



superhighways

harnessing technology for community benefit

Digital Foundations

Co-design session with London CVSs

May 2022

Why Digital Foundations?

Our experience, particularly through the pandemic...

- Huge increase in referrals from GLA, funders & CVSs
- Huge appetite for digital training
- National Lottery Round Table – [How micro charities and grassroots groups went digital - lessons from the pandemic](#)
- Hybrid is here to stay
- Good data use needs good digital infrastructure

Charity Digital Skills Report 2021

- Top barrier to achieving digital plans: *the need to sort out our IT (e.g. hardware, internal systems)* rising from 6th place in 2020 to 1st in 2021.

Small: £0 -£100,000

Medium: £100,001 - £999,999

Large: £1 million +

- Correlation between charity size & digital use / needs: respondents with an income of under £100k:
 - are at an earlier stage with digital – 64% curious or starting out compared to 41% medium/large
 - only 16% designing their own tools and services
 - score lower overall across all skills areas
 - only a third having a digital strategy compared to two thirds medium/large.
 - have specific funding needs including training for staff & volunteers (47%)

Our aim

Small charities and community groups will have the digital skills and tech infrastructure they need to run their organisation and amplify their impact

- VCOs will use technology that works for them and be more resilient, using digital & data to adapt to changing circumstances
- VCOs will save time & money and improve service delivery – working more efficiently and widening access to services & reach more people

Collaborative approach

- **Partners**
 - Voice Online Communities CIC
 - HEAR Human Rights and Equalities Network
 - Refugee Council
- **Collaborators**
 - London Plus
 - London CVSS
 - Frontline groups
- **Co-design at the heart**

Your name & job title

Mohammed Mansour - Head of VCS
Development

Alison Ewart Funding and
Organisational Development Officer,
KVA

Iain Elliott, Funding and Group
Development Officer

Rav Dhillon Development Officer

Becky Daybell, Project Officer

Steve Smith Funding and
Development Officer

Kathryn Williamson, Director

Jonathan Garcia - Digital
Development Officer

Vicky Scott, Head of Operations,
Hackney CVS

Sky Crook Digital Development
Support Officer

Caroline Co Director

Sara Milocco, Head of Communities

David Reid , Community Southwark

Within your experience, what digital challenges do you see the sector facing?

Digital inclusion with older and younger people

Resources to improve IT systems

Keeping data safe

Workforce confidence in using digital packages and software.

Being able to find and use stored data

More training in developing skills and digital strategies.

Digital overwhelm. Too many systems, too much data. Not having the resources to deal with it. Leading to burnout and confusion

Data Management

Knowing how to use software and hardware

Knowing what is available to make life easier

Lack of funding for suitable hardware and training. Lack of knowledge about what the best solutions are for them. Lack of confidence from the leadership and staff team about using digital more

Depending on the size of the group (by small I mainly mean volunteer led) and on the age of the main lead within the organisation, I see people struggling 1) to balance in person and online 2) to do the basics of internet navigation

managing hybrid working

GDPR too

lack of funding for things like website

Worries about IT security

Funder expectations around data capture and interpretation

change habits or shape new ones using digital

Knowledge of use of digital technology , training and time capacity ..

lack of resources, confidence, communities lacking digital skills

Funding for digital devices.

Information security

I think it depends on the size of the organisation, and how clear its strategic planning is (if any) and their client base, are they digitally included or excluded? Developing systems that meet their organisational aims and also skills to use them

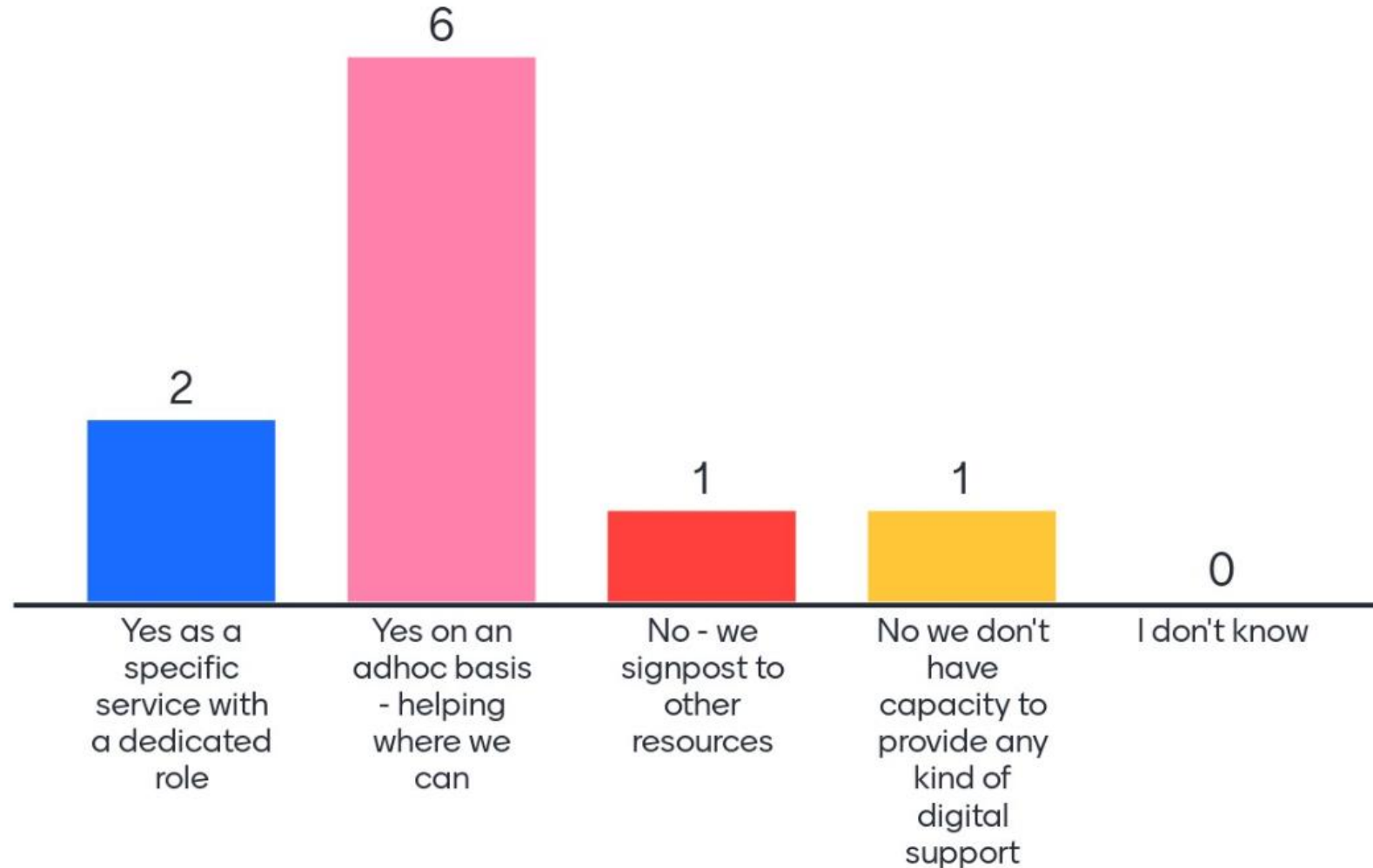
Funding is an issue overall and so finding the funding/time and know how might be a barrier. Often one person is doing multiple things and so can be bottom of their list of things to do. many can have better online presence/fundraising

Cost of equipment, costs of broadband wifi, knowledge on usage, confidence, data protection, interacting with client base

Confidence!Safeguarding / moderating in-depth knowledge / gaps in knowledgedigital inclusion / service users lacking skills or devices or tech

Capacity- digital is rarely someone's core responsibility and is almost an 'add on'. Now that so much of delivery is back in person finding time for learning, research, implementation and development is much, much more challenging.

Does your CVS offer digital support to groups?



Resource swap! What organisations / resources do you signpost groups to?

I think my colleague Julie has used them/signposted to Digital Candle.

ELBA

Superhighways! :-)

NCVO website

Charity Digital

media Trust

superhighways

Superhighways, Clear Community Web

happy computers

Charity Digital Group, if I have the right name.

Charity Digital

Superhighways

hubspot academy

Data Kind UK

you guys or directly to things like mailchimp

Superhighways! Charity Digital Digital Candle Charity Digital
Code Charity Comms

We have a local group that is all about digital inclusion and the council established digital hubs to help hardware and software info in spaces around the borough. We signpost to your training and Happy

Cear Community Web (crystal palace)

Charity Digital

google digital garage

Digital candle

How as CVSs do you want to be involved going forwards? Tell us your ideas...

Knowing what is going on so we can use and share

More meetings like this to check in from the wider area

local groups to have access to opportunities

if you do any short videos on how to we could share with groups

It will be mainly through my colleague Becky but happy to receive updates.

Would definitely like to be involved in any discussions about this, and how our work as a CVS can integrate in digital with SH to support local groups and also support our own CVS (and CVSs across London)

Updates on the programme, programme development, and how our local groups can benefit

Be interested to promote this to groups i work with i think they would be very interested as there is nothing like this at the moment for them. especially online fundraising, websites, social media Marketing and storytelling

Opportunities to feedback on needs of groups.

Would really like to be involved any way that's helpful. Happy to host events or training from experts. Also happy to be involved shaping content. We would really like the Bexley sector to engage and will support this!!

Any sharing of information / collaboration

I think it's also important for us to feed back into our CVSs on progress and how we can fit into this programme