**Meeting notes for the**

**Resident Digital Inclusivity Group Meeting (RDIG)**

**Date:** 23rd June 2025

**Time:** 10:30 am – 12 pm

**Chair of meeting:** Jessica Ettridge

**Attendees:** David Denyer, Ian Deveraux, Tom Long

**Apologies:** Clive McIntyre, David Lowrie

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| **Titf agenda it** |  | **Actions agreed including assignments and deadlines** |
| **1.** | Welcome | JE welcomed the group. It was noted that there are only three active members. JE and the group have decided to publicise their efforts to attract more people. The group would like to welcome individuals at all levels of digital inclusion, from those who are highly digitally literate to those who are just beginning their journey towards digital inclusion. | JE / RDIG |
| **2.** | Success | JE listed the group's success over 15 months. * Bringing the group together
* Participating in the website testing group
* Housing Perks Pilot
* Email Pilot (More to come)
* Ian's Talking Head at the employee events – sparking digital inclusion conversations far and wide at Housing 21
* Barclays Digital Champions training for those who want to become digital champions
* Engaging in and promoting discussions about digital inclusion.

The group then discussed the future direction of the group and will begin goal setting at the next meeting.  | JE |
| **3.** | RL Wi-Fi Project Update | JE explained to the group that the Smart TV pilot, Connect 21, has experienced success with the basic 10 Mbps guest Wi-Fi service, which the organisation is now rolling out across RL schemes. EC already has this benefit, except for nine schemes that are included in the RL project. While this may not be the ideal scenario or the outcome the group had hoped for, guest Wi-Fi is a complimentary service that incurs no additional charges. In contrast, other organisations are spending millions to provide services that increase overall service charges. | JE |
| **4.** | Resident Digital Inclusivity – An individual approach | Guest Wi-Fi is available to residents in communal lounges as an additional service, helping them get online and promoting digital inclusion. JE explained how the organisation addresses connectivity issues and bandwidth limitations with guest Wi-Fi by focusing on a personalised, individual approach to digitally include residents. The premise is to provide support to residents who wish to become digitally included but may lack the necessary digital skills or resources. This support includes access to services and resources such as free SIM data, assistance in sourcing devices, and opportunities for learning. | JE |
| **5.** | TOR | The group reviewed the Terms of Reference and decided to include Lucy Nixon and Dan Brown in future meetings. They also agreed to add a paragraph outlining the process for setting goals and measuring success. Additionally, the group suggested differentiating between two aspects of Digital Inclusion: IT/Systems and Residents' Digital Inclusion. JE will present this idea to the IT department and report back to the group. | JE / RDIG |
| **6.** | Digital Poverty Alliance  | JE introduced the DPA - Community Circle. It is a collaborative initiative designed to bring together charities, non-profit organisations, and community groups who are working to end digital exclusion on the ground. It is a space to share knowledge, influence policy, and develop local responses that are grounded in lived experience. By joining the Community Circle, Housing 21 becomes part of a collective effort to create systemic change.JE asked the question… Do we think Housing 21 should sign the Charter for Digital Inclusion? The Charter for Digital Inclusion is more than a document; it’s a call to action for organisations across the private, public, and third sectors to embed digital inclusivity into their daily operations. By signing the Charter, organisations commit to at least three of the following impactful actions: 1. **Raising Awareness:** Amplifying the understanding of digital poverty and its extensive impacts.
2. Housing 21 is taking action to raise awareness about digital poverty and its effects. Housing 21 is part of the Good Things Foundation's National Digital Inclusion Network and serves as an active hub. The organisation's goal is to connect individuals in need with SIM data and, when possible, provide devices through available funding and device banks.
3. **Accessible Services:** Ensuring digital services are user-friendly and accessible to all, including individuals with disabilities.
4. Housing 21 is committed to providing user-friendly services. The organisation have recently launched its new **Website.** **Connecting Employees** allows our team members to easily access and manage their leave, expenses, and learning platforms. Additionally, we have implemented the **Birdie system**, a care service manual designed to support caregiving in Extra Care facilities. We have also initiated the **RL Guest Wi-Fi Project** to ensure complimentary online connectivity for Housing 21 residents.
5. **Device Donation:** Encouraging the donation of digital devices to those in need, helping to close the technology gap.
6. Housing 21 has been fortunate to receive device donations from the Good Things Foundation, which included funding for digital inclusion projects. This support has enabled the organisation to provide devices to residents who need internet access to learn digital skills. Currently, Housing 21 is exploring a device donation scheme, offering a number of tablets and MiFi devices to those who need to get online. Additionally, it is looking into the government's ‘Reuse for Good’ Charter…
7. **Digital Skills Development:** Providing resources and training to enhance digital literacy and skills across communities.
8. Housing 21 is a member of the Good Things Foundation's National Digital Inclusion Network and serves as an active hub for developing digital skills. We have access to the digital skills learning platform called 'Learn My Way.' We closely collaborate with Barclays Digital Wings and Champions to provide digital skills training for both residents and employees.

In addition, Housing 21 has a dedicated digital inclusion intranet hub for employees, which provides support and information they can share with the organisation's residents. We also promote resources from AbilityNet, Lloyds Bank, and BT Senior Skills, all of which offer platforms for learning digital skills.Currently, the organisation is exploring a digital advocates programme to deploy across the organisation as a dedicated support for digital inclusion.1. **Partnerships for Impact:** Collaborating with other organisations to maximise efforts and achieve greater impact collectively.
2. Housing 21 collaborates with the following organisations.
* The Digital Poverty Alliance
* The Good Things Foundation
* HACT Digital Inclusion Network
* Revitalise Technologies
* Jangala
* Digital Unite
* Barclays Digital Wings
* Barclays Digital Champions
* Xyrius Education
* Westminster Ciry Council
 | JE |

**Date of next meeting: 23.06.2025**

**Time of next meeting: 15.06.2025**

**Adhoc Meeting with Lucy Nixon:**