Helping organisations improve their digital inclusion practice

Current work
Digital Volunteering – all ages.
Digital hero's through to older peer to peer support around getting online – Digital Companions.

Digital Health & Social Care
Inspiring digital and Health and wellbeing apps.
Growth in work across Health Boards

Organisational support – Strategic & Operational
Supporting basic interventions that make a difference
https://vimeo.com/267485929

RNIB – Online Today

Online Today was a three year Big lottery funded project to support people with sensory loss to get online and use digital technology.

Our aim was to support people who are 'hard to reach'
We achieved this by providing 'person centred support'
We carried out an evaluation on what the outcomes were for participants

On average participants took part in 6 sessions. With 1 being the minimum and 21 the maximum.
76% of participants rating of their skills improved
73% of participants rating of their confidence improved
65% of participants rating of their Knowledge improved
85% after receiving support can now use their technology independently, this is a 40% increase

Now that they are using digital devices:
79% felt more independent
73% felt happier
70% felt closer/had more contact with friends and family

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Digital Inclusion Charter

1. Ensure that all our staff and volunteers have an opportunity to learn basic digital skills, and that they take advantage of this opportunity.

2. Ensure that digital inclusion principles are embedded into our day to day activities.

3. Encourage and support our staff and volunteers to help other people to get online and have the confidence to develop basic digital skills, and help other organisations to embrace digital tools.

4. Commit support and resources for digital inclusion activities and initiatives in Wales in whatever ways we can.

5. Share best practice and activity around digital inclusion with Digital Communities Wales so that our activities can be co-ordinated for maximum impact and measured consistently.

6. Look to build local partnerships amongst organisations which want to share ideas and co-ordinate activities with others in their area.

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Q & A

Challenge for organisations – how do we scale up the Digital Volunteering concept?

What alternative approaches to engaging people to get online could be done?

Does your organisation invest in resources, training or strategically commit to Digital Inclusion?

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Diolch yn fawr, thank you.