For Information	**X**	For Approval	

Annual Report for Financial Year 2019-2020

1.0		**Purpose of Report**
		This report outlines the process and outcome of the digital skills and support scoping exercise undertaken for the CLD Partnership. This piece of work was undertaken by consultants Hall Aitken on behalf of the Argyll and Bute CLD Partnership.
	1.1	**Background**
		Digital skills is one of 6 themes within the CLD Partnership Plan. A multi agency digital workstream group is in place to work towards improving support for those who need it the most within our communities.
		Extensive feedback from a number of CLD consultations has highlighted that learners and communities require further support to access digital devices as well as be supported more effectively to utilise devices and further develop digital skills.
		In order to gain a broader understanding of current support for essential digital skills, the gaps in activity and to identify areas of greatest need across Argyll and Bute, the TSI alongside liveArgyll commissioned Hall Aitken to undertake a mapping exercise of digital skills and support across Argyll and Bute. This piece of work was funded by Scottish Government as part of the CBAL (Community Based Adult Learning) fund.
		The CLD Partnership will use the findings to develop a plan that addresses gaps and to ensure manpower and resources are targeted at people who need support the most. This builds on the work already undertaken by the digital skills workstream group where volunteering opportunities were considered and basic upskilling courses were created.
	1.2	**Detail**
		Scope of the digital mapping exercise

Hall Aitken's approach to this mapping exercise, related to essential digital skills identified:

— Activity and delivery across Argyll and Bute
— Current needs across Argyll and Bute
— Training and support programmes required to help people, and
— Funding and resource requirements and potential funding avenues where required.

This work did not include a full audit of digital delivery, services, individuals' needs, broadband connection and infrastructure across Argyll and Bute. They focused on elements linked to the priorities of CLD Plan that will:

— allow people to better achieve skills for lifelong learning
— to be better prepared for the job market, or
— to take part in or use services where some digital understanding is needed.
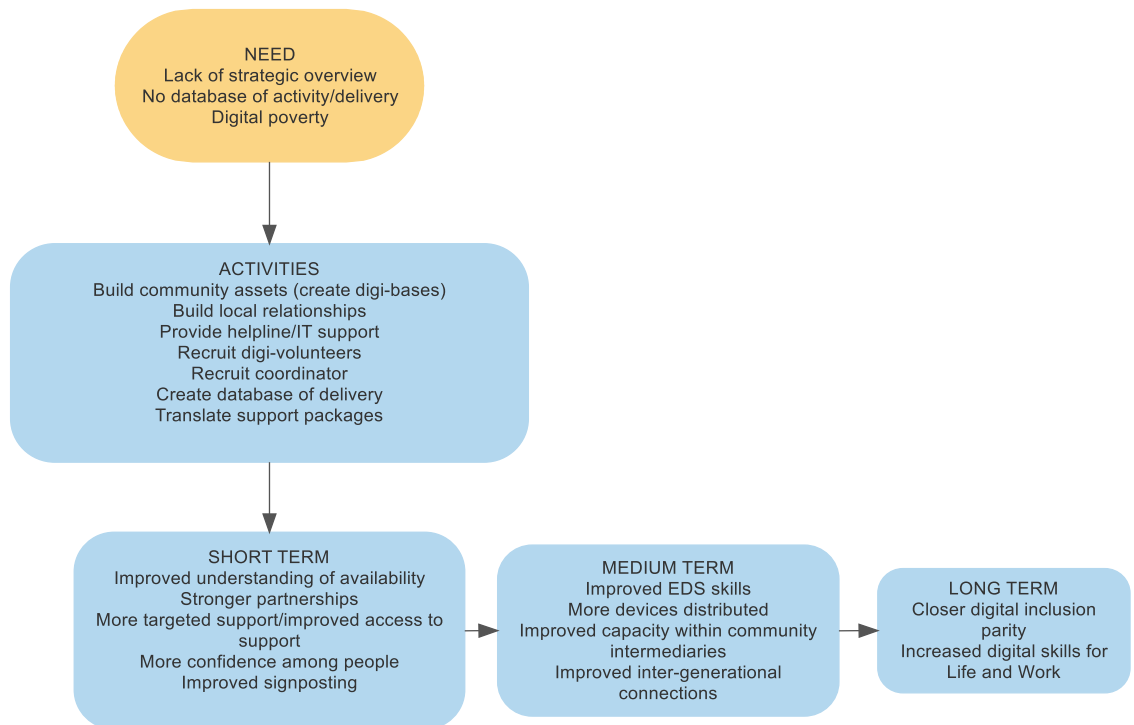

Scoping Methodology:

- Initial scoping
- Desk research
- Interviews
- Case studies
- Survey
- Final report

It is evident from the report that there is ongoing activity to support the development of essential digital skills and make sure disadvantaged people can access the equipment, connectivity and skills they need for digital participation. This is aimed at tackling the barriers to digital participation including equipping people with the skills they need to progress towards and into employment.

However, often this provision is part of a broader intervention and delivered in communites, for example as part of employability initiatives, holistic family support, health and wellbeing and projects that work with older people to address isolation and encourage community participation.

Change Programme requirements

The diagram below highlights the identified need, the type of activities that would address the need and associated short, medium and long term outcomes.

NEED
Lack of strategic overview
No database of activity/delivery
Digital poverty

ACTIVITIES
Build community assets (create digi-bases)
Build local relationships
Provide helpline/IT support
Recruit digi-volunteers
Recruit coordinator
Create database of delivery
Translate support packages

SHORT TERM
Improved understanding of availability
Stronger partnerships
More targeted support/improved access to support
More confidence among people
Improved signposting

MEDIUM TERM
Improved EDS skills
More devices distributed
Improved capacity within community intermediaries
Improved inter-generational connections

LONG TERM
Closer digital inclusion parity
Increased digital skills for Life and Work

Recommended resources needed:

— A directory or database of service delivery
— A flexible fund to buy devices and pre-loaded SIMs
— More broadband access within community and public spaces
— Facilities to use devices and get support
— Peripatetic trainers who can visit remote communities
— Diagnostic to identify skill needs (Use SCVO framework)
— Volunteer digital inclusion mentors
— Translated training programmes (Gaelic, refugee languages)
— Drop-in digital clubs (linked to other sessions such as lunch clubs etc)

	1.3	**Recommendation**
		It is recommended that the CPP Management Committee: • Notes the content and recommendations of the Hall Aitken Report and provides feedback so that the CLD Partnership can discuss and agree next steps and form an improvement plan. • Advise how this work should feed into the wider strategic cross cutting theme of Digital Inclusion within the CPP.
	1.4	**Implications** There are no policy, governance, HR or Legal matter arising from this report. **For further information please contact:** Nicola Hackett, LiveArgyll Business Development Manager Nicola.Hackett@livergyll.co.uk Tel: 01369 708667.