



Digital Inclusion by

creative
sustainability



Who are we?



www.cscic.org

Access Bike - community bike workshop in Stroud. Sell refurbished bikes, running mentor schemes.

Creative Camping - Supporting disabled and non-disabled teenagers to spend time together at wilderness camps.

3rd Space - A vibrant, inclusive, safe, supported space for young people to explore their potential.

Community Hubs - places in the heart of communities, where people find their common unity.

Glos Youth Climate Group - 16–25-year-olds from Gloucestershire who meet to make a positive impact for a low carbon and resilient county

Digital Inclusion - Engaging people with online services and supporting those who struggle to access and use digital tools.

What is our Digital Inclusion Programme?

- Digital Inclusion Support
- Peer support Digital Champions
- Access to Digital Aids, Devices, Data and services
- Digital Repair Skills Workshops
- Digi Hubs
- Digital Innovation Pilots
- Countywide DIGI partnership
- Communities of Practice
- Gloucestershire Digital Network



**Digital
Inclusion**

Why Digital Support

We know that people have different **levels of knowledge** and experience when it comes to technology.

From complete novice, to someone wanting to learn about extra features on their device, we meet participants where they are by tailoring our service to what they want to learn, **empowering** them to take control of their **digital future**.

"I have so many issues at the moment, I just couldn't get around to doing the app – it felt like one step too far, even with help from my grand-daughter. But now you've given me access, I can see my whole medical history and appointments, it really helps me feel like I've got a bit of control back over my illness journey"



Digital Inclusion Team

Our friendly **Digital Inclusion Team** are on hand to do an **initial assessment** of needs and help to build a series of sessions that will work for each individual.

Participants can currently access support at **Digi Hubs**, via an **initial home visit**, or via **Zoom sessions**.

Our **Digital Champion volunteers** support our Stroud District work.

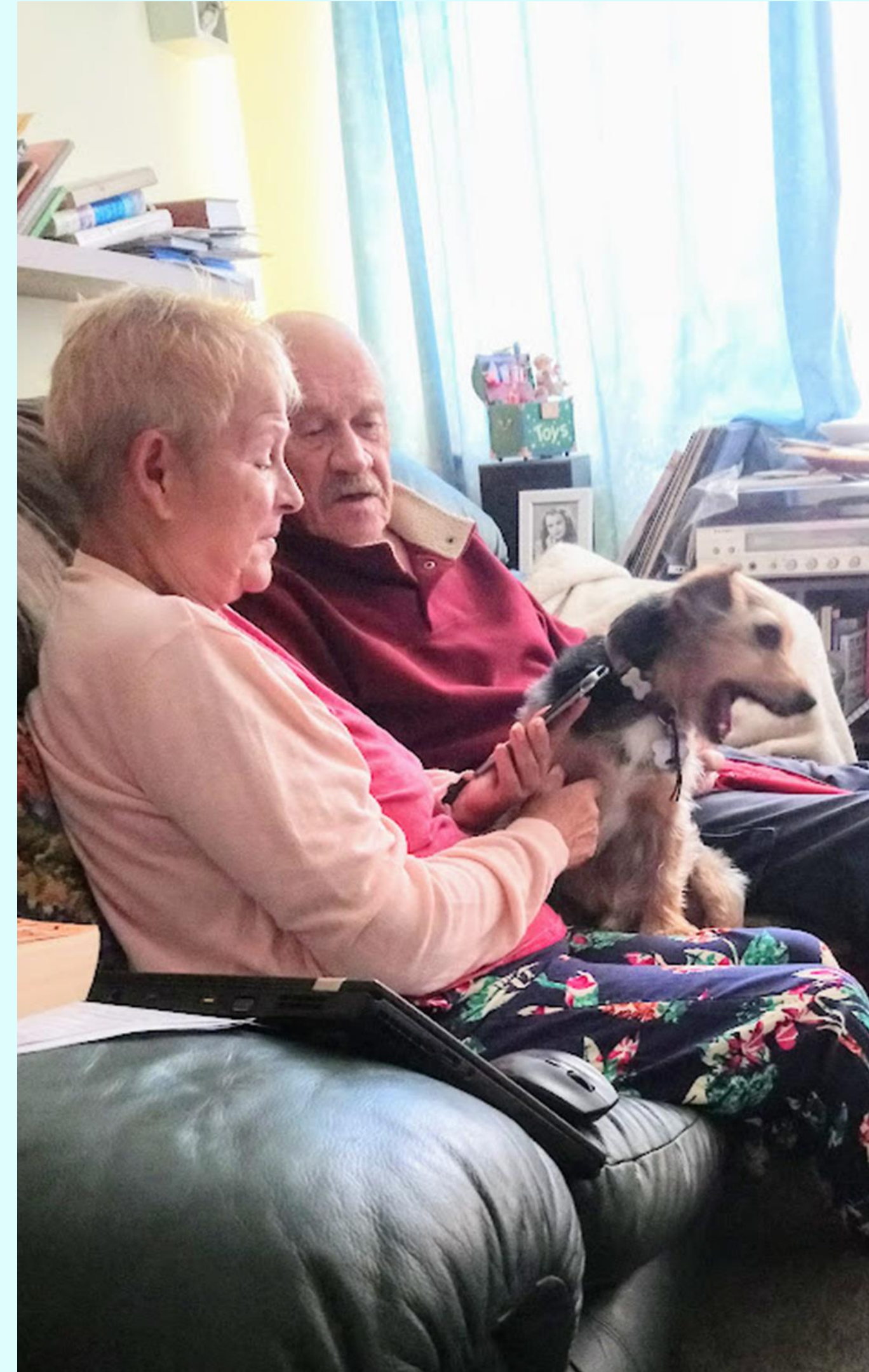


Who are Digital Champions?

Digital Champions are everyday people from various backgrounds who **volunteer** to support participants with digital skills.

As a 'peer support' model, they can choose to volunteer to **teach somebody else**. We have several Digital Champions supporting at Digi Hubs, including some **inter-generational Champions**.

We support and train learning through the **Digital Unite Platform**.



BECOMING A VOLUNTARY DIGITAL CHAMPION

1. Read about the role

Visit our website to read more about the volunteer role, or contact us for a chat



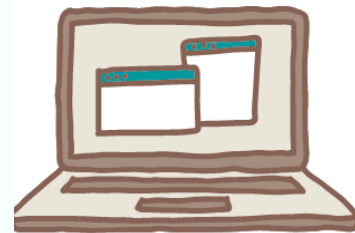
2. Apply for the position

We will talk you through the application process and find which times and days are best for you



3. Access training

We provide online training with everything you need to help people learn digital skills



4. Arrange sessions

We will support you to meet people in community cafes or digi hubs



5. Be part of the team

You will join a team of Digital Champions and we will continue to meet and support you



CHARACTERISTICS OF A DIGITAL CHAMPION

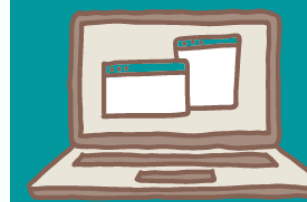
Do I need to be an IT Guru?

No, just someone who is interested in helping others



Digital Champions are:

- Motivated to help others
- Good communicators
- Active listeners
- Patient
- Trustworthy
- Happy to learn and keep up-to-date
- Keen to promote the benefits of digital skills



Benefits of being a Digital Champion

Being a Digital Champion is a great opportunity to meet new people and develop your skills

You will be helping people and making a difference, so it is a very rewarding role.



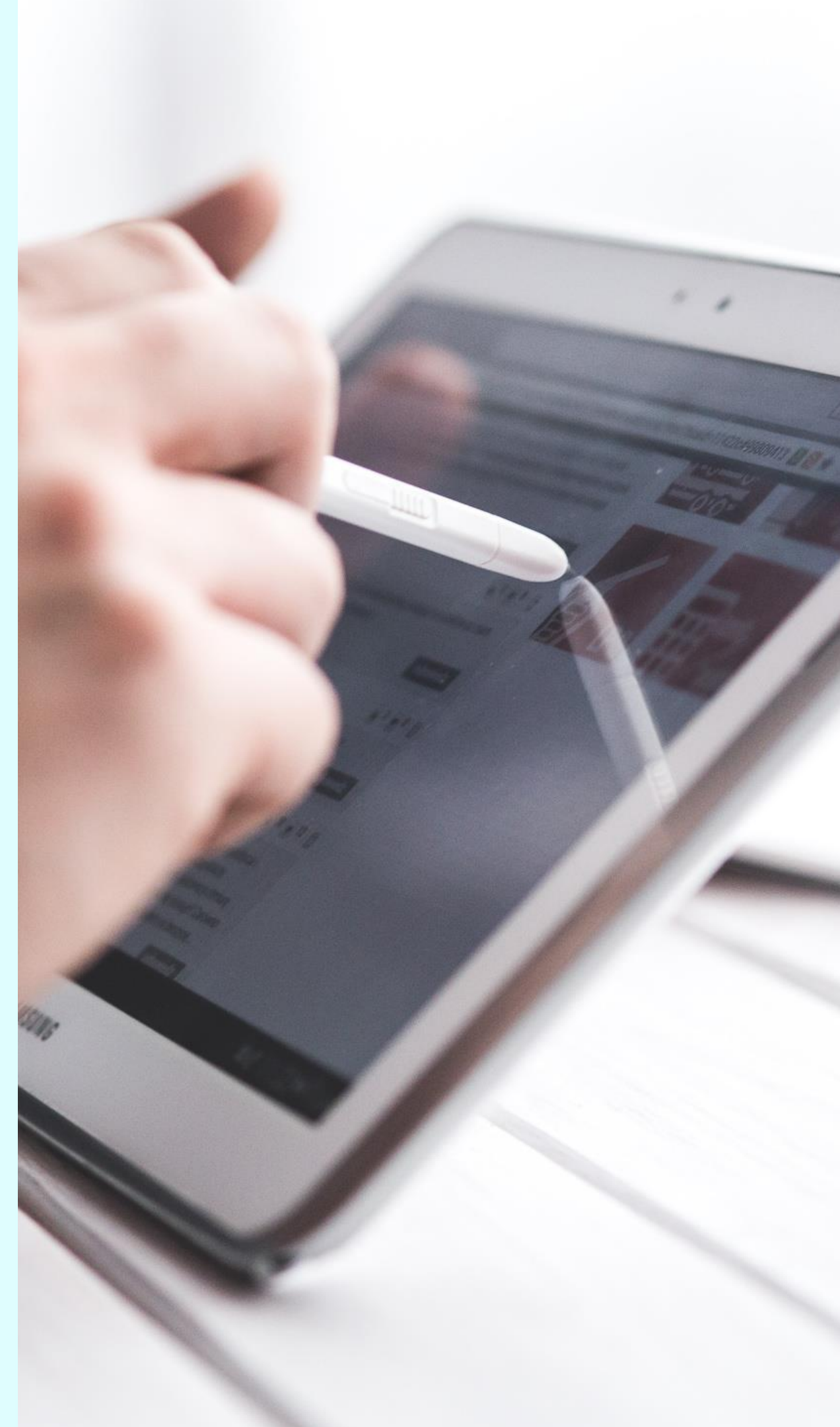
Access to Aids, Devices & Services

We have a **library** of **digital devices** and digital **aids** to try out **for participants** and community **hubs**.

We support access to other services: **Internet providers, Mi-Fi devices, Sum Up machines, open-source software** or help chose a **new printer**.

We supply **free Data SIM** cards, for participants to access to the internet, through our partnership with the **Good Things Foundation - Databank**.

We supply **digital equipment** for community orgs – Laptops and PCs through our partnership with **ITSA Trust**.



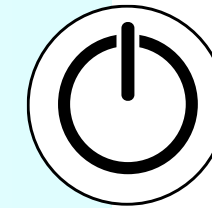
Easy to read Workbooks

We have produced **easy to read workbooks** that guide participants through different aspects of **using a digital device** and the internet.

Alongside the wordbook, we have a jargon-busting **Glossary**, which contains **commonly used words** when people talk about technology.

Our most recent guide was **Registering to Vote** and setting up **Voter ID** .

Turning on your Device



On a **desktop computer** or **laptop**, the **power button** will have a symbol that looks like this

If you are using a **desktop computer**, there may be two buttons you need to switch it on. There will be one on the front or the top of the **PC tower** and one on the **screen** which is usually in the bottom right hand corner. Press the button on the **PC tower** first until it lights up. Then press the button on the **monitor**. You should now see the **screen** come on.



If you are using a **laptop**, the **power button** will be located in the space below the **screen** and above the **keyboard**. Press down on the **power button** and the **screen** will come on.

Digital Repair Skills

John Street Repair workshop

We are launching a **workshop** for young people to **learn to repair** their own mobile devices. The weekly drop-in sessions in the centre of Stroud will provide **tools and assistance** to learn how to make **their own simple repairs**.

The scheme will also **collect broken or unused phones**, for people to fix up and **earn or donate**. End-of-life devices can be used for parts or practice and then added to the correct waste stream through our partnership with **GCC – Gloucestershire Recycling** team.





Digital
Inclusion



**Fix-IT - a brand new repair
cafe where we teach you how
to fix your phone**



**Have you got
a Broken
Phone
sitting in a
drawer?**



**We'll teach
young
people to fix
and keep it!**

**Donate to
us!**

Contact helen@cscic.org for info



**Funded by
UK Government**

**creative
sustainability**

Community Spaces

We organise **drop-in sessions** at community spaces such as Community Hubs, Independent Living Hubs and cafes **across the district.**

www.gloucestershire-digital-hubs.co.uk

Digital Hubs

We are a partner in the **Gloucestershire Digital Hubs** project, setting up Digital hubs, spaces where the community can come to use a computer and **get online.**

We supply and **set up digital equipment** for Digital Hubs to keep and provide for participants.



Digital Support at Community Hubs



Amberley Shop on Common
2nd Monday: 2pm

Minchinhampton Community Library
Monthly on Fridays: 10-4pm

Nailsworth, The Arkell Centre
First Monday: 10-12pm

Paganhill Community Hub: check for times

Rodborough, The Old Endowed School
First Wednesday: 10-12pm



Stonehouse, All Pulling Together
Second Thursday: 11-1pm

Stroud Top of Town Hub: check for times

Stroud Town, 10 John Street
Fridays: 12.30-2pm

Uplands, Grange View Independent Living Hub
Second Wednesday: 2.30-4.30pm

Online, Fridays: 9-12



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69
Volunteers

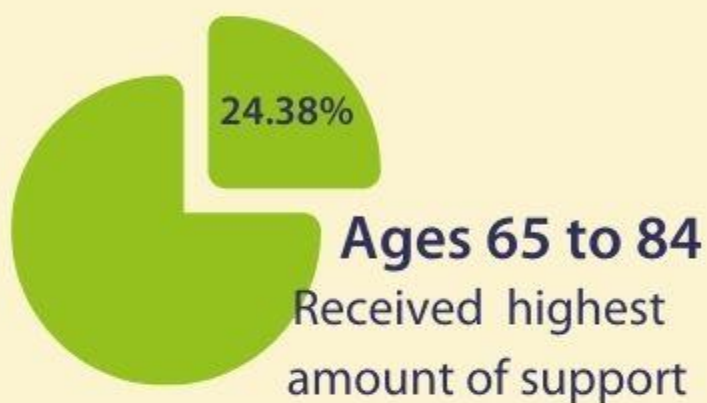


480
Engagements at
Digi Hubs



Highest support Areas

Using the internet - 24.32%
Job seeking - 13.95%
Device Set-up - 10.37%
Other - 20.41%



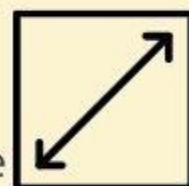
Monitoring Highlights
11/09/2023 - 20/10/2023

39
Digi Hubs
214
Digi Hub Sessions

54.39%
Engagements
Aged over 55

Highest Impact Areas = 4/5

Improving social isolation
Internet Safety Knowledge
Improving Digital Confidence



180
(38.33%)
New Participants



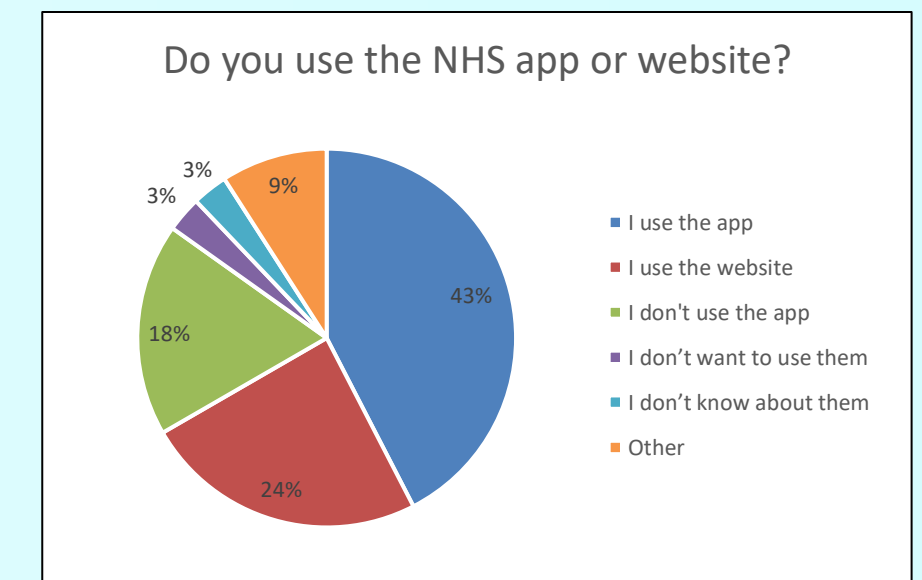
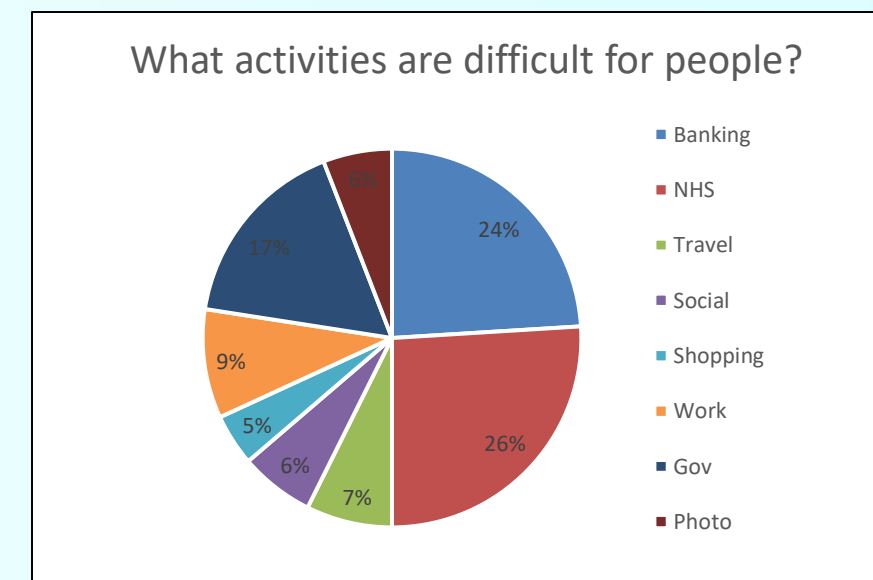
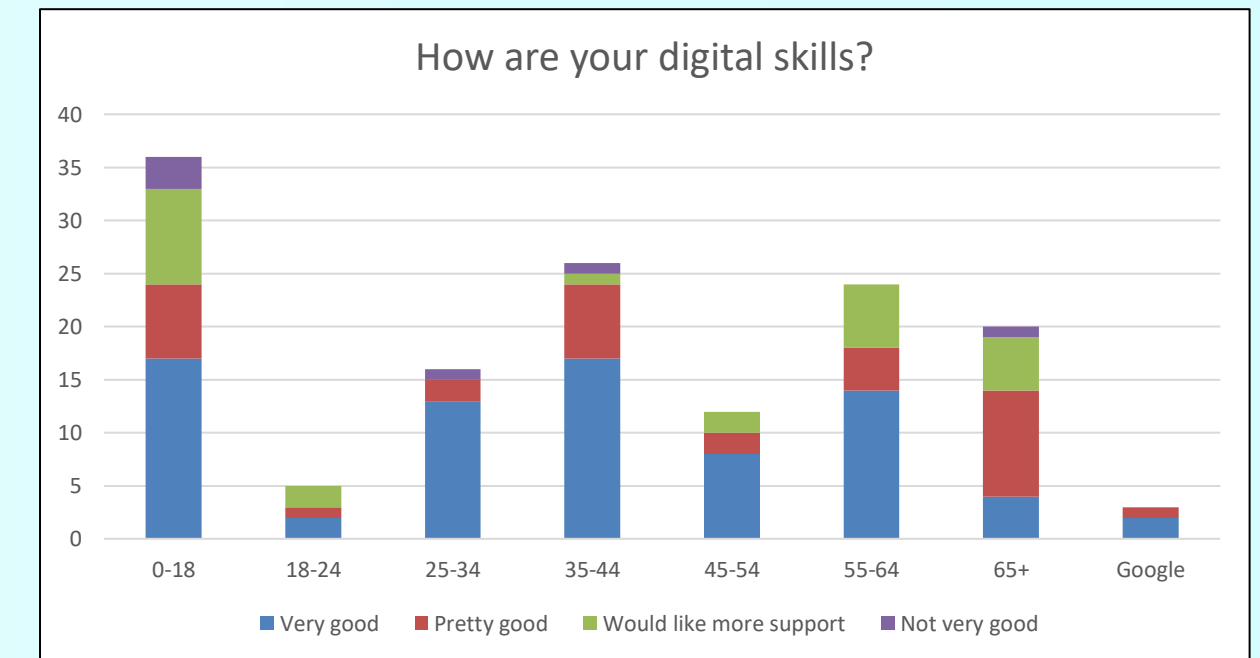
296
(61.67%)
Returning Participants



Surveying Digital Needs

We recently ran 5 **Digital pop-up stalls** to engage a wide range of people to **improve our understanding** of digital exclusion and current skills **levels and gaps**.

- Family festival at Museum in the Park
- Book Festival talks at Stroud Subrooms
- Festival of Lights in Gloucester
- 5 Valleys Medical Centre, Stroud
- Acorn Medical Centre, Dursley



GP/ Medical Pop-ups Pilot

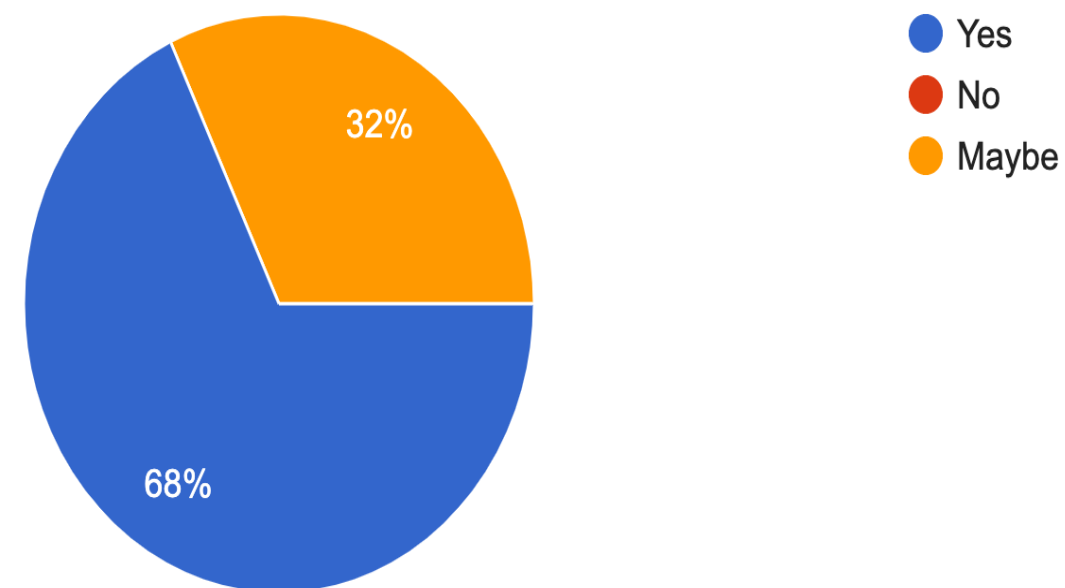
Types of support given:

- Downloading NHS APP – 28%
- Accessing Health Records – 20%
- General advice/ guidance – 16%
- Registering – 8%
- ID Verification - 8 %

Participant Ages

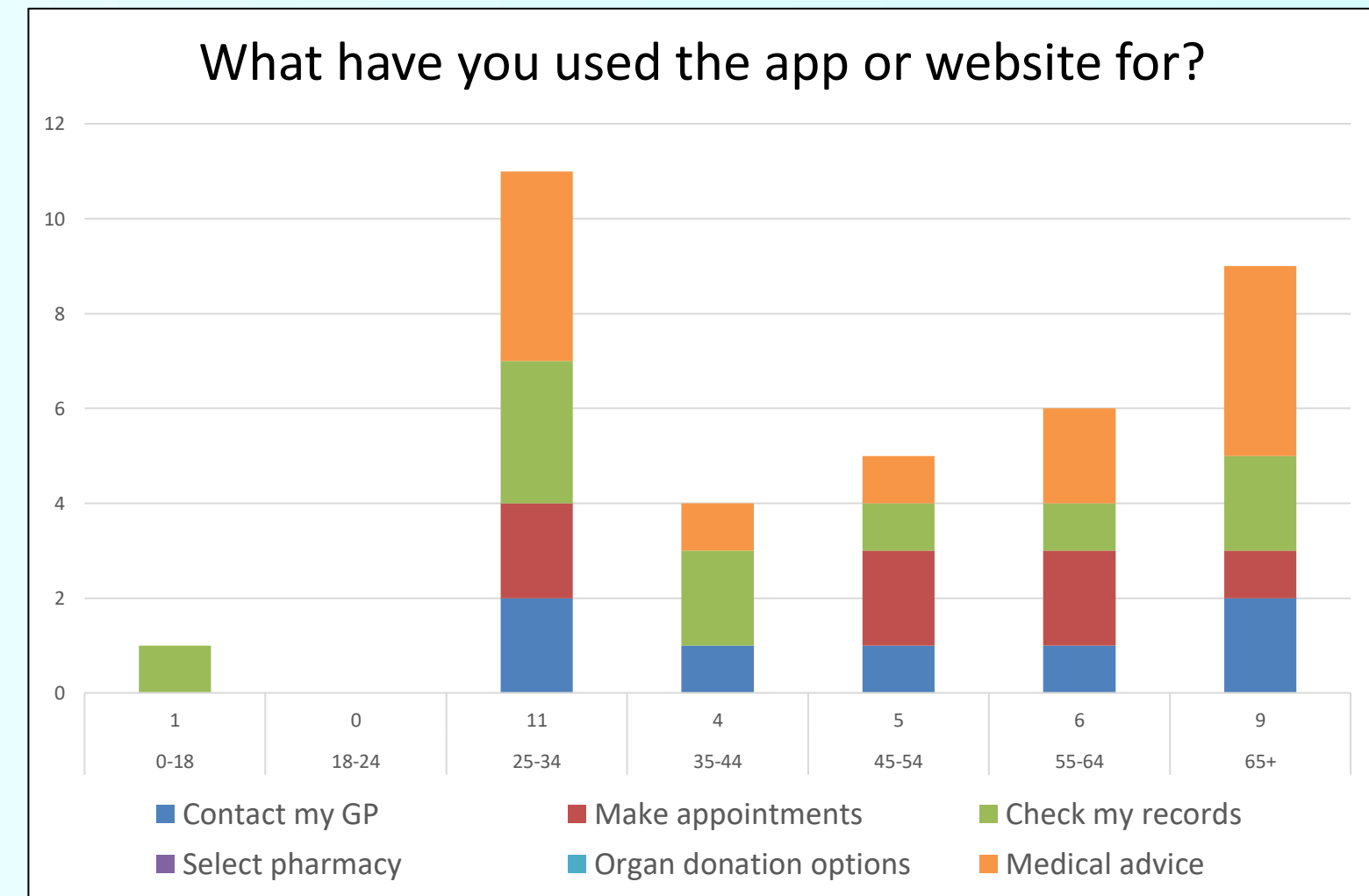
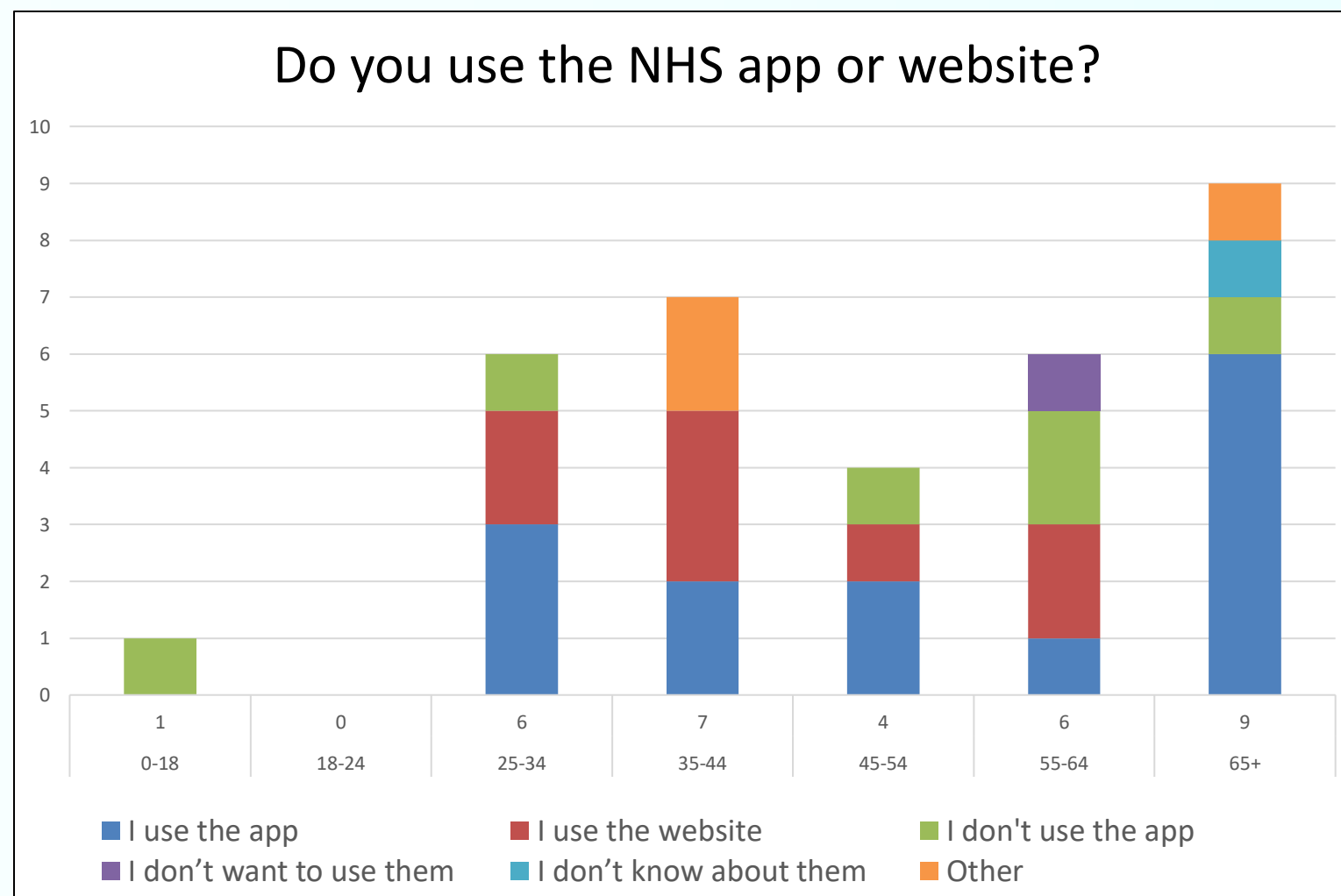
- 35-64 - 68%
- 65+ – 24%

Do you feel more confident using the app after today?
25 responses



Learnings

- GP Surgeries/ Practice managers **incredibly supportive** of the pilot
- Dispensaries play an important role for **signposting**/ prescription leaflets suggestion
- Digital Champions play a crucial role to **alleviate fears of digitisation**
- **Digital prescribing**/ sign posting support.



DIGI Partnership (Digital Inclusion Gloucestershire Initiative)



Role of the Partnership:

This partnership brings those working on digital inclusion within **Gloucestershire** together, providing the **community** with a more **joined up service**.

We empower communities through collaborative **grassroots organisation** to access opportunities, funding and equipment to move the county towards digital equity.

DIGI Partnership

Digital Inclusion Gloucestershire Initiative



Memorandum of Understanding

This Memorandum of Understanding ("MoU") is made and entered into on 1st September 2023, by and between the following signatories (in alphabetical order):

- i. Brockworth Link - Tewkesbury
- ii. Creative Sustainability - Stroud
- iii. Forest Voluntary Action Forum (FVAF) - Forest of Dean
- iv. GL11 - Stroud
- v. Gloucester Community Building Collective - Gloucester
- vi. GRCC (Gloucestershire Rural Community Council) - Cotswolds and Cheltenham
- vii. Priors Park Neighbourhood Project - Tewkesbury

Gloucestershire Digital Network



We have helped **initiate a working group** for a Gloucestershire County Council led initiative to further develop the **cross-sector network** across the county. This includes local authorities, NHS and health services, and the VCSE (Voluntary, Community and Social Enterprise) sector.



Creative Sustainability are leading the work on **asset mapping** partnerships and networks which will then lead into and inform future aspects of the work.



We are working with District and Town councils across Stroud as well as other **county-wide organisations** such as Age UK, Citizens Advice and Active Impact.



How can you help or take part

There are several ways professionals can support this vital work:

- **Refer** participants to receive Digital Inclusion Support
- **Collect** mobile phones or other digital devices for our repair workshops
- **Train** Digital Champions in your organisation with our support
- **Promote** volunteer Digital Champion positions
- **Contact** us for information on the Gloucestershire Digital Network
- **Share** contacts for any other organisations working in Digital Equity
- **Support** funding – increase awareness of need and help us identify funding





**Digital
Inclusion**

For more info
or to refer:

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07742 653 819

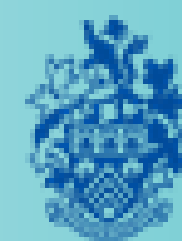
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Good Things
Foundation



Gloucestershire
COUNTY COUNCIL