

Digital
Champions
Rock
23/07/2020



Agenda

- Introductions
- Why we need more digital champions in Kingston
- Feedback from registration survey – Devices, Connectivity or Skills?
- Digital Inclusion National and local perspective
- Framework for digital skills training

Getting to know you in 60 seconds

- Name
- Job Title
- Organisation
- Role
- One digital device/discovery/rediscovery that saved you during lockdown



Registration survey

Connectivity - no signal, no broadband?

Lack of internet enabled devices

Dealing with the different operating systems e.g. Apple or Android

Finding basic digital skills support online for yourself

Using platforms like Zoom and Teams to run remote session

Needing additional support to run your sessions

Language barriers

Working with assistive technology

Registration survey

Questions

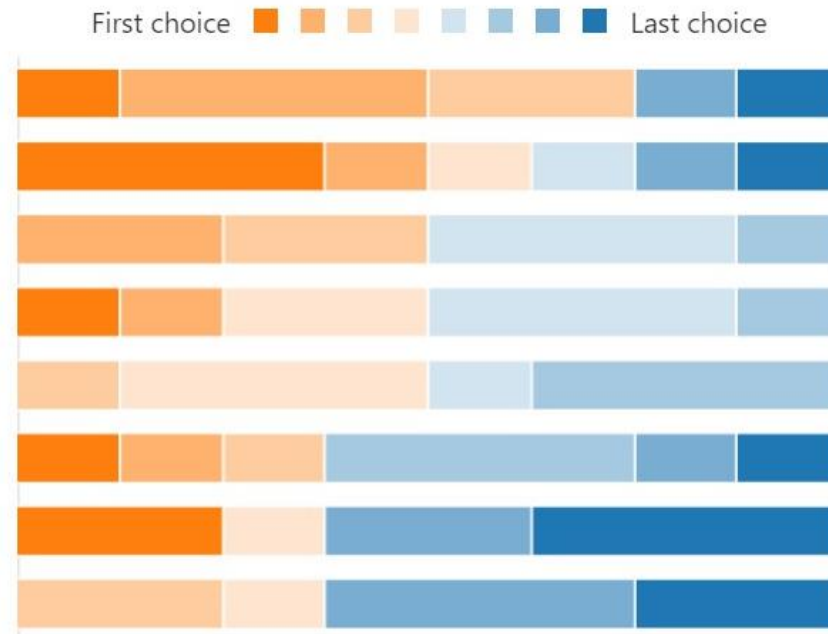
Responses **13**

5. Think about the issues you have had in the last few months. Order the following list of digital challenges you found taking your services online. Put the most challenging at the top!

[More Details](#)

Rank Options

- | Rank | Options |
|------|-------------------------------------|
| 1 | Connectivity - no signal, no br... |
| 2 | Lack of internet enabled devices |
| 3 | Dealing with the different ope... |
| 4 | Using platforms like Zoom an... |
| 5 | Finding basic digital skills sup... |
| 6 | Needing additional support to... |
| 7 | Working with assistive technol... |
| 8 | Language barriers |



How have you kept in touch with your services users during lockdown?

Visit [menti.com](https://www.menti.com) and type in these numbers

88 12 5

Digital inclusion is a social issue

- A lack of digital skills and access can have a huge negative impact on a person's life, leading to
- poorer health outcomes and a lower life expectancy,
- increased loneliness and social isolation,
- less access to jobs and education.

Digital inclusion is a social issue

- It can mean
- paying more for essentials,
- financial exclusion
- an increased risk of falling into poverty.

Digital inclusion is a social issue


- Digitally excluded people also lack a voice and visibility in the modern world, as government services and democracy increasingly move online.

Digital inclusion is a social issue

- What's more, it's those already at a disadvantage - through **age, education, income, disability, or unemployment** - who are most likely to be missing out, further widening the social inequality gap.
- 11.3 million people in the UK don't have the basic digital skills they need to thrive in today's world.

National Stats

- 11.3 million people (21%) lack the full basic digital skills
- 4.3 million (8%) have no basic digital skills at all
- 5.4 million working adults (10%) are without basic digital skills
- people with a registered disability are 4 times as likely to be offline
- 28% of those aged 60+ are offline



Local Kingston - where are we?

Factors

Age

Education

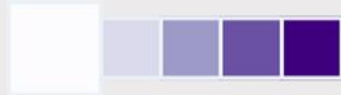
Income

Disability

Employment

EDUCATION

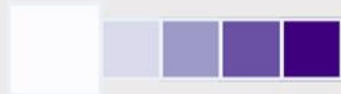
[View education on map](#) 



23.20% of adults in Kingston upon Thames have **no qualifications and/or no Level 1 qualifications**. [Learn more](#)

INCOME

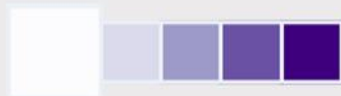
[View income on map](#) 



£30,300 is the **average income per taxpayer** in Kingston upon Thames. [Learn more](#)

HEALTH

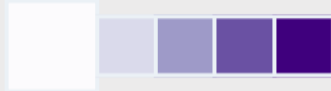
[View health on map](#) 



12.4% of adults in Kingston upon Thames have **long-term illness or disability**. [Learn more](#)

OFFLINE

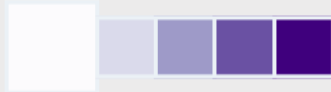
[View offline on map](#) 



3.4% of adults in Kingston upon Thames have **not been online within the last 3 months**. [Learn more](#)

BASIC DIGITAL SKILLS

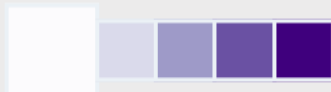
[View Basic Digital Skills on map](#) 



81% of adults in Kingston upon Thames have **all five Basic Digital Skills**. [Learn more](#)

BASIC DIGITAL SKILLS USED

[View Basic Digital Skills used on map](#) 



48% of adults in Kingston upon Thames have **used all five Basic Digital Skills in the last three months**. [Learn more](#)

23,494

people aged 65 and over

2,118 are aged 85 to 89
1,427 are aged over 90



27% predicted growth in the number of people aged 65 years and over, between 2011 and 2026



2,984 (more than 1 in 8) older people live in poverty



2,518

(more than 1 in 8) older people are providing care



8,707 people aged 65 years and over live alone

This will increase by more than 50% to 13,665 by 2035



2 in 5 people aged 65+ (9,807 people) are unable to manage at least one domestic task on their own



4,737 older people say their activities are severely limited



468 emergency hospital admissions were due to falls in 2016/17 in Kingston for people aged 65 and over



The proportion of older people who received **reablement or rehabilitation services** after discharge from hospital has been significantly lower than England and London



1 in 14 older adults are predicted to have dementia. The dementia diagnosis rate is 61.5% (June, 2018)

This is 2nd lowest diagnosis rate in London



9,960 people aged 65 and over have a long term condition in 2015

68.3% High blood pressure



24.0% diabetes



15.9% coronary heart disease



are the **3 most common conditions** in those aged 64 and over

1 in 5 older people living in the community and 2 in 5 living in care homes are affected by depression

but it is often overlooked when planning services



0.14% GP registered patients are on the palliative care register

which is lower than London (0.24%) and England (0.37%)





Kingston Stronger Together

Supporting one another throughout COVID-19 (Coronavirus)



#KingstonStrongerTogether

Essential Skills Framework - Department of Education

5 Keys areas

- 1. Communication,**
- 2. Handling information and Content,**
- 3. Transacting, Problem solving**
- 4. Staying Safe and Legal online**
- 5. Foundation skills**

Communicating

The skills required to communicate, collaborate, and share information.

- understand the importance of communicating securely
- set up an email account
- communicate with others digitally using email and other messaging apps
- use word processing applications to create documents
- share documents with others by attaching them to an email
- communicate with friends and family using video tools
- post messages, photographs, videos or blogs on social media platforms

Handling information and content

The skills required to find, manage and store digital information and content securely

- understand that not all online information and content that I see is reliable
- evaluate what information or content may, or may not, be reliable
- use search engines to find information and make use of search terms to generate better results
- use bookmarks to save and retrieve information on my web browser
- access information and content from different devices
- understand that the cloud is a way that I can store information and content in a remote location.
- organise my information and content using files and folders on my device or on the cloud
- use the internet to legally access content for entertainment including films, music, games and books

Transacting

The skills required to register and apply for services, buy and sell goods and services, and administer and manage transactions online.

- set up an account online, using appropriate websites or Apps, that enables me to buy goods or services
- access and use public services online, including filling in forms
- use different payment systems, such as credit/debit card, direct bank transfer, and phone accounts, to make payments for goods or services online
- upload documents and photographs when this is required to complete an online transaction
- fill in online forms when required to complete an online transaction
- manage my money and transactions online and securely, such as my bank, through the use of websites or apps

Problem solving

Use the internet to find information that helps me solve problems

- use the internet to find sources of help for a range of activities
- use chat facilities (where available) on websites to help me solve problems
- use online tutorials, FAQs and advice forums to solve problems and improve my skills in using devices, software and applications

Being safe and legal online

The skills required to stay safe, legal and confident online.

- respond to requests for authentication for my online accounts and email
- keep the information I use to access my online accounts secure, using different and secure passwords for websites and accounts
- set privacy settings on my social media and other accounts
- identify secure websites by looking for the padlock and https in the address bar
- recognise suspicious links in email, websites, social media messages and pop ups and know that clicking on these links or downloading unfamiliar attachments could put me and my computer at risk



Foundation Skills

- turn on a device
- use the available controls on my device
- make use of accessibility tools on my device to make it easier to use
- interact with the home screen on my device
- understand that the internet allows me to access information and content and that I can connect to it through Wi-Fi
- connect my device to a safe and secure Wi-Fi network
- connect to the internet and open a browser to find and use websites
- understand that my passwords and personal information need to be kept safely as they have value to others
- update and change my password when prompted to do so

TASK

- Visit this site and have a look at the examples of the skills for life under each category <https://bit.ly/Coredigitalskills>
- Think about your clients what do they need
- We will have a breakout discussion after a poll when you return
- **5 minutes grab a tea if you finish early**



So I don't have an iPad, I don't have a computer at home



0:21 / 4:30



Informal digital champions

Family, friends or neighbours

Informal learning & support

Volunteer digital champions

Based in variety of locations such as libraries, community & voluntary organisations

Informal learning & support

Professional digital champions

Work for charities, private or public sector organisations - full-time, dedicated role

Informal and formal training

Embedded digital champions

Work for organisations providing services to people who are sometimes digitally excluded

Informal digital nudges often linked to specific digital skills and digital transactions

Work based digital champions

Work for any organisation - especially those undertaking digital transformation

Informal and formal support & training - developing in-work digital skills of work colleagues

About your organisation - breakout rooms

1. Which of the 5 different types of Digital Champion are you?
2. Think about your clients, what do they need by way of digital skills support?
3. Is your organisation able to support their needs?
4. What needs to change?



Next session

1. Date: 31st July Time
2. Agenda
3. Digital skills share
4. Homework – sign up for Learnmyway