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100% Digital Leeds update

Date: 05 April 2023

Report of: Chief Digital and Information Officer

Report to: Scrutiny Board (Infrastructure, Investment and Inclusive Growth)

Will the decision be open for call in?   ☒ Yes ☐ No

Does the report contain confidential or exempt information?   ☐ Yes ☒ No

Brief summary

This report provides an update on the 100% Digital Leeds digital inclusion programme since the last report to this Board in April 2022.

The report includes examples of work from across the 100% Digital Leeds programme. The examples illustrate the team's work at a city, regional and national level.

The impact of 100% Digital Leeds is discussed throughout the report. Impact is further evidenced by the testimonials from partners and stakeholders that feature throughout.

The report also looks ahead to some of the key initiatives and developments that the 100% Digital Leeds team will prioritise over the coming year.

Recommendations

a) Members are asked to reaffirm their approval of the 100% Digital Leeds community-based approach to increasing digital inclusion across the city.

b) Note the achievements of the 100% Digital Leeds programme over the last year and endorse the plans for the continued development of the programme under the leadership of the 100% Digital Leeds team in IDS.

c) Agree any specific Scrutiny actions that may arise from this report.

d) Continue to provide oversight of the 100% Digital Leeds programme by receiving update reports at this Board.

What is this report about?

1 This report is the latest in a series of 100% Digital Leeds annual reports to Infrastructure, Investment and Inclusive Growth Scrutiny Board. Previous reports to the Board, from 2017 – 2022, are available on the [100% Digital Leeds website](#).

2 In previous years, this Board has expressed concern that the 100% Digital Leeds team was, *"wholly dependent on grant funding".* The Board also noted that, "… *the ongoing security and sustainability of this function is essential*". This concern has been emphatically resolved by the 100% Digital Leeds team's move to the council's Integrated Digital Service (IDS) and the recent IDS restructure. The restructure has resulted in more investment into 100% Digital Leeds, adding more Officers to the digital inclusion team, and ensuring 100% Digital Leeds is now a permanent function within IDS.

3 Alongside the additional investment into the digital inclusion team, 100% Digital Leeds is now part of a wider function in IDS. In addition to the team's continuing focus on increasing digital inclusion for communities, this new function will also focus on increasing digital inclusion and digital skills for the workforce.

4 Digital inclusion and digital skills are two of the key foundations on which [Leeds Digital Strategy 2022 - 2025](#) is built. Launched in late 2022 after extensive consultation, the Digital Strategy mirrors the 'life course approach' used in the Best City Ambition. It clearly articulates the impact of digital at every stage of a person's life from early years to older age: Starting well, Living well, Working well, and Ageing well.

5 The 100% Digital Leeds team is working with colleagues to fully realise the benefits of the Digital Strategy for everyone in Leeds. This will lead to:

- A digitally skilled and confident workforce, who embrace the opportunities to use digital to transform services, advocate for the application of digital in a range of contexts, and effectively use digital tools and technology to improve service delivery.

- A digitally included and motivated population, who have the opportunities to use digital to transform their lives, apply digital in a range of contexts, and effectively use digital tools, technology, and services to increase their independence, make informed choices and achieve personal goals.

6 Leeds City Council's ambitions for digital inclusion were galvanised and guided by this Scrutiny Board's initial Inquiry Report into the issue in 2015. Since then, the 100% Digital Leeds approach has been developed, articulated and approved at every stage with annual reports to the Board. That scrutiny and oversight has helped 100% Digital Leeds to become one of the most successful, high-profile and well-respected digital inclusion programmes in the country.

7 Over the last year the 100% Digital Leeds team has been invited to contribute to a number of national roundtables, forums, and reports on digital inclusion. This is because 100% Digital Leeds is recognised as best practice by the country's leading experts on digital inclusion. The 100% Digital Leeds approach often features as a case study in these reports, alongside recommendations that the 100% Digital Leeds model should be replicated nationally.

8 The reports included:

- [Moving from exclusion to inclusion in digital health and care](#) (The King's Fund)

- [Understanding Digital Poverty and Inequality in the UK](#) (The British Academy)

- [Bridging the Divide: Tackling Digital Inequality in a Post-Pandemic World](#) (Fabian Society)

- [The role of councils in tackling digital exclusion](#) (DMS Research & Consulting)

9   In March 2023, the Digital Inclusion Manger was invited to join a panel at the House of Lords. The event was hosted by Lord Tim Clement-Jones and organised by the All-Party Parliamentary Group on Data Poverty. The panel and the invited audience discussed 'The Impact of Data Poverty on Access to Healthcare'. Leeds City Council was the only local authority represented on the panel, alongside representatives from Health Education England, NHS England, Darren Jones MP and Matt Warman MP.

10 The national reputation of 100% Digital Leeds was also recognised by the Local Government Association (LGA) when they funded the team to write and publish their 'Community-based Approach to Digital Inclusion'. In essence, this is the 100% Digital Leeds approach that has been set out in previous reports to this Board. However, this is the first time that the approach has been written as a series of Stages and Steps for other councils to follow.

11 Over a period of six months in 2022, the 100% Digital Leeds team wrote the model and brought together five councils for a series of workshops to sense check the model and ensure the approach is workable outside of a Leeds context. Each council had their own strengths and challenges, and the workshops gave the partnering councils the opportunity to go through the four Stages of the model: Focus and partnerships; Barriers, assets, and opportunities; Forming and implementing a plan; Measuring and demonstrating success. For each Stage the councils considered how they would adopt and implement the approach in the context of their area. Feedback from the councils informed and influenced the development of the model to ensure it could be used by as many different councils, and in as many different contexts, as possible.

12 A launch webinar for the model in December 2022 was attended by over 70 people and the final version of the 50-page model was published on the Digital Inclusion Toolkit. It is currently the most popular page on the Toolkit and the model has been downloaded over 150 times.

13 **Tom Denman, Local Government Association:** *"By harnessing the expertise of the 100% Digital Leeds programme to create this model, the LGA and Leeds City Council wanted to demonstrate the importance of building knowledge and understanding across the local government digital inclusion landscape in order to support better outcomes for residents and communities."*

14 The remit agreed with LGA was to write a model that any council could use to adopt and adapt the 100% Digital Leeds approach for their own digital inclusion programme. As such, the model does not reference specific services. For example, the model does not mention Adult Education, community learning, Employment and Skills, library services, Local Digital Skills Partnerships, or others. Some of those services may not have a strong digital inclusion offer in other areas of the country. So instead, the model focuses on the principles of how to bring together key partners to design digital inclusion interventions based on the needs of a particular community.

15 100% Digital Leeds works closely with all of the services listed above. Leeds Libraries, for example, are the main delivery partner within the council for the 100% Digital Leeds programme. As well as providing free Wi-Fi and public access PCs in all of their libraries and Community Hubs, they also offer a range of digital inclusion activities. Over the last year, the 100% Digital Leeds team has invited library colleagues to join digital inclusion workstreams, networks and steering groups for Arts in Care Homes Day, Digital Health Hubs, Arts and Culture Digital Inclusion Network, Older People's Digital Inclusion Network, and more. A list of examples illustrating the partnership between 100% Digital Leeds and Leeds Libraries is included at **Appendix 1**.

16 The Chief Digital and Information Officer used the publication of the 'Community-based Approach to Digital Inclusion' as an opportunity to promote the 100% Digital Leeds programme, the Digital Strategy, and IDS's wider work and ambitions for the city.

17 In all cases, the CDIO reinforced and supported the 100% Digital Leeds and IDS vision for digital inclusion as an enabler to achieving wider council and city priorities and outcomes. Media coverage included:

- [Press release from Leeds City Council: "Council's switched-on digital programme wins national recognition"](#)

- [Article on the BBC website: "Leeds heads drive to ensure 'no-one left behind' in cost-of-living crisis"](#)

- [Feature on BBC Look North: "The work of 100% Digital Leeds and Leeds City Council's Integrated Digital Service"](#)

- [Leeds Academic Health Partnership interview: "Building a city's digital highway"](#)

- [Govx Government Transformation interview: "Leeds City Council launches blueprint for digital inclusion"](#)

- [UK Authority interview: "The Leeds lessons on digital inclusion"](#)

18 100% Digital Leeds has also been working at a regional level with colleagues across West Yorkshire Health and Care Partnership, and West Yorkshire Combined Authority.

19 The CDIO for Leeds has taken on the lead role for digital inclusion across West Yorkshire Health and Care Partnership. The Digital Inclusion Manager for 100% Digital Leeds will collate updates from the digital inclusion leads in the other areas of the region (Bradford, Calderdale, Kirklees, and Wakefield). The focus of the updates will be on digital inclusion activities and interventions that lead to improved health outcomes and support the digital transformation of the NHS. The reports will showcase the breadth and depth of digital inclusion activity across the region. They will be presented every six months to the West Yorkshire Senior Digital Leads Forum, and the West Yorkshire Digital Board.

20 In November 2022 Tracy Brabin, Mayor of West Yorkshire, launched a major new plan to improve digital skills and help grow the region's digital sector. The [West Yorkshire Digital Skills Plan](#) has a section on social digital inclusion as a central tenet of the plan. Working with West Yorkshire Combined Authority and colleagues from across West Yorkshire, 100% Digital Leeds and Good Things Foundation co-chaired the group that shaped and proposed priority actions for the social digital inclusion section of the Digital Skills Plan. These actions were endorsed by the Combined Authority's Employment and Skills Committee. They include building the capacity of community organisations across the region to deliver digital skills and access to those who are digitally excluded. 100% Digital Leeds is continuing to support the development of the social digital inclusion project through ongoing consultative workshops with West Yorkshire Combined Authority and the digital inclusion leads from the other Local Authority areas in the region.

21 **Dawn Greaves, Digital Programme Manager, NHS West Yorkshire Integrated Care Board:** *"It has been agreed that the Digital Inclusion Manager for 100% Digital Leeds will take a lead role in relation to digital inclusion and the West Yorkshire Health and Care Partnership. They will convene a network of digital inclusion leads across the region and share the 100% Digital Leeds approach with the other four places in West Yorkshire. The 100% Digital Leeds team are always happy to share their wealth of experience with myself and other colleagues. Working together to share learning and best practice will help the region progress further and faster. I look forward to seeing this network develop and grow."*

What impact will this proposal have?

22 The 100% Digital Leeds team continues to develop the city's digital inclusion **Infrastructure**, increase the **Investment** into digital inclusion, and apply the principles of **Inclusive Growth** across all of their work.

23 The team strengthens the digital inclusion infrastructure across the city by bringing together organisations in a place or serving a particular community to address challenges at scale. They build digital inclusion capacity and confidence within organisations and across sectors. They guide and support partners at every stage of their development journey, working with the organisation to maximise opportunities for increasing digital inclusion. They also bring organisations together to maximise their impact and to learn from each other, especially from those who are further along their digital inclusion journey.

24 Over the last year the 100% Digital Leeds team has brought **£1,005,312** of additional investment into the city to increase digital inclusion. In many cases the funding bids were written in partnership with third sector organisations and the investment has increased their digital inclusion capacity. One feature of the 100% Digital Leeds model is to support third sector organisations to use external funding to appoint digital inclusion officers to work with specific communities or to achieve specific outcomes. This extends the reach and capacity of the 100% Digital Leeds team, and increases their impact, at no cost to the council.

25 Dozens of organisations have appointed workers specifically to increase digital inclusion for their service users. With the ongoing support of 100% Digital Leeds, they have seen the value of digital inclusion, found resource to support it, and created entirely new roles to deliver it. Hundreds of organisations have embedded digital inclusion into their existing services and activities. By using a strengths-based approach to achieve inclusive growth, the 100% Digital Leeds team is building a sustainable culture change across communities. Digital inclusion is now accepted, understood and invested in as a strategic priority by teams and organisations across all sectors.

26 **Fiona Bolam, Head of Economic Policy, City Development:** *"In Leeds, 22% of people are estimated to be living in relative poverty and inequalities have intensified in recent years. The people who are most disadvantaged are experiencing a digital divide, holding them back from being able to get online to work, learn, access services, connect with others and more. 100% Digital Leeds is recognising the huge impact that digital skills, technology and connectivity has on creating a stronger and more inclusive economy that's fit for the future. Their work on digital inclusion is in direct support of our aims to tackle poverty and inequality, including empowering people with special educational needs and disabilities and other marginalised groups, and connecting and strengthening our communities. We are reliant on our partners coming together to deliver inclusive growth in Leeds, and it is our ongoing aim to support and build the capacity of our thriving third sector which plays a critical role in achieving digital inclusion. 100% Digital Leeds is galvanising organisations across the city so that they have the ability, confidence and funding to deliver digital inclusion for the people and groups that they work with."*

27 Over the last 12 months the 100% Digital Leeds team has worked with partners across the city and across sectors to apply all of those principles in a range of contexts. Examples below illustrate the range of communities and organisations that have been supported through the 100% Digital Leeds programme.

Older People

28 Building on the success of the Older People's Digital Inclusion Network, Leeds Older People's Forum (LOPF) and 100% Digital Leeds successfully applied for £200,000 DCMS funding from the Media Literacy Programme Fund to develop and deliver the BOSS (Be Online, Stay Safe) project. This will focus on addressing and improving media literacy for older people from diverse communities.

29 Four experienced delivery partners will receive a share of the funding: Health for All, Feel Good Factor, Hamara, and Leeds Irish Health and Homes. LOPF and 100% Digital Leeds will be working with the Media Literacy Taskforce and national mentors to deliver and evaluate the project, and working with Ofcom to share tools and resources nationally.

30 LOPF, 100% Digital Leeds and BOSS delivery partners will focus on the following outcomes:

- Older people develop an understanding of how the online environment operates.

- Older people's resilience to disinformation and misinformation online increases.

- Older people develop an understanding of the risks and benefits of engaging with others online.

- Older people increase their digital skills and confidence in using and navigating the online world.

31 LOPF have created a new role within their organisation and employed a Digital Inclusion Coordinator who will receive training, mentoring and support from 100% Digital Leeds. The Coordinator will work closely with the team to ensure this project aligns with the 100% Digital Leeds approach. They will also co-chair the Older People's Digital Inclusion Network. This will extend the capacity of the 100% Digital Leeds team and strengthen their relationship with LOPF. In numerical terms, older people are the largest demographic who are more likely to be digitally excluded, and are often the hardest to motivate to start their digital inclusion journey. The strategic partnership between 100% Digital Leeds and LOPF is a key driver to increasing digital inclusion for older people across Leeds.

32 LOPF was also awarded a grant through the Department for Transport's 'Tackling Loneliness with Transport' fund to lead the [Transport Connections](#) project. This is focused on improving older people's access to, and experiences of, transport in the city. 100% Digital Leeds is working on a key project as part of this fund to help older people to use taxi and bus apps. Six delivery partners are supporting older people to use digital to better enable them to navigate around the city, increasing their independence and improving their access to services. The delivery partners are Holbeck Together, Morley Digital, Leeds Irish Health and Homes, Your Backyard, Age UK Leeds, and Cross Gates and District Good Neighbours.

33 100% Digital Leeds partnered with Adults and Health in delivering the [Homes for Healthy Ageing project](#). The Older People's Digital Inclusion Network identified key organisations to take part in the project to trial innovative digital tools to help older people to reduce social isolation and improve their health and wellbeing. Three organisations from the Digital Inclusion Network took part: Carers Leeds, OPAL, and Cross Gates and District Good Neighbours. 100% Digital Leeds advised the project team on the best ways to ensure digital inclusion was a key part of the test and learn project, enabling more older people to take part.

34 **Jo Volpe, Chief Executive Officer, Leeds Older People's Forum:** *"The 100% Digital Leeds team are such positive advocates for older people and the digital inclusion agenda. We continue to deepen our partnership year on year. We have developed this further by securing DCMS funding to increase media literacy skills amongst culturally diverse older people. We are one of only four projects in the country that DCMS have chosen to work with. Securing this funding is testament to the #TeamLeeds approach that we share with 100% Digital Leeds."*

35 **Steven Young, Digital Development Manager – Service Transformation, Adults and Health:** *"100% Digital Leeds have been invaluable in supporting and collaborating with Service Transformation across a number of projects this year. They have been working in neighbourhoods and communities with people to deliver the Leeds City Council Asset Based Community Development Programme's ambition: 'shifting power to people and supporting communities to thrive'. The team have offered their skills to support the delivery of the Digital Social Care Records project, and a successful bid to the Connected Catapult, Homes for Health Ageing Programme. The 100% Digital Leeds focus on improving digital inclusion across the city also overlaps with the intentions of our directorate digital plan, which includes digital skills and innovation as two of its focus areas for the next financial year."*

People with learning disabilities and autistic people

36 The Autism and Learning Disability Digital Inclusion Coordinator post is funded by NHS Leeds, hosted and line-managed by Pyramid in the third sector, and matrix-managed by the 100% Digital Leeds team. This is another example of the city coming together across sectors to prioritise digital inclusion.

37 The role has a focus on tackling health inequalities faced by people with learning disabilities and autistic people. The Coordinator has worked closely with teams and organisations who support people to improve their physical and mental health and wellbeing, supporting funding bids to embed digital inclusion activities into their work. Those teams and organisations include the Leeds and York Partnership NHS Foundation Trust's Health Facilitation Team, Involvement Team, and Community Learning Disability Team, as well as local organisations including Leeds Autism Services, People Matters, Royal Mencap, and Forum Central.

38 The specialist role brings additional expertise to 100% Digital Leeds, and adopts the 100% Digital Leeds approach across the city. As well as continuing to chair and develop the [Autism and Learning Disability Digital Inclusion Network (ALaDDIN)](#), the Coordinator has helped to secure over £25,000 of external funding for organisations supporting people with learning disabilities and autistic people. These include Pyramid, Meanwood Valley Urban Farm, Canal Connections, Yorkshire Dance, Café LEEP and Advonet. They have also led a number of projects to improve outcomes for people with learning disabilities and autistic people.

39 Nationally, only [5.1% of adults with a learning disability are in paid employment](#). To tackle this issue, the Coordinator secured funding from the global advocacy organisation Inclusion International. The money is being used to create a film to educate employers on how they can make their workplaces more inclusive. The film is being developed by a team of people with learning disabilities from Pyramid, Opal Video, AbilityNet and a range of Leeds-based organisations who support people with learning disabilities. The film will be launched on 21 April 2023 at Leeds Industrial Museum and will be promoted globally by Inclusion International.

40 Alongside this, the Coordinator worked with ALaDDIN organisations to examine ways that digital technologies could be used to make employment more accessible for people with learning disabilities. An [accessible video CV guide](#) has been produced in collaboration with 100% Digital Leeds and the Learning Disabilities team at Leeds and York Partnership NHS Foundation Trust. The guide can be used by organisations supporting people with a learning disability to get into employment. It is also designed to be accessible enough that many people with learning disabilities will be able to use the guide independently. A member of the People Matters employability group has been successful in securing a paid job as a Community Connector at Royal Mencap after applying with his video CV.

41 **James Hill, Director, Pyramid:** *"We think it is really important that this kind of work is delivered 'on the ground' by community organisations such as ours. But it has also been fantastic that the 100% Digital Leeds team have been able to support the work with their shared experience, expertise and contacts around the city. The backing of Leeds City Council and the NHS has meant that the Coordinator has been able to approach organisations similar to Pyramid and instigate partnership work without worrying about competition for funding or resources. The matrix-management arrangement and the relationship with the council has meant that the Coordinator has been able to act as an honest / neutral broker for new partnership work. It really feels like the 'neutrality' of the post and the city-wide focus created by the association with 100% Digital Leeds is giving greater traction and impact to projects than would have happened had the projects been done by Pyramid working in isolation. The partnership with 100% Digital Leeds has allowed Pyramid to make new friends, partnerships and projects across the city which have benefited individuals and organisations in many ways. It has also had a really positive impact on the way that we do things at Pyramid ourselves."*

Leeds Digital Inclusion Fund and Leeds Digital Ball

42 100% Digital Leeds worked with colleagues in Employment and Skills and Leeds Community Foundation (LCF) to secure support for digital inclusion from the digital and technology sector in the city. The team was invited by the Chief Officer for Culture and Economy to support the inaugural Leeds Digital Ball, an annual charity event to raise money from digital and technology companies in the city. The charity ball organisers comprise a board of members and advisors from across the Leeds region who came together as a collective to help represent the local tech community in supporting digitally excluded communities and driving positive change.

43 Money raised from the Digital Ball was invested into Leeds Digital Inclusion Fund, a permanent grant funding stream administered by LCF in partnership with 100% Digital Leeds. The Leeds Digital Inclusion Fund is used to award grants to community organisations in Leeds to increase digital inclusion. The first Leeds Digital Ball in 2022 raised £50,000 and the 100% Digital Leeds team worked with LCF to write the funding criteria and grant application process for charities to bid into the fund. The team was also represented on the judging panel that awarded five grants of £10,000 each to charities who have used the money to increase or enhance their digital inclusion offer.

44 Between them, the five successful organisations support a range of people and communities more likely to be digitally excluded:

- Your Back Yard received funding to expand their well-established digital and social inclusion offer for older people. Using the funding to employ a dedicated outreach worker, purchase more tablets and data, and recruit more volunteers, enabling them to deliver more sessions in Headingly and Holt Park.

- Smart Works received funding to embed digital skills and access support in their work supporting women to enter and re-enter the workplace by helping clients with workwear, confidence-building and coaching for job interviews.

- Highrise Project received funding to support the embedding of digital inclusion into their existing creative skills and mentoring offer for people in Armley, including the purchase of equipment.

- Meanwood Valley Urban Farm received funding to support them to build digital elements into their HOOF (Help Out On the Farm) group. The HOOF group is a group of people with learning disabilities who learn new skills, work with animals and improve their health and wellbeing in a variety of settings at the farm.

- Burmantofts Senior Action received funding to build upon their existing digital inclusion offer and expand outreach within the community by employing an Outreach Worker and establishing a tech-lending library and data-gifting service.

45 The 100% Digital Leeds team is already working on the 2023 Digital Ball with LCF and representatives from a number of digital businesses. There are many businesses in the city interested in supporting digital inclusion in communities, with CSR schemes offering staff paid time to volunteer, but this volunteer capacity is often not taken up by third sector partners looking to support digital inclusion.

46 100% Digital Leeds, Leeds Community Foundation, Voluntary Action Leeds and Leeds Digital Ball, are hosting a round table event to explore the issue. The event will bring together representatives from across the digital and third sectors with the aim of developing an approach for brokering and delivering effective digital volunteer partnerships. The event will be an opportunity to have open and honest discussions about the needs of both sectors, what good volunteering to support digital inclusion looks like, and connect those that have capacity and expertise with the organisations that need it the most.

47 As part of the city's UK Shared Prosperity Fund (UKSPF) activity plan, 100% Digital Leeds has been allocated funding to increase digital inclusion in communities. The team will work with LCF and use Leeds Digital Inclusion Fund to create a grants scheme that organisations can bid into. The team will also use UKSPF funding to appoint a Digital Inclusion Officer, employed and line-managed by a third sector organisation that specialises in tackling poverty. The role will be matrix-managed by the 100% Digital Leeds team. The Officer will implement the 100% Digital Leeds approach to increasing digital inclusion, with a specific focus on people and communities living in poverty or on low incomes.

48 **Kate Hainsworth, Chief Executive, Leeds Community Foundation:** *"We find it so valuable to work with 100% Digital Leeds. Their knowledge of community organisations, and the practical support and advice they offer, is helping to make Leeds a more digitally inclusive place for everyone who lives here. This makes them the perfect partner for Leeds Community Foundation and our work around digital inclusion. As well as receiving grant funding, community organisations also have access to 100% Digital's support to help them progress their digital inclusion activities in ways that work for them, and the people in their communities."*

Leeds arts in care homes digital inclusion programme

49 In September 2022, 100% Digital Leeds and the Arts and Culture Digital Inclusion Network curated a week-long programme of free creative workshops aimed at care home residents in celebration of The National Day of Arts in Care Homes, a national event that takes place each year.

50 14 arts organisations hosted a total of 24 workshops over the course of five days. Over 20 locations providing care engaged with the series, with many attending multiple workshops. Some virtual workshops were attended by as many as 10 different care settings. The programme included interactive workshops on music, dance, embroidery, and more, delivered by organisations such as Opera North, Ascendance, and Hyde Park Picture House, incorporating such activities as movement, games, and reminiscence.

51 With growing technological advancements, it is increasingly important that care settings have access to equipment and connectivity, and staff have the required digital skills and confidence to engage with the digital world. This programme gave care staff the opportunity to develop their skills and confidence and understand the ease and practicality of using digital tools to bring external activity into care settings, thereby supporting the 100% Digital Leeds priority of developing digital inclusion in care home settings.

52 Care settings and arts organisations are keen for the programme to return this year. The cross-sector steering group has been reconvened to take this forward and launch events are planned for May 2023, coinciding with Creativity and Wellbeing Week, Dementia Action, and Age of Creativity Festival month. 100% Digital Leeds is partnering with Yorkshire Dance and other partners to develop an arts and creativity event for Care Homes Activity Coordinators. This will be a practical and engaging face-to-face session highlighting the offers of the city's arts organisations and will launch the September programme to care staff. 100% Digital Leeds will also host a webinar aimed at arts organisations interested in contributing to the programme. This will share key information about the offer and process, including highlighting potential funding opportunities for arts organisations.

53 **Iria Cunha, Wellbeing Development Manager, Springfield Care Villages:** *"Having the support of 100% Digital Leeds has been fantastic for our care homes. Not only support but also encouragement and excitement to use more digital resources in creative ways. This benefits not only residents' connections with the community and their families, but also digital inclusion for staff, increasing their motivation and confidence with digital resources. The 100% Digital Leeds team are always available, approachable, open to suggestions, pro-active, and bringing new*

ideas. We look forward to working together to develop our digital inclusion offer, which is having such a positive impact for our care homes."

Increasing digital health participation – Digital Health Hubs

54 100% Digital Leeds is working with the Local Care Partnerships (LCP) Development Team to roll-out their community-based approach to support digital inclusion for improved digital health participation. The approach was developed and evaluated with Beeston and Middleton LCP and refined with York Road LCP. It is now being rolled-out to LCP areas across the city over the next 18 to 24 months. The staged implementation plan is supported by £200,000 Health Inequalities funding from the NHS which will boost third sector capacity to increase digital inclusion and digital health participation.

55 Investment is being used to build the digital inclusion infrastructure across LCP areas. Organisations including Carers Leeds, Bevan Healthcare and The Old Fire Station have already benefitted from a combination of better connectivity, more equipment and increased staff capacity. Organisations in the HATCH, Woodsley and Holt Park, and Central LCP areas will also benefit from the funding. In York Road LCP, and Woodsley and Holt Park LCP, the funding is being used to appoint additional digital inclusion officers hosted by a third sector organisation. Those roles will work to build the digital inclusion capacity of organisations across the LCP area, and will be matrix-managed by the 100% Digital Leeds team.

56 The 100% Digital Leeds and LCP teams are supporting organisations at the heart of communities to become Digital Health Hubs. These are places where service users can learn how to access relevant information and self-management tools to improve their health and wellbeing. Digital Health Hubs involve closer cooperation between health and care services and organisations working with specific demographics with poorer health outcomes. They tie digital inclusion and health literacy together and are as much about supporting improved health and wellbeing as they are about supporting people to have the skills, confidence, motivation, and connectivity to do more with digital.

57 As well as supporting organisations on their journey to becoming a Digital Health Hub, the 100% Digital Leeds and LCP teams deliver workshops for staff from health and care services. They also organise Digital Health Hub network meetings to bring the organisations together to share learning, improve signposting, and raise awareness of the digital inclusion support in a place. To make signposting even easier for clinical staff and other health and care staff in the area, the 100% Digital Leeds team works with the organisations to create a flyer for each LCP area. Examples of these flyers are included at **Appendix 2**.

58 The aims of this work include:

- More organisations engaged with the 100% Digital Leeds and LCP programmes.

- More staff in the community trained to understand digital inclusion and digital health, designing and delivering interventions that benefit the community.

- More resource brought into the area to tackle barriers to digital inclusion.

- Improved links between healthcare providers and local organisations across all sectors.

- Improved third sector knowledge of health and care pathways and systems, enabling organisations to better support their service users to access health and care provision.

- Improved awareness of, and signposting to, digital inclusion support in the community.

- More residents benefiting from these interventions and improving their health and wellbeing.

59 This work has attracted national attention and from April 2023 it will be the subject of a research project led by researchers from University College London. More information at **Paragraph 86.**

Leeds Community Healthcare Trust

60 The 100% Digital Leeds team has continued to develop their partnership with Leeds Community Healthcare Trust (LCH) in response to the success of [LCH's Digital Champion Network](). This is a Trust-wide network including colleagues ranging from senior strategic roles to frontline clinicians. They ask questions, share ideas and equip each other with new digital skills.100% Digital Leeds is helping to embed digital inclusion within LCH's strategy and working with LCH's business units to determine the best approach for each team in relation to digital inclusion.

61 The key areas in which 100% Digital Leeds is working with LCH include:

- LCH as a key partner within the rollout of [Digital Health Hubs]() and working with LCPs.

- Engagement with LCH Weight Management service to support patients to access online information and support.

- LCH Respiratory team working with 100% Digital Leeds to embed digital inclusion within the Pulmonary Rehab programme and the rollout of myCOPD.

62 **Thea Stein, Chief Executive, Leeds Community Healthcare Trust:** *"We really value our partnership with the 100% Digital Leeds team. We know, without a shadow of a doubt, that because of our partnership and their involvement in our work more people are able to access the health care we provide in ways that work for them. They are an invaluable part of our team, and the work they have done with us spans all of our services. They are an essential part of Team Leeds and a tangible manifestation of this city's commitment to improve the health of the poorest the fastest."*

LCH and Primary Care Student Nurse Programme

63 100% Digital Leeds partnered with LCH's Senior Practice Learning Facilitator to include a digital inclusion strand within the Leeds Primary Care Leadership Placement. In the first structured learning week of the placement, 100% Digital Leeds delivered an interactive training package to the student nurses. The session provided them with:

- Greater insight and understanding of digital inclusion/exclusion.

- Tools they could use to explore barriers and challenges, such as motivational interviewing and coaching techniques.

- Resources to support them to signpost/refer service users who identify they would like help to become more digitally included.

64 For the remaining 11 weeks of the placement, the students led on three NHS Health Check Clinics per week in the general practice setting within the LS25/26 PCN and spent time in a community setting. Here they had the opportunity to build relationships with a diverse population group, enabling them to have meaningful conversations about digital health. They took a person-centred approach and raised awareness of ways in which people could use digital tools to manage their health and wellbeing and engage with health services. They also had positive conversations about digital, promoted the benefits that digital tools could bring, and signposted to support.

65 The students have embedded digital inclusion into their placements and used their new knowledge and skills to support people to order prescriptions online and to access health and wellbeing websites and apps. The students built trusted relationships with service users which helped them to have impactful digital inclusion conversations. Many people they engaged with were unaware of the digital tools available to them to support their health and wellbeing and had a lack of confidence around digital. The students showed people the tools and increased their confidence and skills by demonstrating the benefits of digital.

66 The Leeds Primary Care Student Leadership Placement Pilot will be fully evaluated and written up for the British Journal of Community Nursing. The project has been shortlisted in the Student Placement of the Year category in the Student Nursing Times Awards 2023.

Leeds Teaching Hospitals Trust

67 The 100% Digital Leeds team has developed a strong partnership with Leeds Teaching Hospitals Trust (LTHT), positioning digital inclusion within LTHT's strategy and outlining key opportunities to embed digital inclusion within LTHT's existing programmes to improve digital health participation, reduce health inequalities and support the NHS 'digital first' agenda.

68 The key areas in which 100% Digital Leeds is working with LTHT include:

- The city-wide rollout of LTHT Patient Hub, the new digital platform to support patients engaging with LTHT. This is increasing the number of patients able to use Patient Hub and reducing telephone calls to the hospital teams.

- LTHT as a key partner within the 100% Digital Leeds community-based approach to digital inclusion, including digital inclusion awareness training for LTHT staff to improve digital inclusion conversations with patients, signposting and raising awareness of digital tools.

- Digital inclusion integrated within the plans for the Hospitals of the Future project. The 100% Digital Leeds team is engaging with the strategic leadership team and integrating digital inclusion into the plans.

- Digital Inclusion embedded within the community health and connectivity self-care choice hub project. 100% Digital Leeds is a key stakeholder in the development and rollout of this new project which will increase digital health participation for South Asian communities.

- 100% Digital Leeds represented within the Leeds Health and Social Care Hub, supporting digital inclusion alongside the acceleration of digital tools.

69 **Kirstin Blackwell, Deputy Director – Inclusive Co-Design, Thrive By Design:** *"The work that 100% Digital Leeds do across Leeds is such a valuable asset to our city. The holistic, person-centred and community driven approach that the team advocate for really is exemplary. As an NHS partner supporting work locally and in other regions across the country, it is important to us to share practice that is making an impact. Partnering with 100% Digital Leeds to share their extensive experience is always such a benefit to others who may be at different stages in their journey, from understanding how digital exclusion affects people through to designing more inclusive services and supporting more equitable access to our health and care system. The team's passion and knowledge always shine through and inspire others about what can be achieved – putting Leeds on the map as a city that is leading the way with digital inclusion support for our communities."*

How does this proposal impact the three pillars of the Best City Ambition?

⊠ Health and Wellbeing   ⊠ Inclusive Growth   ⊠ Zero Carbon

70 All of the work outlined in the report plays a key role in achieving the Council's ambition to build a compassionate city, tackle poverty and reduce inequalities. Digital inclusion is an enabler to help services and communities achieve a wide range of ambitions and outcomes. Digital inclusion and 100% Digital Leeds are referenced in numerous council strategies including the Best City Ambition, Better Lives Strategy, Living with Dementia in Leeds Strategy, Inclusive Growth Strategy, Future Talent Plan, Leeds Housing Strategy, and the refreshed Health and Wellbeing Strategy. Digital inclusion and digital skills are also two of the foundations on which the city's Digital Strategy is built.

What consultation and engagement has taken place?

| Wards affected: |
| Have ward members been consulted? ☐ Yes ☒ No |

71 The 100% Digital Leeds approach brings together key partners to design digital inclusion interventions based on the needs of a particular community. This could be a geographical community such as a ward or a Local Care Partnership area, or a community of interest such as unpaid carers, older people, or people with learning disabilities. Partners are brought together to co-produce bespoke solutions, building partnerships and bridges between services and organisations that serve those communities. 100% Digital Leeds works with teams, services and organisations who have a deep understanding of the needs and the lived experiences of their service users. The digital inclusion interventions are embedded within existing support mechanisms around that community, taking a holistic and person-centred approach to ensure the solutions put in place are meaningful and adaptable to changing circumstances.

72 In all cases the team ensures consultation, engagement and collaboration are built into every stage of the 100% Digital Leeds approach to increasing digital inclusion across the city.

What are the resource implications?

73 Over the last three years, the 100% Digital Leeds team has brought an average investment of £1million per year into the city to increase the digital inclusion infrastructure across Leeds. In addition, teams and organisations are delivering services more efficiently and effectively, and people and communities are achieving improved outcomes as a result of digital inclusion.

What are the key risks and how are they being managed?

74 Risk management of individual projects is built into the way that the 100% Digital Leeds team works. Programme governance includes regular reporting to IDS SLT, other leadership teams and senior stakeholders, external funders, as well as annual reports to this Scrutiny Board.

What are the legal implications?

75 This is an information rather than decision-making report and therefore there are no legal implications arising from it.

Options, timescales and measuring success

What other options were considered?

76 The 100% Digital Leeds approach has been developed, defined and refined over the last six years. Through regular reporting to this Board, members have questioned, guided and supported the approach at every stage.

How will success be measured?

77 This report has illustrated some of the ways in which success is measured for the 100% Digital Leeds programme. The team has recorded other indicators that illustrate some of their activities over the last 12 months, including:

- **£1,005,312** funding secured for community organisations.

- **2,381** subscribers to the 100% Digital Leeds Newsletter.

- **713** people attended 100% Digital Leeds events.

- **319** people attended 100% Digital Leeds Digital Inclusion Awareness workshops.

- **220** teams, services and organisations across all sectors worked with 100% Digital Leeds.

78 The 100% Digital Leeds team carried out a sample survey of 10% of the organisations they worked with over the last year. They asked organisations to report on the number of digital inclusion activities and interventions delivered across the city, and the number of people reached through those interventions. The organisations that took part in the snapshot survey represented a wide range of providers, including some with a citywide reach and those working in specific areas of the city. Some of the organisations that took part serve a general population and others specialise in working with specific communities of interest.

79 The survey showed that over the last 12 months across the 10% of organisations who completed the survey:

- **2,611** people were supported on 1-2-1 digital skills sessions.

- **2,162** people were supported on group digital skills sessions.

- **2,140** people experiencing data poverty received SIM cards with free calls, texts and data from Good Things Foundation's National Databank.

- **462** people borrowed a digital device from one of the lending schemes run by 15 of the organisations who responded to the survey.

80 Over **7,000** people were directly supported by just 10% of the organisations that 100% Digital Leeds worked with last year. When added to the work of the 90% of organisations who did not complete the survey, these figures show the scale of the 100% Digital Leeds programme. Every year, tens of thousands of people across Leeds are supported to increase their digital inclusion.

81 The 100% Digital Leeds team has published a series of Partner Profiles to illustrate the varied ways in which 100% Digital Leeds works with individual organisations. The articles show the positive impacts for the organisations, and the people and communities they support. Profiles include:

- [Belle Isle Senior Action](#)

- [Canal Connections](#)

- [CHANFOB](#)

- [Holbeck Together](#)

- [Leeds Libraries](#)

- [Leeds 2023](#)

- [Meanwood Valley Urban Farm](#)

- [The Old Fire Station](#)

- [Turning Lives Around](#)

- [Your Back Yard](#)

82 Testimonials from some of these Partner Profiles and other organisations working with the 100% Digital Leeds team are included at **Appendix 3**.

83 **Appendix 4** shows the full range of organisations that 100% Digital Leeds worked with over the last 12 months.

84 At a population and programme level, it is more difficult to evidence the improved outcomes experienced by people as a result of increased digital inclusion. The 100% Digital Leeds team is working with academic researchers to evaluate different aspects of the digital inclusion programme. Funding has been secured to carry out three research projects over the next 12 months:

85 **A hybrid future? A mixed-methods study to explore how voluntary and community sector organisations could combine in-person and digital service delivery for adults with learning disabilities and/or autism.** This research will examine how voluntary and community sector organisations use technology like videoconferencing, instant messaging and social media as well as, or instead of, face-to-face activity to provide services to adults with learning disabilities and/or autism. The work will be led by the Research Fellow, Centre for Health Promotion Research, School of Health, Leeds Beckett University.

86 **The Digital Health Inclusion Project: Exploring whether community-based digital health inclusion programmes contribute to tackling health inequalities in disadvantaged population groups.** This research will include qualitative interviews to explore the experiences of service users, staff, volunteers and stakeholders of community-based digital inclusion providers. This will include exploring views and experiences of digital inclusion programmes, which components are helpful/unhelpful and why, barriers and facilitators to engagement and access, and perceived impacts on health and wider social outcomes. The work will be led by the NIHR Clinical Lecturer in Primary Care, University College London eHealth Unit, Department of Primary Care and Population Health. This is a national study with researchers from UCL and the University of Southampton. Funding is also available to recruit a Research Assistant, and this job opportunity has been shared across the 100% Digital Leeds network.

87 **Co-producing a Theory of Change and evaluation framework for local authority-led, city-wide digital inclusion programmes.** 100% Digital Leeds identified funding and invited the digital inclusion lead at Coventry City Council to join this research project. The aim of the research is to understand how two city-wide programmes led by local authorities (100% Digital Leeds and #CovConnects) contribute towards addressing digital inequality at a city-wide level and how this impact can be measured. A common Theory of Change and evaluation framework will be developed and tested collaboratively with local and national stakeholders. The project will improve understanding of the complexity of such programmes, supporting local and national government to design, implement, and evaluate more effective city-/region-wide digital inequality interventions. Learning will be shared with different policy, practice, and academic audiences via a range of tailored outputs. The work will be led by the Research Fellow, Centre for Health Promotion Research, School of Health, Leeds Beckett University.

88 The results of these research activities will inform the development of the 100% Digital Leeds programme. They will also be shared in the next 100% Digital Leeds report to this Board.

89 Leeds City Council and 100% Digital Leeds are also part of a longer-term, national research project, the INCLUsive Digital Economy Network+ (INCLUDE+). This programme will address the lived and structural inequalities of digital society. Responding to the urgent call of the 'Beyond Digital' Parliamentary report, the research team will ask how social and digital environments can and should be built, shaped and sustained in ways that enable all people to thrive. The five-year programme of activities (2022 – 2027) will build a knowledge community around (in)equalities in digital society that will comprise industry, academia, the public and third sectors in response to the UKRI Equitable Digital Society theme.

What is the timetable and who will be responsible for implementation?

90 The 100% Digital Leeds programme is ongoing, led by a permanent team within the Integrated Digital Service. Some projects within the wider 100% Digital Leeds programme have their own timelines.

91 The 100% Digital Leeds team leads digital inclusion for the city. The team articulates the vision, provides strategic leadership, drives the digital inclusion agenda, and is responsible and accountable for all aspects of the 100% Digital Leeds digital inclusion programme. Governance is provided by IDS Senior Leadership Team and other boards and stakeholders as appropriate. Scrutiny and oversight are provided by this Board.

Appendices

- Appendix 1: 100% Digital Leeds working with Leeds Libraries
- Appendix 2: Signposting leaflets for Digital Health Hubs
- Appendix 3: Testimonials from organisations working with 100% Digital Leeds
- Appendix 4: List of organisations that 100% Digital Leeds worked with last year

Background papers

- None

Appendix 1: 100% Digital Leeds working with Leeds Libraries

100% Digital Leeds are:
- the strategic leads for digital inclusion for the city
- working with 200+ teams, settings and organisations across the council, third sector, and health and care
- increasing community capacity to build sustainable interventions and embed digital inclusion within services and organisations across Leeds

Leeds Libraries are:
- the main council delivery partner for the 100% Digital Leeds programme
- delivering digital inclusion activities and digital skills sessions in Libraries and Community Hubs across the city

100% Digital Leeds has invited Leeds Libraries to participate in a number of workstreams within their digital inclusion programme.

Workstream	100% Digital Leeds working with Leeds Libraries
Digital Health Hubs (DHHs)	100% Digital Leeds leads the development of a citywide network of DHHs. The team works with the Local Care Partnership Development Team, Primary Care, Leeds Community Healthcare, third sector organisations and more. Leeds Libraries have been part of every phase of the DHH rollout to date. Libraries are represented on the DHH network meetings hosted by 100% Digital Leeds and feature on all of the publicity designed by 100% Digital Leeds. 100% Digital Leeds successfully applied for NHS Health Inequalities funding and signposted Libraries to a funding opportunity from Health Education England. Libraries secured £10,000 from this fund to support the development of DHHs and the digital health offer across the library service.
Arts and Culture Digital Inclusion Network	A strategic partnership between 100% Digital Leeds and arts@leeds and over 100 individuals from the arts and culture sector. The network supports arts and culture professionals to make the move to digital delivery by sharing learning and resources, helping artists and organisations embrace digital innovation whilst continuing to keep programming as accessible and inclusive as possible. Leeds Libraries were invited to attend the quarterly meetings and to host one of the meetings at Leeds Central Library, showcasing their offer to other arts organisations and professionals. 100% Digital Leeds worked closely with Leeds2023 to develop, deliver and promote a series of practical workshops aimed at supporting engagement with upcoming programming. Libraries are now hosting a number of the main LEEDS2023 workshop series in their venues across Leeds.

Workstream	100% Digital Leeds working with Leeds Libraries
Tablet lending scheme	The tablet lending scheme is managed by Leeds Libraries, with hundreds of iPads available to borrow by individuals and organisations. 100% Digital Leeds worked with IDS colleagues on a Procurement exercise to move the tablet lending scheme onto a more robust and cost-effective contract. IDS now manage all elements of the new contract, reducing the administration and workload for library colleagues. 100% Digital Leeds regularly signposts organisations to the tablet lending scheme in Libraries.
Arts in Care Homes Day	100% Digital Leeds curated a week-long programme of activity that took place between Saturday 24 September 2022 (national Arts in Care Homes Day) and Saturday 1 October 2022 (International Day of Older People). The project aimed to support care providers to bring more arts and culture activity into their settings by engaging remotely via digital. The project was led by 100% Digital Leeds with a cross-sector steering group made up of people working across the public, cultural, wellbeing, and care sectors. Leeds Libraries were invited to be part of that steering group and they contributed library activities to the Arts in Care Homes Day programme. This enabled Libraries to showcase their offer to colleagues across the Arts and Culture Digital Inclusion Network, Leeds Arts Health and Wellbeing Network, and Leeds Care Delivery Services. Feedback and quotes from Libraries were included in feedback given to NAPA, the National Activity Providers Association. NAPA is the UK's leading activity and engagement charity supporting care services to prioritise wellbeing and promote activity, arts, and engagement. A Leeds case study was included in their national evaluation report.
Older People's Digital Inclusion Network	Co-chaired by 100% Digital Leeds and Leeds Older People's Forum, this is a citywide network of organisations that support and work with older people. It gives organisations the opportunity to collaborate, share best practice, and work together to develop inclusive, person-centred approaches to support older people with digital inclusion. Leeds Libraries were invited to be part of the network to share learning, insights and resources. The network helps organisations to better support their service users to use digital, working in partnership to increase understanding and capacity, and embedding digital inclusion within their services. 40+ organisations are currently part of the network. With support from 100% Digital Leeds, 14 organisations have recruited a digital inclusion worker within their organisation, others have developed device lending schemes with data for their digitally excluded members, and over £500,000 funding has been secured to build resource and capacity to support digital inclusion for older people in Leeds.

Workstream	100% Digital Leeds working with Leeds Libraries
Good Things Foundation National Databank	100% Digital Leeds supports organisations across the city to register with the National Databank so they can give SIM cards with free calls, texts and data to their members. In Leeds, this work started with the Community Calling scheme delivered by 100% Digital Leeds during 2021. Over 2,000 SIM cards have been gifted to date. Leeds Libraries have registered with the Databank and are gifting SIMs to people in communities across Leeds. 100% Digital Leeds connected library colleagues to some of the 100% Digital Leeds partner organisations so that Libraries could gift their SIMs to a wider audience.
Signposting and referral	100% Digital Leeds promotes Leeds Libraries' digital inclusion offer through the 100% Digital Leeds newsletter, the 100% Digital Leeds website, and on social media. The team include the library offer in presentations to partner organisations as part of the 100% Digital Leeds Digital Inclusion Awareness workshops.

Appendix 2: Signposting leaflets for Digital Health Hubs

Support with digital: Beeston and Middleton Local Care Partnership

Digital Health Hubs are local community spaces with friendly people who can help you to get online and build your digital skills and confidence.
Try the tools that can make it easier for you to manage your health and wellbeing and engage with the NHS in the way that works best for you.

100% Digital Leeds
July 2022

		Contact details			Wifi		Equipment		Digital skills		
Centre name	People	Address	Phone	Website and email address	Wifi on site	4G data gifting	For use on site	To loan	One-to-one by appointment	Timetabled group sessions	In home
Beeston Village Community Centre	Everyone	Beeston Park Pl LS11 8DQ	0113 271 7231	www.healthforall.org.uk raquel.greenwood@healthforall.org.uk	✓		✓	✓	✓	✓	✓
Belle Isle Senior Action	Older people	Broom Crescent LS10 3JN	0113 277 8208	Belleisle.org.uk info@belleisle.org.uk	✓	✓	✓	✓	✓	✓	✓
Belle Isle Tenant Management Organisation	Everyone	Aberfield Gate LS10 3QH	0113 378 2190	www.belleisletmo.co.uk gate@belleisletmo.co.uk	✓	✓	✓	✓	✓	✓	✓
Beeston Community Hub and Library	Everyone	Town Street LS11 8PN	0113 378 5005	www.leeds.gov.uk/community-hubs libraryenquiries@leeds.gov.uk	✓		✓		✓	✓	
Dewsbury Road Hub and Library	Everyone	Dewsbury Rd LS11 6PF	0113 378 5005	www.leeds.gov.uk/community-hubs libraryenquiries@leeds.gov.uk	✓		✓		✓	✓	
Cranmore and Raylands Community Centre	Everyone	Cranmore Dr LS10 4AW	07432 702911	www.healthforall.org.uk martin.brennan@healthforall.org.uk	✓		✓	✓	✓	✓	✓
Hamara Healthy Living Centre	Everyone	Tempest Rd LS11 6RD	0113 277 3330	www.hamara.org.uk admin@hamara.co.uk	✓	✓	✓	✓	✓	✓	✓
Holbeck Community Centre	Everyone	Elland Road LS11 0AB	07535 960784	www.healthforall.org.uk carol-ann.reed@healthforall.org.uk	✓		✓	✓	✓	✓	✓
Holbeck Together	Everyone	Domestic St LS11 9NS	07535 960784	www.holbecktogether.org admin@holbecktogether.org	✓	✓		✓	✓	✓	✓
Hunslet Community Hub and Library	Everyone	Waterloo St LS10 2NS	0113 378 5005	www.leeds.gov.uk/community-hubs libraryenquiries@leeds.gov.uk	✓		✓		✓	✓	
MHA Communities South Leeds	Older people	Old Lane LS11 8AG	0113 271 6201	www.mha.org.uk southleeds@mha.org.uk	✓			✓		✓	
Middleton Elderly Aid	Older people	Acre Road LS10 4LF	0113 272 1050	middletonelderlyaid.org.uk info@middletonelderlyaid.org.uk	✓		✓	✓	✓	✓	✓
Middleton Family Centre	Families	Sissons Rd LS10 4JG	0113 276 2386	www.healthforall.org.uk info@healthforall.org.uk	✓		✓	✓	✓	✓	✓
St George's Centre Community Hub	Everyone	St George's Rd LS10 4UZ	0113 378 5005	www.leeds.gov.uk/community-hubs libraryenquiries@leeds.gov.uk	✓		✓		✓	✓	
Tenants Hall Enterprise Centre	Everyone	Acre Close LS10 4HX	0113 270 6903	www.healthforall.org.uk info@healthforall.org.uk	✓		✓	✓	✓	✓	✓
The Watsonia Pavilion	Everyone	Cross Flatts Park LS11 7NA	07432 702911	www.healthforall.org.uk martin.brennan@healthforall.org.uk	✓		✓	✓	✓	✓	✓

Telephone support from national partners

Citizens Online: 0808 196 5883: basic digital skills support, open to all.
AbilityNet: 0800 048 7642: over the phone or in home support for older people and disabled people of any age.

Support with digital: York Road Local Care Partnership

Digital Health Hubs are local community spaces with friendly people who can help you to get online and build your digital skills and confidence.
Try the tools that can make it easier for you to manage your health and wellbeing and engage with the NHS in the way that works best for you.

100% Digital Leeds
July 2022

Burmantofts Community Hub and Library
- Everyone
- Rigton Lawn, LS9 7QA
- 0113 378 5005
- www.leeds.gov.uk/libraries
- libraryenquiries@leeds.gov.uk

Burmantofts Senior Action
- Older people
- 75A Stoney Rock Lane, LS9 7TB
- 0113 248 9191
- www.bsaleeds.org.uk
- info@bsaleeds.org.uk

Cross Gates and District Good Neighbours
- Older people
- Station Road, LS15 7JY
- 0113 2606565
- crossgatesgns.org.uk
- admin@crossgatesgns.org.uk

Cross Gates and Whinmoor Community Hub
- Everyone
- Cross Gates Shopping Centre, LS15 8DT
- 07903 639 879
- crossgatesgns.org.uk
- cwcommunityhub@crossgatesgns.org.uk

Crossgates Library
- Everyone
- Cross Gates Shopping Centre
- 0113 378 5005
- www.leeds.gov.uk/libraries
- libraryenquiries@leeds.gov.uk

Halton Library
- Everyone
- 273 Selby Road, LS15 7JR
- 0113 378 5005
- www.leeds.gov.uk/libraries
- libraryenquiries@leeds.gov.uk

The Old Fire Station
- Everyone
- Gipton Approach, LS9 6NL
- 0113 213 6813
- www.theoldfirestationgipton.org.uk
- reception@theoldfirestationgipton.org.uk

Recovery Hub @ East Leeds
- Everyone
- Seacroft Green, LS14 6JL
- 0113 378 2203
- www.leeds.gov.uk/adult-social-care
- recoveryhubeast@leeds.gov.uk

Richmond Hill Elderly Action
- Older People
- Long Close Lane, LS9 8NP
- 0113 248 5200
- www.rhea-leeds.org.uk
- info@rhea-leeds.org.uk

Seacroft Community Hub and Library
- Everyone
- Seacroft Avenue, LS14 6JD
- 0113 378 5005
- www.leeds.gov.uk/libraries
- libraryenquiries@leeds.gov.uk

Support available at each Digital Health Hub	Connectivity		Equipment		Skills support			Health support available
	Wifi on site	4G data gifting	For use on site	To loan for use at home	One-to-one by appointment	Timetabled group sessions	In home	Help to make the most of the internet to do things like:
Burmantofts Community Hub and Library	✓		✓		✓	✓		• Booking appointments
Burmantofts Senior Action	✓	✓	✓	✓	✓	✓	✓	• Managing prescriptions • Video consultations
Cross Gates and District Good Neighbours	✓	✓	✓		✓	✓	✓	• Mental health support
Cross Gates and Whinmoor Community Hub	✓	✓	✓		✓	✓		• Symptom checking • Managing your conditions
Crossgates Library	✓		✓		✓	✓		
Halton Library	✓		✓		✓	✓		Help using digital health tools such as:
The Old Fire Station	✓	✓	✓			✓		• NHS App • Leeds Hospitals Patient Hub
Recovery Hub @ East Leeds	✓		✓			✓		• eConsult
Richmond Hill Elderly Action	✓	✓	✓	✓	✓	✓	✓	• Zoom & Teams • myCOPD
Seacroft Community Hub and Library	✓		✓		✓	✓		• myHeart • Mindwell-leeds.org • My Pregnancy Notes

Telephone support	Help from national partners with trained volunteers.	**Citizens Online: 0808 196 5883**: basic digital skills support, open to all. **AbilityNet: 0800 048 7642**: over the phone or in home support for older people and disabled people of any age.

Appendix 3: Testimonials from organisations working with 100% Digital Leeds

Sonny Garewal, CEO, Belle Isle Senior Action: "We are so grateful for the funding we have received. We have supported so many older people with digital, increasing their digital skills and confidence, and lots have taken their first steps online with our support. Working in partnership with 100% Digital Leeds and the Older People's Digital Inclusion Network has been fantastic. It's hard to imagine us as an organisation without this digital inclusion support now, as it's such an integral part of our offer."

Creative Technologist, LEEDS 2023: "At LEEDS 2023 we are letting culture loose across the city. These workshops are one of the ways we are supporting artists, creatives and organisations. Our aim is to give workshop participants the basic skills they need to begin experimenting and exploring their creative skills. It has been great to partner with 100% Digital Leeds on this programme to ensure that it reaches people across the city. We want to make sure that these workshops are open to everyone, and the overwhelming feedback is that we should run more."

Kerri Walker, Senior Housing Support Worker, Turning Lives Around: "Our digital inclusion project worked really well, and we soon started to see really positive benefits. Staying in touch with friends and family, independently managing online journals and bidding on properties, taking pictures and doing artwork and all sorts. They looked after the equipment and followed the rules because they respected the staff and they respected the opportunity they were being given, and they respected the amount of trust we put in them. We've seen a massive decrease in antisocial behaviour and a huge increase in engagement. YouTube gives our clients access to the world. It's made them so much more knowledgeable about the world. The internet has sparked such creativity and given people the space to follow their own interests. They're learning off their own back, not because someone has told them to. It's a massively positive thing."

Fran Etherington, Development Manager, The Old Fire Station: "Folk come into the café because it's a safe, warm space to be. We get a lot of people who are in quite severe difficulties. When the staff notice someone under stress they will go and chat to them and offer them a cup of tea and before you know it, in two weeks' time, you'll see that person at one of the groups, accessing support. It's about starting a conversation where someone feels safe and welcome, and it might take them a few visits to open that door and have that conversation but, when they do, they feel comfortable doing it. 100% Digital Leeds has held our hands and supported us throughout our digital inclusion journey, helping us to develop all of our projects. From the conversations we need to have with the people who visit, trying to understand what we need to do, and how we're going to do it. The support has been fantastic."

Adam Ogilvie, CEO, Meanwood Valley Urban Farm: "The 100% Digital Leeds team alerted us to the Leeds Digital Inclusion Fund through which we have achieved £10,000 of funding to use with our HOOF group. This will enable us to buy equipment which will both benefit the lives of our members and also allow us to share the amazing experience of being on the farm with a much wider audience. The team have also helped us to promote our work to a wider audience and enabled us to build links with other groups offering opportunities for people with learning disabilities in Leeds."

Sean Flannigan, Digital Inclusion Officer, Holbeck Together: "We have a fantastic partnership with 100% Digital Leeds, it's great to see how much our digital inclusion offer has developed in the past two years. We are continuing to address the needs of our community and supporting them to overcome barriers to digital inclusion. We have seen the difference it's made to so many people's lives, increasing their social connections, their independence and their access to services and improving their health and wellbeing. We are looking forward to seeing what the next 12 month holds, and really value the support of 100% Digital Leeds."

Appendix 4: Organisations that 100% Digital Leeds worked with last year

0-19 teams (LCH)	DWP	Leeds Health and Care Acadamy	Northern Ballet
AbilityNet	East Leeds Project	Leeds Hearing & Sight Loss Service	Novus
Active Leeds	Disability Hub (Leeds City Council)	Leeds Beckett University	OWLS
Access and Usability Group (Leeds City Council)	Drighlington Digital	Leeds Irish Health and Homes	One to One Development Trust
Advonet	East Street Arts	Leeds Mind	PAFRAS
Age UK	Emerging Futures	Leeds Care Delivery Service	Open Source Arts
Ahead Partnership	Emmaus Leeds	Leeds Older People's Forum	Opera North
Alzheimers Society	Engage Leeds	Leeds City College	People in Action
Applebox Company	Feel Good Factor	Leeds Community Healthcare Trust (LCH)	People Matters
Armley Helping Hands	Flourishing Families Leeds	Leeds Recovery College	Performance Ensemble
Arts and Minds	Forum Central	Leeds Refugee Forum	Public Health
Arts Council North	Forward Leeds	Leeds Health and Care Acadamy	Purple Patch Arts
Ascendance	Get Technology Together	Leeds Health Awareness Project	Pyramid of Arts
Artlink West Yorkshire	Getaway Girls	Leeds Society for Deaf and Blind People	Rainbow Junction
Arts Together	GIPSIL	Leeds Housing Options	RETAS
Aspire	GP Confederation	Leeds International Concert Season	Richmond Hill Elderly Action
Ascendance	Groundwork	Leeds South and East Foodbank	RJC Dance
Asha	Guide Dogs for the Blind Association	Leonard Cheshire	Salvation Army Morley
Aspire	HALO Project (Hamara)	Leeds Libraries	Scope
Association of Blind Asians	Hamara	Lighthouse Futures Trust	Seacroft Friends and Neighbours
AVSED	HAVA	Linking Leeds	RJC Dance
BAME Hub	Health For All	Leeds Playhouse	Sense
Barclays	Hippo Digital	Live Music Now	Shannon Trust
BARCA	Holbeck Together	Local Care Partnerships	Simon on the Streets
Basis	HOPE	Local Government Association	Slate Leeds
Belle Isle Senior Action	Hubbub	LS14 Trust	SmartWorks
Better Leeds Communities	Infinity Works	Leeds Teaching Hospital Trust (LTHT)	Solace
Bevan Healthcare	Kentmere Community Centre	Left Bank	Space2
BITMO	Health Partnerships Team	Meanwood Valley Urban Farm	Specialist Autism Services
Bramley Community Centre/Bramley Elderly Action	Healthwatch Leeds	Linking Leeds	St Anne's Resource Centre
Burmantofts Senior Action	Highrise Project	Mears Foundation	St George's Crypt
Café Leep	HMP Leeds	Mencap	St Giles Trust
Canal Connections	HMP New Hall	LYPFT Learning Disability Service	St Paul's Church (Ireland Wood)
Cardigan Centre	HMP Wealstun	Mafwa Theatre	St Vincent's Support Centre
Carers Leeds	HMPPS	Marks and Spencers Archive	STEP
Caring Together in Woodhouse and Litte London	Kirkstall Valley Development Trust	MHA Communities Horsforth	Swan Song Project
Catch 22	Homeless and Health Inclusion Team (LCH)	MHA Communities Rothwell	The Old Fire Station
CFO Activity Hub	Learning Partnerships	MHA Communities South Leeds	The Tech Ladder
CHANFOB	Housing Leeds	MHA Communities West Leeds	Three
Change Grow Live	Hyde Park Picture House	Middleton Elderly Aid	Thrive By Design
Chapel FM	Inc360	Mindwell Leeds	Together Women
Chapeltown & Harehills Area Learning Project	Ingeus	Moor Allerton Elderley Care (MAECare)	Touchstone
Chapeltown Citizens Advice	Leeds & District FA	Morley Digital	Trust Leeds
Children's Centres	Leeds Asylum Seekers' Support Network	Move Mates	Turning Lives Around
Clarion Housing	Leeds Autism Services	MindWell Leeds	Unity in Poverty Action
Compass St Johns	Leeds Beckett University	Nari Ekta	University College London
Complete Woman CIC	Leeds Care Delivery Service	Moortown Baptist Church	Unleashing Refugee Potential LEEDS
Connect in the North	Leeds Caring Hands	Neighbourhood Action in Farnley, New Farnley and Moor Top	Voluntary Action Leeds
Connecting Roma	Leeds Community Foundation	Net Garforth	WEA Worker's Educational Association
Constella OperaBallet	LEEDS 2023	New Wortley Community Association	West Yorkshire Community Chaplaincy Project (WYCCP)
Crossgates & District Good Neighbours Scheme	Leeds and York Partnership Foundation Trust (LYPFT)	Oblong	WISE
Damasq	Leeds Arts Health and Wellbeing Network (LAHWN)	OPAL	Women's Health Matters
DAZL	Leeds Creative Aging Forum	Opera North	Yorkshire Dance
Deafblind UK	Leeds Food Aid Network	Otley Action for Older People	YourBackyard
Diabetes Team - LCH	Leeds GATE	Our Way Leeds	Zest for Life