Workshop notes: Digital Inclusion and Awareness
November 14th 2018, Christian St Hub

Attended by:

Larissa Howells - Age UK East London

David Freeman, Kashim Chowdhury, Paul Burgess, Ellie Kershaw, Jamie Bird, Keith Williams, Maria Kaustrater - LB Tower Hamlets

Cathy Weir, Paul Rogers - Island House

Claudel Goy - arebyte

Benita Pursch - Healthwatch Tower Hamlets

Jenni Boswell Jones, Ismail Saray - AND Association

Yasmin Alam, East End CAB

Peter Vittles, Alison Robert, Michael Dunlop, Jane Bell - THCVS

The following notes come from flipcharts on the day. Stars are used to highlight outcomes/points that received sticky-dot votes of agreement/approval .

If you missed the workshop and/or have additional comments or suggested outcomes you can still give feedback. Email gemma.cossins@towerhamlets.gov.uk or vc.s@towerhamlets.gov.uk with your notes or to book in a conversation.

Priority: Access to ICT support and training for older people

High-level outcome: Older people feel more informed and digitally included

Notes:

What could be developed with and for older people?

- Learning mechanisms to increase confidence to use ICT
- Range of activities from banking to internet
- Overcoming security concerns, how to protect themselves
- Basic level, including equipment purchase
- Online security leads to online trust, leads to great access to deliver benefits
- Access to assistive technologies, user forums, increased ability to contribute to codesign of services
- Develop an app
- Perhaps smartphone training?
- Benefit of digital is that it represents things not in written script
- Issues of low broadband; apps etc can be heavy on data/broadband, which excludes people.

1.) Basics***

- o Online security and safety
- o Develop online trust
- o Technical support/purchasing support: Free wi-fi access and information
2.) Intermediate***
- o Access to online health services
- o Finance/consumer activities (e.g online shopping, banking)
- o Housing – keeping up with account, news
- o Participating in family's social media, e.g Facebook
- o Participating in virtual networks
3.) Advanced***
- o Assisted technology, disability support
- o Develop user forum to decide on future training

Suggested outcomes:

- ➔ Increased confidence, especially around security
- ➔ Increased awareness of how to keep safe on the internet
- ➔ More older people using digital methods to access services
- ➔ Better inclusion for those not speaking English as a first language, people with learning disabilities etc

Priority: Children and Young People's Safety Online

High-level outcome: Children, young people and families are aware of potential dangers and implement suitable prevention measures

Notes:

- - Are children and young people going to be asked their thoughts about the outcomes that matter to them?
- - Couldn't this area apply to lots of groups in the community, e.g outcome would be 'Older people are aware of how to identify online scams and how to keep themselves safe'

Suggested outcomes:

- ➔ Increased awareness (among children and young people) of how to protect themselves from grooming and revenge porn
- ➔ Young people and their families know how to report concerns, bullying and abuse *
- ➔ Parents and carers are aware of the risks that children and young people face online
- ➔ Parents and carers are or the online safety tools to protect children and young people*
- ➔ Young people attending pupil referral units are more aware of how to stay safe online
- ➔ Young people are able to share learning with other young people about online safety **
- ➔ Digital approaches supported enable young people to develop new skills and creative apps/systems etc for other young people
- ➔ Increased financial/digital skills

Priority: Digital Skills Development for Children and Young People

High-level outcomes:

- Increased awareness of careers in the digital sector

- Children and young people have the opportunity to develop the skills for the digital sector

Notes:

- Identifying skill levels first
- Awareness of perceptions and overcoming them (e.g perceptions that degree is required etc)
- Overcoming barriers; disability, social issues

Suggested outcomes:

➔ Increased awareness of what doors can be opened, different careers, transferable skills (to lots of sectors; CGI, AR, VR, AI, 3D printing, coding)
➔ Increased awareness of different routes to digital career, i.e not just uni
➔ Increased links between local tach hotspots – Shoreditch, Old St, Canary Wharf, QMU, East London Tech City. Links with arts, creative industries, music, videogames
➔ Developed enjoyment of skills development – use of games, fun etc. Fostering passion for tech and creativity, links to creative arts, transferable skills

Priority: Improving Health and Wellbeing through digital platforms

High-level outcome: Increase in self-management, self-reliance, confidence, health literacy

Notes:

- How patients can access information
- Combining bricks and mortar with digital
- GP practices having days when people can get help
- "supported processes" to get people registered online, using NHS digital apps etc

Suggested outcomes:

➔ Increased confidence to access/navigate digital health services amongst people who feel digitally excluded
➔ Increased self management from flu to long term conditions
➔ Improved confidence to access digital platforms and direct services
Measured by increase in use
Building ability to determine what the right digital platforms are form the
➔ Increased confidence/knowledge of 'trusted' digital sources (information and resources) to support their health

- ➔ Decrease in loneliness/isolation through digital inclusion
- ➔ Increased access for people with language barriers, people with learning difficulties, financially excluded people
- ➔ Support groups; condition based/locality based
- ➔ Ensuring community friendly, community/neighbourhood ?
- ➔ Digitally excluded communities get more opportunities to share knowledge across generational/ethnic/other groups & communities

Activities

- Focus groups to identify useful online/apps
- Digital platforms that are co-produced
- Support for those who many not want to do digital stuff; condition based, locality based
- Training with fit bit or free alternatives
- Access to healthy eating websites
- NHS website access/navigation
- Might like to see 'intergenerational activities' encouraged
- Intergenerational info sharing, e.g available health apps
- Yoga and mindfulness training for children and young people
- Platforms advising on values and benefits of food and nutrients
- Online tea shop – young people support older people to use health apps
- NHS Live

Programme questions

- Could digital and the short term outcomes be an add-on to other outcomes in the other themes?
- Should outcomes be worded/devised to "tailor" the outcome to specific digitally excluded groups?
- Keep digital complementary with other funding strands