Supporting Elderly and Digitally Excluded Groups to Use Technology

Philippa Leary, Digital Tools Advisor and Connected Kingston Training Lead, Superhighways

The impact of the pandemic on those lacking digital skills going forward

What were people specifically missing out on?

Wellbeing activities
Covid-19 updates
Job serach
Decision making
Employment
Family support
Benefits
Social contact
Online shopping
Funding
Everyday services
Consultations
Health services
Home learning

The current pandemic has exacerbated the consequences of digital exclusion, as in-person services and activities have been put on hold.

Many services and activities will never return in their previous form and will in future contain at least an element of online / digital provision.

This affects access by our clients to statutory services, including health and social care, as well as activities of day-to-day life e.g. shopping, banking, education and social activities.

The disadvantage is massive, and it's difficult to describe the many, many ways it affects them. The main effect is one of being left behind by society.

This is not a level playing field, the more that everyday activities involve some kind of digital engagement, the more excluded people become.

They cannot access online services like patient access. They cannot access online appointments via zoom. They cannot use zoom at all. They are completely uninformed about useful services such as the community library.

This was already a big issue. During Covid the issues have been dramatically multiplied. The lack of digital inclusion has severely impacted our service users.

DIGITAL ACCESS FOR ALL - DIGITAL EXCLUSION & SKILLS

Many still do not have the devices, skills or connectivity to get online

Experience from councils and the VCS during the crisis highlighted that **many Londoners still do not have the devices, skills or connectivity to get online** and make the most of the opportunities the internet provides.

Pandemic demand for connectivity

55% of London's civil society organisations reported an increase in demand for digital connectivity from the people they support during COVID-19.

10% do not possess smartphones

Ofcom estimates that **10% of Londoners** do not possess smartphones – devices which enable Londoners to access more advanced applications and services.

Anticipate a shift to more online services

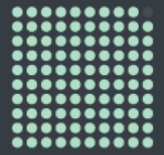
The benefits of being online include increased chances of finding work; buying cheaper goods; communication with family and friends and accessing government services (ONS 2019). **Recovery should anticipate a shift to more online services.**

If you are poor, you have much less chance of being online.

The likelihood of having access to the internet from home increases along with income.

Lower Income Home Internet Access

Only 51% of households earning between **£6000 - 10,000** had home internet access



Higher Income Home Internet Access

99% of households with an income of **over £40,001** had home internet access.

Basic Skills

At least 9% of Londoners do not possess ANY of the seven foundational digital skills, including being able to open an internet browser and connect to a Wi-Fi network.

However, **18% of Londoners lack one or more** basic digital skills.

Our strategies to support offline households to become better connected...

Creating New Partnerships & Building On Existing

Built on existing local

- Kingston Digital Inclusion Task Group
- Kingston digital exclusion survey, Nov 2020
- Kington Digital Inclusion Network established October 2021
- Kingston training providers – adult education, FE colleges & libraries
- Joining up with other borough networks e.g. Wandsworth

Connected with Pan London / UK Partnerships

- Voluntary & Community Sector Emergencies Partnership – see report
- LOTI (London Office for Technology & Innovation)
  - Mapping digital inclusion initiatives – show & tell recording
  - Digital exclusion persona bank
  - Digital Exclusion map
- Digital Inclusion in London Network – working with the HEAR Network to relaunch this network soon

Recognising Key Roles for VCSE – 4 headline findings

1

The VCSE is instrumental in delivering digital inclusion activities and reaching those with complex needs who need additional support, and were invaluable in stepping up and providing new support offers during the pandemic.

VCS Emergencies Partnership

2

There's a real appetite to network and share resources both at a local and regional level. VCSE infrastructure have an important convening role to play.

Recognising Key roles for VCSE – 4 headline findings

VCS Emergencies Partnership

3

Digital inclusion is becoming a mainstream activity of frontline VCSEs and local infrastructure should look for opportunities to support their sector grow in skills and confidence to take this forward.

4

Building relationships with regional policy makers looking at addressing digital exclusion is vital if VCSEs are to secure investment to sustain and scale their activities.

Sourcing Funding to Respond to Needs

FutureDotNow is a **coalition** of leading companies and civil society groups working in collaboration with government to boost the UK's digital skills.

Spotlight on Milaap –

Tech Savvy project

MILAAP CENTRE

07/12/2021

What does better connected look like?

I know it will be life-changing for him – he has family in India that he will be able to communicate with!

She is 91 years old and will benefit from an English Translation App apart from the other preloaded apps that you would be providing. Since she is not very fluent in English, could you please ask to speak with her son when you phone her to help turn it on.

MILAAP CENTRE

It was your Superhighways smartphone donation that really set us off thinking about ways of getting our members online during the pandemic.

So we started applying for funds to buy and set up devices. And started up the Tech Savvy Project

Milaap Management Committee member.

MILAAP CENTRE

Milaap Multi-cultural Day Centre received **£4,381** to fund 10 devices, along with IT support and training, for 10 isolated, senior individuals or couples in digital poverty.
This will enable people to participate online activities and benefit from digital connecting with Milaap family and friends.

Methods to overcome intersectional barriers to digital exclusion such as language barriers

Knowing where to get Support

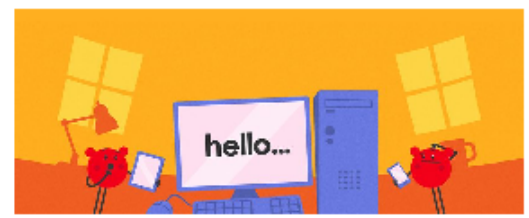
Makes life easier

IDENTIFY LOCAL AND NATIONAL SUPPORT

Online Centres Network

Learn My Way

National Careers Service
Helping you take the next step



BBC

IDENTIFY LOCAL AND NATIONAL SUPPORT

- Kingston Voluntary Action
- LEAH - Learn English at Home
- Refugee Action Kingston
- Migrant Advocacy Service
- Translators
- Local Library Service
- Support Buddy/family members to attend online meetings or face to face
- Multi Lingual Digital Champions

Using Assistive Tech

Makes life easier

Methods to overcome intersectional barriers to digital exclusion, such as disability or literacy

Get to know the Accessibility Features on tablets, smartphones as well as online - dont' be afraid to tweak these features on your learners device.

Change Display to improve Readibility

Shake It up

Dictation App

Talk Don't Type

Narration App

Listen Don't Read

Methods to overcome intersectional barriers to digital exclusion, such as visual impairment

Accessibility Features consistent development to improve especially in tablets, smartphones and online cascading style sheet switchers

RNIB

NATIONAL

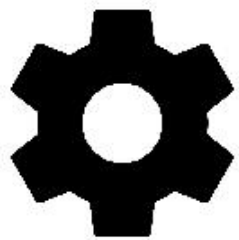
KAB

LOCAL

There’s And App for that

APPS & SETTINGS

Settings



Settings

Google

Duo Lingo

iTranslate

Ensuring devices supplied are customised to individual users

STEP One - Identify an organisation and co-ordinator

- 5 voluntary and community groups asked to put forward a member who would benefit from a mobile phone or tablet

STEP Two - Set up with additional app/shortcuts

- 10 smartphones & 10 tablets set up with numbered sims & key apps
- Readme Document with details of apps printed
- Contact phone numbers provided

Step three

- One to one training support using the mobile phone. Or in some cases the landline

30 Devices

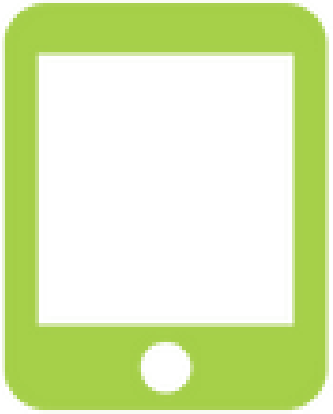
10 smartphones

- Delivered using social distancing
- One to one training support
- Full colour print out readme document with details of apps

10 tablet devices (Kingston Residents)

- One to one training support provided over the phone
- Full colour print out readme document with details of apps

Good Things Foundation



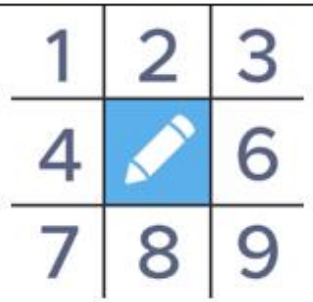
10 Tablet Devices (Richmond Residents))

- 2 different profiles set up
- **Off Line apps installed by request** .
- Full colour print out readme document with details of apps.

Good Things Foundation

greenwood Community Centre

Learning by stealth strategy

			
WORD SEARCH	**WORD GAMES** !00s of word games	**NUMBER GAMES:** Sudoku	**Fruit Nina Game** Test your reaction time
SLEEP: Free Relaxing Music	**EXERCISE:** Gentle exercises for Seniors	**Jigsaw puzzles** One a day	**Candy Crush Saga:** Addictive game

Keep Kids Connected

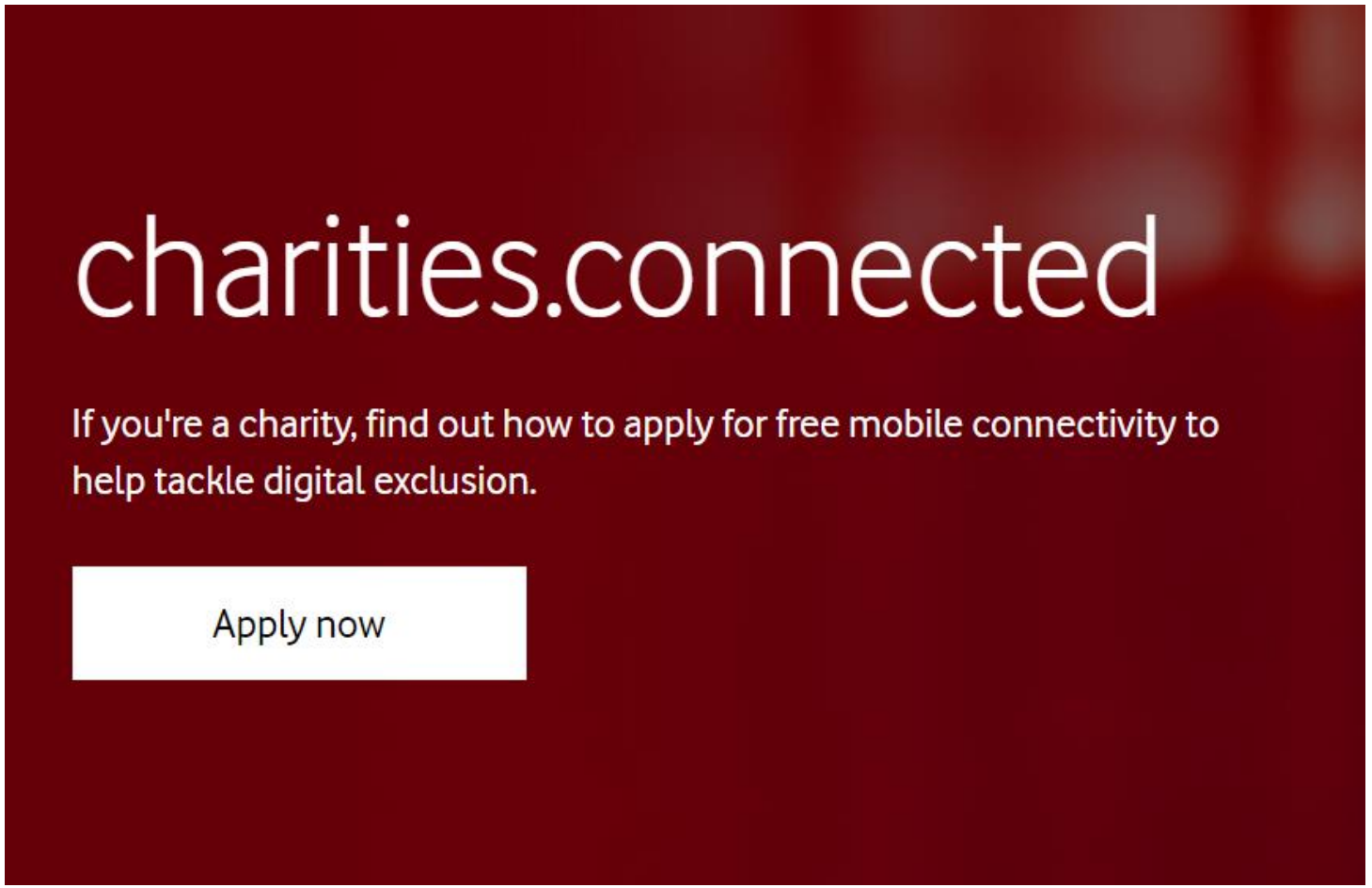
Do you have a laptop less than 8 years old that you'd like to put to good use?

Our IT specialists will reset your laptop and ensure hard disk data is unrecoverable.

Dons Local Action Group

2000 devices delivered so far

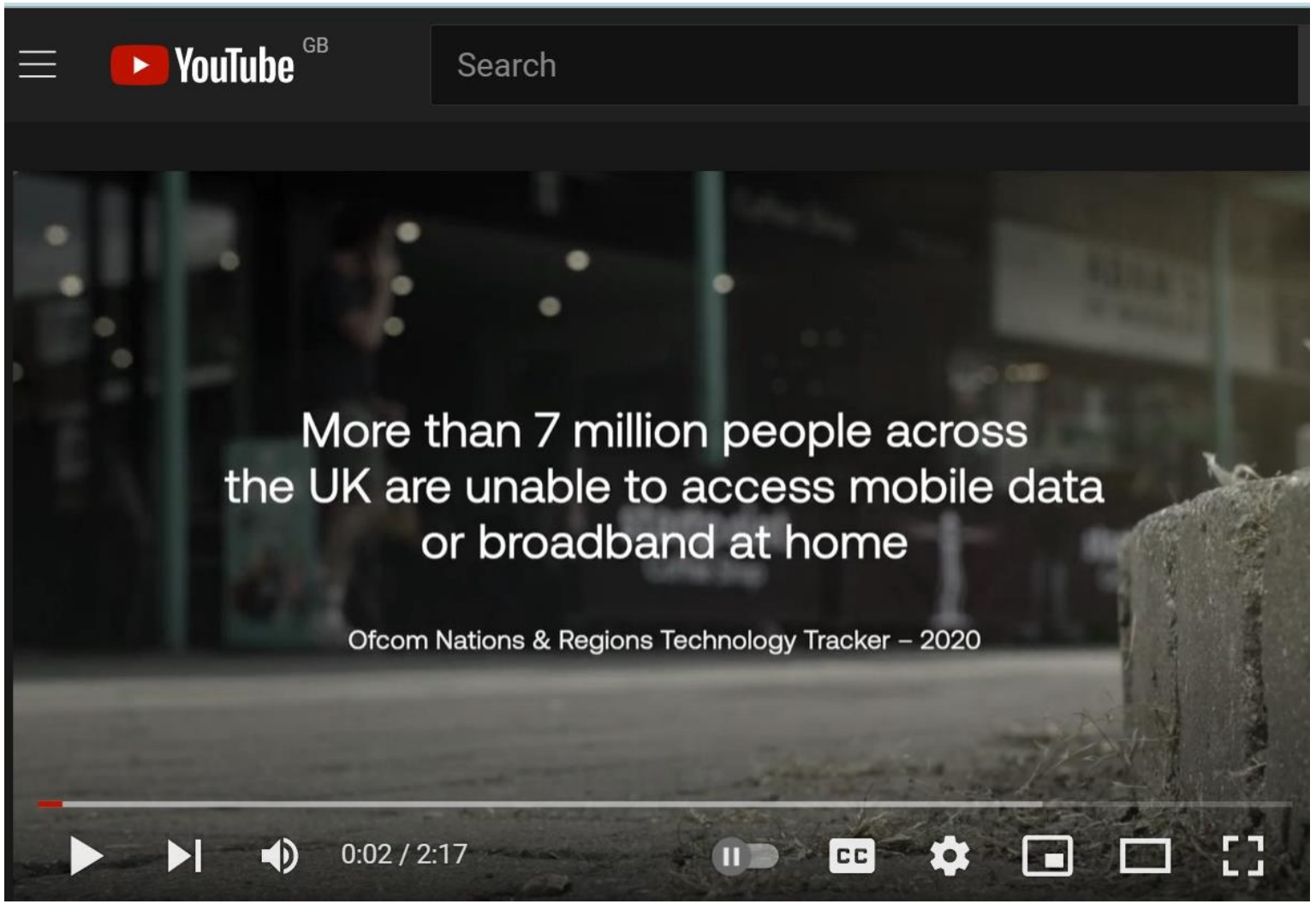
Vodaphone FREE Sim Card Offer



Free Sims loaded with 20GB data plus unlimited calls and texts to be used over 6 months.

No restrictions on how Charities use the SIMS e.g. to help stay in touch with service users, **or** deliver training to people in need.

Virgin Media National Databank



Virgin Media O2 launches first ever National Databank, providing free mobile data to tackle data poverty

The National Databank will launch with 7.5 million GB of O2 mobile data, to help over 200,000 people get connected by the end of 2023.

Online Centres Network

Delivering one-to-one training to improve user's digital skills and measuring the impact.

Most requested categories for group sessions are

- Online Shopping
- Banking
- Staying in touch with friends and family
- Health information
- Travel apps

Most popular comments and observations in a one to one

- I don’t know where to start. I might get scammed. I like going out shopping. I like the choice
- I don’t like the idea. What if someone logs in and steals my money?
- What’s wrong with the phone? My granddaughter set me up with Facebook so she can talk to me during the pandemic.
- You can’ trust it – it’s all misinformation
- No complaints about travel apps

One to One format

- Keep sessions short 45 minutes max
- Set homework
- Ask for feedback
- See if your learner can get a member of the family to encourage them
- Make sure they have a working device

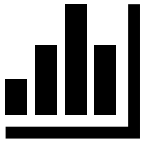
Independent learning

- Not very popular with seniors 70+ in the pandemic
- However, games are popular as typing practice
- The platform provides good evidence of progress and commitment

Measuring improvement

Praise & recognition of small steps

- good for personal development and confidence



Before and after assessment of skills and knowledge

- good for funders

Quick wins within existing Superhighways resource

Schedule regular 1:1 and group sessions for VCSE staff & volunteers to gain confidence and skills to better support residents with digital

Run monthly sessions to support VCS staff & volunteers take meetings and activities online.

Facilitate setting up a Kingston VCS Digital Inclusion Network (mirroring the London network we support alongside HEAR Network)

Future partnership working in 2021

Explore creation of a Digital Champions / Buddies programme in the borough – providing 1:1 support

Explore relaunch of a borough refurbishment programme providing devices to the community

Link with London-wide work looking at better defining digital exclusion and embedding across all provision

5. Takeaways

1. Join in National Campaigns

We invited 33 residents to come to basic digital skills training in a variety of locations and situations to celebrate

2. Provide flexible training offers

Saturday afternoon
22 ladies from Saheli practice their Zoom skills with the help of 6 volunteers and a the tutor.

Open Bookings
calendar so agencies can book people in

3. Raise awareness of health benefits of online

90 + people this year attended online tours of the NHS site and learned how to set up the Ask NHS app

5. Pool ideas and resources

NEW Digital Inclusion Network for KingstonVoluntary & Community Groups

Share your achievements
What support do you need NOW?
What support will you need in future?

Join Superhighways in a new NETWORK space