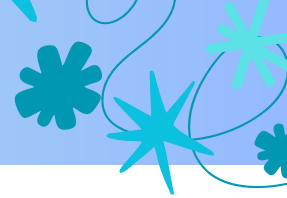# Mapping Digital Inclusion Expertise

WHAT IS THE TOOL AND WHAT DOES IT AIM TO DO?

The mapping digital inclusion expertise tool helps organisations/services think about the different resources, assets, relationships and partnerships that exist nationally and locally that could help to support their approach to digital inclusion. The tool will help organisations have conversations about resources that can support each 'pillar' for digital inclusion and then capture the identified 'assets' by recording it on the tool.

WHAT YOU'LL NEED TO BE ABLE TO COMPLETE THE TOOL / PREPARATION REQUIRED

The tool is best used in a group setting either in person or online with people from the organisation/service who have knowledge of what existing resources and partnerships are available nationally/locally, and with partners from local organisations who can share more about the support they provide/wider support available in the local area. This will maximise opportunities to discuss how organisations can work together and how best to support digital inclusion for people accessing health and social care services/supports.

The tool can be uploaded to an online collaboration tool (e.g., 'Miro', 'Mural', 'Teams whiteboard') to be used in an online group setting or should be printed out A0 size, if possible, for use in an in person group setting.

HOW TO USE THE TOOL

The tool is a visual series of circles divided into segments based on each 'pillar' for digital inclusion.

The circles show the "distance" an opportunity is from your organisation/service:
- ·Existing connections and relationships of organisations: more direct opportunities that have been used in the past or are currently being used by your organisation/service.
- ·Local community assets and opportunities: Opportunities that are available in the community where signposting or formal partnerships may be established.

- ·National opportunities relationship/no relationship – larger schemes and support networks like the National Databank, funding opportunities, etc. The organisation/service may or may not be engaging with these.

Start at the inner circle 'existing connections and relationships' and work around each pillar segment. Capture on post it notes (physical or digital) the existing assets and partnerships that are available that could support digital inclusion. Then move to the next circle 'local community assets and opportunities' and continue capturing, working around the segments. Continue to complete the 'national opportunities' circle. For each segment think about what exists that could support digital skills, access to devices, any funding opportunities that could support digital inclusion. For example:

- What local or national assets/organisations are available to support digital skills and confidence?
- What local or national assets/organisations are available to support devices and connectivity?
- Who do you have in your network to connect to and drive forward the digital inclusion agenda?

 Review of any other assets to include e.g., other work or links that can support how your journey to developing and providing digital inclusion support could move forward.

TIPS FOR USING THE TOOL

The tool works best when you are able to bring the relevant expertise and people who hold the knowledge of local and national opportunities together to complete the tool and this will require preparation to identify the key stakeholders and coordinate bringing people together either in person or online.

You can continue to add to the tool as you progress in the digital inclusion journey where you may find out about new resources/supports and opportunities as they emerge.