# Digital Inclusion NEL

Communities Scrutiny panel presentation

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# Reminder - Aim and timescales

## Aim

To understand and address the digital barriers for business, voluntary and community groups, and individuals – of all ages, to improve access to learning, work, services and enhance social networks/life skills.

18 Month programme arose from needs/gaps identified during the pandemic – three strands Business/ Community/ Health which ran summer 2021 to autumn 2022.

Recommendations shared with Scrutiny in March 2022, approved in April.

Digital society coordinator for the VCS commenced October 2023.

Place board agreed to development of a place approach, soft market test commenced October 2022.

# What we are seeking to achieve

- Every resident is able to access a device and affordable high-quality broadband at home and in the community, to access skills/ education, to seek employment, built social support networks and access public services.

- Every resident has the skill or access to training, to enable them to get online and complete online transactions

- Every resident has access to the support needed to enable them to understand the benefits of digital and to do so safely

- Develop a place based partnership to deliver digital inclusion and capacity within NEL

# Work since last presentation - highlights

- The Council has adopted an IT and Digital Inclusion Strategy ( July 2022)

- The Humber Coast and Vale Health and Care partnership have approved a digital strategy

- A Digital Inclusion landing page for the website has been developed, content needs to be built

- An ask around digital infrastructure has been developed as part of work being done to support a Greater Lincolnshire bid for a Combined Authority. – *need to check when member sessions are*

- Place Board approval to develop a cross sector / cross organisation digital inclusion strategy

# Work since last presentation - highlights

The Community Projects

- Carer's Support Service – provision of kit and data for carers to support them in their care responsibilities and to keep in touch with health professionals. Kit continues to be used

- ERA Employment – 9 laptops and cases, 6 Ipads with screen covers and cases 4 Echo Dots Digital Unite Training Package for 10 Digital champions and 2 leads undertaken Project is ongoing and will be embedded in the new library / Co-ordinator activity

- Foresight North East Lincolnshire – 30 tablets, supporting 65 disabled people to access health and household support via free digital provision – adopting a digital buddies approach encouraging people to use kit to meet everyday needs Kit continues to be used

- Lincs Inspire – Providing free access to IT within a range of buildings, encouraging people to use digital to access support / cheaper bills for food and utilities. Project started late so is still in delivery

- West Marsh Community Centre – provision of 1 to 1 support, initially Centre based enabling people to try out the kit and access things at no cost via kit within the centre.  Project complete

# Update on the recommendations – for delivery in 2022/2023

- Develop, promote and implement best practice on loaning and gifting devices that can be used by any organisation in the borough, (build on IT library pilot) – Library project combined with new co-ordinator post to further expand loaning and training in the use of IT

- Commission an audit of SME digital needs (to include VCS organisations) Not yet started

- Map and promote free wi-fi provision and access to free internet-connected devices across the borough Updated map of free Wi-Fi within public / community buildings complete but needs regularly updating

- Look into implementing free wi-fi in Grimsby, Cleethorpes and Immingham town centres Not yet started

# Draft recommendations (2)

- Create and share best practice guidance for digital training including: digital skills as part of other training (e.g. ESOL, benefits advice) – include digital element in all adult skills training Information available on the digital inclusion Council webpage

- Build digital skills development into the Council workforce development plans. People and Culture will incorporate into future plans

- Create content for the refreshed Council Digital website. New page set up, will need to be reviewed and refreshed quarterly and when any key digital project / communication is released

- Develop a Place Based approached to digital skills including IT training for the digitally excluded. Pre Market Test document developed and responses will be available by the end of 2022

# Draft recommendations (3)

- Maximise the impact of digital buddying programmes mapping provision, giving access to community spaces/hubs and linking resources Co-Ordinator will further develop initial mapping that has been undertaken and will lead on a borough wide buddying approach

- Develop digital safety training which is accessible, meets local needs and ensure this is widely promoted Awaiting partner input

- VCSE to develop a Digital Offer to support smaller groups with data protection, using data effectively and improving communication with service users Part of co-ordinator's brief.

- To gain input from the Place Board for any additional recommendations aligned to agreed priorities Place Board have agreed to develop a digital strategy for Place, will be undertaken in 2023 after the finding of the pre market test work

# References and Links

**Good Things Foundation – Digital Nation 2020**

Building a Digital Nation - Good Things Foundation

**Health England Report 2021**

https://www.healthwatch.co.uk/sites/healthwatch.co.uk/files/Digital%20Exclusion%20v4.pdf

**Director of Public Health Annual report 2020 – health inequalities**

https://www.nelincs.gov.uk/assets/uploads/2021/03/Director-of-Public-Health-Annual-Report-2020.pdf

Humber Coast and Vale Integrated Care System – Digital Exclusion and online patient digital enablement. Citizens Online Jan 2022 report

**NELC IT and Digital Strategy 2022- 2025**

ICT and Digital Strategy (nelincs.gov.uk)

**Humber Coast and Vale Health and Care Partnership 2022**

Digital Technology - Humber and North Yorkshire Health and Care Partnership

# Any Questions?