



Llywodraeth Cymru
Welsh Government

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Digital Inclusion Delivery Plan – Update 2014

The strategic approach to digital
inclusion

June 2014

Background

In 2010, the Welsh Government developed a strategic response to the high number of adults who were digitally excluded. The Digital Inclusion Framework, published in December 2010, identified those people who were most likely to be digitally excluded, including older and disabled people; those who live in social housing; those on lower incomes; the unemployed and economically inactive. There was a recognition that achieving the digital inclusion of people, both as citizens and consumers, is essential to ensure that they can benefit from the rapid pace of technological change. The Framework assumed a duration of five years.

In order to maximise the impact and reduce the numbers of citizens who are digitally excluded, the Framework recognised the need to:

- a) Align policies;
- b) Obtain 'buy-in' from a wide range of stakeholders; and,
- c) Undertake activities which include:
 - on the ground digital inclusion delivery through community based approaches;
 - engagement through libraries;
 - learning through education and lifelong learning, and skills development;
 - increased involvement of the private, public and third sectors
 - the use of volunteers;
 - extending the range of geographical coverage where support is available.

To complement the Framework, the Digital Inclusion Delivery Plan was published in March 2011. The Delivery Plan set out the key objectives, tasks to be undertaken and expected outputs and outcomes in order to reduce digital exclusion levels in Wales.

The 2011 Delivery Plan estimated that 34% of the adult population (circa 785,000 adults) were not using the internet, which included 49% of over 50s (circa 515,000) and 41% of social housing tenants (circa 155,000). There were also circa 120,000 employed and 45,000 unemployed who did not go online. The Delivery Plan recognised that some of the target groups may be over-lapping, for example, older people and the economically inactive. Indeed, it is possible that an individual could belong to a number of different groups. Our work to tackle digital exclusion is, therefore, mutually reinforcing.

Rapid Pace of Technological change

Since 2011, the profile and importance of digital inclusion has evolved rapidly. Technology, and the benefits of using it, continues to develop apace. This threatens to widen the digital divide between the active users who can increasingly exploit ever improving technologies, and those that continue to struggle to overcome the barriers to getting online. These digitally excluded people are in danger of being left behind in society, as more and more services, including vital public services, go online.

Good progress

Good progress is being made in getting more people to take advantage of the opportunities of being online, with the percentage of adults in Wales not regularly using the internet falling from 34% at the end of 2010 to 21% in May 2014¹. Many more organisations across the public, private and third sectors now recognise the importance of getting more people to enhance their lives through the use of digital technologies, but much more still needs to be done.

Need for a revised plan

Given the continued developments of technology and its increased use across society, plus the need to revise a number of 2015 targets that have already been achieved, makes now - three years on from our first digital inclusion Delivery Plan - the appropriate time to undertake a formal review of the plan. This update reflects how digital inclusion has evolved, the progress we are making in tackling it, and what more needs to be done across society to ensure that citizens are not left behind in the digital age. The Delivery Plan has and will remain a living document. It will keep evolving as issues and technologies change. This revised Delivery Plan builds on the achievements in the original plan. Where appropriate, completed tasks have been removed and new key tasks identified.

Still about improving peoples' lives through technologies

Digital inclusion is still about ensuring that people, both as citizens and consumers, benefit from the rapid pace of technological change that is taking place in our society. This especially applies with people being able to use the internet in ways that enhance their lives and contribute to helping them overcome other disadvantages which they might face. However, the need is now greater than ever as 'digital' increasingly becomes the preferred way of conducting transactions for both providers and users alike.

Whilst market forces continue to be responsible for getting many people to use the latest digital technologies, helped by cheaper equipment and faster broadband speeds, barriers still exist for significant numbers of people that

¹ Figures released in May 2014 relate to the period from April 2013 to March 2014

have prevented them from participating with digital technologies. Market forces have not been able to overcome the three main barriers of motivation, skills and access, which includes affordability. Research suggests motivation is still the main reason people do not go online, but the need for people to go online will increase as more services are delivered through online channels.

Poor basic numeracy and literacy skills are often the underlying reason why people struggle to take advantage of the opportunities of being online. Digital inclusion activities should therefore be tackled alongside activities that improve basic numeracy and literacy skills.

Doing more

Digital inclusion has previously been associated with helping people acquire the most basic internet skills to help them get online, see the benefits of doing so, and leading them on the path to becoming more active users. Many people need ongoing support whether it is informal support from friends or families or community based provision like the Welsh Government's digital inclusion initiative, Communities 2.0, and public libraries. Others will prefer to undertake more formal accredited learning from adult learning providers.

To function in an increasingly digital world requires more than being able to surf the internet. To truly secure the benefits of being online, individuals need to be able to communicate effectively online, find and evaluate what they are looking for and safely share personal information, whether it is making a job application, undertaking a public service transaction, or buying online goods at often reduced prices. Trust and security is a concern for many, particularly the elderly. Ensuring children stay safe online is a real concern for parents and grandparents, so they will need to develop the necessary skills to do this.

Targets

In May 2014, it was estimated that 514,814 (21%) adults did not use the internet. This included 38% of those aged 50 and over, 34% of social housing tenants and 41% of those that are economically inactive². Good overall progress has been made since 2010, so a number of 2015 targets have now been revised to reflect this. We have tried to balance ambition with realism. We have added further targets to be achieved by 2017, which ties in with the Department for Work and Pensions (DWP) targets to get Universal Credit claimants online.

There is overlap between many of the priority groups, but particularly older people and the economically inactive. The revised plan will cover working age

² Source: National Survey for Wales April 2013– March 2014 Published on 29 May 2014

economically inactive to differentiate from the over 65s, which still represent the majority of those offline.

Some will never get online

We must recognise that there will always be some people in society that will be unable or unwilling to use the latest digital technologies. For these people, there should be alternative ways to access goods and services to ensure they are not left behind. Realistically, many will continue to struggle to use the latest technologies fully independently, but with the appropriate support they can still realise the benefits of being online that most people take for granted.

Cross – Cutting Agenda and limitations of this plan

Digital inclusion is a key integrated strand of Digital Wales (DW)³. Digital inclusion links closely with the other DW strands of infrastructure, public service delivery, the digital economy and digital skills, but it is not the lead on these work areas. Through Digital Wales, the Welsh Government ensures that interdependencies between each theme are identified and managed. For example, ensuring that everyone has the right skills to use digital technologies is mainly being taken forward by the Department for Education and Skills through the 'Skills' theme of Digital Wales; whilst ensuring that businesses are able to take advantage of the opportunities offered by using the latest technologies, which is vital if we are to create more and better quality jobs, is led by the Department for Economy, Science and Transport.

³ <http://wales.gov.uk/topics/businessandconomy/digitalwales/?lang=en>

Activities

The strategic approach of the Welsh Government's Digital Inclusion Unit and Communities 2.0 has been to get organisations to embrace digital inclusion, so that it becomes part of their policy and practice. Many more organisations now recognise the importance of this agenda, both to themselves and to their customers. The opportunities of embracing the digital world are significant to public, private and third sector organisations.

Communities 2.0

Communities 2.0, the Welsh Government's dedicated digital inclusion programme, has been at the forefront of the effort to tackle digital exclusion, enabling thousands of individuals to get the most out of the internet, and supporting hundreds of community and voluntary sector organisations and social enterprises to improve their competitiveness and efficiency by using the latest digital technologies. By supporting regional and thematic initiatives that tackle digital exclusion amongst key target groups, Communities 2.0 has engaged with many key partners such as: local authorities; housing associations; Communities First Clusters; organisations representing older and disabled people; County Voluntary Councils (CVCs); and adult learning providers. This approach has tried to embed sustainability so digital inclusion activities are firmly built in to future delivery mechanisms of these organisations.

Extending areas

Since the original Delivery Plan in 2011, Communities 2.0 has been extended beyond the convergence areas⁴, creating a pan Wales programme that can support the numerous activities being delivered by countless organisations across the country.

Libraries

Public libraries continue to provide free community access and assistance to those that do not have the internet at home. However, as public library services are under pressure in many areas, it is important that the role of public libraries as an intergenerational community hub is recognised, so that free computer and internet access can continue to be provided in the communities that need it.

⁴ The Convergence area contains the 15 Local Authorities of Isle of Anglesey, Conwy, Denbighshire, Gwynedd, Ceredigion, Pembrokeshire, Carmarthenshire, Swansea, Neath Port Talbot, Bridgend, Rhondda Cynon Taff, Merthyr Tydfil, Blaenau Gwent, Caerphilly and Torfaen.

Volunteering / Third Sector

The Third Sector are key partners in delivering our digital inclusion objectives. Community organisations are often in the best position to be able to work with groups and individuals that are less likely to access formal learning opportunities. Volunteering therefore continues to be critical if we are to help as many people as possible benefit from the latest digital technologies. We all know family and friends that are reluctant to embrace the digital world. However, they need to be aware of the benefits and given the ongoing support to make them more competent users.

UK activity

The undertaking of digital inclusion activity by a wide range of organisations at a UK level, including through social marketing, complements the activities of organisations in Wales, and contributes to overall delivery.

Welsh Government will continue to engage with, and exploit, UK / national digital inclusion activities and initiatives that will have a beneficial impact on Wales. This includes, where appropriate, maximising the benefit to Wales of UK Government led digital inclusion activities as set out in their recent Digital Inclusion Strategy which was published in mid April. We will continue to ensure Wales benefits from UK activities like Go ON UK and associated resources from individual Go ON UK partners like Big Lottery's Basic Online skills £15m UK wide fund.

ICT Infrastructure

The Welsh Government is working in partnership with BT to deliver superfast fibre broadband in Wales. Superfast Cymru (SFC) is the largest partnership of its kind in the UK and will, when combined with commercial roll-outs give 96% of premises in Wales access to fast fibre broadband by 2016. The Welsh Government will seek to maximise our significant investment to promote digital inclusion working alongside Communities 2.0 and aligning community based sessions alongside the SFC roll-out, to raise awareness of the opportunities that good quality broadband can offer. The SFC programme will produce marketing materials on digital inclusion to direct individuals to where they can get help to go online. SFC can also provide the baseline connectivity to enable activities like affordable solutions for social housing tenants to take place.

Public service delivery

In nearly all areas of public service delivery, there is a growing customer expectation that services should be available online at any time, through the medium of Welsh and English, and accessible through any device. At the same time with budgetary constraint increasing, using digital technology has the potential to realise significant savings through channel shift, streamlining

back-end business processes and by developing new services that can be reused and shared across the public sector.

Much of the focus over the last two years has been on building the digital infrastructure necessary to support the move to online public services. The Welsh Government published its ICT Strategy for the Public Sector in Wales (June 2011), the aim being to build an open, modern and flexible digital infrastructure.

Progress in some areas, such as moving to open source, developing a common authentication approach and using the cloud, has been challenging as it requires some quite fundamental technical and cultural changes.

A key component of delivering digital services to our citizens is having a secure, fast and reliable communications network. In today's economic climate it is also essential that we deliver these services in an efficient and cost effective way. Public Sector Broadband Aggregation Network (PSBA) enables many public service organisations in Wales to do this. Today there are over 80 public service organisations on the PSBA network and this partnership lays the foundations for much closer public service integration. Health, Fire and Rescue, Police, Universities, local authorities and many other organisations all benefit from PSBA. Over 3,500 sites are now connected over the network. All schools in Wales are being upgraded to higher bandwidth to improve learning opportunities and all 650 GP surgeries are now PSBA-connected.

Looking forward, the challenge now is to build on this infrastructure and to use it to deliver world class digital public services. However, we must also recognise there are many barriers to accessing online services particularly for those on low incomes, the disabled and older people. For those that wish to take advantage of online services but have difficulty doing so we will provide help and assistance; for those that cannot, or choose not to access online services, we will provide alternative forms of access.

Rural Payments Wales Online

The Welsh Government has invested £7.9 million as part of its commitment to improve public service delivery. The new online Single Application Form for farmers to claim European financial support was successfully launched in March 2014, with over 5,500 farmers choosing to use the online application in the first year.

The online Single Application Form is part of a wider strategy for the online migration of agricultural services by 2016. This will be accompanied by an extensive programme of support to help farmers access online services including digital inclusion activities, closely aligned with local provision, to

ensure individuals have access to the necessary skills and knowledge to enable them to make best use of online tools to help grow their businesses.

Hwb

Hwb is the National Digital Content Repository for Wales which supports national action to encourage, support and prepare teachers to share digital practice. Services delivered through Hwb include the development of a national collection for creating, storing and sharing digital resources.

Hwb supports key aspects of the improving schools programme and encourages parents to get more involved in digital learning. It also provides a centrally-funded professional development programme for teachers and associated staff to enhance computer science, ICT and digital literacy in Wales.

Hwb+

The individual school learning platform is known as Hwb+. A learning platform is a collection of online tools and services that can facilitate digital learning. Hwb+ will offer the following functionality for each school - e-mail for all provisioned users; a public facing website; virtual classroom tools; announcements and events; blogs, wikis and forums; a personalised user interface; and access to online Microsoft Office applications including Word, Excel and PowerPoint.

e-Safety

e-Safety is a priority for the Welsh Government and will be a main focus for the Department for Education and Skills. The Welsh Government supported Safer Internet Day in 2014 with events for schools, colleges and young people in the community focussed on how to create a better Internet. The Welsh Government has also awarded a contract to South West Grid for Learning to coordinate an e-Safety education and awareness raising programme across Wales during 2014 and 2015. The 2014-15 National Survey will include questions, for the first time, on young people's use of technology and how parents engage with their children on e-Safety issues.

Trust and Security

EU figures suggest that only 12% of European web users feel completely safe making online transactions. Threats such as malicious software and online fraud unsettle consumers and hamper efforts to promote the online economy. The Welsh Government is helping to address these concerns by raising awareness of current threats and supporting businesses to protect themselves via its e-Crime Wales programme.

Tackling Poverty

Digital inclusion is a vital part of our overall aim to tackle poverty. Being digitally excluded restricts the opportunities that are available to others. The Tackling Poverty Action Plan⁵ focuses Welsh Government's efforts to prevent poverty, help people into work and mitigate the impact of poverty. Ensuring people have fair and equal access to digital services, regardless of where they live or what their incomes are forms a critical part of this. Through our digital inclusion work, particularly Communities 2.0, we support the people most likely to be digitally excluded, so that they can improve their quality of life and life chances. The Tackling Poverty Action Plan includes a number of digital inclusion targets.

Welfare Reform

We know that digital skills are a necessity in today's modern society. To search and apply for jobs, people need to be online, and increasingly unemployed people need to claim their benefits online. The UK Government's welfare reforms have reinforced the importance of the digital inclusion agenda to some of our most disadvantaged individuals and communities. Communities 2.0 and public libraries have been instrumental in mitigating some of the adverse impacts of the digital elements of welfare reforms by providing free courses to those that need support.

Financial Inclusion

It is widely recognised that digital exclusion and financial exclusion are very closely linked. Financial inclusion activities are increasingly incorporated into the work of Communities 2.0. There are excellent online money/budget management tools available including the Welsh Government funded 'Money Made Clear Wales' website www.moneymadeclearwales.org. The website provides people with access to unbiased information and advice services, to help them make informed decisions about financial services available to them. Also, the best financial products are often only available online. It is therefore not possible to be truly financially included if you cannot use the internet.

In taking forward the recommendations of a recent Advice Services Review and in supporting front-line advice on welfare benefits, financial capability and discrimination, the Welsh Government is mindful of the need to cater for those people who are not currently able to access online services, for example through face-to-face services and to empower individuals to take control of their own affairs, including, where possible, supporting them to use digital technology. Likewise, the Discretionary Assistance Fund whilst offering an on-line application service hosted via the 'Money Made Clear Wales' website, is

⁵ <http://wales.gov.uk/topics/people-and-communities/tacklingpoverty/publications/taking-forward-tack-pov-plan/?lang=en>

also mindful of those individuals that cannot access on-line services themselves or who don't have the skills necessary to apply this way. With this in mind the Discretionary Assistance Fund also offers the choice of making an application via the telephone or postal.

Digital Wales – Digital Inclusion

Overall Objective: A digitally inclusive, sustainable society. Empowering all citizens to be able to take advantage of digital technologies to enhance their quality of life.

Overall Outcome: To ensure that all citizens have affordable access, support and the right skills to benefit from the advantages of being online.

Objective 1: To continue to reduce levels of digital exclusion amongst adults from 21% in May 2014 ⁶ to 18% by 2015 and 13% by 2017.				
Task Description	Outputs	Shared Outcomes	Owner	Status
To continue to identify and bring on board partners and stakeholders across all sectors. More detail is provided throughout the plan.	<p>Strategic links developed with Communities 2.0 (C2.0), public libraries and Job Centre Plus (JCP) to help tackle digital exclusion amongst the unemployed.</p> <p>County wide digital inclusion initiatives involving key partners established, often developed around a county based 'Get Online' campaign. These have proved successful in engaging local partners.</p> <p>National initiatives developed where appropriate, including RNIB, Care and Repair Cymru, Disability Wales, Age Cymru and Shelter.</p>	<p>Greater engagement, co-operation and collaboration of stakeholders.</p> <p>Better knowledge of institutions and sectors.</p> <p>Attitudinal change in organisations and networks – more digital inclusion approaches adopted.</p> <p>More sustainable activities secured.</p> <p>Greater capacity to reach more people.</p>	Welsh Govt Digital Inclusion Unit (WG DIU), C2.0 and others	<p>As at May 2014, the original objective (to reduce levels to 25% by 2015) had been reached.</p> <p>Current levels:</p> <ul style="list-style-type: none"> • 21% digitally excluded (May 2014 figures) • Over 42,000 Communities 2.0 direct beneficiaries • 539 C2.0 volunteers recruited to date
Explore funding options for future digital inclusion interventions	Early discussions on European funding options			Ongoing

⁶ Figures released in May 2014 relate to the period from April 2013 to March 2014

Objective 2: To reduce levels of digital exclusion amongst people aged 50 and older, from 38% in May 2014 to 35% by 2015 and 30% by 2017. a. To reduce levels of digital exclusion amongst people aged 50-64 from 20% in May 2014 to 16% by 2015 and 12% by 2017. b. To reduce levels of digital exclusion amongst people aged 65-74 from 40% in May 2014 to 36% by 2015 and 32% by 2017. c. To reduce levels of digital exclusion amongst people aged 75 plus from 78% in May 2014 to 70% by 2015 and 60% by 2017.				
Task Description	Outputs	Shared Outcomes	Owner	Status
Continue to work with partners / key support agencies that work with older people, and support their staff / volunteers to help deliver digital inclusion activities.	<p>Majority of C2.0 beneficiaries are older people and local older people's groups are often part of local C2.0 funded initiatives or are being assisted with ICT by C2.0 as community / voluntary organisations.</p> <p>Strong relationships developed with older people's groups including local authority 50 Plus Fora, Age Cymru, Care and Repair Cymru, National Partnership Forum for Older people, public libraries and The National Institute of Adult Continuing Education (NIACE).</p> <p>Public libraries engaged and staff able to continue supporting digital inclusion activities.</p> <p>Using Welsh Baccalaureate students to help older people get online.</p>	<p>Increased number and capacity of organisations to engage with and deliver digital inclusion activities.</p> <p>Reduced digital exclusion amongst older people, helping them to feel less isolated, save more money on cheaper online goods and services and help them stay in employment longer.</p> <p>Skills transfer between generations resulting in greater understanding of issues/challenges facing different generations.</p> <p>More engaged communities, with greater trust and confidence.</p> <p>Better informed and more health conscious citizens.</p>	WG DIU; C2.0; Museums, Archives and Libraries Sector; CyMAL; and others.	<p>May 2014 figures show that we have achieved our original 2015 target, to reduce levels to 38%, so we have set a more challenging target.</p> <p>Good links established with older people's groups but still more can be done.</p> <p>We recognise that around 50% of individuals in the 75 plus category may never engage fully independently, but they can still be assisted to enjoy many of the benefits of being online. This can be done through group classes in, for example, sheltered housing complexes, and peer to peer support from friends and family on a one to one basis.</p> <p>Current levels:</p> <ul style="list-style-type: none"> • 38% of 50s and over digitally excluded. • 40% of 65-74 year olds • 75% of 75 plus <p>Promote new online services to the public to increase virtual visits to the People's Collection Wales, and</p>

<p>Utilise engaging digital materials that help people recognise the benefits being online.</p>	<p>People's Collection, Digital Storytelling, and Digital Content Creation.</p> <p>Use new digital services like the over 50s health checks to help engage older people.</p>	<p>Dedicated resources to focus on digital inclusion.</p>	<p>museums, archives and library online services. To reflect the increasing importance and investment in online services in improving access to the collections of our national institutions, a new indicator to monitor and report on the number of virtual visits to the National Library of Wales' (NLW) and Amgueddfa Cymru – National Museum Wales' (AC-NMW) websites has been implemented from 1 April 2013. This indicator has been designed to increase consistency in the approach to monitoring and reporting of virtual usage by both sponsored bodies, and is based on good practice and contemporary research in this field. The same indicator is also used by the People's Collection Wales (PCW) digital heritage programme, which is delivered collaboratively by the National Library of Wales, Amgueddfa Cymru – National Museum Wales, and the Royal Commission on the Ancient and Historical Monuments of Wales.</p> <p>'Add to your life' over 50s health checks was piloted in ten Communities First Clusters utilising Age Cymru staff and volunteers, with a total of 3,080 assessments undertaken between October 2013 to March 2014. It was launched as a national programme on 28 April 2014. Communities 2.0 continues to use 'Add to your Life' as an engagement tool.</p>
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Work with Age Cymru and other Older People's NGOs to embed DI in their usual work practices and help identify future initiatives that can support older people to get online.	<p>Identified potential funding opportunities including Big Lottery.</p> <p>Continue to explore potential for supporting older people through European funding.</p> <p>C2.0 national partnership initiative with Age Cymru to work in care homes and national pensioners' groups.</p>		WG DIU; Age Cymru; C2.0 and others	<p>Initial meetings held with potential funding providers.</p> <p>Age Cymru / C2.0 national initiative started in April 2014.</p>
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Objective 3: To reduce levels of digital exclusion amongst residents of social housing from 34% in May 2014 to 28% by 2015 and 22% by 2017.

Task Description	Outputs	Shared Outcomes	Owner	Status
Continue to work with previously identified partners / key support agencies and support their staff / volunteers to help deliver digital inclusion activities.	<p>C2.0 has worked with many of the housing associations across Wales, training staff and putting resources into housing association-led digital inclusion projects.</p> <p>Examples include:</p> <ul style="list-style-type: none"> - Working with Gwalia on upgrading its systems and broadband infrastructure with a view to embedding digital inclusion across the whole organisation - RCT Homes leading the C2.0 funded Get RCT Online initiative. - Valleys to Coast leading the C2.0 funded Get Bridgend Online initiative - NPT Homes and Coastal Housing leading the Get Neath Port Talbot Online initiative. - Family Housing Association one of the lead partners in the C2.0 funded Get Swansea Online initiative. - Bron Afon the lead partner in the C2.0 funded Get Torfaen Online initiative. 	<p>Reduced digital exclusion amongst residents of social housing.</p> <p>Organisations better prepared and co-ordinated to deliver digital inclusion activity.</p> <p>Social housing providers benefit from lower costs and more efficient processes.</p> <p>Improved Education outcomes for households with children that were previously without internet access.</p> <p>Improved health</p>	C2.0 partners.	<p>34% digitally excluded.</p> <p>Slower overall progress, despite significant activity. Demonstrates the multiple challenges of addressing digital exclusion amongst this group.</p> <p>Significant amount of activity ongoing.</p>

	<p>- Cymdeithas Tai Cantref one of the lead partners in the C2.0 funded Digital Welfare West initiative</p> <p>- Financial inclusion partnership of five housing associations in North Wales led the C2.0 Take Ctrl DI/FI initiative that closed recently, having incorporated the co-ordinator role within the lead housing association, Wales & The West HA</p> <p>- Charter Housing leading the new C2.0 initiative in development: Get Newport Online.</p>	<p>outcomes through better access to health related information.</p> <p>Reduced feeling of isolation through regular online communication with peer groups, assisting independent living.</p>		
<p>Explore and consider research on providing affordable broadband access to Social Housing Tenants</p> <p>Work closely with community Housing Cymru (CHC) to explore the potential to develop an affordable broadband project for the most disadvantaged social housing.</p>	<p>CHC published their initial report in early December 2013. This made a number of early recommendations in advance of further work during January to May. C2.0 is assisting CHC in this work.</p> <p>WG has set up a working group involving the main Digital Wales 'strands' to look at the issue of affordable broadband. CHC's work is feeding into this.</p>		WG DIU; C2.0; CHC.	CHC submitted a paper outlining their initial recommendation to establish a multi – skilled team that can assist the sector to procure the best affordable broadband solution for their tenants. C2.0, DIU and Digital Wales will continue to assist CHC with their work, and will bring in other policy leads as required.

Objective 4: To reduce levels of digital exclusion amongst the, employed, unemployed and working age economically inactive as follows:

- a) Employed people (aged 18+) from 7% in May 2014 to 5% in 2015 and 2% in 2017
- b) Unemployed people (aged 18+) from 10% in May 2014 to 7% by 2015 and 4% by 2017.
- c) Working age economically inactive people (aged 18 to 64) from 20% in May 2014 to 16% in 2015 and 12% by 2017.

Task Description	Outputs	Shared Outcomes	Owner	Status
Maintain links with key support agencies to ensure alignment of policy and practice.	<p>C2.0 supported 322 individuals to progress in/within the workplace.</p> <p>43% of C2.0 beneficiaries that provided their employment status are currently</p>	<p>Reduced digital exclusion amongst these target groups.</p> <p>Much greater awareness</p>	DIU; DfES	<p>7% of people aged 18 and over in employment are digitally excluded</p> <p>10% of unemployed people aged</p>

	<p>unemployed.</p> <p>C2.0 and public libraries taking referrals from JCP – providing direct support to claimants. C2.0 has devised a <i>web for work</i> course to help digitally excluded benefits claimants meet JCP’s online requirements for claiming benefits. Volunteers have been trained to deliver these sessions.</p>	<p>of importance of digital inclusion amongst HAs and local authorities as a result of welfare reforms.</p> <p>Digital inclusion embedded into skills for work initiatives.</p> <p>Mitigate risks of online elements of welfare reform.</p> <p>More employable individuals and more people into work.</p>	<p>DIU; C2.0; Public libraries; CyMAL</p>	<p>18 and over are digitally excluded</p> <p>20% of people of working age (18 to 64) and economically inactive are digitally excluded</p> <p>Strategic links developed with JCP.</p> <p>Capacity constraints and need for DWP support through local support frameworks highlighted.</p>
Analyse potential for establishing a referral and training system for the unemployed within a common operational understanding.	DIU, C2.0, JCP, public libraries and WG Welfare reform officials working closely together to co-ordinate activities.		WG DIU; WG TP; JCP; C2.0; Public libraries; CyMAL	Strong partnership in place, with JCP referring digitally excluded job seekers to C2.0 and public libraries in a more co-ordinated manner.
Explore avenues to ensure cross-government approach to mitigate the impact of the UK Welfare Reforms.	Provide a joined up approach to mitigating welfare reforms.		WG DIU; WG TP; C2.0; JCP; Public libraries, CyMAL	<p>Ongoing. Close working relationships with JCP Wales officers.</p> <p>C2.0 facilitated national Task & Finish group of librarians and JCP partnership managers with regional teams to plug gaps in provision of DI services to job seekers.</p>
Ensure working age skills programmes reflect the need for digital skills to gain employment and progress in employment.	Work with DfES colleagues leading on the Employment and skills elements of EU funding.	Job applicants can demonstrate basic online skills	DIU; DfES; WEFO	Ongoing

<p>Work with employers to raise awareness of DI and the need to support staff to help them benefit from the latest digital technologies. Also help employers understand how digitally competent staff can improve their organisations.</p>	<p>Persuade large organisations and SMEs to support their employees to develop their digital skills.</p> <p>Work with work based skills programmes like 'Digi Skills Cymru', which is set up to work alongside other Wales Union Learning Fund projects organised by a range of Welsh trade unions, their partner employers and their Union Learning Reps.</p>	<p>Better skilled workforce</p> <p>More productive organisations.</p>	<p>DIU; DfES; Digital Wales</p>	<p>To date, the Essential Skills in the Workplace (ESIW) programme has successfully delivered the following ICT qualifications:</p> <p>Entry Level 1 = 466 Entry Level 2 = 1,199 Entry Level 3 = 1,865 Level 1 = 5,710 Level 2 = 2,771</p> <p>The current ESIW programme will close to new business at the end of September 2014 and will be replaced by a new essential skills programme from 1 October 2014 to ensure that momentum is maintained.</p>
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Objective 5: To reduce levels of digital exclusion amongst people with disabilities (long term-limiting illness) from 40% in May 2014 to 35% by 2015 and 30% by 2017.

Task Description	Outputs	Shared Outcomes	Owner	Status
<p>Continue to identify necessary interventions with disability and accessibility organisations (e.g. Disability Wales; Shaw Trust; RNIB, Abilitynet; Digital Accessibility Centre; public libraries, etc).</p>	<p>Disability Wales 'Digital Lives' runs from May 2013 to December 2014 and has a beneficiary count of 750 over the life of the project. It aims to raise awareness of digital inclusion - assistive technologies, increase confidence/knowledge in relation to ICT and benefits of online services. Disability Wales launched their website on 17 October 2013, which incorporated a new eAccessibility website: eAccessibilitywales.org.uk, developed jointly by C2.0 and Disability Wales.</p> <p>RNIB Get Connected was formally launched in June 2012 and ended in November 2013. It supported blind and partially sighted people to learn to use ICT with the view to</p>	<p>Reduced digital exclusion amongst people with disabilities.</p> <p>Increased number and capacity of disability representative organisations to engage with and deliver digital inclusion.</p> <p>Increased profile of digital inclusion.</p>	<p>DIU; C2.0</p>	<p>Currently 40% of those with a limiting long term illness do not use the internet.</p> <p>Significant overlap with older people and individuals with a disability.</p> <p>Different types of interventions</p>

	assisting them to live as independently as possible. The project supported 1,422 beneficiaries. RNIB has continued employing a Dedicated DI officer, ensuring sustained activity going forward. RNIB has also bid for funding from the BIG Lottery's Basic Online Skills fund, to expand this work.	Organisations are more aware of the need to improve accessibility of their websites and other digital communications.		required for different levels of disability.
Maintain dialogue with disability organisations to gather robust data and share best practice.	The Wales eAccessibility Forum led by Disability Wales with support from C2.0, has representation from key organisations representing disabled people.		DIU; C2.0	Ongoing
Raise awareness that most libraries provide free accessible ICT equipment that digitally excluded disabled people can use.	Many Library Services provide adaptive aids to assist people with a disability to use the ICT equipment installed in libraries. Communities 2.0 have assistive equipment as part of their 'mobile kits' when undertaking community based sessions and will integrate train the trainer sessions on assistive technology for public facing staff during Year 6, working with Disability Wales, Leonard Cheshire Disability and RNIB.		Libraries; CyMAL	Ongoing

Objective 6: Provide free inclusive access to ICT and the Internet to all four priority groups above.				
Task Description	Outputs	Shared Outcomes	Owner	Status
Free access to over 2,600 computers with Internet access in around 280 public library service points.	Free access to over 2,800 computers with Internet access in around 280 public library service points.	Affordable local access. Greater uptake of ICT and online services. Improved equality of access for people with disabilities. Better skilled children and	Public Library Authorities; CyMAL	The Welsh Government has invested £9 million, with additional funds from local authorities across Wales as part of the Community Learning Libraries programme. C2.0 continues to expand the number of free ICT support sessions available in libraries and/or to support existing library staff to do so, as required, including bringing in additional equipment. C2.0 has launched the Computer Courses Near You online search facility that provides details of courses and drop-in centres across Wales, many of which are within libraries. Library staff and others running courses in communities have been provided with information about how to upload and amend courses. The database is now linked to the UK Online Centres

		<p>parents.</p> <p>Improved learning opportunities for those that can't afford home access.</p> <p>Greater intergenerational learning opportunities.</p>		<p>database and through this provides the search facility recently launched in Post Offices. Over 1,400 searches for computer courses were made through this between June 2013 and May 2014.</p> <p>There is an ongoing risk to digital inclusion delivery due to potential closures of public libraries across Wales. Libraries provide critical infrastructure and support for digital inclusion within a trusted setting, so significant closures will reduce the number of venues where community based sessions could be delivered. Local authorities are in the process of consulting on possible cuts to public services, including libraries. DIU officials and Communities 2.0 continue to stress the value libraries provide to the digital inclusion agenda, particularly at a time when public services are increasingly going online, including JCP referring claimants to JCP to undertake digital transactions.</p>
<p>Consideration of possible free access to school / community centre ICT suites "after hours".</p> <p>Potential to share the connectivity put into a school / other community centre with the community outside normal opening hours. This maximises the return on taxpayer investment in digital infrastructure.</p>	<p>Potential to provide further access to computers and internet access in approximately 1,700 schools across Wales.</p> <p>Number of schools that are open to the public to use in the evenings.</p> <p>£39m invested by DfES into improving broadband connectivity and ICT network infrastructure for schools.</p> <p>Number of users able to access a community service based on a school location.</p>		<p>WG DIU; WG DfES; Schools and partners</p>	<p>Ongoing</p> <p>Consider a project to investigate the opportunity for community shared use of digital infrastructure out of hours.</p>

Objective 7: Develop ICT skills through informal and formal learning including information literacy (the ability to analyse and evaluate online materials) to all four priority groups above.

Task Description	Outputs	Shared Outcomes	Owner	Status
Continue to provide Informal ICT skills taster sessions in public libraries and other community venues.	<p>Provide free informal ICT taster sessions in all 22 public library authorities.</p> <p>Number of people participating in ICT taster sessions in public libraries. Public libraries are working closely with C2.0 and JCP to provide co-ordinated support to digitally excluded benefit claimants.</p> <p>Communities 2.0 scaling up digital outreach sessions in its final year with a national programme and marketing campaign to encourage more members of the public to try out ICT.</p>	<p>Increased numbers of people:</p> <ul style="list-style-type: none"> • returning to learning • improving Life Skills via ICT: job searching, CV building etc • ability to apply for online jobs 	Public Library Authorities; CyMAL; C2.0	<p>All 22 local authority public library services provide formal and /or informal sessions and guidance to enable users to develop their ICT skills.</p> <p>C2.0 scaling up digital sessions in libraries and other community venues utilising adult learning providers and volunteers to increase capacity.</p>
Continue to provide Formal ICT skills sessions/ courses leading to accredited qualification in public libraries and other community venues.	Increase formal ICT sessions leading to accreditation in public libraries: e.g. OCN, Learndirect, ESOL.	<p>Skills deficit addressed and improved.</p> <p>Increased numbers of people able to gain employment and skills and re-train. e.g. DI sessions provided to Job Clubs in libraries and other community venues.</p> <p>Increased numbers of business start-ups.</p>	Public Library Services; CyMAL	<p>Ongoing. Public libraries are providing and/or signposting people to formal ICT training.</p> <p>Workers Educational Association (WEA Wales) are a formal partner in the 'Get Merthyr Tydfil Online' initiative launched on 23 September 2013. C2.0 continue to direct beneficiaries onwards when they have received initial training and support, for example to partners in lifelong learning.</p>

<p>Facilitate Increasing subject knowledge through ICT –based courses / activities in museums, archives and libraries: (picking up ICT skills through hobbies and interests).</p>	<p>Increase capacity in museum, library and archive sector to provide subject based sessions through ICT: e.g. Community Archives, Digital Storytelling, and Digital Content Creation.</p>	<p>Improved knowledge and ICT skills.</p>	<p>Museums, Archives and Libraries Sector; CyMAL</p>	<p>Activities ongoing.</p> <p>Increased range of free resources available to Welsh citizens: including: the <i>Welsh newspapers and magazines online</i> project, which received a total of £2 million funding from the Welsh Government’s Strategic Capital Investment Fund. The project has made available 1,000,000 pages of pre 1910 Welsh history free of charge. Casgliad Y Werin Cymru/ People’s Collection Wales website continues to provide an innovative digital platform to collect interpret and display the story of Wales’ history, culture and heritage. Using the latest Web 2.0 technology, it provides tools, supports and encourages individuals and community groups to contribute and share their own content (such as digital stories and e-trails) alongside institutional material and resources. This initiative is led by Amgueddfa Cymru – National Museums Wales, The National Library of Wales and the Royal Commission on the Ancient and Historical Monuments of Wales.</p>
<p>Developing information literacy skills at levels ranging from basic to advanced information handling for a wide age range of audiences.</p>	<p>Libraries to promote information literacy and digital literacy.</p> <p>Work in partnership with WISE KIDS to develop staff training and user skills, parent/carer skills.</p> <p>CyMAL to continue to fund Information Literacy Strategy project 2014 – 2015.</p> <p>Work with organisations that promote information and media literacy to increase people’s digital skills and confidence.</p>	<p>Improved understanding of how to locate, access, evaluate and present digital information.</p>	<p>Library services; CyMAL; WISE Kids</p>	<p>CyMAL has arranged a series of training days for library staff from Wise Kids on New Technologies and Information Literacy Skills in the Web 2.0 environment.</p> <p>In May 2013, BBC launched their Media Literacy Strategy which outlines their future strategic approach to encourage people to develop their media literacy skills and confidence. DIU will continue to engage with BBC to ensure Wales benefits from this.</p> <p>C2.0 continues to engage with the Gwladigidol media literacy network, launched at the National Eisteddfod 2013.</p>

<p>Raise awareness of online learning opportunities from further and higher education providers.</p>	<p>The UK project, FutureLearn, offers free university courses completely online. Cardiff University is supporting this in Wales, with 20 short courses (8 starting this year). This allows individuals a chance to follow university-level courses without any travel or cost and at a time that suits them.</p> <p>Open University continue to offer a wide range of online learning opportunities, which help people develop recently acquired digital skills.</p> <p>Study undertaken on higher education digital initiatives.</p>			<p>Keep abreast of further and higher education online courses to develop peoples' skills and improve their lives through improved learning.</p> <p>DfES is developing a Skills Gateway, which will act as a single engagement, assessment and referral system for individuals and businesses seeking skills support. The Skills Gateway will host a range of information on available skills provision.</p>
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Objective 8: Build alliances of stakeholders across the private, public and third sectors.

Task Description	Outputs	Shared Outcomes	Owner	Status
<p>Continue to identify / engage and work with key stakeholders and promote key Digital Inclusion developments.</p>	<p>Number of local/regional initiatives involving multiple partners contributing to ongoing sustainability beyond the life of C2.0.</p> <p>Exemplar study of cross-sectoral collaboration in one area.</p> <p>Virtual Digital Inclusion Stakeholders group established in August 2011, where stakeholders can share best practice.</p> <p>Digital Inclusion Programme Board established to inform digital inclusion policy by making strategic links with related work areas.</p> <p>Community Housing Cymru's ongoing work on developing affordable broadband solutions for social housing tenants.</p>	<p>Greater engagement, co-operation and collaboration of stakeholders.</p> <p>Attitudinal change in organisations and networks – more digital inclusion approaches adopted.</p>	<p>DIU; C2.0</p>	<p>Collaborative digital inclusion partnerships established in every local authority area that C2.0 works in.</p> <p>Thematic national initiatives established with Age Cymru, RNIB, Care and Repair Cymru Shelter, and Disability Wales.</p> <p>Four new digital inclusion partnerships being established in the Cardiff, Newport, Monmouthshire and Vale of Glamorgan areas as a result of C2.0 being extended to be an all-Wales national programme in its final year.</p> <p>Ongoing work with DWP/JCP, local authorities, housing associations and libraries to engage unemployed people in digital and financial inclusion sessions.</p>

Objective 9: Public sector: Align policy areas across the Welsh Government and Welsh public sector.				
Task Description	Outputs	Shared Outcomes	Owner	Status
Continue to align Digital Inclusion work with relevant policy areas within Welsh Government to ensure both high level and on the ground alignment of policy and practice.	Ongoing Digital Inclusion engagement, including: <ul style="list-style-type: none"> Digital Wales strands (skills, ICT infrastructure, online public services and the digital economy.) Tackling Poverty Independent Living Older People's policy Wider Public Services Reform Health, particularly the over 50s Health checks. Policy Statement on Skills 	Coherence across government and the public sector policy, with overlaps or gaps avoided. Improved basis upon which grassroots digital activity is able to take place.	DIU	Closer links between digital inclusion and other key Tackling poverty programmes.
Embed digital inclusion activities with the modernisation of rural payments.	Over 5,500 farmers chose to use the new online Single Application Form following it's launch in March 2014. Rural Payments Online Wales will provide local support through hands on training yo enable all individuals from the sector to access the new system.		WG Rural Affairs	Ongoing
Work in partnership with BBC Cymru to provide clear messages around benefits of being Digitally Included.	BBC can help us get digital inclusion and media literacy messages across to viewers.		DIU	DIU will continue to explore ways to utilise BBC Cymru to support the digital inclusion agenda.
Raise awareness of the importance of digital inclusion to local authorities as a means of engaging more effectively with citizens and as a way of making savings at a time of increased pressures on public expenditure.	Local Authorities engaged in digital inclusion activities through collaborative Communities 2.0 funded initiatives/partnerships including regional/local 'Get Online' campaigns. In new C2.0 extension area, digital inclusion initiatives are being led by Cardiff City Council and Monmouthshire County Council.	Local Authority services identify DI issues and build these into their services.		Collaborative digital inclusion partnerships established in every local authority area that C2.0 works in. Carmarthenshire County Council is a partner in the C2.0 delivery consortium. WLGA recognise importance of digital inclusion, particularly in context of online elements of welfare reforms.

Objective 10: Build relationships with private sector organisations to support the digital inclusion agenda.				
Task Description	Outputs	Shared Outcomes	Owner	Status
<p>Raise awareness of digital inclusion issues amongst the private sector and explore how they can assist in contributing to helping more people get online.</p> <p>Engage industry organisations through existing WG networks of EST and DfES.</p>	<p>Increase numbers of organisations involved in delivering digital inclusion.</p> <p>Digital Wales continue to engage with private sector through their networks.</p>	<p>Increased numbers of people being digitally included.</p> <p>Private sector increasing customer base through wider reach of digital technologies compared to traditional customer reach.</p> <p>More competitive Welsh businesses.</p>	DIU	<p>Ongoing:</p> <ul style="list-style-type: none"> • Engaged with ASDA to deliver digital inclusion activities in their stores, reaching people that wouldn't traditionally be captured in traditional community settings. Pilots are currently being developed with C2.0 in Blackwood, Llanelli, Tonypany, Rhyl, Wrexham and Cardiff Bay. • Engaging with Everything Everywhere (EE) to explore how they can support digital inclusion. • Continued engagement with the Digital Wales Network to ensure digital inclusion is integrated in the work of other strands. This includes aligning digital inclusion work with the Superfast Cymru rollout. • Continue to work closely with BT to ensure their DI activities align with C2.0 to maximise impact. C2.0 working with BT as part of their Get It together project • Continued engagement with Post Offices to sign post individuals to C2.0 support in their area. • Developed relationships with several Welsh based computer recycling companies that can support the DI agenda. • Explore the potential to engage with Banks offering digital inclusion services in their branches. Digital Wales working with Barclays on their 'Digital Eagles' initiative.

Objective 11: Build third sector alliances to support the digital inclusion agenda.				
Task Description	Outputs	Shared Outcomes	Owner	Status
Continue engaging with national and local community and voluntary organisations and networks, including social enterprises to identify opportunities for training and economic outcomes, including using digital media, and peer to peer support.	<p>375 community groups and organisations assisted through delivering digital inclusion.</p> <p>337 enterprises improved through exploitation of ICT.</p> <p>Real life audio visual case studies collected and a resources bank established.</p>	<p>Reduced numbers of people who are digitally excluded.</p> <p>Third sector improve their efficiencies and competitiveness making them more sustainable.</p>	<p>DIU</p> <p>C2.0</p>	<p>C2.0 making good progress against community groups and enterprise targets.</p> <p>Case studies currently available at www.communities2point0.org.uk</p>

Objective 12: Build a volunteering base to support digital inclusion activities.				
Task Description	Outputs	Shared Outcomes	Owner	Status
<p>Continue to identify existing volunteering organisations and networks that can support the Digital Inclusion agenda.</p> <p>Develop quality assurance training frameworks for volunteering.</p> <p>Recruit and support and train volunteers from all sectors.</p>	<p>Provide volunteer training and quality assurance.</p> <p>C2.0 has recruited 539 volunteers to date.</p> <p>Communities First clusters have identified DI as a priority in many areas, and volunteers are helping to deliver.</p> <p>Case studies of effective volunteering, so best practice can be shared.</p>	<p>Increased capacity to support more digitally excluded people.</p> <p>Better support given by volunteers to those who are digitally excluded.</p> <p>Improved skill sets that can help people find employment.</p>	<p>C2.0</p>	<p>C2.0 has developed a project-wide volunteer management framework for C2.0 in phase 2. C2.0 currently has recruited 539 volunteers working across Wales in regional initiatives and directly with project outreach officers. C2.0 co-hosted a Volunteering in a Digital Age Conference in December 2012 with the WCVA which also raised the profile of DI volunteering in the sector. Work is ongoing to embed DI volunteering in communities as part of the exit strategy of C2.0 and its regional DI initiatives, in particular working with CVCs where this fits with their role. In Carmarthenshire County Council, C2.0 shares a team of volunteers with Communities First and this model benefits from joint skills provision in FI as well as DI.</p> <p>A number of CVCs offer digital training & partner with other third sector organisations e.g. Age Cymru to</p>

				deliver this in the community. Supported Welsh Baccalaureate students to engage with digitally excluded older people as part of their community development / engagement element of the qualification.
Explore potential for implementing a volunteering Digital Inclusion network post 2015 and explore possible enhancement to volunteering-wales.net website to improve awareness and accessibility of volunteering opportunities.	Discussions with Welsh Government Third Sector Team to discuss way forward		DIU	Ongoing

Objective 13: Develop the ICT skills of the museum, library and archive workforce to enable them to support learners.

Task Description	Outputs	Shared Outcomes	Owner	Status
Develop the skills of engaged stakeholders via an appropriate accredited qualification.	Courses to be supported and bursaries provided for staff to develop their ICT skills and knowledge in order to support library users.	More skilled and confident stakeholder staff. Improved ICT assistance to the public.	Museums, Archives and Libraries Sector; CyMAL	The <u>Libraries Inspire: The strategic development framework for Welsh libraries 2012-16</u> was launched in March 2012. It contains a commitment to continue to develop staff skills in assisting users to gain the best possible experience.

Objective 14: Advocate and broker digital inclusion initiatives to operate outside the geographical areas currently in receipt of support funding.

Task Description	Outputs	Shared Outcomes	Owner	Status
Identify areas not covered by current funding arrangements. Engage with other funding providers to plug gaps in existing activities.	Analysis of areas not covered. Deliver in new areas.	More areas supported with dedicated digital inclusion activities. Funding more readily available across Wales.	DIU	C2.0 extended to work in the most deprived areas of Wrexham, Flintshire and Powys since April 2012. From Jan 2014 C2.0 has been extended further to cover the remaining four local authorities not currently supported by the programme. Digital inclusion is identified as a priority in many of the 52 CF Clusters in Wales. Promoting digital inclusion is a key priority within the Communities First Outcomes Framework prosperity theme; it is also intrinsic to many of the activities being delivered by the Clusters under both the learning and health priority themes.

Objective 15: Develop bilingual content to promote engagement with ICT.				
Task Description	Outputs	Shared Outcomes	Owner	Status
Support Welsh Language Team to increase Welsh language digital content.	<p>Increased content and functionality of the People's Collection Wales website and develop Digital Culture Heritage Stations to engage with community groups.</p> <p>Grant fund projects involving digital content creation (content to be made available via the People's Collection Wales website).</p> <p>Provide free access to subscription newspaper and reference information online services.</p> <p>Promote the new free e-books and e-magazines offered by public libraries to get more people online.</p>	<p>Develop people's digital skills through content creation projects.</p> <p>To make more content available to the public free of charge in order to attract people to use online resources/ Services.</p>	CyMAL; Welsh language team	<p>Ongoing.</p> <p>C2.0 has supported one dedicated Welsh language digital inclusion initiative and delivers bilingually in many regional DI initiatives.</p> <p>C2.0 facilitated the National Eisteddfod's digital inclusion initiative @Maes in 2013 with drop-in sessions to help people with ICT and to get online on the Maes throughout the week.</p>
Continue to support museums, archives and libraries to develop relevant online bilingual content including: <ul style="list-style-type: none"> 1. People's Collection Wales. 2. Associated digital projects: 3. Work in partnership with the National Library of Wales and public, academic and workplace libraries to procure and provide free online access to newspapers / reference material. 	<p>Welsh Language strategy and the Welsh-language technology and digital media action plan highlights the importance of Welsh language digital media content</p> <p>Number of grants awarded through the Welsh-Language technology and media fund to support activities that are aimed at promoting and facilitating the use of the Welsh language through technology and digital media.</p>			
Engage people in community based digital inclusion activities in the language of their choice.				

Objective 16: Maintain a close and collaborative relationship with UK Government and UK wide initiatives in support of the delivery of the digital inclusion agenda in Wales.				
Task Description	Outputs	Shared Outcomes	Owner	Status
Continue to engage closely with UK, Scottish and Irish Government counterparts and ensure best practice is shared.	Engaged in UK Government led sub-groups on Digital inclusion. Active Involvement in the British Irish council's digital inclusion work strand.	Maximum benefit gained for Wales from UK policy and initiatives.	DIU	Close relationship maintained with Cabinet Office through attendance at Digital inclusion sub-group meetings involving UK Government departments and the nations. Regular meetings are held with administrations that make up the British and Irish Council.
Engage with Go ON UK and individual Go On UK partners to ensure Wales benefits from UK wide initiatives like the Big lottery Basic skills Online programme.	Maximise the opportunities available to Wales provided by Go ON UK		DIU	Go On UK focusing on regional pilots to test out the most effective form of engagement before rolling things out widely. Had initial discussions with Go On UK to explore how their activities can complement what we are doing in Wales. Engaged with Go ON UK's partners including BBC, Big Lottery Fund (BIG), Post Office, Everything Everywhere (EE) and Age Cymru (AgeUK is the national GoOnUk partner).

Objective 17: Obtain robust data and research on digital exclusion in Wales for policy formation, benchmarking and evaluation.				
Task Description	Outputs	Shared Outcomes	Owner	Status
Keep up to date with existing research including ongoing analysis of National Survey for Wales and other DI figures from Ofcom, ONS, OXIS BBC, UK Government departments and others.	Welsh Government social research team produced an Analysis Package on Digital Inclusion in August 2011. Robust annual data and research at all Wales level, and LA level, and by priority groups through the National Survey for Wales.	A better understanding of evidence upon which policy and practice can be based. Greater understanding of audience profile and usage patterns.	DIU	Ongoing
Liaise closely with Knowledge and Analytical Services to commission more in depth analysis of specific, harder to reach, digitally excluded groups to inform policy and practice.	Further evidence report and understanding of those hardest to reach groups.	Better targeted interventions.	DIU	Ongoing discussions are being held with WG's Knowledge and Analytical Services. Continue to seek data from other sources to enhance understanding of digital exclusion amongst priority groups including local surveys from housing associations, disability organisations, libraries and Job Centre Plus.
Continue to work closely with Old Bell 3 on the Communities 2.0 evaluation.	First two stages of the evaluation are complete. The first stage report, published in July 2011, reviewed policy context and rationale for the Programme and programme delivery / monitoring arrangements. The second stage evaluation report, published in Jan 2012, informed the three year review of the programme.		DIU	Ongoing. The final stage of the evaluation is underway. Further fieldwork took place in 2013, which helped inform delivery in the final stages of the Programme. Old Bell 3 will continue to undertake a further stage of fieldwork. The final report is expected in Summer 2015.