Exploring Impact

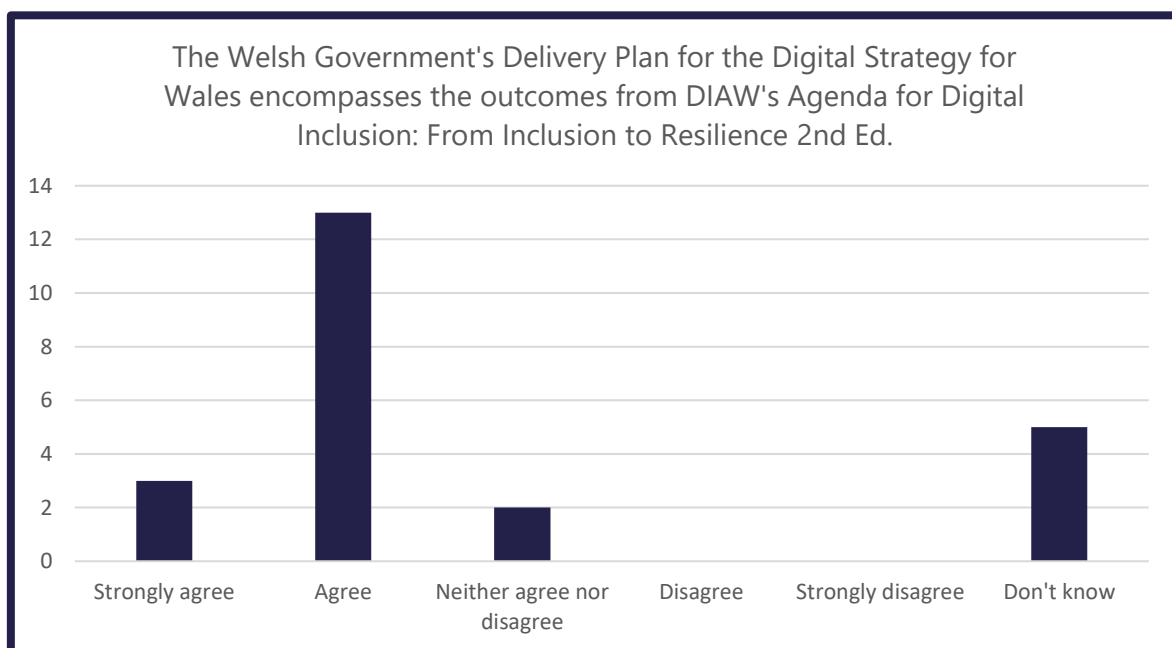## Priority 1: Embedding digital inclusion across all sectors

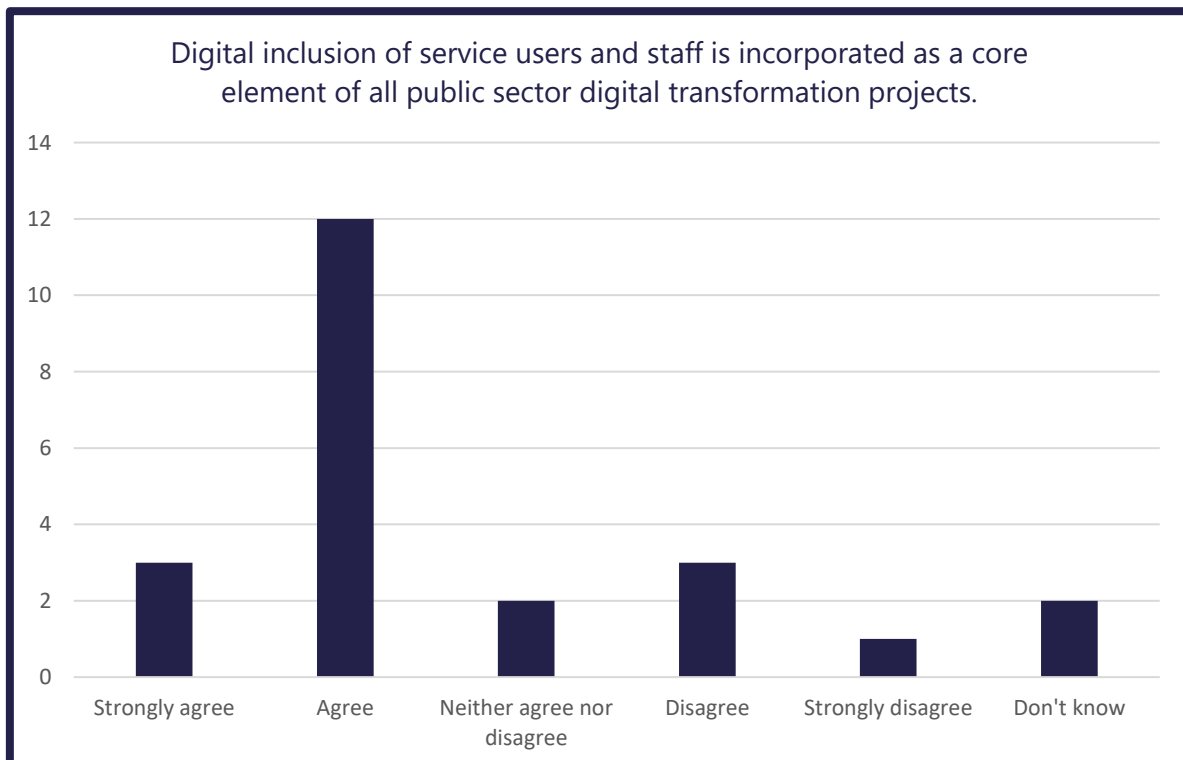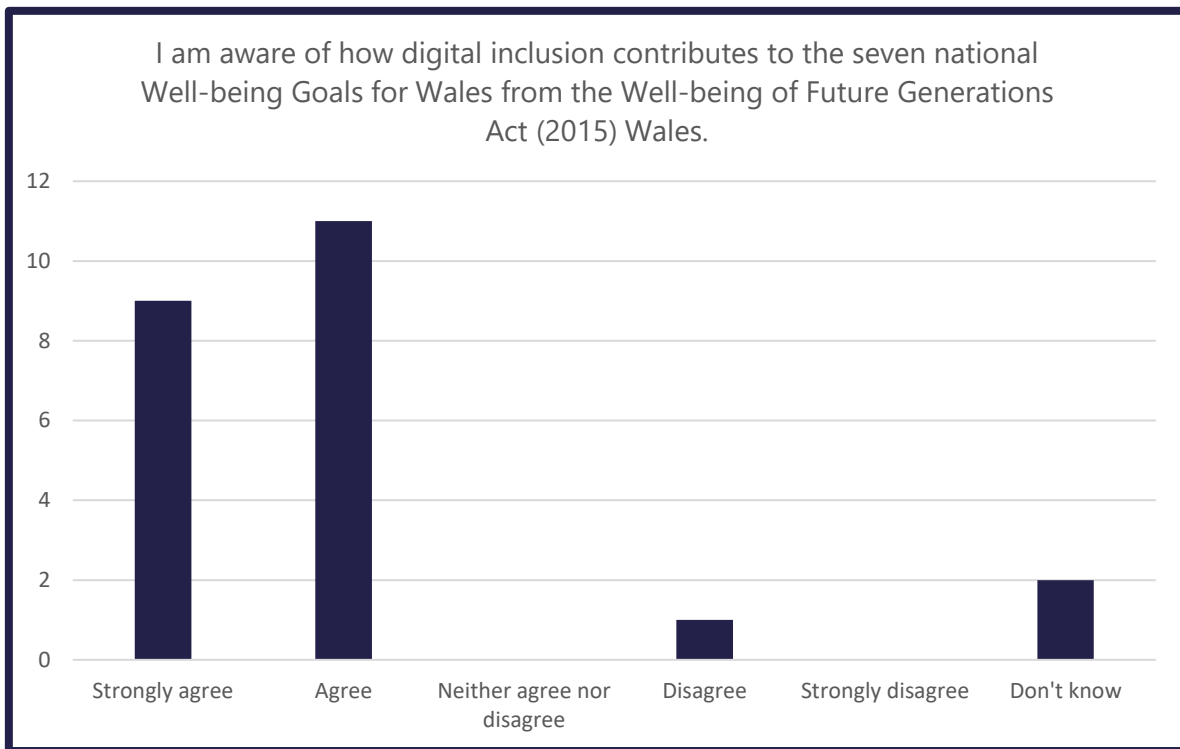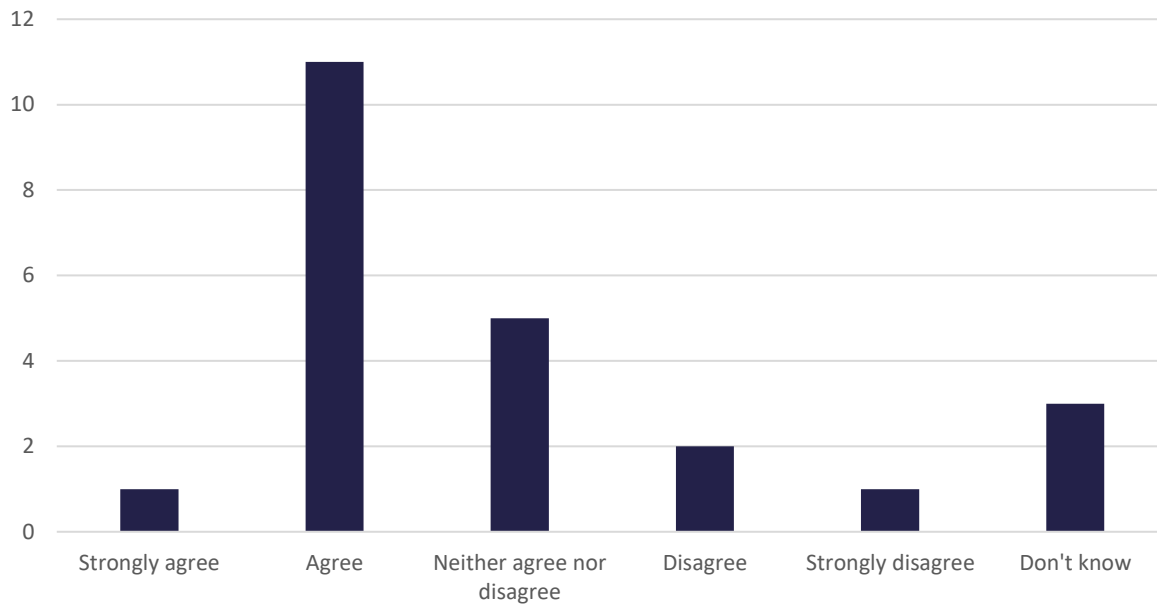## March 2024

Quantitative results from survey

- There were 23 responses to the survey.
- 70% of respondents agreed that The Welsh Government's Delivery Plan for the Digital Strategy for Wales encompasses the outcomes from DIAW's Agenda for Digital Inclusion.
- Awareness of how digital inclusion contributes to the seven national Well-being Goals for Wales was high, with 87% of respondents agreeing.
- 65% of respondents agreed that digital inclusion of service users and staff is incorporated as a core element of all public sector digital transformation projects.
- The responses to the question about the public sector helping to address digital exclusion were mixed, with 52% agreeing but 34% unsure.
- Confidence that DIAW has had a positive impact on organisations embedding digital inclusion was high, with 96% agreeing to this question.
- 78% of respondents belong to groups where they discuss embedding digital inclusion into organisations.

The Welsh Government's Delivery Plan for the Digital Strategy for Wales encompasses the outcomes from DIAW's Agenda for Digital Inclusion: From Inclusion to Resilience 2nd Ed.

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
3	13	2	0	0	5

I am aware of how digital inclusion contributes to the seven national Well-being Goals for Wales from the Well-being of Future Generations Act (2015) Wales.

Bar chart values:
- Strongly agree: 9
- Agree: 11
- Neither agree nor disagree: 0
- Disagree: 1
- Strongly disagree: 0
- Don't know: 2

Digital inclusion of service users and staff is incorporated as a core element of all public sector digital transformation projects.

Bar chart values:
- Strongly agree: 3
- Agree: 12
- Neither agree nor disagree: 2
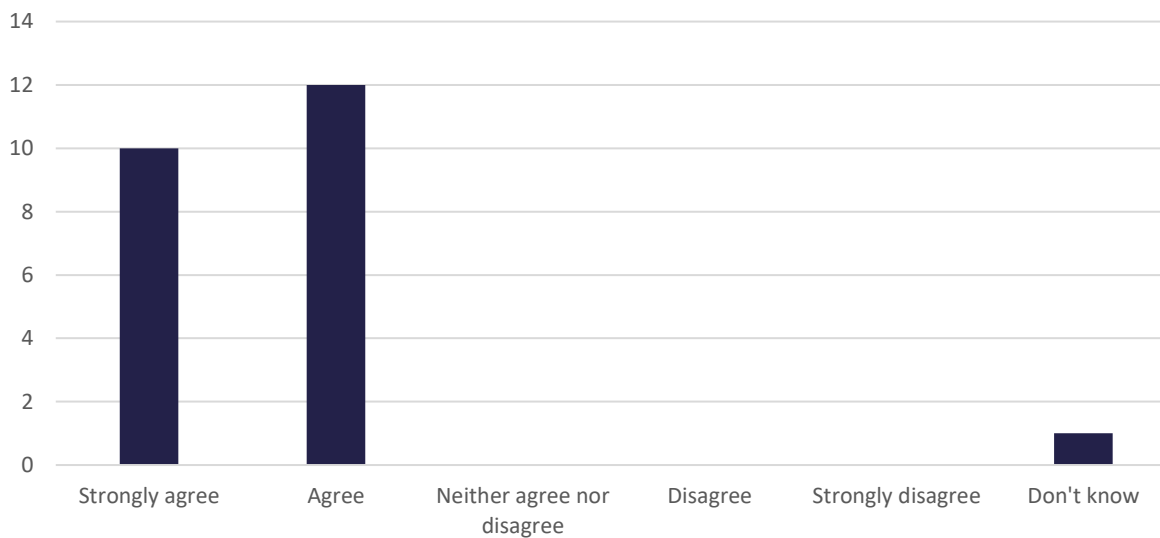- Disagree: 3
- Strongly disagree: 1
- Don't know: 2

The private sector, including communications providers, SME's and micro-businesses, are helping to address digital exclusion across Wales.

Response	Count
Strongly agree	1
Agree	11
Neither agree nor disagree	5
Disagree	2
Strongly disagree	1
Don't know	3

Digital Inclusion Alliance Wales has had a positive impact on organisations embedding digital inclusion in Wales.

Response	Count
Strongly agree	10
Agree	12
Neither agree nor disagree	0
Disagree	0
Strongly disagree	0
Don't know	1

Are you a member of any boards/partnerships/groups where you discuss embedding digital inclusion into organisations or sectors?

No
5

Yes
18
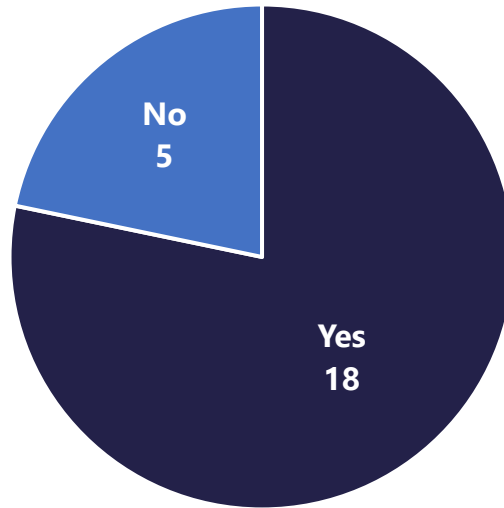
Content analysis of policy and strategy documents

- Documents were searched for the key terms: digital inclusion, digital exclusion, Digital Inclusion Alliance Wales, (digital) connectivity, (digital) accessibility, (digital) skills and embed (digital).
- The Public Services Boards (PSBs) were created as a key part of the Well-being For Future Generations Act 2015, bringing together leaders from the local authority, health board, fire and rescue authority, Natural Resources Wales, as well as representatives from the voluntary sector, Welsh Government, the police forces, the police and crime commissioner and probation services.
- They are required to assess the state of well-being locally, set objectives and produce a plan designed to improve economic, social, environmental and cultural well-being in their local area, maximising their contribution to the well-being goals.
- In 2023, the thirteen PSBs published new Well-being Plans, setting out their objectives for the next five years.
- Overall, the Well-being Plans have very little focus on digital inclusion, raising the question of whether the PSBs are fully aware of the contribution that digitally including citizens will have towards the seven national well-being goals.

	Digital Inclusion	Digital Exclusion	Digital Inclusion Alliance Wales	(Digital) Connectivity	(Digital) Accessibility	(Digital) Skills	Embed	Total
Digital Strategy for Wales, Welsh Government (2021)	14	5	0	21	4	40	2	77
Digital Strategy for Wales: Delivery Plan, Welsh Government (2021)	2	1	0	7	0	14	0	23
Anglesey and Gwynedd Public Services Board Well-being Plan 2023-28	1	0	0	1	0	0	0	2
Cardiff Public Services Board Well-being Plan 2023-28	0	0	0	0	0	0	0	0
Carmarthenshire Public Services Board Well-being Plan 2023-28	0	0	0	0	0	2	0	2
Ceredigion Public Services Board Local Well-being Plan 2023-28	0	0	0	7	0	0	0	7
Conwy and Denbighshire Public Services Board Well-being Plan 2023-28	0	0	0	0	0	0	0	0

Cwm Taf Morgannwg Public Services Board Well-being Plan 2023-28	0	0	0	0	0	0	0	0
Flintshire & Wrexham Public Services Board Well-being Plan 2023-28	0	0	0	0	0	0	0	0
Gwent Public Services Board Well-being Plan 2023-28	0	0	0	1	0	0	0	1
Neath Port Talbot Public Services Board Well-being Plan 2023-28	3	0	0	1	0	0	2	6
Pembrokeshire Public Services Board Well-being Plan 2023-28	0	0	0	0	0	0	0	0
Powys Public Services Board Well-being Plan 2023-28	0	2	0	0	0	3	0	5
Swansea Public Services Board Well-being Plan 2023-28	1	2	0	0	0	2	0	5
Vale of Glamorgan Public Services Board Well-being Plan 2023-28	1	1	0	0	0	0	0	2

Case Studies

Case Study – Mirus Wales
Sorin Annuar – Technology Coordinator

Briefly tell me about the work you are doing to embed digital inclusion in your organisation
Support is carried out on a case-by-case basis with a focus on individuals' needs, ensuring staff have the digital skills they need to engage with the systems and processes necessary for their work but also for life. When a new piece of technology is installed in a setting, it is vital to ensure that the staff have the skillset to engage with it and understand how it operates. For example, there is a new app being rolled out to staff for time management and other processes which every staff member is going to need to access so the Learning and Development Team have a staggered rollout programme in place which includes ensuring that staff have the necessary digital skills to carry out their work. Mirus Wales have also carried out Digital Champions training in partnership with Digital Communities Wales so that staff members are able to support their colleagues.

Which of the outcomes for Priority 1 from the 'Agenda for Digital Inclusion: From Inclusion to Resilience 2nd Edition' do you think it works towards?
Build on work already done to raise awareness of how digital inclusion contributes to each of the seven national Well-being Goals for Wales. – Are you aware of how the work you are doing to embed digital inclusion contributes to the seven national Well-being Goals for Wales?
The embedding of digital inclusion into digital transformation projects helps with A More Equal Wales and Cohesive Communities. For example, as well as upskilling staff, Mirus Wales is running a tech café in a library with Home Instead in Swansea to support older people with digital skills for life, growing their independence and quality of life.

Digital inclusion of service users and staff as a core element of all public sector digital transformation projects. – Does your organisation include digital inclusion of service users and staff as a core element of all digital transformation projects?
This is exactly what the programme of work focusses on, ensuring employees have the skills they need to do their jobs. Another example of this comes from two people who were formerly in the case of Mirus Wales and who now work for the organisation as Ambassadors. They were supported to gain the digital skills they needed to do this such as managing emails, attending online meetings, and utilising Microsoft programs.

Further action by the private sector, including communications providers, SME's and micro-businesses, to address digital exclusion across Wales. - What more do you think the private sector, including communication providers, could be doing to address digital exclusion across Wales?
Mirus Wales is working with BT OpenReach to rollout WiFi to every house. There have been issues where older equipment such as specialised analogue telephones with accessibility features such as

bigger buttons are not compatible with the digital switchover which has caused problems that need addressing.

How has being a part of DIAW helped this particular project?
It's so good to get perspective and to know the position other organisations are in and what they are doing. Network members are very forthcoming and supportive in the breakout rooms and it really helps.

Case Study – Velindre University NHS Trust
Tristan Fareel – Business Change Manager & Elin Griffiths – Assistant Director of Digital Programmes

Briefly tell me about the work you are doing to embed digital inclusion in your organisation
The Velindre University NHS Trust 'Digital Strategy: 2033' has Digital Inclusion as one of six core themes. Over the last eight months, the individual pledges from the Digital Inclusion Charter have informed a range of inclusion pilot projects, shaping the blueprint for the Digital Inclusion theme and helping us plan future activities that will support the upskilling of our colleagues, patients and donors.

The pilot projects involved identifying areas of the service that would benefit from a review of some problems/issues experienced as part of current processes or ways of working. Problem statements were drawn up and then service staff were invited to a service mapping/re-design session which considered existing pain points and opportunities for improvements. Referencing the pledges as part of every pilot project has helped to ensure that digital inclusion is embedded and adopted into all of the service improvements and new digital ways of working.

Which of the outcomes for Priority 1 from the 'Agenda for Digital Inclusion: From Inclusion to Resilience 2nd Edition' do you think it works towards?

Build on work already done to raise awareness of how digital inclusion contributes to each of the seven national Well-being Goals for Wales. – Are you aware of how the work you are doing to embed digital inclusion contributes to the seven national Well-being Goals for Wales?
The consideration of 'well-being' goals for Trust colleagues, our patients and donors has been front and centre in the Velindre Cancer Centre Futures programme, the Welsh Blood Service 5 year Futures programme and the development plans for the new Velindre Cancer Centre (nVCC). For the Cancer Centre, there is a significant opportunity to inform and affect major change in our service delivery and all patient facing services. By upskilling our internal colleagues, and promoting accessibility and acceptability in all we do, we are ensuring that patients and donors are supported from the edges of exclusion, into the centre – where equality and digital inclusion is a key consideration. Placing patients and donors at the centre of our services, their treatment and care

plans, their blood donation and recipient pathway is likely to deliver enhanced outcomes. Enablement and co-production in this way nurtures confidence and a greater level of understanding of what and how they access our services.

Digital inclusion of service users and staff as a core element of all public sector digital transformation projects. – Does your organisation include digital inclusion of service users and staff as a core element of all digital transformation projects?

Digital inclusion is a consideration at the heart of all of the change activity within the Trust. Our Digital Services teams have prioritised our workforce (colleagues), both administrative and clinical, as we recognise that they will in turn, be able to support the digital upskilling and enablement of our patients, donors, carers and wider communities. Whether implementing a national radiotherapy clinical system or developing a new mobile app for chemotherapy patients, our problem statement/service mapping approach considers data poverty, digital skills, and access to devices/wi-fi/mobile data. 26 digital leads, across 8 service teams have been upskilled by the Centre for Digital Public Services, ensuring our approach to user-centred design processes are robust, consistent and inclusive. The Trust is currently working towards a more user-centred framework, which will provide the blueprint for small, iterative, changes to its services, owned and driven by our service-users.

Further action by the private sector, including communications providers, SME's and micro-businesses, to address digital exclusion across Wales. - What more do you think the private sector, including communication providers, could be doing to address digital exclusion across Wales?

There are several organisations that are good at this and are doing great work. However, there is a challenge with suppliers of digital products; unless they have worked with NHS Wales and/or the public sector, they are not always aware of how inclusion needs to be built into the development of their digital products. A 'Digital Design Authority' is being established as part of the Trust's Digital Strategy, which will ensure that all suppliers of digital products and services and their partners, must have the required minimum standards for cyber security, infrastructure, data processing and inclusion. Every supplier we contract with going forward for products and services, will need to meet those minimum standards.

How has being a part of DIAW helped this particular project?

The DIAW sessions are extremely informative and helpful, in particular in guiding me on the right direction for things that need to be done, as well as signposting me to the DIAW members who are on a similar journey to Velindre or experiencing the same issues. Sharing experiences and giving examples of the kind of things they had done in their organisations, has helped us shape and translate within the Velindre context. It is inspiring to have a shared objective, to hear other perspectives and to share what everyone is doing. After recently presenting at a DIAW session, we were contacted by two member organisations who wanted to find out more about our activities and what collaboration opportunities there may be. Lots of organisations are in the same position as ourselves and it is a huge strategic and transformational road to travel. Having the mix of organisations from different sectors is great, the challenges are different within each sector,

however the challenge is a shared one, as a result of the work of the Alliance. Community, collaboration and learning are key words that I would use to describe our experience of being part of the Alliance. Being able to contribute to the strategic themes and political agendas of digital inclusion within Wales are why we continue to be part of the current DIAW vision and supported direction of travel.

Case Study – ILA-WALES CIC (IBERIANS & LATIN AMERICANS IN WALES)
Dr Patricia Rodríguez-Martínez Jones - Director: Heritage & Communication

Briefly tell me about the work you are doing to embed digital inclusion in your organisation
ILA Wales CIC supports people from a variety of backgrounds in many different ways, including digital inclusion. Digital inclusion is a key programme of work for partner organisations at the Grand Multicultural Hub in Swansea. There they can all hire a room called the Digital Hub run by Race Council Cymru, where people who have gone through training with Digital Communities Wales pass on digital skills to others. ILA Wales also signpost members to local libraries and refers members to other training, when appropriate.

Through the DeviceBank and Databank they have borrowed Chromebooks and smartphones for members. They also ran a project to fight digital poverty during the COVID-19 pandemic where they used a grant from Community Foundation Wales to provide adults and families with children with tablets. ILA Wales reuses these tablets, passing them on to new arrivals once the families are in a position to buy their own devices. ILA Wales also supports asylum seekers with their claims and the transition to eVisa for claiming asylum has been difficult for some but they have put support in place to help their members with this new online system, including group sessions and one-on-one tailored support.

Which of the outcomes for Priority 1 from the 'Agenda for Digital Inclusion: From Inclusion to Resilience 2nd Edition' do you think it works towards?
Build on work already done to raise awareness of how digital inclusion contributes to each of the seven national Well-being Goals for Wales. – Are you aware of how the work you are doing to embed digital inclusion contributes to the seven national Well-being Goals for Wales?
This world is becoming more and more digital so if you are unable to connect with the digital world, you will be excluded from society and will therefore not be contributing to the seven goals. If people feel afraid of technology then they are going to miss out on a lot of opportunities. The work we do in digital inclusion helps them to engage.

How has being a part of DIAW helped this particular project?
DIAW has provided access to training providers and a Network of supportive people and opportunities to learn new things. By having an Alliance you feel like you are a part of a group that is moving forward in a direction that we support. You realise that you don't have to do

everything, you can connect with others and find support. We are stronger together so we are more likely to be successful in what we are trying to achieve.

CCDC
Cynghrair Cynhwysiant Digidol Cymru

DIAW
Digital Inclusion Alliance Wales

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