

Increasing Digital Equity 'one click at a time'

Contact: digital@grcc.org.uk



GRCC & DAISI

Gloucestershire Rural Community Council (GRCC) is an independent charity working across Gloucestershire. Established in 1923, GRCC has over a century of experience in strengthening and developing communities to create thriving, sustainable places for local people to live and work. GRCC's activities are diverse, including Community Development, Affordable Housing enablement, Mental Health support, Digital empowerment and VCS infrastructure support.

DAISI (Digital Accessibility, Inclusion, Support, and Innovation)
GRCC's leading digital umbrella project



Tewkesbury Digital & Technology Navigator

Grass roots data collection

Hyper local Digital Support groups

1 to 1 Support
(at home or in community settings)

VCS upskilling

Phase 1
Established
need

Phase 2
In-person
community

Phase 3
Health/Home
support

Phase 4
Further
Stakeholder
engagement



Hyper Local Digital Support

Shurdington (Greenway Benefice):

- Non- means tested foodbank
- **50 SIM cards distributed** (7 month period)
- Basic skills for job searching, social media, smartphones, etc

Priors Park Neighbourhood Project:

- 12 pieces of technology/equipment **distributed**
- Basic skills for job searching, setting up own business, smartphones, internet safety, etc

Highnam (Parish Council):

- Between 7-10 individuals in regular attendance
- 15 pieces of technology **donated**
- Smartphone, laptop, iPad, tablet related support
- Online safety and scams awareness



Local Digital Support

We can help you with:

-  NHS app support
-  Internet access & laptops available to use
-  Employment Support e.g. helping job seekers access online applications

10 am - 12 pm every Wednesday, starting on the 7th August 2024

Priors Park Neighbourhood Project
Jubilee 11 Neighbourhood Centre,
York Road, Tewkesbury, GL20 5HU

For more information or to see how we can help you with your digital needs, please contact Lauren Woods on 07467 923154 or laurenw@gccc.org.uk

@GlosRCC



FREE Local Digital Support

The Old School Parish
Highnam Community Centre
Trust, Newent Road, Highnam,
Gloucester, GL2 8DG

12:30pm - 2pm bi weekly Friday's

We can help you with:

-  App support (e.g. using the NHS app)
-  Laptop updates, Emails, Online Banking queries
-  Recycling your old mobile phones, laptops and devices

Having issues with your device? Bring it along!

For more information or to see how we can help you with your digital needs, please contact Lauren Woods on 07467 923154 or laurenw@gccc.org.uk

@GlosRCC



DAISI
Digital, Accessibility, Inclusion, Support & Innovation



Local Digital and Technology Support Drop in

Every 3rd Monday of the Month from 9am-10:30am at Shurdington Church Hall, School Ln, Shurdington, Cheltenham GL51 4TF

Do you have difficulty with the NHS app, health and well-being apps, internet connectivity, accessibility needs or digital literacy skills?

Please contact Digital & Technology Navigator, Lauren Woods for more details on 07467 923154 or email her at laurenw@gccc.org.uk



Hyper Local Digital Support- Gotherington

- Met at a community café – they **wanted** the opportunity to learn
- Age range – 58-93 years old
- Health issues/carers
- Hosting shared
- Smartphone support, NHS App (signal issues), Emergency button/contacts, WIFI calling, Understanding mobile phone bills, online safety



Case Study

- Gotherington resident, 93 years old, multiple health issues, no local family
- First time smartphone user
- NHS app (signal issues), WhatsApp (WIFI calling)

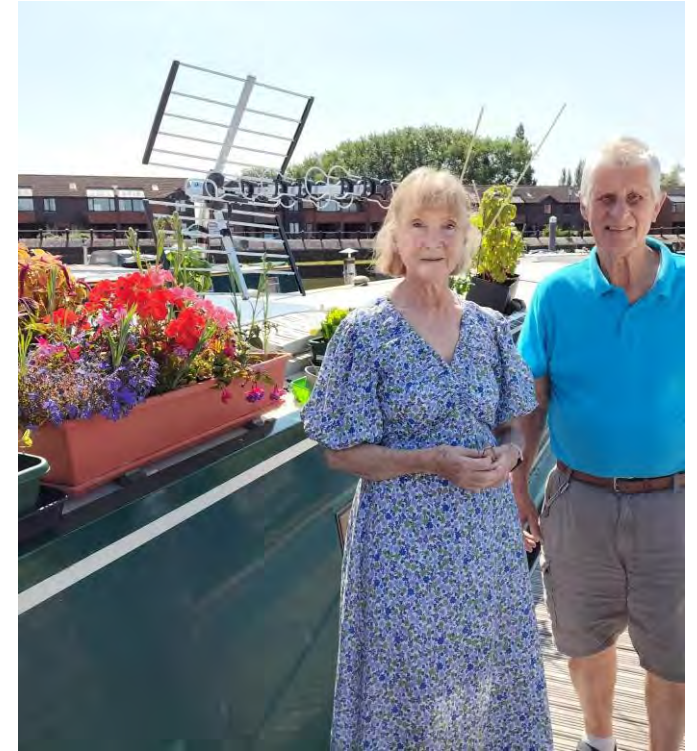
“When you're over 80 it's a lot to take in, it's learning a new skill. So it's just trying to stay patient and remember. I am glad your support exists!”



Case Study

- Tewkesbury Marina, 87/88 years old, multiple health issues (both), one with dementia
- Printing/downloading hospital related documentation
- WIFI issues, internet package options

“I think it’s a wonderful service. I really do. And I think more people need to know about it. For me its at the stage where I have to do everything... even the chiropractor paperwork had to be done online!”



Case Study

- 63 years old, multiple health issues, regular dialysis, End of Life care
- Ensuring everything is in order – folders, website, online bills, social media, etc

“There has been no one able to help me like you have. I have always been shocked that this is a free service.”



North Cotswolds Digital & Technology Inclusion Social Prescribing Link Worker

•Focus Areas:

- Working with GP surgeries, Frailty Teams, OTs, Physios, and community groups
- Facilitating digital support for patients and vulnerable individuals

•Key Activities:

- Home visits covering NHS app, online safety, and digital confidence
- Addressing digital equity barriers for isolated individuals
- Asked to speak at International Social Prescriber conference regarding the role



DAISI

Strategic Impact

- Countywide cross sector partnerships with **over 180 organisations**
- Over **27,500 SIM cards** and **1,503 devices** distributed
- Social Tariff promotion and digital training
- Accessibility and assistive technology projects (screen readers, digital dosette boxes)



Research & Development

- **DAISI Data Lake & Mesh System**

Anonymised data sharing and AI-driven insights for community-driven change

- **RUSTIK (Rural Sustainability Transitions through Integration of Knowledge)**

‘Living Labs’ to test digital solutions for rural communities

- **ACORN (Advancing Communities and Organisations through Resources and Nurturing)**

3 year National Lottery funded project delivering sustainable digital solutions through peer led support, VCS skills transfer and use of grass roots data to influence policy



Future Plans & Opportunities

- Further development of AI-powered data insights with integration into digital/data strategies
- Ensuring that DAISI's work leads to better outcomes for vulnerable individuals and communities through the use of grass roots data to influence and support
- Ensuring community data insights reflect actual community need, resulting in more tailored interventions and impactful support



Any Questions?

Barbara Piranty, CEO

barbarap@grcc.org.uk

Daniel Gale, Digital Equity Manager

danielg@grcc.org.uk

