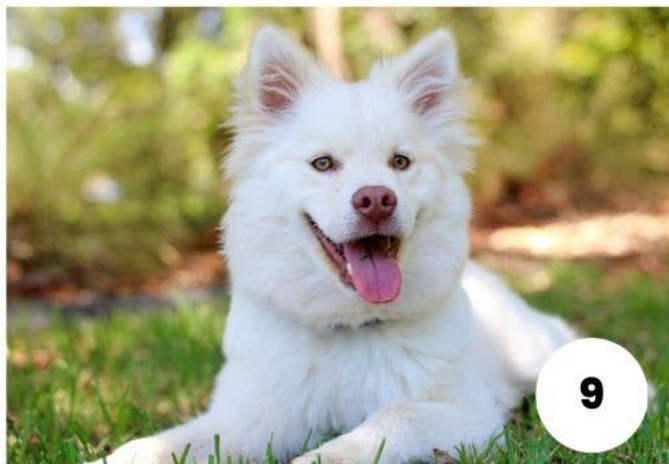
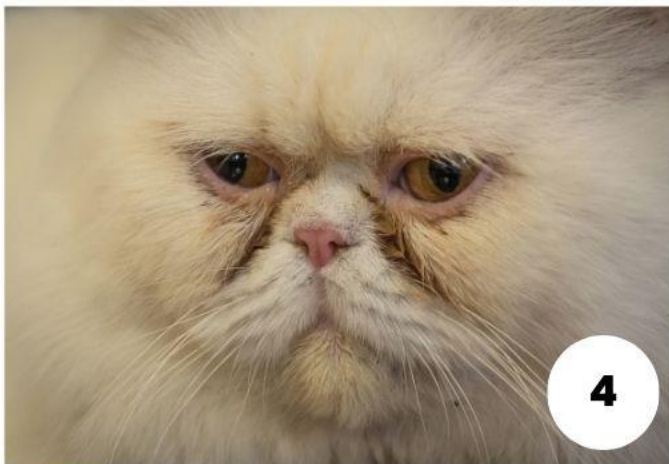
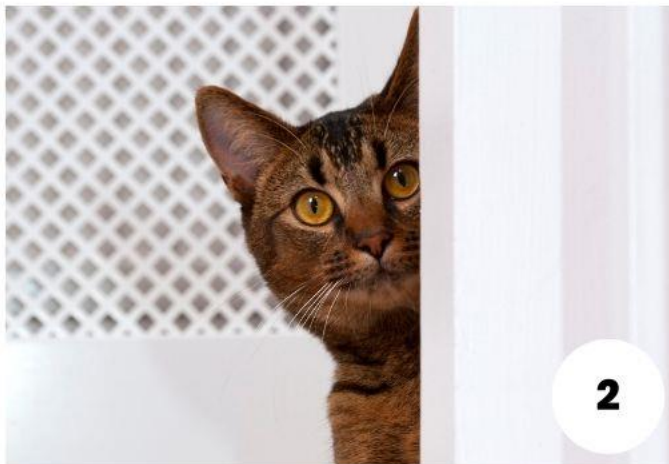
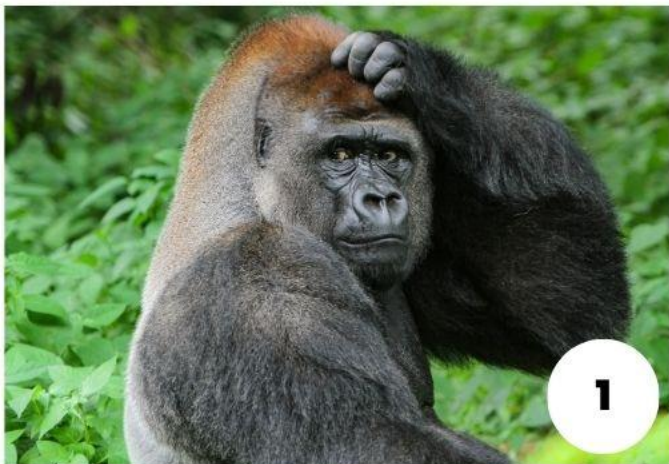




superhighways
harnessing **technology** for **community** benefit

Money A+E

Team Workshop June 2024





Getting the most out of digital & tech

Our work together over the next couple of months

- Systems and processes audit and mapping exercise
- Staff team workshops x 2 - how are **you** currently using digital technology
- Potential benchmarking assessments - Digital Maturity Matrix, Charity Digital Code and the Charity Digital Skills report
- Co-creating an action plan
- Staff team training sessions responding to skills needs - bespoke + open sessions where available



Today's session

- Digital Maturity Matrix – prompts for discussion
- What tools are you all using?
- Systems & process mapping
- User persona – how do you work? What are your pain points?
- User stories – what do you need to be able to do
- A note on Change

- All the while testing lots of M365 tools!

What is digital? Cafe Analogy

- ✓ **Digitising processes** – making use of tech and digital to operate more efficiently and effectively
- ✓ **Basic digital infrastructure** – upgrading devices & systems
- ✓ **Digital skills and digital inclusion** – upskilling staff and clients
- ✓ **Digital engagement** – comms & marketing
- ✓ **New digital services** – evolving in response to user need
- ✓ **Organisational & service redesign and transition**

DIGITAL MATURITY MATRIX

How do you shape up?

Leadership and strategy

Expertise and capacity

Technology

Service design

Content

Communications and campaigns

Data and insight

Security and data protection

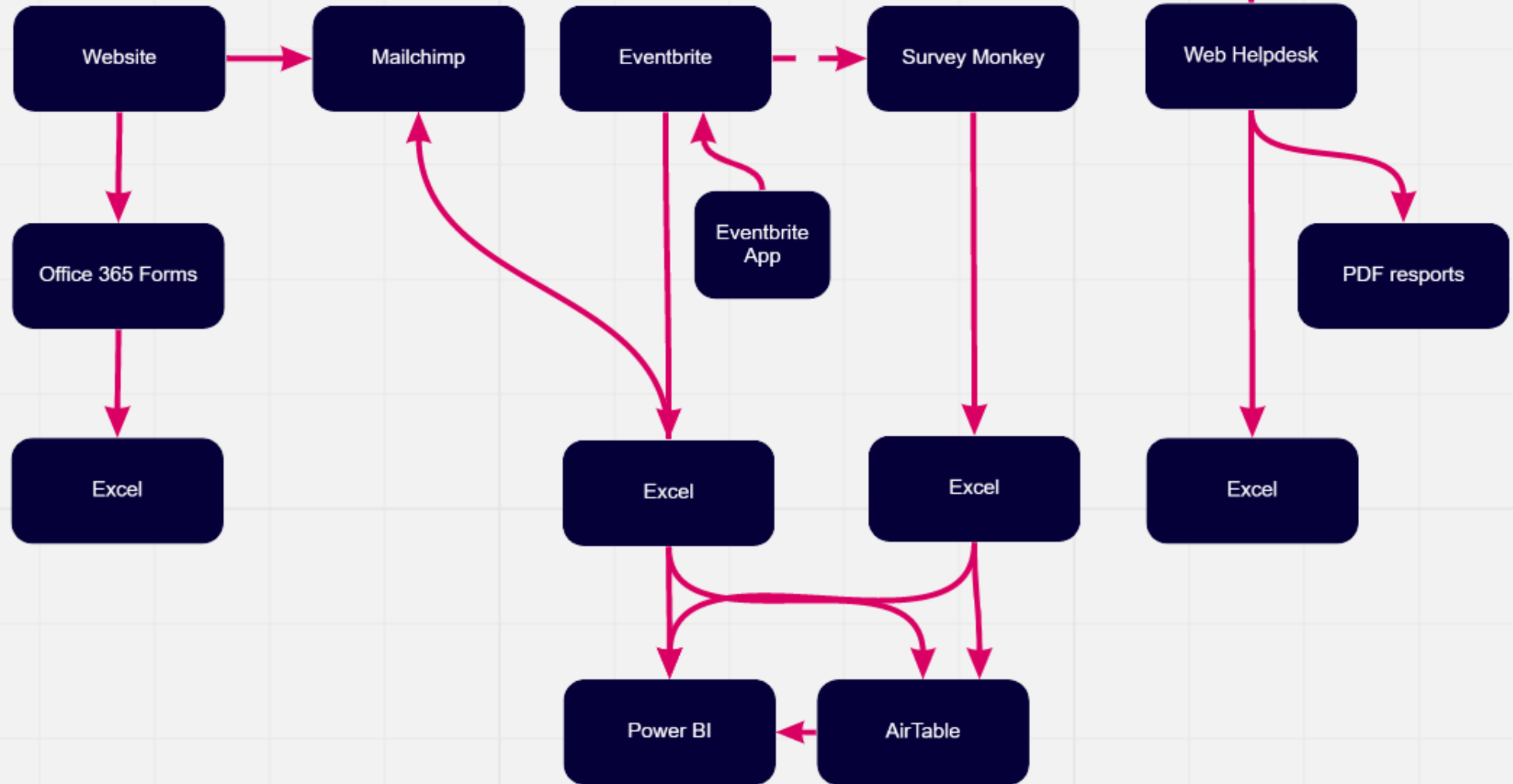
<https://tools.ncvo.org.uk/digitalmaturitymatrix>



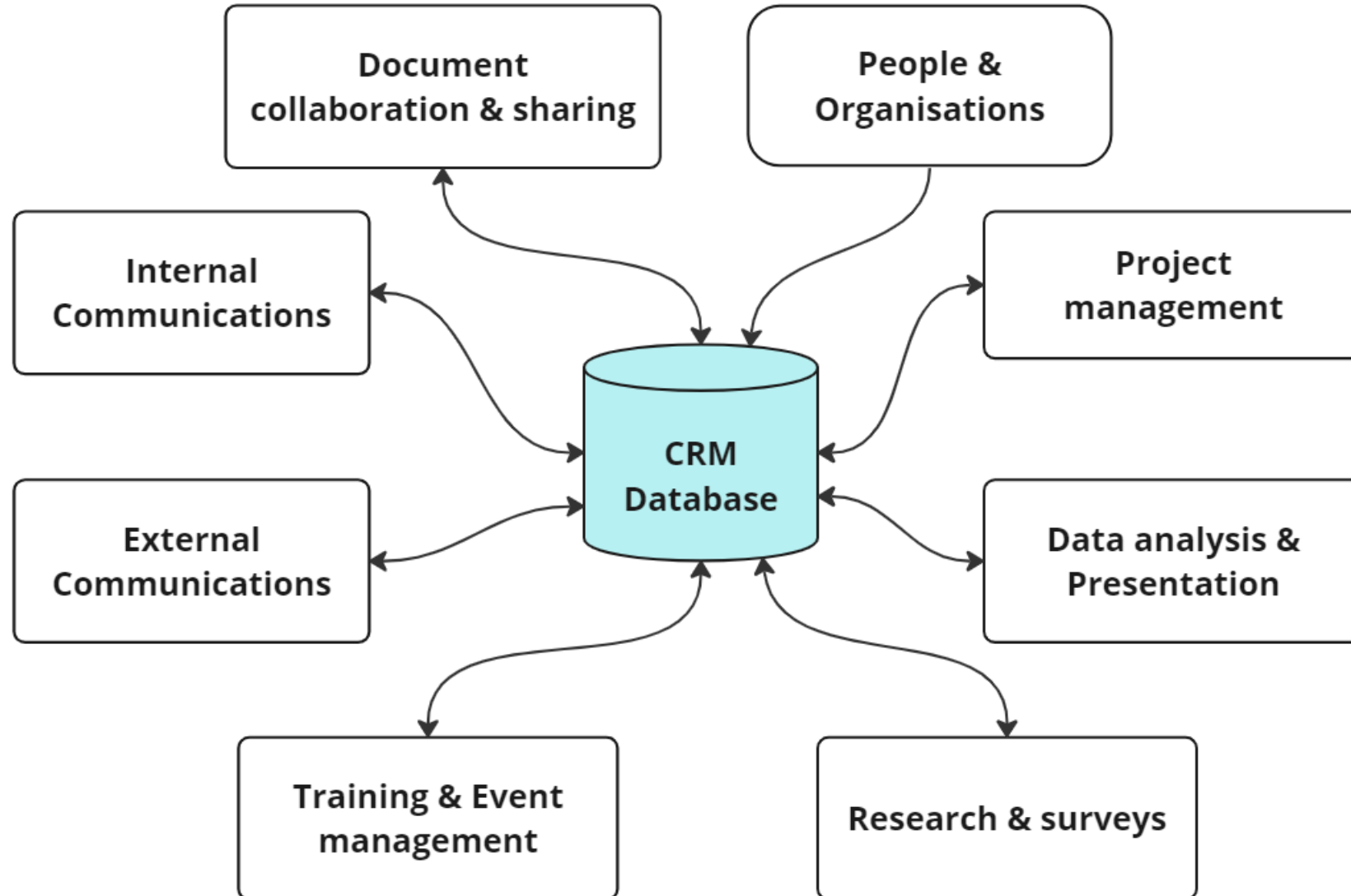
Taking a closer look (an example from another org)

People & Organisations	External Comms	Internal Comms	Document collaboration & sharing	Managing training & events	Analysing & Presenting data	Project Management	Research & surveys
Charity Log	Email	Email	Teams (Office suite: Word, Excel, PowerPoint & Chat shared in an online space for invited people only)	Event management system	Excel	Monday	Survey Monkey
Outlook address books	Phone & text messages	Phone & text messages	SharePoint (Office suite: Word, Excel,		Data Visualisation tools (eg	Asana	Jot form

Systems mapping

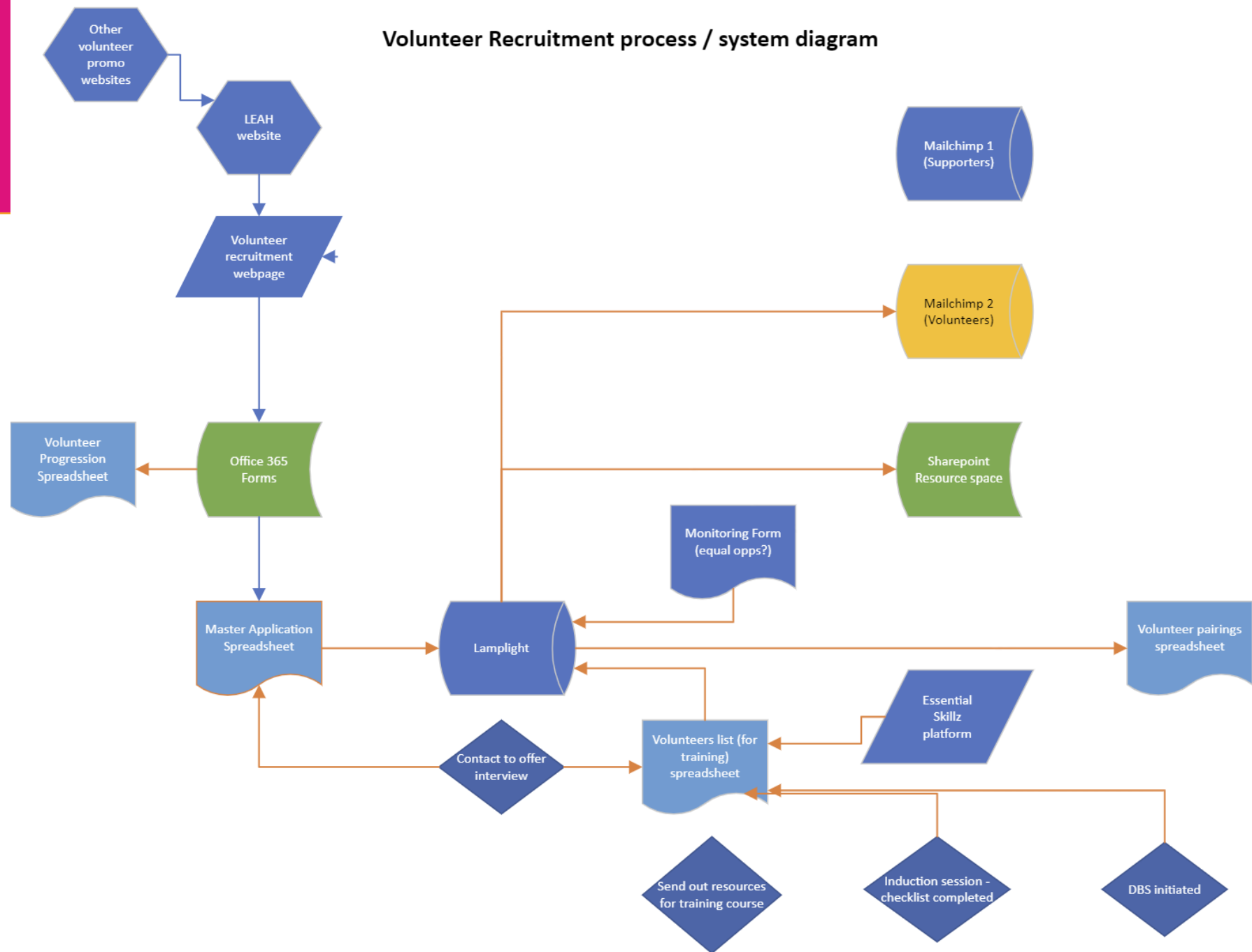


What good could look like



Process mapping

Volunteer Recruitment process / system diagram



User persona example



Goals:

- Equip young people with the knowledge, skills & contacts they need to get a job

Usage practices:

- Office based but runs skills training sessions community centres across the borough.
- Uses her own personal laptop for external training sessions

Tasks/Activities:

- Link young people up with mentors to help them on their journey to employment
- Deliver skills training to young people to help them get jobs
- Make sure young people are aware of the opportunities out there

Frustrations/pain points/feelings:

- No online database or training material location means lots of prep before & after the sessions
- Reliant on wifi in training centres to get online
- Aware that the current mainly paper based system is wasting time but anxious about upskilling to go 100% online
- Using own laptop so shouldn't really download or store client's data but it's



User needs statements

- ✓ What are key pain points / challenges in your daily work?
- ✓ Let's create User Needs Statements...

User needs statements

As a <Insert Job Role>

I need to be able to <Insert what you need to do>

So that I can <Insert goal you need to achieve>

User stories example

As a Foodbank co-ordinator

I need to be able to produce a list of beneficiaries and their requirements for each ward in the borough

So that I can prepare parcels and map the addresses for the delivery drivers

Some more examples..

As an Administrator I need to know when there are vacancies in the houses **so that** I can accept incoming referrals

As an Outreach worker I need to be able to record information whilst I'm out and about **so that** I can maximise my time with clients

As a House manager I need to organise rotas **so that** we have the necessary staffing for 24/7 cover



Create at least 4 for yourself

As a

I need to be able to

.....

So that I can

.....

Comms

As an administrator I need volunteers and clients to be able to communicate digitally so that I can spend time focusing on important administrative work I'm not waiting on both parties replies.

As a director I need to be able to communicate with trustees staff and volunteers more effectively so that I can create a unified and supportive team with a clear and consistent mission and purpose.

As a digital inclusion coordinator I need to be able to understand my teams jobs and duties so that I can provide solutions and streamlined alternatives.

As a manager I need to be able to communicate effectively with the team I managed in a way that is comfortable and efficient for them so that I can understand their issues needs and how to help motivate them better.

As a coordinator I need to be able to bridge communications between volunteers and clients so that I can and in short time sensitive information these received quickly and efficiently.

As a coordinator I need to be able to communicate with clients and volunteers whilst in a work environment and when out in the community so that I can arrange meetings, troubleshoot etc.

(Currently have a Teams phone number and use this on laptop but Teams is overwhelming on my personal mobile so I don't have it on there any longer - regular disruption when not working)

Collaboration

As a digital inclusion coordinator I need to be able to have time & resources with feedback so that I can test my implemented solutions and systems for issues and bugs.

As a director I need to be able to develop partnerships with organisations who are involved with ethnic minorities who have English needs so that I can generate income and support more clients.

As a digital inclusion coordinator I need to be able to speak with clients so that I can implement services that benefit them.

Devices infrastructure

As a digital inclusion coordinator I need to have a hardware supply chain so that I can provide hardware to clients.

Impact / data

As a coordinator team leader I need to be able to record outcomes on lamp lights so that I can check my students progress and report to our funders.

As a coordinator I need to be able to manage registers and lamp light in community class settings so that I can record registers add check personal details et cetera.

K
As a coordinator I need to be able to record monitoring outcomes so that I can show progression for clients.

(Hall does not have wifi - I have to hotspot from my own personal phone to use this)

As a director I need to be able to communicate the impact hopefully his work and to refugees or asylum seekers need our support so that I can generate awareness of Leah amongst Kingston Hounslow and Richmond communities.

As a volunteer coordinator I need to be able to monitor and track enquiries, applications, interviews etc so that I can report end of year statistics.

As a coordinator team leader I need to be able to cheque the numbers and outcomes of my clients and volunteers and my teams clients and volunteers so that I can keep track of the numbers and check the clients progress.

(Current process uses Power Automate to populate an Excel spreadsheet - then data is copied from there to Lamplight)

(Currently a laborious paper exercise)

As an administrator I need to be able to know when remote classes client start dates are so that we have an accurate idea of what spaces are available in our Zoom classes.

(Currently write up notes then have to transfer to Lamp Light when we get back to the office)

As an administrator I need to be able to gather referral client data more efficiently so that I can process referrals and log on Lamplight.

Currently Reviewing online referral form - lots of duplication of effort.

Operations / data

As a volunteer coordinator I need to be able to record and report on volunteer demographics so that I can monitor volunteer experience and backgrounds mainly for internal purposes and occasionally for external funders.

Funder reporting

As a coordinator I need to be able to record information when I am out at client assessments so that I can add client data two Lamp Light and pair with volunteer.

As a coordinator I need to be able to know what volunteers are available so that I can pair volunteers with clients.

(Currently have a spreadsheet that is updated manually - lots of double entry work)

As a coordinator I need to be able to look at referrals list on Lamplight for all three areas so that I can see what clients are waiting to be paired.

As a coordinator team leader I need to be able to cheque where clients and volunteers live so that I can pair them with someone living nearby

I can check that now but I should do it for each individual it would be easier to

(Currently Local Giving looking into this at the moment using it on our website but not monitoring it properly)

(Currently MS Form where data is then transferred to Lamplight)

As a coordinator I need to be able to share clients class survey results with tutors so that I can keep tutors informed of that performance successes and improvement points.

As an administrator I need to be able to tidy up Lamplight so that I can prevent duplication of data

Strategy / data

As a manager I need to be able to find or extract accurate data easily and quickly so that I can make informed decisions or influence high level decision makers with evidence.

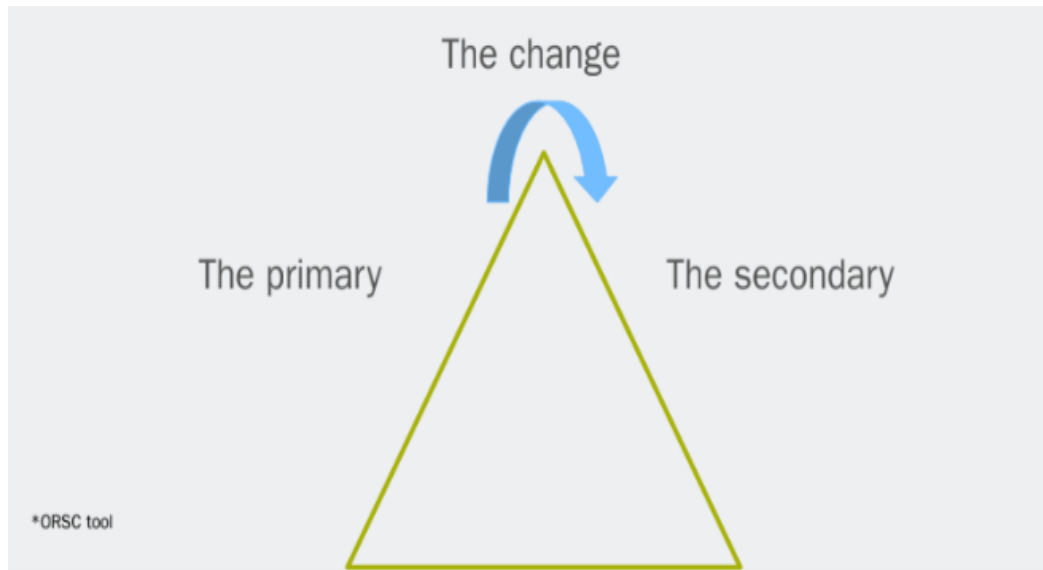
(Lamplight has limited functionality and flexibility and is time consuming)

As a manager I need to be able to manipulate data quickly and effectively and improve my excel skills so that I can assess, feedback and present useful data in a useful way.

As a manager I need to be able to gain insights into the needs of clients and volunteers so that I can ensure our services meet their needs

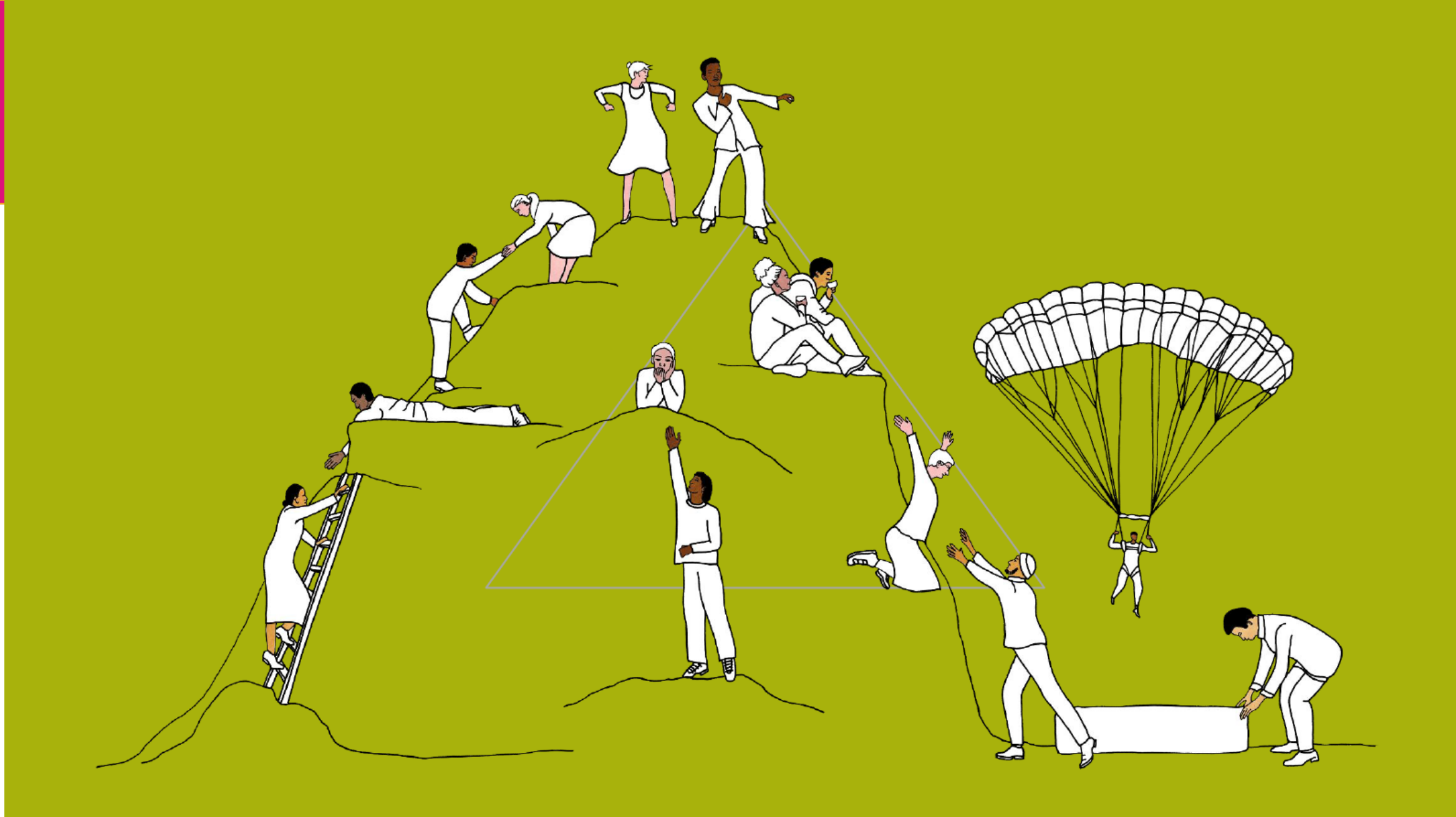
Example clustering UNS from another org

How do we all feel about change?



The Edge Model (ORSC tool)

[Moving Colleagues from Digital Resistance to Digital Curiosity & Engagement \(youtube.com\)](#) (approaching change at 33.11- 36.45)



Where do you see yourself?



superhighways
harnessing **technology** for **community** benefit

Thanks for joining me

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