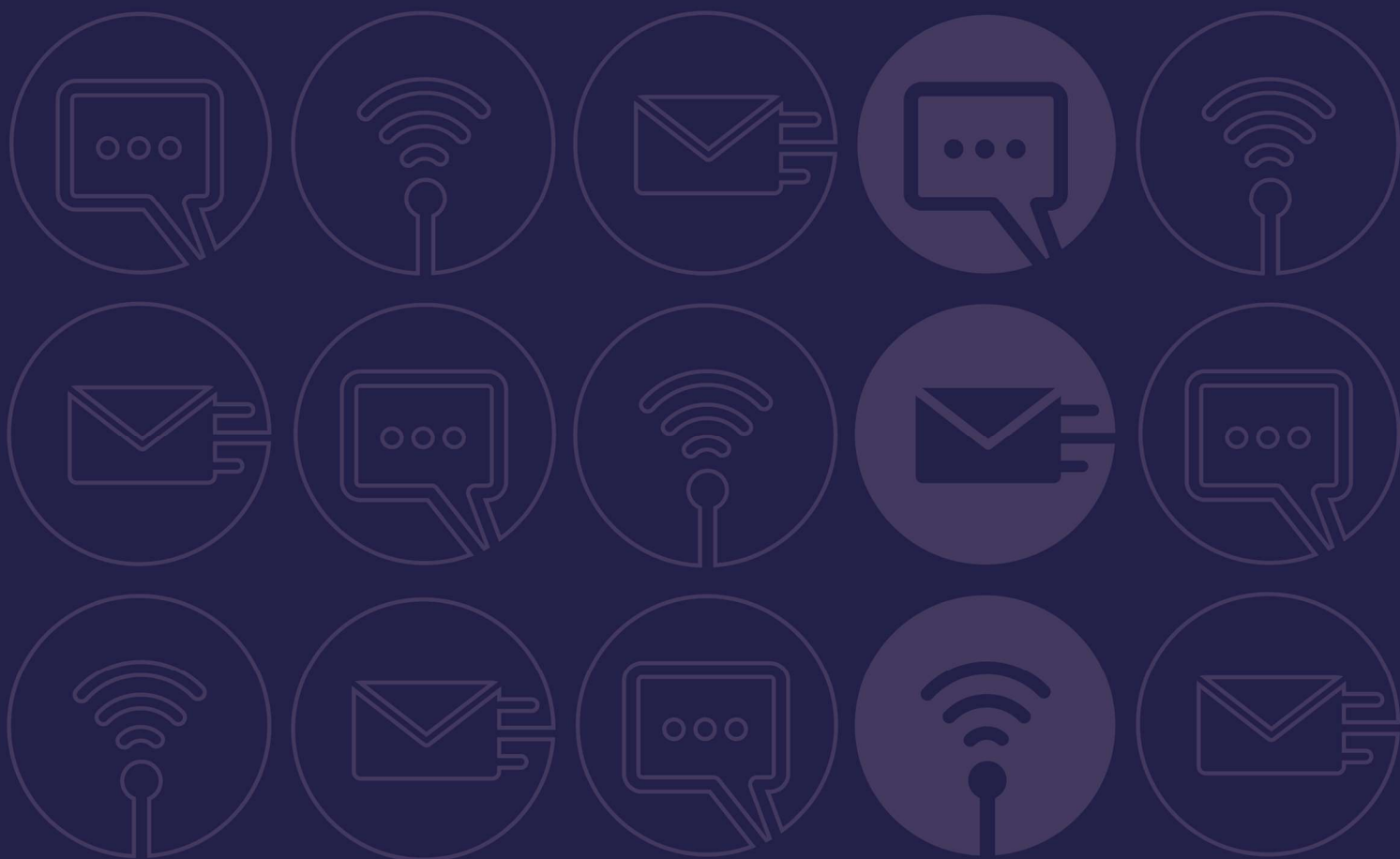


# Exploring Impact

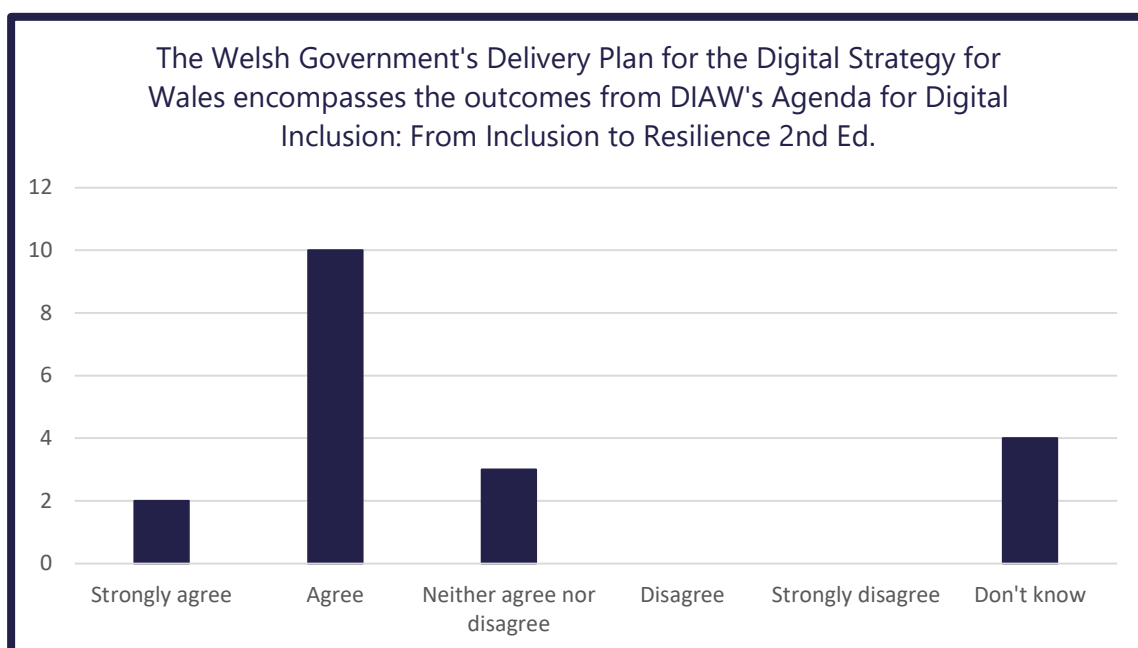
**Priority 1: Embedding digital inclusion  
across all sectors**

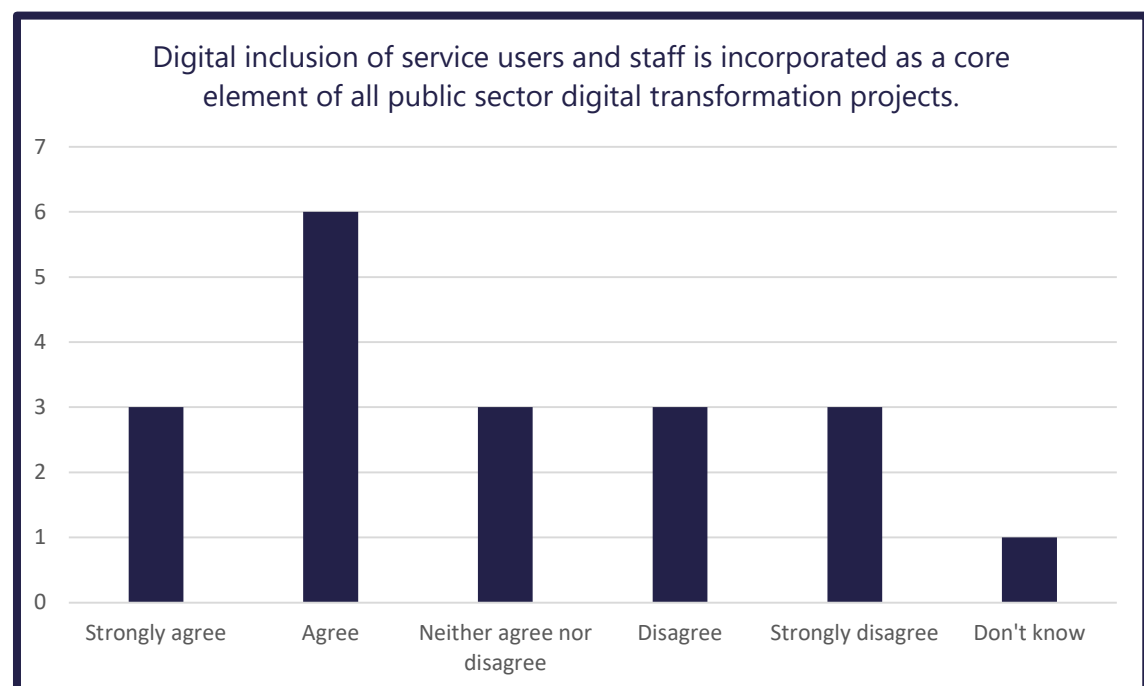
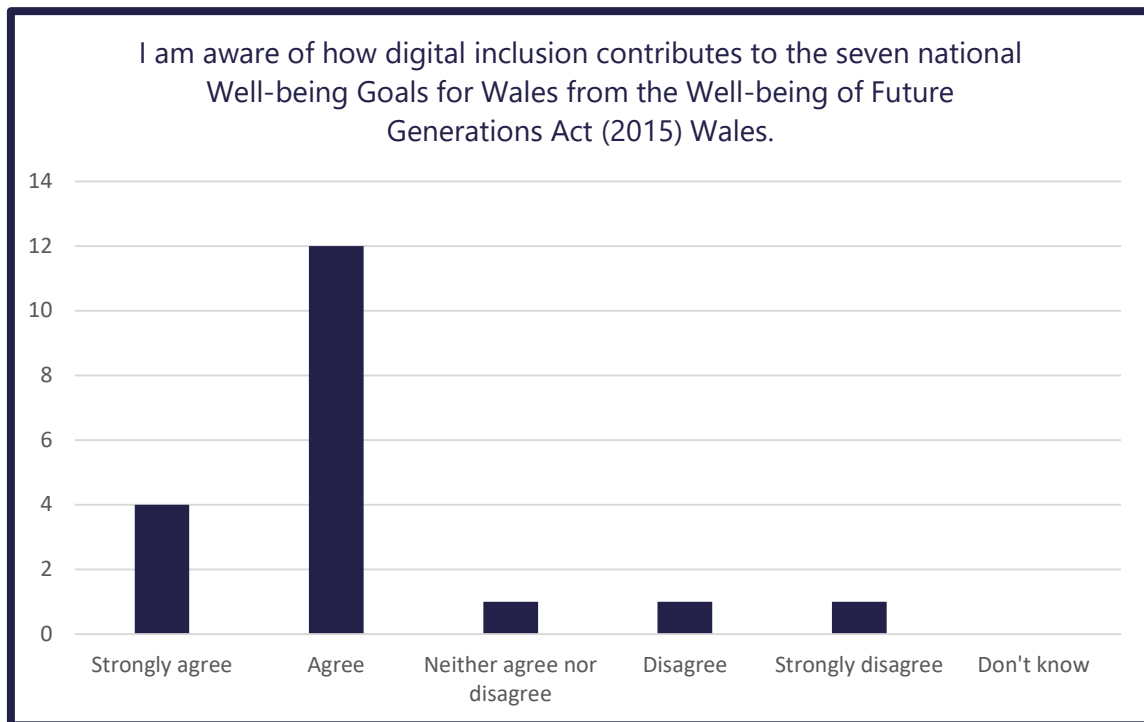
**June 2025**

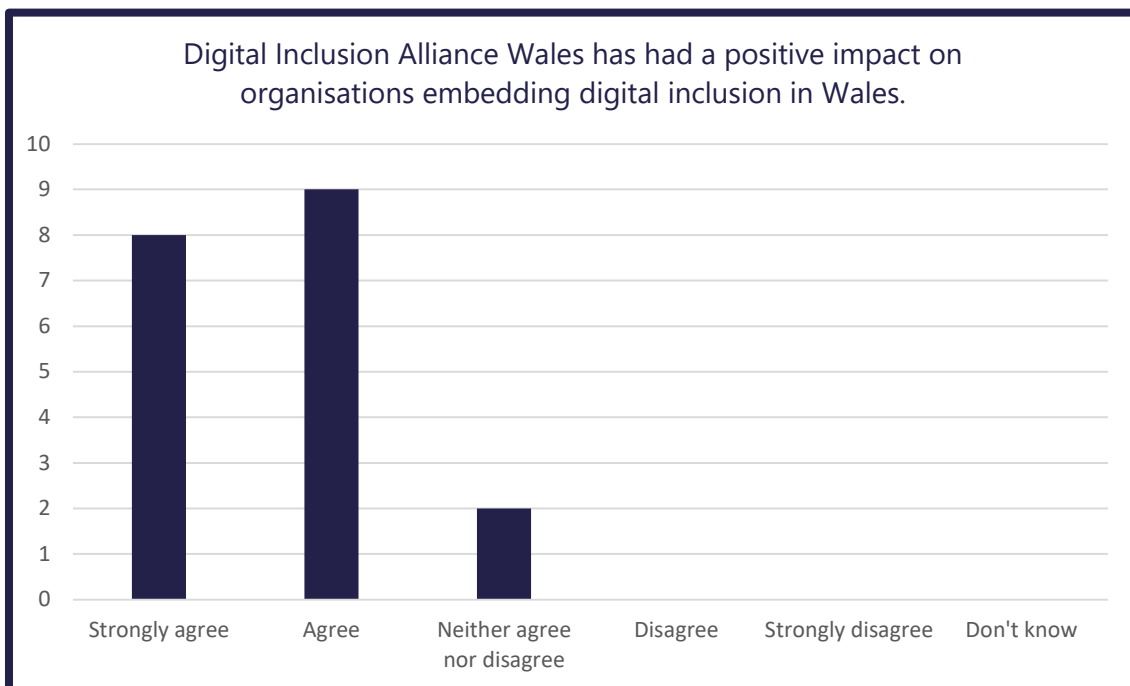
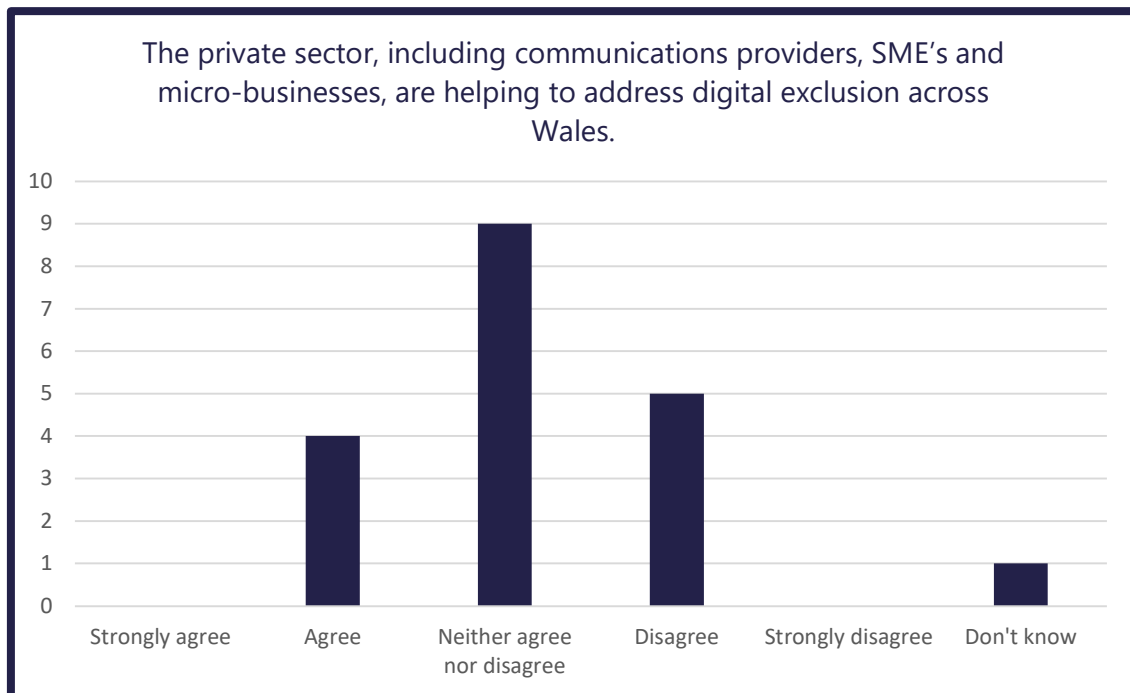


## Quantitative results from survey

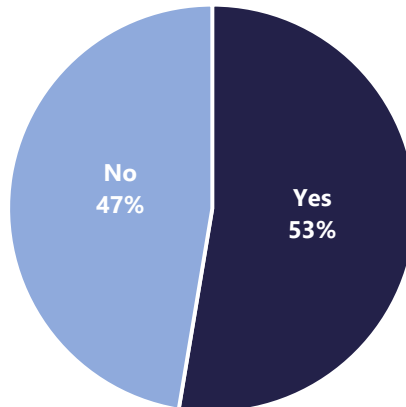
- There were 19 responses to the survey.
- The same questions from the March 2024 survey for Priority 1 were asked. The Exploring Impact report for Priority 1 from March 2024 can be found here: <https://www.digitalcommunities.gov.wales/exploring-impact-reports/>
- 63% of respondents agreed that The Welsh Government's Delivery Plan for the Digital Strategy for Wales encompasses the outcomes from DIAW's Agenda for Digital Inclusion. This is down from 70% in March 2024.
- Awareness of how digital inclusion contributes to the seven national Well-being Goals for Wales was high, with 84% of respondents agreeing. This is, however, less than the 87% from March 2024's survey.
- Only 47% of respondents agreed that digital inclusion of service users and staff is incorporated as a core element of all public sector digital transformation projects. In March 2024, 65% agreed with this statement.
- Just 21% of respondents agreed that the private sector is helping to address digital exclusion across Wales, with 53% unsure. This is a marked change from March 2024 when 52% agreed and 34% were unsure.
- Confidence that DIAW has had a positive impact on organisations embedding digital inclusion was lower, with 89% agreeing to this question, compared to 96% in March 2024.
- 53% of respondents belong to groups where they discuss embedding digital inclusion into organisations. Again, this figure is down from 78% in March 2024.







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



## 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 Digital Strategy from Velindre University NHS Trust has been included as an example of a digital strategy from the public sector that has digital inclusion embedded into it as a key theme. Velindre utilised the pledges from Digital Communities Wales' Digital Inclusion Charter as an aid to embedding digital inclusion across the Trust. You can read more about Digital Inclusion Charter Accreditation in the case study below.

	Digital Inclusion	Digital Exclusion	Digital Inclusion Alliance Wales	(Digital) Connectivity	(Digital) Accessibility	(Digital) Skills	Embed	Total
Future Generations Report 2025, Future Generations Commissioner for Wales	0	0	0	0	0	0	0	0
Digital Excellence: Our Strategy 2023-2033, Velindre University NHS Trust	10	1	1	2	0	1	0	15

# Case Study

## Digital Inclusion Charter Accreditation Digital Communities Wales

### Overview

Digital exclusion remains a persistent challenge in Wales, disproportionately affecting those most in need of public services. The Digital Inclusion Charter Accreditation, developed by Digital Communities Wales, offers a structured and impactful way for organisations to embed digital inclusion into their core operations. By committing to six pledges, organisations demonstrate leadership in tackling digital inequality and supporting citizens to access and benefit from digital tools and services.

### Why Accreditation Matters

Gaining Charter Accreditation is more than a symbolic gesture, it's a practical framework that helps organisations take a whole-organisation approach to digital inclusion. As part of the accreditation process, organisations are required to develop an action plan outlining how they will meet each of the six pledges in their own context. These pledges guide organisations to:

- Develop digital skills among staff and volunteers.
- Embed digital inclusion principles into daily operations.
- Support others to get online and build confidence.
- Allocate resources to digital inclusion initiatives.
- Share best practices for coordinated impact.
- Build local partnerships to amplify efforts.

This structured approach ensures that digital inclusion is not a one-off project but a sustained commitment woven into the fabric of organisational culture.

### Impact in Practice

Organisations across sectors such as health, housing, and social care have used the Charter Accreditation as a catalyst to embed digital inclusion into their services. These efforts contribute to broader goals like health equity, community cohesion, and economic participation, aligning with the Well-being of Future Generations (Wales) Act.

### Strategic Benefits

Accreditation supports organisations to:

- Align with national digital strategies and funding priorities.
- Improve service delivery by ensuring digital access and literacy.
- Foster inclusive digital transformation across departments.
- Build resilience by addressing data poverty and digital skills gaps.

## Looking Ahead

Although the Digital Communities Wales programme is coming to an end on 30th September 2025, the six pledges of the Digital Inclusion Charter remain a valuable tool for organisations. We strongly encourage organisations to continue using these pledges as a framework for their own digital inclusion strategies. By creating tailored action plans, organisations can maintain momentum and ensure that digital inclusion remains a core part of their mission.

Digital Inclusion Charter Accreditation empowers organisations to lead by example, ensuring that digital transformation benefits everyone. It provides a roadmap for embedding inclusion, fostering collaboration, and driving systemic change across Wales.

**You can read about all the organisations that have achieved Digital Inclusion Charter Accreditation here:** <https://www.digitalcommunities.gov.wales/digital-inclusion-charter-accreditation/>



# Thank you for reading.

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