Cardiff Digital Strategy

Cardiff's Digital Strategy was published in July 2018 to provide guidelines that support our ambition to digitalise services.

The digital vision for Cardiff is a Connected City. There are 9 strands that make a 'Connected Cardiff.'

Action Plans were developed for each 'Connected Cardiff' strand. Here is an example of the 'Connected Citizens' plan. Each plan outlined our current position and future aspirations which ranged from short term to long term.

The aspirations set were tasked to each area to progress and monitor within their corporate and directorate plans (see below).

We are taking a Digital First moving to a Digital by Default approach, in order to ensure digitally excluded citizens are accounted and provided for every step of the way.

Digital Strand	Name	Aspirations	Responsibility	Stakeholders
		Aspirations from overarching digital action plan with responsibility across the council		
Connected Citizens	Self Serve Ability	Develop a roadmap of services that will become available to citizens across digital platforms (Cardiff.gov website, mobile app, emerging technologies) that are fully integrated with back office systems to secure better, quicker outcomes for citizens	Rachel Bishop	ICT Dev Ops CADT Web team DDT
Connected Citizens	First Point of Contact	Deploy emerging technology in the field of artificial intelligence such as virtual agent, to support citizens needs 24/7	Rachel Bishop	ICT Dev Ops Web team DDT
Connected Citizens	Social media platforms	Apply consistence service standards across social media platforms to ensure that accessibility and usability is equivalent	Rachel Bishop	Corporate Communications
Connected Citizens	Welsh Language	We will continue to work with suppliers and other public sector organisations to ensure the Council fulfils its obligations under Welsh language standards, enabling citizens to access services in their language of choice	Rachel Bishop	Bilingual Cardiff Procurement
Connected Citizens	Telecommunications suppliers	We will work closely with telecommunication suppliers to ensure that digital infrastructure is expanded to provide improved coverage across Cardiff	Phil Bear	ICT Infrastructure Enterprise Architecture
Connected Citizens	Fibre Infrastructure	The laying of greater fibre networks will increase choice, reduce cost and improve quality of service for citizens. We will work with internal and external partners to increase	Phil Bear	ICT Infrastructure Enterprise Architecture

Cardiff Digital Strategy
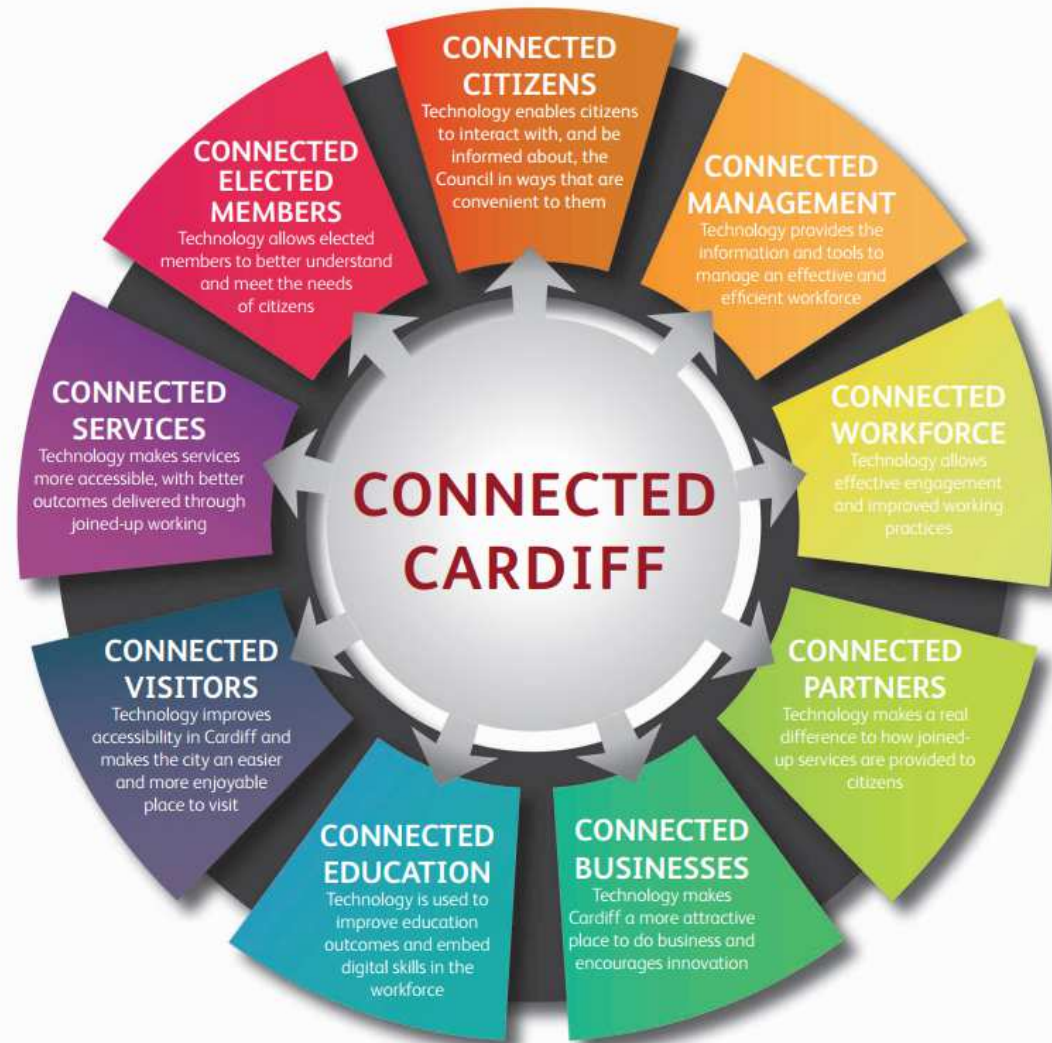
Older People: Access to Information, Advice and Services

How can older people access Information, advice and services?

Face to face help in Hubs

Mobile Library

Adviceline

Housebound/ home visiting service

Formal and Informal Digital Training

Sheltered accommodation

MEALS ON WHEELS | PRYD AR GLUD

Independent Living Services

One point of contact, for your independent living and care needs

Gweithio dros
Wo

To find out more call 02920 234234

Services across the city

Community Inclusion Officer Areas

Areas
- North
- East
- South
- West
- ● Hubs
- ● Libraries
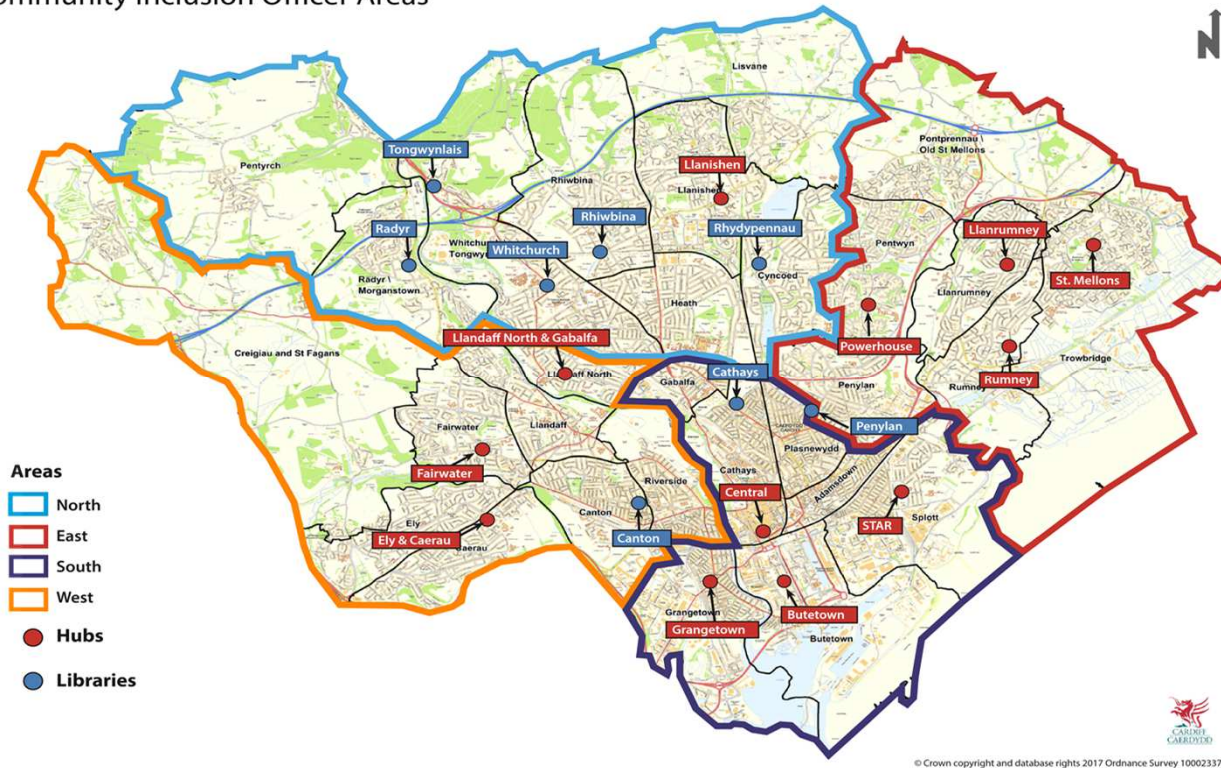
Services provided right across the city so anyone can access, regardless of where they live

Gweithio dros Gaerdydd, gweithio gyda'n gilydd
Working for Cardiff, working together

Partnership Working

UCHELGAIS PRIFDDINAS CAPITAL AMBITION

CARDIFF CAERDYDD

age connects cardiff & the vale.

PARKINSON'S UK

Dementia Friends
An Alzheimer's Society initiative

RUBICON DANCE

ELDER FIT

NHS

Nyth Nest
Gwneud Cymru'n Glyd
Making Wales Cosy

goldies cymru

Gweithio dros Gaerdydd, gweithio gyda'n gilydd
Working for Cardiff, working together

Digital Inclusion by Age

Age	Do you use the use the internet (including Smart TV and handheld devices)	
	Yes %	No %
16-24	100	-
25-44	98	2
45-64	93	7
65-74	79	21
75+	49	51

*(National Survey of Wales 2018/2019

Dedicated Digital Officer in Adult Learning

Drop in Digital Support

Into Work Advice Service Timetable

Central Cardiff	
Location	Times
Central Library Hub	Monday – Wednesday & Friday: 9am – 6pm Thursday: 10am – 7pm
Canton Library	Wednesday: 9am – 4pm (Closed 1pm – 2pm)
STAR Hub	Tuesday & Friday: 9am – 5pm
City Church Foodbank	Thursday: 10am – 12pm
Woodville Baptist Church Foodbank	Tuesday: 1pm – 3pm Saturday: 11am – 1pm
St Saviours Church Foodbank	Wednesday: 1pm – 3pm Thursday: 6:30pm – 8pm
Cardiff West	
Location	Times
Ely & Caerau Community Hub	Monday – Wednesday: 9am – 5pm Thursday: 10am – 5pm Friday: 9am – 5pm
Fairwater Hub	Friday: 9am – 5pm
Dusty Forge	Wednesday: 9am – 4pm
Pentrebane Zone	Wednesday: 9am – 1pm
Ely Baptist Church Foodbank	Monday and Thursday: 1pm – 3pm
Cardiff North	
Location	Times
Llandaff North & Gabalfa Hub	Monday & Tuesday: 9am – 5pm Wednesday & Thursday: 10am - 5pm Friday: 9am – 5pm
Llanishen Hub	Thursday: 9am – 5pm
Cardiff South	
Location	Times
Butetown Pavillion	Monday & Friday : 9am – 5pm Tuesday - Thursday 10am - 8pm
Grangetown Hub	Monday & Tuesday: 9am – 5pm Wednesday: 10am – 5pm Thursday & Friday: 9am – 5pm
Riverside Brunel Street	Tuesday: 9am – 4pm
Cardiff East	
Location	Times
Llanedeyrn Hub	Thursday: 9am - 5pm
Llanrumney Hub	Tuesday: 9am – 5pm
Rumney Partnership Hub	Monday: 9am – 12pm
St Mellons Hub	Monday & Tuesday: 9am - 5pm Wednesday: 10am - 8pm Thursday & Friday: 9am - 5pm
St Mellons Community Centre (Foodbank)	Monday: 12:30pm - 2:30pm

Never too late!

Volunteers

DWI'N GWIRFODDOLI
I VOLUNTEER

- Digital Inclusion Officers supported by 41 'Digital Volunteer Champions' across the Hubs, to give one to one help on PCs, tablets etc

- 64 volunteers aged 60+ covering an array of Volunteering opportunities offered throughout the Hubs for older people who want to 'give something back'

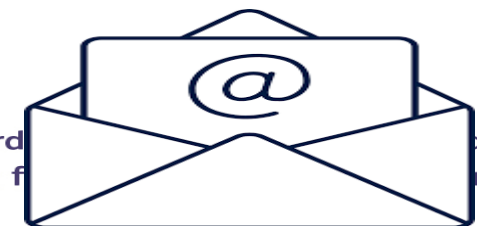- Community volunteer led clubs include - Lunch club, 'Knit and natter', gardening

Gweithio dros Gaerdydd, gweithio gyda'n gilydd
Working for Cardiff, working together

Open Access – Basic Digital Skills for Life Courses

DYSGU I OEDOLION
ADULT LEARNING

UCHELGAIS PRIFDDINAS CAPITAL AMBITION

CARDIFF CAERDYDD

#CYBERSCAMS

comparethemarket.com
THE SIMPLER WAY TO CHEAPER DEALS

Confused.com

Money Super Market .com

gocompare.com

uSwitch
uSwitch.com

INTERNET SAFETY TIPS
For Seniors

Online Banking

Gweithio dros Gaerd
Working f

@

Drop In Surgery – up to date tech

ADULT LEARNING CARDIFF

DIGITAL SURGERY

New update on your smartphone? Can't figure out your tablet? Not to fear! Come along to our Digital Surgery where all of your questions will be answered. We will be exploring a range of digital skills weekly to help you feel more confident with your devices, navigating the internet and tips on how to stay safe online.

Every Friday 10am-12pm (Drop-in)
Severn Road Adult Learning Centre
Call 02920 872030 for more info

Learn My Way

NEW TECH

Iros Gaerdydd, gweithio gyda'n gilydd
Working for Cardiff, working together

Formal Courses

'Improve your Digital Skills'

'Advanced Digital Skills'

'Get to know your Smartphone and Tablet'

'ICT and Essential skills'

'Digital Creativity'

'Computers for Beginners'

'Appy Hour

UCHELGAIS PRIFDDINAS CAPITAL AMBITION

CARDIFF CAERDYDD

DOWNLOAD YOUR NEW CARDIFF GOV APP

Gweithio dros Gaerdydd, g... ...gilydd
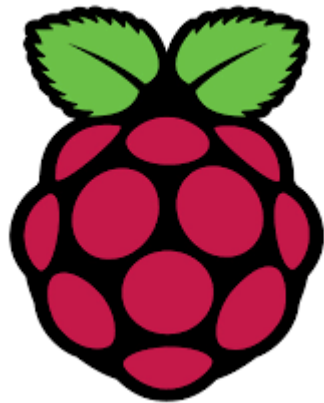Working for Car... worki... ...gether

<u>Digital Social Clubs</u>

- Targeted at older / vulnerable learners across the city

- Smaller classes than traditional digital training courses

- Bring Your Own Device encouraged

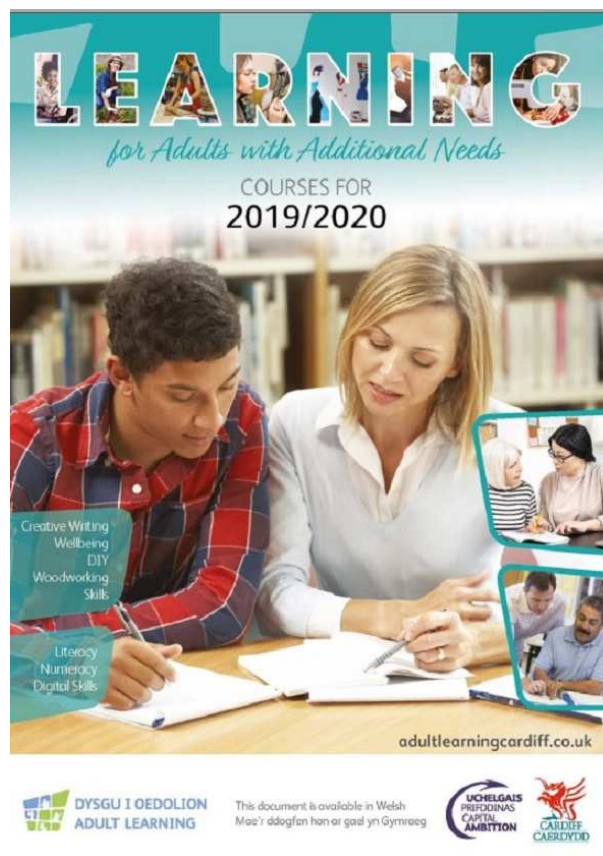- How to change accessibility settings

Partnership Working- Tackling Digital Exclusion for older people

Supporting people with a disability

DICE – Disability Inclusion in Community Education Courses for people who have physical or mental impairments

- Specific Digital classes across the city, (PC software for accessibility – Supanova/ JAWS) including Llandough, Ty Canna, 4 Winds
- One to one help as required on tech – free software they can download to assist them - accessibility
- Specialist advisors for disability and other welfare benefits, who will carry out home visits
- Robust referrals to Citizens Advice for other specialist help
- Partnership Working (Cardiff Deaf Centre, Cardiff Institute for the Blind, working with Community Inclusion Officers to set up community groups)
- RADAR keys available across all Hubs

Gweithio dros Gaerdydd, gweithio gyda'n gilydd
Working for Cardiff, working together

Future Plans

Proposed pilot with Digital Community Wales to loan tablets to older people to use in their homes.
Bid submitted to WG 'Digital 2030' to purchase tablets to be loaned out. Housebound and mobile service to deliver tablets and support users.
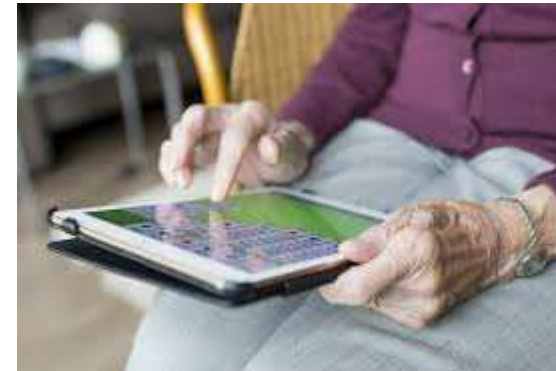
Tablet loan scheme

GP social prescribing

"Digital Health Initiative" Working with GP'S, Public Health Wales and Digital Communities Wales. Social Prescribing courses, using Fitbits to improve the health and fitness of socially isolated adults. Adult Learning team, through Hubs would loan Fitbits and show people how to sync with phone/ tablet to access information about their health. Looking at health and well being apps. Signposting to services in their local area eg walking football club

Gweithio dros Gaerdydd, gweithio gyda'n gilydd
Working for Cardiff, working together