



Digital Unite

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# Connecting Communities: How to support and celebrate your Digital Champions

Wednesday 25<sup>th</sup> March

11am to 1230pm

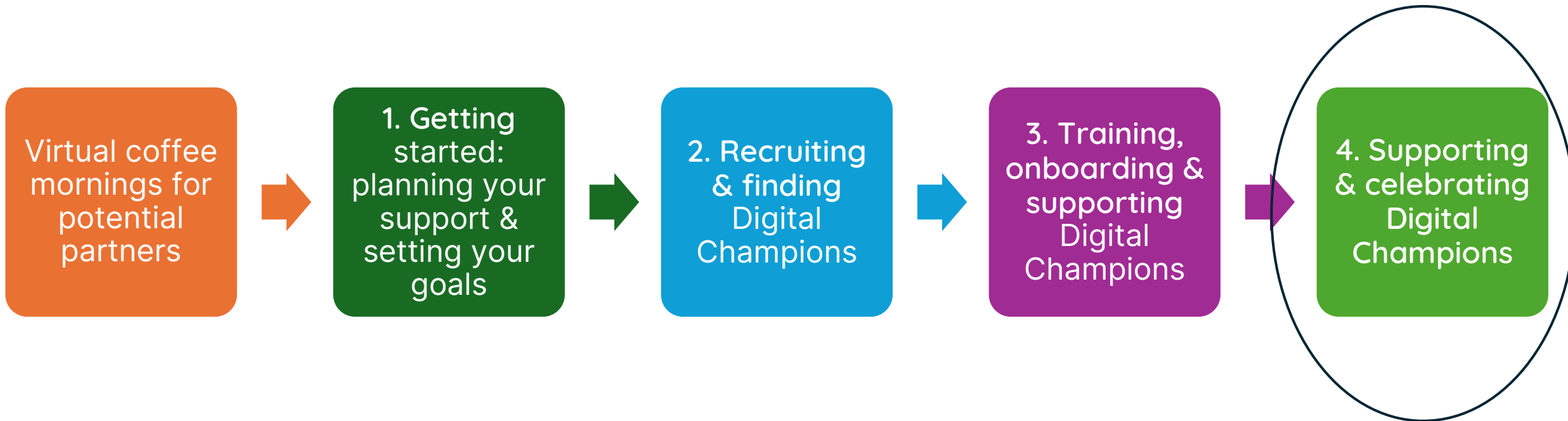


# Housekeeping

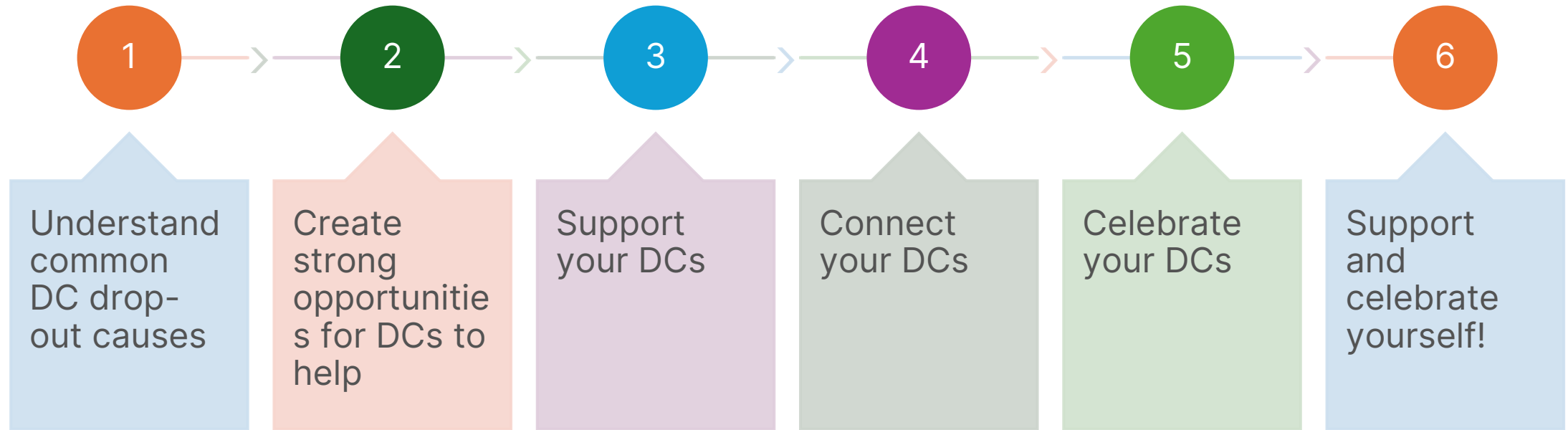
- Session timings
- Please have your camera on where possible
- We are recording the webinar and will share only with those involved in this project
- We will share the slides after the session
- You can activate the closed captions 
- Q & A – do ask questions along the way and my colleagues will be watching the 'chat' function too.



# How this project fits together



# Today's session: supporting and celebrating Digital Champions



## Why do Digital Champions sometimes drop out?



Lack of opportunities to support people

Mismatch between opportunity and Champion preferences (e.g. distance, setting, level of support needed)

Emotional load from supporting residents with complex or slow-moving digital needs

Lack of connection to a peer network or coordinator support

Volunteers feel undervalued or “invisible” without recognition or feedback loops

Life changes or unexpected demands



## Creating strong opportunities for DCs to help

- **Find learners where they already are:** go to familiar, trusted community spaces
  - Libraries and community hubs
  - Health settings (GP surgeries, pharmacies)
  - Housing association offices or communal spaces
  - Community centres, faith venues and food banks
  - Job centres and employability services
  - Existing groups (coffee mornings, lunch clubs, ESOL classes, parent groups)
- **Offer a mix of sessions:** combine informal drop-ins with bookable appointments
- **Offer a range of geographic locations:** convenience matters!
- **Promote consistently:** use simple, local channels to build awareness over time
- **Work with local partners:** organisations may have space or people who need helping but no Champions
- **Involve your Champions:** they often have ideas, networks and local insight

# Supporting your Champions: the early days

- **Offer one-to-one onboarding** with a named contact to build early trust
- **Be clear:** set expectations together and keep it flexible
- **Remember practicalities:** make sure Champions know who to contact and how to get help
- **Encourage completion** of DC training: builds confidence from the start
- **Recognise their role:** lanyards or digital badges can boost confidence and sense of purpose



# Ongoing support

- **Keep matching opportunities carefully:** consider distance, skills and interests
- **Stay flexible:** respond to life changes and keep the door open if people need to take a break for a while
- **Check in regularly:** short, supportive messages go a long way
- **Encourage ongoing learning** using the Digital Champions Network but other ideas include 'show and tell'
- **Capture and learn:** use what's happening to improve your project, recognise impact and strengthen future support



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# What to expect?

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## Support from Clarion Futures Digital team

- Expenses reimbursement (Clarion and community partner placements)
- Access to the wider Clarion Futures offer if applicable
- Invitation to events and learning sessions
- DC Drop-ins & Newsletters
- DC Rewards

## Membership of the Digital Champions Network

- Training & Development
  - Training modules CPD Accredited
  - Downloadable Record of Achievement- captures courses completed, learners helped and hours volunteered.
  - Peer support- online networking/Meet-ups and forum
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# Digital Champion Community

## Clarion Futures

On the 15th of each month, you can join our Digital Champion Mentors from 11am – 11.45am to ask questions, meet your fellow DC's and share top tips and reminders for your role!

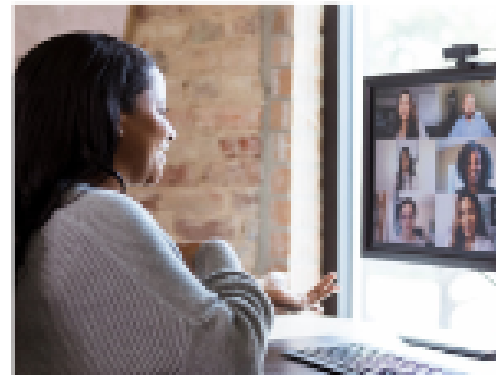
Join Zoom Meeting

<https://us05web.zoom.us/j/89010958868?pwd=adHewb60FBbpBNkVfj784lpmtsyt5.1>

Meeting ID: 890 1095 8868

Passcode: 5SLA16

You will also receive a quarterly newsletter from the Clarion Futures Digital Support Team



## Digital Unite

Digital Unite run drops in on Zoom to support you to get the most of the Digital Champions Network. These run on the last **Monday of the month, 12:30-1pm.**

They also run **monthly online**

**Meetups** for Champions to come together and meet others, share experiences and extend your own learning. These have a topic or theme. You can find out more here: [Digital Champion Webinars & Meetups](#)

You will also receive a monthly news email from Digital Unite.

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# Digital Champion Rewards

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To help recognise the time and hard work DCs dedicate to Clarion Futures and our partners as volunteers, we recently introduced our **Digital Champion Rewards Programme**.

Awarded at 6-month intervals in April & October, we will use the learner tally to calculate a voucher amount.

DCs can also access digital devices via our loan scheme.

Number of Sessions	Voucher Value (£)	Devices
1 - 4	n/a	n/a
5 - 9	n/a	Access to a tablet/laptop and or smartspeaker needed to support learners
10 - 15	20	Access to a tablet/laptop and or smartspeaker needed to support learners
16 - 24	30	Access to a tablet/laptop and or smartspeaker needed to support learners
25 - 29	40	Access to a tablet/laptop and or smartspeaker needed to support learners

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# Clarion Futures



## 5 minute break

Next up: we'll look  
at how to connect  
and celebrate your  
Digital Champions



## Connect your Champions with each other



Create closed group chats



Setting up a buddy system



Hold in-person or online volunteer meetings



Host quizzes and social activities



Organise a group walk or picnic



Host coffee mornings or drop-in sessions



Organise feedback, evaluation and planning sessions that your volunteers can be involved in.



*“We’ve been really keen to make our Digital Champions feel they are part of a team and a much wider programme which is where our involvement in the Digital Champions Network has been very helpful. All of our DCs now have branded t-shirts which they wear when helping learners. We also created big banners which we place outside our venues to invite people into our sessions. Our DCs are connected through an online group and we organise things through a central Digital Champions calendar.”*

# Celebrate your Champions

- Celebrate **small wins**
- **Say thank you in meaningful ways:** think beyond a quick “thanks” – what recognition is in place?
- **Make their impact visible:** share what your Champions are doing so others understand the difference they’re making
- **Celebrate publicly and locally:** newsletters, social media, events and partner shout-outs
- **Use built-in rewards** (e.g. Digital Champions Network): certificates, CPD certification and milestones
- **Support their personal goals:** encourage Champions to use achievements in ways that benefit them (e.g. sharing certificates on LinkedIn when job-seeking)
- **Invest in them for the long term:** ongoing learning, opportunities and pathways to grow



# Take care of yourself!

- **Be realistic about your capacity:** start small and build at a pace that works for you
- **Put support in place for yourself:** connect with peers, partners or your organisation for advice and backup
- **Set clear, achievable goals:** focus on what success looks like in your context
- **Keep simple records:** track activity, outcomes and stories so you can see your impact
- **Recognise your own achievements:** take time to reflect, celebrate progress and share your successes

# Next steps

- Feedback form [<https://www.digitalunite.com/form/session-2-wla-recruitment-feedba>] – this is how we will track people so please do complete so you can be awarded CPD accreditation
- Online resources area: launched tomorrow!
- Register your interest in free Digital Champions Network training for your Champions.
- Any questions: Contact Lucy [dunni@ealing.gov.uk](mailto:dunni@ealing.gov.uk) or Harriet [harriet.hungerford@digitalunite.com](mailto:harriet.hungerford@digitalunite.com)
- .... And thank you!

