



## **Embedding & Sustaining Digital Champion support for digital skills**

**21 November 2019**

- 10:00 - 10:30 **Arrivals – Tea & Coffee**
- 10:30 - 10:45 **Welcome & introductions** - Sally Dyson, SCVO
- 10:45 - 11:00 **Discussion points and learning from the Case Study Research - the embedded model**  
Kate Gallant, One Digital
- 11:00 - 11:15 **Case study 1 - Citizens Online & Brighton & Hove Library Service**  
David Scurr & Jake Smith
- 11:15 - 11:30 **Case study 2 - Age UK and Age UK South Lakeland**  
Sarah Parkes & Hannah Kitching
- 11:30 - 11:35 **Questions & Introduction to workshops**  
Sally Dyson
- 11:35 - 12:15 **Workshops Round 1**  
**Best practice in embedding digital inclusion projects**
- 12:15 – 13:00 **Lunch and networking**
- 13:00 – 13:15 **How standardised training and support is crucial for embedding a successful Digital Champion project**  
Kathy Valdes, Digital Unite
- 13:15 – 13:30 **Case Study 3 – Poplar Harca**  
Ana Mae Contreras-Ramirez
- 13:30 – 13:45 **Case Study 4 – SCVO & Airdrie Citizens Advice Bureau**  
Aaron Slater & Susie Paterson
- 13:45 – 1:55 **Questions**  
Sally Dyson
- 13:55-14:40 **Workshops- Round 2**  
**Sustaining digital inclusion projects**
- 14:40 – 15:00 **Final questions & evaluation**