



Cumbria Digital Inclusion Network

Minutes from the meeting 26th June 2024.

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Brief overview of issues covered

Firstly, thank you to everyone for showing their support and interest in a coordinated effort with Digital Inclusion in the area! 😊

Need for a strategic lead from Cumberland Council on Digital Inclusion in terms of 'devices, connectivity and skills support'.

Let's Get Digital project is trying to map out where 'digital support/drop-ins' are being held (currently the map only includes West Cumbria) see attachment – NB this is a draft for information only and not for public display/use.

Laura Rutter through Bedrock Basics would like to explore more support sessions for staff/vols running voluntary & community sector organisations around Digital issues that will build their capacity e.g. Staying safe online. This could include staff who run village halls.

Exploring further locations around the county for Digital skills/championing support. Healthwatch have trialled a Carlisle 'Listening Café' this may be rolled out further across the county and could include a Digital support element.

Liz Nichol, with her 'Panel' having prioritised 'accessibility and connectivity', is looking at villages/areas not currently supported with digital skills and/or connectivity in South Cumberland, and will work with Sarah & Pat to explore venues and ways to run sessions.

Libraries are trying to do more with regards to identifying how and when digital support sessions can be run, including training more of their staff as Digital Champions

A suggestion for 'awareness days' around digital themes e.g. Safety Online. This could be useful in terms of promoting support sessions/where people go as & when they want to seek help. It was felt, people often only seek help when they need it, and need support with 'their' specific device, so bookable sessions, or regular drop-ins (like AbilityNet run) are the best way to support learners.

Connectivity

It would be good to get an update on how this affects people's access. GetBox have some 'wifi devices' that run off mobile phone sims allowing several devices to connect to the wifi. These could be dispersed to some village halls/small community groups (and individuals). Sarah to organise a presentation by Jangala (GetBox creators) at the next meeting.

Libraries currently provide 2hrs free wifi per day, plus people can obtain data (sim cards) from the 3 main libraries (these can be sent out to other libraries in the area), it isn't currently means tested but is aimed at those struggling.

Actions:

Sarah to circulate meeting notes and the next meeting for September

Attendees to please update on this meeting at Thriving Communities / Food & Financial Resilience (to keep those interested parties in the loop)

Sarah to continue approaching Cumberland Council to seek the right senior officer to be involved

Sarah to get Jangala (GetBox creators) to present at next meeting

Pat/Sarah to contact Lorraine from ACTion Cumbria about this meeting and ambitions

Laura to explore further 'Digital Capacity Building' sessions with staff in the Voluntary/Community orgs

Sally to identify staff/vols at Healthwatch to train as Digital Champions and explore the listening café opportunities

Liz to continue exploring digital skill session options in her patch

Thank You everyone for your attendance and support!

Attendees:

Sarah Jewell, Digital Unite – Lets Get Digital West Cumbria

Pat Maskell, AbilityNet Cumbria

Laura Rutter, CVS – Bedrock Basics Project

Sally Thoburn, Healthwatch Cumberland

Liz Nichol, Cumberland Council – CDO for South Cumberland (Frizzington to Millom)

Caroline Parry-Jones & Emma Bragg, The Oval Centre, Salterbeck – Riverside Housing

Helen, Cumberland Council – Allerdale Libraries

Apologies:

Julie Friend, Cumberland Council – Social Inclusion and Housing Team Lead

Joanna Coleman, Cumberland Council - Public Health Locality Manager, Carlisle

Helen Moffat, Citizens Advice, Allerdale

Rachel Atkinson, Cumberland Council – Allerdale Libraries

Tammy Yates, Castles & Coasts Housing

Recorded version (broken into smaller watchable chapters):

<https://www.loom.com/share/b238ff47bede4068b529cd5fd9c220f0?sid=6d99e176-dfaf-4af6-bf46-0573c1b3e58d>