Report author: Jason Tutin

Tel: 07891 276862

100% Digital Leeds update

Date: 03 April 2024

Report of: Head of 100% Digital Leeds

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 2023.

The report includes examples of key initiatives from across the 100% Digital Leeds programme. The examples illustrate the team's work to support the financial challenge facing organisations, sectors, people and communities across Leeds.

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

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.

What is this report about?

1 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. The Board's 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.

2 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 to 2023, are available on the 100% Digital Leeds website.

3 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.

4 The 100% Digital Leeds team has always positioned digital inclusion as an enabler to achieving wider council and city priorities and outcomes. This year, one of the biggest priorities has been the ongoing financial challenge facing the council, the NHS, and the third sector in Leeds, as well as the continuing cost of living challenges faced by people across the city.

5 The impact of funding reductions, cost increases and demand pressures for Leeds City Council services were set out in this position statement on the council's budget issued in January 2024. Between 2010 and the end of 2024/25, the council will have had to deliver savings totalling £794million.

6 In December 2023, this update issued by Forum Central noted that the NHS in Leeds needs to find 8% to 10% efficiencies (c£200million) to stay in financial balance next year. The accompanying statement from Leeds Health and Care Partnership noted, "This is without doubt the most challenging position the NHS in Leeds has faced in recent years and comes at a time when there are increases in demand and remaining post-covid recovery in areas such as obesity, mental health, neurodiversity, cancer and elective activity".

7 In October 2023 the State of the Third Sector in Leeds report showed that, between 2020 and 2022, the third sector in Leeds saw a 34% drop in paid staff, a 7% drop in trustees, a 25% drop in registered volunteers, and a loss of income of over £30million. A report on Ensuring the Future Resilience of the Third Sector was presented to the Environment, Housing and Communities Scrutiny Board in February 2024.

8 The council, NHS and third sector all focus on delivering savings and efficiencies through digital transformation, adoption of digital tools, and use of digital services. The 100% Digital Leeds team is part of a wider function in the council's Integrated Digital Service. The team has a key role in supporting the adoption and effective use of digital. The team works with council colleagues and partners across all sectors to support the adoption and effective use of digital tools, technology and online services by communities across Leeds. However, poverty is a key predictor of digital exclusion, and communities across Leeds are still feeling the effects of the financial challenge and cost of living crisis.

9 The Leeds Cost of Living Dashboard includes figures that show the impact of the financial crisis on communities across Leeds. 82,555 people in Leeds claimed Universal Credit in Dec 2023 (an increase of 12.4% since Nov 2022). 59,117 people in Leeds accessed a foodbank by referral in 2022/23, a 42% increase on the support level required in 2021/2. Citizens Advice received 15% more advice and support enquiries in the third quarter of 2023/24 than the same period in the previous year. Citizens Advice carried out a survey in 2023 which showed that a million people disconnected their broadband in the last year because they could no longer afford it. People on Universal Credit were more than six times as likely to have disconnected, compared to people not claiming Universal Credit.

10 Despite the ongoing financial challenges faced by all sectors, Leeds City council remains committed to the Best City Ambition for Leeds to be a welcoming city with a strong economy offering opportunities for all, and tackling poverty and inequality.

11 This ambition will be delivered through a continuation of the 'Team Leeds' approach, working strategically with partners, stakeholders and communities to maximise all available resources across the city. It recognises the strengths and opportunities in the city for Leeds to be a place that prioritises people, partners and businesses working together to achieve a shared vision.

12 This report illustrates how 100% Digital Leeds contributes to that ambition. The 100% Digital Leeds team has always adopted the #TeamLeeds approach, working across sectors and using a strengths-based model to achieve shared priorities through digital inclusion.

13 The 100% Digital Leeds team strengthen the digital inclusion infrastructure across the city by bringing together organisations to address challenges at scale. They use Inclusive Growth principles to build digital inclusion capacity and confidence within organisations across sectors.

14 In addition to the 100% Digital Leeds team's continuing focus on increasing digital inclusion for communities, in the coming year the wider function will increase its focus on digital inclusion and digital skills for council colleagues. This will support the financial challenge by developing a more digitally skilled and confident workforce.

15 Many council colleagues live and work in communities across Leeds, and they deliver services for those communities. By expanding the focus on digital inclusion and skills for the council workforce, colleagues will be better equipped to use digital tools and technology to work more efficiently and effectively. This will improve service delivery for citizens who, as a result of the digital inclusion programme, will be more confident to use those digital options.

What impact will this proposal have?

16 This section of the report includes statistics that demonstrate the breadth of the digital inclusion programme. It also includes summaries of key initiatives and testimonials from partners that illustrate the depth of the impact on organisations and communities that have been supported through the 100% Digital Leeds programme.

17 Some of the quantitative indicators that illustrate the scale of activity for the 100% Digital Leeds team over the last 12 months include:

- **£817,355** funding secured for third sector organisations.

- **2,451** subscribers to the 100% Digital Leeds Newsletter.

- **1,800** people attended 100% Digital Leeds events.

- **519** staff from the council, third sector, health and care, and the private sector attended Digital Inclusion Awareness workshops delivered by the 100% Digital Leeds team.

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

18 The 100% Digital Leeds team has worked with partners to secure over £3million of funding over the last three years. Almost all of that funding has gone to community organisations across Leeds. The £817,355 of funding secured this year has come from a range of sources, including UK Shared Prosperity Fund, National Lottery, Leeds Digital Inclusion Fund, Awards for All, West Yorkshire Combined Authority, and more. Dozens of third sector organisations have benefitted from this funding to increase their financial resilience, their capacity to deliver digital inclusion interventions, and embed digital inclusion activities into their service provision.

19 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.

20 In a time of severe financial challenge, many third sector organisations have appointed workers specifically to increase digital inclusion for their service users. With the ongoing support of 100% Digital Leeds, those organisations have recognised the importance of digital inclusion, secured funding to support digital inclusion as a strategic priority, and created new roles within their organisations to deliver digital inclusion interventions for the communities they serve.

21 Digital inclusion is now accepted, understood and invested in as a strategic priority by teams and organisations across all sectors.

22 Hundreds more 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.

23 This map shows the [locations of the organisations across Leeds that are working with the 100% Digital Leeds team](#).

24 The 100% Digital Leeds team carried out a sample survey of around 15% of the organisations they worked with over the last year. The organisations that took part in the 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.

25 Forty organisations reported on the number of digital inclusion activities and interventions they delivered across the city, and the number of people reached through those interventions. This is a 5% increase on the number of organisations that took part in the same survey last year.

26 The 2024 survey asked the same questions as the survey that the 100% Digital Leeds team carried out in 2023. The results of the 2023 survey were included in last year's report to this Board, and they are included below for comparison.

27 Over the last 12 months, across just 15% of organisations who worked with 100% Digital Leeds:

- **5,087** people were supported on 1-2-1 digital skills sessions (**2,611** people in previous survey).

- **3,634** people were supported on group digital skills sessions (**2,162** people in previous survey).

- **11,792** people experiencing data poverty received SIM cards with free calls, texts and data from Good Things Foundation's National Databank (**2,140** people in previous survey).

- **1,042** people borrowed or were gifted a digital device from one of the schemes run by the organisations who responded to the survey (**462** people in previous survey).

28 Over **20,000** people were directly supported by just 15% of the organisations that 100% Digital Leeds worked with last year. When added to the work of the organisations that did not complete the survey, these figures show the scale of the 100% Digital Leeds programme. Every year, 100% Digital Leeds delivery partners support tens of thousands of people across Leeds to make meaningful changes in their lives by reducing the barriers to digital access and skills.

29 Beyond these statistics, the following examples illustrate the qualitative impact of the 100% Digital Leeds programme. The examples include funded projects that increased investment into third sector organisations, building their digital inclusion capacity, confidence and infrastructure.

UK Shared Prosperity Fund (UKSPF)

30 UKSPF is the fund that has replaced EU Structural and Investment Funds in the UK. West Yorkshire was allocated £68million UKSPF funding by UK Government, of this £9,393,538 was allocated to Leeds specifically for local delivery. This includes a financial profile across three years which includes a capital/revenue split (as set by Government) which the activity must be delivered against. UKSPF has three investment priorities: Local Communities and Place; Support for Business; and People and Skills (including Multiply).

31 The 100% Digital Leeds programme was allocated £400,000 over three years to increase the capacity of community organisations to increase digital inclusion. The funding had a specific focus on interventions and activities that build people's confidence to use digital tools and services as an enabler to increase financial resilience.

32 Revenue funding for 100% Digital Leeds is being used to appoint Digital Inclusion Officers in third sector organisations. One Officer is hosted by Pyramid with a focus on people with learning disabilities and autistic people. A second Officer is hosted by The Old Fire Station in Gipton with a focus on people living in poverty or on a low income, people who have been impacted by increases in the cost of living and who have low digital skills and confidence, and areas of the city where people are more likely to experience financial hardship, including priority neighbourhoods, Areas of Multiple Deprivation, and pockets of disadvantage within more affluent areas of the city.

33 To avoid duplication and to maximise the impact of UKSPF funding, the 100% Digital Leeds team is working closely with the council's Head of Locality Partnerships in the Safer and Stronger Communities Team. This collaborative approach will focus on improving connectivity, digital equipment, and digital inclusion support in a number of community centres across the city. Discussions are ongoing with Voluntary Action Leeds and Leeds Older People's Forum to appoint Digital Inclusion Officers in those organisations for the third year of UKSPF funding.

34 The Officer at Voluntary Action Leeds will focus on the organisations and communities that use the community centres identified by the Localities Team. As well as supporting community organisations, the Officer will deliver digital inclusion support sessions and activities that build people's confidence to use digital tools and services as an enabler to increase financial resilience and confidence.

35 The Officer at Leeds Older People's Forum will focus on older people and the organisations that support them. They will build on the success of the Be Online Stay Safe (BOSS) project. That project focused on increasing media literacy and online safety for older people from diverse communities. More information about the BOSS project can be found at **Paragraph 43** below.

36 Increasing digital inclusion and participation for these groups will give people more equitable access to online services and resources. It will enable people to use digital tools and technology to increase their independence and make more informed choices. It will also increase people's ability to access a wide range of opportunities that may be available exclusively online, or are cheaper or more cost-effective if accessed online.

37 **Rich Warrington, Social Action Manager, Voluntary Action Leeds:** *"Voluntary Action Leeds highly values our relationship with 100% Digital Leeds. As well as being an indispensable part of the city's work to enable greater digital inclusion in communities, our experience is that they are entirely committed to working with the strengths of the third sector to deliver this mission; often through placing digital capability officers close to communities in frontline third sector organisations. The team brings a creative mindset to thinking about how we reduce digital inclusion barriers. They are an invaluable source of knowledge, support and advice, and targeted resources for frontline third sector organisations. Moreover, 100% Digital Leeds are tireless advocates for enabling digital transformation in third sector organisations. They consistently seek to make the link between the shared transformation needs of the third and public sectors."*

Multiply

38 Multiply is aimed at addressing low levels of adult numeracy and improving adult functional numeracy skills. 100% Digital Leeds worked with Leeds City Council's Employment and Skills team to award grants to third sector organisations working with communities who are most likely to be digitally excluded, feeling the effects of the cost-of-living crisis, and facing barriers to accessing learning in a more formal or traditional setting.

39 Fifteen third sector organisations received funding to support over 420 learners to improve their numeracy and digital inclusion in the context of money management, budgeting and financial resilience. Organisations used the funding to create courses with content tailored to meet the specific needs of the communities they work with and within. Course content covered numeracy skills for improved financial resilience, such as household budgeting, price comparisons, online selling, and self-employment.

40 People struggling with the cost of living are also those most likely to be digitally excluded as they find the cost of a digital device and connectivity prohibitive. Lack of access to equipment at home stops many people from fully engaging with digital tools and technology. With the support of 100% Digital Leeds, each organisation also used Multiply funding to purchase and gift each learner a new digital device such as a smart phone, tablet, or smart speaker, along with two years of connectivity. Learners were supported to develop the digital skills and confidence they need to make best use of their new digital device to save and manage their money. Some of the communities supported by Multiply funding included people on low incomes, people with mental health needs, people with learning disabilities, refugees and asylum seekers, and older people.

41 A [summary of the Multiply project on the 100% Digital Leeds website](#) includes a case study from Cross Gates and District Good Neighbours Scheme. The case study discusses the positive impact of Multiply on the services delivered by the organisation, and the difference that the project has made for the people and communities they serve.

42 **Gemma Haynes, Employment and Skills Senior Manager, Leeds City Council:** *"We have thoroughly enjoyed working in partnership with 100% Digital Leeds to deliver the Multiply project in collaboration with a number of community-based organisations. Numeracy, digital and other related skills, developed throughout these workshops are crucial for people to succeed, building confidence, employability and eventually helping people find work and earn more. This can also contribute to their wider lives, including increasing the likelihood of people being active in their community, and economic growth. We are really excited to continue our partnership and look forward to working together in the next 12 months."*

Be Online Stay Safe (BOSS)

43 Many older people are reluctant to use online financial services or carry out online financial transactions due to concerns about safety, security and the risk of falling victim to online scams. This means that many older people are missing out on cheaper goods and services, and the benefits to which they are entitled. For example, national figures show that approximately 800,000 individuals do not claim pension credit worth over £1.5billion. [Figures from Policy in Practice](#) suggest that the value of unclaimed pension credit in Leeds is over £21million.

44 Older people are also less likely to use online banking to manage their money. [National research from Age UK](#) found that 27% of people aged over 65 manage their bank accounts via a branch or other physical location such as a post office, and only 14% of people aged 85+ bank online. The report also noted that, "The risk of falling victim to a scam is not an irrational fear, but a very real problem which destroys self-confidence and ruins the lives of a significant number of older people each year".

45 Leeds Older People's Forum (LOPF) and 100% Digital Leeds received funding from the Department for Science, Innovation and Technology to deliver the BOSS project. The project was supported by the National Media Literacy Taskforce and three national mentors. BOSS aimed to improve media literacy and online safety, and reduce the fear of transacting online, for older people from diverse communities. The four delivery partners for BOSS were Feel Good Factor, Hamara, Health for All and Leeds Irish Health and Homes.

46 The Digital Inclusion Officer at LOPF built the capacity and upskilled the workforce of partner organisations to increase media literacy across the diverse communities of older people they support. They worked closely with all partner organisations to co-produce interventions that met the needs of communities, reduced barriers, and increased digital access, skills, confidence, and motivation.

47 The Officer established a skills framework for the BOSS sessions, serving as a guide on the essential subjects and themes covered. The framework helped to ensure consistency across delivery partners. For older people from an ethnic minority background an additional challenge was ensuring they could access learning through their native language; some struggled to read English, which was also identified as increasing the risk of being a victim of a scam. Learning resources that have been developed will be disseminated via the Older People's Digital Inclusion network, LOPF, and the 100% Digital Leeds website.

48 A summary of the BOSS project on the 100% Digital Leeds website includes an update from LOPF and quotes from some of the project participants. The article discusses the positive impact of BOSS on the services delivered by the partner organisations, and the difference that the project has made for the people and communities they serve. An external evaluation report has been commissioned by LOPF and will be published online in the coming months.

Travel Connections

49 The State of Ageing in Leeds report states that one in three people in Leeds are aged 50 and over, with the number of residents aged 80 and over set to increase by around 50% in the next 20 years. Older people live largely in the outer suburbs of Leeds, however around 20% of those aged 50+ live in neighbourhoods classed as among the top 10% most deprived in the country. People living in these areas tend to experience significantly higher health needs, including levels of frailty and long-term conditions, which present barriers in terms of transport use.

50 Leeds Older People's Forum were awarded a grant through the Department for Transport's Tackling Loneliness with Transport fund to deliver the Travel Connections project. The project focused on increasing digital inclusion for older people to use taxi and bus apps. 100% Digital Leeds partnered with LOPF and identified six key community organisations to act as delivery partners: Age UK Leeds, Cross Gates and District Good Neighbours Scheme, Holbeck Together, Leeds Irish Health and Homes, Morley Digital, Your Backyard

51 100% Digital Leeds and LOPF set up a steering group with all delivery partners, enabling organisations to collaborate, and share experience and best practice. The delivery partners identified key transport apps currently available in the city such as Uber, Amber Cars, First Bus, Trainline, Flexi Bus and more.

52 The delivery partners worked with their service users to navigate the apps and identify potential barriers to use. Older people shared a lack of confidence in using the apps, with many expressing concerns over inputting their bank details into the apps without leaving themselves open to scams.

53 Many of the older people who received support through the Travel Connections project reported reduced anxiety around travelling. App features such as the ability to see their taxi approaching, the car registration, and knowing who their driver would be, helped the participants to feel more confident. Some older people found the live tracker features especially useful because they were likely to spend less time waiting outside in cold weather.

54 With the support of 100% Digital Leeds, the delivery partners have embedded travel and transport apps into their existing digital support sessions and service offers. The guides and resources produced throughout this project have been shared across the Older People's Digital Inclusion Network, and the organisations are continuing to explore new apps that may be of use

to their service users. Organisations have also begun conversations with West Yorkshire Combined Authority to look at further support around the process of applying for a senior bus pass.

55 A [summary of the Travel Connections project on the 100% Digital Leeds website](#) includes case studies from Holbeck Together, Leeds Irish Health and Homes, and Morley Digital. The case studies discuss the positive impact of Travel Connections on the services delivered by the organisations, and the difference that the project has made for the people and communities they serve. Leeds Older People's Forum commissioned and published [an external evaluation of the Travel Connections project](#).

56 **Jo Volpe, Chief Executive, Leeds Older People's Forum:** *"Leeds Older People's Forum has a long working relationship with 100% Digital Leeds, stretching back to 2020, and we continue to deepen our partnership year on year. The 100% Digital Leeds team are such positive advocates for older people and the digital inclusion agenda. We've worked together successfully to support older people with practical digital skills which makes them feel better able to use transport options in the city, and we secured Government funding from the Department for Science, Innovation and Technology to develop media literacy skills amongst culturally diverse older people. The LOPF / 100% Digital Leeds partnership is one of only four in the country that DSIT have chosen to work with. We look forward to continuing our work with 100% Digital Leeds to support the financial inclusion of older people through digital means."*

National Databank

57 Ofcom estimates that 7% of UK households do not have any internet access at home. Of those who do, Ofcom also noted that 1.9 million household with fixed broadband, and 2.4 million households with a mobile connection, found it difficult to afford their service in the previous month. Research from Citizens Advice found that a million people disconnected their broadband in the last year because they could no longer afford it.

58 Good Things Foundation is a national social change charity that supports socially excluded people to improve their lives through digital. They created the National Databank with Virgin Media O2, supported by Vodafone and Three. The National Databank provides free mobile SIM cards for people who need internet connectivity, through a national network of local organisations who register as Databanks.

59 In September 2023, 100% Digital Leeds hosted two events to share their approach to tackling digital poverty. Attendees from almost 90 organisations found out more about the 100% Digital Leeds approach to gifting data and how they could play a role in supporting more Leeds residents to get free SIM cards. Speakers at the events included representatives from Good Things Foundation, PAFRAS, Leeds Community Healthcare, Virgin Money, and Leeds Libraries. One of the events was held in-person at Leeds Central Library.

60 Leeds Libraries are one of 100% Digital Leeds's key delivery partners. At the event, library colleagues shared their experiences of gifting data via the National Databank. Libraries' digital offer already includes a tablet lending scheme, access to free wifi and PCs in all of their sites across the city, and regular digital support sessions. Offering free mobile data, texts and calls to people in need broadened that existing support.

61 Libraries are offering SIM gifting in a range of geographical areas around the city. The sites chosen by Libraries are home to a range of council teams, meaning colleagues in Job Shops, Housing, Translation Services, Financial Inclusion, Project Development, Community Healthcare, Social Prescribing, and others, can identify their service users experiencing data poverty and easily signpost them to get a free SIM.

62 SIM gifting is also included as a specific part of the Local Welfare Support Scheme (LWSS) for customers who may be digitally excluded. LWSS Assessors offer services from Community Hubs, including conversations with customers around their digital access. The Assessors refer eligible customers to a Community Hub and Library site to collect their free SIM and data.

63 SIM gifting has helped Libraries to support their service users to access other beneficial services. Leeds Community Healthcare's Maternity Services meet service users in the Wellbeing Pods available at Libraries and Hubs. They can use SIM gifting to help new parents who are digitally excluded to sign up for the NHS Healthy Start scheme, increasing access to food and vitamins for low-income families. Job Shop staff can use SIM gifting to enable service users to access employment support, and financial support via Leeds Credit Union.

64 In total from April 2023 to March 2024, according to figures provided by Good Things Foundation, 44 organisations across Leeds gifted 11,792 SIMs. Databank organisations in Leeds have gifted SIMs with **£589,600** worth of free calls, texts and data to people experiencing data poverty across Leeds.

65 The 100% Digital Leeds team intend to convene a user group with representatives from Good Things Foundation and some of the organisations in Leeds who are registered as Databanks. The group will meet regularly and will provide a forum to discuss operational issues, increase coordination and collaboration, and enable the 100% Digital Leeds team to maximise the impact of the Databank.

66 A summary of the National Databank in Leeds on the 100% Digital Leeds website includes case studies from The Old Fire Station and Leeds Libraries. The case studies discuss the positive impact of the Databank on the services delivered by those organisations, and the difference that the Databank has made for the people and communities they serve.

Heath and care

67 In September 2023, NHS England published a Framework for NHS Action on Digital Inclusion. 100% Digital Leeds contributed to the development of the framework, and the Head of 100% Digital Leeds was invited to speak at the launch of the Framework to over 500 NHS colleagues from across the country. There is a 100% Digital Leeds case study in the Framework, focusing on the team's work supporting families living in digital poverty.

68 NHS England set the Framework in context: "Digital exclusion can compound health inequalities by exacerbating challenges with access to healthcare, skills and capability to navigate and use services, and the general resources needed to lead a healthy life. NHS England and integrated care boards have a statutory duty to consider how to reduce inequalities in access to, and outcomes from, health services. This duty on health inequalities is alongside public sector equality duty. It means that the NHS must consider and take steps to address the barriers to digital health that some groups of people may face".

69 Previous reports to this Board have discussed the 100% Digital Leeds team's work to reduce health inequalities. This has included establishing a network of Digital Health Hubs, working with Leeds Community Healthcare and Leeds Teaching Hospitals Trust, and working with the Local Care Partnership Development Team to use funding from NHS Leeds to appoint a Digital Inclusion Officer to work across the York Road LCP, based at the Old Fire Station, and a Digital Inclusion Officer to work across the Woodsley and Holt Park LCP, based at Better Leeds Communities.

70 This year, in response to the NHS Framework for Action and the financial challenge faced by the NHS in Leeds, the 100% Digital Leeds team has focused on supporting digital inclusion in Primary Care. Improving General Practice (GP) access is one of the NHS's top priorities. Last year NHS England launched a delivery plan for recovering access to primary care to improve

GP access to patients across the UK, with Integrated Care Boards delivering their own improvement plans for communities. The plan's main objective is to tackle some of the pressures facing GPs and other services as they work to get back to normal after the pandemic.

71 100% Digital Leeds is working with the Primary Care Transformation Team in Leeds to support the implementation of the delivery plan. The team are exploring ways that embedding digital inclusion into existing strategies and activities can support both staff and patients to engage with digital health tools and services. 100% Digital Leeds has worked with the Transformation Team to develop a patient digital needs assessment questionnaire. This enables primary care staff to better understand the digital inclusion barriers patients may face, meaning they can signpost to the right support based on individual needs.

72 In 2023, Primary Care teams across Leeds began the rollout of Patchs, a new tool to support patients in managing their appointments and communicating with GP practices. 100% Digital Leeds partnered with Lingwell Croft Surgery and Middleton and Hunslet Primary Care Network to explore ways that digital inclusion could support with the implementation of Patchs.

73 100% Digital Leeds developed tailored digital inclusion awareness training for staff to increase their confidence to have positive digital inclusion conversations with patients, supporting patients in using Patchs, and improving signposting to appropriate digital inclusion support in the community. The training enabled more patients to engage with GP practices digitally, and increased patients' confidence to manage their own health and wellbeing, resulting in fewer unnecessary GP appointments.

74 As a result of the success in embedding digital inclusion into the rollout of Patchs at Lingwell Croft Surgery, the 100% Digital Leeds team is having further discussions with the Primary Care Development Team. 100% Digital Leeds will apply the same approach when the additional three practices that are part of Middleton and Hunslet Primary Care Network implement Patchs. The model will also support plans for the rollout of other digital health tools such as Airmid and Accurx, as well as condition specific self-management tools.

75 A summary of Digital Inclusion in Primary Care on the 100% Digital Leeds website includes comments from staff at Lingwell Croft Surgery. The article discusses the positive impact of the digital inclusion interventions to support the digital transformation of Primary Care.

76 **Stuart Logan-Nelson, Digital & Transformation Lead, Central North Leeds Primary Care Network:** *"Modern day primary care is seeing a push towards the use of digital technologies to help patients access services at their local GP surgery. As providers of these services, we do everything we can to promote digital access and to help patients get online, but we are all learning as we go too. This is where the 100% Digital Leeds team have been invaluable. I have worked with the team at one of the Digital Health Hubs in north Leeds and the support they provided was fantastic. More recently we have engaged with the team at practice level. The training, support and advice the 100% Digital Leeds team can offer is fantastic; their knowledge of digital inclusion is extensive, and they will be providing us with a list of local support networks where we can signpost our patients who need additional support. We are in the early stages of our relationship with 100% Digital Leeds, but I look forward to building on what we have already achieved and progressing our partnership into the future."*

Tech sector support

77 Leeds's tech sector is the fastest growing in the UK, employing tens of thousands of people, and contributing approximately £6.5 billion to the local economy. Across the sector there are many businesses and people in them who want to support third sector organisations to increase their capacity and sustainability. In many cases, those businesses want to focus on increasing digital inclusion for the most excluded communities in Leeds. This support includes funding, volunteering, and other offers linked to Corporate Social Responsibility.

78 **Funding:** 100% Digital Leeds works with [Leeds Community Foundation](#) and [Leeds Digital Charity Ball](#) to increase the amount of funding available to third sector organisations to support digital inclusion. Money raised by the annual Charity Ball goes into the Leeds Digital Inclusion Fund. This is a permanent grant funding stream administered by Leeds Community Foundation in partnership with 100% Digital Leeds. The fund supports the development and delivery of sustainable digital inclusion interventions in Leeds. Grants of up to £10,000 are available to community organisations aimed at ensuring that individuals and communities in Leeds have the skills, support, and equipment to be active online, now and in the future.

79 The Leeds Digital Charity Ball aims to celebrate the city's growing tech and digital community, shine a spotlight on the importance of digital inclusion, and raise funds to narrow the digital divide. In 2023, ten community organisations across Leeds received grants to help tackle inequalities around access to digital technologies. The funded organisations were: Burmantofts Community Friends, Complete Woman CIC, Cross Gates and District Good Neighbours Scheme, Holbeck Together, In2Out, Leeds Irish Health and Homes, Leeds Sensory Services, RETAS Leeds, The Highrise Project, Your Back Yard. 100% Digital Leeds is supporting all of those organisations to maximise the impact of their funding and connect their activities to the wider digital inclusion ecosystem across the city.

80 The 2024 Digital Ball will take place on Thursday 9 May at the Royal Armouries. 100% Digital Leeds is already working with Leeds Community Foundation to define the criteria for the grant funding that will follow. As in previous years, the 100% Digital Leeds team will offer support to organisations who want to apply to the fund, they will be on the awards panel, and they will support the successful organisations to maximise their funding throughout 2025.

81 **Mike Quate, co-founder of byDiffusion / co-founder of 1 For The City / Leeds Digital Charity Ball Board Member and Chair:** *"I'm really interested in seeing where the money raised by the Leeds Digital Charity Ball goes and importantly, how it makes a positive difference for our most digitally excluded communities. That's why it was so important for me to work closely with the 100% Digital Leeds team. Their role is so crucial, and they do great work understanding the needs of people across our city. They support all of the organisations who receive funding from the Ball, helping to make sure the funding they receive has the biggest impact. At the Digital Ball in 2023 we raised £100,000 – that's almost a 70% increase on the previous year. To date we've raised £160,000 meaning we've been able to support 13 digital inclusion projects. I'm looking forward to continuing to work with 100% Digital Leeds, and I can't wait to see which organisations will benefit from the funding, support and expertise of their team."*

82 **Volunteering:** [Leeds Digital Volunteering Partnership](#) (LDVP) is made up of representatives from 100% Digital Leeds, Leeds Community Foundation, Voluntary Action Leeds, and the city's tech sector. LDVP fosters cross-sector partnerships that help the city's third sector organisations benefit from the digital skills and capacity of the tech sector, and to enable tech businesses and their employees to gain new skills, experience, and a sense of community by working with not-for-profit organisations.

83 A roundtable was convened to explore how skills within the tech sector could be passed into the third sector. The roundtable brought together representatives from both sectors to explore what such support could, or should, look like. Feedback from digital businesses and third sector organisations highlighted that it can often be difficult to 'find each other' and form meaningful, mutually beneficial, lasting relationships. The LDVP aims to overcome this barrier by:

- Developing the resources, tools, and infrastructure to empower businesses that want to give their time to meet the needs of communities.

- Informing and helping to guide tech sector Corporate Social Responsibility offers.

- Supporting third sector digital transformation.

- Building citywide capacity to support digital inclusion.

84 LDVP aims to develop the necessary infrastructure to match the tech sector's Employer Supported Volunteering (ESV) programmes and pro bono capacity with third sector organisations where skills and capacity are barriers. LDVP wants to create a sustainable model of digital skills support within communities, and facilitate digital transformation across the third sector.

85 **Megan Noble, Senior Manager – Addleshaw Goddard / Chair – Leeds Digital Volunteering Partnership:** *"100% Digital Leeds are a founding member of the Leeds Digital Volunteering Partnership, which was borne out of Leeds Digital Ball. They recognise the importance of engaging with the fast-growing digital and tech sector across Leeds City Region – speaking their language to foster collaboration with the Third Sector. 100% Digital Leeds is driving private sector/third sector collaborations by building the commercially focused business case for Tech companies to support digital inclusion projects which offer a lifeline to so many under-represented groups in Leeds. We have already matchmade volunteering partnerships with significant members of the Leeds business community, such as KPMG and Infinity Works (now Accenture). Their employees are actively supporting community projects in GIPSIL and Burmantofts Senior Action. I am proud to work alongside 100% Digital Leeds on this taskforce and we look forward to supporting more communities across Leeds in 2024."*

86 **Digital Trustees:** Another aim of LDVP is to increase the number of people with high level digital skills involved with third sector organisations at a strategic board level. LDVP are working with Third Sector Lab to pilot their Digital Trustees model in Leeds. Third Sector Lab is hosting an online matchmaking event to connect charities and professionals from tech, data, design, IT and other digital backgrounds.

87 According to the 2023 Charity Digital Skills Report 78% of charities say digital is now more of a priority and 66% are interested in making use of emerging technology. However, 73% say they don't feel prepared to respond to the opportunities and challenges it brings, with fewer than half having a strategy to focus their approach to digital transformation. Charities that recruit volunteers with digital skills to their Board of Trustees can tap into their expertise to develop effective digital strategies, enhance their digital presence, and ultimately achieve their goals more efficiently.

88 Digital Trusteeships create a more permanent and long-standing relationship between charities and individuals from the tech sector. The Trustee is able to gain a better understanding of the needs of the charity as well as gaining a strong grounding in strategic oversight, supporting their personal development. Having a Digital Trustee on their Board means charities have a trusted tech champion to help them find digital solutions that truly work for them and their beneficiaries.

89 **Steph Taylor, CEO, Leeds Community Foundation:** *"Partnering with 100% Digital Leeds is incredibly valuable for us. Learning from the team's expertise, we can make sure funding is invested in digital inclusion initiatives that will best address and support the needs of local people and organisations, in the ways that work for them. 100% Digital Leeds also provide ongoing advice and support to grant holders of the Leeds Digital Inclusion Fund throughout their delivery. This means that funded organisations can benefit from the team's brilliant wealth of knowledge, together helping to make Leeds a more digitally inclusive place."*

90 **Corporate Social Responsibility:** Cognizant is one of the largest professional services companies in the world, helping clients in the UK and Ireland modernize technology, reimagine processes and transform experiences. They aim to create 1,000 jobs in Leeds, recognising the quality and diversity of tech talent in the Leeds city region. They also champion impactful initiatives on themes such as diversity and inclusion, sustainability, community outreach, and training.

91 Cognizant care about the places where they work. Through grants and business support, they want to help community organisations to realise their digital capabilities and better support their communities. The Cognizant Fund is a partnership between Cognizant, Leeds Community Foundation and 100% Digital Leeds that aims to support community organisations across Leeds to develop their own digital capacity and capabilities. With a focus on equity in the digital sector, grants were awarded to five organisations that are run by and/or support people who face barriers to digital inclusion. The funded organisations are: Leeds Black Elders, Leeds Sensory Services, Out Together, South Leeds Alternative Trading Enterprise (SLATE), and Trust Leeds.

92 Funding is being used to invest in: staff, equipment, or connectivity that increases the organisations' digital capabilities or capacity; equipment that will enable organisations to better support digital inclusion; scoping 'test and learn' activity that will allow organisations to determine their digital needs or the digital needs of their communities; and the development of existing organisational digital development or digital inclusion activities.

93 In addition to the funding, Cognizant are keen to support the organisations in other ways, including volunteering, mentorship, digital solutions, and support with their current technology and systems. All of the organisations are also receiving ongoing support from the 100% Digital Leeds team.

94 **Sarah Tulip, Senior Director – Cognizant / Leeds Digital Ambassador / Founder – WILD Digital:** *"It's really important to me that we support under-represented communities to have a voice and create fairer opportunities for all. At Cognizant, one of our Social Value priorities is finding the right partners to work with to ensure positive and measurable outcomes. That's why I love working with 100% Digital Leeds. They share my passion for making a difference, and by working together we're improving outcomes for communities across Leeds. I'm excited to see the impact we're going to have in 2024."*

95 A summary of Tech Sector Support on the 100% Digital Leeds website includes more information on the initiatives outlined above, with updates and additional links to articles on Leeds Community Foundation website and the Doing Good Leeds website.

96 Priorities for future collaboration with the tech sector include a drive to increase device donations. The UK is the second largest emitter of electronic waste per capita in the world. An estimated 1.5 million tonnes of tech are discarded every year, and only 52% is recycled. 100% Digital Leeds will work with Good Things Foundation's National Device Bank as part of the Digital Inclusion West Yorkshire project. In one year, corporate device donations to the National Device Bank have prevented 2,750,000+ CO2e emissions and 26,000+ kg of e-waste.

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

☒ Health and Wellbeing   ☒ Inclusive Growth   ☒ Zero Carbon

97 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 and city strategies.

What consultation and engagement has taken place?

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

98 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.

99 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?

100 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?

101 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?

102 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?

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

How will success be measured?

104 This report has illustrated some of the ways in which success is measured for the 100% Digital Leeds programme. Other success measures include:

Partner Profiles

105   Each month, the 100% Digital Leeds team publishes a Partner Profile to illustrate the varied ways in which 100% Digital Leeds works with individual organisations. The articles show the positive impact of digital inclusion for the organisations, and the people and communities they support. Profiles published over the last 12 months include:

- [Ascendance](#)
- [Belle Isle Tenant Management Organisation](#)
- [Burmantofts Community Friends (previously BSA) and Accenture](#)
- [Carers Leeds](#)
- [Leeds Irish Health and Homes](#)
- [Refugee Education Training Advice Service (RETAS)](#)
- [Royal Mencap's Positive Changes Group](#)
- [Slate Leeds](#)
- [St Paul's Ireland Wood](#)

106   **Appendix 1** shows the full list of organisations working with the 100% Digital Leeds team.

Digital Inclusion West Yorkshire.

107   The success of the 100% Digital Leeds programme over the last eight years has led to investment from West Yorkshire Combined Authority to create a new digital inclusion programme across the region.

108   The Digital Inclusion West Yorkshire programme will build on the success of 100% Digital Leeds. The programme will use the [100% Digital Leeds community-based approach to digital inclusion](#) as the template to develop local digital inclusion initiatives in Bradford, Calderdale, Kirklees and Wakefield. Each of those councils will appoint a Digital Inclusion Officer who will be trained and supported to apply the 100% Digital Leeds model in their area.

109   The recording and reporting of outputs and outcomes will also be based on the 100% Digital Leeds approach. The total investment for the two-year programme is almost £750,000. This shows the confidence that colleagues across the region have in the 100% Digital Leeds model to increasing digital inclusion.

110   **Tracy Brabin, Mayor of West Yorkshire:** *"I'm thrilled to announce the new funding for the West Yorkshire Digital Inclusion programme. This programme will help some of the most excluded people in our communities to get online and be digitally included. We're taking the 100% Digital Leeds model – widely recognised as one of the most advanced and most successful digital inclusion programmes in the country – and applying it flexibly to other areas, as works best for them. We're funding this support right across Bradford, Calderdale, Kirklees, and Wakefield, with funding for Leeds to share their resources and expertise to accelerate the work across the region."*

Academic research.

111   The 100% Digital Leeds team has been working with academic researchers from University College London and Leeds Beckett University to evaluate different aspects of the digital inclusion programme.

112   **Do community-based digital health inclusion programmes contribute to tackling health inequalities in disadvantaged population groups?** Research led by University College London (UCL) and funded by the National Institute for Health and Care Research School for Primary Care Research.

113   The aim of this research is to better understand the impact of [Digital Health Hubs](#) on health inequalities in deprived communities and to explore ways to measure this. The UCL team have been conducting qualitative semi-structured interviews with services users, staff and volunteers, and people who work in healthcare locally. To date, they have completed 26 interviews (17 with service users and 9 with staff and volunteers).

114   UCL are now conducting an inductive thematic analysis of the interview data. The final report will be published later this year, but UCL have already identified a number of emerging findings which are crucial to the success of Digital Health Hubs, including:

- Familiar community spaces; One-to-one and group interaction; Long-term support tailored to the needs of the community (starting with basic digital skills).

115   In addition, the data suggest that Digital Health Hubs help improve health inequalities by providing digital support alongside a number of lateral social and emotional impacts which are likely to facilitate both health improvement and digital health inclusion, including:

- Social connection; Confidence and agency; Motivation to use digital health services.

116   Based on these findings UCL plan to make a number of recommendations for research and evaluation, including:

- To acknowledge the need for long-term place-based support and to measure proximal and distal outcomes over a sufficient time period.

- To measure and value the role of patient-reported measures around social connectedness, confidence and agency as well as health service use, clinical and health economic outcome measures.

117   UCL also plan to make the following recommendations for policy and practice:

- To share and build on the strengths of the 100% Digital Leeds model of inter-sectoral partnership between local government, the NHS and VCS organisations.

- To invest in VCS organisations and support their sustainability so they can provide the necessary long-term support needed for digital health hub programmes.

118   **Co-producing a Theory of Change and evaluation framework for local authority-led, citywide digital inclusion programmes.** Research led by Leeds Beckett University and funded by the British Academy.

119   The research aim was to examine two cities' digital inclusion programmes (Leeds and Coventry) in order to produce of a Theory of Change for use in developing future citywide digital inclusion programmes, and an evaluation framework to assess impacts. The aim was to understand how local authority-led, citywide digital inclusion programmes contribute towards addressing digital inequalities at a citywide level and how this impact can be measured.

120   A case study methodology was employed to explore and compare the digital inclusion programmes of Leeds and Coventry. Case studies focusing on these programmes were then used to help inform development of the Theory of Change and evaluation framework. Face-to-face workshops were held in each city to gather data from the digital inclusion programme 'clients' – both external VCS organisations and internal council teams. In addition, one-to-one interviews were undertaken with stakeholders from both cities. A third workshop was then held with team members from both programmes to further refine the data. Learning from this project

will support the transferability of knowledge and experience between local authorities and the effective development of further local authority-led digital inclusion programmes.

121   The final report will be published later this year, but the research team at Leeds Beckett University have already produced an infographic showing the proposed Theory of Change. The infographic shows the complexity and interconnectedness of the different strands of the 100% Digital Leeds programme. It highlights the role of the digital inclusion team leading the programme at a city level and "driving change for the place, collaborating with delivery partners and building relationships". The Theory of Change also positions digital inclusion as an 'intermediate outcome', which aligns with the 100% Digital Leeds approach of digital inclusion as an enabler to achieving outcomes such as improved quality of life, reduced inequalities and financial savings. The infographic has been included at **Appendix 2**.

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

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

123   The 100% Digital Leeds team leads digital inclusion for the city. The team articulates the vision, provides strategic leadership and drives the digital inclusion agenda. The Head of 100% Digital Leeds is responsible and accountable for all aspects of the 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:** List of organisations working with 100% Digital Leeds.
- **Appendix 2:** Theory of Change for a citywide, local authority-led digital inclusion programme.

Background papers

- None

Appendix 1: List of organisations working with 100% Digital Leeds

0 to19 Team Leeds Community Healthcare	Drighlington Digital	Leeds Irish Health and Homes	Purple Patch Arts
Accenture	DWP Social Justice team	Leeds Libraries	Pyramid of Arts
Action for Gipton Elderly	East Leeds Project	Leeds Mind	Rainbow Junktion
Advonet	Employment and Skills	Leeds Older People's Forum	Reed employment support
Age UK	Engage Leeds	Leeds Playhouse	Refugee Education Training and Advice Service (RETAS)
Ahead Partnership	Feel Good Factor	Leeds Refugee Forum	Retirement Life
Alzheimers Society	Forum Central	Leeds Sensory Service	Richmond Hill Elderly Action
Applebox Company	Forward Leeds	Leeds Society for Deaf and Blind People	RJC Dance
Armley Helping Hands	Future Horizons	Leeds South and East Foodbank	Rotary Club
Arts and Minds	Getaway Girls	Leeds Teaching Hospital Trust (LTHT)	Royal Voluntary Service (RVS)
Arts Council Digital Network	GIPSIL	Leep One	Salvation Army Morley
Arts Together	Groundwork	Left Bank	Scope
Ascendance	Hamara	Leonard Cheshire	Seacroft Friends and Neighbours
Asha	Hamara HALO Project	Lighthouse Futures Trust	Simon on the Streets
Askets Rehab and Recovery Inpatients Services	HAVA	Linking Leeds	Slate Leeds
Aspire	Headingley Hall Care Home (Westward Care)	Lippy People	SmartWorks
Association of Blind Asians	Health For All	LS14 Trust	Solace
AVSED	Healthwatch Leeds	LYPFT Learning Disability Service	Solidaritech
BAME Hub	HELP ESOL	Mafwa Theatre	Space2
BARCA Leeds	Highrise Project	Marks and Spencers Archive	Specialist Autism Services
Barclays	Hippo Digital	Meanwood Valley Urban Farm	Springfield Care Home
Basis	Holbeck Together	Mears	St Anne's Resource Centre
Be Caring	Homeless and Health Inclusion Team LCH	Mencap (Leeds)	St George's Crypt
Beeston PCN	Homestart Leeds	MHA Communities Horsforth	St Giles Trust
Belle Isle Senior Action	HOPE	MHA Communities Rothwell	St Paul's Church (Ireland Wood)
Better Leeds Communities	Housing Leeds	MHA Communities Rothwell and District	St Vincent's Support Centre
Bevan Healthcare	Hyde Park Picture House	MHA Communities South Leeds	STEP
Billing View Community Group	In2Out	Middleton & Hunslet PCN	Sunflower ESOL
BITMO	Ingeus	Middleton Elderly Aid	Sunshine and Smiles Cafe
Box Tree Residents Association	Joseph Priestly Campus- Leeds City College	Middleton Parochial Food Club	Superfriendz
Bramley Elderly Action	Kentmere Community Centre	Migration Yorkshire	Swan Song Project
Bright Sparks Theatre	Kirkstall Valley Development Trust	MindWell Leeds	Swarthmore
Burmantofts Community Friends	Learning Partnerships	Moor Allerton Elderley Care (MAECare)	The Conversation Volunteers (TCV)
Café Leep	LEEDS 2023	Moortown Baptist Church	The Old Fire Station
Canal Connections	Leeds and York Partnership Foundation Trust (LYPFT)	Morley Digital	The Starting Point
Cardigan Community Centre	Leeds Arts Health and Wellbeing Network (LAHWN)	Mulgrave House Care Home	Thorpe Community Centre
Carers Leeds	Leeds Asylum Seekers' Support Network (LASSN)	Nari Ekta	Three
Caring Together in Woodhouse and Little London	Leeds Autism Aim	Neighbourhood Action in Farnley, New Farnley and Moor Top	Thrive By Design
Central PCN	Leeds Autism Services	Net Garforth	Together Women
CHANFOB	Leeds Beckett University	New Wortley Community Association	Touchstone
Change Grow Live	Leeds Black Elders	Northern Ballet	Transitions Team
Chapel FM	Leeds Care Delivery Service	Oblong	Trust Leeds
Chapeltown and Harehills Area Learning Project	Leeds Caring Hands	OPAL	Turning Lives Around
Chapeltown Citizens Advice	Leeds City College	Open Source Arts	Unity in Poverty Action
Cognizant	Leeds Community Foundation	Opera North	University of Leeds
Communities Team	Leeds Community Healthcare Trust (LCH)	Otley Action for Older People	University of Leeds School of Healthcare Applied Research
Community Learning Disability Team	Leeds Creative Aging Forum	Otley PCN	Unleashing Refugee Potential LEEDS
Community Links	Leeds Digital	Our Way Leeds	Virgin Money
Complete Woman CIC	Leeds Digital Ball	Out Together	Voluntary Action Leeds
Connect in the North	Leeds Film	OWLS	West Yorkshire Combined Authority
Craft Conscious CIC	Leeds GATE	PAFRAS	Wetherby in Support of the elderly (WISE)
Crossgates & District Good Neighbours Scheme	Leeds GP Confederation	Paperworks	Wetherby PCN
Curtins	Leeds Health and Care Acadamy	People in Action	Women's Health Matters
Damasq	Leeds Health Awareness Project	People Matters	Yorkshire Dance
DAZL	Leeds Housing Options	Performance Ensemble	YourBackyard
Denbigh Heights/Croft Residential housing	Leeds International Concert Season	Positive Futures	Zest
Diabetes Team LTHT	Leeds International Piano Competition	Public Health	

Map showing the locations of organisations that are working with the 100% Digital Leeds team.

Appendix 2: Theory of Change for a citywide, local authority-led digital inclusion programme.