

Cllr Introduction to... Digital Inclusion and Connectivity

Resources Pack

Purpose of this Pack

- On 20th January 2021 the LGA ran a session with a range of speakers on digital connectivity and inclusion
- This pack provides a range of resources relating to that event to help both those who attended at the time and those who didn't
- It contains
 - Links to videos of the speaker sessions
 - Notes from the day
 - Other relevant resources for the topic.
- The pack is divided into two sections, first Connectivity, then Inclusion

Connectivity

The scope of this issue

In many council areas a fundamental obstacle to maximising the potential of digital is quite simply connectivity— access to the internet. This may be about citizen and business access to fast wired broadband or to mobile broadband eg 4G and, increasingly, 5G. Some councils are seeking to level up their area in terms of access, whilst others who may have locational advantages are already connected and are seeking to use this to help differentiate their place as an attractive place to live or to do business.

In the session on the day we heard from a council – Wolverhampton – which is at the leading edge of this, and also heard from DCMS who with their barrier-busting work are seeking to support all councils to do what they can to improve connectivity in their area. Because it's clear that councils do play a role, either as significant investors of resources or time on behalf of their place or by removing some of the friction that providers of connectivity find, from time to time.

Of course, connectivity is no good if people can't afford it, or don't know how to make use of it – that's an issue which we'll go on to explore in the Digital Inclusion part of this resource pack.

Case Example: Wolverhampton

Cllr Momenabadi, Digital Champion at Wolverhampton spoke about her council's journey in connectivity

This is the [video of councillor Momenabadi's talk](#).

Note: Cllr Momenabadi used video at various points in the presentation which weren't captured well in the screen recording: clearer access to those videos can be found in the slides which follow, either as links or as embedded video.

You may also be [interested in the interview recording from this tweet](#) in which Councillor Momenabadi addressed the issues of digital inclusion touched on in the last part of her presentation.

Councillor Introduction to Digital and Data Seminar

Councillor Beverley Momenabadi,
Councillor Digital Innovation Champion
20 January 2021

Full-fibre Broadband

Local Full fibre network

Connecting public sector premises across Wolverhampton to a full fibre broadband network

Social housing fibre rollout

Through use of non-exclusive wayleaves to enable rollout

Gigabit vouchers

£2,500 available to small and medium-sized enterprises



Wireless Connectivity

Smart infrastructure

Upgrading lampposts to run Smart technologies and facilitate the rollout of 5G small cell

WMCA Urban Connected Communities 5G

Facilitating the rollout of 5G across Wolverhampton including infrastructure acceleration and a testbed around construction

Cross cutting

Assets for technology

Addressing barriers and maximising use of council assets for technology

Growing Wolverhampton's digital economy, skills and inclusion

Maximising benefit from digital infrastructure to Wolverhampton's businesses and residents

Importance of Digital

- Covid-19 accelerated the adoption of digital services and is critical to level-up our economy to power economic and social recovery.
- Driven by Digital cross cutting theme of Relighting the City recovery commitment and cross cutting theme of Scrutiny Panels
- However lessons learnt from online delivery during COVID are likely to continue to influence how services are delivered going forward with some services continuing to be delivered electronically.
- To maximise benefit, we need to tackle the digital divide, improve digital skills, support businesses to digitalise and introduce technology to support the delivery of services.

- [Click on this link to see the video for this slide](#)



Update on Infrastructure Rollout

- Significant progress has been made including successful bid for Local Full Fibre Network funding to connect 170 public buildings across Wolverhampton. The commercial rollout of full fibre broadband is also underway supported by barrier busting activity.
- Working with WM5G, Wolverhampton has introduced new systems in place to support the rollout including identifying suitable assets viable for telecoms uses, agreeing a commercial model to facilitate the rollout and improving access arrangements.
- West Midlands has the best 5G coverage of all the regions with Wolverhampton's proactive approach accelerating deployment of 5G by 6 months including the UK's first 5G mast.
- The Councillor Digital Innovation Champion has played a key role in addressing misinformation about 5G during the first lockdown.



Future opportunities

- The rollout of futureproofed digital infrastructure opens up some exciting opportunities in the delivery of services across a range of different areas:
- A local GP and care home are participating in a **5G Care Home Project** offering video consultation, diagnostic tools and capturing vital sign information to allow for early identification of issues.
- The City will be home to one of three 5prinG Application Accelerators offering cutting-edge facilities and expertise helping public and private companies to understand 5G, its applications and support to unlock its potential.
- The City has set up a Digital Wolverhampton Partnership involving the Council, University and NHS Trust to drive forward this agenda and explore innovative service delivery.



Case study – Councillor's role in addressing digital inclusion

During the first lockdown, a number of schools reported that less than half of their pupils had a device and/or connectivity. Others reported that pupils lacked suitable devices or had restricted access due to sharing devices.

Ward Councillors have donated ward funds to fund connectivity and devices for children forced to self-isolate.

A plea to telecoms companies led to the donation of 100 BT Hotspot Vouchers.



National Expertise: Connectivity

Richard Maddock, from the Barrier Busting team, at DCMS spoke about the work of the team, resources available to councils and the role that councillors can play to speed up connectivity in their area, especially around planning considerations, use of council land and property, and highways.

This is a [video of Richard Maddock's talk](#). The slides he used follow in this pack.



Department for
Digital, Culture,
Media & Sport

Barrier Busting Task Force

Who are we?

The Barrier Busting Task Force addresses the issues which slow or prevent the deployment of connectivity; focusing on legislative and non-legislative solutions.

Currently addressing six key challenges:

- 1) Tackling property processes through simplification of wayleaves.
- 2) Mandating gigabit-capable infrastructure in new build developments.
- 3) Improving street works by improving compliance and coordination.
- 4) Simplifying the planning process (through permitted development rights in England).
- 5) Ensuring the Electronic Communications Code is fit for purpose.
- 6) Enabling easier access of public assets for mobile infrastructure

Working with numerous governmental and non-governmental bodies.

Your role as Councillors

Councils play a vital role in the Government's target of nationwide availability of gigabit broadband as soon as possible.

Councillors can work with their highways, planning, estates and legal teams to drive broadband deployment. Ensuring that these teams work towards an agreed goal will bring about the benefits of connectivity faster.

The Barrier Busting Task Force actively supports councils, both directly and through the Local Government Association, to promote best practice and understanding of roll out.

Local authority guidance can be found on our [Digital Connectivity Portal](#).

Highways

- Government delivered significant reform to street works in 2020:
 - 4th edition of the Specification for the Reinstatement of Openings in Highways released in May 2020.
 - Street Manager launched in July 2020.
- Reforms to continue throughout 2021 - incl. Openreach and Sheffield CC flexi-permit trial.
- Councils should also follow the principles set out in the [street works toolkit](#), in addition to COVID-specific guidance from HAUC and JAG.
- We are working with both industry and highway authorities to improve coordination and compliance.

Electronic Communications Code (ECC)

- The Electronic Communications Code (the Code) regulates the legal relationships between electronic communications operators and site providers, including local authorities, to support the rollout and maintenance of digital infrastructure.
- The Code sets out how statutory rights to deploy infrastructure can be obtained, and how and when they can be exercised. Exercising these rights is normally subject to an agreement between site providers and operators.
- The public sector should lead by example, and local councils can play a vital role by:
 - Making their land and assets readily available for digital deployment;
 - Engaging **collaboratively** with operators when they request rights to access or use public sector assets;
 - Progressing these requests quickly, efficiently and in line with the legislative framework and public policy;
 - Negotiating agreements in line with guidance available on the Digital Connectivity Portal.

Planning

- Government published its response to the in-principle consultation on proposed reforms to permitted development rights in July 2020.
- The response stated that Government intends to take forward the in-principle proposals consulted on to:
 - Enable the deployment of radio equipment housing on land without requiring prior approval up to specified limits;
 - Strengthen existing masts up to specified limits without prior approval;
 - Enable the deployment of building-based masts nearer to highways subject to prior approval and specified limits;
 - Enable higher new masts subject to prior approval and specified limits.
- Preparing the technical consultation on these proposed reforms, and expect to publish in early 2021.
- Updating the Mobile Code of Best Practice.

Discussion: Connectivity

- There was Q&A in each of the sessions and a breakout group discussion on this topic.
- The most significant theme which emerged in a number of questions was the issue of connectivity in rural areas in particular. DCMS indicated that this was priority for future attention for them and pointed delegates at the [Digital Connectivity Portal](#) which is intended to be the key help resource for local authorities.
- Another theme was the siting of 5G masts, with concerns that there is not enough mast sharing between operators. The role of the planning authority was key here with resources in the digital connectivity portal.

Key Resources: Connectivity (1)

- The DCMS [Digital Connectivity Portal](#), which contains, amongst many other resources:
 - [The Street Works Toolkit](#) which offers guidance outlining best practice for managing street and road works for the deployment of broadband infrastructure
 - [Guidance for the local planning authority](#)
 - [5G Mobile technology guide](#) to help to address misinformation about the health effects of 5G technologies

Key Resources: Connectivity (2)

- The [LGA Information on Digital Connectivity](#) including...
- LGA's [councillor guide to connectivity](#)
- The [LGA Case Studies area](#) which contains many examples, eg

Capitalising on council assets: How Colchester is competing via ultrafast broadband

Colchester Borough Council has utilised its own CCTV network to deploy a fibre broadband network across its city centre for less than 10% of the cost of installing it from scratch.

Digital Connectivity | 01 May 2017

Building an advanced digital infrastructure

Tameside has adopted a 'thin layer model' approach which sews together digital infrastructure assets across the city, more rapidly deploying fibre than via traditional methods.

Digital Connectivity | Digitalisation | 12 Mar 2017

Facilitating the next generation of mobile connectivity

Harrow Council has created a procurement framework to help public bodies host the new small cell mobile infrastructure needed for the next generation of digital connectivity.

Digital Connectivity | Digitalisation | 12 Mar 2017

You may click on these stories for more info

Key Resources: Connectivity (3)

- [Connected Places Catapult Resources and case examples of 5G](#)
- [Digital Catapult background information on 5G](#)
- [City Fibre](#) was mentioned in Cllr Momenabadi's talk. There are other alternatives to [BT Openreach](#) such as, for example, [Community Fibre](#) and [Hyperoptic](#) (though the smaller providers have a more limited geographic coverage area)

Summary: Some Questions to Consider Asking

- Do we have a detailed understanding of the level of connectivity in our area and an assessment of the impact of no/poor connectivity?
- Do we have an explicit strategy for ensuring connectivity? Does it include
 - Commercial alliances
 - Relevant planning policies
 - Relevant highways policies for eg broadband street works
 - Use of public buildings and land eg for masts
 - Ensuring legal teams have the skills and capacity to engage rapidly with these issues?
 - Keeping policies up to date in line with new legislation and best practice?
- How are we managing stakeholders such as providers like BT, Vodafone etc, or local businesses and communities in need of reliable connectivity?
- Is the council consciously deciding on the priority of new initiatives made possible by new forms of connectivity (eg 5G) in its own work or work with partners?
- Is there a cabinet member with specific responsibility for this (amongst other things)?
- Is it clear which scrutiny committee owns this as an issue for attention?

Digital Inclusion

The scope of this issue

People are digitally excluded if they don't have connectivity – see the first part of this resources pack – but they can also be excluded for reasons of poverty, an inability to connect to the broadband outside their street, lack of devices, lack of knowledge or a specific skill shortage.

This is an important issue for councils not only because it will prevent people from accessing the council services in lower cost ways but because more fundamentally a lack of digital skills can limit peoples' work ambitions, and so the economic strength of the area, and it may also prevent people from securing cheaper services that are often “online only”.

In this session we heard a national expert, Catherine Mills, from the Good Things Foundation, a charity which undertakes a considerable amount of work in this area, working with local authorities and a case study from Cllr Kate Butler, from Stockport MBC.

National Expertise: Digital Inclusion

Catherine Mills, Head of Digital Social Inclusion at the [Good Things Foundation](#) (a social change charity which helps people to improve their lives through digital) spoke about the scale and importance of this issue, and gave some pointers to advice and support, and examples of good practice.

This is a [video of Catherine Mills's talk](#). The slides she used follow in this pack.

Fixing the Digital Divide

Catherine Mills
Head of Digital Social Inclusion

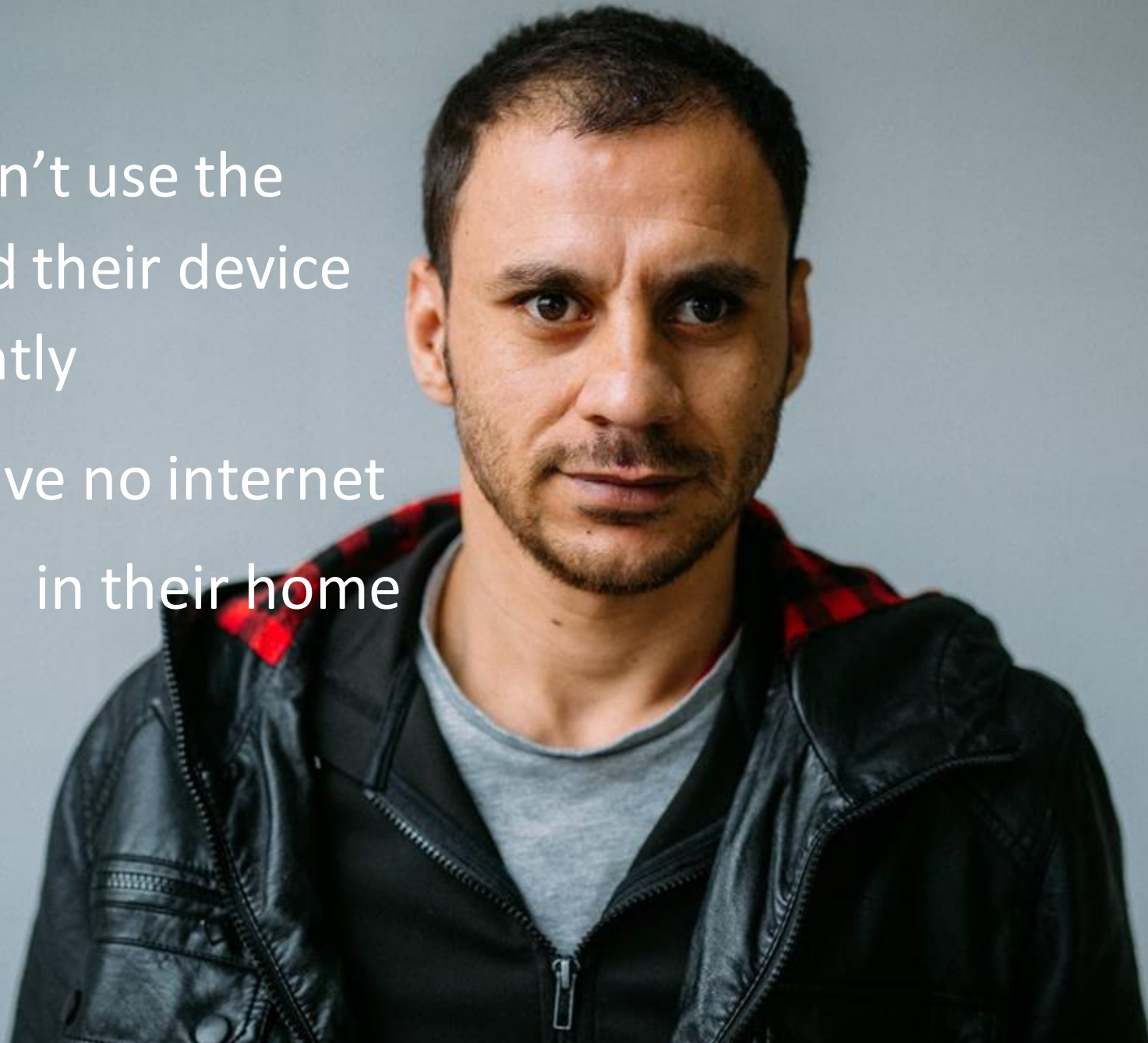
#FixTheDigitalDivide



In the UK

9 million can't use the
internet and their device
independently

7 million have no internet
access in their home



DIGITAL NATION UK 2020

FACTS, STATS AND FIXING THE DIGITAL DIVIDE

UK DIGITALLY EXCLUDED

7m
NO internet access at home¹

9m
CAN'T USE INTERNET WITHOUT HELP¹



38%
non or lapsed users worried about privacy + security²

<£20k earners with least digital engagement pay **42% more on utilities** than the most digitally engaged.³

1.2m
increase in basic device + internet ability since 2019⁴

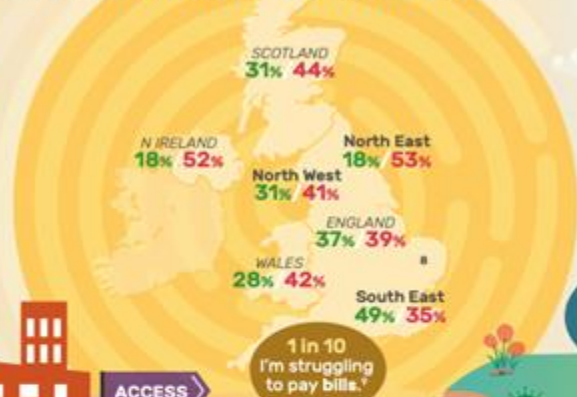
UK DIGITALLY INCLUDED

27.6m
HIGHLY ENGAGED⁵

ESSENTIAL DIGITAL SKILLS FRAMEWORK



42%
of population worried about fraud + scams⁶



£348
I saved on utility bills alone.⁷

80%
Digital is a vital support for me in lockdown.⁸

23% of children in DE households lack home broadband and access to a desktop, laptop or tablet.⁹

I live in a city and have never worked or had a long term job.

I'm retired and financially vulnerable.

10m do not or rarely use the internet.¹⁰

I have a long term health condition / disability.

I live alone in rented / sheltered accommodation.

SMARTPHONE ONLY
9x more likely in DE than AB households. It can affect critical engagement.¹¹

I'm a late-career parent with children at home, struggling to get or keep work.

13.6m workers have digital life skills but lack digital work skills.¹²

I have no/few qualifications, am isolated rurally and lack confidence in digital skills.

I'm a financially vulnerable full time carer.

11m use the internet for social media and entertainment.¹³

I don't know where to get help.¹⁴

2.7m claimant count. **730k** less employed in July than March. Many need new digital skills to find work.¹⁵

1 in 10 I'm struggling to pay bills.¹⁶

I can't afford home broadband or mobile data.¹⁷

CONFIDENCE

I live alone with little contact and am vulnerable to COVID-19.¹⁸

DATA POVERTY LAB

COVID-19 exacerbates the digital divide

SKILLS

DIGITAL CATCH UP

DIGITAL STRATEGY FOR ALL

11k+ devices with data + support delivered by Good Things during the pandemic.¹⁹

44% I manage my health + wellbeing online.²⁰

77% Online learning benefits my mental health.²¹

10% of UK economic output is linked to online learning for work.²²

49k+ more Good Things online learning episodes.²³

900+ Good Things community partners continue support including remotely.²⁴

55% I feel more part of a community.²⁵

61% The internet should be a utility.²⁶

4 in 5 adults use a smartphone.²⁷

56% I'm furloughed and want to learn new digital skills.²⁸

27% I used mobile payments for the first time.²⁹

75% Every community needs a place to get internet skills help.³⁰

87% I connect better with my friends and family.³¹

29% I was helped to use the internet for the first time.³²

57% I earn £2,160 more per year.³³

57% I improved my digital skills in lockdown.³⁴

73% of small business owners agree that IT skills are essential for their business to thrive.³⁵

76% I have improved my job / prospects.³⁶



Good Things Foundation

Improving lives through digital

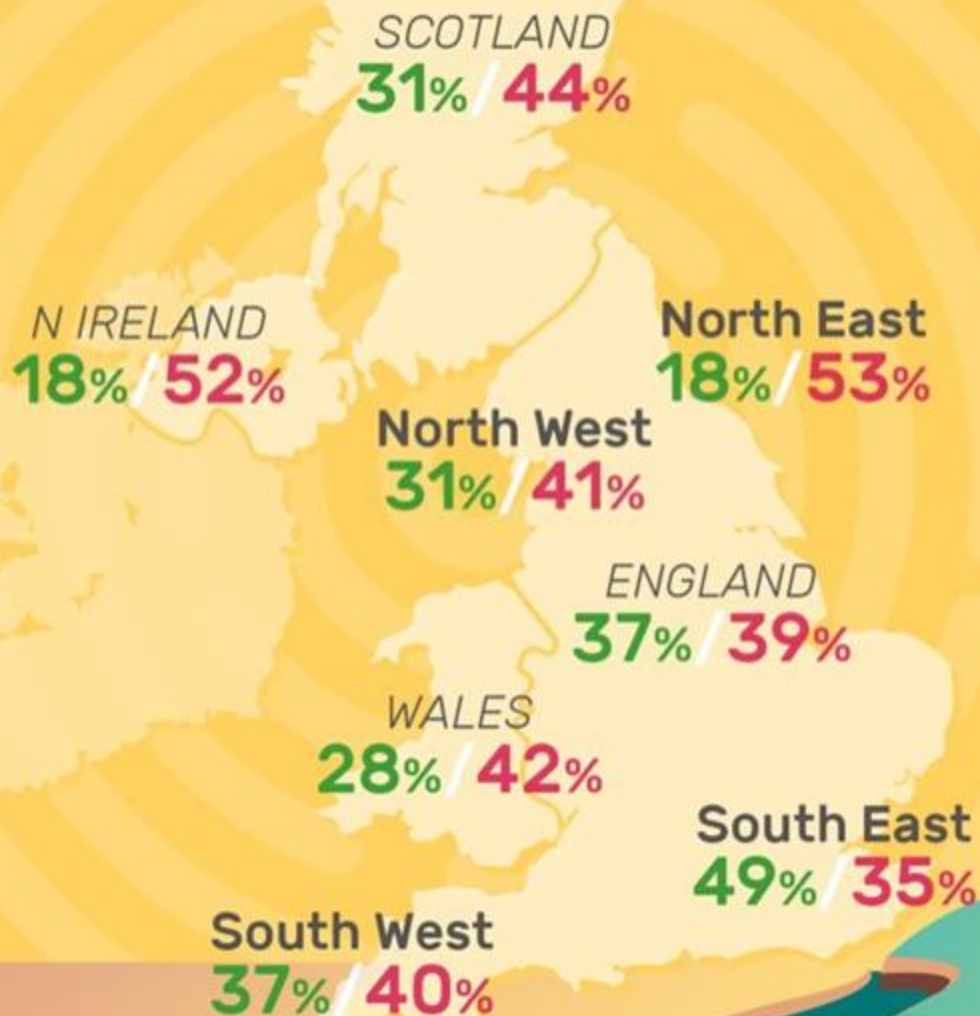
DIGITAL NATION UK 2020

UK
DIGITALLY EXCLUDED

9m
CAN'T USE INTERNET
WITHOUT HELP¹

UK
DIGITALLY INCLUDED

27.6m
HIGHLY
ENGAGED²



MAP SHOWS DIFFERENCE BETWEEN
EXTENSIVE INTERNET USERS / LIMITED OR NON-USERS

COVID-19 and the digital divide



Social exclusion



Loneliness



Digital health provision



Financial exclusion

The Benefits

Boost the Economy:

- **Skills:** Recent polling shows 65% of adults agree that keeping their digital skills up to date is important for their future.
- **Jobs:** Access new employment opportunities; search for new jobs; digital skills for current jobs. Manual workers with high digital skills earn around £2,160 more a year than those in the same jobs with low digital skills.
- **Economy:** £14.80 return for each £1 invested in basic digital skills.

Health and Wellbeing

- **Better access to health services:** Access essential online information and services for health, including online consultations with GPs, and accessing up-to-date health information
- **Mental wellbeing and reduced loneliness:** Connection to other people and communities. 87% said the internet helped them connect better with friends and family, 55% said it made them feel more part of a community. 44% said being online helped them to manage physical and mental well-being.

Levelling up opportunity:

- **Public services:** Equality of access to high quality public services.
- **Equality:** Digital exclusion affects the same geographies and same demographics of people who feel left behind. Action on digital inclusion will support levelling up.



1 million
people crossing
the digital divide



will return
£0.5 billion
to the UK

#FixTheDigitalDivide



Good Things
Foundation

1.

Our Great Digital Catch Up: £130m over 4 years, alongside support from businesses, so that every village, town and city has a trusted place to get support with digital inclusion. Let's help **4.5 million** more people across the digital divide, fire up the post-COVID economy and level up opportunity.

75% | of adults agreed that every community in the UK needs a place where people can visit to get help with Internet skills, such as how to do online banking, how to access online education.¹¹



A Digital Strategy for everyone so we continue to lead the world, leaving nobody behind. Let's make digital inclusion a social priority. Embed digital inclusion into financial, health and government public services. Improve metrics and establish a better baseline - informed by the people - of what we need to live in a digital society.

80% | felt digital technology was a vital support to them in lockdown; and **78%** said the pandemic had escalated the importance of digital skills.¹³

2.

A Data Poverty Lab: Recognise internet access as an essential utility, like electricity. Commission people with lived experience, design thinkers, digital inclusion and industry innovators to co-design solutions - exploring ideas from social prescribing to data donating. Let's pilot a **Gigabit-Giveabit** scheme to channel public generosity through donating unused data.

61% | said internet access should be recognised as an essential utility, like electricity; and **47%** of adults said they would donate unused data to low income families, according to data from a new public poll.¹²



Blueprint for a 100% Digitally Included UK



Digital Inclusion and Local Authorities



DigiKnow

DigitalYou
#DigitalSalford



What we have learnt from these projects

1. The importance of working in partnership with community organisations
1. Embedding digital inclusion into interventions and activities
1. Community ownership of the project
1. Digital Champions



What can you do?

Strategic and place-shaping role

- Advocacy/influencing for digital access & inclusion
- 'Essential Digital Skills' entitlement - adult informal learning
- Embed digital inclusion in your strategic plans , e.g. health, jobs, ageing well
- Create local 'ecosystems' of support which value community organisations
- Increasing free WiFi across your areas

Community Networks

- Encourage your community organisations to **join the 'online centres' network**
 - **Free to join**; access free resources, peer support, webinars, guides etc
 - Access to Learn My Way and Make it Click

Organisation level

- Investing in your staff and volunteers (not assuming they have the digital access, skills and confidence they need now)

Thank you
Any questions?

Catherine Mills

catherine.mills@goodthingsfoundation.org

@CatherineM372



Case Example: Stockport

Cllr Kate Butler, Cabinet Member for Citizen Focus and Engagement spoke about her council's work in this area since April 2018

[Councillor Butler's presentation is here](#)

In her presentation she mentions a video showing a particular resident. [The video of the resident's story is here.](#)

DIGITAL INCLUSION & CONNECTIVITY IN STOCKPORT

COUNCILLOR KATE BUTLER,
Stockport Council Cabinet Member for Citizen Focus and Engagement

LGA training series on Digital and Data for Member development, January 2021



#Digital
Stockport



DigiKnow – Stockport’s Digital Inclusion Movement



Digital Inclusion Pathway

DIGIKNOW
An alliance of partners who support and promote Digital Inclusion in Stockport.

Target cohorts

Often, it is the most vulnerable and disadvantaged who are the most likely to be digitally excluded

OLDER

52% of those offline are between 60 and 70 years old. Lack of interest continues to be one of the biggest barriers to using the internet. This apathy is most prevalent among the over 60s

DISABLED

People with an impairment are 25% less likely to have the skills to access devices and get online by themselves

LOW INCOME

4-in-10 benefit claimants have very low digital engagement
53% of those offline cannot afford home broadband.

SINGLE ADULT HOUSEHOLDS

those who live alone are less likely to have an internet connection at home, than households with 2 adults or more

ECONOMICALLY INACTIVE

(Working age but not seeking work)
Among those of working age, the economically inactive are the most likely to be internet non-users

Sources:

[Lloyds Digital Consumer Index](#)
[ONS 2019 report – Exploring the Digital Divide](#)



DigiKnow

SKILLS SUPPORT
Libraries - Learn My Way (Good Things Foundation)
StartPoint F2F/Zoom classes
Digital Champions - buddies
Helpline 07537 127045
Lloyds Bank Academy sessions
Stockport Homes sessions, COG's
Oldham Drive Lunch and Learn,
Job Centre Plus, Nationwide,
Inspire Group, Village Web Co,
Goodness Collective, Sector 3,
Comfortable with Computers,
Madlab, Co-op Bank Digital Bees

INTEREST GROUPS
Building digital into their social mission:
Men In Sheds, Seed Cafe,
Alvanley Family Practice Health
Champions, Friendly Fridays

HELP GROUPS
TPA, Citizens Advice,
Age UK, Walthew House,
Disability Stockport,
Signpost Stockport for Carers

ACCESS
Library public computers
Public WiFi - cafes etc
DFE laptops to students
Devices dot Now
Tablets to care homes
Age UK Connect 2020
Device Lending Library

STOCKPORT LOCAL
The place to find a [community group who help with digital skills.](#)

DIGITAL FOUNDATION SKILLS
84% PEOPLE IN UK have these skills

16% of the UK population cannot undertake Foundation digital activities such as turning on a device, connecting to Wi-Fi or opening an app by themselves

FURTHER FORMAL LEARNING
[Continuing Education Service](#) (+ laptop loan)
Stockport College
Aquinas College
Cheadle & Marple College
[City & Guilds Essential Digital Skills](#)

FURTHER INDIVIDUAL LEARNING
[Inspiring Digital Enterprise Awards](#) (IDEA)
[The Skills Toolkit](#) (gov.uk)

ESSENTIAL DIGITAL SKILLS FOR LIFE
78% PEOPLE IN UK have these skills

22% of people in the UK are without the digital skills needed for everyday life: communicating, transacting, problem solving, handling information and content and being safe and legal online

ESSENTIAL DIGITAL SKILLS FOR WORK
48% WORKERS IN UK have these skills

52% of UK workers are without these skills, yet 10% of jobs require some sort of digital skills and increased earnings (3% - 10%) are possible through acquiring digital skills

SPECIALIST DIGITAL EMPLOYMENT SKILLS
[Shift//Click Digital Academy](#)
[Ada Manchester](#)
[Digital Her](#)
[Enterprising You](#)
[GC Business Growth Hub](#)
[Code Up](#)
['Switch to Digital' directory](#)

DFE Essential Digital Skills Framework

Digital Inclusion Pathway

Target cohorts

OLDER

DISABLED

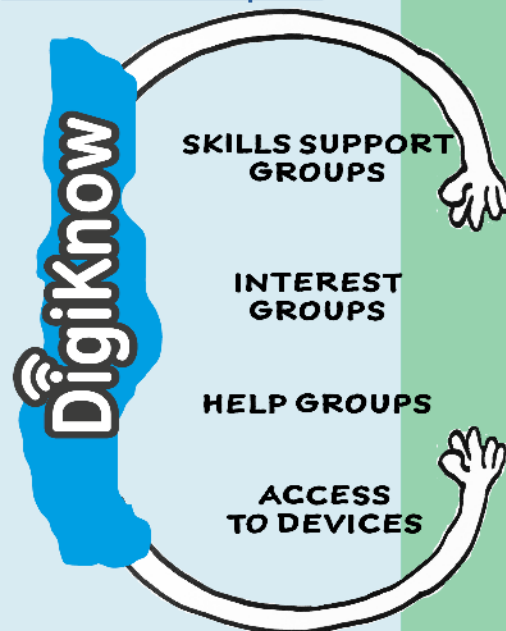
LOW INCOME

SINGLE ADULT
HOUSEHOLDS

ECONOMICALLY
INACTIVE



DIGIKNOW
An alliance of partners who support and promote Digital Inclusion in Stockport.



STOCKPORT LOCAL
The place to find a community group who help with digital skills.

FURTHER FORMAL LEARNING
FURTHER INDIVIDUAL LEARNING

SPECIALIST DIGITAL EMPLOYMENT SKILLS

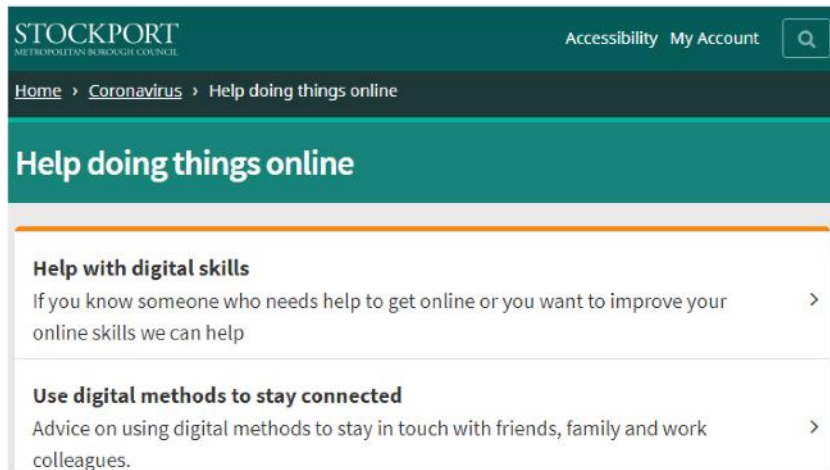
DFE Essential Digital Skills Framework

ESSENTIAL DIGITAL SKILLS FOR WORK
48% WORKERS IN UK have these skills

ESSENTIAL DIGITAL SKILLS FOR LIFE
78% PEOPLE IN UK have these skills

DIGITAL FOUNDATION SKILLS
84% PEOPLE IN UK have these skills

Digital Inclusion – evolving our offer to meet need in COVID-



Let's talk about living with COVID-19 in Stockport



Case Studies

Over 1,200 new devices helping residents to...

contact family

look for work

improve wellbeing

do schoolwork

manage universal credit



Joy

borrowed a tablet and data sim card from the DigiKnow Library to keep in touch with her daughter in America



Reza

borrowed a laptop to apply for jobs as since lockdown, he and his whole family have shared one pay as you go phone between them



Audrey

borrowed a tablet and with help from a Digital Champion has started an online wellbeing course and is building her digital skills



Sarah

borrowed 2 laptops from the DigiKnow Library as her children were struggling to complete their schoolwork on a smartphone



John

borrowed a tablet to update his Universal Credit journal, apply for jobs and check his emails. He already has a job interview

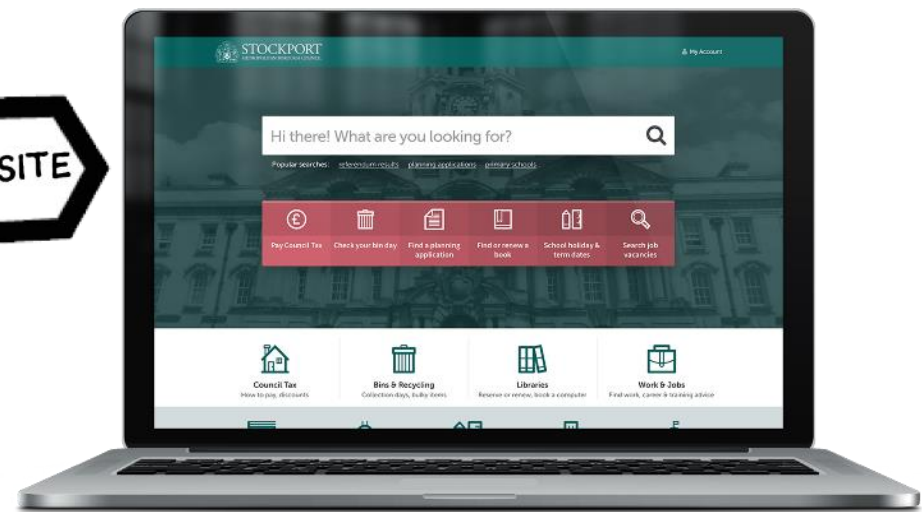
The Members' role



Help getting online
07537 127 095



Helping Stockport get online



TOP TIPS

Connectivity - connect with your business and VCSE communities and wider partners in your locality

Sustainability - use your community to help deliver and use seed funding to create a movement

www.digitalstockport.info/di
cllr.kate.butler@stockport.gov.uk
[@cllrkatebutler](https://twitter.com/cllrkatebutler)



#Digital
Stockport



Mable's story

<https://www.goodthingsfoundation.org/news-and-blogs/case-studies/devicesdotnow-mable>



#Digital Stockport



Discussion: Digital Inclusion

- There was Q&A in each of the sessions and a breakout group discussion on this topic.
- There was considerable interest in the Stockport MBC journey and how it had started. Cllr Butler indicated that it has started in 2014 with a scrutiny review of digital exclusion which made the connections between exclusion, health and finances. A body of work began from that which incorporated outside expert help.
- A further point was made, reflecting on experiences of remote working over the pandemic, that a move to make remote involvement in council meetings better established in law and practice would have a positive impact on the diversity of potential councillors.

Key Resources: Digital Inclusion (1)

- From Good Things Foundation
 - Resources to understand Digital Inclusion and its impact:
 - [Digital Nation 2020 Infographic](#)
 - [Blueprint for a 100% Digitally Included UK](#)
 - Practical Information and resources
 - [Information on Online Centre Network](#)
 - Free Learning platform [Learn My Way](#)
 - Free Learning Platform for Limited Users [Make it Click](#)
 - Examples of Digital Inclusion Projects in partnership with Local Authorities
 - Salford City Council -[Digital You](#)
 - Stockport City Council -[DigiKnow](#) (Lee may also send you some stuff as well)
 - Leeds City Council [100% Digital Leeds](#)
 - And the [Good Things Foundation Website](#) is a source of other resources and news

Key Resources: Digital Inclusion (2)

- The [LGA's Digital Inclusion Programme](#), working with ten councils
 - If your council would like to join the LGA Digital Inclusion Network for officers could you send an email with your lead officer's details to tom.denman@local.gov.uk
- [The Society of IT Managers guidance on Accessibility](#)
- [Resources from colleagues in NHS Digital about Digital Inclusion](#)
- [Resources from the Centre for Ageing Better](#)

Summary: Some Questions to Consider Asking

- Do we have a detailed understanding of the impact of digital inclusion in our area?
- Do we have an explicit strategy for digital inclusion? Does it include
 - Web accessibility
 - Access to devices
 - Access to training and support
 - ConnectivityAnd does it go beyond simply thinking about access to the council's own web services?
- How are our services provided for those still digitally excluded and what are we doing to help them learn the skills to use our digital channels?
- Which community groups are active in our area who are or could be a part of the solution to resolving digital inclusion?
- Do our staff have an understanding of the problems encountered by the digitally excluded?
- Do all of our staff have the right level of digital skills, themselves?
- Is digital inclusion embedded in relevant strategies such as health, ageing well, employment, skills
- Is there a cabinet member with specific responsibility for this (amongst other things)?
- Is it clear which scrutiny committee owns this as an issue for attention?