Divisions Affected - ALL

PEOPLE OVERVIEW & SCRUTINY COMMITTEE
14 September 2023

Digital Inclusion Action Plan

Report by Director of IT, Innovation, Digital and Transformation, and Director of Communications, Strategy and Insight

RECOMMENDATION

1.   **The Committee is RECOMMENDED to**

Review the draft Digital Inclusion Action Plan for the year 2023-24 and suggest any areas for improvement.

Executive Summary

2.   Oxfordshire County Council's [Digital Inclusion Strategy](#) was approved by Cabinet in summer 2022. This links to the corporate priority of Tackling Inequalities in Oxfordshire.

3.   The strategy sets out the council's framework to enable a digitally inclusion Oxfordshire, shaped by three key priority areas (the action plan follows the same structure):
(a)   Digitally Inclusive Communities
(b)   Digitally Inclusive Service Delivery
(c)   Digitally Inclusive Workforce

Digital Inclusion Action Plan

4.   Highlights from 2022 – 2023 include:

(a)   In December 2022, 300 OCC laptops were donated to Getting Oxfordshire Online, an initiative that recycles older technology to be given to people accessing foodbanks, refugees, and those experiencing and at risk of homelessness in Oxfordshire: [Hundreds of laptops gifted to help vulnerable people get online (oxfordshire.gov.uk)](#).

(b)   In February 2023, a Digital Inclusion event was held in collaboration with Activate Learning at their Blackbird Leys campus in February 2023

to bring together external stakeholders working to address digital exclusion in Oxfordshire and build on a Digital Inclusion Charter for the county.

5. The Digital Inclusion Strategy is now integrated with the service planning cycle, and the action plan includes actions derived from service delivery plans from across the organisation which have been further developed through conversations with colleagues.

6. The actions support the strategy's aims and deliver meaningful outcomes, enhanced partnership working and alignment with our overarching strategic priorities, such as tackling inequalities and the health and wellbeing of residents.

7. All actions are aligned with one of the strategy's three priority areas, although many of the actions span multiple priority areas. All actions aim to deliver benefits for residents and the council.

8. This action plan for the strategy is for 2023-24. It will be reported on and reviewed at the end of the business cycle in spring 2024.

9. As this is early on into a five-year strategy, a review at the end of 23/24 will enable the action plan to evolve and be kept dynamic, allowing for longer-term actions alongside more granular short-term objectives.

10. The action plan is a rolling document, which means that precise timeframes are not included. However, progress on individual actions will be updated throughout the year (some actions might stay on for several iterations of the plan, while others will be short-term).

11. The action plan will be monitored yearly through the BMMR and reviewed by People Overview & Scrutiny Committee.

12. The Digital Inclusion Working Group (with representatives from across OCC, which was set up to develop the Digital Inclusion Strategy in 2021-2022) will be re-started to help progress actions within directorates.

Equality & Inclusion Implications

13. The Digital Inclusion Action Plan aims to address OCC's strategic priority of tackling inequalities within Oxfordshire and helping address the digital divide.

Sustainability Implications

14. The Action Plan supports sustainability initiatives, including donating OCC laptops to be refurbished and reused.

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Annex: Draft Digital Inclusion Action Plan 2023-24

Background papers: [Digital Inclusion Strategy](#)

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