

100% Digital Leeds

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100% Digital Leeds

The 100% Digital Leeds approach

- A citywide digital inclusion programme led by a council team
- We work to make services more digitally inclusive for everyone
- We work with the groups, organisations, and services who already support and have trusted relationships with communities more likely to be digitally excluded.
- We work with those groups to help them have the skills, knowledge, funding, equipment they need to support their members to be digitally included.



Defining digital exclusion

What makes people excluded:
connectivity, skills, confidence, motivation

Who is more likely to be excluded :
levels of formal education; low literacy;
low income; social grade; age

Other needs make things harder:
language; disabilities; health needs;
isolation;

Tens of thousands of adults in Leeds
are offline or lack basic digital skills

How we can support you



Digital Champion Training

Helping people to understand digital exclusion, how they can have positive conversations about digital, and the support available for people so they can signpost.

[More information](#)

Signposting to support

We pull together information about different support available for people who need it, so that people can be easily signposted. [More information](#)

Finding and applying for funding to do more

We can help you to think about the needs of your members and the support you could offer, find the resource to do it, and put those plans into place

Bringing people together and forming partnerships

Bringing together orgs with a shared audience to solve an issue

A photograph showing a woman in a grey sweater on the left, looking at a laptop screen. In the center, a woman wearing a pink headscarf and a patterned top is holding a baby. The baby is wearing a grey sweater and striped pants. The background shows a chalkboard with some text and a wooden shelf with bottles.

Some of the things we're working on now

Neighbourhood Networks and Leeds Older People's Forum [more info](#)

Autism and Learning Disability Digital Inclusion Network [more info](#)

Beeston and Middleton Local Care Partnership [more info](#)

Digital Health Hubs

Looking into improved mental health support for refugees and asylum seekers

Homeless Health Peer Advocacy project with Bevan Healthcare and Groundswell [more info](#)

Supporting Carers Leeds

A man with a shaved head, wearing a grey hoodie over a yellow polo shirt, is sitting in a blue chair. He is holding a tablet computer in his lap, which displays a street scene. He is also holding a small white object in his right hand. The background shows a room with a blue wall and a white shelf.

**What this
means for
individuals**

Pavlos, supported by Donna at Richmond Hill Elderly Action

Pavlos is Greek. When Pavlos was referred to Donna he had no money, no food, and no family or friends. He has a mobile phone but no money for credit so he couldn't call anyone. He was isolated, unable to access services, and feeling very low.

Donna realised that access to the internet would help Pavlos to improve his wellbeing, get better access to services, and be better able to do the things he is interested in whilst maintaining social distancing. Donna was able to borrow a 4G iPad for Pavlos and has supported him to access services that interest him and improve his digital skills and confidence. When Pavlos needed more help than Donna was able to provide she referred him to The Tech Ladder, an organisation that delivers digital skills support.

Pavlos has been using the iPad to access books, films, and music in Greek. With the support of The Tech Ladder he has now has his own email address and Facebook account which has helped him to connect with people and services. He has also manages to attend a remote church service on a Sunday and has been exploring different Greek towns on Google Maps. Next he is looking at accessing newspapers in his own language through an app provided by libraries.



**Keeping
in touch**

100% Digital Leeds

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