

DAISI- Increasing Digital Equity across Gloucestershire

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Presented by:

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Digital

Creating Digital Equity in Gloucestershire...

- **Databank** – data and digital poverty relief. We have, with the help of our partners, distributed over 15,000 SIMS in the past 12 months.
- **Technology bank** – Over 1000 pieces of hardware distributed including drones, cameras, laptops, desktops and phones.
- **Social tariff information** – Increasing awareness for staff and volunteers through training.
- **Open Source (Data & Software)**- Embedding open source principles and community ownership of digital and virtual infrastructure.
- **Best practice** through Public Sector Insights, having presented 3 years running on Digital Equity, Rural Digital and Digital Accessibility as well as many other conferences, including Digital Leaders



Accessibility

- **Resources** such as our glossary of digital terms and online safety tips
- **Reasonable Adjustments** enabling other organisations and community groups to make digital adjustments for those they work with
- **Website audits** in collaboration with DAISI partners
- **Assistive technologies support and advice** such as:
 - Screen readers
 - Dyslexia pens
 - Digital medication boxes
 - Alexa's/Google home
- **Software installation/recommendation**



Inclusion

What does inclusion mean to DAISI?

- **National Good Things Foundation Ambassador** – presenting at national events for the network
- **Virtual Wards** – Along with a number of other creative opportunities, GRCC will work in partnership to support patients discharged from hospital to recover at home, through a new innovative inclusion project.
- **Best practice** - Advice to partners organisations and community groups
- **Digi Hubs*** - one of 7 partners across the county. Delivering in Cotswolds and Cheltenham



Support

- **Digital Wellbeing Groups** – e.g. collaboration with the North Cotswolds PCN.
- **Digital and Technology Navigators** – e.g. our grassroots work with community groups, volunteers and stakeholders across Tewkesbury borough to map and respond to digital needs and barriers locally.
- **DAISI Volunteers** – Support at community level (Jens, Ken, Caroline & John) and strategic level (Kat Brown).
- **DAISI Partnership** (slides 10-11).



Jens Meyer – DAISI Volunteer

 **GRCC** | Community
Action in
Gloucestershire  **independence
trust** 

Digital for Wellbeing

We can help you with:

- **Internet access** or **access** to devices & technology
- General **digital and technology help and support**
- Help to get onto the **NHS app** or **NHS recommended apps**



**Where: Bourton on the Water
George Moore Community Centre**
Moore Road, Bourton on the Water
GL54 2AZ

When: Every Tuesday.
Running on a **weekly** basis.
Time: 10:30am-12:30pm

Please call/text Lauren
(Technology & Digital Inclusion
Social Prescribing Link Worker)
on: **07467 923154** or **peak to**
your GP surgery for more
information.

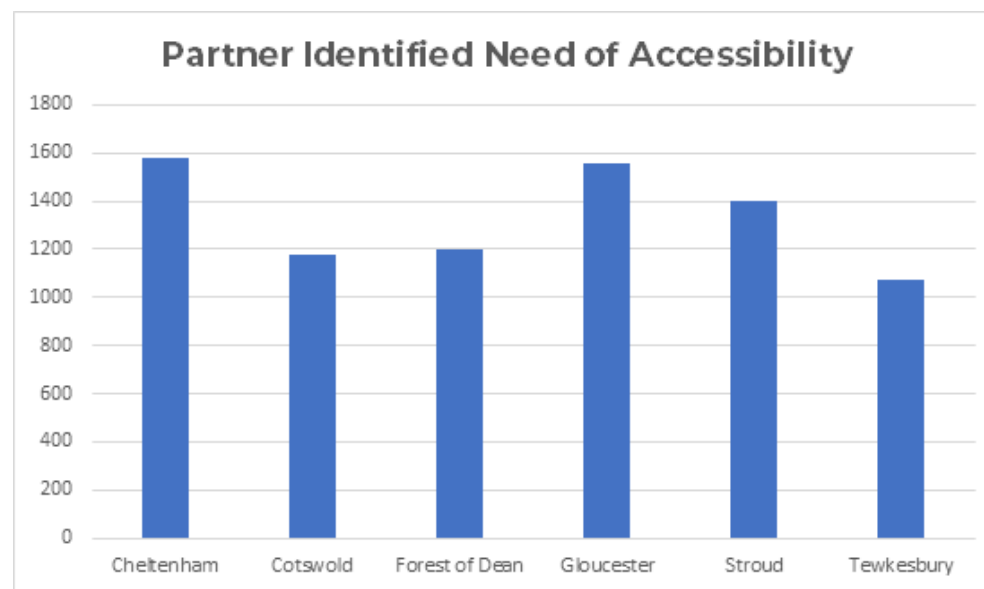
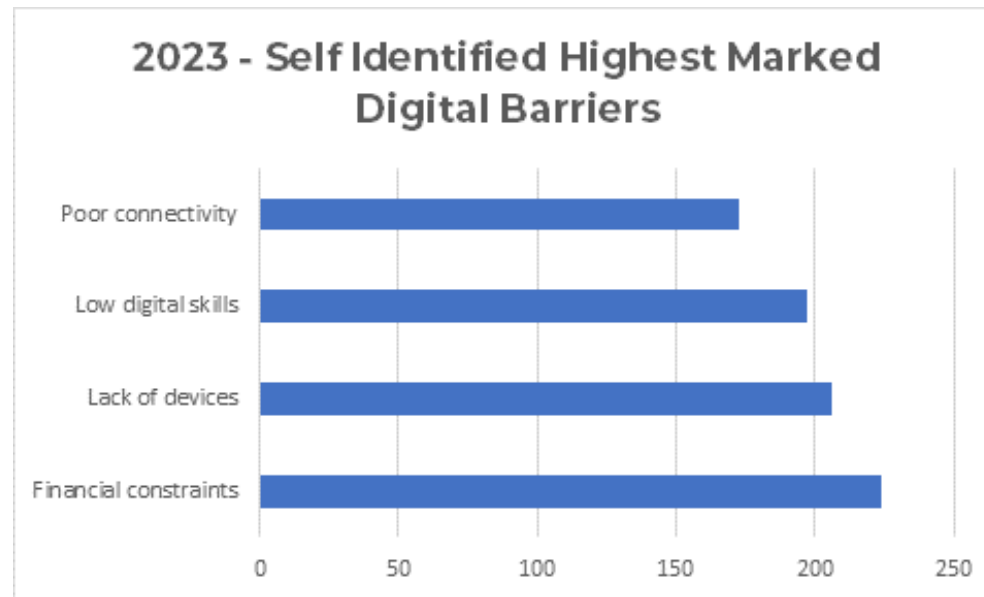
 Brought to you by the Cotswold Community
Wellbeing Team in partnership with GRCC's
DAISI project (GRCC's Digital Accessibility,
Inclusion, Support & Innovation project)



Support

Identifying Support Needs:

- Through a combination of workshops and surveys we gained insight at community level into the digital barriers individuals are facing in Gloucestershire.
- By reaching out to organisations, we were able to establish the areas of Gloucestershire in need of better digital and technology accessibility.



Innovation

Role creation:

Digital & Technology Inclusion Social Prescribing Link Worker (North Cotswolds PCN)

- Tailored clinical digital and technology support combating complex, long term illnesses, poor mental health, loneliness and isolation.
- Working alongside other SPLWs and directly with GP surgeries to identify patients in need of intense 1 to 1 support as well as patients who would benefit from upskilling at the Digital Wellbeing group.

Digital & Technology Navigator (Tewkesbury Borough)

- Bottom up data collection to identify digital and technology needs in Tewkesbury Borough
- Workshops - support to groups, organisations and individuals



Maureen lives on a canal boat in Tewkesbury Borough and is finding digital healthcare difficult to navigate for her husband who has dementia.



Innovation

RUSTIK (Rural Sustainability Transitions through Integration of Knowledge) is a large European project looking at the sustainability and future proofing of rural communities. GRCC is one of 10 European countries participating, and delivers the 'Living Lab' digital element of the project. A Living Lab is a testing ground or workshop where communities can try out new ideas to make their localities better. It's a place where local people, researchers, and policymakers work together, share ideas and learn from each other. GRCC is the leader for setting up a Living Lab in the Cotswold district of Gloucestershire. We work closely with the University of Gloucestershire and other partners using the Living Lab to understand the unique challenges and opportunities that exist in rural areas by:

- ✓ **Collecting Information:** Gathering data and information about the community
- ✓ **Involving key stakeholders:** Local people and organisations will be invited to share their ideas, thoughts and knowledge
- ✓ **Problem Solving:** The team will look at ways to tackle issues, e.g. how to protect the environment or how improve digital equity
- ✓ **Share Learning:** All the data gathered will be used to help other rural areas, not just in Gloucestershire but all over Europe, thereby influencing policy development and strategy

**RUSTIK
Project
Meeting**
**Parma,
Italy**



Innovation

Electrical Safety fund from Electrical Safety First – This project champions electrical safety and sustainability through the recycling technology for re-distribution to those in need.

*Up and coming countywide **learning and development project**.



 @GlosRCC  **GRCC** | Community
Action in
Gloucestershire 

**Do you have an old/
unwanted laptop, tablet
or mobile phone?**

Time for an
upgrade but
mobile still
working as it
should?

**Donate
me!**

You can now hand your
old devices in to Mann
Cottage Surgery. The NHS
and GRCC's DAISI project
are working together to
collect, refurbish and
redistribute technology to
those in need.



Innovation - DEFRA

Digital infrastructure: helping communities to identify connectivity challenges and establish community broadband and other solutions.

- Engaging with broadband partnerships to influence strategies and delivery plans
- Assisting communities or signposting them to support and develop alternative broadband solutions (including community-led schemes)
- Promoting uptake of superfast broadband services (demand stimulation) and e-commerce amongst rural businesses and residents
- Helping Village Halls become WiFi hubs
- Broadband and mobile surveys/mapping and other evidence

Digital skills and inclusion: helping to actively tackle digital exclusion and support superfast take up by citizens including through the promotion of local demand stimulation, digital skills and digital inclusion initiatives.

- Supporting digital champions
- Supporting IT skills initiatives
- Supporting awareness of Social Tariffs and other rural digital exclusion work



DAISI Partnership

Countywide DAISI Partnership with over 160 members including national organisations.



DAISI Partnership

Recent partnership working includes:

- **Working with Mindful Vision** – website audits embedding the lived experience of those with a full or partial loss of sight.
- **Working closely with the NHS** including the Individual Placement & Support (IPS) team to enable their vulnerable clients to use technology.
- **Electrical safety & sustainability projects** with North Cotswolds Men in Sheds and Cotswolds Friends.
- **Open Source software development and implementation** to save organisation delivery costs and increase efficiency for partners (The Churn, South Cotswolds Foodbank and Bromford Housing).



Questions?

