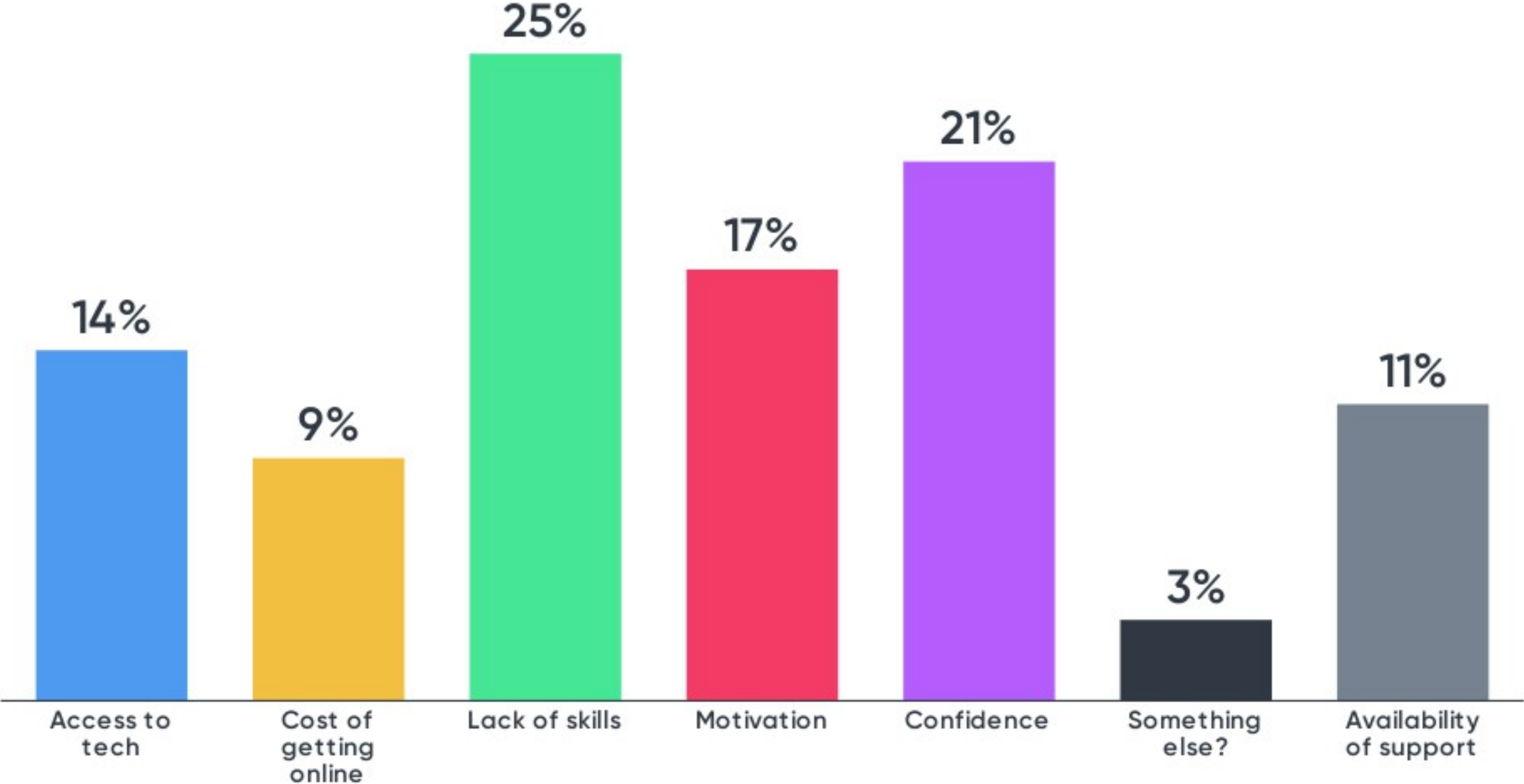


# OneDigital

## Community of Practice

Kate Gallant, Learning Facilitator

# What are the barriers for your learners?

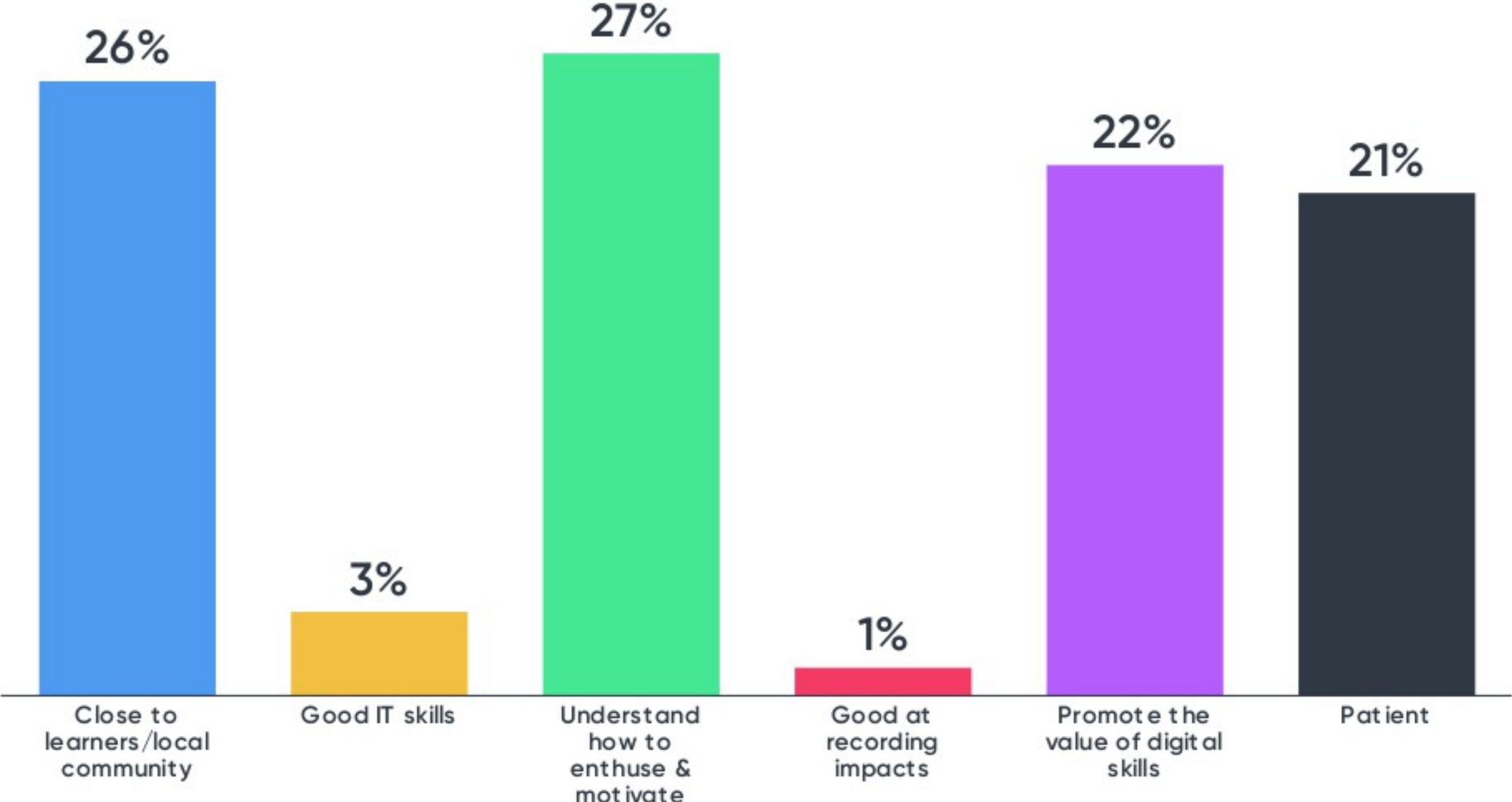


# Overcoming the barriers

- **Free learning centres – that are accessible & friendly**
- **Knowing where to go & signposting**
- **Good device access to support on-going learning & use of digital skills**
  - 20% mobile phone only (CAS, 2018), 15% (Ofcom, 2016)
- **Social tariffs**
- **Flexible, targeted, learner-led training**
- **Information on how to continue the learning journey**



# Why Digital Champions are vital



# Digital Champions

- Culture of continuous learning & searching
- Motivation, availability & specific skills
- Flexible resources – well rewarded – Digital Champions Network
- Digital motivators – ‘super Champions’ - support
- Community asset based/peer recruitment & informal DCs
  
- Embedded DCs
  - depth of understanding of people’s needs & context
  - linked to service transformation & internal champions



# Digital maturity & transformation

- **Digital change linked to digital inclusion**
- **Digital strategies engage all stakeholders & customers**
- **Assessment of staff and customer skills**
- **Fully accessible digital service design**
- **Range of digital maturity assessments & implementation strategies**



# What learning focus would be valuable for you?

Actual metrics for partnership evaluation

Evaluation

Ho to get people to prioritise access tech

Framework

Good examples of embedded model used.

Obtaining great working partnerships

Building on skills evaluation related to the essential skills framework

How to create a digital strategy

Social tariff takeup and ways to maximise it



# What learning focus would be valuable for you?

Developing and promoting digital skills and tools

Templates

Choosing the appropriate evaluation tools

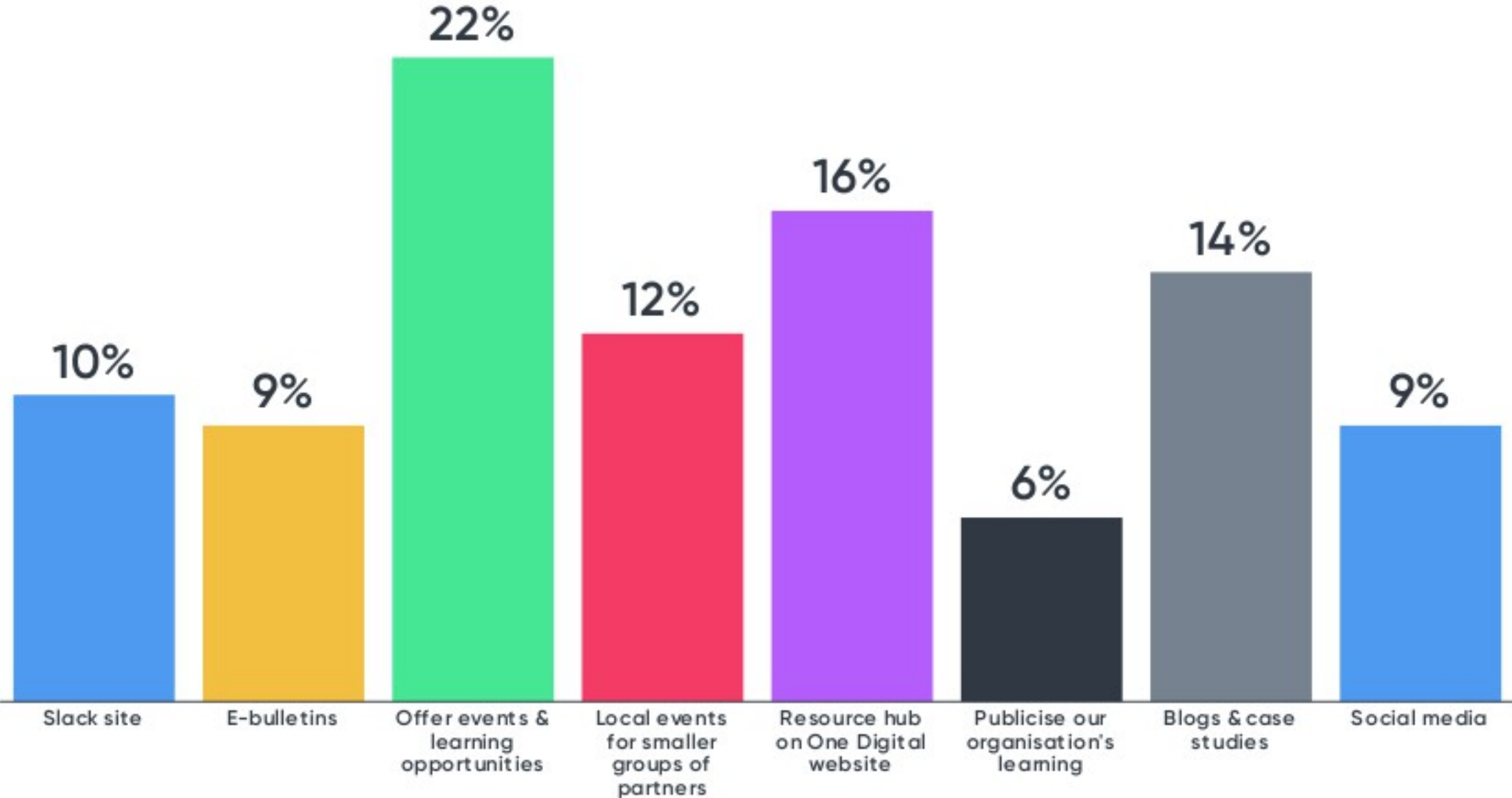
Ideas on how to increase digital champion's involvement in the evaluation stage.

Embedded digital champion models and techniques, and soft touch approaches





# How would you like to get involved with the CoP?



# Share something you learned today

Mention com

That we're all pretty much on similar pages!

Simplicity and consistency are important

Key skills on evaluation (from the beginning of the process).

All the amazing work taking place

We all deal with similar challenges

digital champions are not just volunteers

Evaluate partnership work better

Be clear and concise on end results to get the best results

# Share something you learned today

Enjoyed speakers and learnt many things from their project delivery- what works and what doesn't. Thank you.

Using digital champ



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