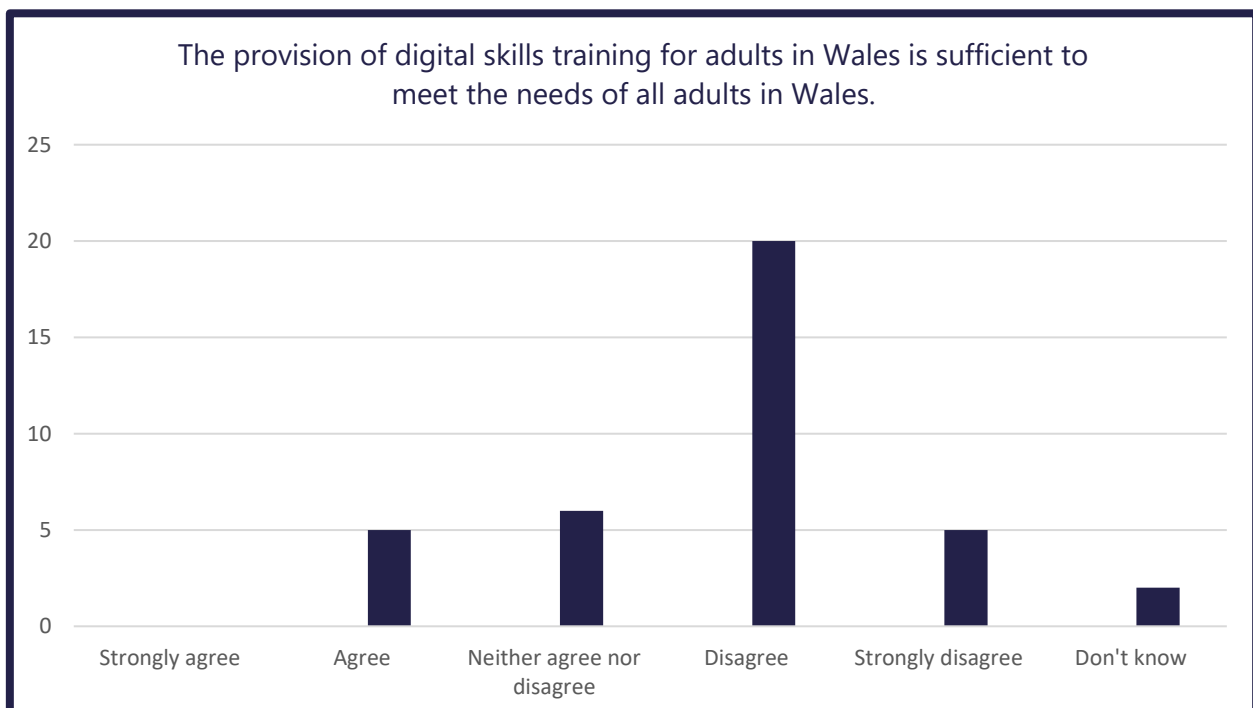# Exploring Impact

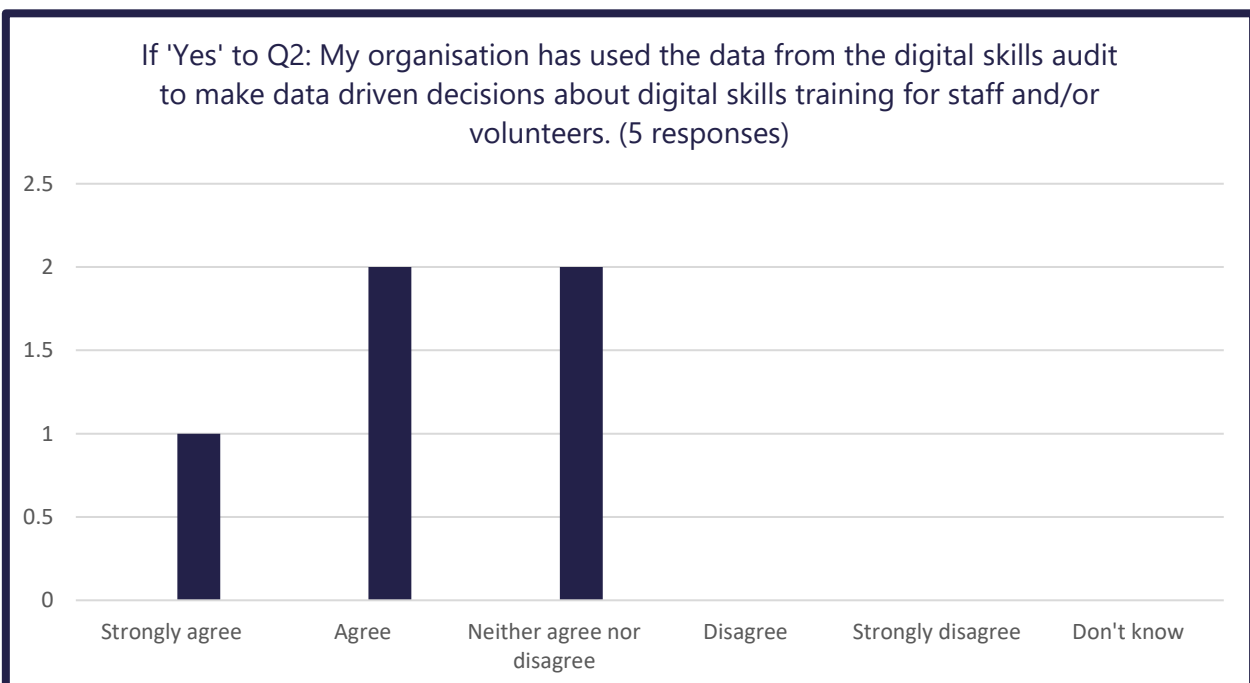## Priority 4: Digital skills for work and life in the economy
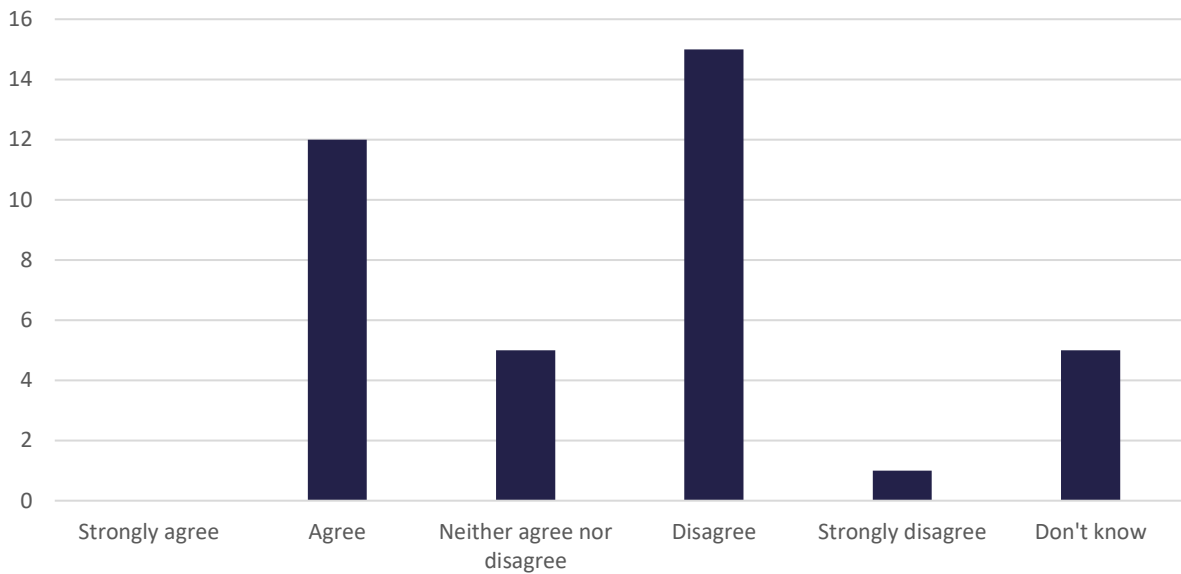
March 2025

Quantitative results from survey

- There were 38 responses to the survey.
- The same questions from the December 2023 survey for Priority 4 were included, with the addition of a specific question on A.I., as this was the focus of the meeting. The Exploring Impact report for Priority 4 from December 2023 can be found here.
- Only 13% of respondents agree that the provision of digital skills training for adults in Wales is sufficient to meet the needs of all adults in Wales. This is the same result as the previous survey, suggesting that respondents felt that provision has not improved.
- Of those organisations that have conducted a digital skills audit of staff and volunteers (5), 60% used that information to make data-driven decisions about digital skills interventions. This is down from (17) and 81% from December 2023.
- 32% of respondents feel that business and organisations across Wales are training and upskilling their workforce in digital skills. The last survey showed 17% agreeing, which implies an improvement in attitudes towards the training provided by businesses and organisations.
- 66% of respondents didn't know or disagreed that digital skills interventions funded by the Shared Prosperity Fund were being coordinated to avoid duplication. This is compared to 70% in December 2023.
- 84% of respondents agree or strongly agree that the DIAW is having a positive influence on the provision of digital skills training in Wales, up from 76% in December 2023.
- 71% of respondents belong to groups or partnerships where they discuss digital skills training, up from 67% in December 2023.
- 63% of respondents feel confident in providing advice and support on A.I. to the people they support.
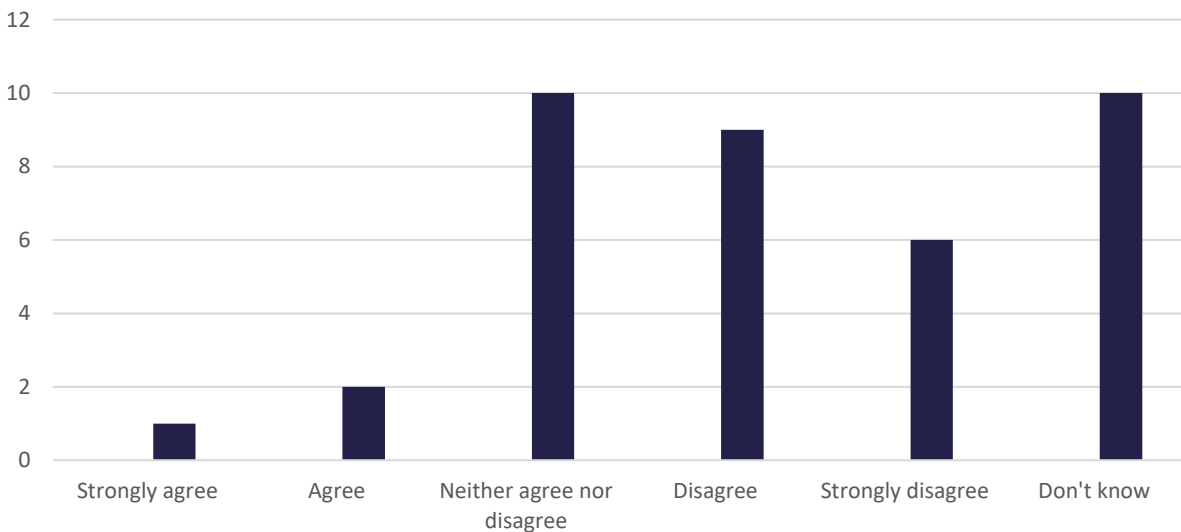

The provision of digital skills training for adults in Wales is sufficient to meet the needs of all adults in Wales.

My organisation has conducted a digital skills audit of staff and/or volunteers.

Response	Count
Yes	5
No	23
Don't know	10

If 'Yes' to Q2: My organisation has used the data from the digital skills audit to make data driven decisions about digital skills training for staff and/or volunteers. (5 responses)

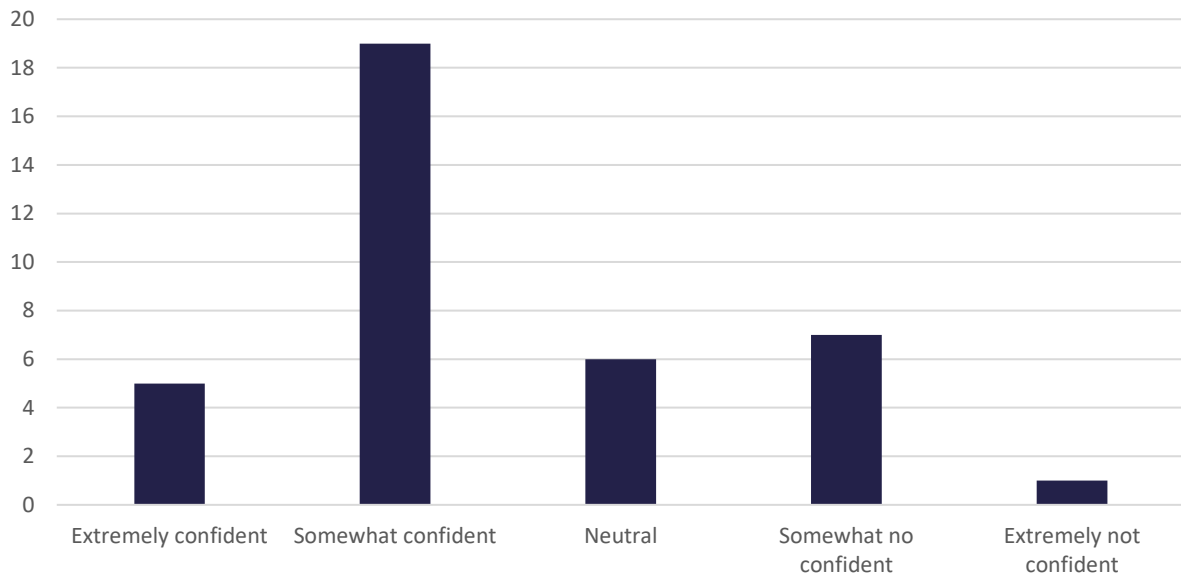| Response	Count
Strongly agree	1
Agree	2
Neither agree nor disagree	2
Disagree	0
Strongly disagree	0
Don't know	0

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

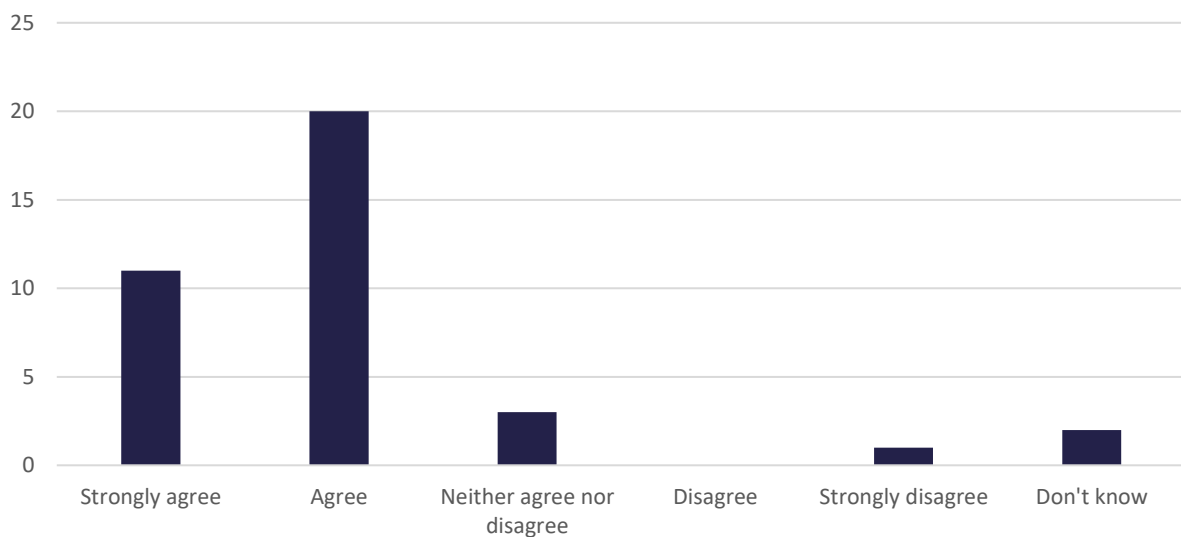| Response	Count
Strongly agree	0
Agree	12
Neither agree nor disagree	5
Disagree	15
Strongly disagree	1
Don't know	5

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

Response	Count
Strongly agree	1
Agree	2
Neither agree nor disagree	10
Disagree	9
Strongly disagree	6
Don't know	10

How confident do you feel about providing advice and support on A.I. to the people you work with?

Response	Value
Extremely confident	5
Somewhat confident	19
Neutral	6
Somewhat no confident	7
Extremely not confident	1

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

Response	Value
Strongly agree	11
Agree	20
Neither agree nor disagree	3
Disagree	0
Strongly disagree	1
Don't know	2

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

No 29%

Yes 71%
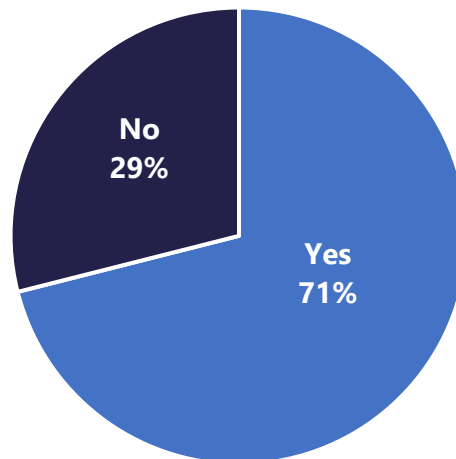
Content analysis of policy and strategy documents

- Documents were searched for the key terms: digital inclusion, digital exclusion, Digital Inclusion Alliance Wales, (digital) connectivity, (digital) accessibility, and (digital) skills.
- DIAW is very pleased to note the mention of Digital Inclusion Alliance Wales and the Minimum Digital Living Standard in the UK Government's 2025 Digital Inclusion Action Plan: First Steps.

Wales and Scotland have leveraged shared best practices through the Minimum Digital Living Standards (MDLS) to enhance their digital inclusion strategies. Initiatives like Digital Communities Wales and Connecting Scotland focus on ensuring accessible internet, providing necessary devices, and promoting digital skills, all tailored to their specific regional needs and priorities. Additionally, both nations have launched their respective Digital Inclusion Alliances, bringing together organisations across the digital inclusion space to share learning and coordinate efforts. This collaborative approach aims to more effectively support digitally excluded individuals across Wales and Scotland.

	Digital Inclusion	Digital Exclusion	Digital Inclusion Alliance Wales	(Digital) Connectivity	(Digital) Accessibility	(Digital) Skills	Total
UK Government Digital Inclusion Strategy, 2014	101	38	0	17	10	142	308
UK Government Digital Inclusion Action Plan: First Steps, 2025	130	63	1	45	14	112	365

Case Study

Bethan Richmond, Senior CR&S Manager | UK Digital Inclusion Programme Lead Capgemini

Briefly tell me about the project / programme
Capgemini, a global business and technology transformation partner, has been actively involved in various digital inclusion initiatives.

Capgemini's digital inclusion programme began as an employee engagement initiative but has since evolved into a comprehensive strategy focused on social impact. The programme aims to address digital inclusion by providing digital skills training and creating employment opportunities, particularly for marginalised and disadvantaged groups.

The programme includes:

- **Basic Digital Skills Training**: Partnering with organisations like Digital Unite and The King's Trust to deliver foundational digital skills.

- **Advanced Digital Skills Training**: Collaborating with Code Your Future to train individuals in web development and other advanced digital skills, leading to employment opportunities.

- **Pro Bono Services**: Offering free digital transformation services to third-sector organisations to build capacity.

Capgemini's approach to digital inclusion is multifaceted, addressing both external and internal needs. Externally, they focus on ensuring that no one is left behind or at a disadvantage from the increased digitisation of services. Internally they have a skilled workforce, equipped with the necessary digital skills and encourage and empower their people to engage in skills based volunteering, helping others thrive in this rapidly evolving tech landscape.

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?
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.
Capgemini works with partners to deliver basic digital skills training, ensuring that individuals have the necessary skills to engage with digital services. They emphasise face-to-face training where possible, recognising that online resources alone are insufficient for those who need them most.

Businesses and employers from all sectors across Wales train and upskill their workforce in core digital skills.
While Capgemini assumes a high baseline of digital skills for its employees, it continuously supports their development through extensive training programmes and self-directed learning platforms. Capgemini's internal training platforms and courses ensure that their workforce

remains skilled and adaptable. They also inspire their workforce to consider the digital inclusion of others and where they may be best placed to help someone benefit from digital services. As a result, Capgemini also engage in knowledge-sharing sessions and volunteer-led initiatives to enhance digital skills within the community, including sessions focussed on AI.

Data collected by capability frameworks, digital skills audits and other research leads to a commitment to funds to address these with co-produced interventions.
Capgemini uses data from surveys and feedback to inform and refine their training sessions, ensuring they meet the needs of their participants. They collaborate with partners like Digital Unite to understand community needs and develop targeted interventions.

How has being a part of DIAW helped this particular project?
Membership in DIAW has provided Capgemini with valuable insights into the digital landscape in Wales. It has helped them:

- Understand the specific needs and challenges of the Welsh community.

- Validate their working assumptions and approaches through shared experiences and feedback from other members.

- Identify opportunities for collaboration and support within the Welsh digital inclusion ecosystem.

Being part of DIAW has also enabled Capgemini to align their efforts with broader social value goals, particularly in government contracts. This alignment ensures that their programmes are sustainable and impactful, addressing real needs on the ground.

Capgemini's commitment to digital inclusion is evident through their comprehensive programme that spans basic to advanced digital skills training. Their involvement in DIAW has provided them insight and confirmed their own working assumptions of digital inclusion challenges, helping to inform their existing strategy . Capgemini continues to make significant strides in ensuring that no one is left behind in the digital age.

Thank you for reading.

Get in touch: diaw@cwmpas.coop

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