or any other IT support company of your choice.**

Context

This funding is to provide community organisations the ability to deliver public internet and computer access.

MICT wants to help you to take your aspirations and turn them into real solutions, providing secure and long-term benefits.

To be able to do this, you need to understand some of the issues beyond simply buying a new set of laptops or PCs.

The greatest piece of advice we can give is to seek out and work with a professional IT company, who can not only deliver the technical aspects, but understands dreams and passions to deliver the correct solution.

As part of the funding bid you will need 3 separate quotes, so hopefully the following slides will provide suitable information to be able to make informed decisions.

Agenda - important things to think about and MICT experiences

1. What are you trying to achieve?
2. Costs beyond the funding (ongoing, hidden and unexpected costs)
3. Purchasing the right hardware
4. Broadband provision
5. Protection and infrastructure
6. Laptops
7. Desktop PCs
8. Tablets
9. Software
10. Additional Items
11. Technical time
12. Budgeting
13. Charity Digital Exchange, the cheapest way to purchase software
14. Your legal responsibilities, security, confidentiality and duty of care
15. Questions?

1. What are you trying to achieve?

Public internet access - keeping in touch (e.g. social media, emails, video calls), homework clubs etc.

One of the first factors I would like you to think about is **WHO** you will be offering digital services to:

- Consider the client group, or do you intend to have the services open to the wider public?
- What are the age groups and demographic of those likely to access your facilities?
- Is there existing provision in your area? And If so, why would members of the public access your facilities?

Consider **How people** will be accessing your IT facilities

- Existing clients / service users?
- General members of the public?
- If you have existing facilities, who tends to use these?
- Do people have to book or reserve access?
- How do you control misbehavior?

2. Costs Beyond the Funding - ongoing, hidden and unexpected

Reliability of the solution - if it's unreliable people will stop coming!

Additional running costs not covered by UKSPF funding? Ongoing support, loss and damage?

Consider **WHERE** your facilities will be setup?

- Fixed location (desk or tables), or portable facilities?
- Security and storage
- Privacy for those using your facilities? (If needed)
- Noise and disruption
- Access to mains power and internet provision

3. Purchasing Hardware: The do's and 2 key don'ts

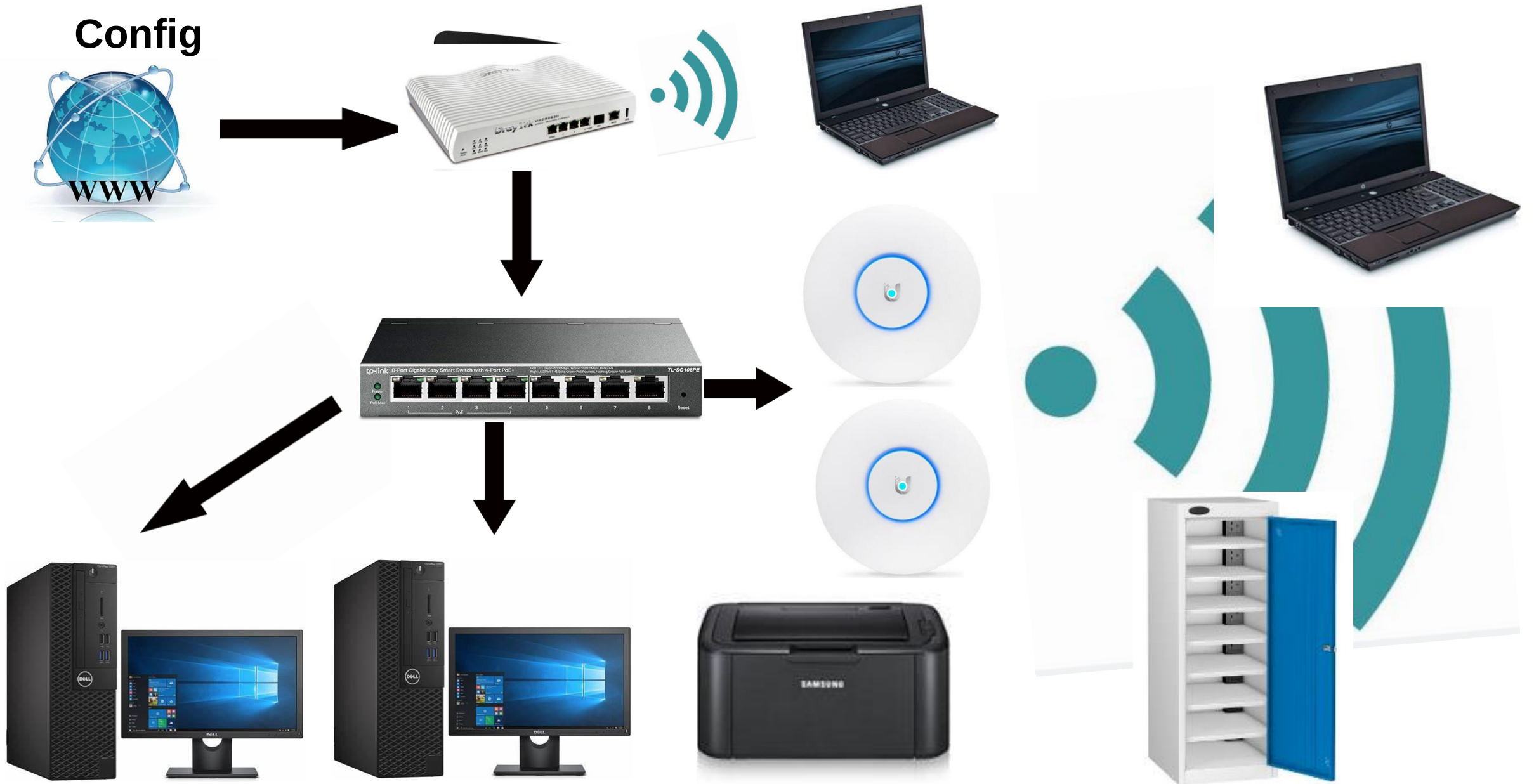
DO

- **CHECK [application guidance \(FAQs\)](#) for eligible/ ineligible costs** – *there may be things you want/ need that can't be funded through the grant.*
- Shop around (obtain 3 quotes if spending over £2.5k)
- Are required licenses/ software included? Or added on?
- Ensure warranties and guarantees are in place (*grant can't pay for separate warranties*)
- Explore local suppliers in YOUR area
- Check whether any customer support is included (*grant can't pay for ongoing tech support*)
- **Ask for help and guidance from an IT professional.**

DON'T

- Use 'Deals' which could run out.
- Use high street vendors (Curry's, Amazon, Black Friday etc.)

Config



4. Broadband Provision



The national average is 'Fiber to the Cabinet' providing average speeds of 37 to 67mbps down

Check your current broadband speeds www.fast.com

Comparison	(normal web browsing, no video or VC streaming)
Download speed	Amount of Devices (Laptops, PC's, Phones, Tablets, WIFI Printers etc.)
10 – 15	2-3 devices
20 – 35	5-8 devices
40 – 60	10-13 devices
70 – 90	15–18 devices
100+	20+ devices

Use a broadband comparison site (e.g. uswitch.com) enter your post code

Note: Virgin is usually the best but can take longer to install

MYFI / Mobile WIFI hot spots: www.fast.com (make sure WIFI is turned off on phone)

IMPORTANT: Make sure the SIM contract is for 'Unlimited' data use. Note: Different providers provide better coverage in different areas (you can check on <https://checker.ofcom.org.uk/en-gb/mobile-coverage>).

5. Protection and Infrastructure

As a public provider YOU have a duty of care to ensure safe and secure web browsing environment.

Install a **WCF (Web Content Filter) compatible router** by replacing the 'free' broadband router

This allows certain types of websites to be blocked (part of your duty of care)

Ensure WIFI coverage is adequate.

WIFI is not broadband, they are two separate things and should be treated as such.

Ensure the WIFI provides the best speeds and is reliable. To cover large areas (multiple rooms) WIFI

Access points may be required (this will require additional cabling)

Do not use WIFI Extenders, look for Unified systems

PCs and printers work best when cabled.

Although PCs can run off WIFI they are more stable being cabled (so addition cabling maybe required).

Important: Ensure your Office PCs and laptops are not on the same network as the Public ones.

VOLA additional note

- **Cable is better than WIFI:** provides better internet performance/ speeds - can still get same broadband speed on all devices, which you can't through WIFI
- **Ethernet switches:** you can use cable even if insufficient number of ports in IT room to plug individual cables into.
 - Instead, can use Ethernet switches (plug into electrical socket, connection runs down the electrical power line) - plug in one Ethernet switch close to the router, plug another one in the computer room. Then do your wiring to the computers from there.

VOLA additional note

- Use **Guest network** (so public users can't see your business network) – or, even better, Guest+ (where different public users can't see each other either)
- **QoS** - if using same broadband line for business as well as public use - can set it to limit the proportion of bandwidth allowed for public-use part of network, so that business part doesn't suffer slow internet in periods of high public use.
 - Plus other technical and physical solutions can help (e.g. don't allow public to stream films, etc online)
- **Web content filtering** (1, 2, 3 yr licenses) – blocks inappropriate sites (e.g. adult/ porn, gambling, etc). Also identifies and blocks virus sites.

6. Laptops

Do not use Chromebooks, they are not suitable as public computers.

A brand new laptop is good but grade A refurbished laptops are better value.

Don't go cheap: Intel Celeron processors are too slow, 4GB is not enough, touch screens break easily / costly to replace.

Stick with business brand names (HP, DELL, Lenovo) for easy replacement parts.

Look for the Gen version (an i3 11th gen processor has the same power as an i5 8th gen processor).

✓ Intel Core i5 1267 processor the 12 is 12th gen.

✗ Intel core i7 6200u processor the 6 is a 6th gen (won't run Windows 11)

Look for, as a minimum:

✓ Intel i5 **9th** gen processor.

✓ Minimum of 16GB memory

✓ Minimum of 240GB SSD or NVME drives, 480GB is better.

✓ 14'screen is more mobile but a 15.3' screen is better to use for long periods of time / sight issues.

✓ Buy an external mouse to save wear and tear on the touch pad.



7. Desktop PCs

Do not use All-in-one computers – they are costly to fix.

PCs are best network cabled, but can use a USB WIFI dongles.

PCs come in many sizes, mini, SFF (Small Form Factor), desktop. Stay away from mini tower and full tower

Monitors should be a minimum of 22' and be adjustable.

You don't need 4k monitors unless for gaming / heavy graphical work.

Follow the same hardware guide for laptops.

Look for as a minimum:

- ✓ Intel i5 **9th** gen processor.
- ✓ Minimum of 16GB memory
- ✓ Minimum of 240GB SSD or NVME drives, 480GB is better (for media you need 1TB drives).
- ✓ 22'+ standard HD adjustable monitor, (use multiple monitors for Media solutions).

Pop Quiz



A) Lenovo Ideal Pad, Windows 11 S, Intel Celeron N4020 Processor, 4GB memory, 128GB SSD **£115**

B) Asus Vivobook 15, Windows 10 home, Intel i5-1135G7 processor, 8GB memory, 512 SSD **£315**

C) HP 250 G9 Notebook, Win 11 PRO, Intel i5-1235U processor, 16GB memory, 512 NVM drive **£530**

D) ACER 314 Chromebook, Intel i3-N305 processor, 8Gb memory, 128GB eMMc drive **£232**

E) HP 250 Notebook, Win 11 PRO, Intel i5-9872 processor, 16GB memory, 480 SSD **£375**

Pop Quiz



A) HP EliteDesk 800 SFF Desktop PC Intel Core i7-2862 3.4Ghz Processor, 32GB RAM, 480 GB HDD, DVDRW, Windows 10 S (Renewed) **£375**

B) HP EliteDesk 800 SFF Desktop PC Intel Core i5-7635 3.4Ghz Processor, 8GB RAM, 480 SSD, DVDRW, Windows 11 **£430**

C) HP EliteDesk 800 SFF Desktop PC Intel Core i5-4590 3.3GHz / 3.7GHz Turbo Quad Core Processor, 4GB RAM, 500GB HDD, DVDRW, Windows 10 (Renewed) **£99.99**

D) HP EliteDesk 800 SFF Desktop PC Intel Core i5 3.3GHz / 3.7GHz Turbo Quad Core Processor, 16GB RAM, 1TB HDD, DVDRW, Windows 10 home **£180**

E) HP EliteDesk 800 SFF Desktop PC Intel Core i5-9635 Processor, 16GB RAM, 240GB SSD, Windows 11 Pro **£480**

8. Tablets

Apple or Android - which is better?

Stay with leading brands (IPAD, Samsung, Lenovo).

Create backup access accounts on the devices (**do not use** single accounts).

Purchase keyboard / protection covers.

Ensure 'find my device is active'.

Use in Parental mode.

Where possible use 'fixed stands' for security, power and ease of use.

When providing Tablets additional care is required as they can go missing.

Use a sign out / in sheet or a deposit system.

IMPORTANT: Check the login password hasn't been changed before the user leaves.

Other tips (VOLA addition)

Recommended Brands: Lenovo, HP, Dell.

Not Asus, Acer – may be cheaper, but might not be as durable and replacement parts can often cost more &/or longer waiting time for them.

Example of how to read/ understand the technical description:

HP EliteDesk 800 SFF Desktop PC Intel Core **i5-9**635 Processor,
16GB RAM, 240GB **SSD**, Windows 10 Pro £480

- Processor: after the '**i**' **number**, **next digit is 'generation' no. (go for 9 or above**, not below).
- Recommend minimum **8GB** of RAM (storage), **16GB** RAM even better.
- Go for **SSD not HDD** drive – SSD newer technology, so more expensive - but provide better performance and a faster computing experience, plus quieter and consume less energy.

9. Software

Do not use Windows 10, **only use Windows 11**

Do not use Windows 11 **S** or **HOME** versions, only **use** the **PRO** version only.

Install **business level Antivirus**.

Install MS Office 2021 Home and Student, or alternative free 'office' versions e.g. LIBRE Office.

Do not use MS 365 - not suitable for public computers.

Charity discount software, complex to purchase and doesn't really save you money.

Look for as a minimum:

- ✓ Windows 11 Professional
- ✓ Business antivirus (e.g. Bit defender)
- ✓ MS Office Home and Student (Pro better)

10. Additional items

Do not use Public headsets for Health and Safety reasons

Do not use Colour printing, either inkjet or colour laser - too costly

Do not use Webcams on PCs for Privacy issues, only laptops and tablets

But DO:

Allow use of personal headsets / earphones or bulk purchase.

Use a large capacity black and white networked laser printer (cheapest form of printing)

Additional networking equipment (switches, cabling, WIFI access points) to ensure the network is isolated and secure

Secure laptops / tables when not in use / over night, use a lockable charging cabinet

Purchase additional laptop power supplies for mobile setups / long usage

Use suitable laptop bags or padded sleeves to safely move laptops between locations

Ensure suitable desks (**with cable management**) for PC setups, with correct spacing and chairs.

Breakfast bar solutions seem to be best for public PC setups.



11. Technical time

To correctly ensure:

The broadband is correct and provides WCF

The infrastructure (additional cabling, switches, WIFI access etc.) is working and separate from none public devices

The PCs / Laptops have the right configuration:

- ✓ Prepare the Windows environment correctly removing any 3rd party free stuff
- ✓ Install the Antivirus, MS Office, printing and other apps
- ✓ Multiple login accounts
 - Kiosk mode Secure environment for public browsing of the WWW
 - User mode Standard windows environment configured for users requiring MS Office
 - Admin mode an Admin environment to complete basic tasks, updates, Antivirus checks etc.
 - Backup mode a back door admin user account to 'fix' issues

All require a technicians time, if in doubt ask for help.

12. Budgeting (... a rough guide)

The funding can cover the purchasing of:

Possible new or upgrade broadband line	Average cost £648 (18 month contract)
New router with Web Content Filtering (WCF)	£320
Or the installation of a mobile WIFI solution (Nighthawk)	£640 + £504 (SIM 12 months)
New / additional network cabling and switches	£200 - £850+
A unified business WIFI solution (multiple WIFI Access points)	£200 - £900
Laptops – spec. e.g. i5 9 th gen, 8GB, 240 SSD Win11 Pro (each)	£350 - £780
PC, monitor, mouse, keyboard – spec e.g. i5 9 th Gen 16GB, 480 Nvme Win11 Pro (each)	£400 - £750
Tablets (IPAD, Samsung, Lenovo) with keyboard cases	£220 - £480
B&W Laser printer	£250 - £500
Software Antivirus / MS Office (per device)	£150
Technical time to setup, configure and implement the above	£400 - £1200+
Earbud phones (pack of 100)	£90
8 bay secure Laptop powered locker cabinet	£830
Additional laptop power suppliers	£32 each

CHECK [application guidance \(FAQs\)](#) for eligible/ ineligible costs

MS365 Not-for-Profit (not to be used for Public devices)

- 300 User Mailboxes
- 300 User Access to MS Office WEB
- 10 MS 365 Business Premium accounts (£4.50 PCM for additional)
- MS 365 Business Standard £2.50 PCM

On Premise Software

Kiosk Mode

- “Kiosk mode is a Windows Operating System (OS) feature that only allows one application to run, and essentially ‘locks’ some other features.
- When a device is set in ‘Kiosk’ mode, it means the computer is set for a single-use ‘session’ – meaning multiple users can access the same device without storing data, documents or history.

13. Charity Digital Exchange Programme

Charity Digital Exchange Programme provides discounted charity products to registered non-for-profit organisations

The online catalogue includes Windows operating system licenses, Office Packages, Anti-virus software and lots more.



To benefit from the programme, organisations must register and awaiting verification before purchasing products. For more information please visit charitydigitalexchange.org

CICs & Social Enterprises not eligible for the full CDE membership/ offers – only registered charities.

15. Your Legal responsibilities.

Are you legally responsible for your public access (usage)

If no password or login is required i.e. open then NO

If a password or 'login' is required then YES

Are you Liable if a 'client' catches a virus? (this is a grey area)

Did they sign a wavier stating your not responsible

Do you have posters stating your T&Cs for usage?

Have to take basic steps to prevent possible infections

IMPORTANT: Check your vehicle insurance, you may need business car insurance for charity work if transporting equipment.



Questions?

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