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Introduction
<p>Digital technology is playing an ever increasing role in the 21st century society. It can directly influence a household spending power, employment prospects, and educational attainment as well as improve a person's capability to live independently. Access to the Internet is no longer a luxury; it is becoming an essential part of every day life.</p> <p>The priorities identified with the Joint Strategic Needs Assessment can all, in some part, be enriched by incorporating the right technology coupled with a focused programme of engagement. In some cases the technology may provide a source of information, advice or guidance, in others the technology can be a device that can improve the ability to live independently.</p> <p>There is no single project that can be undertaken to underpin the JSNA as the priorities are so wide ranging, however there is a core infrastructure that can be considered to support the aims of the programme. The elements of that infrastructure would be:</p> <ul style="list-style-type: none"> • Connectivity • Security • Engagement and support (including hyper local engagement/social media) • Access to information, advice and guidance • Assistive technology

- **Service Governance and Commissioning**

Connectivity - The most cost effective way of providing services is through use of self-service wherever appropriate. The effectiveness of Internet based self service systems is dependent on access to a fast, reliable, cost effective network. The same network can also be used to deliver the most up-to-date assistive technology allowing people to remain independent in their own homes for longer. Connectivity is also essential to digital services that provide support, information, advice and guidance. For some groups such as carers and the housebound, connectivity to the Internet can provide an essential link to the “outside world”.

Since the last assessment Sunderland has achieved 96% superfast broadband coverage and is now able to benefit from access to 4th Generation mobile broadband services – one of the first cities in Europe to achieve this level of provision

In addition to the obvious benefits of having a connection to the internet to every household, a super fast broadband infrastructure in the city can also provide the infrastructure for business to locate or grow within the city. This in turn will bring investment and employment prospects – helping to tackle the worklessness agenda.

Security – Access to Internet based services, particularly in the area of health must be underpinned by a robust method of ensuring the digital identity of the individual. This is required to give the recipient of the service the confidence that their information is safe and secure and provide access to the full range of services. The service provider is also required to ensure that the services are being provided to those individuals with a need. The Government’s move to an on-line application process for Universal Credit is one of the many self-service applications that now demand a higher level of authentication to ensure the identity of the applicant is verified.

In addition to access to systems, digital identities and linked ticketing systems can also be used to support the self service and personal budget element of the personalisation agenda.

Engagement and Support – The groups that would benefit most from access to digital technology are those that are least likely to have access to the skills or equipment in their own homes. In the 2011/12 Sunderland residents survey only 42% of residents in the deprived group had access to the Internet from their home, compared to 62% of all residents.

The Community IT team have already worked in partnership with the Community and Voluntary sector organisation and Registered Social Landlords to successfully deliver digital inclusion projects. This could be extended to working with the project teams to provide access to equipment, skills and engagement. This will ensure those that are in receipt of services are also given opportunities to learn the new digital skills that can help make a difference to their quality of life and enable effective take up of the services offered.

Access to information, advice and guidance – Many of the improvement areas identified have a need to provide safe, trusted access to information, advice and guidance at the point of need. The Internet is an ideal platform to support this requirement as it is available 24x7 from any connected location. The refresh of the Internet undertaken in 2012 has increased the accessibility of information and increased the number of people accessing the web site for information and services. Service

availability will continue to be improved.

There is a Sunderland network of Community of Interest web sites that provide this service for thematic groups such as those focused on alcohol awareness. This could be extended to cover the specific area of interest identified elsewhere on the JSNA programme.

Assistive Technology – This is one of the fastest growing areas of technology that can improve quality of life, improve health, health awareness and also promote independent living. Sunderland currently has a strong base of Telecare services and has recently started to deliver TeleHealth services. There have also been pilot projects testing the possibility of using GPS technologies to promote independence outside of the home. Assistive technology can be used across most of the identified priority areas to improve the quality of service and care provided to target groups.

The enabling technology identified above cuts across all of the priorities areas and the place of these enablers should be included in each of the identified projects within the JSNA programme to ensure maximum benefit is derived.

Key issues and gaps

- 10 million adults in the UK have never used the internet (one fifth of the population):
- 4 million of those who have never used the internet are among the most disadvantaged: 39% are over 65, 38% are unemployed and 19% are families with children.
- 47% of those living in households earning less than £11.5k do not use the internet compared to only 4% of those with an income of over £30k.
- 48% of disabled people are off-line.
- The North of England has the highest concentrations of working age people who are offline.
- Rural and coastal areas have the highest concentrations of older residents who don't use the internet.
- There are 31,764 carers in Sunderland, 26% of these providing over 50 hours of care per week (8359 in total). However, it is important to note that many people do not consider themselves to be a carer and are not registered as such. Therefore the true figure is likely to be much higher.
- 58% of carers are women and 42% are men.
- Sunderland Carers' Centre works with over 300 young carers, however it is estimated that there are around 3000 young carers within Sunderland, many of whom currently receive no support (Source: *Recognising and Valuing Carers 2009 - 2025, Sunderland Carers Centre*).

Recommendations for Commissioning

1. **Worklessness:** In 2009 over 7 millions jobs were advertised on-line and currently 90% of all advertised jobs require some element of ICT skills.
2. **Educational attainment:** Access to the Internet can make more than a grade difference at GSCE level.
3. **Smoking cessation:** On-line access to information and support groups.

4. **Obesity:** Access to health information points, information and support groups.
5. **Alcohol reduction:** On-line access to information and support groups, including support for family members.
6. **Cardiovascular disease:** Access to Telehealth equipment in the home, such as blood pressure monitors.
7. **Cancer:** On-line prevention advice and guidance and awareness of symptoms and support for carers
8. **COPD:** Access to Telehealth equipment in the home allowing conditions to be monitored and early indications of deterioration.
9. **Mental Health:** Life style monitoring to allow greater independence and access to support groups and information. Access to the Internet to specialised information and support groups for example Veterans Support Group
10. **Raise expectations of being healthy:** Access to information, advice and guidance.

1) Who's at risk and why?

Despite increased access to the internet amongst the population, there is a 'digital divide' between those who do not use the internet and those who make regular use of it. Through lack of access, lack of skills, age, geography or choice, non-users are at risk of marginalisation as services make greater use of technology and the internet. There is a further divide between those with access to high speed broadband and those with slower connections.

Not having access to the internet and indeed access to high speed internet connectivity excludes local residents, particularly vulnerable groups, from the very technology that can markedly influence and improve their lives.

Socially excluded and isolated groups are those most likely to be at risk of being digitally excluded and least likely to access or benefit from information and communication technologies. The following list is representative but not an exhaustive grouping of digitally excluded groups:

- Low income Families
- Elderly (Primarily over 65's)
- People with physical and or Learning Disabilities.
- Unemployed
- Members of BME Communities

Frequently, individuals and families who are socially excluded have complex and multiple needs, which need strategically targeted resources and support. Digital exclusion and social exclusion are linked. The costs of technology and internet connectivity are reducing but still remain prohibitive for those on low incomes. Perversely, it is often these groups that would benefit most from the opportunities technology and access to the internet present.

A lack of regular engagement with technology does not provide the opportunity for increased ICT skills at basic levels and the tackling of distrust of technology and its benefits in certain groups. This lack of engagement with technology either by choice or circumstance more often than not consolidates the difficulties they encounter on socio- economic terms.

In respect of the elderly, as people age, they risk becoming isolated as their friends and colleagues die and they are no longer able to get out as easily. This view is supported by information obtained from the voluntary sector who have highlighted the risk of social exclusion and isolation amongst older people who do not have access to computer's/the internet, or the skills needed to use this technology. Isolation may also be the result of having a life-limiting long-term condition. The installation of assistive technology in the shape of telecare and telehealth equipment into people's homes, for example, is a vehicle for reducing isolation and achieving broader digital inclusion as emerging technology also provides enhanced communications functionality enabled by connectivity.

Complementary Internet-based services, for example, could support social networks alongside interaction with health and social care providers. Electronic communications could help someone who is socially isolated meet new people, join peer support groups, access valuable information and use public services from home, thereby enhancing independence.

Whilst Sunderland have a significant Telecare infrastructure it is important to

recognise that advancements in assistive and preventative technologies can further benefit those receiving traditional Health and Social Care Services. Improvements in connectivity and a wider more flexible technology base will make this more accessible. The telecare system will be upgraded during Q3/4 2013/14

2) The level of need in the population

Sunderland homes and businesses will benefit from some of the fastest speeds in the country as superfast broadband is rolled out across the city. The universal benefits brought by superfast internet connectivity include:

- Much faster internet access improves the experience of using technology for the population as a whole.
- Increased opportunities for the population to participate in social networking, using streamed media, video conferencing, online banking and shopping.
- Fast access to local government online services.
- Business will benefit from infrastructure allowing increased use of on-line tools, improved communication and marketing to customers, and greater flexibility in working location. It can help business viability especially for small-medium sized firms and overcome the disadvantage of being located in more remote rural areas.
- The Council will also benefit, as it will allow staff to work more effectively from home or community based locations, reducing the need for costly central office premises.

In addition to the universal benefits of advances in digital technology, there are a number of benefits that relate to specific targeted groups. Access to Internet based services, particularly in the area of health must be underpinned by a robust method of ensuring the digital identity of the individual. This is required to give the recipient of the service the confidence that their information is safe and secure. It will also provide access to the full range of services they are entitled to receive and need.

The move to Universal Credit and On-line benefits claims forms is increasing the need to have access to the Internet and the necessary skills to be effectively use it, particularly for those with lower incomes. There will be a growing demand and expectations that the local authorities will assist with the provision of access to these essential services.

Previous research has found that claimants believe monthly payment will make it harder for them to budget and this concern is reinforced by the Citizens Advice study, with three-quarters saying they could not alone "keep track of my money on a monthly basis". In addition, two-thirds say they will need help to "get online and manage my universal credit account". One claimant, Derek Mallet, from Birmingham, said he was "concerned about having to use the internet in order to set up and get benefits. I have never been on a computer." This unpreparedness, Citizens Advice says, is "widespread across people of all backgrounds and ages".

The groups that would benefit most from access to digital technology are those that are least likely to have access to the skills or equipment in their own homes. In the recent Sunderland Residents Survey only 42% of residents in the deprived group had access to the Internet from their home, compared to 62% of all residents. Some of the equality issues which have been identified are explained in some detail:

Digital Equality - The applications of ICTs have now developed far beyond just

computing hardware and the internet towards a much wider realm of digital technologies. The benefits of these digital technologies are numerous and far-reaching. Most importantly, they can have a huge impact on the quality of life and range of opportunities available for all local citizens, as well as socially excluded or vulnerable individuals, groups and their carers. Digital Equality captures the diverse access and capabilities for local citizens, enabling them to make the most of both the traditional communications technologies such as the internet, mobile phones and interactive digital television, whilst also supporting new ways of working, managing information, improving the delivery of public services or enabling personal development through electronic gaming and social networking.

Digital Equality – Social Inclusion - Social isolation is a growing issue in the UK, particularly for our ageing population, vulnerable adults and their carers, as it can lead to physical and mental ill health, and increased demands on public services. The use of digital technology and innovation can promote social and digital inclusion with the emphasis on the importance of the benefits and use of digital services, community engagement, access to information, support and guidance, empowerment and capacity building. It can also be used to support the self service and personal budget element of the personalisation agenda.

Digital Equality – Democratic Participation - Digital inclusion helps to create a fairer and more equitable society through raising participation in governance and the democratic process. Once given the access, skills and motivation to engage with ICT Communities can communicate and support one another more easily online. Social networks, communities of interest and access to public services, advice and guidance facilitates the generation of stronger communities.

Building the capacity of our communities, particularly those from vulnerable groups, raises aspirations – this process enables them to work together to create the conditions in which local people can participate and be accountable in social, economic and political decision-making processes. This addresses the issues of inequality and encourages participation. Community IT implements capacity building and empowerment processes in a strategic way by:

- Creating conditions that enable individuals, organisations and communities to think differently and work together in new ways;
- Developing networks across the city;
- Facilitating and exchange of ideas and good practice;
- Recognising power and equality issues and developing ways of addressing them.

3) Current services in relation to need

Sunderland has a variety of services currently being offered, in addition to a number that are in the process of being developed. In order for these services to be effective, there needs to be certain measures in place:

Connectivity - The most cost effective way of providing services is through the use of self-service wherever appropriate. The effectiveness of Internet based self service systems is dependent on access to a fast, reliable, cost effective network. The same network can also be used to deliver the most up-to-date assistive technology allowing people to remain independent in their own homes for longer. Connectivity is also key to services that provide support, information, advice and guidance. For some groups such as carers and the housebound, connectivity to the Internet can provide an essential link to the “outside world”.

In addition to the obvious benefits of having a connection to the internet to every household, a super fast broadband infrastructure in the city can also provide the infrastructure for business to locate or grow within the city. This in turn will bring investment and employment prospects – helping to tackle the worklessness agenda.

Sunderland's partnership with BT will bring superfast internet connectivity to the city and as a consequence will deliver universal benefits i.e. benefits to the population as a whole. In turn the environment created by these universal benefits allows delivery of solutions to a targeted group stimulating increased digital inclusion.

The universal benefits presented to the population as a whole create the environment for collateral benefits for a number of targeted priority groups. In particular the next generation of assistive and preventative technologies require superfast connectivity.

Security – Health, Housing and Adult services will be implementing a Social Care Self Service Portal called “mySupport”. This will be web based and will share with users key details around their social care package including individual budget information, key documents and assessment information. The system will also allow them to upload key documents to attach to their on line care plans. Key to this initiative is confidence in security for the citizen and the organisation.

Engagement and Support – The Community IT team have already worked in partnership with Community and Voluntary sector organisation and Registered Social Landlords to successfully deliver digital inclusion projects. This could be extended to working with the project teams to provide access to equipment, skills and engagement ensuring those that are in receipt of services are also given opportunities to learn the new digital skills that can help make a difference to their quality of life and enable effective take up of the services offered. This work is to continue alongside significant projects being taken forward to improve the connectivity in the city.

The Sunderland Software City initiative is a channel for engagement with the software development industry and the creative talents of the sector may be effectively harnessed to address the technical and business challenges inherent in encouraging take-up from those at risk of exclusion. However simple this appears, these communities are often poles apart in terms of any mutual understanding; in their aspirations and in terms of the opportunities which they have to encounter each others needs.

Software businesses in Sunderland and in the wider region supported by Sunderland Software City develop a wide range of software, including:

- **Enterprise systems:** Supporting the back office requirements of all types of organisation engaged in care systems.
- **Collaboration and social networking tools:** Engaging all parties in potential collaborations.
- **Mobile applications development:** Delivering support anywhere the user needs it.
- **Ambient intelligence:** Technologies and tools for assisted living.
- **Visualisation Software:** Tools which enable insight into complex data.

It follows that the software industry can add value to almost any constituency of user engaged in Health services.

This is particularly relevant since there has never been greater pressure for organisations of all types to collaborate and share resources in order to complete new service value-chains which deliver more holistic and better value services for the end-user. The additional challenge here, in the interests of safeguarding the individual and also the public purse is to ensure that new technologies are developed and deployed within governance systems which also need to be increasingly dynamic and flexible. System governors therefore represent a further constituency which need to understand the possibilities of new software and technologies.

Assistive Technology – This is one of the fastest growing areas of technology that can improve the quality of life, improve health, health awareness and also promote independent living. Sunderland currently has a strong base of Telecare services and has recently started to deliver TeleHealth services. There have also been pilot projects testing the possibility of using GPS technologies to promote independence outside of the home. Assistive technology can be used across most of the identified priority areas to improve the quality of service and care provided to the target groups.

Telecare provision forms part of Sunderland's vision for care across the city and plays a central role in the preventative healthcare model. The local authority has now extended the service to in excess of 17,000 users across the city to date, with an average of 200 new users each month. This preventative approach is working to support individual choice and independence, and help people to remain safe and secure in their homes.

Telecare is not only unobtrusive, it also delivers round-the-clock support for service users, to ensure timely and preventative care when needed. Sunderland's Telecare service is backed up by a monitoring centre, a team of Telecare technical assistants and the social and healthcare teams are available 24 hours a day to provide a rapid response across the city. Services include provision and monitoring of property exit sensors, fall detectors, bed sensors, key safes and many more

Sunderland is the third largest provider of Telecare in the country and was the first council in the North East to be commended for the high standard of the service it provides. Gateshead and Sunderland Councils in partnership with NHS SoTW (SoTW), have trialled the use of Telehealth equipment that has been provided by the current Telecare partner, Tunstall.

In Sunderland, the Telehealth service has been available since September 2009. Collecting evidence of the effectiveness and acceptance of Telehealth with patients and staff alike will determine a business case for a Telehealth Service both in Sunderland and in the other two local authority areas in the SoTW area in partnership with health, known as 'Phase 2' of the Project.

- In total, 51 units were bought and available for deployment across Sunderland.
- The Telehealth equipment was offered through the Community Matrons service and the Specialist Heart Failure Nurses service.
- Out of the 51 Telehealth units deployed in Sunderland, 70% are with COPD patients, 26% with Heart Failure patients and 4% with hypertension patients.

Digital Inclusion in Sunderland - Digital Inclusion in Sunderland has many guises, initiatives, support and opportunities are offered to many hard to reach or vulnerable groups. Engaging local people, providing access to new technologies and building

community capacity helps to ensure everyone is given the means to access a world of information, support, knowledge and power. Groups supported include (but not exhaustively):

- Adults with Learning Difficulties & Disabilities and their Carers
- Sunderland People First / Our Voice Our Say
- Disabled Children's Network
- Headway Trust / WearAble
- Sunderland Carers Network
- Sunderland Special Olympics
- Washington Multi Purpose Centre
- Beckwith Mews
- Voices Empowered
- Sunderland ADHD Support Group
- Lifeline Sunderland
- Sunderland Voluntary Sector Youth Forum

Significant programmes of work that proved highly effective for both cared for and carers have included technological infrastructure combined with extensive awareness raising, engagement and empowerment activities with communities, businesses and partnerships throughout the City.

The Community IT Programme focuses on the future of innovation through technology, deploying a significant programme of community engagement, awareness raising and capacity building. It is a focussed programme of engagement, support and facilitation to raise awareness and build capacity. Initiatives include Community Electronic Village Halls, Community e-Champions, Community of Interest Websites, Film & Media Support/Empowerment, Equipment and Accessibility Loan Scheme.

There are a number of third and voluntary sector organisations which promote and facilitate digital inclusion, for example the Sunderland foodbank, who amongst a range of other services offer free internet access to people using the foodbank.

Public Access Internet Provision Within Libraries

A review of the Libraries service is taking into account the vital role that the Libraries Network plays in the development of digital skills and access to the Internet. A full refresh of the public access provision will be carried and out completed during October/November 2013 ensuring the members of the public continue to have access to up to date and secure computing facilities. This will be enhanced by the introduction of a public access wireless network ensuring members of the public using the Library Network can use their own equipment to access the Internet. This will increase the number of people that have access to secure, up to date computing facilities.

4) Projected service use and outcomes in 3-5 years and 5-10 years

The current needs of the population can be described in terms of client groups.

There is set to be a greater number of children with severe congenital disabilities surviving into adulthood, which, when combined with increased birth rates in the 1990s, means there should be an increase in the number of younger people with

more significant dependencies.

Within the city there are estimated to be 52,811 adults aged 20 or over (24.4% of the population in this age group) with functional dependencies (i.e. people with disabilities). Of these, 17,550 adults have more significant dependencies (8.1% of the population), which relate to people with problems with daily living.

The number of people aged 20-64 with a substantial or very substantial level of functional dependencies is expected to increase by 12% between 2010 and 2020. For older people aged 65+ there is a projected increase of 21%. Therefore, over the next 15 years the estimated numbers of people aged 20 or over with functional dependencies and those with more significant disabilities are projected to increase to 28.5% and 9.8% of the population, respectively.

Around 2.4% of the overall population are estimated to have some form of learning disability. There are currently around 1,200 people (0.43% of the population) with more significant learning disabilities, the majority of whom will receive some form of social care. Children and adults with more significant learning disabilities are living longer than they once would have done, particularly with more children surviving into adulthood. Therefore it is expected that the numbers will increase to 1,500 people by 2021.

It is forecast that the number of older people above 65 years of age will rise from 46,000 in 2010 to 62,000 in 2025 – an increase of 35%. The number of people in Sunderland aged over 85 years - those with the greatest care needs – will more than double from 5,000 to 10,000 over the same period. This is the largest single group of people needing help with daily living, either from formal/informal carers, and/or the assistance of tele-care and tele-health services.

5) Evidence of what works

Communities and Local Government - Delivering Digital Inclusion (An Action Plan for Consultation October 2008)

The Action Plan outlines the key issues relating to the use of digital technology and argues why digital exclusion is an increasingly urgent social problem. It contains detail of initiatives and good practice.

Communities and Local Government - Delivering Digital Inclusion (Consultation Response April 2009)

In January 2009, Communities and Local Government (CLG) commissioned the Ipsos MORI Social Research Institute to undertake systematic secondary analysis of all stakeholder feedback and responses to the *Delivering Digital Inclusion* consultation. This report documents the key findings emerging from this analysis. The core objectives of the research were to:

- Identify the key findings emerging from the stakeholder responses
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- Understand the general perceptions and responses of the stakeholders to the document
- Articulate what the stakeholders perceive to be the core barriers to delivering digital inclusion and possible ways of overcoming these
- Evaluate stakeholders' responses to the proposals of a Digital Inclusion Charter and concept of a Digital Inclusion Champion

- Explore possible elements of a future strategy for tackling digital exclusion.

Broadband Delivery UK (BDUK) – Report published December 2010.

After the coalition government were elected, ICT policies were reshaped into a 'broadband delivery' scheme and transferred to the Department for Culture, Media and Sport (DCMS)

6) User Views

The Annual Residents Survey allows the council to understand the needs and requirements of its communities and in particular the most marginalised and vulnerable groups to ensure that policies and services are designed to meet them. It also enables the council to measure satisfaction with the council, council services and local area and monitor trends over time. It also provides the opportunity to conduct more detailed analysis of how perspectives vary amongst different groups of the population, for example by geographical area, age, gender, disability and ethnicity.

User consultation on digital inclusion will continue on a number of levels. Active engagement through contact with representative community organisations through the Community IT team will give direct user feedback.

Active analysis of feedback through resident surveys will provide context and baseline data.

An extract of data from 2011 Resident Survey is set out below.

Deprived Respondents

86% have a mobile phone but only 21% use the internet through Mobile Phone
 42% have access to Internet at Home (www from any type of device)
 41% have access to a PC at Home
 31% use Email
 21% have access to the internet via a mobile phone
 12% have access through DigiTV
 14% have access to the Internet at a place of work, study or elsewhere
 13% have access to a desktop or laptop at a place of work, study or elsewhere
 6% through public access PCs in libraries or Services Centres (no mention of community venues though)
 11% have no access to technology

Main Cohort Respondents

89% have a mobile phone but only 28% use the internet through Mobile Phone
 62% have access to Internet at Home (www from any type of device)
 60% have access to a PC at Home
 53% use Email
 28% have access to the internet via a mobile phone
 15% have access through DigiTV
 24% have access to the Internet at a place of work, study or elsewhere
 23% have access to a desktop or laptop at a place of work, study or elsewhere
 8% through public access PCs in libraries or Services Centres (no mention of community venues though)
 8% have no access to technology

7) Equality Impact Assessments

The **Equality Impact Assessment** supports the analysis provided by the “regulatory” impact assessments and, in particular, examines the potential impact on individuals and constituent groups within our society, most specifically groups defined by the Equality Act 2010 as (*Age, Race, Sex (gender), Disability, sexual orientation, transgender, religion or belief and maternity and paternity*) having a protected characteristic.

Although no formal EIA's have been undertaken comprehensively it is the business of Digital Inclusion to ensure positive engagement with all defined groups and ensure that individual specific requirements are considered. Therefore, an Equality Impact Assessment is definitely required; however consideration should be given to how comprehensive this will be, given the depth and breadth of the scope of digital inclusion.

8) Unmet needs and service gaps

- Levels of integration/collaboration across third sector, council and other partners needs to be covered.
- Technology Market place needs to be open. Hardware availability is often tied to the supplier of the supporting IT platform contracted to the host.
- Voluntary and Community Organisations have highlighted the importance for digital inclusion across the City, ensuring that all residents particularly those from more vulnerable groups, identified above have access to the same opportunities and an enhanced quality of life. In order to increase inclusion there is a need for more information to be circulated, outlining the availability of free IT services and support, and where these can be found;
- A digital inclusion strategy has to be supported by a marketing strategy that increases the appetite in hard to reach/less enthusiastic members of the community.

9) Recommendations for Commissioning

1. **Worklessness:** In 2009 over 7 millions jobs were advertised on-line and currently 90% of all advertised jobs require some element of ICT skills.
2. **Educational attainment:** Access to the Internet can make more than a grade difference at GSCE level.
3. **Smoking cessation:** On-line access to information and support groups.
4. **Obesity:** Access to health information points, information and support groups.
5. **Alcohol reduction:** On-line access to information and support groups, including support for family members.
6. **Cardiovascular disease:** Access to Telehealth equipment in the home, such as blood pressure monitors.
7. **Cancer:** On-line prevention advice and guidance and awareness of symptoms and support for carers
8. **COPD:** Access to Telehealth equipment in the home allowing conditions to be monitored and early indications of deterioration.

9. Mental Health: Life style monitoring to allow greater independence and access to support groups and information.

10. Raise expectations of being healthy: Access to information, advice and guidance.

10) Recommendations for needs assessment work

To be completed at a later date.

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