



## PWYLLGOR ADNODDAU CYNALIADWY SUSTAINABLE RESOURCES COMMITTEE

<b>DYDDIAD Y CYFARFOD: DATE OF MEETING:</b>	28 February 2023
<b>TEITL YR ADRODDIAD: TITLE OF REPORT:</b>	Planning Objective 5R - Digital Inclusion
<b>CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:</b>	Huw Thomas, Director of Finance
<b>SWYDDOG ADRODD: REPORTING OFFICER:</b>	Anthony Tracey, Digital Director

**Pwrpas yr Adroddiad (dewiswch fel yn addas)**

**Purpose of the Report (select as appropriate)**

Er Gwybodaeth/For Information

### ADRODDIAD SCAA

#### SBAR REPORT

##### Sefyllfa / Situation

This report provides the Sustainable Resources Committee with a deep dive into the Planning Objective 5R, as set out below:

*In response to the recently signed Digital Inclusion Charter, by March 2023 develop a digital inclusion programme which will provide a coordinated approach to digital inclusion across the Health Board and its wider partners for the local population. The programme will recognise the continuously changing role digital technology plays in the lives of individuals and society as a whole*

##### Key Insights:

- The Health Board has subsequently signed the Digital Inclusion Charter for Wales and were accredited in September 2022 having successfully demonstrated its commitment to implementing the Digital Inclusion Charter principles. The Health Board will continue to work with communities co-produce digital services with patients, ensuring that all patient, service users, and carer voices help shape the work to ensure it delivers the maximum possible value to the community.
- Official Launch event for Digital Inclusion booked for 14th February 2023.
- SMART Partnership Funding Application for regional digital divide research completed and submitted to WG.
- Health Board has been accepted onto the Digital Inclusion Alliance for Wales
- Hywel Dda University Health Board has also
  - joined the Online Centres Network
  - become a member of the National Data Bank
  - Develop an internal Kit Loaning Scheme

##### Cefndir / Background

In October 2021, Hywel Dda University Health Board agreed to and committed to the development of the Digital Inclusion Programme which will lead, connect and support a coordinated approach to various digital inclusion work across the health board and its wider partners.

The Health Board's commitment to digital inclusivity began with the signing of the Digital Inclusion Charter for Wales in 2021 and the pledge to develop the programme to ensure equity of access and support opportunities for the workforce and the wider population to ensure a sustainable and parity of opportunity for the whole population in Wales. The Digital Inclusion Charter pledges require organisations in Wales to commit to:

- ensuring that all staff and volunteers have an opportunity to develop basic digital skills, and that they take advantage of this opportunity.
- ensuring that digital inclusion principles are embedded into day-to-day activities and support the role digital tools play in managing health and wellbeing
- encourage and supports staff and volunteers to help other people to get online and have the confidence to develop basic digital skills and help other organisations to embrace digital tools.
- commit support and resources for digital inclusion activities and initiatives in Wales in whatever way possible, to ensure every citizen can engage digitally, if they choose
- share best practice and activity around digital inclusion with the Digital Communities Wales – Digital Confidence, Health and Well-being programme to ensure activities are co-ordinated to ensure maximum impact and consistent measurement.
- endeavour to build local partnerships amongst organisations who want to share ideas and co-ordinate activities with others in their area

The programme works towards embedding digital inclusion into the day-to-day practices and activities of the Health Board and focuses on the following 8 Pillars:

**Pillar 1 - Recognise digital access and skills as a social determinant of health**

**Pillar 2 - Co-design digital health services**

**Pillar 3 - Improve digital health literacy in the population**

**Pillar 4 - Develop 'digital health hubs' to improve inclusion**

**Pillar 5 - Build trust and relationships with poorly-served groups**

**Pillar 6 - Harness the benefits of digital for health and wellbeing**

**Pillar 7 - Improve digital skills in the health and care workforce**

**Pillar 8 - Embed digital inclusion in health, care and wellbeing strategies**

In order to meet the priorities outlined above and within the Health Board's Health and Care Strategy, 'A Healthier Mid and West Wales: Our future generations living well', 'Future Generations: Living Well', HDdUHB will need to ensure that staff have the digital skills and aptitude, and that patients, their families and communities are equipped and able to access health and other public and support services in a digital environment should they wish to do so.

Digital inclusion is where everyone in Wales has the skills, access and motivation to be a confident user of digital technology. HDdUHB's digital inclusion programme works in line with the health board's digital response and will focus on and ensuring that digital inclusion and accessibility is key in the:

- Integration of new digital programmes and related population health initiatives.
- Unlocking the skills and information required to improve decision making of patients in relation to engaging with digital and services.
- Development of patient centred solutions in communities.
- Improvement of user digital literacy allowing for maximising the benefits of digital technologies and being digitally skilled and confident.

## Asesiad / Assessment

Since the Digital Inclusion Programme was approved in August 2021, there has been much progress and developments made towards meeting the planning objectives of the programme and the health board now has a programme developed and is working towards 8 identified pillars within the programme. During the last quarter some positive work has been done to connect and lead on the continuous development of the pillars.

### **Pillar 1 - Recognise digital access and skills as a social determinant of health**

- The Digital Inclusion Alliance Wales (DIAW) was established as a multi-sector group of organisations to bring together people from across the public, private, third, academic and policy sectors in Wales to coordinate and promote digital inclusion activity across Wales under one national banner. HDdUHB has completed an Expression of Interest and submitted to the DIAW during the quarter. The outcome of the expression will be determined within the next DIAW meeting on 12 January 2023 and confirmation of the Health Board's membership will be received in due course.
- An SBAR has been written and will be presented to the Committee for consideration and approval to develop and implement a package of support through allowing the workforce to access refurbished devices, access skills development support and connectivity which will allow the team to raise the support and engagement with the workforce. This opportunity will allow us to engage with the workforce most at need and more likely to be digitally excluded or lack the key elements required to be digitally enabled. We await to hear whether the proposal is successful which will allow the inclusion team to move forward with the proposed plan.

### **Pillar 2 - Co-design digital health services**

- During the quarter, work has been undertaken to work closely with the Tec enabled care team working with the chronic obstructive pulmonary disease (COPD) patients to raise awareness and interest around the need to embed and include digital inclusion into digital health services being developed. Work has been done with Tunstall and Delta wellbeing to understand the services and support offered and explore ways in which we can better understand the needs of the patients involved in the Tec enabled care projects prior to their engagement. This pilot opportunity will allow HDdUHB to understand the needs of the patients and allow for an opportunity to develop digital health services that work for the patients and to ensure the right support and services are being offered in the future.

### **Pillar 3 - Improve digital health literacy in the population**

- The development of the regional digital inclusion steering group will open up the opportunity for the health board to understand the level of digital health literacy of the population through engagement with key stakeholders and services already in place to engage the population with digital health literacy development. The health board together with its partners will consider the resources and information required to support the health literacy development and ensure that through trusted faces and services already established the information and support is cascaded. There is a keen push to bring to one place all the resources and support available to patients and the wider public to learn more about digital health literacy and how digital plays a crucial role in supporting and managing our health and wellbeing. The development of a research project with Trinity St David's and partners will open the opportunity to better understand levels of digital health literacy and offer the opening required to develop on this pillar further to ensure that there is an improvement in digital health literacy within the population.

#### **Pillar 4 - Develop 'digital health hubs' to improve inclusion**

- Work has been done to raise the awareness of and to explore ways in which digital inclusion can be embedded within newly established community assets being developed by HDdUHB. The Health Hubs will offer access to devices, connectivity and support for patients and the public to access and to develop their skills and confidence around the digital health support available. Conversations have already taken place with the planning of the new Integrated Centre in Cross Hands, and the digital inclusion team will continue to explore further avenues to develop digital health hubs in existing community assets to ensure parity of opportunity for all.

#### **Pillar 5 - Build trust and relationships with poorly-served groups**

- Positive steps have been made to communicate and develop relationships with external stakeholders and has developed a keen interest in collaborating with the health board to explore opportunities around supporting the patients and public to consider and develop digital skills and confidence. A regional Digital Inclusion Steering Group has been formed to connect the gaps identified and the Steering Group is due to meet in January 2023. Terms of reference for the steering group have been written in readiness for the initial meeting. The steering group will focus on developing a Digital Divide research project for the area in which Hywel Dda Serves. Conversations have taken place with University of Wales Trinity St David's to explore opportunities to access funding through the Smart partnerships to fund the research project. This work is ongoing.

#### **Pillar 6 - Harness the benefits of digital for health and wellbeing**

- To celebrate the implementation of Digital Inclusion and to harness the benefits of digital for health and wellbeing a digital inclusion launch event has been arranged to take place on 14 February 2023 at Yr Egin, Carmarthen. The event will be an opportunity to celebrate the work of the health board, raise awareness of the programme, it's objectives and commitment to the people of West Wales. This will also be an opportunity for the workforce and stakeholders to be inspired and develop further knowledge of the benefits of digital within health. This will raise the profile and develop on the good working relationships already being made by the Health Board and its wider stakeholders positively impacting and improving the populations awareness and understanding around digital inclusion and it's benefits to health and wellbeing.

#### **Pillar 7 - Improve digital skills in the health and care workforce**

- The development of relationships with internal departments to introduce and develop awareness to the digital inclusion and the programme's strategic aims and planning objectives. The initial engagement with internal departments has raised the awareness and inspired a number of teams to express their interest in engaging with the programme and has opened the opportunity to pilot a skills audit to gather data and baseline understanding of current staff skills levels within certain teams.
- Links have been developed with the current Digital Champions within the health board to raise awareness and to identify and develop interest around digital inclusion. Following the engagement an Expression of Interest Survey has been shared with all Champions, and a keen interest and positive response has been received. 92% of responses received have expressing a keen interest in developing knowledge and understanding of how champions can identify and engage with peers to develop digital skills.
- A Digital Inclusion SharePoint page has been developed to allow staff to access resources and support opportunities. This information and resources has also been

reflected within the staff benefits 'Hapi App' and is open for all staff to access at a time that is convenient for them. This opportunity is the starting point to develop the awareness and support opportunities available to staff to access and promotes digital inclusivity.

- Excellent working relationships with the Learning & Development department have been developed and a keen interest to consider and develop opportunities for all levels of digital skills. The departments are working closely together to ensure that all areas of need are identified and addressed through the coordination and development of a multitude of learning and support opportunities within the health board.

### **Pillar 8 - Embed digital inclusion in health, care and wellbeing strategies**

- Work is being progressed in this area through the introduction of the Digital Framework request form which is required to be completed for any new digital solution being considered or requested within the health board. The Framework highlights digital inclusion and requests the consideration of digital inclusion and an explanation of any new digital solution. Examples of embedding digital inclusion into new digital solutions can be seen through the Hybrid Print and Post system currently out for tender and also the BECS project, where digital inclusion is a key enabler of it's success and support.

A Digital Inclusion Road Map infographic has been created which outlines the areas of work being developed and milestones for the next 12 months. The infographic offers a visual understanding of the key enablers required to embed and continuously develop the digital inclusion programme.

Following on from the health board's signing of the Digital Inclusion Charter for Wales in 2021, the accreditation action plan was submitted to Digital Communities Wales (DCW) for reviewing and confirmed on 7 November 2022 that the Health Board has successfully met the requirements of the accreditation pledges and issues with the accreditation status. HDdUHB currently stands as the first health board in Wales to successfully meet the pledge requirements of the accreditation process and a press release was issued in December 2022 to highlight the success of the accreditation.

Finally, to support the growing demand on the digital inclusion programme, a Digital Inclusion Adviser has been successfully recruited and is hoped to be in post within the next quarter.

### **Other key activities**

The following initiatives have been developed in order to offer a parity of opportunity for staff to access the benefits of being online and support the empowerment and digital capability of the workforce moving forward into the future. It is proposed that the initiatives highlighted below will be lead and managed by the Digital Inclusion team in partnership with the Library and Knowledge Services and is supported and gratefully received by the Learning and Development department who have highlighted a need for an increase in opportunity for staff to access devices and support to develop their basic digital skills.

The three initiatives are as follows:

- **Hywel Dda University Health Board has joined the Online Centres Network** – The Online Centres Network has been brought together by the Good Things Foundation, an innovative digital social change programme who works in partnership with global philanthropy, corporates and government. The Online Centres Network is made up of thousands of organisations across the UK who are all working to tackle digital and social exclusion by providing people with the skills and confidence they need to access

digital technology. The Good things Foundation are also partners with Welsh Government's Digital Inclusion Programme; DCW and offer the opportunity for free online learning opportunities for learners as well as access to training resources and supporting tools for centres to develop and run their own learning opportunities and support. Becoming a member of the Online Centres Network is free and will enable the health board to signpost digitally excluded individuals or those with low or limited digital skills and confidence to access resources and the 'Learn My Way' learning platform, to develop skills, knowledge, and confidence. This platform and all resources are also available in the Welsh language to ensure that we can offer the same opportunities and promote digital inclusion to Welsh speakers.

Initially it is proposed that this opportunity will be offered to our workforce, however, subject to a scoping exercise we could explore if this model could be extended to patients in the future. This opportunity will offer the space for piloting and learning from the proposed support and would open the opportunity for working with partners within the Third Sector and communities to develop a patient facing support mechanism in the future where the population served by the health board can access the required support through the online centres network to develop skills and confidence.

- **Hywel Dda University Health Board is now a member of the National Data Bank.** Telecom companies have donated mobile data to distribute via registered Online Centres. Data is distributed to centres and available for distribution to staff who are living in financial crisis, who struggle to pay for internet access or who do not have access to the internet at home for whatever reason. By offering free data we can ensure that our workforce can access the benefits personally and professionally through extremely difficult times faced.
- **Developed an internal Kit Loaning Scheme**  
The scheme will offer surplus devices from within the Health Board to loan out to staff members who do not have the access to devices personally, or who are unable to afford the costs associated with purchasing such devices to develop skills or access the everyday essentials or services that being online offers. The loaning of devices would be coordinated and managed through the library service and will be accessed in the same way as if staff were loaning a book. At the end of the loaning period the device will be cleared of data in preparation to be loaned back out to another member of staff. The Kit Loaning Scheme model has been adopted in other organisations across Wales with support from DCW. We will be working closely with and following the guidelines developed by DCW to ensure that will guide us on how best to set up and run this service within the health board.

To address the lack of human resources available within the digital inclusion team to raise the awareness of the three initiatives, it will be crucial to engage with Digital Champions placed around the Health Board. Working closely with and developing the knowledge and skills of the current Digital Champions around digital inclusion and recruiting further champions to support the cascading of information and awareness of the initiatives will be crucial to its success. Steps have already been taken to gauge the current Digital Champions' interest in supporting the development of the digital inclusion programme. An expression of interest survey was sent out to all Digital Champions, 93% of the responses received expressed their interest in supporting the digital inclusion programme to engage the wider workforce therefore, if the initiatives are approved, there will be a clear solution to how the initiatives are rolled out and engagement made with the workforce to access the support they require.

## **Summary**

The Digital inclusion Programme continues to gather pace, and work in all the 8 pillars demonstrates the commitment of the Health Board and the Digital Team to improving digital literacy, and inclusivity with staff, patients, and careers.

## **Argymhelliad / Recommendation**

The Committee is requested to note the content of the deep dive into Planning Objective 5R and receive assurance around the Digital Inclusion Programme from the developed through the pillars.

### **Amcanion: (rhaid cwblhau)**

#### **Objectives: (must be completed)**

Committee ToR Reference: Cyfeirnod Cylch Gorchwyl y Pwyllgor:	3.10 Provide assurance to the Board that arrangements for information governance are robust.
Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score:	Not applicable
Safon(au) Gofal ac Iechyd: Health and Care Standard(s):	3.4 Information Governance and Communications Technology 3.2 Communicating Effectively 4.2 Patient Information
Amcanion Strategol y BIP: UHB Strategic Objectives:	All Strategic Objectives are applicable
Amcanion Llesiant BIP: UHB Well-being Objectives: <a href="#">Hyperlink to HDdUHB Well-being Objectives Annual Report 2018-2019</a>	10. Not Applicable

### **Gwybodaeth Ychwanegol:**

#### **Further Information:**

Ar sail tystiolaeth: Evidence Base:	<a href="https://www.digitalcommunities.gov.wales/digital-inclusion-in-health-and-care">https://www.digitalcommunities.gov.wales/digital-inclusion-in-health-and-care</a> <a href="#">About the network - Good Things Foundation</a> <a href="#">Since accessing the Databank... it's been a like a weight's been lifted" - Good Things Foundation</a> <a href="#">Device Loan Scheme Resources (gov.wales)</a>
Rhestr Termiau: Glossary of Terms:	Contained within the report
Partïon / Pwyllgorau â ymgynhorwyd ymlaen llaw y Pwyllgor Adnoddau Cynaliadwy:	Not applicable

Parties / Committees consulted prior to Sustainable Resources Committee:	
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<b>Effaith: (rhaid cwblhau)</b> <b>Impact: (must be completed)</b>	
<b>Ariannol / Gwerth am Arian:</b> <b>Financial / Service:</b>	Not known at present.
<b>Ansawdd / Gofal Claf:</b> <b>Quality / Patient Care:</b>	The ability for patients to communicate with the Health Board is essential. Digital inclusion will allow the Health Board to explore greater digital services and therefore improving the experience of the patient.
<b>Gweithlu:</b> <b>Workforce:</b>	There will be an impact on staff as they are included within the ethos of digital inclusion. All staff and patients should feel comfortable in using the digital solutions that are to be implemented within the Health Board.
<b>Risg:</b> <b>Risk:</b>	Not applicable
<b>Cyfreithiol:</b> <b>Legal:</b>	Not applicable
<b>Enw Da:</b> <b>Reputational:</b>	The inability for patients not to feel engaged with their care via the use of digital solutions will affect the Health Board's reputation within the community. The strategic movement of providing care closer to the patient will mean that the Health Board needs to embrace digital solutions to improve patient care
<b>Gyfrinachedd:</b> <b>Privacy:</b>	Not applicable
<b>Cydraddoldeb:</b> <b>Equality:</b>	Not applicable