



VCSE Assembly Digital Inclusion Group

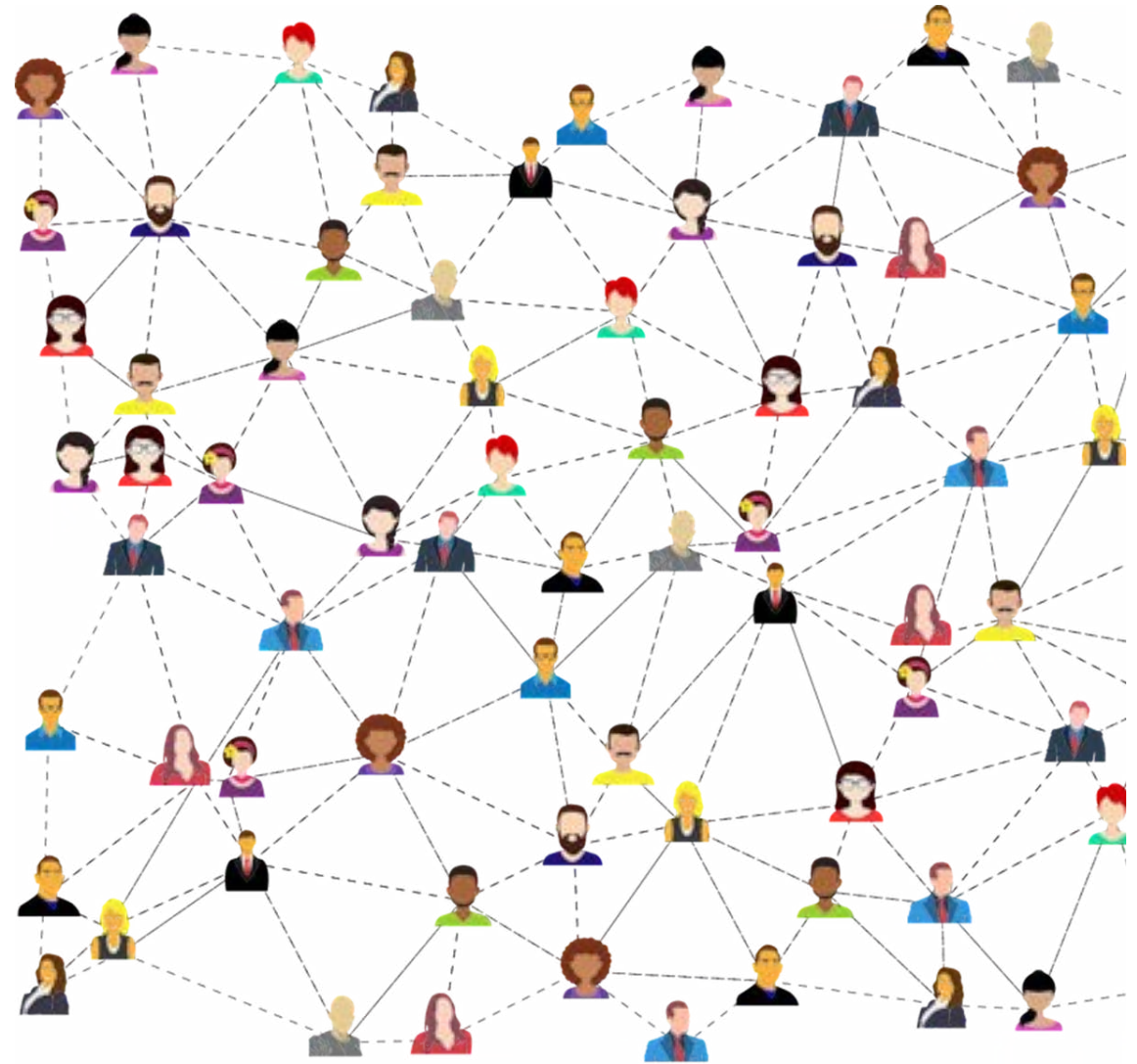
Nora Corkery
Chair

16th April 2024

Partnerships are at the heart of the Assembly

4 VCSE-led Hubs:

- Mental Health
- Health Inequalities
- Food Security
- **Digital Inclusion**



VCSE Assembly Digital Inclusion Group (DIG) members

Citizens Advice
Devon

Cosmic

Devon Carers

Devon
Communities
Together

Devon Mental
Health Alliance

eCulture
Solutions

Healthwatch
Devon- Plymouth
- Torbay

Wellmoor CIC

**Digital
Inclusion can
enhance
individual
opportunities
and quality of
life & contribute
to socio-
economic
development**

- 1. Access to Information**
- 2. Education Opportunities**
- 3. Communication and Connectivity**
- 4. Employment Opportunities**
- 5. Digital Banking & Financial Services**
- 6. Healthcare Access**
- 7. E-Government Services**
- 8. Entertainment and Recreation**
- 9. Personal Development**
- 10. Empowerment and Participation:**



Health & Care Digital Inclusion

- Around [7% of households still do not have home internet access](#)
- Around [one million people cancelled their broadband package in the last 12 months](#) due to rising costs
- Around 10 million adults are estimated to lack foundation-level digital skills
- Around [30% of people who are offline feel that the NHS is one of the most difficult organisations to interact with](#)

Some [groups face a higher risk of being digitally excluded](#) & can face a higher risk of health inequalities, including:

- Older people, especially people over 75 years old
- People in more socio-economically disadvantaged groups
- Socially excluded groups – also known as [inclusion health groups](#)
- Disabled people and people with life-impacting conditions
- People living in areas with inadequate broadband and mobile data coverage – more likely in rural and coastal areas
- People less fluent in understanding the English language.



CEO charged with leading the expansion nationally & NHS Long Term Plan aim

“One in three patient interactions with the NHS should be digital – through the NHS app, website or other channels – within five years”

Devon ICS Joint Forward Plan

“Invest in a digital Devon: people will only tell their story once, first contact will be digital where appropriate and more advice and help will be available online. We want to make the most of advances in digital technology to help people stay well, prevent ill health, and provide care.”

DIG Key Objectives



Digital Inclusion Activities



- NHSX Rural Digital Health Inequalities Programme 2022 - experience of video consultations in secondary healthcare
- NHS COMF Digital Inclusion Programme - 100 people digitally upskilled through Digital Befrienders 2022
- Devon Digital Befriending mapping research in 2022
- Devon Core 20+5 Community Connectors incl. rural and coastal deprivation & digital exclusion 2023
- VCSE Eastern Devon Virtual Ward Pilot Digital support at home for Virtual Ward patients 2023
- ICS Digital Inclusion Strategy Group & Digital Transformation Board 2022 – 2023 & Population Health Data and Digital Transformation Group 2024
- Member of South-West Digital Health and Care Network 2024

6 Point Action Plan



1. Adopt a Devon Digital Skills Standards Framework based on Lloyds Foundation Essential Digital skills Benchmarks.



2. Identify and monitor further data sharing metrics to measure the ongoing impact of the digital inclusion work



3. Promote range of 'affordable' connections from different providers



4. Promote mapping of free access to digital resources and activity & promote benefits of going online



5. Improve co-ordination and delivery of basic digital skills provision including staying safe online



6. Maximise impact of digital navigator/ buddying programmes & mapping provision

Devon Digital Skills Framework



The Lloyds Bank Foundation Essential Digital Skills (EDS) benchmark was published in collaboration with the Department for Education.

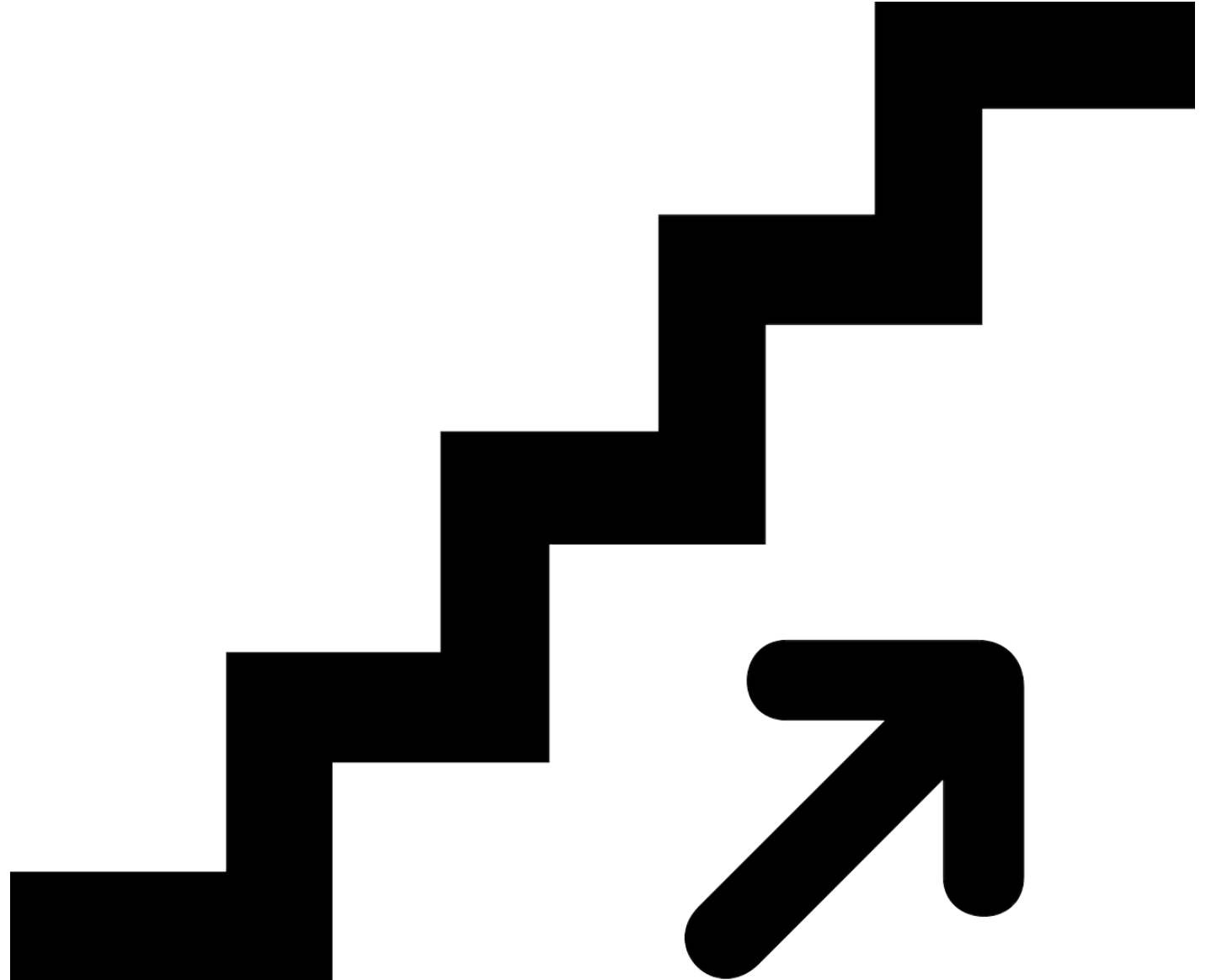
In 2021, an Advisory Panel received input from 40 cross-sector partners to collate evidence on how the demands for digital capability were evolving & the Framework was updated in 2022

Based on the Lloyds Bank Foundation Consumer Digital Skills Benchmark & the Department for Education's Essential Digital Skills Framework:
<https://www.gov.uk/government/publications/essential-digital-skills-framework>

Digital Skills Framework Levels

There are 3 levels within the Essential Digital Skills Framework:

- The Foundation Level
- Life Essential Digital Skills (EDS)
- Work Essential Digital Skills (EDS)



Digital Support Referral Pathway for Mental Health Patients January – April 2024



Pilot Project - Providing digital support for mental health patients



Funded by Devon Mental Health Alliance



Providing digital support for 10 patients in the Eastern Devon area



Patients referred via Devon Mental Health Alliance, Devon Mind & Exeter OPMH community teams

Client Feedback



- *“Really useful to talk through which tablets would be suitable for me to use. I like to use a touch screen instead of keyboard and want to do some learning online”*
- *“With the help from the digital advisor, I have been able to enrol online for a drawing for wellbeing course”*
- *“We looked for rental accommodation and completed an application together and sent via email as an attachment. It was important to be quick as the property was popular and I thought I would have to post the form”*
- *“I have trouble sleeping, so to have some help searching for websites with relaxing music or breathing techniques has been good for me”*



Digital Skills Training for your Workforce (Health & Care/ Hospitality/ Creative/ Clean Growth)

<https://sway.cloud.microsoft/Lsj16aiti5lw9lFb?ref=Link>

We can support you to:

- ✓ Learn skills and improve your job performance
- ✓ Progress your career by learning new digital skills
- ✓ Improve productivity and collaboration with colleagues
- ✓ Access flexible learning with focused content to your sector

up to **35 hours**
free training!

REGISTER NOW

www.cosmic.org.uk/projects/workplace-digital-skills



Artificial Intelligence: Potential benefits for the VCSE sector



Efficiency: AI can automate repetitive tasks, allowing VCSE organisations to streamline operations and allocate resources

Data Insights: AI algorithms can analyse large amounts of data to identify trends & patterns (ChatGPT)

Personalisation: AI-powered systems can personalise interactions and services based on individual preferences

Scale: AI enables organisations to scale up impact & extend reach without necessarily increasing operational costs.

Resource Optimisation: AI can optimise resource allocation by predicting demand, identifying areas of inefficiency & maximising impact of limited funding and resources.

Collaboration: AI can facilitate collaboration between VCSE organisations, enabling them to share data, insights, and best practices for greater collective impact.

Innovation: AI enables the development of innovative solutions to social and environmental challenges.