

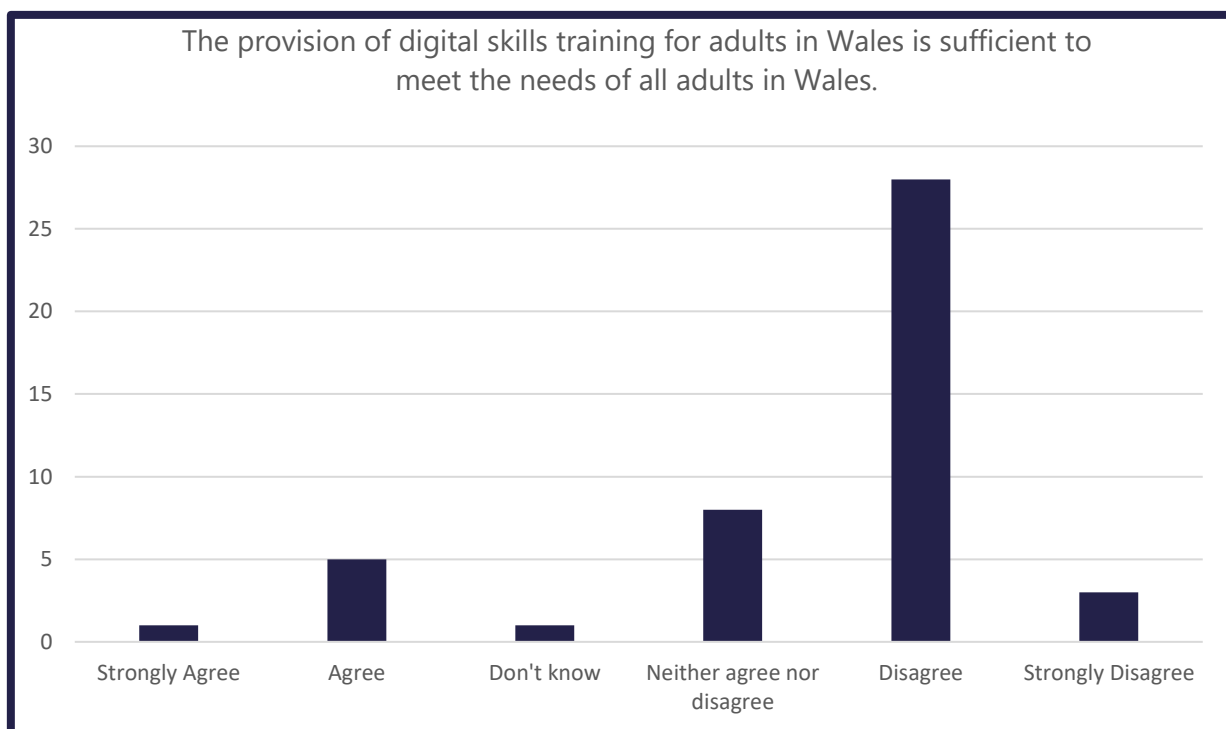
Exploring Impact

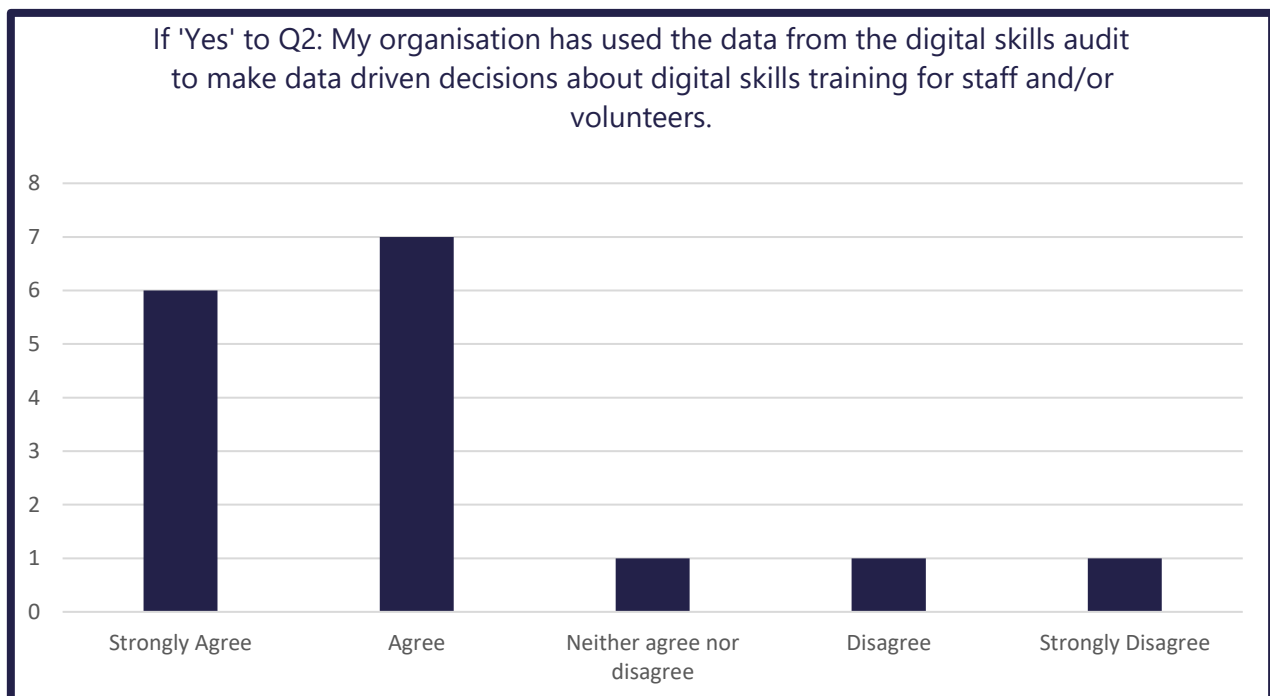
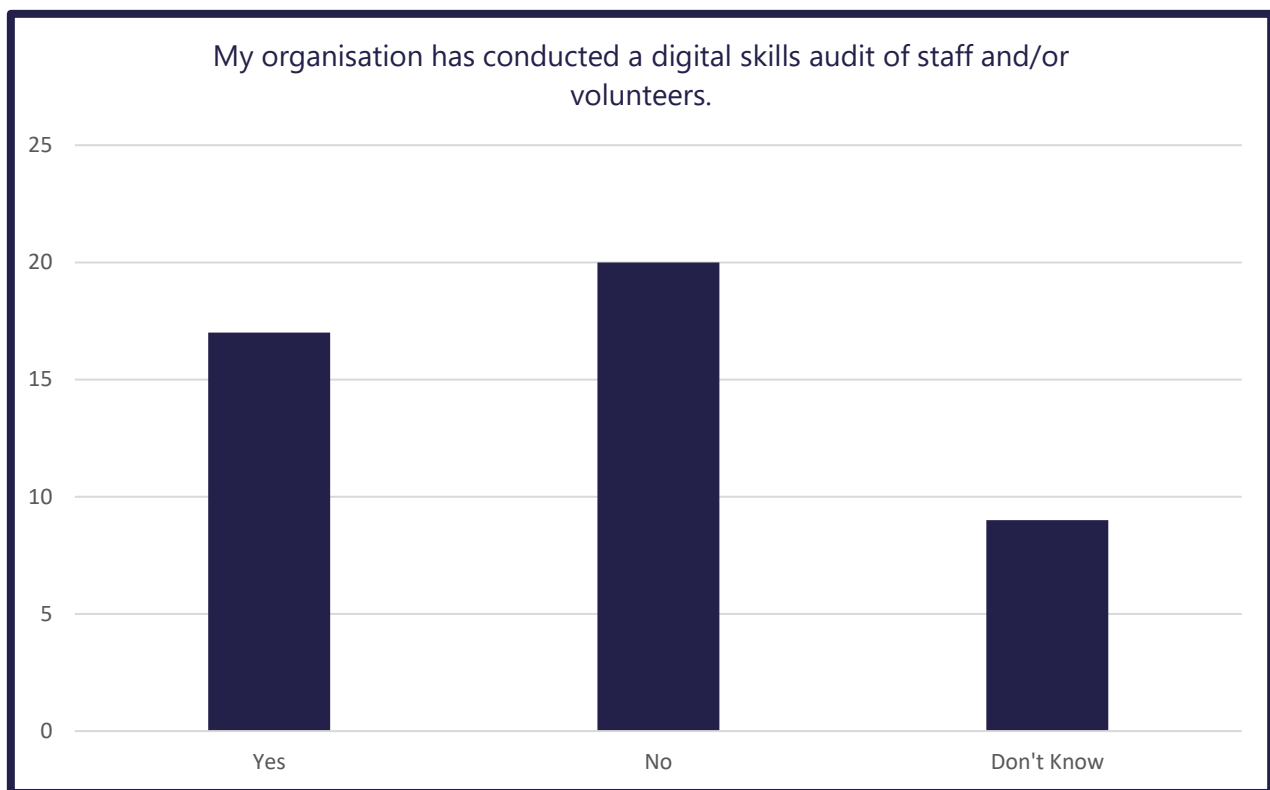
Priority 4: Prioritising essential digital skills for work and life in the economy

December 2023

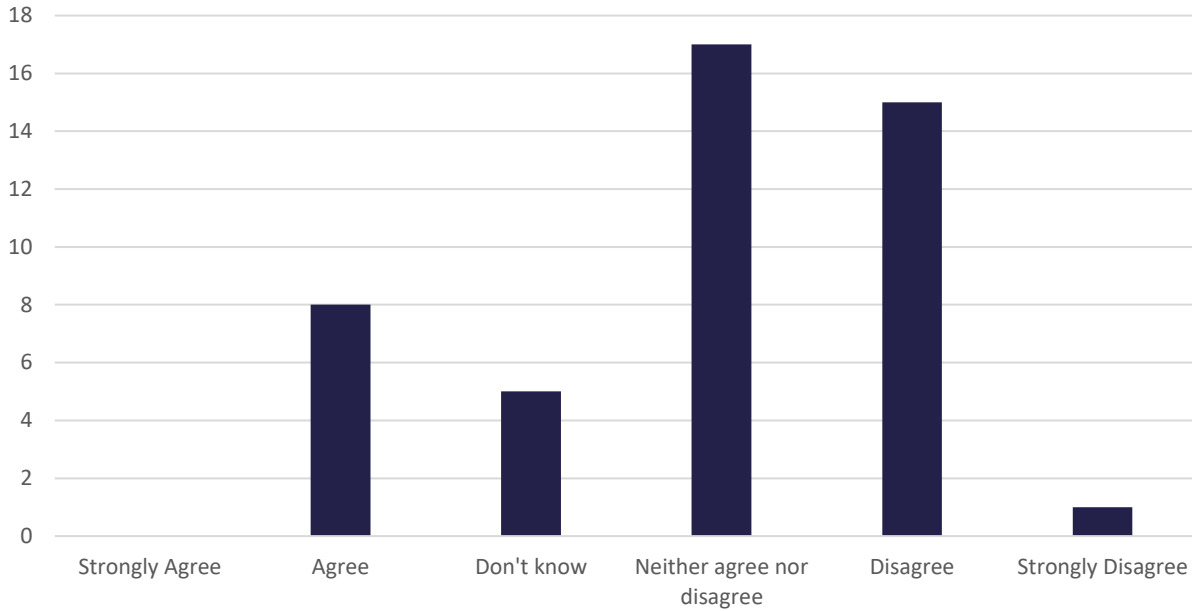
Quantitative results from survey

- There were 46 responses to the survey.
- Only 13% of respondents agree or strongly agree that the current provision of digital skills training for adults in Wales is sufficient.
- Of those organisations that have conducted a digital skills audit of staff and volunteers (17), 81% used that information to make data-driven decisions about digital skills interventions.
- Only 17% of respondents feel that businesses and organisations across Wales are training and upskilling their workforce in digital skills.
- 70% of respondents were unsure about the coordination of digital skills interventions being funded by the Shared Prosperity Fund.
- 76% of respondents agree or strongly agree that the DIAW is having a positive influence on the provision of digital skills training in Wales.
- 67% of respondents belong to groups or partnerships where they discuss digital skills training.

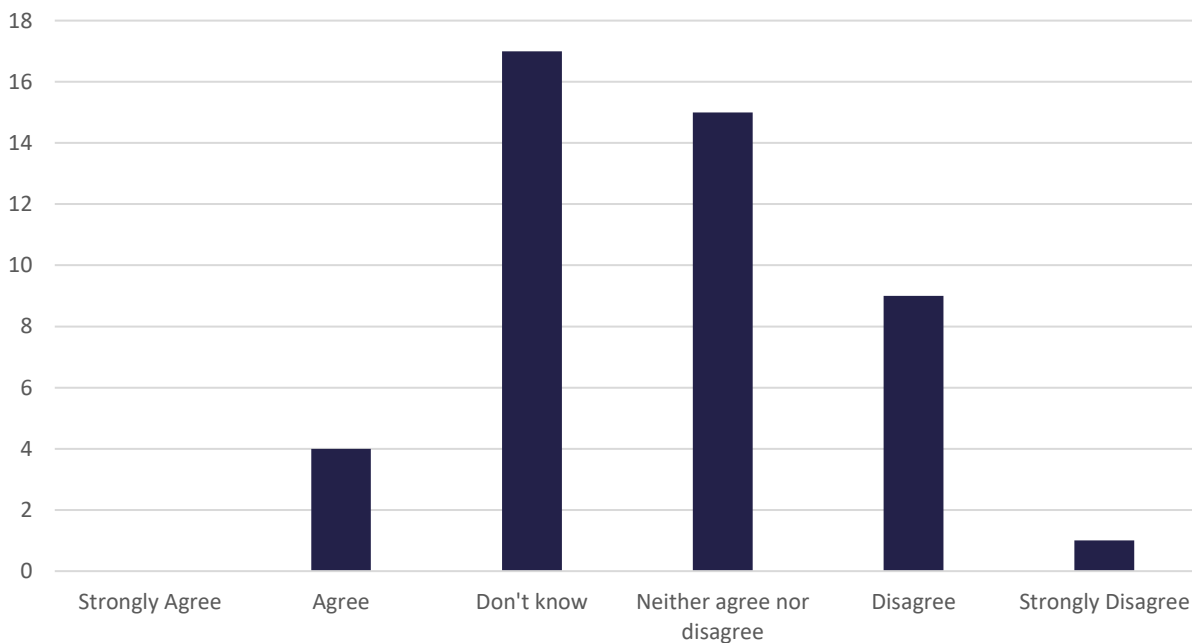




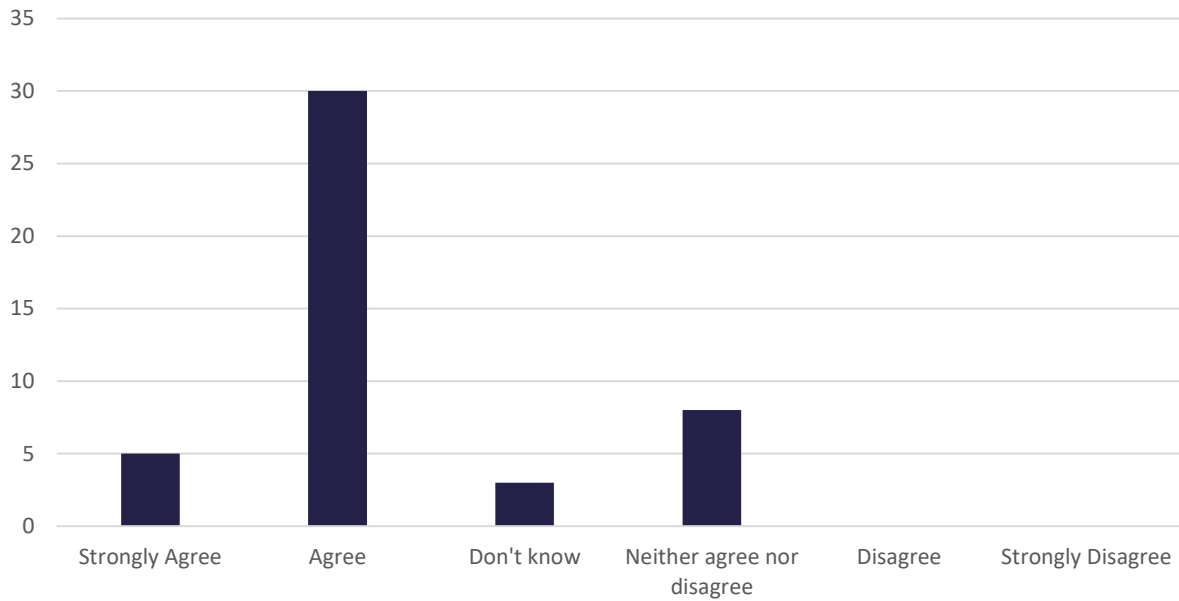
Businesses and employers from all sectors across Wales are training and upskilling their workforce in digital skills.



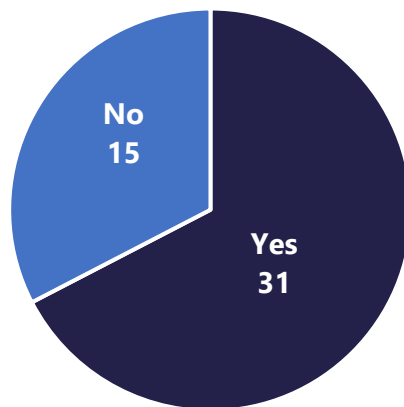
Digital inclusion activities being funded by the Shared Prosperity Fund are being coordinated to avoid duplication.



Digital Inclusion Alliance Wales has had a positive impact on the provision of digital skills training initiatives in Wales.



Are you a member of any boards/partnerships/groups where you discuss digital skills training?



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, and (digital) skills.

	Digital Inclusion	Digital Exclusion	Digital Inclusion Alliance Wales	(Digital) Connectivity	(Digital) Accessibility	(Digital) Skills	Total
Digital Strategy for Wales, Welsh Government (2021)	14	5	0	21	4	40	77
Digital Strategy for Wales: Delivery Plan, Welsh Government (2021)	2	1	0	7	0	14	23
Digital Inclusion Forward Look, Welsh Government (2020)	23	23	0	15	0	26	73
Digital Strategy 2023-27, Blaenau Gwent County Borough Council	0	1	0	3	8	4	15
Digital Strategy 2020-24, Bridgend County Borough Council	4	2	0	8	7	10	31
Customer and Digital Strategy 2019-23, Caerphilly County Borough Council	0	2	0	2	0	3	7
Digital Strategy, Cardiff Council	1	0	0	0	8	1	10
Digital Transformation Strategy 2021-24, Carmarthenshire County Council	0	1	0	33	3	2	41
Digital Strategy 2018-22, Ceredigion County Council	3	0	0	3	3	10	19
Digital Strategy 2022-27, Conwy County Borough Council	2	0	0	9	7	6	23
Digital Strategy, Denbighshire County Council	unavailable						
Digital Strategy, Flintshire County Council	2	0	0	5	2	3	12
Digital Strategy 2023-28, Gwynedd County Council	4	1	0	7	1	16	28
Digital Strategy 2017-21, Isle of Anglesey County Council	2	0	0	13	2	6	23
Digital Strategy, Merthyr Tydfil County Borough Council	unavailable						
Digital Strategy, Monmouthshire County Council	unavailable						

Digital Strategy, Neath Port Talbot Council	4	3	1	3	8	9	26
Digital Strategy 2022-27, Newport City Council	10	2	1	8	6	13	39
Digital Strategy, Pembrokeshire County Council	unavailable						
Digital Strategy 2019-25, Powys County Council	0	0	0	2	1	7	10
Digital Strategy 2022-26, Rhondda Cynon Taf County Borough Council	13	1	0	5	7	20	44
Digital Strategy 2023-28, Swansea Council	1	1	0	3	6	7	18
Digital Strategy, Torfaen County Borough Council	2	0	0	3	4	12	21
Digital Strategy 2023-28, Vale of Glamorgan Council	1	3	0	4	9	28	45
Digital Strategy 2020-23, Wrexham County Borough Council	0	0	0	4	7	9	20

Case Studies

Case Study – Digital Confidence Denbighshire

Emma Williams, Training and Development Officer

The project / programme

Digital Confidence Denbighshire is a Shared Prosperity Fund project by the UK Government through Denbighshire County Council. The aim of the project is to make the residents of Denbighshire as digitally confident as possible. The project is funded for one year from November 2023. The team consists of three dedicated, on the ground, staff members and a manager.

Which of the outcomes for Priority 4 from the 'Agenda for Digital Inclusion: From Inclusion to Resilience 2nd Edition' do you think it works towards?

Outcome 1: Every adult has access to appropriate, ongoing basic digital skills training and confidence building. This needs to be face-to-face where required; it is not sufficient to put learning resources online and assume that the people who need them can and will access them.

The project offers face-to-face and online training and support in scheduled, open access, and drop-in sessions to residents of Denbighshire on a variety of topics from the basics of getting online to online safety and accessibility as well as other niche areas. They work with organisations to get referrals as well as traditional marketing such as leaflets and advertising in local papers to ensure they reach a broad range of people.

Outcome 4: Data collected by capability frameworks, digital skills audits and other research leads to a commitment to funds to address these with co-produced interventions.

As this is a Shared Prosperity Fund project run through Denbighshire County Council, the project reports back to the Council with the number of people supported, but they also collect data on how digitally confident the people they support feel before and after the training and support.

Outcome 5: Growth and City Region Deals work to ensure that digital inclusion remains a priority within the SPF funding stream and that digital inclusion activities are coordinated to avoid duplication.

As previously mentioned, this project is a Shared Prosperity Fund project, coordinated through the local Council and the Growth and City Region Deals. There has been interest from other councils about the project and the hope is that this model will be replicated elsewhere.

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

Prior to joining this project, I was a digital inclusion trainer and only really interacted with the people that I trained and my colleagues, so I was in a bit of a bubble. Being a part of DIAW gives me the opportunity to connect with people in other organisations, people who make decisions and who are passionate about the same things that I am. It also allows my team to meet other

people who are doing the same work in other areas of Wales. You can start to feel quite insular when you are only working in one county so it is useful to meet others from across Wales to broaden our horizons on what we can achieve here.

Do you think DIAW has helped to raise awareness of digital skills interventions more generally in Wales?

Yes, definitely. Even before I joined this project, when I went to DIAW meetings I always left feeling invigorated about why we are doing this. I think hearing people's outlooks and different perspectives and different approaches about it is motivating. Especially as a trainer because, as I said, I see the people I train, but I don't see the work behind it. You find out at DIAW that there are so many people out there doing what you're doing and it inspires you to do more so I think it does impact.

Case Study - Hywel Dda University Health Board

Michelle Hickin, Digital Inclusion Manager, Hywel Dda University Health Board

Briefly tell me about the project / programme

Hywel Dda UHB's Digital Inclusion team, in partnership with Digital Communities Wales (DCW), have developed a year of digital inclusion activity for Hywel Dda UHB's workforce. The team looks at skills for work purposes but also the personal skills needed for life. They take the view that today we are the workforce but tomorrow we are potentially patients. How do we engage with services if we aren't digitally confident?

The team have adapted the general DCW training to incorporate Hywel Dda-specific skills and knowledge. For example, they took a generic cost of living training session from DCW and incorporated Hywel Dda-specific information - bringing in their Hapi App (the staff benefits app), information about the blue light card, and information about the salary sacrifice scheme so that the workforce has the information about how Hywel Dda can support them during the cost of living crisis, as well as gaining skills for life to help them through the cost of living crisis.

Which of the outcomes for Priority 4 from the 'Agenda for Digital Inclusion: From Inclusion to Resilience 2nd Edition' do you think it works towards?

Outcome 1: Every adult has access to appropriate, ongoing basic digital skills training and confidence building. This needs to be face-to-face where required; it is not sufficient to put learning resources online and assume that the people who need them can and will access them. The model includes both face-to-face and online training and they work to find those who need support by offering large open sessions but also providing one-to-one or small group training for those who request it.

Outcome 2: A digital skills audit of employees across Wales is undertaken by employers and the data gathered is used to make data-driven decisions about digital skills interventions.

A digital skills audit of the workforce of Hywel Dda UHB is being done on a team-by-team basis. This means that instant, localised feedback and training solutions can be implemented following the audit for those who need it. This builds up a picture of the health board as a whole over time but also means much higher engagement in the audit and in the interventions offered.

Outcome 3: Businesses and employers from all sectors across Wales train and upskill their workforce in core digital skills.

The Digital Inclusion team in Hywel Dda UHB is dedicated to training and upskilling their workforce in digital skills for both work and life.

Outcome 4: Data collected by capability frameworks, digital skills audits and other research leads to a commitment to funds to address these with co-produced interventions.

Hywel Dda UHB is leading the sector in developing and funding a digital inclusion-specific team, including an officer and a manager dedicated to the digital inclusion of their workforce. By utilising a local team focus, the Digital Inclusion team can tailor the digital skills interventions offered based on the data gathered to ensure it is relevant and useful to the staff that they are working with. They engage with the teams to understand through the data from the audit and conversations with them where the gaps are in their skills and knowledge and design interventions that work for them.

Has being a part of DIAW helped this particular project?

100% yes, sharing ideas, talking about barriers that people are facing and all those things that the Alliance has to offer has allowed us to understand what we need to do but also being able to collaborate and learn from other people so that we can do what we are doing now and continuously adapt and change as we go along. What we're doing is not a new idea, we've learnt from others and have developed the support we feel is needed and works for the people that we support. It's also an opportunity to share what we're doing, to share the model that we are using to try and inspire and influence others.

We are keen to share and gather information about digital inclusion. Without the Alliance, people would be working in siloes around digital inclusion and what we've achieved so far potentially wouldn't have been achieved. This work needs to have a collaborative approach. It won't work if we don't work together. The Alliance provides that opportunity and supports all members to learn from each other.

Do you think DIAW has helped to raise awareness of digital skills interventions more generally in Wales?

The Alliance is integral in ensuring that we continue to talk about the need of the people of Wales. As the Alliance grows more people start realising they need to be a part of it, and that we wouldn't be able to do what we are doing without it. I think the Alliance really strengthens the

message about digital inclusion across Wales and strengthens the conversations and collaboration. There's so much more to do and the Alliance is key to coordinating it all.

Thank you for reading.

Get in touch: diaw@cwmpas.coop

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