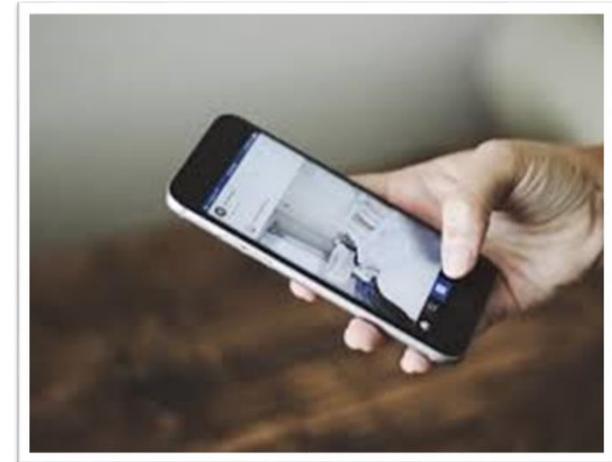# People in Partnership

Resource Guide - Digital Inclusion in East Sussex

Since August 2020, People in Partnership have been facilitating conversations with its partners and East Sussex mental health service providers to explore how we can support more people to get online, and stay online.

The [Lloyds Bank annual UK Consumer Digital Index](#) stated that in 2019 '*11.9 million people did not have the digital skills needed for everyday life in the UK'*. We recognise that since this time the COVID pandemic (and resulting public health actions) may well have resulted in more members of our community being isolated.

❖ Are you struggling to support someone to get online and/ or use devices?
❖ Would you like to develop your own skills and improve your confidence so that you can support others?
❖ Does your service or organisation need support to enable you and your staff to facilitate, and/ or improve, virtual/ digital care pathways?

People in Partnership have created this document to provide East Sussex with some guidance on local Digital Inclusion services and support.

If you have any suggestions and/ or comments, please call us on 01323 340151 (Main Office) or email us via: peopleinpartnership@southdown.org. We hope you find this guide useful.

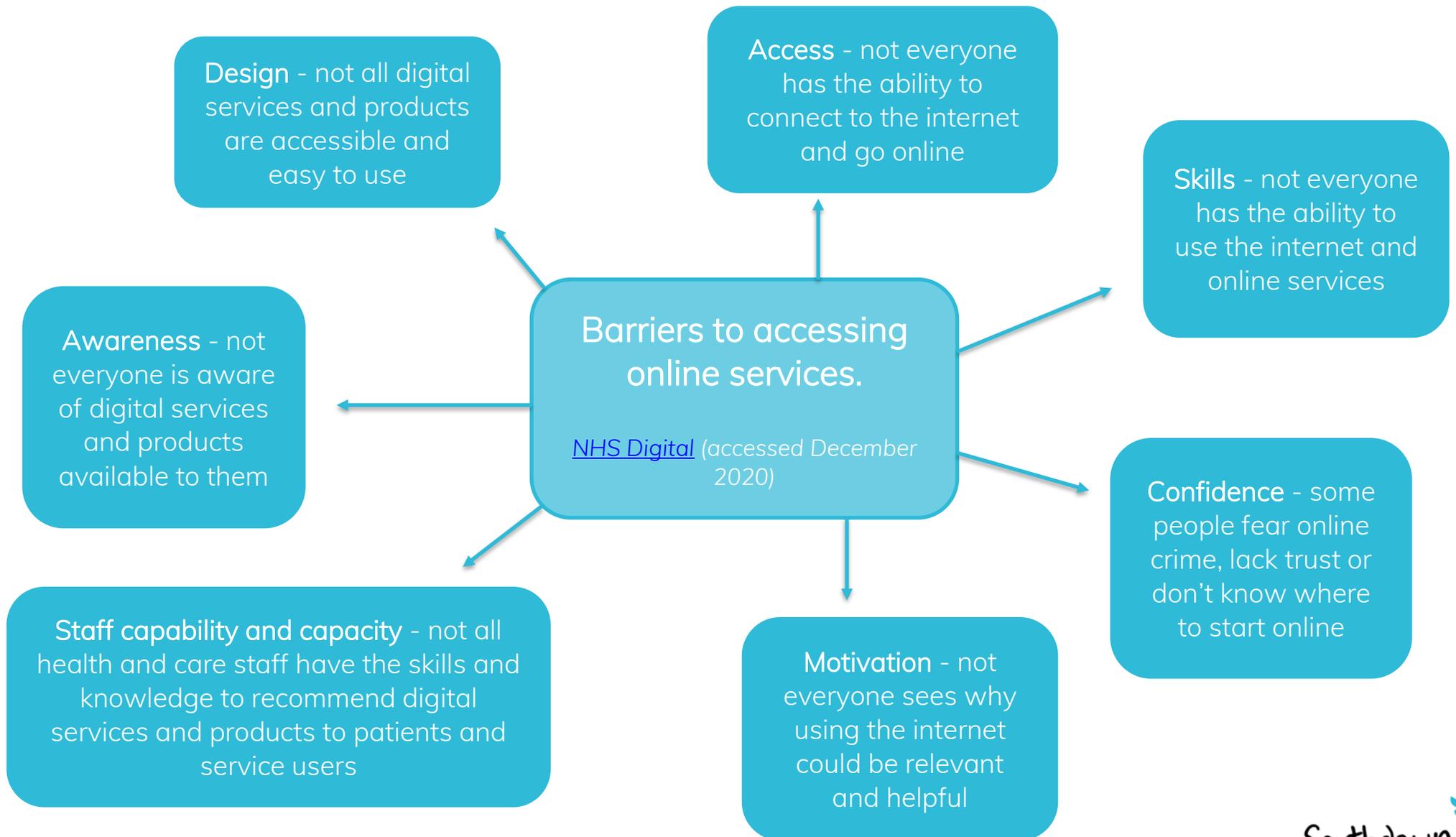[Website](#) I [Twitter](#) I [Facebook](#) I [Padlet](#)   Version 2, December 2020

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1. Understanding barriers to Digital Inclusion

Design - not all digital services and products are accessible and easy to use

Access - not everyone has the ability to connect to the internet and go online

Skills - not everyone has the ability to use the internet and online services

Awareness - not everyone is aware of digital services and products available to them

Barriers to accessing online services.

NHS Digital (accessed December 2020)

Confidence - some people fear online crime, lack trust or don't know where to start online

Staff capability and capacity - not all health and care staff have the skills and knowledge to recommend digital services and products to patients and service users

Motivation - not everyone sees why using the internet could be relevant and helpful

2. Support to Get Online

❖ **'IT For You'** – Need help with an important task using a computer? Or maybe you want to learn how to use a computer or improve or refresh your computer skills? East Sussex Library volunteers can support individuals to access online services - . email, job searching and applications, CVs, Universal Credit, social media, Microsoft Office and more! Sessions are socially distanced and contactless. Computers are available within the libraries so please do not bring along your own devices. Call 01323 463759 to book your free session or find out more here: Getting Help Using Computers. To find out more about your local library and its services please visit their website: https://www.eastsussex.gov.uk/libraries/

❖ **'Digital Do Tank'** – *TechResort* provide free and low cost digital support in Eastbourne. They can help individuals to get online, pick the best device to use and build confidence; they also support communities and organisations to help them to better support their clients with digital skills. Email the team to find out more: digital.do.tank@techresort.org

❖ **'Make it Click'** – The *Good Things Foundation* have a network of over 170 online learning centres providing digital support to individuals (please be aware that some centres may not be able to offer full services at this time). To search for your local centre, please click here.

❖ **'Computer Help at Home'** – *The Association of Carers* offers carers 6 one-to-one sessions, where a trained and fully vetted volunteer teaches them how to use their own computer, tablet, or smart phone. To find out more, please visit the Association of Carers, call them on 01424 722309 (Mon to Thurs 9 - 5 & Fri 9 - 4.30, or email: info@associationofcarers.org.uk

❖ **'Next Steps'** – are an online centre, providing free computer access and training, a Job Club and access to benefit advice. *They also offer a City & Guilds qualification in online basics (there is a charge of £30 for this qualification which is currently free if you are aged 55+).* To book a place or for more information about digital inclusion please phone: 01424 444691.

❖ **'IT Support at Home'** – Provided by *AbilityNet*; IT volunteers are available to support older individuals and those with disabilities (of any age) to get online. *All home visits are currently suspended* however support is still being delivered

through remote tools. Call 0800 048 7642, email: enquiries@abilitynet.org.uk, visit Facebook @abilitynet or Twitter @ abilitynet

3.   Support to Stay Online & Build Confidence

❖ 'Learn My Way' – provides free online courses such as: using your computer/ device, online basics, online safety, seeking work and improving health online. Visit their website or email the team via: hello@goodthingsfoundation.org.

   If you are supporting someone else to get online, you can find guidance through *Learn My Way* here.

❖ 'Make it Click' – Provides a collection of online learning resources to help you build your digital skills.

❖ 'Barclays Digital Eagles' – Provides free digital training videos covering a range of topics including cyber security.

❖ 'BT Skills For Tomorrow' - Free courses to help improve confidence and digital skills (for home and work).

❖ 'The Lloyds Bank Academy' – Provide free lessons on understanding digital basics, communicating with others and staying safe online.

❖ 'Grasp Learning' – *For adults aged 19+ (must have been living in the EU for three years)* Certificate in Digital Skills: enhances your competency in digital literacy skills, supporting you within your current job role or giving the opportunity for progression into a role where digital skills are required. Digital Skills for Work (Online Only): understand how to protect devices and data, communicate socially and professionally using technology, apply digital skills in personal and business situations

❖ Accenture Digital Skills - a free, interactive series of courses which help and prepare people to build the digital skills necessary to gain a job or start a business. For details on courses available please click here.

❖ Microsoft Digital Literacy - Learn how to effectively use devices, software, and the Internet to collaborate with others and discover, use, and create information

4.   Grants & Funding for Digital Inclusion

i)   Funding Information and advice

❖ **Voluntary Action Groups** support and develop local voluntary groups and organisations. They are able to provide guidance and support with bids and funding applications. To find out more please see contact details below:

Hastings Voluntary Action	3VA	Rother Voluntary Action
Jackson Hall, Portland Place, TN34 1QN 01424 444 010 (Monday- Friday 9am- 16.30pm) Email	*Eastbourne, Lewes & Wealden districts* 8 Saffrons Road, Eastbourne, BN21 1DG. 01323 639 373 Email	47 London Road, Bexhill on Sea, TN39 3JY 01424 217 259 Email

❖ 'East Sussex 4 Community' - is a free-to-use funding website which has information on grants, loans and other initiatives in the UK.

❖ East Sussex Funding News – sign up to find up- to- date funding ideas, grant details and application deadlines. The latest newsletter can be found here: https://www.eastsussex.gov.uk/community/funding/news/

ii)   Potential Funding & Grant Streams

❖ Aviva Community Fund – funding of up to £50,000 for projects that build more connected, more resilient communities and give people the tools to become more financially independent. In response to the Covid-19, Aviva are temporarily opening up the fund to projects that will ensure organisations can adapt or maintain critical services and infrastructure in response to the impacts of COVID-19 - find out more here. Projects must still relate to one of Aviva's key funding areas. The closing date for this funding round is 19th January 2021. Email: communityfund@aviva.com

❖ *Crowdfund East Sussex* – Have you thought of Crowdfunding for your project? If your project benefits the people of East Sussex; you may be rewarded funding from local supporters. Find out more about how crowdfunding works here.

If you have a Crowdfunded project, you may be able to apply for the *Building Stronger Communities Fund* (awards of up to £2,500). For further information and to see the application criteria, please click here.
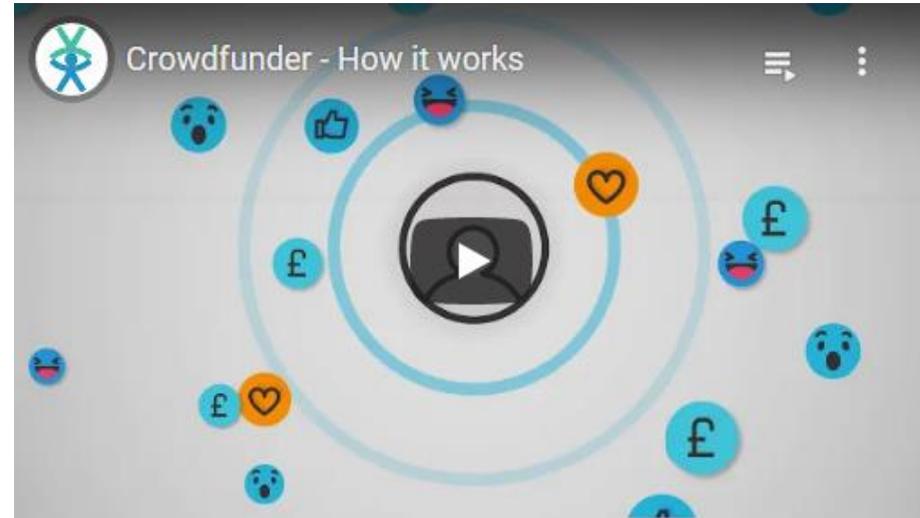
❖ *'The National Lottery Community Fund'* – Various funding programmes continue to be open to applicants. The National Lottery would like to support people and communities most adversely impacted by the ongoing COVID pandemic. For further information on funding steams available, please click here, call 028 9568 0143 or email: general.enquiries@tnlcommunityfund.org.uk

❖ *'NHS Charities Together'* – Deadline: Friday the 8th January, 2021. Grants are for projects addressing health inequalities, suicide prevention and supportive discharge from hospital. The fund encourages partnership applications and the grants can support both new work and the enhancement or scaling up of existing projects experiencing increased demand due to the Covid-19 pandemic. Funding will support work taking place from April 2021 (for up to two years). Email queries to: SussexNHScharities@sussexpartnership.nhs.uk

❖ *Hastings Direct Covid-19 Community Commitment Grant Scheme* - further support has been made available to the scheme. The scheme will support organisations within a 25 mile radius of their Bexhill office. For further enquiries or to make an application for a grant please email community@hastingsdirect.com (including your name, your position and how Hastings Direct can help including any financial amount).

❖ *Rother District Council Community Grant Scheme* -Funding for community projects that enhance the lives of residents in Rother by helping them to provide community facilities, purchase equipment or host local events across the

district. (awards from £500 up to £30,000). For further support, please visit Rother Voluntary Action or email: communitygrants@rother.gov.uk

❖ 'Albert Hunt Trust' – Considers applications from UK Registered charities that support the homeless and/ or promote health and wellbeing. The type, size and time period of the award is decided on the basis of the perceived 'difference' that the support will make to the organisation, to the project and to the targeted beneficiaries. Applications are normally reviewed on a rolling monthly basis. Call 0330 113 7280 or email: info@alberthunttrust.org.uk

❖ 'The Wolfson Foundation' – Stage 1 Deadline: 5th January 2021. Funding open to UK registered charities. Their main grants programme provides support for places (e.g. buildings and/ or equipment). Please check the funding criteria before applying. There is a two stage application process. Call 020 7323 5730 or email: grants@wolfson.org.uk for further information.

❖ 'Frognal Trust' – Supports charitable projects in the following areas: old people, children and/ or the blind, and otherwise disabled. The trust does not have an online presence so applicants will need to contact them with any queries: call 01722 412412 or email: joyce.salkeld@wilsonsllp.com

5.   Additional Resources

❖ Citizens Online – Supports organisations to deliver Digital Inclusion projects in the community. Leave a message on 0203 916 5484 or complete a contact form here.

❖ AbilityNet – AbilityNet supports people of any age, living with any disability or impairment to use technology to achieve their goals at home, at work and in education. We do this by providing specialist advice services, free information resources and by helping to build a more accessible digital world. Call 0800 048 7642 or email: enquiries@abilitynet.org.uk

❖ Project Reboot – help redistribute unused devices in your community. Reboot is an interactive platform providing practical steps which enable you to set up your own device distribution programme. Read their free guide here.

❖ **Digital Unite, 'Digital Champions Network'** – Provides support to organisations that deliver Digital Inclusion projects. Cascade skills within services/ organisations through trained Digital Champions. 20 online self-study courses (e.g. supporting complete beginners, overcoming access barriers, internet safety, engaging older people), hundreds of resources. Support for friends and families too. Call 0800 228 9272 or email: du@digitalunite.com

❖ **FutureDotNow** - FutureDotNow is bringing together organisations to motivate people and businesses across the UK to boost their digital skills.

6.   Further Reading

Tech Resort – Digital Inclusion Toolkit - This toolkit serves as a how-to guide on strategies that can be used when tackling digital exclusion in our communities. Drawing initially on the combined experience and learning of Leeds and Croydon councils, the toolkit is a shared resource for any council or organisation, where you can learn from others as well as contributing your own experience.

Digital Inclusion at the East Sussex Recovery Alliance (ESRA) - https://www.esrauk.org/blog/dig-incl

'*Social Tech*' – Comic Relief aim to support work that is developed with user needs at the heart, working alongside them to better understand the problem and design the solution that will meet their needs. Find out about their work here.

FutureDotNow, Digital Skills Directory (2019) - https://media.futuredotnow.uk/wp-content/uploads/2019/10/Digital-Skills-Directory.pdf

NHS Digital, 'How can we support digital inclusion?' (2020) - https://digital.nhs.uk/about-nhs-digital/our-work/digital-inclusion/supporting-digital-inclusion-locally