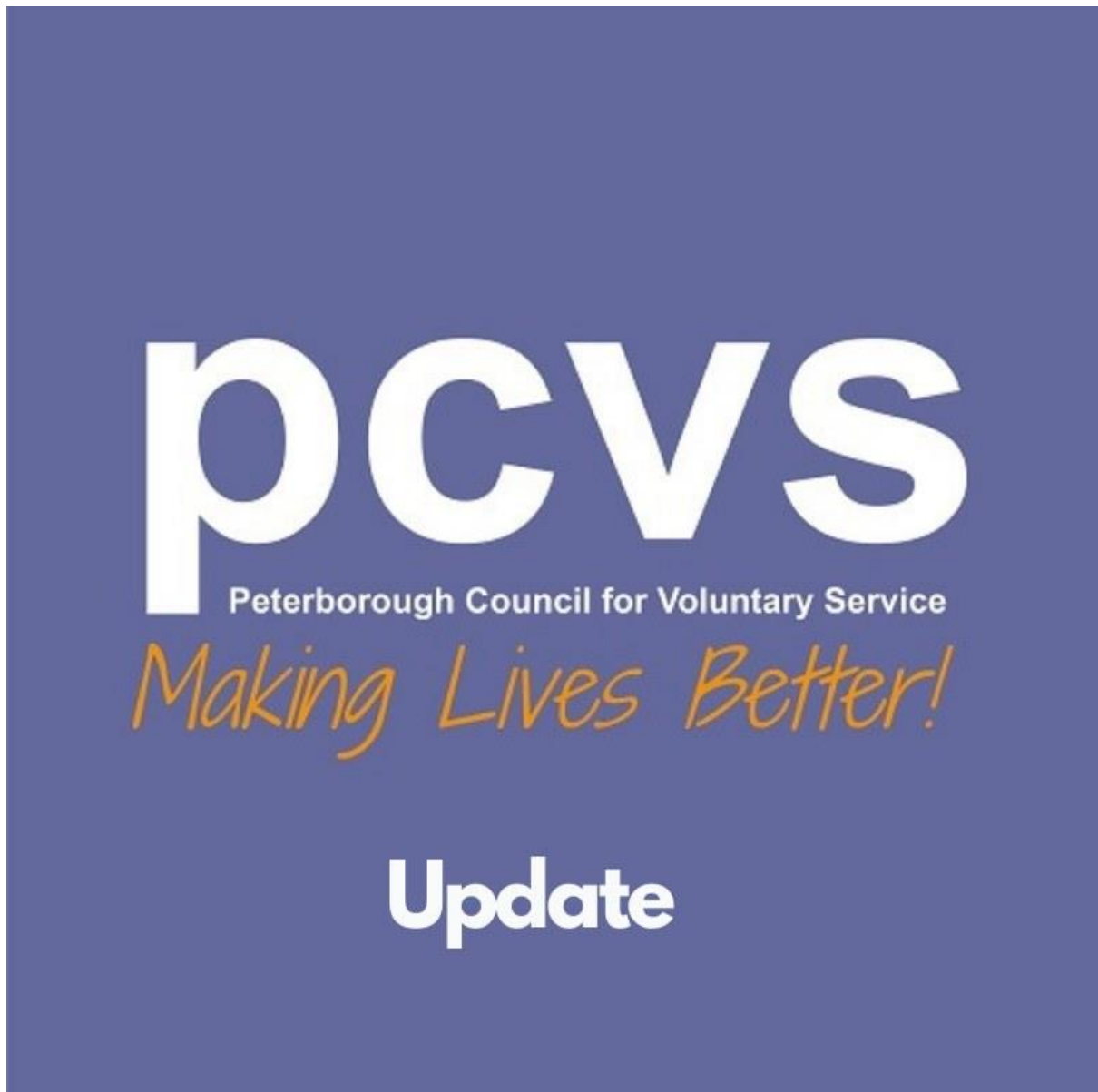


PCVS Monthly Newsletter - July 2024

In this issue we are focusing on all things digital inclusion and exclusion. During the pandemic the divide between those with digital access and those without came into stark relief. Those who could access the world online weren't cut off, they could talk with friends and family, access education and some work, they could get health advice, they could access entertainment from quizzes to National Theatre events. On the other side of the divide, were those who did not have access to the digital world because of lack of devices, poverty, meaning there was a limit to data and downloads, knowledge of how and what to do to access the services they needed. In that time, it was easier to hide issues like domestic abuse as the only access to vulnerable people was controlled through a digital window in the home.

Nothing is wholly good or bad. If you are able to access the digital world, you save an average of £650 per year compared to a non-digital contemporary. The health service can see more people, ensure tests and checks are carried out in a timely way, saving the NHS large amounts of money and allowing them to target more expensive face to face contact. However, there is currently fierce debate about online safety and risks particularly to our young people's mental health. And fundamentally, people miss people. In this issue we look at some of the work that has been carried out in our area around digital inclusion. One thing is certain, digital is here to stay. We need to navigate a way to enable the included and to ensure we don't leave those who are excluded for whatever reasons behind.

What has PCVS Been Up To?



Connecting Cambridgeshire

Digital Inclusion in Peterborough

Despite the name, Connecting Cambridgeshire is a connectivity, infrastructure, and digital programme operating across both Cambridgeshire and Peterborough, funded by the Combined Authority.

In the modern world, being able to access connectivity and devices, and having the skills and confidence to navigate the online world is more important than ever. According to the Good Things Foundation, 8.5 million people across the UK lack basic digital skills.

Part of Connecting Cambridgeshire's work is to improve broadband, public access Wifi and mobile coverage by supporting the rollout of faster, more reliable, future-proof connectivity across the region. However, we also need to work with communities to ensure they have the ability to thrive in the digital world, by being able to access digital services to realise the benefits that digital can bring to their daily lives.

At the end of May 2024, we launched our [Digital Inclusion Delivery Plan for 2024/25](#) setting out six key principles and twelve key ambitions to begin our journey of bringing together partners across the region to create a cohesive, collaborative digital inclusion offer for communities.

This is just the beginning, and we will continue to work to support digital inclusion into the future, embedding our learning and approach into the wider Connecting Cambridgeshire strategy from 2025 onwards.

It's incredibly important that digital inclusion work is relevant to the places and communities we serve. Therefore, we're working with PCVS and Peterborough City Council to deliver bespoke digital inclusion solutions for communities across Peterborough.

To keep our approach specific to Peterborough, we're asking community groups, businesses, and organisations whether they'd be interested in founding a digital inclusion forum for the city.

This forum would give participants a chance to share opportunities, challenges, learning, and support each other. Allowing us to work together to provide better digital inclusion services for our communities.

Please complete [this form](#) to share your opinions – we look forward to hearing from you!

PS – you can listen to our Digital Inclusion Lead, Will Plant, discussing digital transformation and inclusion on the [Public Sector Executive podcast here](#).

Following the event our PCVS colleague Clare Barham shared her personal reflections from her time as a teacher during COVID, which I am sure will resonate with many.

"As a teacher in COVID I saw the huge impact of digital exclusion. Many families were limited to just 1 device and some to a mobile phone and the attached data, joining lessons online simply wasn't an option for many children in Peterborough. Initial actions of delivering learning packs (we were already delivering food parcels and checking welfare of our families) just didn't come close to the support children needed as isolation periods extended. Laptops were provided but for many this didn't solve the issues for those without Wi-Fi and Wi-Fi dongles were needed to provide services. I watched my own children reducing isolation with what's app chats, online games and video calls, knowing there were many children isolated from their friends and communal learning experiences waiting for digital solutions. We knew many families did not have lots of devices, we knew some

struggled to pay bills and may not always have internet or data. Until COVID I didn't think of laptops and phones as essential items, I still considered them luxury items. A world unprepared for isolation highlighted that a digital platform for learning and accessing multiple services and filling endless forms is not a luxury, it's essential and something everyone needs. The world has not returned to pre-COVID digital use, the pandemic highlighted the efficiencies of online working increasing the number of job opportunities accessed by online interviews, NHS attend anywhere and telephone/digital GP services are increasing rapidly. Sharing devices is restrictive, it adds pressure to busy lives and makes learning opportunities for adults and children difficult. The future is very hopeful though with new digital strategies being developed by the combined authority and increasing social enterprise to ensure more tech is refurbished and reaches those in need"



The Joy Project started in November 2023 led by Anna Ghossh and runs for a year, to date she has made great strides in raising awareness of this functionality, demonstrating its benefits, arranging training and signing up new users.

The key objectives are outlined below:

- The JOY Project aims to raise awareness and uptake of the JOY digital and How Are You Peterborough platforms which are key local signposting tools and knowledge hubs of local provision across sectors.
- Encouraging self-referrals, increasing digital literacy, providing training and infrastructure support to VCS organisations are at the core of this project.
- We hope to identify emergent health inequalities through our mapping exercise, surveys, training sessions and in-person engagements, thus creating more funding opportunities for the VCS sector.
- **If you want learn more about the benefits of signing up for and using the Joy App please contact Anna via email at anameeka.ghossh@pcvs.co.uk**



Healthwatch Cambridgeshire Peterborough Community Researchers Digital Inclusion project

What is the impact of digital inclusion?

We live in a digital age. As health and care services continue to adapt and harness the benefits that technology can bring, our digital inclusion survey investigated how this shift is impacting service users. The aim was to gather insights to inform future service improvements, thus ensuring a more inclusive and accessible healthcare environment for all.

The survey revealed the level of access to technological devices and use of online services to access healthcare services. Key points raised included:

- Respondents expressed a preference for services that combine digital, telephone, and face-to-face interactions.
- Respondents called for training in using digital services, particularly for older people and those less confident in using online platforms.
- Respondents requested quicker responses and simplified processes, such as reference numbers for follow-ups and straightforward systems for booking appointments.

“Give people a choice over the way they want the service provided. It could be a mixed model of digital, telephone, and face-to-face, but ultimately it should be down to the individual to choose how they’d like to receive their care.” Respondent to Healthwatch Cambridgeshire and Peterborough digital inclusion survey

Our recommendations, based on the finding of this survey, include taking steps to increase public awareness of digital services, making digital platforms more user-friendly and flexible, and improving accessibility for people with disabilities.

The survey highlighted the need for a digital inclusion to be widened across communities and address the diverse needs and preferences of our local population

What difference did this make?

- The North Care Partnership will consider those who cannot use or don’t have access to digital services in their work moving forward.
- A PPG in Huntingdonshire have organised NHS App training day in collaboration with their Integrated Neighbourhood.

This report is hot off the press, if you would like to read in full please contact John.robinson@PCVS.co.uk who will share a PDF copy.

The report will appear on the Healthwatch website shortly.

Digital Inclusion Forum

There are not simple solutions to digital inclusion or exclusion. One of the ways we as a city and a sector have found useful for working out Peterborough's way forward on difficult issues is to get interested parties together in a forum.

Would you like to help start a wider discussion on the issues raised in this newsletter and beyond?

If you represent an organisation or community who wants to be involved, please contact communities@pcvs.co.uk. Stating digital inclusion forum in your subject heading or alternatively complete the form shared by Connecting Cambridgeshire above, as we will be working closely together on this important issue.

Please also pass on this invitation to others who currently struggle with exclusion, only with their permission pass on contact details to us.



The Poverty Truth Commission are up to the working group stage! We've built some really good relationships and connections between the Community Empowerers and the Civic Commissioners, and now it's time for us to really get down to business with some really detailed and focused discussion around what could change in Peterborough.

Pictured are James, our Community Facilitator, and Sadie, one of our Community Empowerers, before one of our working group meetings at Peterborough College in June.



The PTC also had some input into a review of hospital visitors policies across Cambridgeshire. The meeting took place at Hinchingbrooke Hospital; Cheryl, our Civic Facilitator, took part along with Sara, one of our Community Empowerers. Cheryl had this to say:

"The session was very well structured with example visitor policies from other Trusts but it was not prescriptive in any way and allowed for table discussion ideas and suggestions from all parties. The remit was clear, as was the presentation style. Sara contributed to the discussions and her ideas were heard. It was structured yet informal and the warmth in the room made it feel very relaxing. There was unanimous agreement that visitors hours should be longer and more flexible to meet the needs of many people with challenges."



Dee Flintoft, our Volunteer lead, attended a well-being event at the Cathedral last week, a big thank you to Claire Whitlingum from Ab Agri for inviting PCVS along!.

It was great to meet staff to discuss corporate volunteering opportunities and how to best use their 2 days paid leave to volunteer.

Thank you also to Charlotte Amato-Gauci from the Peterborough Cathedral and Gary Mason from Nene Park Trust who attended and spoke with members of staff in support of their corporate volunteering opportunities.

If you would like to know more about volunteering opportunities in the area please visit our dedicated volunteering site by clicking here [Peterborough CVS | Go-Vip](#)

What's coming up in Peterborough?



Nearly 1,500 free summer school holiday activities available to eligible families

From football and gymnastics to arts and crafts, there are a whole host of activities available for school age children during the forthcoming school holidays.

The Summer Holiday Activities and Food (HAF) programme aims to provide enriching activities and healthy food for primary and secondary school-aged children, including those with special educational needs and disabilities, who are in receipt of free school meals. Bookings are now open.

The aim of the programme is to enable children to be active over the school holidays, eat healthily, and learn more about health and nutrition. It also gives children the chance to take part in fun, engaging and enriching activities.

During the Summer school holidays, eligible children can access up to 16 four-hour sessions at no cost to their family. Children and young people must live in Peterborough or attend a Peterborough school. The sessions include a variety of exciting activities and a healthy meal.

John Gregg, Director of Children's Services, said: "There are many different activities on offer throughout the Summer holidays for children of all ages.

"We have nearly 1500 sessions available across 45 venues. Children will be provided with healthy food and activities and will be able to socialise with other children and give them the opportunity to try out new things. If your child is eligible, I'd encourage you to have a look what is on offer near you.

"If you have children with special educational needs and disabilities (SEND), have a look the website and call those providers you are interested in to see what they can offer you and your child or email the HAF team who can help."

To find out more visit the [webpage](#) or [email](#).



Don't miss out on this fantastic opportunity to save on bus travel!!!

Great news for young people in Cambridgeshire and Peterborough! The Combined Authority has launched the Tiger bus pass, offering bus fares for just £1 for those under 25.

The new Tiger bus pass is free of charge and designed to make public transport more affordable for young people, helping them travel to school, college, training, work, shopping, and social activities.

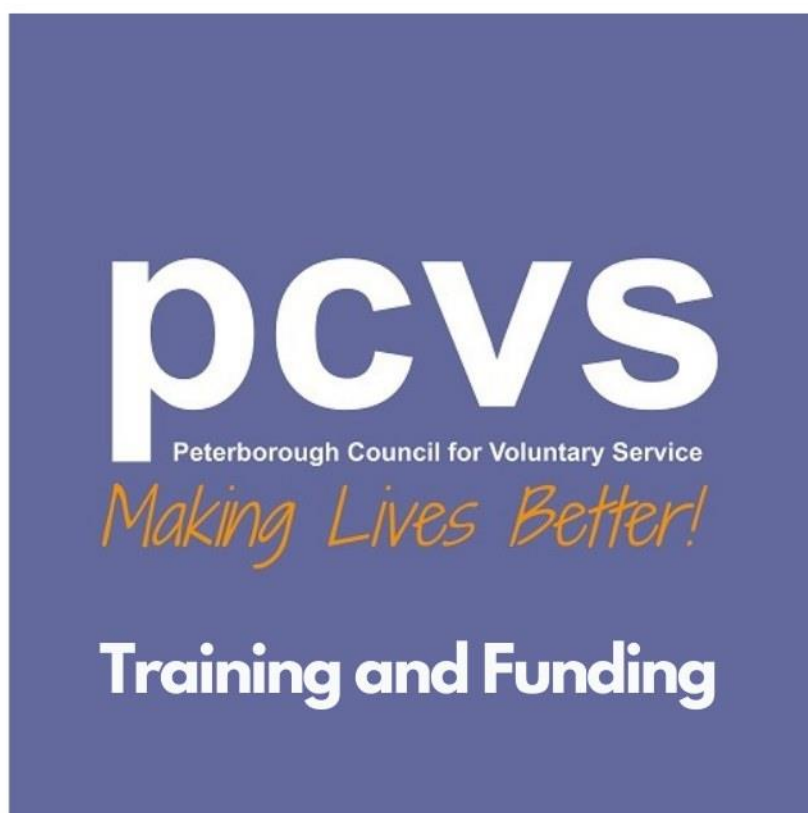
This initiative is part of a broader effort by the Combined Authority to revamp public transport in the region.

How to Apply for your free Tiger bus pass is simple and quick:

1. **Visit the application site:** [Apply for your Tiger pass](#)
2. **Upload a photo and proof of age.**
3. **Receive your Tiger pass free of charge – a credit card-sized, tiger-branded card that's easy to recognise and use.**

Just show your Tiger pass to the bus driver when boarding to enjoy the £1 fare. Without the pass, you won't be eligible for the discounted fare, so make sure to get yours today!

Events, Funding & Training Newsletters



Keep up to date the latest news on training and funding via our newsletters. These include ongoing free online training opportunities and details of our 3rd Thursday of the month sessions at Allia Future Business Centre that are proving to be popular!

These padlets are permanently live and maintained by our team. Check back regularly for new resources!

[Events Newsletter](#)

[Funding Newsletter](#)

[Training Newsletter](#)

PCVS hosted events in coming weeks:

Wednesday 17 July - 11am - 3pm - join Brad Young and Sam Brilliant for an exciting and comprehensive workshop to enable you to produce professional podcasts using free access software and cost effective recording devices including your mobile phone. Click on the following link to book your place: [Podcasting:Create and Edit | Go-Vip](#)

Thursday 18 July - 10am - 12 noon - join Tim Bedford-Jones for a brief comprehensive overview of risk management for businesses and charities. Explore 10 areas of risk, the 4Ts of risk management

and how to identify, assess, quantify and monitor risks. Click on the following link to book your place:
[Third Thursday Networking: Let's talk about risk management | Go-Vip](#)

Social Enterprise East of England

Help shape the future strategy to support Cambs social enterprises, charities, and voluntary groups. We're working with partners across Cambs to create a strategy to support the social enterprise sector, and we want to hear from YOU!

Join us to celebrate achievements and help create a strategy for the region. Taking place at Cambridge Guildhall 2-4pm 16 July. Registration essential:

<https://see.co.uk/events/celebrate-and-create-workshop-cambs-social-impact-sector/>

Sector News



DWP

[Modernising support for independent living: the health and disability green paper - GOV.UK \(www.gov.uk\)](#)

This consultation seeks views on the approaches government should consider around modernising the welfare system for people with disabilities and health conditions. It seeks views on whether we should make fundamental changes to how we support disabled people and people with health conditions, and whether our system delivers the right support to people most in need

This consultation closes **on 22 July 2024**

Cambridgeshire and Peterborough Voluntary Sector Network

Spread the word about the Voluntary sector and see what they have been up to in the last month [Cambridgeshire and Peterborough + Voluntary Sector Network - Update Bulletin - June 2024 - Support Cambridgeshire](#) , appeared first on [Support Cambridgeshire](#).

Cambridgeshire and Peterborough Domestic Abuse & Sexual Violence Partnership

The new Domestic Abuse & Sexual Violence Strategy for Cambridgeshire & Peterborough 2024-2027 has been ratified by the Partnership Board, you can find this at [Cambridgeshire County Council DASV Partnership - Strategic Documents \(cambsdav.org.uk\)](#)

We've been working with the Parental Conflict Programme to develop a tool to help both practitioners and parents to identify domestic abuse. Domestic abuse and relationship conflict are very different (although can look similar) and it's important that victims of domestic abuse receive the right support. The new tool is on our website at: [Cambridgeshire County Council DASV Partnership - Parental Conflict \(cambsdav.org.uk\)](#).

Hourglass invite you to take the OATH Older Age, Tomorrow's Hope Building a Safer Ageing Society is essential. There are over two and a half million reasons why we should all take the OATH. Because that's how many older people suffer abuse, harm, neglect and exploitation every year. Older people are victims of the same forms of abuse as all other age groups. This includes physical, sexual, domestic, economic and psychological abuse. Yet their voices are rarely heard. OATH is about creating a voice so loud that it cannot be ignored any longer. Your signature makes that voice louder. Your signature shows you are prepared to have your voice heard. Taking the OATH shows you are prepared to help older victims of abuse when they need us most. to take the OATH click the following link [Take the OATH](#)

New programme of support for Senior Leaders -Thriving Leaders



CCCVS are delighted to bring to your attention a new programme of support that we have launched, to help senior leaders thrive during challenging times. This free programme is designed to support the people behind the invaluable community organisations who are changing the way others experience life. It will enable them to better navigate the challenging landscape, so they can make the impact they want without depleting their energy and compromising their own wellbeing. The purpose is for people in the sector to consider their own wellbeing as important as that of those they support. **Who is it for?** Chief Executive Officers that are leading charities delivering work in Cambridge, that are either new in their role or have been in post for longer, that might have particular issues to tackle, or would like to build their resilience. **What will the Thriving Leaders programme include?** This programme will be delivered by experts, Lucy Day, [Human 2 Human Thinking](#) and Janine Edwards, Consultant & Trainer. The programme is made up of different elements, including a webinar, online training sessions, coaching sessions, being part of a co-mentoring offer, and taking part in action learning sets. Participants can take part in the whole programme, or individual elements, depending on what they would find most helpful.

Job Vacancies

Team Leader Role - Change Grow Live

Change Grow Live are a charity dedicated to the belief that we can make a difference to our Service Users lives. Our core values are **'Be open, be compassionate and be bold'** and our teams apply these

daily, offering support and respect in a safe environment, treating each user as an individual and working with them to find the right treatment and care options.

Our **Team Leaders** here at Change Grow Live play an integral role in ensuring an effective service provision for our service users by creating a focused culture, engaging staff to provide an innovative and continually improving service and provide leadership, support, and development to a wide range of staff.

We have a new and exciting opportunity for a **Team Leader** to join our Floating Support Team at our Peterborough service. As part of our multi-disciplinary team, you will work flexibly and creatively to establish what is needed to have the most positive impact for all who are referred to our service.

Where: Peterborough

When: ASAP

Hours: 37.5 per week

Salary: £34,700.09 - £36,635.38 Pro rata dependent on experience

CURRENTLY FIXED CONTRACT UNTIL 31 MARCH 2025

- Closing date 14 July
- Click link for more details: <https://careers-changegrowlive.icims.com/jobs/14041/team-leader/job>

Casual Work - Jumped Up Theatre

If you know of any teaching, support staff or youth workers who might like a bit of casual work over the summer please could you pass this opportunity on to them.

Event assistant / youth work opportunity - Summer 2024

We are looking for a sessional event assistant(s) to support our four skate and paint events in local parks over the summer.

The sessional worker(s) would work alongside our Event Producer to engage local young people with the event, register them for the skateboarding and painting sessions (led by professional instructors), and to signpost them to other opportunities in Peterborough over the summer.

The events will run from 10am-2pm, plus set-up and pack-down, and we are offering a fee of £15 per hour for the times listed below. (Plus they will be paid if they spend additional time contributing to any planning or evaluation.)

9am - 3pm, **Thursday 25th July, Stanground** Skate Park PE2 8QS

9am - 3pm, **Tuesday 6th August, (Fletton)** Oundle Road Skate Park PE2 9AP

9am - 3pm, **Thursday 15th August Bretton** Skate Park PE3 8EU

9am - 3pm, , **Tuesday 20th August Welland** Skate Park PE1 4UP

Applicants need to:

- Have some experience of working with young people, ideally including outside of classrooms or formal settings.
- Have a DBS check that is less than 2 years old, or be willing to have a DBS completed.
- Be confident in working with young people in an outdoor setting.

Please get in touch with SarahHunter@jumpeduptheatre.com if you are interested.

Applicants will also be considered for other weekend/holiday and evening opportunities that may also come up in the future.