Digital Communities Wales: digital confidence, health, and well-being (Annex A: research instruments)

Digital Communities Wales: digital confidence, health and well-being. Annex A: research instruments

Authors: Nia Bryer and Heledd Bebb, OB3 Research

Views expressed in this report are those of the researchers and not necessarily those of the Welsh Government

Contents

Topic guide 1: Project Delivery Partners

A: Background and introduction

1. Tell me about your role within DCW / any changes to your role since we last spoke [in summer 2021]?

B: Aims and remit

2. What have been the main changes to the DCW programme over the last three years (since autumn 2021)?

3. What impact have the following external factors had upon the programme over the last three years?

   • Welsh Government budget discussions, published in December 2023 which proposed to cut funding to 1m (albeit the cut did not materialise)? What impact did these discussions have upon programme provisions and programme staffing structure?

   • Any other external factors e.g. cost of living crisis?

4. What policy and strategy documents published over the last three years (if any) have influenced the DCW programme?

   • How does the programme contribute towards them?

5. [Cwmpas staff only] In what way have the findings and recommendations of the interim and outcome evaluation report prepared in 2021 been taken on board by the programme?

   • How has DCW supported the implementation of digital strategies such as those set out by health boards in their IMTPs; and the work of the Chief Digital Officer for health and Care?

   • In what way did DCW engage with the private sector (up until Dec 2023 when this element was dropped)?

   • How has DCW worked with health and social care national umbrella and membership bodies?

   • How has DCW reflected on the lessons learnt of loaning equipment during the pandemic, and the need to do so only as part of a wider package of support to organisations and individuals?

   • How has DCW progressed to deliver a blended programme of digital training provision?

6. [Cwmpas staff only] In what way have the recommendations offered in the annual report (2023) been taken on board by the programme?

- How does the programme ensure it focuses on supporting staff from the health and social care sector to boost their participation?

- How has the programme reduced its focus on recruiting volunteers?

- How has the programme set out how it will better engage private sector organisations?

- How has the programme improved the consistency of outcome data reported in its quarterly reports?

C: Implementation

7. How effective is the DCW delivery model?

- Ask about partnership, staffing, management, reporting etc

- What lessons should be taken on board in any future model?

8. How well, or otherwise, has DCW engaged with the four target groups of beneficiaries[1]?

- What has worked well?

- What lessons should be taken on board in any future intervention to target these?

9. How well, or otherwise, has DCW engaged with partner organisations, including health boards?

- What has worked well?

- What lessons should be taken on board in any future intervention to target these?

10. How effective have DCW's communications and marketing activities been over the last three years?

- What has worked well?

- What lessons should be taken on board in any future intervention?

D. Support provided

11. What are your views on the appropriateness, quality and effectiveness of the support and advice provided to organisations since September 2021?

- What has gone well?

- What challenges have been encountered?

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[1] Older people aged 50+; working age economically inactive and unemployed; disabled people and social housing tenants

12. What are your views on the appropriateness, quality and effectiveness of the training provided to organisations (and/or to participants) since September 2021?

- What has gone well?

- What challenges have been encountered?

13. What are your views on the appropriateness, quality and effectiveness of other workstreams / initiatives delivered by DCW since September 2021?

Ask about:

- New thematic areas of work introduced in 2024 e.g. work with Gypsy, Roma and Traveller communities, disabled people, paid internships

- Specific initiatives such as Digital Consultation Plans, Digital Companions and Digital Champions volunteer programme, Learn My Way courses

14. How well received were these various initiatives by target organisations?

- Ask about level of engagement by type of organisation (public, private and third sector)

- Ask about engagement and views of volunteers and participants

E. Digital Inclusion Alliance Wales

15. [Cwmpas and Swansea University] To what extent have the recommendations offered in the interim and outcome evaluation been taken on board by DIAW?

- How has DIAW focused on a smaller number of key priorities in order to demonstrate its value?

- How has DIAW extended its membership to include wider representation particularly from health organisations, Welsh language and Black, Asian and Minority Ethnic Communities?

16. [Cwmpas and Swansea University] What difference has DIAW made?

- What have been its main achievements?

- What difference has it made to members and to the wider digital inclusion agenda?

17. [Cwmpas and Swansea University] How sustainable is DIAW post DCW funding?

- What plans are in place to sustain the work of DIAW in the future? How will this be funded?

F. Difference made

18. [Cwmpas staff] What evidence do you have that DCW has made a difference to health organisation's work of embedding and implementing digital inclusion practices and policies?

   - What examples can you provide where this has happened effectively?
   - What factors enable digital inclusion to be embedded into the planning and delivery of partner organisations?

19. [Cwmpas staff] What evidence do you have of the difference that DCW has made to improve digital literacy skills and competency across health and care providers' workforce?

   - What examples can you provide where this has happened effectively?
   - What factors enable improved digital literacy and skills across these settings?

20. What evidence do you have of the difference that DCW has made to participants':

   - Digital skills which are relevant to their work and lives?
   - Health and wellbeing?
   - Levels of loneliness and social isolation?

G. DCW performance

21. Has DCW achieved its original aims and objectives? Why do you say this?

22. [Cwmpas staff only] What accounts for any strong or weak performance against DCW's KPIs and outcomes?

23. [Cwmpas staff only] Is DCW on track in terms of expenditure? What accounts for any under or overspends?

H. The future

24. What do you identify as the priorities for the future, post DCW?

25. What are the key lessons to take on board in any future initiative/funding programme?

Topic guide 2: Welsh Government officials

A: Background and introduction

1. Tell me about your role/ any changes to your role since we last spoke [in summer 2021]?

   - [As appropriate] In what way are you involved with DCW?

B: Aims and remit

2. What have been the main changes to the DCW programme over the last three years, since autumn 2021?

3. What impact have the following external factors had upon the programme over the last three years?

   - Welsh Government budget discussions, published in December 2023 which proposed to cut funding to 1m (albeit the cut did not materialise)? What impact did these discussions have upon programme provisions and programme staffing structure?

   - Any other external factors e.g. cost of living crisis?

4. What policy and strategy documents published over the last three years have influenced the DCW programme?

   - How does the programme contribute towards them?

5. In what way have the findings and recommendations of the interim and outcome evaluation report prepared in 2021 been taken on board by the programme?

   - How has DCW supported the implementation of digital strategies such as those set out by health boards in their IMTPs; and the work of the Chief Digital Officer for health and Care?

   - In what way did DCW engage with the private sector (up until Dec 2023 when this element was dropped)?

   - How has DCW worked with health and social care national umbrella and membership bodies?

   - How has DCW reflected on the lessons learnt of loaning equipment during the pandemic, and the need to do so only as part of a wider package of support to organisations and individuals?

   - How has DCW progressed to deliver a blended programme of digital training provision

6. In what way have the recommendations offered in the annual report (2023) been taken on board by the programme?

- How does the programme ensure it focuses on supporting staff from the health and social care sector to boost their participation?

- Has the programme reduced its focus on recruiting volunteers?

- Has the programme set out how it will better engage private sector organisations?

- Has the programme improved the consistency of outcome data reported in its quarterly reports?

C: Implementation

7. How effective is the DCW delivery model?

   - Ask about partnership, staffing, management, reporting etc

   - What lessons should be taken on board in any future model?

8. How well, or otherwise, has DCW engaged with the four target groups of beneficiaries[2]?

   - What has worked well?

   - What lessons should be taken on board in any future intervention to target these?

9. How well, or otherwise, has DCW engaged with partner organisations, including health boards?

   - What has worked well?

   - What lessons should be taken on board in any future intervention to target these?

10. How effective have DCW's communications and marketing activities been over the last three years?

    - What has worked well?

    - What lessons should be taken on board in any future intervention?

D. Support provided

11. What are your views on the appropriateness, quality and effectiveness of the support and advice provided to organisations since September 2021?

    - What has gone well?

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[2] Older people aged 50+; working age economically inactive and unemployed; disabled people and social housing tenants

- What challenges have been encountered?

12. What are your views on the appropriateness, quality and effectiveness of the training provided to organisations (and/or to participants) since September 2021?

   - What has gone well?

   - What challenges have been encountered?

13. What are your views on the appropriateness, quality and effectiveness of other workstreams / initiatives delivered by DCW since September 2021?

   Ask about:

   - New thematic areas of work introduced in 2024 e.g. work with Gypsy, Roma and Traveller communities, disabled people, paid internships

   - Specific initiatives such as Digital Consultation Plans, Digital Companions and Digital Champions volunteer programme, Learn My Way courses

14. How well received were these various initiatives by target organisations?

   - Ask about level of engagement by type of organisation (public, private and third sector)

   - Ask about engagement and views of volunteers and participants

E. Digital Inclusion Alliance Wales

15. To what extent have the recommendations offered in the interim and outcome evaluation been taken on board by DIAW?

   - Has DIAW focused on a smaller number of key priorities in order to demonstrate its value?

   - Has DIAW extended its membership to organisations which were under-represented at the time, notably from health, Welsh language and Black, Asian and Minority Ethnic Communities?

16. What difference has DIAW made?

   - What have been its main achievements?

   - What difference has it made to members and to the wider digital inclusion agenda?

17. How sustainable is DIAW post DCW funding?

   - What plans are in place to sustain the work of DIAW in the future? How will this be funded?

F. Difference made

18. What evidence do you have that DCW has made a difference to health organisation's work of embedding and implementing digital inclusion practices and policies?

    - Probe for examples where this has happened effectively
    - What factors enable digital inclusion to be embedded into the planning and delivery of partner organisations?

19. What evidence do you have of the difference that DCW has made to improve digital literacy skills and competency across health and care providers' workforce?

    - Probe for examples where this has happened effectively
    - What factors enable improved digital literacy and skills across these settings?

20. What evidence do you have of the difference that DCW has made to participants':

    - Digital skills which are relevant to their work and lives
    - Health and wellbeing
    - Levels of loneliness and social isolation?

G. DCW performance

21. Has DCW achieved its original aims and objectives? Why do you say this?

22. What accounts for any strong or weak performance against DCW's KPIs and outcomes?

23. Is DCW on track in terms of expenditure? What accounts for any under or overspends?

H. The future

24. What do you identify as the priorities for the future, post DCW?

25. What are the key lessons to take on board in any future initiative/funding programme?

Topic guide 3: Case study – representatives from partner organisations

A: Background and introduction

1. Tell me about

- Your role / any changes to your role since we last spoke

- [As required] Your organisation

- Your involvement with DCW [over the last few years]

2. Tell me about

- Your organisation's approach and objectives in relation to digital inclusion, and how this has progressed/changed over time

- The extent to which digital inclusion is embedded across the organisation (e.g. in corporate plans, responsibility at senior/board level)

- Whether your organisation has a digital strategy, and how this is being implemented

- Who is responsible for digital inclusion within the organisation?

B: Getting involved with DCW

3. [As appropriate] Why did your organisation get involved with DCW?

- How did your organisation hear about / get involved with DCW?

- What issues or priorities, if any, did you hope DCW would help your organisation address?

- In what way did you expect DCW to help you tackle these issues/priorities?

4. How are potential recipients (such as end-users, volunteers and staff from your organisation) made aware of the programme?

- How effective is this approach?

- What are the strengths of the approach taken?

- How could the approach be improved?

5. What is the profile of participants who engage with DCW activities at your organisation?

- To what extent do they reflect the four key target groups of the programme (older people aged 50+; working age economically inactive and unemployed; disabled people and social housing tenants)?

- What works well in engaging these target groups?

- What could be done differently to improve the engagement of these groups?

6. What are your views on DCW's communication and promotional activities to target organisations and end users?

   - What would you identify as strengths?

   - What could be improved or changed?

C: Services accessed

7. What support, advice and/or training has your organisation accessed from DCW [over the last three years]?

   - What has been the nature of this support, advice or training?

   - How has it been delivered?

   - What has worked well?

   - What challenges did you encounter?

   - In what way has any learning been rolled out across the organisation?

8. What are your views on the quality and relevance of the support/training accessed via the DCW programme?

   - What has been the strengths of the provision?

   - What could have been improved?

9. What involvement, if any, have you had with the following workstreams / initiatives delivered by Cwmpas and its delivery partners as part of DCW [over the last three years]?

   Ask about their involvement in the following initiatives and the strengths/weaknesses of each:

   - New thematic areas of work introduced in 2024 e.g. work with Gypsy, Roma and Traveller communities, disabled people, paid internships

   - Specific initiatives such as Digital Consultation Plans, Digital Companions and Digital Champions volunteer programme, Learn My Way courses

10. What, if any, ongoing impact has the COVID-19 pandemic had upon your involvement with DCW?

D. Digital Inclusion Alliance Wales

11. Has your organisation had any involvement with Digital Inclusion Alliance Wales? If so,

- What has been your organisation's involvement with this?

- What are your views about what DIAW has achieved?

- In what way does your organisation benefit from being involved with DIAW?

- What should be DIAW's priorities for the future?

E. Difference made

12. What difference, if any, has involvement with DCW had upon your organisation?

- What difference has it made to how your organisation plans services (including any digital inclusion strategies and approaches)?

- What difference has it had on the services delivered by your organisation?

- What difference has it made to the way digital inclusion is embedded across the organisation?

- What difference has it had on who is involved with digital inclusion planning and delivery within the organisation?

13. What difference, if any, has involvement with DCW made to improving digital literacy skills and competency across your workforce?

- What factors have enabled improved digital literacy and skills across your workforce?

14. What difference, if any, has your involvement with DCW made to participants':

- Digital skills which are relevant to their work and lives

- Health and wellbeing

- Levels of loneliness and social isolation?

F. The future

15. What are your organisation's digital inclusion priorities for the immediate future?

- What support/training is your organisation likely to require over the next few years?

16. What are the main learning points to emerge from DCW that need to be taken on board within any similar funded intervention?

Topic guide 4: Case study – representative from DCW

A: Background and introduction

1. Tell me about

   - Your role and how you have been involved with the case study organisation

B: Services provided

2. In what way have you supported and advised the case study organisation?

   - What has been the nature of any support and advice?

   - Did the organisation participate in an essential digital skills survey?

   - What issues was the organisation trying to address?

   - How has it been delivered?

   - What has gone well?

   - What challenges have been encountered?

3. What training provision has been made available to the case study organisation?

   - What has been the nature of this training?

   - Who has been involved in the training?

   - What has gone well?

   - In what way has any learning been rolled out across the organisation?

4. What involvement, if any, has the case study organisation had with the following workstreams / initiatives delivered by DCW?

   Ask about their involvement in the following initiatives and the strengths/weaknesses of each:

   - New thematic areas of work introduced in 2024 e.g. work with Gypsy, Roma and Traveller communities, disabled people, paid internships

   - Specific initiatives such as Digital Consultation Plans, Digital Companions and Digital Champions volunteer programme, Learn My Way courses

C. Difference made

5. What difference has DCW had upon …?

   - how the organisation plans services (including any digital inclusion strategies and approaches)?

- the services delivered by the organisation?

- the way digital inclusion is embedded across the organisation?

- who is involved with digital inclusion planning and delivery within the organisation?

6. How has DCW made a difference to improving digital literacy skills and competency across the workforce?

7. How has DCW made a difference to participants':

- Digital skills, relevant to their work and lives

- Health and wellbeing

- Levels of loneliness and social isolation?

D. The future

8. What further digital inclusion support or training is the case study organisation likely to require post DCW?

Topic guide 5: Case study – volunteers and participants

A: Background and introduction

1. Tell me about

   - Yourself (work, interests, family, whether participant falls into one of the four target groups –older people aged 50+; working age economically inactive and unemployed; disabled people and social housing tenants)

   - How you've been involved with case study organisation (how long for, reason for engaging with them etc)

   - Your previous involvement with digital activity (e.g. what IT did you use/were you familiar with, for what purposes did you use IT/digital equipment, any previous volunteering work)

B: Getting involved with DCW

2. Why did you get involved with the DCW programme? [provide clarity about what this might have entailed e.g. digital sessions, training etc and use this terminology throughout]

   - What were you hoping to achieve from the programme [as a participant/volunteer]?

   - How did get to hear about the programme/opportunity?

C: Services accessed

3. In what way have you been involved with the DCW programme?

   - What has been the nature of any support and advice accessed/shared?

   - What has been the nature of any training accessed/shared?

   - Ask about duration, mode (virtually/face-to-face), who delivered it (organisation or DCW team), what equipment was used etc

4. What have you gained/learnt from your involvement with the DCW programme?

   - What new skills or knowledge have you gained/shared?

   - {Participants} Have you since used these new skills or knowledge in any way?

   - {Participants} What qualifications have you achieved?

   - Have you shared any new skills or knowledge with others?

5. What are your views on the quality and relevance of any support and training accessed?

- What are your views on the quality and knowledge of the advisor/trainer?
- What has gone well?
- What could have been improved?

D. Difference made

6. [For participants] How has your involvement with the programme made any difference in terms of:

- Gaining digital skills, relevant to your work and life:
  - What new skills have you learnt?
  - How are you applying these new skills in your work and everyday lives?
- Your health and wellbeing:
  - In what way has your involvement with the programme helped to access health and wellbeing services digitally?
  - or helped you to better manage your health using technology?
- Your feelings of loneliness and social isolation:
  - In what way has your involvement with the programme helped you to connect with friends and family using technology?

7. [For volunteers] In what way have you benefited from being involved as a volunteer on the programme?

8. [For volunteers] What difference has the programme made, if any, to participants whom you've been supporting/working with? Ask about differences to digital skills, health and wellbeing and loneliness/social isolation

E. The future

9. [Participants] What further digital support/training would you like to receive in the future? In what way would that support or training help you in the future?

10. [Volunteers] Do you intend to continue volunteering with the organisation in the future? If so, in what way? What further digital support/training would you like to receive in the future?

Topic guide 6: DCW Thematic interventions

A: Background and introduction

1. Tell me about your role and how you have been involved with one (or more) of the following DCW thematic interventions:

   o Gypsy, Roma and Traveller communities

   o The Digital Inclusion Alliance Wales

   o Disabled people

   o Paid internships

B: Nature of the intervention

2. Tell me about the main developments relating to the intervention?

   • How did it come about? What issues was it trying to address?

   • How has it been delivered?

   • What has been delivered to date and to whom?

   • What has gone well?

   • What challenges have been encountered?

C. Difference made

3. How has this intervention made a difference to participants and end users…?

   • Digital skills, relevant to their work and lives

   • Health and wellbeing

   • Levels of loneliness and social isolation?

4. How has this intervention made a difference to partner organisations and other stakeholders…?

   • Digital inclusion practices and policies

   • Digital literacy skills and competency of their workforce

D. The future

5. What plans are in place to continue delivering this thematic intervention:

   • between now and the end of the project

   • post DCW

Survey for Digital Inclusion Alliance Wales Members

OB3 Research is conducting an evaluation of Digital Communities Wales: Digital Confidence, Health and Well-being on behalf of the Welsh Government. As part of this evaluation, we wish to gain feedback from members of Digital Inclusion Alliance Wales (DIAW) about its work and would be grateful if you could please take a few minutes to answer some questions about this aspect of the programme.

Your participation in this survey is completely voluntary and your responses will be considered in confidence. Any personal data provided will be anonymised and will not be attributed in any way to you or your organisation. Further details about the study and how we will use your feedback is set out in this Privacy Notice: http:/ob3research.co.uk/privacy-notice-dcw-survey-dia

Q1: Which of the following sectors do you represent or work within?

- ❑ Public sector
- ❑ Private sector
- ❑ Third sector
- ❑ Academia
- ❑ Other

[If Q1=5] Please note this other sector:

_____

Q2: In what way are you involved with the DIAW?

[Select both if relevant]

- ❑ Member of the DIAW network
- ❑ Member of the DIAW steering group

Q3 [Routed from Q2]: How frequently have you attended DIAW meetings over the last year?

	All	Most	Some	None
DIAW network meetings	❑	❑	❑	❑
DIAW steering group meetings	❑	❑	❑	❑

Q4: How would you rate the DIAW's membership in terms of:

	Very good	Fairly good	Not particularly good	Not good at all	Don't know
Diversity of member organisations	❑	❑	❑	❑	❑

Representation from the health sector	❑	❑	❑	❑	❑
Representation from the health sector	❑	❑	❑	❑	❑
Representation from the care sector	❑	❑	❑	❑	❑

Please use this space to add any further comments about the DIAW's membership:

Q5: What do you (or your organisation) find useful about being a member of the DIAW?

[Select all that apply]

- ❑ Gaining access to digital inclusion good practice
- ❑ Sharing experiences with others
- ❑ Broadening insight about digital inclusion in other sectors
- ❑ Hearing from external speakers and experts
- ❑ Engaging in debates about digital inclusion issues
- ❑ Engaging with relevant Welsh Government officials
- ❑ Other

Please note what else you find useful about being a member:

Q6: Organisations who are members of the DIAW are required to adopt the Digital Communities Wales' Digital Inclusion Charter.

Has your organisation adopted this charter?

- ❑ Yes
- ❑ Not yet, we're working on it
- ❑ No, we are yet to start work on it
- ❑ Don't know

Q7: [If Q6=1] **What difference, if any, has adopting the charter made to your organisation?**

Q8: Overall, how much value do you attach to the DIAW as a mechanism for making Wales a digitally inclusive nation?

- ❑ Significant value
- ❑ Some value
- ❑ Not much value
- ❑ No value at all
- ❑ Don't know

Q9: What contribution has the DIAW made to date towards its five key priorities?

	Significant contribution	Some contribution	Not much contribution	No contribution	Don't know
Embedding digital inclusion across all sectors	❑	❑	❑	❑	❑
Mainstreaming digital inclusion in health and social care	❑	❑	❑	❑	❑
Addressing data poverty	❑	❑	❑	❑	❑
Prioritising essential digital skills for work and life in the economy	❑	❑	❑	❑	❑
Implementing a new minimum digital living standard	❑	❑	❑	❑	❑

Q10: What would you identify as the DIAW's main achievements to date?

Q11: Do you think the DIAW should continue after the current funding period for Digital Communities Wales comes to an end in June 2025?
❑ Yes
❑ No
❑ Unsure

Q12: What, if anything, would you like to see changed or improved about the DIAW in the future?

Q13: What, if anything, would you identify as the future priorities for the DIAW?