Digital Inclusion:

Oxfordshire County Council 2023-24 Action Plan

This document sets out the action plan for 2023-24 that supports Oxfordshire County Council's Digital Inclusion Strategy.

The Strategy is divided into three sections.

- Section One – Digitally Inclusive Communities
- Section Two – Digitally Inclusive Service Delivery
- Section Three – Digitally Inclusive Workforce

Section One: Digitally Inclusive Communities

Long-Term Ambition	Action	Directorate and Lead Officer
Digital access is not a barrier to education in Oxfordshire.	Collaborate with holiday activity providers to implement Digital Inclusion projects as part of wider holiday delivery, including using Libraries as venues.	Children, Education, and Families (CEF)
	Liaise with the Education Endowment Fund (EEF) for guidance on impactful research-based approaches so the right equipment, access and programmes can be promoted to families.	CEF

Vulnerable children and families have access to support to raise household digital capacity and address digital disadvantage.	Continue to provide a digital offer for 0-19 services, through single point of access and e-platforms and ensuring access for vulnerable families.	Public Health
	Support families with making applications from charities such as 'Aspire' for laptops as part of communicating with families about their internet access and equipment, seeking to ensure families are not disempowered if they do not have these.	CEF
	Continue to promote the use of the Mind Of My Own (MOMO) app with children and young people to enable them to use their voice and speak their own words via a digital platform.	CEF
	Continue to support Community Action Groups (CAGs) to host repair cafes across the county potentially helping to prevent residents from becoming digitally excluded by aiming to keep electronic devices (including internet enabled devices) in use for longer. This will be measured through the number of repair cafes held each year (reported annually).	Waste
	Investigate funding options for digital inclusion to get laptops or mobile interactive devices in supported housing or for those facing homelessness so people can claim benefits, apply for jobs, and stay in touch with families and friends through online chat, reducing social isolation.	Adult Social Care

No one in Oxfordshire will be isolated from essential services by digital-by-default barriers, or a lack of connectivity.	Promote any relevant support of pillars of the strategy through our networks – e.g., Promoting laptop donation to Get Oxfordshire Online (GOO) via the Greentech network.	Climate Action
	Develop a new website for domestic abuse services in Oxfordshire to provide improved access to services, clear referral pathways including for people with protected characteristics to improve visibility and access to information, advice, and referral pathways into services.	Public Health
	Provide advice and support to enable people to access digital opportunities safely, and avoid frauds, particularly in community engagement and education work with schools and older people.	Trading Standards
	Deliver scam awareness training in a non-digital way, to be measured through the number of people reached through prevention activities, including information on online scams.	Trading Standards
	Research, identify and promote support around digital literacy for carers, including young carers.	Adult Social Care
	Encourage supported housing providers to provide support and training for older people or people with a disability to access and use online services.	Adult Social Care
	Work with local partner to securely recycle 50 OCC devices a year to be used by residents needing laptops.	Digital and IT

Oxfordshire businesses and organisations can recruit, train, retain and support their workforce with the necessary digital skills.	Develop digital inclusion pages on Oxfordshire County Council's (OCC) website. The webpages are to include advice, guidance and information on digital scams, Live Well Oxfordshire, and link in with online sources of information that can assist residents and businesses in Oxfordshire.	Policy
	Build on the Digital Inclusion Charter to regularly bring together local partners to avoid duplication of effort across Oxfordshire and share best practice.	Policy
Broadband connectivity across Oxfordshire is one of the best in the country.	Promote social tariffs from broadband suppliers via OCC's Social Media channels and track the engagement with posts: share this information with district and parish councils so they can promote widely, and with other OCC digital inclusion activities.	Digital and IT

Section Two: Digitally Inclusive Service Delivery

Long-Term Ambition	Action	Directorate and Lead Officer
Innovative solutions to problems of digital exclusion are collaboratively developed and delivered in our services.	Use Office for Health Improvement Disparities (OHID) grants to provide technology to substance misuse service users, supporting them to progress towards recovery e.g., with job applications, housing applications, education, and training	Public Health
	Explore asking appropriate service providers to evidence their commitment to tackling inequalities in Oxfordshire through improving digital inclusion in public health commissioned services(grants, contracts, frameworks), such as outlining their approaches to addressing digital inclusion in tenders.	Public Health
	Include digital inclusion in impact assessments, to ensure that policies do not increase the digital divide.	Policy
	Promote internal collaboration around digital inclusion through restarting the Digital Inclusion Working Group, to monitor progress against the Digital Inclusion action plan.	Policy
	Use any social value provision from supplier contracts within the Digital and IT directorate to improve digital inclusion and track the total value of such contributions.	Digital and IT

	Ensure that all Digital and IT projects involving a procurement include the technical requirements for accessibility.	Digital and IT
	Investigate and understand new National Institute for Health and Care Excellence (NICE) guidelines on homelessness and Digital Inclusion, to ensure that people experiencing homelessness can access online health, universal credit, and social care information and are supported to use online services.	Adult Social Care
Citizens of Oxfordshire are provided with a comprehensive, affordable, and accessible assistive technology offer that meets their needs.	Build on existing collaboration between Adult Social Care and iHub to develop and test innovative approaches to delivering and improving outcomes for vulnerable people, including investigating and promoting availability of Assistive Technology and technology enabled care equipment.	Adult Social Care iHub
	Feature digital technology in accommodation development to increase independence.	Adult Social Care
Our Libraries and Heritage Service provides digital opportunities for people to connect and create, learn, and grow together.	Refresh public library IT provision (The People's Network) in all branches, to ensure local communities have high quality online access, printing facilities, and WiFi available in their local library.	Libraries
	Review and enhance Libraries' Makerspace and digital engagement activity offer, so that new technology and digital resources are open to all.	Libraries

	Continue to grow the range of content and resources (including eBooks, eAudio, eMagazines and Newspapers, and e-Learning) that are free to access anytime at home, on the move, or through local libraries, via free library membership.	Libraries
	Assess the current range of support and training provided by Libraries to help customers get online and function in a digital world, and develop that offer and signposting activity as community needs and the digital landscape changes.	Libraries
	Develop the Heritage Search platform (launched in May 2023) to enhance access to, and understanding of, Oxfordshire's past and the wide range of heritage resources that the Council manages for future generations.	Heritage

Section Three – Digitally Inclusive Workforce

Long-Term Ambition	Action	Directorate and Lead Officer Timescale
Technology that supports agile ways of working will facilitate communication and the ability to work well anywhere, any place, and at any time.	Embed digital inclusion in our facilities provision and ensure that new buildings are designed and built with the appropriate infrastructure in place for digitally inclusive service delivery and workplaces.	Property
	All team leaders and business development officers to work alongside IT Business Partner when delivering, designing, on-boarding, or improving processes and services. Details should be included in the project scope document and the benefits realisation plans.	Customer Services
Our staff, managers, and volunteers have the learning and development opportunities to develop digital skills.	Ensure training and support for operational Facilities Management (FM) team on new IT systems rolled out within Property including frontline engineers	Property
	Work alongside Organisational Development colleagues to identify or procure relevant digital training for all Customer Service Centre staff. This should be delivered by the end of March 2024 to existing staff and included in induction for new staff.	Customer Services

	Investigate digital skills training for social care and frontline staff including social prescribers.	Adult Social Care