



OLDER PEOPLE'S PROVIDERS NETWORK

16 June 2022, 11am – 12.30pm
Virtual meeting via Zoom

Chair: Zara Ghods, Chief Executive, Kensington and Chelsea Over 50s Forum
Minutes taken by: Fenn Reynolds, KCSC

Item	Notes	Action
1	<p>Welcome from the Chair, Zara Ghods</p> <p>Agenda</p> <p>Zara Ghods (ZG) welcomed participants to the meeting and went through the agenda.</p>	
2	<p>Digital Inclusion Partnership Update</p> <p>Tim Ellis, IT Development Lead, RBKC & WCC</p> <p>Will Plant, RBKC & WCC</p> <p>Neil Sampson, WCC</p> <p>Raphaelle Lewis, RBKC</p> <p>Presentation</p> <p>Tim Ellis (TE) began by running through the slide deck. Will Plant (WP) asked member the following questions:</p> <ol style="list-style-type: none"> 1) How many adults in the UK currently lack basic digital skills according to the Good Things Foundation? <ol style="list-style-type: none"> a) 5 Million b) 10 Million (Correct Answer) c) 20 Million 2) How many UK households are currently struggling to afford internet access <ol style="list-style-type: none"> a) 1 Million b) 2 Million (Correct Answer) c) 5 Million 3) What is the current percentage uptakes for social tariffs for fixed broadband among eligible households? <p style="text-align: center;">Around 1% (Correct Answer)</p> <p>Raphaelle Lewis (RL) expanded on what digital exclusion is, defining the following as:</p> <p>Digital exclusion means not being able to use and/or benefit from the internet.</p> <p>Digital inclusion is about making sure that people can use the internet to do things that benefit them day to day.</p> <p>Beyond this, RL noted that being offline can have health and wellbeing</p>	

	<p>consequences relating to isolation, difficulty in access services, employment opportunities and entertainment. It can also be costly.</p> <p>RL noted that the problem is getting worse, as many services move online at a faster pace due to the pandemic. Universal Credit, health services and banking services are among those that have moved online at a more accelerated rate.</p> <p>Neil Sampson (NS) expanded on those who are more likely to be digitally excluded. A survey of 800 residents focussed on four key groups; Over 60s, Disabled People and their carers, Unemployed people, and those on a low income. The survey looked at barriers to digital inclusion, and the results were segmented into the following results:</p> <p>Low income and under confident (12%) Reliant on others (23%) ‘Not for me’ (31%) Unconfident (14%) Financially constrained (8%)</p> <p>TE spoke about what digital inclusion work is happening in Kensington and Chelsea. This included distribution of 3000+ devices, needs assessment and evaluation tools and signposting guides have been put together, and a monthly newsletter to share knowledge and information. WP noted that the work happening in Westminster mainly mirrors this, this also included free broadband connections.</p> <p>The floor was then opening for questions. One member asked about the location in which digital hubs are being set up, and additionally how the October likelihood of a cost-of-living increase will affect the current system. TE responded to the hubs questions by saying that colleagues are looking at five housing estates in RBKC, alongside more happening the social housing sector (Dalgarno etc.). With regard to the cost of living, TE emphasized the importance of developing support and communication from existing services.</p> <p>Another member pointed out that, being in the target age bracket of 60+, the main need in their personal experience is a number to ring up when tech issues arise. TE said that this is something that exists in Waltham Forest, and that this is a key need. NS added that a study is being put together to look at how friends and family are helping combat this problem.</p> <p>Another member asked about digital services and coaches available in other languages, and is training available to help those who are competent with technology to train those who have difficulty. WP responded that Community Fibre run a digital ambassadors scheme which fits the description of training and certifying those who are confident and would like to train those who aren’t. Some of these volunteers are also multilingual. One member said that awareness of this needs to be increased.</p> <p>This concluded this section.</p>	
3	<p>New digital inclusion project for older adults and adults with learning disabilities Niall Reilly, DigitALL Project Coordinator, Open Age</p>	

Presentation

Niall Reilly (NR) began by talking through the slide deck. NR introduced DigitalALL – a programme that looks to work with excluded groups to ensure that they are supported to access online services, and to learn a range of skills based on their needs and interests.

Provisions in the programme include an in-depth assessment to understand what is needed and the level of confidence and interests on an individual basis. This is formed as conversation instead of a questionnaire. A similar conversation takes place at the end, which is an opportunity for signposting for future development.

Using the assessment outcomes, a bespoke pathway is created for each participant, which includes devices and data loaning and procurement, and dedicated support in the form of 1:1 or group training. The emphasis is on flexibility to be able to provide the equipment and support required that best fits the service user. An example of this flexibility is outreach support, which is offered for those that are housebound.

NR ran through case studies, an example of which can be found below:

Mario (83) is partially sighted and has felt nervous at joining a class due to his perceived disadvantage. He has never owned a tablet as he's worried he won't be able to see it.

Through DigitALL, Mario has received a tablet which has been configured by RNIB and a sim card. He has attended 5 one-on-one sessions with a tutor and has graduated with the project. He will begin a 5 week 'Continuing with the Tablet' course at Open Age.

NR emphasized the diversity in service users, with a mix of ethnicities and more users who do not have English as a first language. Other facts noted that 15% of services users had disabilities that affect their mobility, 7.5% have a mental health difficulty and 66% have an illness that requires medication. People using the project include carers, older adults and adults with learning disabilities looking for employment, and best friends learning together.

The referral form can be found here: [DigitALL Referral Form \(google.com\)](#)

NR left his email address: nreilly@openage.org.uk and mobile number: 07570428756

NR opened the floor for questions

One member asked about the location of the session. NR replied that these tend to take place in Open Age centres, but are looking at up to 20 different hubs.

	Another member suggested that 'North Ken News' could be used to raise awareness of this programme. NR said that they would follow up with this. This concluded the forum.	
5	Close	

ATTENDEE LIST

NAME	Organisation
Ahmed Bhairien	Baraka Community Association
Alaa Mohamed	North West London CCG
Amanda Clarke	Share and Care Homeshare
Angela Fox	Age UK Kensington & Chelsea
Anna Porta	Westway CT
Basma Yaslem	Al-Hasaniya Moroccan Women's Centre
Brigitte Burgess	OpenAge
Dhani Dhanoa	Kensington & Chelsea Social Council
Emma Cohen	Open Age
Esmā Dukali	Dalgarno Trust
Everine Shand	RBKC
Hannah Ali	Re-engage
Intlak Alsaiegh	Muslim Cultural Heritage Centre
Jessica Whittock	NHS
Jiaqi Wang	RCA
Johanna Holmes	West London Bowling Club
Judith Blakeman	BME Health Forum
Julia Linfoot	Harrison Housing
Maureen Brewster	The Advocacy Project
Michelle Poponne	NHS
Minna Korjonen	Health Watch
Mohamed Farah	Hodan Somali Community
Nandine Maktadir	NHS
Neil Sampson	WCC
Nicola Cogdell	POhWER
Osob Elmi	Baraka Community Association
Raphaelle Lewis	RBKC
Rouba Sayed	Age UK Kensington & Chelsea
Ruramiso Munetsi	Re-engage
Shelina Thawer	Kensington & Chelsea Social Council
Sheraine Williams	Response Community Projects
Tess Jelen	Breathe Easy Westminster
Tim Ellis	RBKC
Will Plant	WCC
Zara Ghods	Kensington & Chelsea Over 50s Forum

