

Digital Inclusion

Update to ICS System Board April 2021

Digital Exclusion – A Recap.

What does this mean for our citizens?

- **In July 2020, 11% of the Surrey population had not accessed the internet in the last 3 months** (this includes citizens who have never accessed the internet)
- **Around 200,000 residents in Surrey lack at least one of the digital skills needed to fully participate with fully digital services** (though we suspect this number will increase as our research progresses)

With an ageing population, many of our residents live in care homes or sheltered accommodation, or live alone with limited, or no, access to digital services. There are 10,075 beds across Surrey care homes.

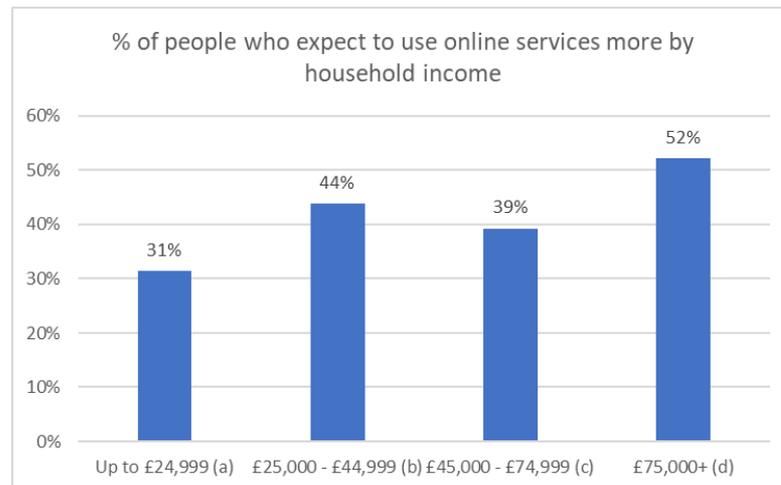
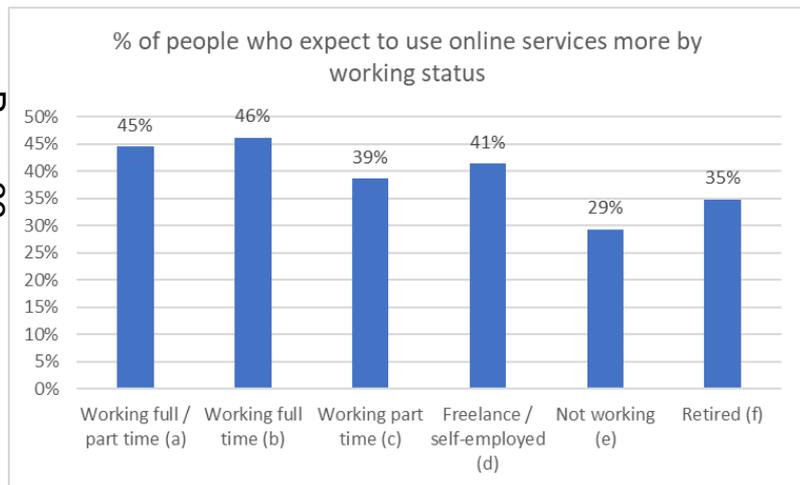
- **In Surrey there is also an overwhelming correlation between social exclusion and digital exclusion, linked to areas of greater deprivation and the communities that live in these areas. We estimate around 80,000 residents sit within this bracket.**



Citizens expect to be using online services more in the future

41% of people expect to use online services more as a result of the pandemic. This is reasonably consistent across all groups, with the lowest being those with household incomes of up to £25,000 (31%) or those who are not working (29%).

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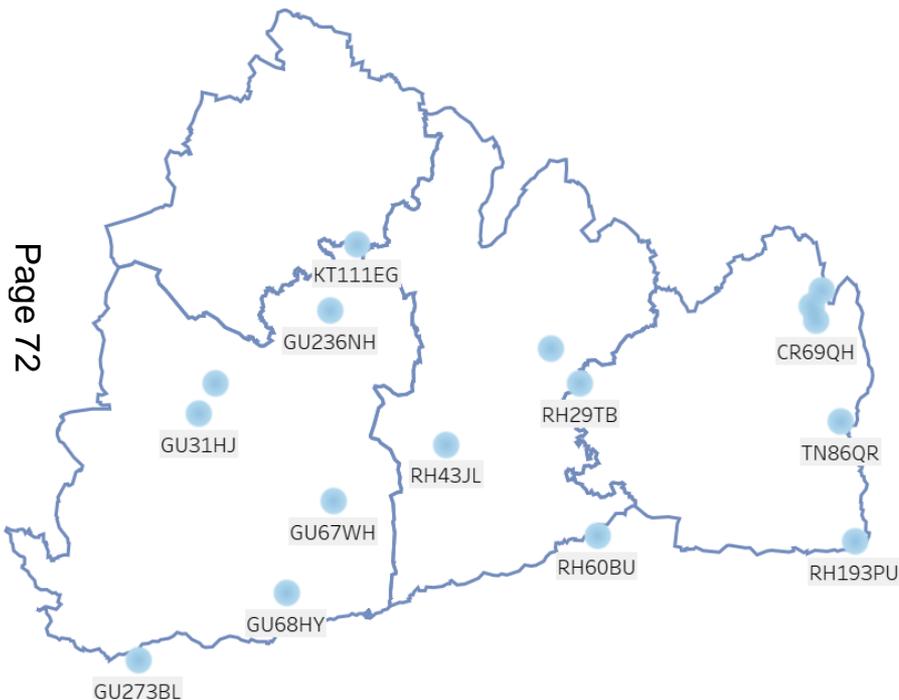


	Action	Status
1	Continue our engagement work to gain greater insight and understanding of digital exclusion	<ul style="list-style-type: none"> ● First wave data gathered, and initial analysis completed. In depth research to be completed by end May
2	Develop system-wide outcomes for inclusion	<ul style="list-style-type: none"> ● Target of zero tolerance agreed at last Health Inequalities Board
3	Digital inclusion to be owned by the ICS Executive (linked to health inequalities)	<ul style="list-style-type: none"> ● Quarterly update on progress against zero tolerance target to System Board
4	Identify concrete and time-based action plans to address the root causes of digital inclusion, and achieve our Digital Inclusion target	<ul style="list-style-type: none"> ● Contained in this presentation
5	Review our digital, engagement and broader strategies to ensure digital inclusion is considered	<ul style="list-style-type: none"> ● Mapping of external groups who are already offering digital training across the County to different cohorts of digitally excluded, in order to identify gaps/opportunities to combine/expand existing services
6	Build digital inclusion into the design of all our projects and into procurement criteria	<ul style="list-style-type: none"> ● All EIAs now contain digital inclusion criteria ● Steering Committee of EIA Leads to monitor compliance
7	Build digital inclusion criteria into our governance for all projects that have a digital element	<ul style="list-style-type: none"> ● To be discussed at Health Inequalities Board, and tabled at System Board
8	Create a cross Surrey Heartlands digital champions programme	<ul style="list-style-type: none"> ● Link to Action 4

Identifying the most vulnerable people in Surrey

We now have the data and insight to enable defined strategies to be deployed at scale and at place to address the exclusion issues we identified in October 2021

Connectivity Issues



Ofcom data from May 2020 shows there are **18 postcode areas in Surrey where at least 75% of households are unable to receive speeds of 2Mbit/s**. These tend to be in very rural areas. This means it would take approx. 10 seconds for them to load a standard webpage.

The Universal Service Obligation (USO) for broadband is a UK-wide measure intended as a “safety net” to deliver broadband to those premises that do not have access to a decent and affordable connection. The Government have defined a decent connection as one that can deliver **10 megabits per second (Mbps) download speed and 1 Mbps upload speed** (along with other defined quality parameters).

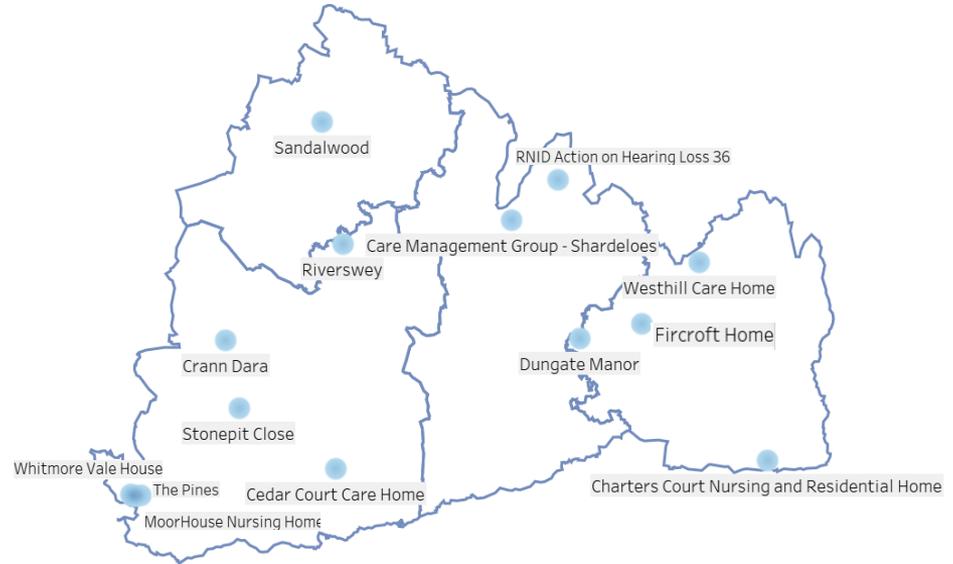
Alignment with SCC Digital Infrastructure Project

Source: Ofcom Connected Nations Update Summer 2020

A digital audit of 261 care homes was undertaken in November 2020. This represents 73% of all care homes in Surrey Heartlands.

Key findings:

- 98% of care homes have WiFi access
- 82% of care homes have full WiFi coverage while 16% have coverage in communal areas only
- **5 care home (2%) do not have WiFi access.** All of these provide services to clients with learning disabilities and/or autism
- There are an additional **9 care homes that do not have any laptops, tablets or mobile phones**, 5 of which provide services for clients with learning disabilities and/or autism



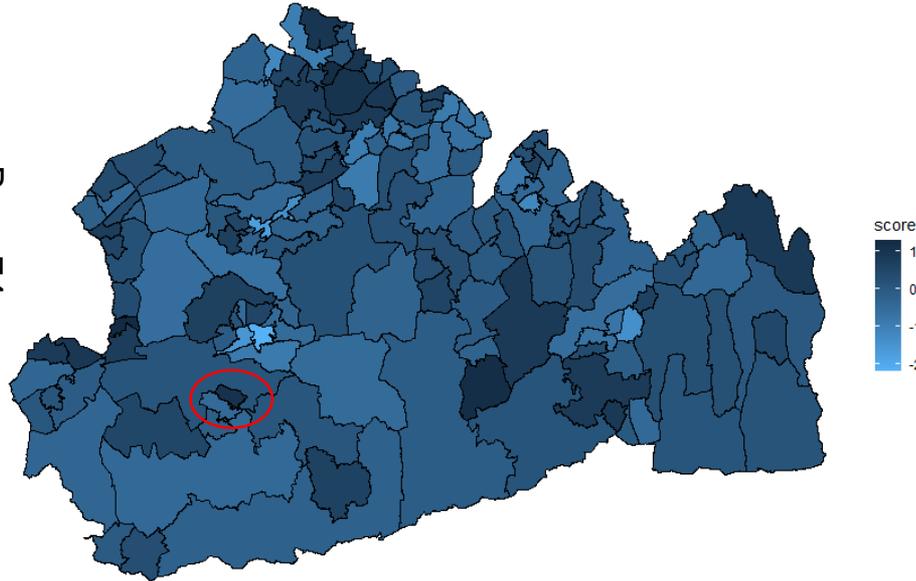
Map showing the name and location of the 14 care homes that don't have WiFi OR don't have any laptops, tablets or mobile phones.

A question for care home commissioners?

Overall levels of digital usage vary across the county

One way of estimating overall levels of digital usage is by taking a combined view across a range of indicators such as overall internet use, use of online banking and use of online grocery shopping.

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The 5 areas with the lowest levels of digital usage are:

- Ash Wharf
- Holmwoods
- Staines South West
- Farncombe
- Littleton & Shepperton Green

There are no indications that the BAME community are using digital services any less than other population groups across the County.

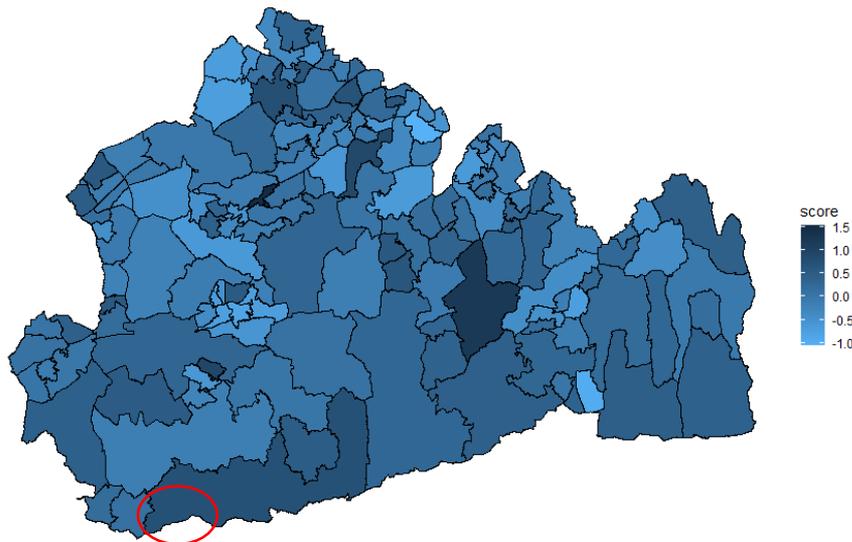
Map showing MSOAs in Surrey by level of digital usage score*. A darker colour / higher score indicates lower digital usage.

*Indicators that have been used to calculate the digital usage score: broadband / internet usage, use of online banking, use of online grocery shopping.

Levels of social and economic exclusion also vary across the county and there are pockets of deprivation

We can estimate digital exclusion levels by combining data about groups with particular characteristics, for example older people, people living in poverty and people who are unemployed.

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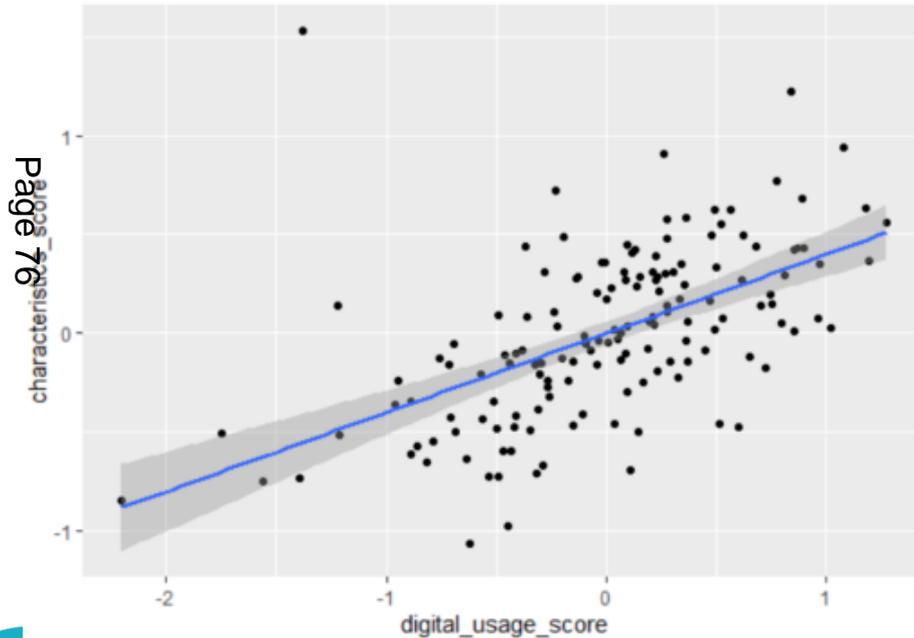
Map showing MSOAs in Surrey by level of digital exclusion characteristics score*. A darker colour / higher score indicates a higher proportion of people with the characteristics.

The 5 areas with the highest proportions of people with the relevant characteristics are:

- Sheerwater
- Box Hill & Brockham
- Farncombe
- Hersham
- Thorpe

*Indicators that have been used to calculate the digital exclusion characteristics score: population aged 65+, unemployment benefits, universal credit claimants, households in poverty, pensioners in poverty, pensioners living alone, social rented housing

There appears to be a correlation between areas that are socially and economically excluded and areas with lower levels of digital usage



Relationship between these two scores which suggests that **areas with higher levels of social and economic exclusion often tend to have lower levels of digital usage.**

Areas in Surrey include:

Box Hill & Brockham, Farncombe, Thorpe, Halliford & Sunbury West, Staines South West, Bookham South, Bellfields, Slyfield & Weyfield and Cranleigh.

These are places we should be targeting our support towards.

openreach

Openreach

Openreach are in the process of assessing rural areas across the UK with the intention to install Fast Fibre broadband to areas who are struggling with speeds and broadband quality. Not much has been done in the Surrey area as yet, but they intend to complete this project over the next 5 years.



UK Government

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Surrey Coalition for Disabled People

Surrey Coalition's 'Tech 2 Connect' programme provides devices to a waiting list of eligible residents who have specific requirements from devices in order for them to be accessible. They have worked with c 2,500 people in Surrey.



Good Things Foundation

UK's leading Digital Inclusion charity run a donation drive called 'Devices Dot Now' to help provide laptops and suitable devices to citizens nationwide as well as digital lite



NHS Primary Care – Digital Navigator Strategy

The Digital Navigator scheme is designed to work with patients through primary care supporting the roll out of remote monitoring and digital healthcare. We currently have one digital navigator working through primary care with plans to expand



Barclay's Digital Eagles

Direct training with healthcare professionals, volunteers and Community Digital Champions



Surrey Coalition for Disabled People

Working directly with disabled residents across Surrey through the Tech 2 Connect programme, providing digital skills training through their Tech Angels volunteers. Fragmented and needs extending



SCC Libraries

Volunteers offering digital support to library customers through the Digital Buddies programme, working across libraries in Surrey



Good Things Foundation

UK's leading Digital Inclusion charity, operating digital skills training and support nationwide. (Opportunities here for advice and partnership in challenging areas such as engagement and sourcing tech)



Local volunteers and community groups

Small groups of volunteers, such as The Tapestry Project in G&W, teaching local residents how to use digital services



NHS Primary Care – Digital Navigators

Design of a team of digital navigators to work through primary care to train people to use remote monitoring technologies and participate in our digital health and social care model.

We have developed a strong partnership with the Barclay's 'Digital Eagles' programmes, allowing us to offer Digital Skills support in the following areas across Surrey and train an expected 800-1,000 Community Digital Champions:

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Digital: Bespoke teaching and training packages available to all existing organisations, community groups and third party charities to assist in upskilling their local community. Of particular use to ICPs in designing place based interventions

Physical and face to face: Partnership with SCC Libraries to create a 'Tech Point' in Staines Library – a fully equipped digital skills hub, providing a training base for the SCC 'Digital Buddies' volunteer scheme operating across all Surrey libraries, as well as a Surrey residents drop-in space.

Taking digital to residents: Networks of trained volunteers and digital navigators working with people to enhance their digital literacy skills. We have capabilities which need to be amplified and extended.

- An **online booking system** for virtual training sessions run by Digital Eagles
- A **bespoke training session** covering the 5 key skills identified as being barriers to digital inclusion

Accessing NHS
digital services and
GP consultations

Completing an
online food shop

Accessing online
banking services

Setting up and using
an email account

Accessing
entertainment sites
such as Zoom or
YouTube

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- A **dedicated training programme** on how to teach digital skills, particularly focusing on working with students who may have issues with memory loss, a learning disability or other challenges which may impede their access to learning

- Access to their **wider catalogue** of online training courses, including education regarding online security and scamming alerts
- All of this will be run through a bespoke **Surrey Heartlands landing page**, allowing us to keep track of which organisations and residents are completing this training – this will be monitored by Digital Eagles and reported into ICPs for numbers relating to their region



	Action	Status and investment required
1	<p>Research & Insight near completion. To be handed over to ICPs, SCC and Primary Care to action in detail</p>	<p>Detailed mapping of available education resources near completion and will be shared with ICPs for local deployment.</p>
2	<p>Connectivity issues Surrey County Council is responsible for county wide connectivity and infrastructure. This insight to be incorporated into SCC's digital strategy, including ongoing work with Openreach to address poorly served postcodes</p>	<p>In progress re SCC infrastructure programme. System board to consider commissioning implications re care homes connectivity</p>
3	<p>Create a working group with representatives from all 4 ICPs, SCC, and Primary Care for ongoing development and central monitoring of support rollout. Together, create and monitor deliverables against the zero tolerance target.</p>	<p>In progress – only G&W have a dedicated team member working on Digital Inclusion, so we need to find the right people from the other 3 ICPs to be a part of this and lead for their area.</p>
4	<p>Deploy the Digital Eagles and Good Foundation training and upskilling programme through the ICPs, along with supporting materials and marketing content</p>	<p>Final content being put together by the end of April to deploy the FREE content locally through the ICPs and voluntary sector.</p>
5	<p>Secure funding for Tech Point hire of Library spaces for Digital Eagles training centres. Physical spaces where people can come and be trained in digital literacy by digital buddy volunteers through the library network.</p>	<p>Funding source TBC Staines Library is a pilot library to test Tech Point. Tech hubs can be installed in Staines for 3 months to test the project for c£10k (library hire)</p>
4	<p>Recurrent funding for the Surrey Coalition for Disabled People. Their work is extremely valuable but cannot currently scale to meet the demand, currently having reached approx. 2,500 Surrey residents but with networks allowing reach of up to c. 50,000</p>	<p>The Surrey Coalition has multiple small, non recurring funding sources and would benefit from substantive funding support and a Surrey wide strategy to deliver against.</p>
6	<p>Support the Primary care digital navigator programme. Network of digital trainers working with PCNs to implement and support digital healthcare.</p>	<p>NHSX funding applied for 15 roles to support primary care and care homes to deliver digital training and in particular the adoption of digital health monitoring technology. Up to 35,000 people in 3 years</p>