Thank you to everyone who could attend the Resident Digital Inclusivity meeting on February 19. From the excellent feedback of this group, I have been able to categorise the comments and develop key themes for activity in the strategy. These insights will allow us to start to put in place activities and resources to create a minimum digital standard so that any resident of Housing 21 who wants to access digital services, can, and will be supported by a knowledgeable, confident Housing 21 employee.

This isn’t a closed shop, and any additional thoughts or considerations that follow our meeting can be sent to jessica.ettridge@housing21.org.uk.”

**Connectivity**

* The big problem is Wi-Fi access. This is a fundamental step to becoming digitally included.
* Supporting residents to use smart devices and technology: some schemes with connectivity Where residents are unable to get online this easily puts them off from partaking in digital activities, and it is difficult to support residents to use smart devices and technology where there is poor or no connectivity.
* At Box Tree Court, more residents visited the communal area because the ‘then‘ caterer gave residents access to the canteen Mi-Fi connectivity. The caterer has since left. Box Tree Court is part of the Connect 21 project, but the connectivity is poor and needs improving.
* Not all residents can afford to get online independently and may not have the knowledge to enable this, therefore those residents would depend on communal connectivity.

**Confidence**

* Paranoia can affect residents wanting to learn digital skills.
* Residents might be afraid to ask for help with getting online and learning digital skills.
* Some residents might feel that becoming digitally included is not for them because they do not understand the need to become digitally included.
* Technology is something new and being a victim of scams and cyber security is a frightening prospect.

**Barriers**

* Some schemes do not have Wi-Fi access and some schemes experience poor connectivity.
* Not all residents can afford to get online, and affordability is one of the biggest barriers.
* Poor or no connectivity puts residents off wanting to be included in digital activities.
* Digital skills and literacy are also one of the biggest barriers to being digitally included.
* There is a need to make people aware of the downsides of technology e.g., scams, and cyber security.

**Skills**

* Learning needs to be more basic than you think.
* Specific learning needs require a more tailored approach to providing support.
* Peer-to-peer learning/buddy systems could be a far more powerful approach to learning digital skills than bringing in outside tutors.
* Taking the technology and putting it in the background. Ask the learner about their interests and then introduce digital technology to look at those topics of interest.
* Bitesize learning/sessions and focused modules: online shopping etc. (This is exactly what Age UK; BT Senior Skills and Learn My Way do)
* Some people have specific, small issues that they want resolved, rather than becoming completely tech literate.
* Learning styles are all vastly different and will require specific learning modules with a hands-on approach.
* If H21 provides any IT equipment to the courts, would it be advisable for training on general use, rather than personal use?
* Assistive technology is an excellent way to support a person's digital journey.

**Resources**

* Where is the central resource that says which partners are available to work with? H21 is perfectly placed to point people in the direction of finding the answers. Everybody is doing it in isolation – *Information and access to resources are now available on the website however some residents do not know how to access the website.*
* At Age UK, a bitesize session is reinforced a few days later with the same principles once the learning has had time to bed in.
* BT Senior Skills offers a suite of digital learner fact sheets.

**Other discussion points**

* H21 used to bring in taster sessions at a scheme with local colleges, this was not followed up to capture learner interest. Lots of residents have changed since those taster sessions and now the emphasis is that residents should organise digital opportunities for themselves to maintain their independence.
* Where digital learning needs to become more basic, choose text messaging rather than WhatsApp, how to operate a mouse, what is a search engine?
* Emails rather than paper to receive scheme and organisational information.
* Digital Champions/friends supporting across the organisation (offers to travel to other schemes, providing digital support)