



digital inclusion

Homes and Safe Communities Committee

09 June 2021

Tony Curliss

Agenda

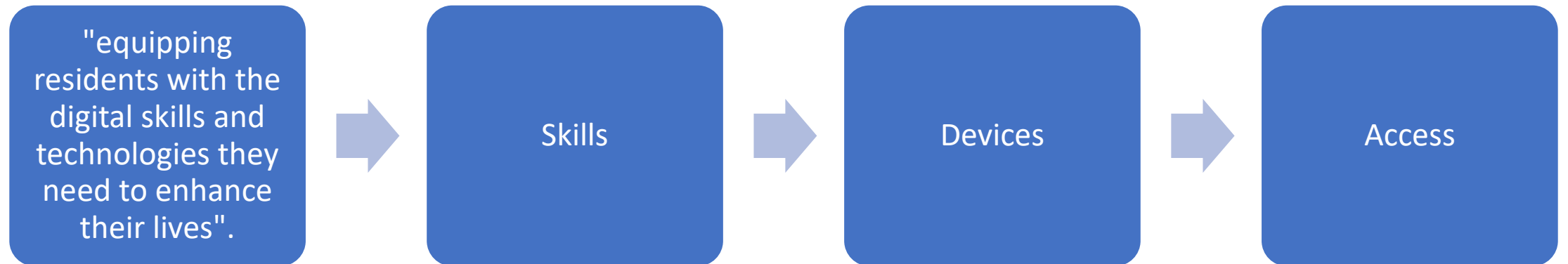
Objectives

Impact of the Pandemic

Issues and Opportunities

Our Response

Our objectives



Impact of pandemic..

Digital Inclusion has had increased focus during the pandemic

- Home schooling
- Home Working
- Social Isolation
- Accessing food, medication, employment

Constraints & Opportunities

- Restrictions on training
- Restricted access to equipment (devices and network)
- Increase in digital service opportunities – Household Recycling Centre Permits

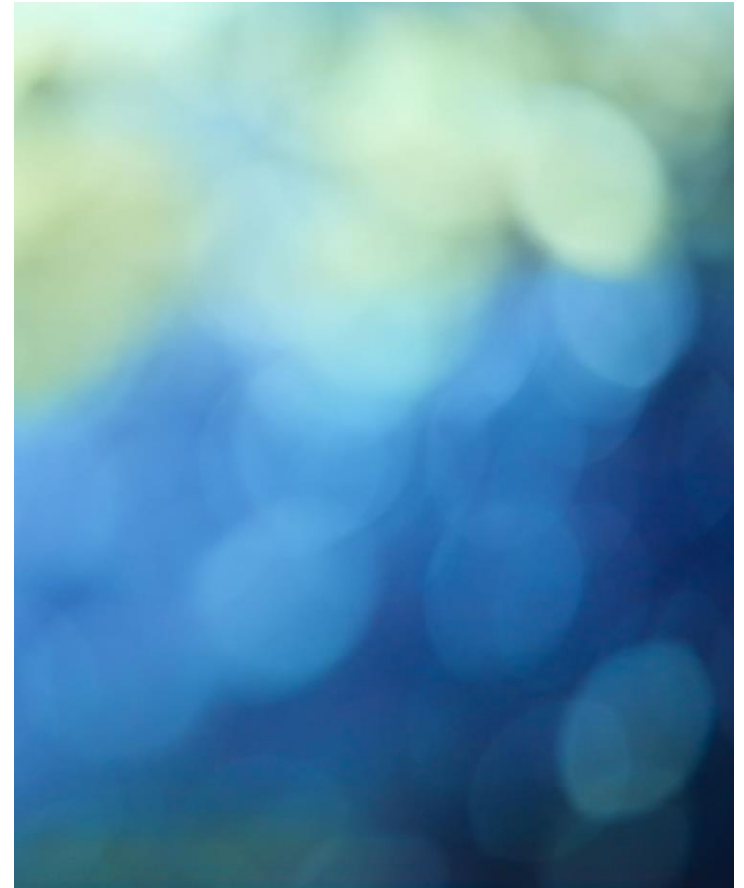
The situation is complex

Multiple actors

- Welsh Government
- Council services - Education, Housing, Customer Relations, Regen & Planning.
- Third sector organisations – RSL's, RNIB
- Private organisations – Network suppliers

Activities and projects

- Digital equipment
- Digital access
- Digital skills



Complexity

[Digital Objectives](#)

Duplication of effort

Dilution of impact

Resources

- Funding streams
- Digital Resources
- Human resources – training volunteers

Coordination and reporting

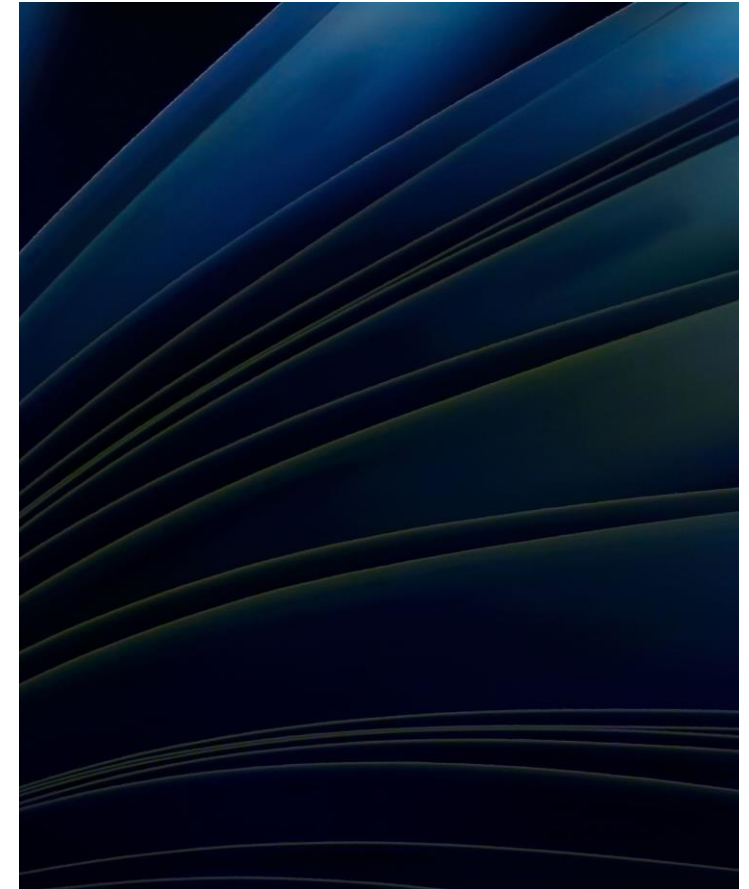
Our Response..

Re-established and refocussed Get The Vale Online partnership

- Revised terms of Reference
- New Structure – Steering Group and Operational Group
- Council Services, Hafod Housing, Digital Communities Wales.

New Internal Delivery Group

- Recognise the overlapping agenda & audiences
- Vale Heroes, Digital Inclusion, Armed Forces Covenant



Vale Heroes Outcomes



Ensure a holistic approach to resident issues

Digital, financial, wellbeing



Coordinated approach to funding application



Focused objectives



Improved recording and reporting of outcomes

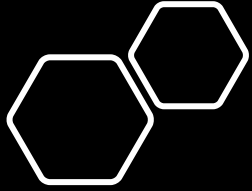
Understanding
the situation..

Adult Community Learning – Digital Exclusion Research

- Welsh Government Digital Transformation Fund
- VOGC, Blaenau Gwent, Monmouthshire, Torfaen, Caerphilly, RCT

6-week research project

Use of digital devices, connectivity
and skills



Ongoing and Planned Activities..

Review of Digital Strategy

Digital device lending schemes

Armed Forces veterans digital training

Digital Inclusion support available via Vale Heroes service

Procurement of digital platform to make experience of accessing council services easier

Review of re-introduction of training



Thank you.

Questions?