

Report of: Head of 100% Digital Leeds

Report to: Outer North East Community Committee
(Alwoodley, Harewood and Wetherby)

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To note

100% Digital Leeds Update

Purpose Of Report

1. To update the Committee on the work of the 100% Digital Leeds digital inclusion team. Including information on some of the workstreams and activities that are increasing digital inclusion for geographical communities and communities of interest.

Main Issues

2. Digital inclusion is social inclusion. The 100% Digital Leeds programme has always taken a 'furthest first' approach to digital inclusion. The 100% Digital Leeds team work with partners who support some of the most (digitally) excluded people, communities, and communities of interest in Leeds. The team bring their expertise and deep understanding of digital inclusion as an enabler that can improve outcomes for the organisations and the people concerned. They listen to the expertise of organisations who understand the lived experience of people who are often marginalised, under-represented and seldom heard.
3. The 100% Digital Leeds team develop sustainable, long-term solutions to increase digital inclusion by embedding digital interventions within existing locations, services and activities. They work collaboratively through partnerships and networks to build a coordinated and connected digital inclusion ecosystem across Leeds.
4. The 100% Digital Leeds ambition is summarised below:
 - **Vision:** Everyone in Leeds has equal opportunity to use digital tools, technology and services in the right way for them.

- **Mission:** Build a coordinated and connected digital inclusion ecosystem across Leeds; Increase the capacity of organisations across the city to deliver digital inclusion in a sustainable way; Implement interventions in response to community need.
 - **Objectives:** Increase access and accessibility; Increase community capacity to build sustainable interventions; Increase awareness and understanding of the digital inclusion agenda and influence systems-level change across the city.
5. 100% Digital Leeds 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 increase investment into digital inclusion by helping organisations to identify and apply for funding. They use Inclusive Growth principles to build digital inclusion capacity and confidence within organisations and across sectors.
 6. The Key Initiatives that the team are working on are set out on the [100% Digital Leeds website](#). These include:
 - Digital Health Hubs
 - Digital inclusion for older people
 - Be Online Stay Safe (BOSS)
 - Transport Connections: supporting older people to use transport apps
 - Financial resilience
 - People with learning disabilities and autistic people
 - Low-income families
 - Care settings
 7. Many of the Key Initiatives have a citywide scope, while others are focused on specific geographical areas and delivered by local delivery partners in those places. For example, the Older People's Digital Inclusion Network is co-chaired by 100% Digital Leeds and Leeds Older People's Forum. It includes 38 organisations supporting older people across the city, including Neighbourhood Networks such as Moor Allerton Elderly Care (MAE Care) and Wetherby in Support of the Elderly (WiSE).
 8. The Older People's Digital Inclusion Network builds sector capacity to support digital inclusion for older people by identifying shared priorities, forging new partnerships, and sharing learning and resources.
 9. The Network has worked to address a number of priorities this year. For example, the Transport Connections project has been exploring how the use of digital tools and technology can improve and increase transport options for older people. The project was funded by the Department for Transport's 'Tackling loneliness with transport' fund.
 10. The project has six key delivery partners that are supporting older people to use digital to help them to navigate around the city, increasing their independence and improving their access to services. Three of the partners have a local remit, and three work citywide.

The delivery partners are:

- Holbeck Together
- Morley Digital
- Cross Gates and District Good Neighbours

- Leeds Irish Health and Homes
- Your Backyard
- Age UK Leeds

11. This combined approach to local and citywide provision means that people in geographical communities, neighbourhoods and wards that may not have a local delivery partner can still benefit from the digital inclusion work that is happening across the city.

12. The 100% Digital Leeds team has recorded a range of 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.

13. 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.

14. 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.

15. 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.

16. Two of the barriers to digital inclusion are digital skills and connectivity. 100% Digital Leeds addresses those barriers, and many others, in collaboration with hundreds of delivery partners across the city. Broadband coverage for Leeds North East (of which Outer North East sits) is illustrated at **Appendix 1**. The list of organisations, teams and services that 100% Digital Leeds has worked with to increase digital skills over the last 12 months is listed at **Appendix 2**.

Conclusion

17. 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.

18. 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.

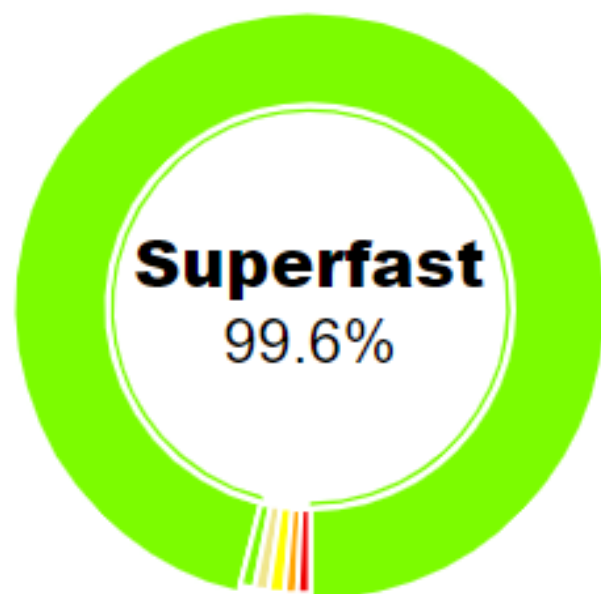
19. In all cases the team ensures consultation, engagement and collaboration are built into every stage of the 100% Digital Leeds approach to increasing digital inclusion across the city.

Background information

- **Appendix 1:** Illustrative broadband speed and coverage for Leeds North East.
- **Appendix 2:** Organisations that 100% Digital Leeds worked with last year.

Leeds North East Superfast and Fibre Coverage

Latest Figures History



Superfast (>24 Mbps):	99.68%	Below 2 Mbps down:	0.00%
Superfast (>=30 Mbps):	99.62%	Below 10 Mbps down: (Legal USO)	0.04%
Gigabit (DOCSIS 3.1 or FTTP):	97.31%	Below 10 Mbps, 1.2 Mbps up:	0.30%
Full Fibre (FTTP or FTTH):	83.62%	Below 15 Mbps: (High Speed Broadband)	0.25%
Alt Net FTTP: FTTP excluding Openreach, KCOM and Virgin Media RFOG	15.17%	Ultrafast (>100 Mbps):	97.49%
Openreach FTTP:	81.78%	Virgin Media Cable:	90.84%
'Fibre' partial/full at any speed: (FTTC/VDSL/G.fast/Cable/FTTP)	99.71%	Openreach (>30 Mbps):	95.32%
		Openreach G.fast:	0.23%

Coverage percentages include both residential and business premises and is based around postcode level data. The speed available are determined by a model that reconstructs the Openreach exchange/cabinet based network, and takes into account the distance limitations of ADSL2+ and VDSL2/G.fast (FTTC) services.

Leeds North East Speed Test Results (Mbps)

Last Quarter History

Any Openreach ADSL FTTC Cable FTTH 3G/4G

ADSL, ADSL2+, FTTC, fibre, cable, mobile and wireless speeds

Technology Split: FTTC 38.5% Cable 61.5%

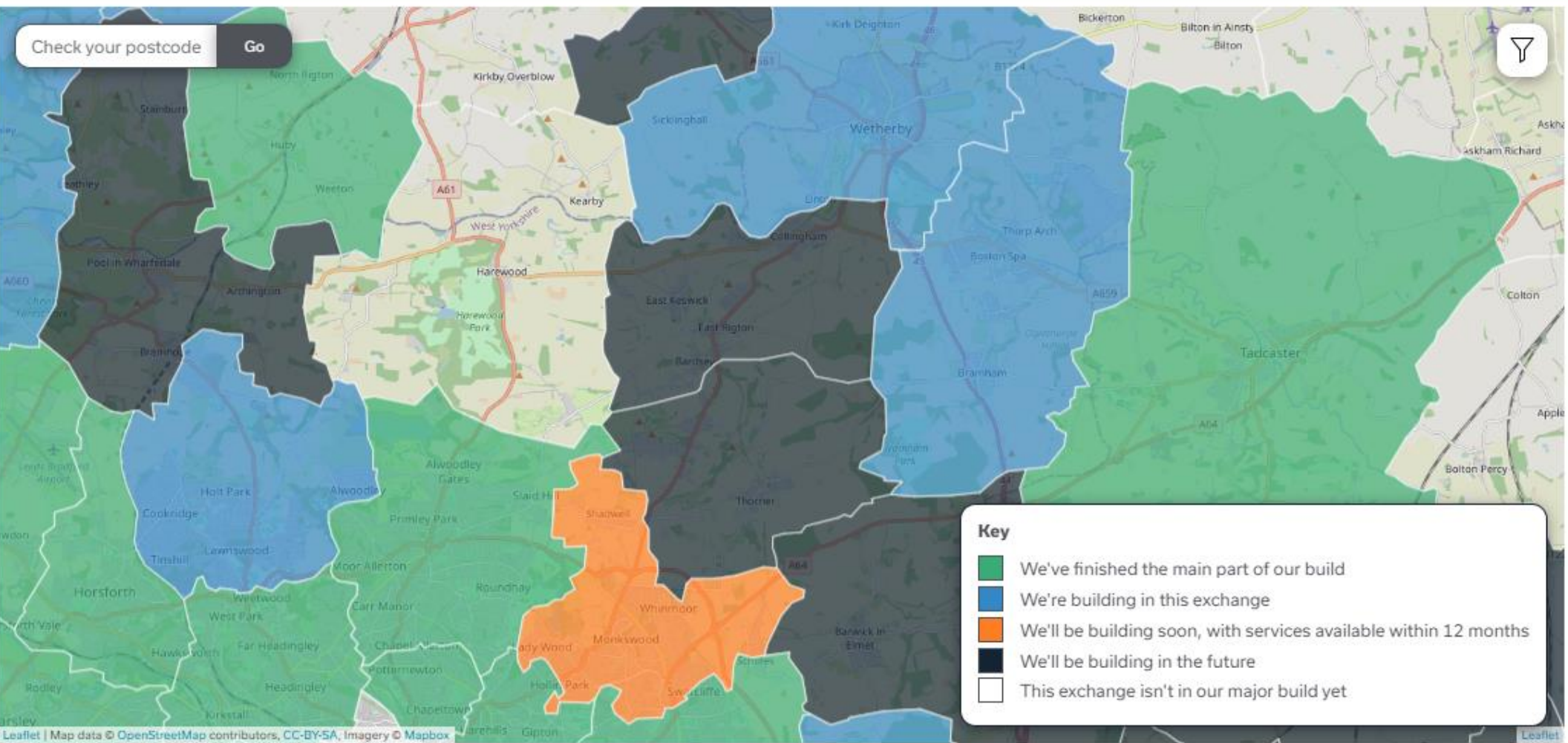


Estimated Maximum Mean Download Speed:

856 Mbps

This figure is based around everyone buying the fastest Virgin Media, KC or Openreach product available to them, based on current product availability. Distance limitations of ADSL2+ and VDSL2 are factored into the calculation.

Speed test results are based on the analysis of results from our [speed test](#) or partners who use our speed test service. We believe this is the largest analysis of crowd sourced speed test data for the UK and the technology splits by area help to show what the public is experiencing for the different types of services across the UK.



0-19 teams (LCH)	DWP	Leeds Health and Care Academy	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
Alzheimer's 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 Academy	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 Little 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
Chapelton & Harehills Area Learning Project	Ingeus	Moor Allerton Elderly Care (MAECare)	Touchstone
Chapelton 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