Cheshire East Digital Inclusion Taskforce (CEDIT) - Action Plan

This Action Plan sits as an appendix to the **Connected Communities Digital Inclusion Strategy 2018 – 2021.**

By 'Digital Inclusion' we mean equipping residents with the digital skills, access, motivation and trust, to allow them to participate fully in today's online society enabling them to improve their quality of life, employability and wellbeing... empowering our residents to: get online; support economic growth; close equality gaps; provide new opportunities to meet others; to save money, to find employment; to access and engage with health services, and to keep in touch with family and friends - giving them the access, awareness, skills and confidence to participate online safely..."

Delivery timescales- Short-term=3-6 months Medium-term= 6-12 months Long-term=12 months+

Objective	Task	Responsibility	Time scale	Update
1. **Set up a Cheshire East Digital Inclusion Steering Group**	Form a Steering Group to include Libraries, Partnership team, Digital Champions, CCGs, service-providers in the community, Job Centre Plus	Group	**Short - term**	Completed
	Agree Terms of Reference	CVS		1/5/17 Draft TOR produced – on hold further to discussions with Digital Board
	Agree Steering Group Lead Agree administration of the group	Group Group		1/5/18 Still to be agreed Possibility of volunteer admin
	Identify gaps in representation on the group	Group		Contact CCCGs re: a representative.

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2. **Agree an overarching digital inclusion strategy for Cheshire East**	Cheshire East Digital Inclusion Taskforce (CEDIT) to work with relevant agencies to bring together existing strategies, and produce an overarching document	Group	**Short - term**	Strategy drafted over last six months. Final draft ready for consideration by People Digital Board and Health and Wellbeing Board
3. **Increase numbers of CE residents who are engaging with digital inclusion activities**	Identify more clearly who may be digitally excluded and where they are located. Engage with Fire Service to determine if Safe and Well visits can incorporate questions regarding digital inclusion Engage with schools to establish interest in inter-generational work, to bring children together with older people to support them in their use of technology. Develop and advertise a programme of digital skills activities, to be delivered across libraries, community hubs and other community venues. Introduce robust outcomes monitoring procedure Determine the most effective way to support people into work or those in work with access to opportunities to develop their IT skills. Explore creation of a skills for employment	Group	**Medium - term**	Home Library Service may be able to assist. Libraries, Connected Communities Centres, Age UK and other partners are actively running courses / providing opportunities to engage.

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	group to establish gaps in provision, create a framework of digital skills for the workplace with a focus on transferable skills as advocated in new Government guidelines and consider a 'Digital Work Champion' pilot for newly retired people to share their skills and experience with job seekers. Run awareness-raising events for community groups highlighting the benefits of being online, signposting people to support and access and promoting Learn My Way to be held in conjunction with activities such as superfast broadband rollout in the area.			
4. **Encourage Commissioners to include digital technologies in their service specifications used to procure all local services**.	Continue to communicate with commissioners, and promote the use of new technologies in service specifications for newly commissioned services, by receiving updates from group members from CCGs and CEC	CCG and CEC group members	**Medium-term**	Reference to Live Well is now being written into Council specifications.

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5. **Include assistive technology into remit of CEDIT.** 6. **Explore a Telehealth service as an option for cost saving and effectively managing conditions**	Include Telehealth/assistive technology as a standing item on agendas.	Group Lead	**Medium-term**	1/5/18 Nik Darwin CEC is the assistive technology Lead. CEC currently re-commissioning Assistive Technology.
7. **Increase the use of health-related online resources,** and embed digital health in GP surgeries and medical centres, to enable more residents to access trusted health websites and apps	Work with providers of technology support to increase the use of health-related technology resources including: • The Good Things Foundation 'Learn my Way' e-learning platform • NHS Choices website and Patient access to GP services • The Catch App for parents and carers of children 0-5 • The Personal Care Record Pilot • The use of Orcha a provider of health and care App reviews and assessment and digital activation solutions. Establish a link to the Person Centred Care initiative to look at embedding digital health in GP surgeries and medical centres, providing digital access to health records, enabling more residents to access trusted health websites and apps and how best to support residents to		**Long-term**	Sharing of links and information using existing networks.
Objective	Task	Responsibility	Time	Update

			scale	
	use telehealth services.			
8. **Increase the number of technology support agencies in Cheshire East and work to fill gaps in provision**	Carry out a more detailed mapping exercise that will add to existing knowledge Prioritise development of new iTea and Chat in areas where there are gaps in provision Feed information about support agencies into the Cheshire East Live Well directory to create an online portal for residents and service providers to find where they can get access to computers, WiFi and basic online training and support in their area linked to the corporate database of local services and activities. Provide access to *Learn My Way* in all libraries and Community Hubs Upskill library staff to be able to offer training and events in coding and other areas of digital creative work such as stop motion animation. Upskill library staff to be able to offer training and events in coding and other areas of digital creative work such as stop motion animation. Encourage Hubs and other community organisations to become UK Online Centres enabling them to apply for funding and access		**Medium-term**	Demonstration at a meeting of the CEC Live Well Directory and its promotion.
Objective	• Task	Responsibility	Timescale	Update

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	specialist support. Promote the support available through the Connected Communities Centres Refresh the community asset mapping carried out by the Communities Team and community navigators, to identify current provision to identify gaps in provision which need addressing. Live Well will provide an information source to assist with this.			
9. **Formalise a system for Digital Champions that can respond to supply and demand, including a process for recruitment, training and ongoing support**	• Work with all stakeholders to agree, formalise and embed a system • Develop a website as the focal point for: resources; applications for Digital Champions; exchange of local, regional and national news and initiatives, and virtual networking	Members of CEDIT	**Short-term**	October 2018 The database of Digital Champions has been released by Skills and Growth Co. and used to contact existing Champions to update list. Library Service taken ownership of contact list
10. **Explore the potential for partnership working and developing joint bids/consortium**	• Identify financial resources required to 'grow' digital inclusion e.g. commissioning of 'My Stroke Guide', equipment for Digital Champions • Identify potential pots of money • Consider joint bids • Explore potential for consortium (seek support from CVS Cheshire East) • Create a 'Digital Offer' and look at the		**Long-term**	
Objective	• Task	Responsibility	Timescale	Update

	possibility of establishing an additional pot within the community grant scheme to fund equipment, subsidise broadband and WiFi installation, monthly subscription and tutor-led digital skills sessions.			