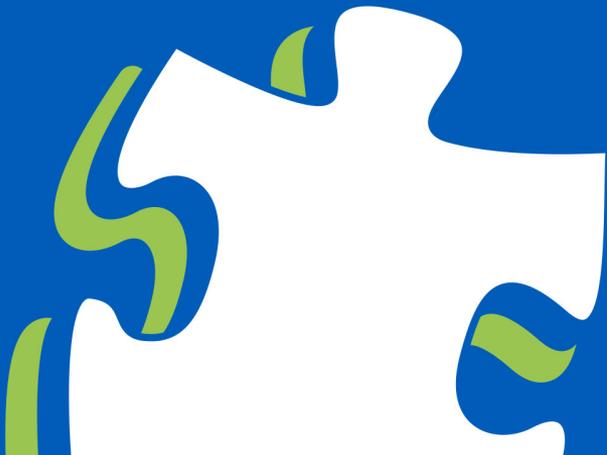


Get Nottinghamshire Connected “Bridging the Digital Divide”

Alexis Farrow
Head of Strategy and Transformation



Digital Exclusion Research

		Nottingham	Broxtowe	Rushcliffe	Gedling	Mansfield	Ashfield	Newark & Sherwood
Likelihood of overall digital exclusion		Medium	Low	Low	Low	Medium	Medium	Medium
Infrastructure (This metric is made up of two sets of data)	Percentage of households who do not receive broadband speed of at least 10 megabits per second	0.00% (exclusion unlikely)	0.00% (exclusion unlikely)	3.00% (exclusion possible)	1.00% (exclusion unlikely)	0.00% (exclusion unlikely)	1.00% (exclusion unlikely)	3.00% (exclusion possible)
	Percentage of household who do not receive 4G mobile data from all providers	1.30% (exclusion possible)	0.18% (exclusion unlikely)	21.44% (exclusion possible)	12.20% (exclusion possible)	4.52% (exclusion possible)	12.01% (exclusion possible)	28.28% (exclusion possible)
Offline	Percentage of adults who have not been online within the last 3 months	13.6% (exclusion likely)	11.3% (exclusion possible)	11.3% (exclusion possible)	11.3% (exclusion possible)	17.6% (exclusion likely)	17.6% (exclusion likely)	17.6% (exclusion likely)
Basic digital skills	Percentage of adults who have all five basic digital skills	79% (exclusion unlikely)	80% (exclusion unlikely)	81% (exclusion unlikely)	80% (exclusion unlikely)	77% (exclusion possible)	77% (exclusion possible)	77% (exclusion possible)
Basic digital skills used	Percentage of adults who have used all five basic digital skills in the last three months	41% (exclusion likely)	46% (exclusion unlikely)	48% (exclusion unlikely)	46% (exclusion unlikely)	44% (exclusion possible)	44% (exclusion possible)	45% (exclusion possible)
Age	Percentage of adults who are over the age of 65	11.6% (exclusion unlikely)	20.6% (exclusion possible)	20.7% (exclusion possible)	20.4% (exclusion possible)	18.7% (exclusion possible)	18.8% (exclusion possible)	21.4% (exclusion possible)
Education	Percentage of adults with no qualifications and/ or no level 1 qualifications	37.80% (exclusion possible)	36% (exclusion possible)	26.80% (exclusion unlikely)	37.30% (exclusion possible)	46.10% (exclusion likely)	47.80% (exclusion likely)	39.40% (exclusion possible)
Income	Average income per taxpayer	£19,800 (exclusion likely)	£22,200 (exclusion possible)	£26,700 (exclusion unlikely)	£22,500 (exclusion possible)	£19,700 (exclusion likely)	£20,600 (exclusion likely)	£22,800 (exclusion possible)
Health	Percentage of adults who have a long-term illness or disability	18.1% (exclusion possible)	18.8% (exclusion possible)	15.7% (exclusion possible)	19.3% (exclusion possible)	23.7% (exclusion likely)	22.5% (exclusion likely)	20.3% (exclusion possible)



Our vision



Digital Support Hubs

Working with local libraries to provide free training and support to Nottinghamshire's population, people can learn how to use digital devices through informal learning.



Your Digital Support Hub

Nottingham Central Library
every Wednesday
10am – 12pm

Free support to boost your digital confidence

Libraries  at the heart of your community

 Nottingham City Council

 CONNECTED
Nottinghamshire

Want to improve your digital skills?

Come along to your **Digital Support Hub**
First Monday of the month, 10am - 12pm
at Mansfield Central Library

Free support to boost your digital confidence



 Nottinghamshire County Council

delivered by

 Inspire
Culture | Learning | Libraries

 CONNECTED
Nottinghamshire



 CONNECTED
Nottinghamshire

Quotes from those supported



"I've been wanting to look at how to get the best use of my phone, downloading apps and other stuff for ages but I just needed someone with enough patience to show me how"



"I had no confidence using the gadgets I had, since coming to the hub I've got much better at using technology and my confidence and skills have grown"



"Get Nottinghamshire Connected were a life saver in helping me download the NHS App and making sure my identification was right to get registered"



"The hub offered a relaxing and friendly environment with all volunteers helping me every way they could"



"I can't believe how much my confidence has grown. I never thought I'd be where I am now, getting a data package and upgrading my contract so I can use my phone more wouldn't have been possible without help from the hub"



"I feel totally reassured, it's great what you're doing at the hubs and I'm going to tell all my friends who need support"



Digital Support pop-up shops

Adopting the approach of taking health to people not the other way around, looking at the best way to engage people with digital and health – who wouldn't normally take an interest.



Pop-Up Digital Support Hub
Bulwell Jobcentre
Friday 29th November 2019
10am - 12pm
Free support to boost your digital confidence



Pop-Up Digital Support Hub
Arnold Jobcentre
Tuesday 3rd December 2019
1pm - 3pm
Free support to boost your digital confidence



Pop-Up Digital Support Hub
on Thursday 12th December 2019
1pm - 3pm
at Loxley House Jobcentre
Free support to boost your digital confidence



Pop-Up Digital Support Hub
on Wednesday 18th December 2019
10am - 12pm
at Beeston Jobcentre
Free support to boost your digital confidence



Jobcentres, Community Groups, Pharmacy's, Leisure Centres and Community Events



Digital Ambassador Network

In order to make significant change, we have to support the up-skilling of the NHS workforce.

- We looked for individuals passionate about championing digital services across our workforce and to patients
- Their aim is to promote what digital information and services are available to improve experience of the NHS and help people manage their health and wellbeing digitally.



Then this happened.....

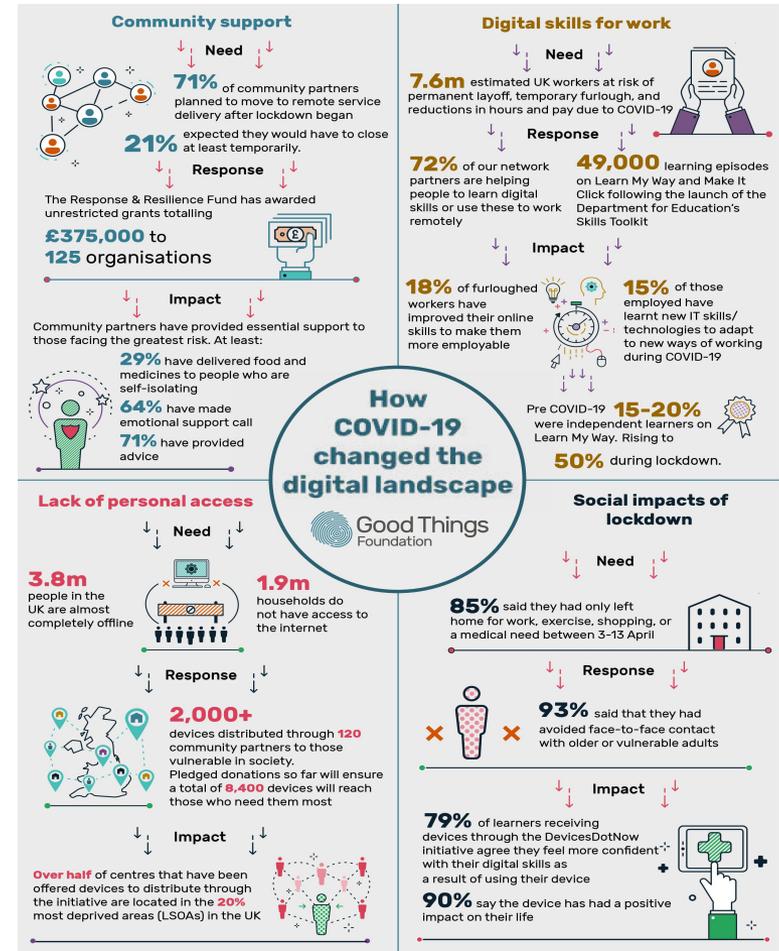


Widespread Coronavirus Impact

Coronavirus (COVID-19) has changed the world significantly.

Digital instantly became a universal need, and those without it were the hardest hit.

Lockdown exposed the areas of digital exclusion more clearly than ever before, digital and data poverty surfaced as a clear and acute need for the most vulnerable in society.



Digital Support Line



Get Nottinghamshire
CONNECTED

"The Support Line have been so helpful in taking me through a process that I wouldn't have wanted to go through on my own, without the support I would have got perplexed. Talking it through with someone and them being there making work made a real difference. Thanks"

- Margaret



Get Nottinghamshire
CONNECTED

"I only heard about Get Nottinghamshire Connected a few days ago and you've been able to help me so quickly, incredible, thank you so much for your time"

- Brenda Punter

Get Nottinghamshire
CONNECTED

"Thank you so much. Without your help I wouldn't have been able to register, I would have got in a panic"

- Lesley



CONNECTED
Nottinghamshire

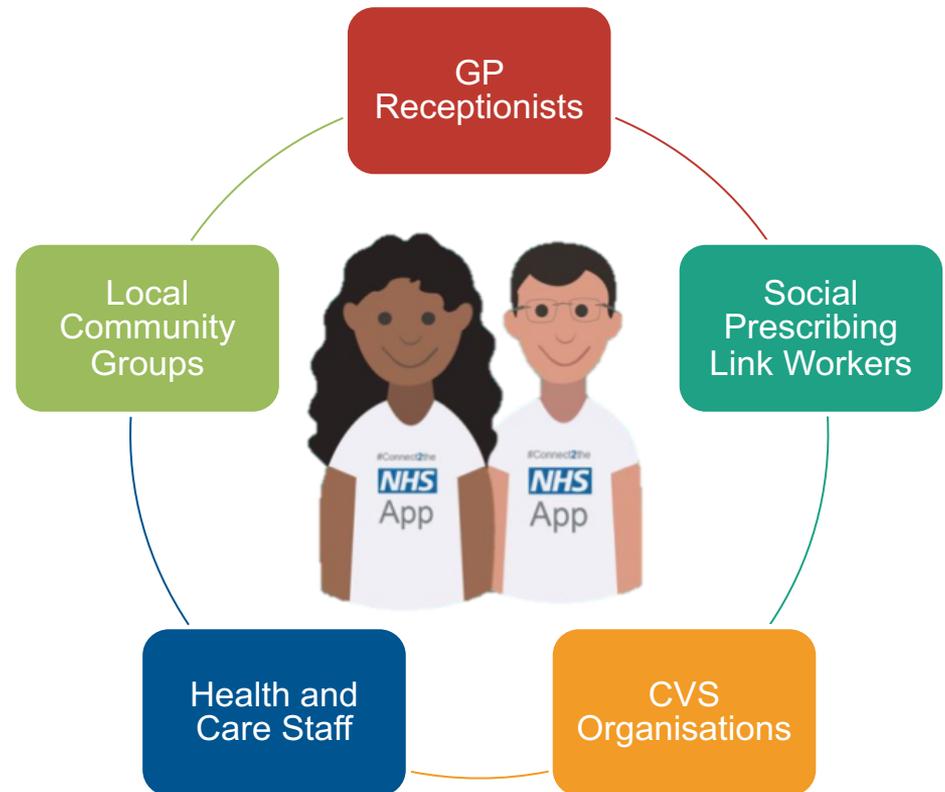
Tablet Lending Scheme

- Our tablet lending scheme supports organisations and groups to give people internet access, helping them to understand the positive changes that can be made to their lives through being online.
- We have iPads available for organisations/ and groups to borrow to discover new ways of working to bridge the gap between those offline and those online.



Digital Champion Expansion

- The best people to help those who are digitally excluded are those who are already supporting them in other aspects of their daily lives. People need trusted, familiar faces who offer the right support at the right time.



CVS Collaboration

Building on our current schemes through working in collaboration with Community and Voluntary Sector Organisations to ensure sustainability of the programme.

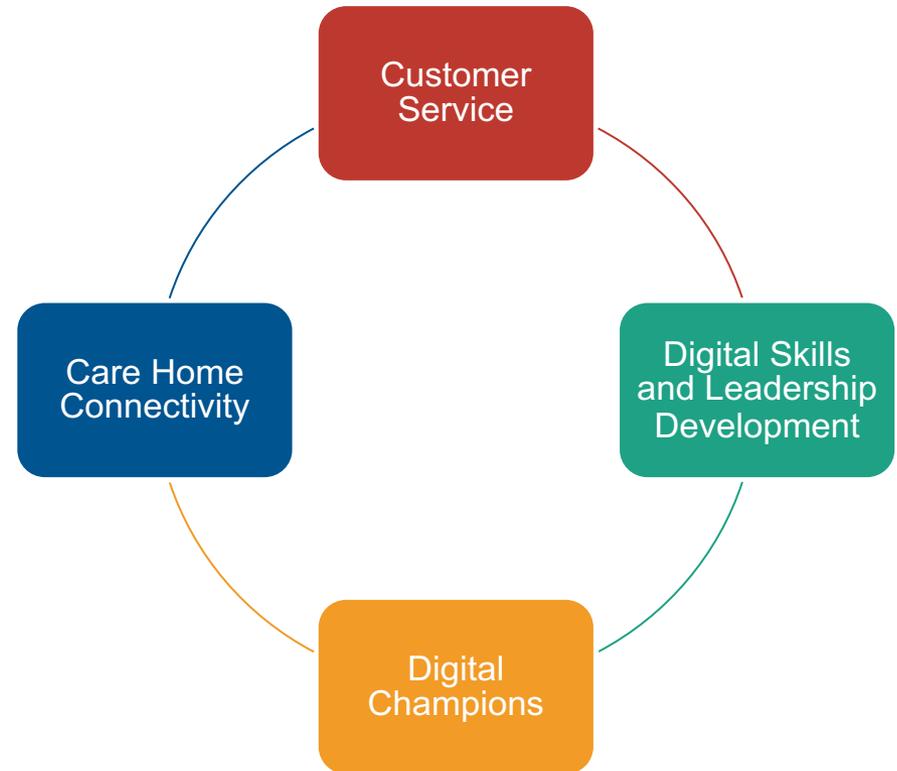
CVS Collaboration focuses on offering grants to CVS Organisations who are already supporting excluded people in their local community, and want to start tackling the digital divide by embedding digital skills training and support into the great work they are already doing.

Ashfield Voluntary Action (AVA) are amongst the first CVS Organisations to participate in the scheme.



Workforce Digital Skills Development

- NHS organisations are one of the largest employers of people across Nottingham and Nottinghamshire.
- Health and care staff don't always have knowledge and confidence in using digital health resources themselves.
- We recognised that supporting our employees to develop their digital skills, knowledge and increase personal growth is vital across the whole system.
- Put together a digital ready workforce programme to upgrade the knowledge, skills and competencies of our workforce, in order to support growth and encourage development by providing employees with the skills they require to thrive in a digital workplace.



Digital Support Hubs & Pop-Up Hubs



Static Digital Support Hubs have been held at Nottingham and Mansfield Central Libraries

People Supported



People have been able to improve their skills and/ or confidence through in-depth support via our Digital Inclusion schemes

Digital Champions Recruited



Members of our workforce have been trained as Digital Champions and are now part of our Digital Ambassador Network

Digital Support Line Calls received



Calls have been received and dealt with successfully since the support line launched

People Engaged



People have been engaged with through awareness raising of the NHS App, Nottinghamshire's PHR and Digital Inclusion schemes

Engagement Events Attended



Engagement Events/ meetings have been attended across the community to promote the NHS App and Digital Inclusion schemes

Details

- alexis.farrow@nhs.net
- <https://www.nottsnhsapp.nhs.uk/get-notts-connected/>
- Twitter: @getnottsconnect

