



Summary Notes: Mapping Digital Exclusion - Phase 2: Acting on Insights

On Wednesday 28th July, LOTI held a workshop to show case the outputs of the Digital Exclusion Mapping project and to invite Digital Inclusion leads and other relevant stakeholders to provide feedback on the deliverables to date and propose how the map might be used to support their digital inclusion work.

The aim was to source a long list of potential users and use cases for the map to inform future development. The outputs of the workshop will be discussed by the original 5 boroughs, LOTI and the GLA and a short list of potential users and their needs will be defined.

[Slides](#) and [Recording](#) from the session.

Summary of Key Insights

How can the map support organisation in their Digital Inclusion work:

Strategic

- Targeting resources effectively - grants, initiatives, support
- Understanding funding requirements for DI interventions
- Mapping interventions across the city
- Evaluation - track the progress of interventions over time

Operational

- Targeting interventions - identifying specific disadvantages
- Deploying volunteers and digital champions (and recruiting digital champions in the right area)
- Mapping devices availability

Engagement

- Demonstrating the scale and spatial distribution of digital exclusion to key stakeholders:
 - NHS
 - VCS
 - Elected Members and MPs
- Developing partnerships with other organisations operating in the area
 - Health, VCS
- As a shared resources across organisational boundaries

Proposed Developments

Working with Health/NHS Partners

- Adding data sets to support coordinated DI interventions with health partners
 - Patient Online Management Information - understanding number of appointments made online by GP Surgery

Community Resources

- Mapping local resources that can support DI interventions
 - Libraries, study/work spaces
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Device Supply and Demand

- Where devices are required
- Where donors are located
- Where charities and organisation in the device upcycling supply chain are located

Understanding Cohorts in more detail

- Further demographic information
- Accessibility requirements and learning requirements
- How cohorts like to be contacted
- Linking data sets to the persona bank

Next Steps

LOTI and the GLA will meet with original project participants (Barnet, Brent, RBKC, Southwark and Westminster) to further synthesise the outputs and identify a priority list of users and a draft set of functionality and features for the map.

The group will make a final decision on the list of users to support in the next phase and share this in the [Digital Inclusion Innovation Programme \(DIIP\) Basecamp](#) space inviting boroughs to declare their interest in supporting development of the map for the identified needs.