Appendix 2

Recommendations and response from the StaR (stabilisation and reset) group

	Recommendation	Response from StaR
1	Use this insight to build on the existing citywide approach to digital inclusion.	The report has been shared widely with leads of health and care groups in the city and has prompted discussion about the good work already happening, how to build on it and what can be put in place to address gaps. Through discussion at the StAR Group, a time-limited digital inclusion task and finish group was set up to look at a partnership response. This group has representatives from the City Digital Team, 100% Digital, NHS Leeds CCG, Public Health, the Health Partnerships Team and Local Care Partnership (LCP) Team. Through the group, a pilot is being led by the LCP team in Middleton and Beeston around digital inclusion, linked to an agreed funding of £100k for digital inclusion through the CCG as part of the Health Inequalities Framework. Additionally, the City Digital Team have secured £35k to spend on kit to put into the 100% Digital kit library supporting care homes. The CCG has identified £76,000 to expand 100% Digital Leeds' capacity to work with people in a number of rehabilitation pathways, including MSK, stroke and cardio. Beyond the health and care system, 100% Digital Leeds continues to work closely with stakeholders to build on the existing digital inclusion work and impact within the city.
2	Develop city-wide metrics to measure how digital inclusion work in Leeds is progressing.	City Digital are part of the task group set up through PVG to develop a system wide metric to measure digital inclusion along the existing metrics through 100% Digital. A city map to see digital inclusion alongside other indicators such as financial inclusion, health inequalities and so on is in development.
3	Build digital inclusion into city-wide staff skills development programmes.	100% Digital Leeds continue to deliver Digital Health Champion training with staff across Health and Care (including third sector organisations) supporting the digital-ready workforce programme.

		100% Digital Leeds support the Digital Health Champion training to be embedded within the Health and Care staff skills development programmes for new and existing staff, increasing opportunities for digital inclusion to be embedded within clinician to patient communication.
4	Consider how the city's existing physical spaces and resources can be utilised to improve digital access for people who need it most, and identify where investment is required to support our poorest citizens first.	The connectivity stream of the Smart Leeds Programme is all about ensuring the city is connected with super-fast fibre broadband and is ready to exploit new technologies such as next generation 5G mobile. Free Wi-Fi has been rolled out to all Leeds City Council buildings and some city centre locations such as Millennium Square and Briggate and a key part of future work is making sure no one is left behind, including: - Work with government and private sector suppliers to ensure people and communities have access to the best possible broadband speeds. - Equipping more community buildings with free council wi-fi. - Working towards equipping all council houses and flats with access to the lowest priced broadband, e.g. LCC's Homes of the Future project - There are bespoke approaches in LCC's 6 priority neighbourhood areas. For example, in Lincoln Green, all of proposals for development (whether for the health and care element, housing or community) will consider how to make best use of the digital technology available and where possible reduce the digital divide by improving broadband access and access to the hardware to access the internet. The Strategic Estates Group (an enabler to the Leeds Plan) is considering digital connectivity for any new build or refurbishment projects and is aware there should be an explicit consideration to digital inclusion as part of this. For example, the development of a new Burmantofts Health Centre provides some opportunities for which ICT facilities for community use have already been flagged as a requirement of any new health centre in the area. Through the StAR digital inclusion subgroup, the LCP development team is working with 100% Digital, the City Digital Team, GPs and third sector partners to pilot a digital inclusion project in Beeston and Middleton LCPs. This is very much a place-based

		approach, working with communities and local organisations to understand need and what additional resource is required to enable people to access digital services. 100% Digital continues to work with community organisations to get resources to the people who need them, e.g. through their tablet lending scheme.
5	Continue to extend the role that the third sector plays in providing personalised support to the people in Leeds who are most vulnerable to digital inclusion and what resources they will require to do this.	100% Digital Leeds continue to implement and develop the Digital Health Hub model across Leeds, partnering third sector organisations with local health and care providers. 100% Digital Leeds continue to work with third sector organisations building community capacity, equipment lending and training to enable them to provide personal support to people who use their services. Leeds City Digital Team coordinated a digital grants fund to support third sector organisations during the coronavirus pandemic. The third sector is a key partner in LCPs and as such is involved in the Beeston and Middleton digital inclusion pilot.
6	Set local standards and expectations that service users can expect of all providers. (For example: "Your data will be kept securely and only shared when...") Standards to be agreed by leaders and shared with all organisations.	The City Information Governance Group leads on security standards and informed the Digital Citizen Blueprint. This document brings together a set of standards for how we create and run digital services that meet the needs of our citizens. Wherever possible, existing standards are used rather than creating new ones. There will also be links to the Living in Leeds project through the Leeds Academic Health Partnership. A project lead from LAHP is part of the PVG digital inclusion subgroup.
7	Develop a resource for the public in Leeds around their choices when it comes to using digital services so that a single, consistent approach is developed across health and care organisations in Leeds	Loop (a portal for health information) will provide local information i.e. a diabetes group in LS1. Further, colleagues in the City Digital Team are developing an Apps library for clinically approved apps.
8	Develop a "toolkit" for frontline staff to support them to understand	This is part of the 100% Digital Leeds Digital Health Champion Training which is currently being

	when digital is the right medium to deliver an intervention and help them understand the issues related to barriers to access.	delivered across health and care and with Social Prescribing teams.
9	The Leeds Health Observatory to update the Joint Strategic Needs Assessment to identify risks to digital inclusion, with the aim of supporting agencies such as primary health care to tailor their approach to local needs.	The JSA is being refreshed in context of COVID and we have passed on this recommendation. A link will be made to 100% Digital Leeds work on developing a map showing digital inclusion/exclusion alongside other indicators.
10	The Leeds Safeguarding Adults Board should consider the implications of digitisation on safeguarding policy and procedures and amend them accordingly.	Awaiting response.