Digital Inclusion in Kingston

Sept 2023

KVA Infrastructure support

Outcome 6:

VCSE organisations in Kingston use digital technologies and platforms to effectively deliver services **and** the local community is supported to reduce digital exclusion

- ✓ Work with the Authority to develop innovative free and open digital and ICT training classes for local people in community venues

- ✓ Support partnership work to tackle digital exclusion and develop projects and initiatives to promote digital inclusion

Superhighways & Digital Inclusion

✓ Kingston Digital Inclusion Network

✓ Sim cards via National Databank

✓ 1:1 basic digital skills support for residents

✓ Better Health Online sessions for communities

✓ VCSE rep on SWL Integrated Care System Digital Board

✓ Digital Champions training *(for volunteers /staff)* *Pilot* Health Inequalities Fund

✓ Digital Upskill for work *New*

  Starting work with:
  - Kingston Pantry & Foodbank
  - Shared Enterprise

Kingston

✓Superhighways partners with other local VCSE organisations & social prescribers to provide basic digital skills support, Better Health Online awareness sessions, and access to devices and data

"Just writing to express my appreciation for your help getting my client set up with online shopping yesterday. We had struggled with it for two weeks and really needed a fresh pair of eyes. P was so patient and understanding of my client's vulnerability. My client is now able to get food and essentials despite her current agoraphobia."
Floating Support Worker, Mind in Kingston

✓72 Sim cards given out this year (accessed from the National Databank) to referred residents experiencing data poverty, including at the Cambridge Road Estate Health & Wellbeing events...

"This individual needs to attend our Long Covid support group and it would be helpful for them to have access to the internet."

Agenda

- 11.00 am - Introductions
- 11.05 am - What are we solving
- 11.15 - Project Objective
- 11.25 - Who are we trying to help
- 11.35 - Who are the stakeholders
- 11.45 - Where can we access funding
- 11.55 - What does success look like
- 12.05 - What are the next steps?

+ Add a card

What are we solving

What are we trying to solve?

What is this multi agency group trying to achieve for the borough.

To work in a strategic and coordinated way in reducing digital exclusion. To ensure the variety of skills and resources amongst this group is harnessed. This partnership will ensure progression routes/ pathways for every resident is mapped out and monitored.

A joined up, partnership approach to funding

Pool resources and ideas and join the dots to benefit the community

Project Objective

Project objective

What do we want to achieve as a group? What is the objective? What is our purpose?

Strengthen partnership links which will give more opportunities to benefit the community

To enable residents to understand how they can use digital to enhance their lives

To eliminate digital exclusion in the borough. Take steps to try and ensure 1) residents who do not have ICT technology have the equipment they need. 2) Those who cannot afford wifi, have access to free to wifi

Who are we trying to help?

Who are we aiming to help?

Who are we trying to help?

Everyone irrespective of whether we have statutory obligations towards them or not ie to include people with no recourse to public funds

Organisations that signpost/refer people as well as individuals.

People who may not recognise the breadth and depth of benefit to digital use in their lives

People who may be afraid of digi/tech

Orgs who may have recognised the

Who are the stakeholders?

Who are the stakeholders that need to be involved?

Who needs to be part of the digital join up?

ESOL and Communication group (ESOL providers -formal and informal) has priorities around digital exclusion, particularly amongst ESOL learners (vulnerable migrants/refugees). The Community Development Team as part of their work in reducing health inequalities and addressing wider determinants of health. Kingston Adult Education - written a digital inclusion strategy. VCS groups

The economic recovery team and DWP

Where can we access funding?

What funding sources are there?

Funding - can be different sources to include inkind (skills) resources (donation of equipment). Using business wifi (if they agree to ensure wifi is accessible in their area, as part of their CSR). Possible calls for proposals by Gov for local authorities to apply.

Cross cutting theme of digital - we need to think how digital can be integrated into projects - crossover of digital and other needs - MILAAP are a good example - adjusting to digital. Embed digital

Cross-cutting with health/ mental health.

What does success look l

What does success loo

Fast pace to meet the nee

A strategy for the borou

Embed monitoring

1)Free wifi availability for neighbourhood for examp people who now have the to participate in mainstrea 3) No of people who have trained at a certain level i

+ Add a card

What's happening now?

Desk research & interviews summer 2023....

Good Things Foundation (GTF)– The National Digital Inclusion Network

The National Digital Inclusion Network

The network is made up of thousands of community partners in the UK, all working to tackle digital exclusion by delivering data, devices and digital skills training.

Use our map to explore the National Digital Inclusion Network and view the services available at a Hub near you.

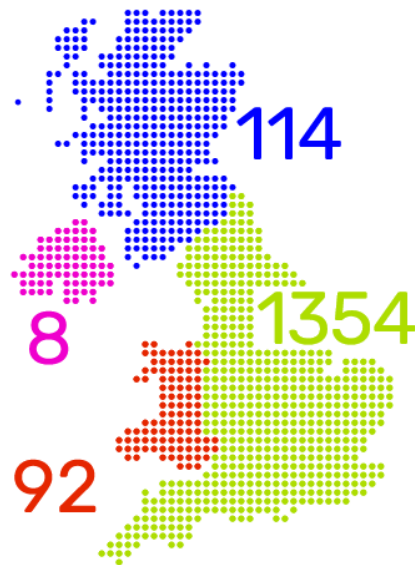*First, click the map or select your nation below.*

England
Wales / Cymru
Scotland
Northern Ireland

Our Network reaches deep into communities to help people gain the support and skills they need to change their lives and overcome social challenges by using digital.
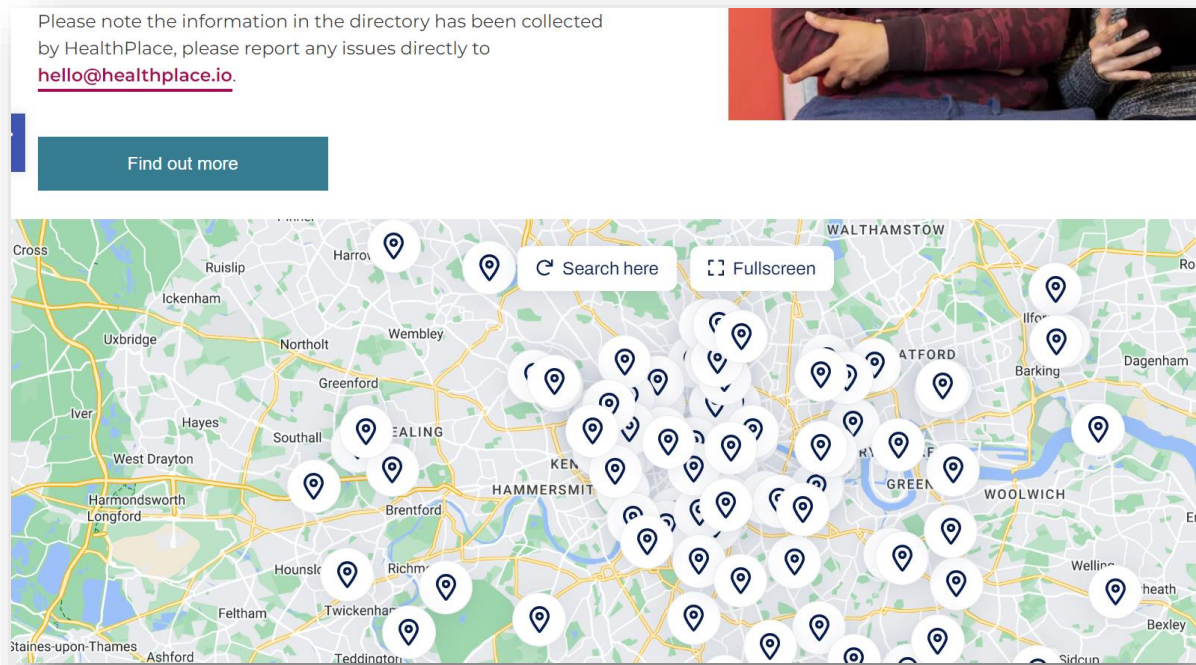
You can also find out more about our
Hub of the month **Digital excellence near you >**

114

8

1354

92

- ✓ Easy access map of over 1500 hubs nationwide
- ✓ Existing centres need to opt in to be shown on new map
- ✓ Some features are limited, e.g. you can't search by post code or filter by service type

London Office of Technology & Innovation (LOTI) – Find your local service

Please note the information in the directory has been collected by HealthPlace, please report any issues directly to hello@healthplace.io.

Find out more

- ✓ Map that combines data from GTF and Health Place
- ✓ Version on HealthPlace.io has more functionality but isn't very prominent on the site

Connected Kingston
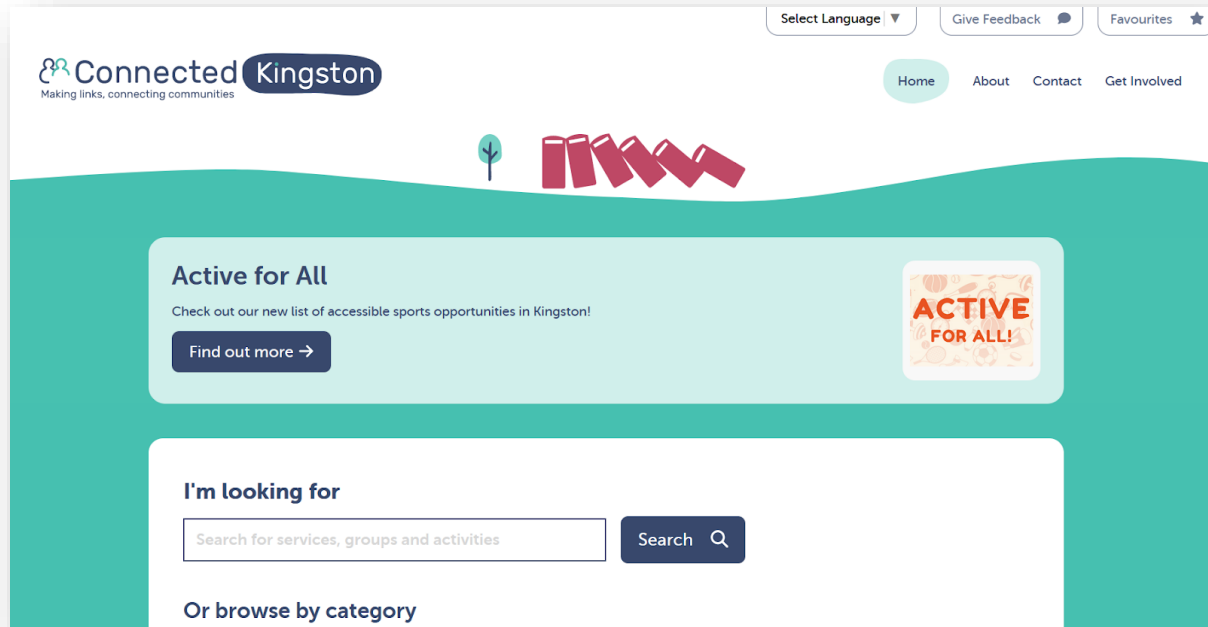
- ✓ Traffic and usage continuing to grow, driven by SEO & other marketing changes
- ✓ Opportunities to drive up awareness & add functionality
- ✓ Searches on keywords e.g. digital, computer, IT, data return mixed results

The challenges

✓No stand-out resource at the national level

✓Lack of awareness, traffic & usage

✓Lacking functionality especially on mobile

✓Content often out of date

✓Overreliance on keyword search

✓Inconsistent taxonomy

✓Maps overused

✓Difficult to combine service providers & events

Who needs to know?

As a	I need to	So that I can
Health & Social Care Worker	Have easy access to a directory of services	Refer my clients or patients for support with accessing online health info & services
Hospital Discharge Team	Find out about local support available	Book an appointment for a home visit for a patient who will be housebound for 6 weeks
GP Receptionist	Find out what local support is available for the NHS App	Refer patients struggling to install and use it
Carer	Find digital support (devices, data & skills)	Access online information about wellbeing activities and benefits I can access
Digital Champion	Find mainstream IT training provision	I can signpost people I've supported to next step opportunities

Connected Kingston quick wins

1. Help to create a curated shortlist of the best Digital Inclusion resources

2. Add a "digital skills & IT" or similar category to the top-level site structure (links to shortlist)

3. Promote that shortlist with all relevant front-line staff & organisations

4. Libraries – make sure each library has its own set of listings as well as being able to see all Kingston Libraries together

Connected Kingston medium term

1. Broader / renewed buy-in for Connected Kingston
2. Additional content: a) nationwide services from AbilityNet, BT, etc b) more events info
3. Validate that the 6-month content validation process is working as intended
4. Further support to grow traffic & engagement
5. Evaluate ideas: reviews, CK kiosks in GP surgeries
6. Signpost to CK from other sites as done on KVA

Linking better with Health

✓VCSE Rep on the SWL ICS Digital Board (along with Healthwatch)

✓Partnership opportunities re NHS App, Care Record & Patient Portal roll out

✓In Kingston – Superhighways links with Social Prescribers

✓Meeting with YourHealthcare – looking at Digital and Place – linking SWL to local

Further opportunities

1. Regular cross sector communications / meetings – link to RBK Digital Inclusion lead / policy?

2. Continued work to refine & prioritise User Needs Statements – *discuss best approach*

3. Create more consistency in taxonomy & visibility for DI across council & other key sites. Link to what search terms people use

4. Add to all sites something like "need help with this website or technology in general. We can help you to get started online with access to X, Y, Z"

5. Keep looking for collaboration opportunities (including funding) e.g. digital champion training for community library volunteers

6. Events calendar for DI events in the borough to help build relationships & increase collaboration

7. Mystery shopping exercise to understand current front line staff knowledge, signposting & needs