



Life after lockdown: what next for digital skills support?

Tuesday 18 May 2021



A bit of housekeeping

- ✓ Do keep your video on if you can
- ✓ Everyone will be muted at the start
- ✓ Pop any questions in the chat as we go along and we'll be picking those up regularly throughout
- ✓ If you have a technical issue please put it in the chat
- ✓ We are recording this
- ✓ We'll be sharing the slides and notes afterwards

Joining us today



Sorrel Parsons

Digital Advisor and Training
Manager, Superhighways



Philippa Leary

Digital Advisor and Connected
Kingston Lead Trainer,
Superhighways

Digital learning and skills through Digital Champions



25 years of digital inclusion through skills

The only organisation that specialises in Digital Champion training and support

At our heart is our award-winning Digital Champions Network:

- Used by hundreds of organisations in the UK
- Combines training and development with project management tools.

Burning questions

Should volunteers who provide remote support have a DBS?

How can we maintain the momentum, and prevent people going back to the 'old' ways?

Where do we as an organisation start?

We match volunteers to learners, how do we do this safely, can we ask about vaccine status, testing, following rules?

How do we ensure no one is excluded?

How will we make our customers feel safe?

How to return to face to face sessions?

Tips to make teaching beginners online more interactive/interesting (e.g. screen-share, games) & less passive screen-watching.

Will there still be social distancing and masks when we move indoors?

Interested to hear other people's ideas.

Lots of participants keen to return to in-person sessions, but majority of volunteers want to stick to remote delivery.

Capacity for staff to do this safely and meet demand as well reach out to new people who have been left behind?

Will our best option be to provide an online and face to face service for our users?

Whilst some people are raring to go after restrictions end, others feel more daunted by the return to 'normal'.



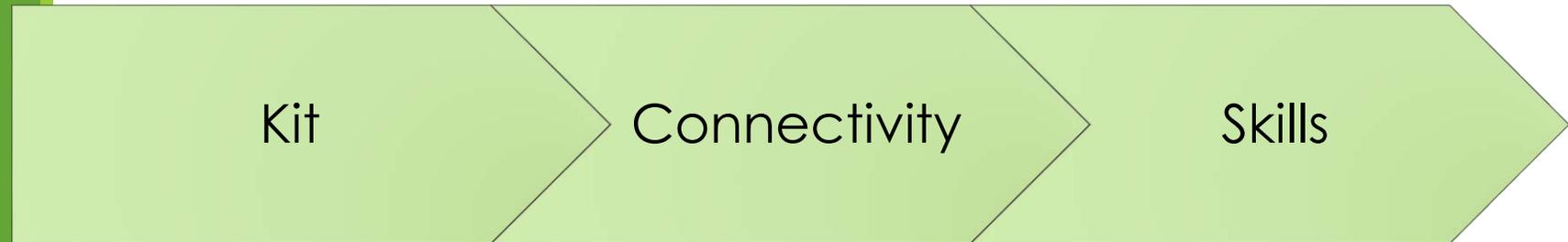
Prepare to be flexible

**It will take
time to
readjust**

**Covid
highlighted
the urgency
of digital
inclusion...**

Being online became essential

- Staying safe
- Staying connected
- Staying informed



And forced organisations to think differently

Tablet loan schemes

Remote support

Telephone helplines

Tools and training for DCs

Safeguarding

Reaching learners

A silver lining for getting digital

The number of homes **without internet access has fallen** from 11% to 6%. *Ofcom*

People have become braver and bolder with technology

Organisations experienced rapid digital transformation





superhighways

harnessing technology for community benefit

Life Beyond Lockdown

How charities have adapted during Covid and beyond....



THURSDAY 22 APRIL

Green Drinks: Earth Day Special

When & Where: 7.30 -



On 22 April, join Sustain
Champions and support
Green Drinks to celeb



Merton CIL - About Craftivism & C



At Merton CIL, we run a monthly
group called Craftivism and Chat.

0:08 / 3:01

YouTube



Tales from The Train Shed We run a



Centre 70 @Centre70 · Apr 21

Did you know, if you're on a low income you could be entitled to 50% off your annual water bill?

Join us TODAY for a short workshop to find out if you're entitled and how to apply:

Friday 10.30am
us02web.zoom.us/j/87895229286
Meeting ID: 878 9522 9286

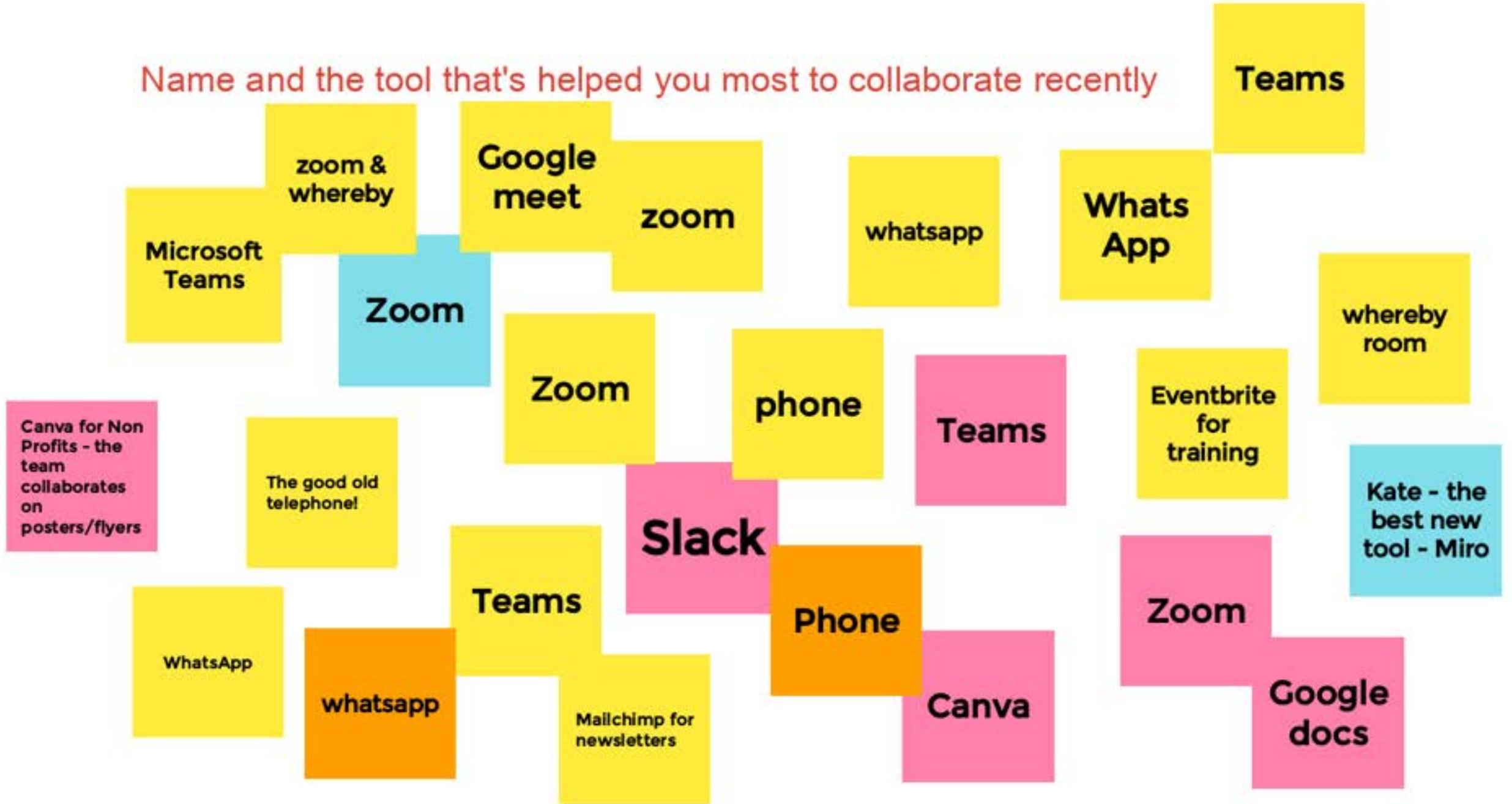


Learning tools faster than our broadband speeds...

- Teams
 - Google Meet
 - Zoom
 - Whereby
 - Landline groups
- ...and so many more.



Name and the tool that's helped you most to collaborate recently



Forming closer relationships

“using something like Teams, or others, where you can just literally send a message from your phone almost like a text...it's meant that there's been a greater family dynamic for our members.

So they feel more comfortable and contact us, say myself or my the other trustee members, to come forward with any problems”



They moved spaces and places

- Move to the cloud
- Working from home
- New equipment



Collected information that counts

Food Hub Collection Form

Food Project Name *

Please select >

Has your project collected food from The Food Hub this week?

Please select >

Your Food Service This Week

Please select which week you are reporting data for *



Asked people to “Say what you see”



Devices



Conversations



Connections

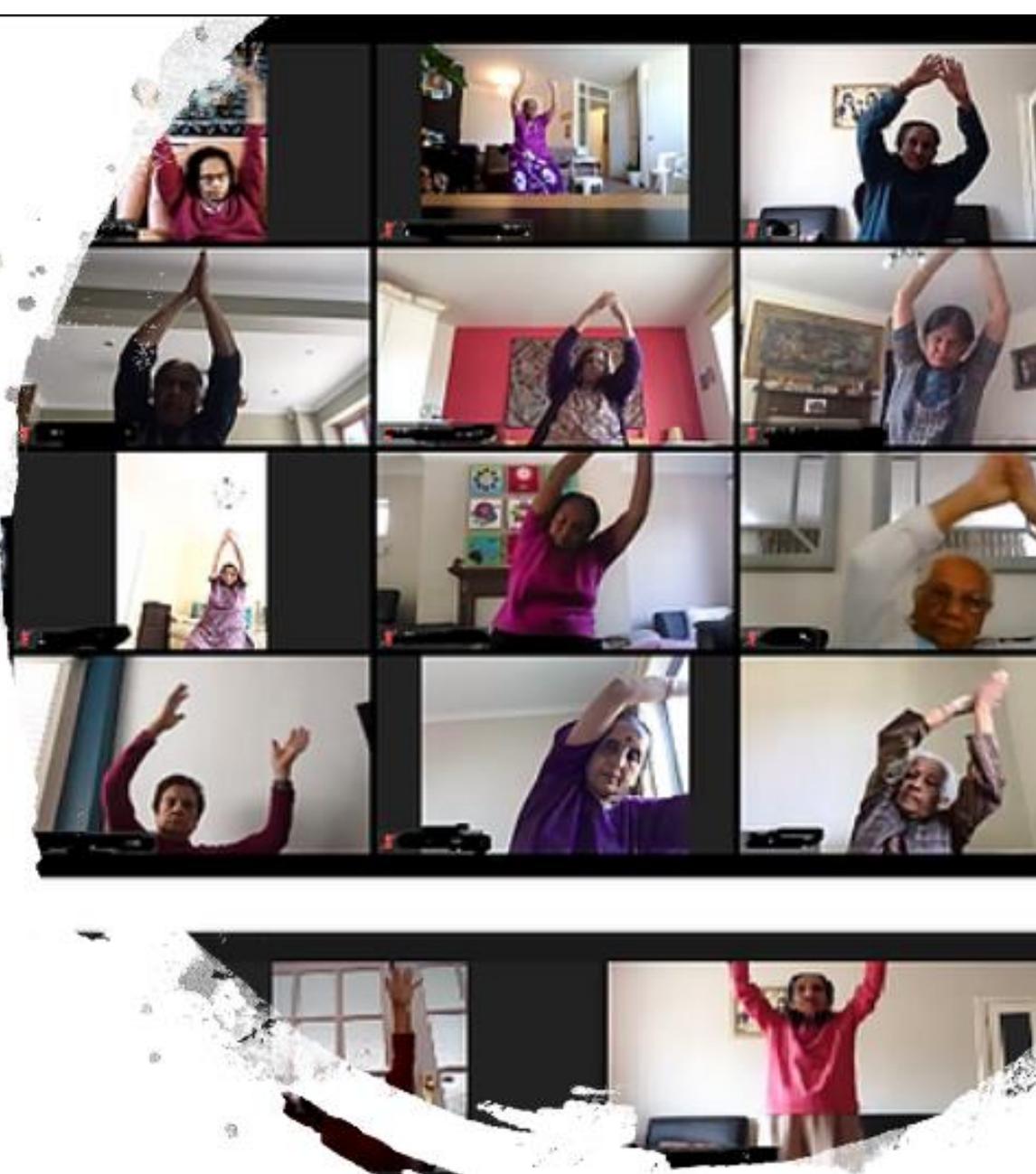


Milaap

"We are providing essential digital skills training to our elderly service users."

"By acquiring these skills, they are now about to join video meetings; stay physically fit by joining online exercise classes; surf the internet to find resources and information; and most importantly take part in various online activities which help them cope mentally during this unfortunate crisis."

Sheetal Shettigar, Manager



Digital inclusion survey snapshot

19 organisations saw themselves playing a role in enabling service users / communities to be more digitally

16 organisations reported their staff and volunteers need help to embed digital support within their programmes / activities for service users / their communities (only 4 saying No)

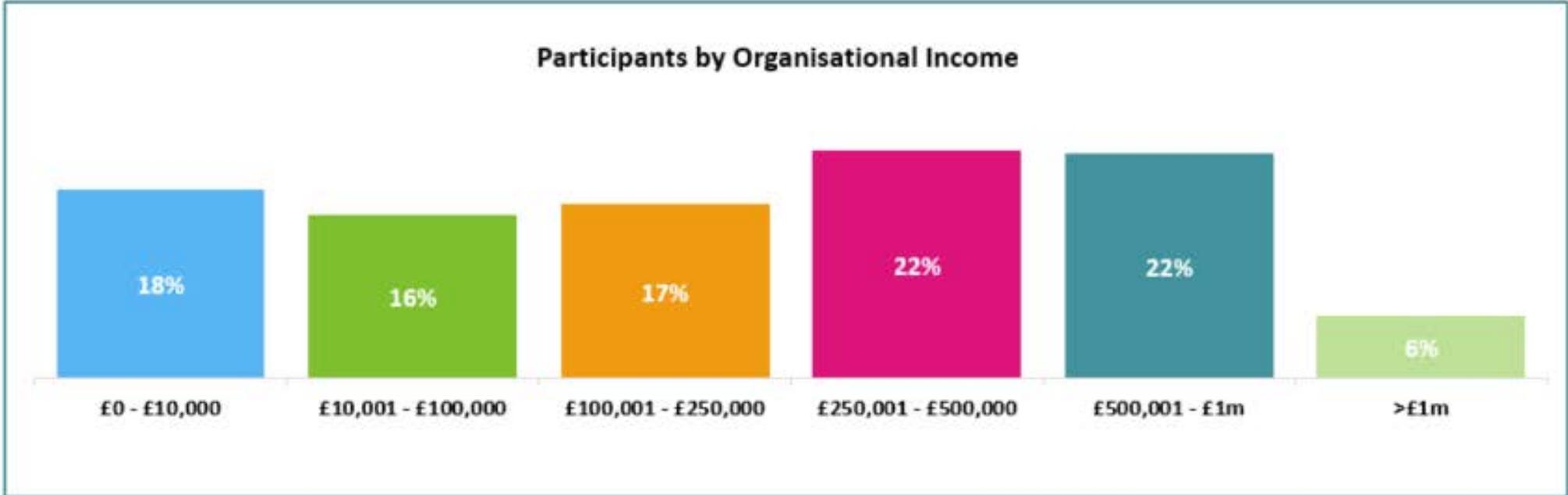
16 respondents said they'd be interested in joining a network of like-minded organisations tackling digital inclusion in the borough (with a further 7 unsure at this stage)



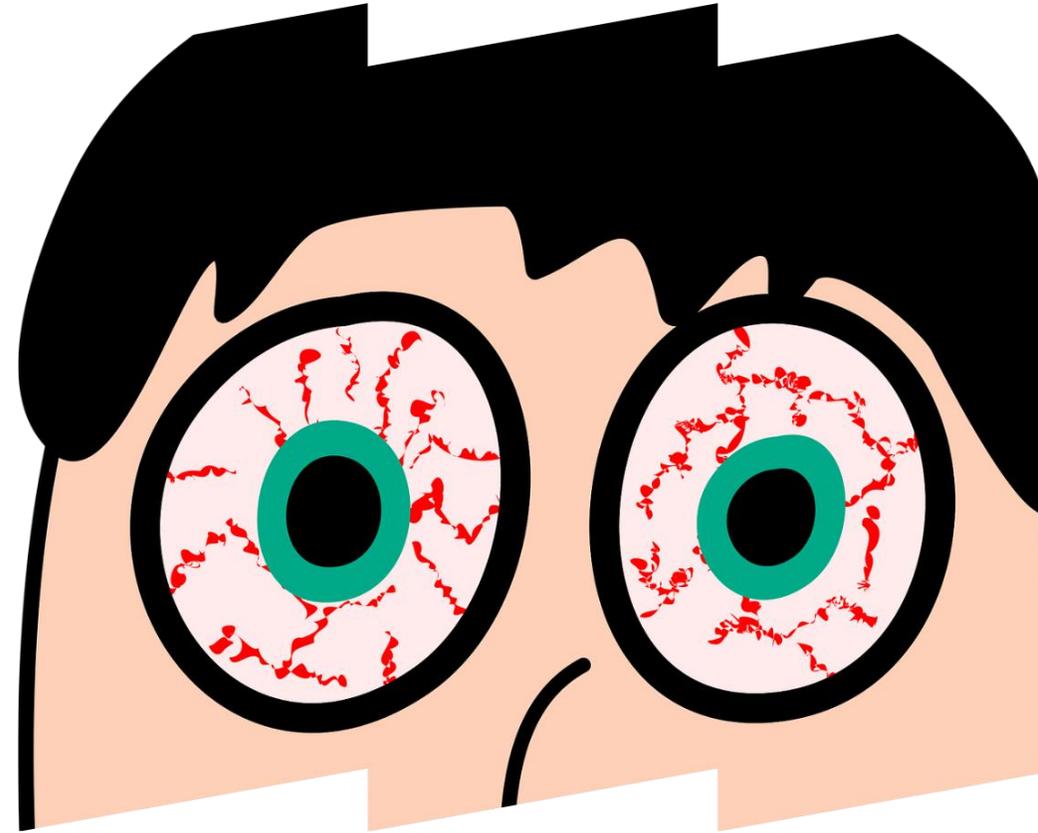
Digital support in a pandemic

(less than 6 months)

Participants	Unique organisations	Training sessions	Ask an Expert sessions	Delivery hours
352	151	32	57	142



The experience of digital transformation



Looking ahead...

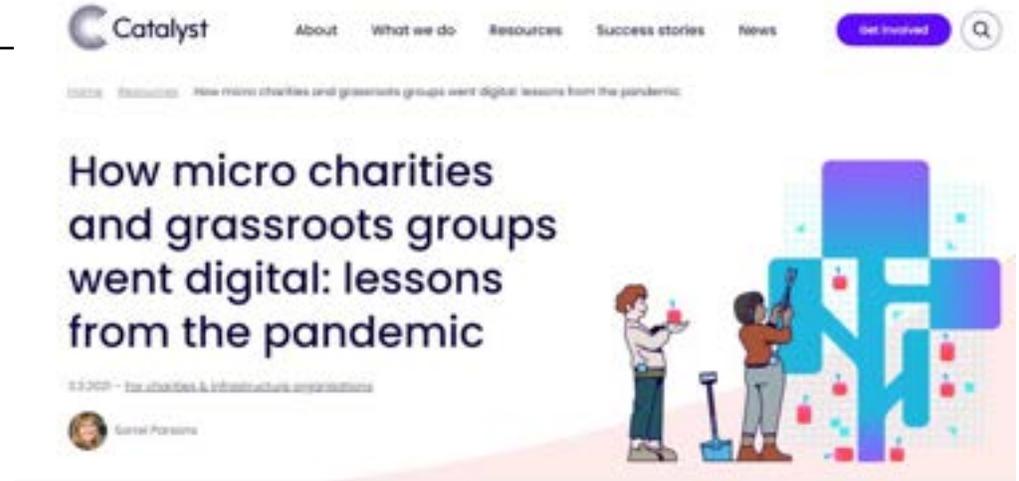


December 2020

Wed, 12/9 - 5:50 PM
Clare NLCF Roundtable
1:04:05

Fri, 12/4 - 5:13 PM
NLCF Philippa breakout
1:04:09

Thu, 12/3 - 4:13 PM
NLCF Sorrel breakout and why Superhighways
1:05:25



Themes, quantifying and sentiment analysis

- Consultation meeting with Director, Digital Third Sector Transformation at The Scottish Government

What does the future bring?

40%

of employers said they expect more than half their workforce to work regularly from home





We're also just about to launch a peer support group, which is online as well, which is good because then people can come from nationally, really wherever they are, which is really important for us





we now offer everything online, as well as face to face, and we'll keep that moving forward.

Because some disabled people that can't get out some mornings, they're still able to get involved in events, whereas before, if they weren't able to go, they would have missed out on our face to face event



What do you do?

What technology needs might you have returning to an office or face to face space?



Answers in chat...

What do you do?

You're rethinking your policies and procedures in light of what you've learned about digital and more during the pandemic.

What do you need to tackle or amend?



Answers in chat...

Rethinking...

- The tech we use (and are used to)
 - Spaces – again!
 - Teamwork
 - Processes
 - Funding
 - People and skills
 - Governance
 - Wellbeing
- and more...



Final thought...

“

when the pandemic started, we set up a whole new service in three days from covering the website, telephone lines, volunteers onboard, the whole nine yards, in three days....we could probably do it in two next time!

”

We've got this...





So, where do
we all go
from here?

Remote support isn't easy

Safeguarding

Training

Tools

Reaching learners

But it is an opportunity to engage more people

For some, remote support has worked better than face to face

Learners

- Housebound
- Physical health
- Mental health
- Travel and time

Digital Champions

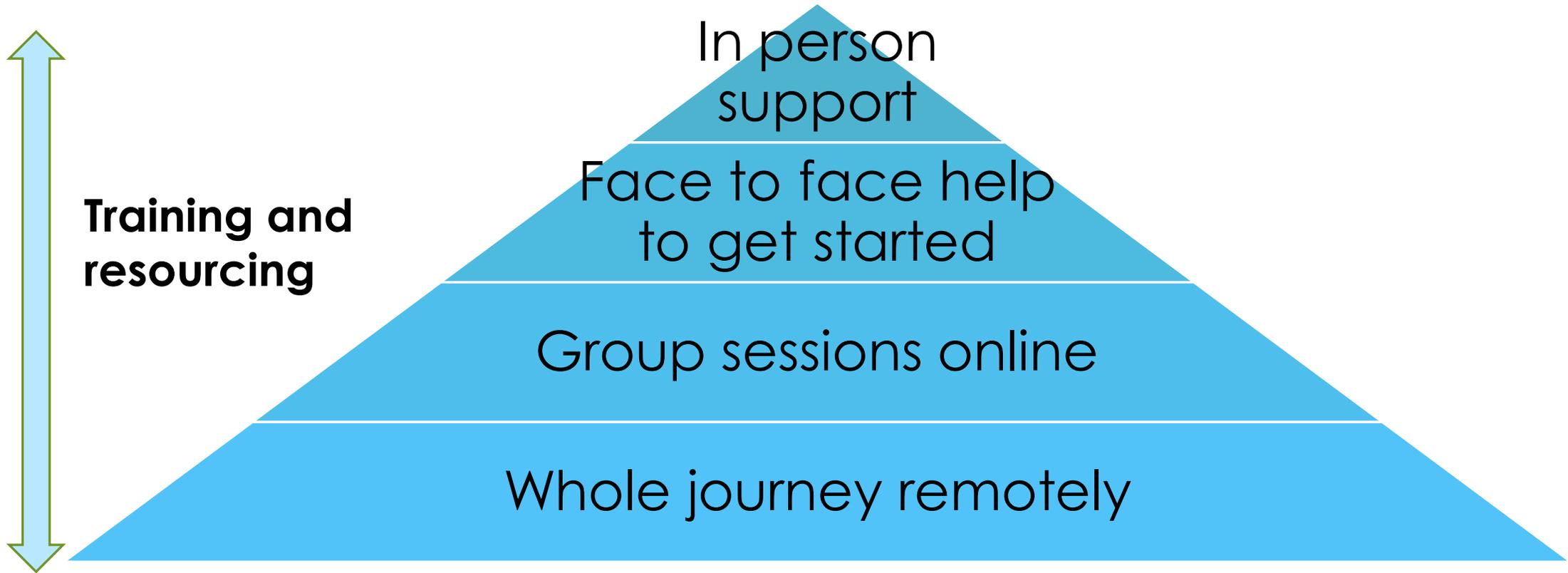
- Geography
- Travel and time
- Physical and mental health

1 in 2 (53%) consider remote support as a **permanent** way to help others with digital skills



Face to face will require a fresh approach too

- Pre-booked sessions
- Bring your own device
- Spacing around tables / between Champion and learner
- Keeping seated at all times
- One-way systems
- Regular sanitisation



The future is blended

The trick will be to remain agile



What can everyone manage?

The learner

The Digital Champion

The organisation



Preparedness for the future



Some useful resources

Citizens Online

- [Running tablet loan schemes 101](#)

DigiSafe

- [A step-by-step digital safeguarding guide, for charities taking services online](#)

Digital Unite

- [Recent webinars: Safeguarding, Older People and Using Zoom.](#)
- [How to help others as a remote Digital Champion](#)
- [10 Top Tips on keeping remote support Safe](#)
- [A guide to Zoom breakout rooms](#)

Health and Safety Executive

- [Risk assessment - Working safely during the coronavirus \(COVID-19\) pandemic](#)

Charity Skills Report 2021

If you work for a charity or a non-profit organisation based in the UK, do take some time to complete this year's Charity Skills Report.

It's an annual survey on the state of digital skills across the sector and explores funding and support needs, strengthening the case for investment.

The survey closes on 31st May - <https://www.surveymonkey.co.uk/r/charitydigital2021>



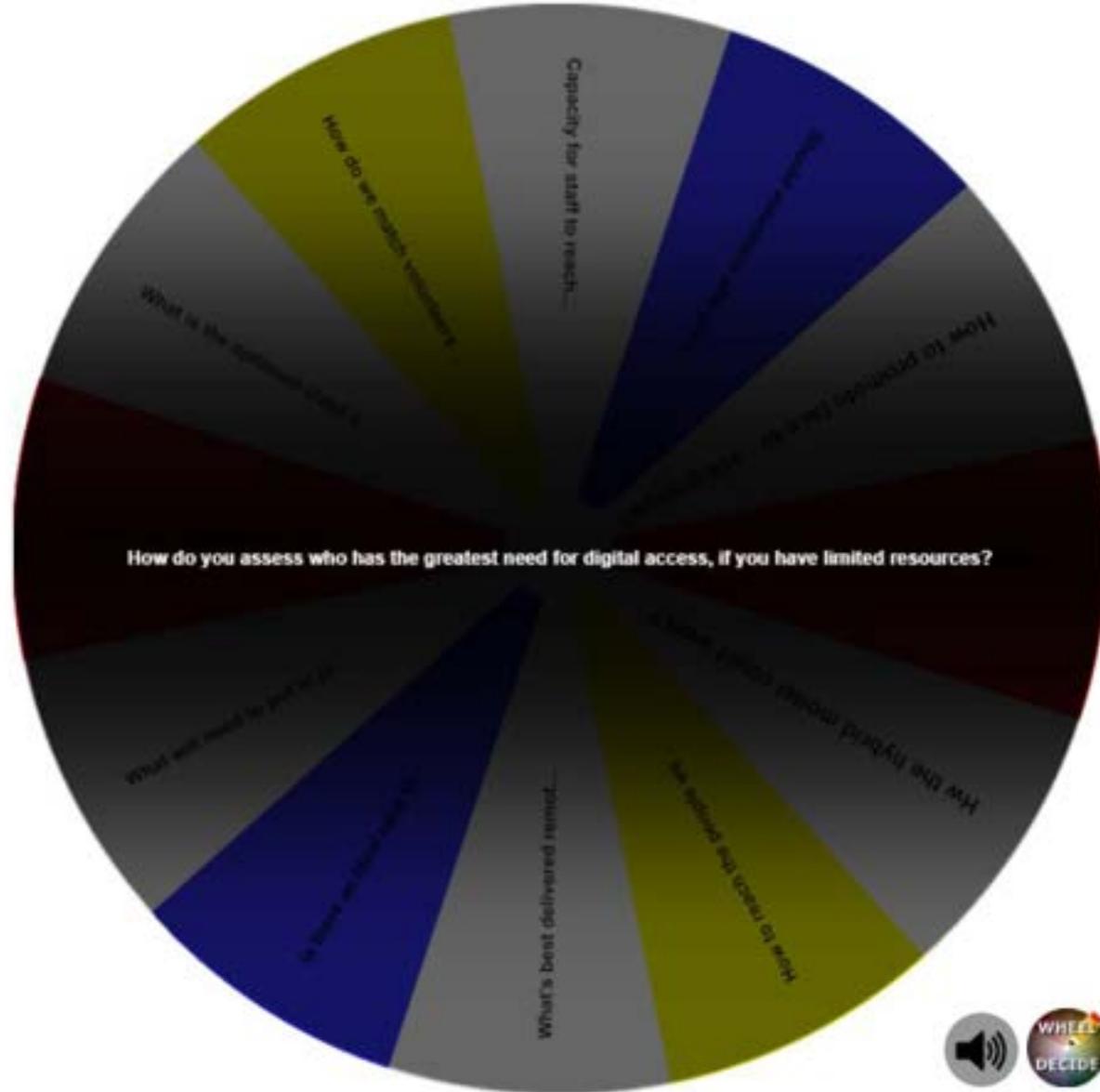
A quick poll

So, has this webinar got the cogs turning? How do you feel now about the future of digital skills support? Do you think a blended approach is the way forwards? Tell us what you're thinking. (Tick as many as apply)



- The session has sparked new ideas
- I'll be sharing what I've learnt today with others
- I'm keen to explore blended digital skills support
- Providing blended digital skills support still feels tricky to me
- I could do with more advice about providing digital skills support beyond Covid
- I have a clear idea of what we'll do next
- I think there are lots of opportunities with blended support
- Digital skills support feels more challenging than ever

Let's play Wheel Decide....



Time for questions

www.digitalunite.com





Thank you for coming

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We'd love to know what you thought about today's session

