



The image on the left shows the DAISI team with the National Lottery Flag on project kick-off day. The image on the right is of Dan Sutch, CEO at CAST, Daniel Gale, GRCC's Digital Equity Manager & Steve Hawkes, Co-Founder of The Developers Society at the DAISI Hive Event on the 30th January 2025.

Update April 2025

Hello everyone! It's way too late for a happy new year, but welcome to our Easter newsletter! Over the past 4 months, our team has grown and we have launched a brand new project - ACORN! Furthermore, we have been collaborating with some of you on your projects, enabling hyper local digital drop ins and tackling digital exclusion across the county.

In this newsletter, we'll tell you about the amazing new partners who have joined us, welcome our digital triage officer and, of course, give you a run-through of our first in-person DAISI Hive event that took place at the end of January. Thank you to all who attended, you were *bee-yond* brilliant!

We want to use this newsletter to champion the partnership's activity and spread the news of the wonderful work you are all doing to support clients and increase digital equity in Gloucestershire. **If you want to share your news with the partnership, email digital@grcc.org.uk with the subject line DAISI News.** We aim to send out our newsletter approximately every 6 weeks.

DAISI HIVE IN PERSON EVENT

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Helping Gloucestershire to
Cross-Pollinate Digital Excellence



Our first in-person DAISI HIVE event was a hit! On the 30th January 2025, attendees from diverse organisations gathered to share insights on Cyber Security, Data, AI, and more. It was encouraging to see such a wide range of people in the room – from health and housing, to community organisations, education, and local government – all coming together with a shared focus on digital equity.

The atmosphere was energetic and open, and the conversations were rich with insight. Topics in the main hall ranged from digital social prescribing to the crucial role of libraries in building digital confidence, and how we can better support people with mental health challenges in an increasingly digital world.

What stood out most was the strong appetite for practical action. People were not only sharing challenges, but also showcasing creative solutions, often built quietly and collaboratively. The Hive provided a platform to shine a light on this work, spark new ideas, and build momentum. We are hugely grateful to everyone who made the day possible, our brilliant team, volunteers, partners and community members. Your contributions made the Hive a truly meaningful and energising event.

“The Hive was more than just a gathering – it was a shared statement that digital inclusion matters, and that we’re at our best when we tackle it together. Across all sectors, there’s a growing commitment to turning digital equity from aspiration into action. I’m proud that DAISI and GRCC are helping to lead that conversation and support others to do the same.”

- GRCC's Digital Equity Manager,
Daniel Gale.

One of the stallholders at the event was our brand new, National Lottery- funded, digital project, ACORN (Advancing Communities through Outreach, Resources and Nurturing).

As a learning and development project, ACORN is led by the needs of those it works with to determine the direction of the project, finding the digital needs and solutions of organisations and communities, big and small, across Gloucestershire. The event, just weeks after the project started, was a fantastic opportunity for the team to dive straight into the work of showcasing some creative ways it could support organisations, but also gathering data to steer the project, too.

The main focus of the data gathering conducted at the event, was to consider the capacity of organisations for training, barriers faced by staff and clients and general digital and technology frustrations. Using a mixed methods approach to collect data, such as voting, dartboard-based data collection and an opinion wall, the team made their stand interactive and interesting, which drew lots of attention on the day. Our brilliant volunteers supported the ACORN team and engaged with people about the project as well as passing on their knowledge. One of our volunteers even kicked off the talks in his field of expertise, cyber resilience.

A collection of photos from the ACORN stand:



➤➤➤ NORTH COTSWOLDS DIGITAL SUPPORT ROUND UP

The Bourton Group, meeting every Tuesday at the George Moore Centre, is thriving, with increased interest in digital support and busy volunteers. An 11-week course starts on 6th May, expecting 8 learners under digital volunteer Ken's leadership.

Jason Spinney, our Social Prescribing Link Worker in the North Cotswolds, specialises in addressing clinical digital needs. Jason helps individuals navigate digital healthcare by connecting them with online health services such as the NHS APP, digital resources, accessible technology and offering tailored support. Jason works alongside all North Cotswolds GP surgeries, so you can contact your GP surgery for more information or contact Jason directly on 07707 281803 or jason.spinney1@nhs.net.



Jason Spinney is photographed above.



A photograph of our digital drop-in at Ebrington Village Hall.

Additionally, the Ebrington Village Hall Digital Drop-in is growing, averaging 6 support requests monthly. To manage these demands, the North Cotswolds is seeking more tech-savvy volunteers. Interested individuals should contact the digital triage officer, details below.

➤➤➤ DAISI'S NEW DIGITAL TRIAGE SERVICE

The DAISI Digital Triage Service in Gloucestershire is your go-to resource for digital empowerment. We help individuals enhance their digital skills, support community initiatives, and combat digital poverty. Our dedicated officer, Emma Eccleston, assists with:

- Local digital support centres and training programmes
- Identifying free Wi-Fi locations
- Affordable device access and connectivity
- Digital safety information
- Cost-saving initiatives
- Digital Volunteering opportunities
- VCS support

Available Monday to Friday, 9 am to 4:30 pm, we offer personalised advice for both individuals and professionals to address digital exclusion. Contact us at 07469 583395 or digital@grcc.org.uk to learn more and promote digital inclusivity in Gloucestershire.



A photo of Emma Eccleston on her phone, smiling and taking notes.

FREE RESOURCES FOR PARTNERS

Did you know we have Digital Upskill resources ready to use and distribute?

From 'How to download an app for iPhone' to 'How to create a word document', we have a variety of resources that could help your community or clients.

We are extremely grateful to have a team of volunteers who work from home at their own pace to create bespoke resources for our team and our partners.

If you think you or your team would benefit from a bespoke resource, please get in touch with Digital Equity Team Lead, Lauren Woods at laurenw@grcc.org.uk.



How to Download an App on an Android Smartphone in 5 easy steps!



1 - Unlock the Smartphone and search for **Play Store**, its icon looks like this:

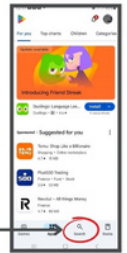
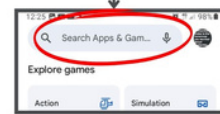


Note: Try scrolling down your main apps list to find it - you are looking for the triangle!

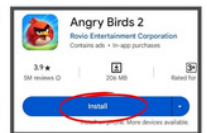
2 - Tap the Play Store icon to **open Play Store**.

3 - Next tap the **Search** button at the bottom of the screen.

4 - Next, tap the Search bar at the top of the screen to enter the name of the app required.



5 - Once the app required is located, tap **Install** to download it.



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DAISI'S COLLABORATION WITH PROSPECT TRAINING SERVICES

Through a partnership with Prospect Training Services training services, the DAISI project is enhancing digital equity for individuals in Gloucester and the Forest of Dean facing barriers, including those Not in Education, Employment, or Training (NEETs), individuals with disabilities, and English for Speakers of Other Languages (ESOL) learners. This collaboration provides tailored digital support based on geographical area and confidence levels. By merging DAISI's digital expertise with Prospect's connections, they are fostering inclusive pathways for underserved groups in Gloucestershire.



From left to right, photo shows Daniel Gale and a group participant holding a laptop together and smiling.



We are currently accessing three GRCC Digital Skills drop in workshops regularly at our offices in Gloucester, Tewkesbury and Cinderford where our adult clients on the Work and Health and Restart Programmes are gaining computer and smart phone skills, and to enable them to use emails, connect with their coaches on the Universal Credit Journal and to job search. The clients' feedback is very positive, they are engaged in a style that suits their individual needs and their confidence grows session by session.



-Darryl Clarke, Employment Liaison Supervisor

>>> A HUGE WELCOME TO OUR NEW PARTNERS!

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With **over 190** separate entities signed up, the DAISI Partnership is growing stronger day by day. We like to spotlight our newest members and share snippets of the incredible work they do!

Healthy Lifestyles Gloucestershire:

Healthy Lifestyles Gloucestershire helps people across the county to make positive changes in their health, offering support with stopping smoking, managing weight, getting more active, and improving overall wellbeing. Their free, tailored services help people improve their health, but digital barriers can limit access for some clients. The DAISI Project supports this by providing devices, connectivity, and skills, enabling more people to engage with online health support. Find out more at www.hlsgh.org



Abl:

Our collaboration brings together Abl Health's commitment to wellbeing and DAISI's passion for digital inclusion. By working together, we're ensuring communities have the tools, access, and support to lead healthier, more connected lives. This partnership is all about empowering people in a digital-first world. Find out more at www.ablhealth.co.uk



Northway Parish Council:

We're pleased to welcome Northway Parish Council, who run a much-loved Warm Space at the Northway Community Hub. Their warm space was recently boosted by volunteers and the DAISI Project. It's great to see community-led initiatives embracing digital support. Find out more at www.northwayparishcouncil.gov.uk



Monkscroft Pastoral Care Project:

We're proud to welcome Monkscroft Pastoral Care Project, a small and impactful charity based in Hesters Way Library. They support families with children aged 0–3 through their Family Wellbeing Hub groups and tailored family support.



Home-Start North and West Gloucestershire:

This local charity supports families with young children, offering early help to parents facing challenges like isolation, low self-esteem, and mental health struggles. "We deliver services in Cheltenham, Tewkesbury and The Forest of Dean and are proud to join the DAISI Project partnership, allowing us to have access to SIM cards to provide parents in need when they arise." - Craig Wheeler, Executive Director. Find out more at www.homestartnwglos.org.uk



Inclusion Gloucestershire:

A warm welcome to Inclusion Gloucestershire, a user-led organisation championing the social model of disability. With lived experience at its heart, the team advocates for fairness, inclusion, and systemic change through peer support and community collaboration.



A quote from our Digital Equity Manager, Daniel Gale, adds:

“I am excited to welcome Inclusion Gloucestershire as a partner in the DAISI Project at GRCC. This collaboration aims to enhance lives and bridge the digital divide in Gloucestershire. The DAISI Project focuses on digital equity, ensuring everyone has access to necessary digital tools, regardless of background or abilities. This partnership will help us reach under-served communities, providing essential resources to combat digital poverty, improve social inclusion, and foster economic mobility.” Find out more at www.inclusiongloucestershire.co.uk

Gloucester City Homes:

A big welcome to Gloucester City Homes, the main social housing provider in Gloucester and surrounding areas. Their team supports vulnerable customers, many of whom lack access to digital devices. “My role involves supporting vulnerable customers, many of whom don’t have any access to digital devices, so becoming a DAISI partner would greatly benefit the work that myself and colleagues are able to do.” - Elaine Meyer, Enhanced Support Coach. Find out more at www.gch.co.uk



NHS ECLO Service:

We’re proud to welcome the ECLO team to our growing network of partners. Eye Care Liaison Officers (ECLOs), often based in hospital outpatient departments, support people with sight loss to live independently. By offering tailored solutions, including digital tools and accessibility features, they help with everyday tasks and promote confidence and independence.



SAYING GOODBYE TO THE ESHO PROJECT



Funded by
UK Government

As the Employment and Skills Hub Outreach (ESHO) project comes to an end, we'd like to thank Sarah Brooks, our ESHO Coordinator for Tewkesbury, for her fantastic work supporting local residents. One of her clients, Sean, has gone on to become a GRCC digital volunteer, now helping others at our digital support drop-ins.

“I'm keen to volunteer, to help out in the community, and to help the people who can't understand or access the internet, in this world of technology where everything is online.” - Sean, ESHO participant and digital volunteer.

In February and March, Sarah also delivered a successful six-week employment skills course - thank you to all the partners who supported it. For updates on new employment and skills initiatives, contact customerservices@gloucestershire.gov.uk or call 01452 425776.

If you know someone interested in volunteering across the county or from home, contact Emma Eccleston at digital@grcc.org.uk or call 07469 583395.

GLOUCESTERSHIRE
EMPLOYMENT
AND SKILLS HUB
Outreach

CHELTENHAM
BOROUGH COUNCIL

Gloucester
City Council

Forest of Dean
DISTRICT COUNCIL

Tewkesbury
Borough Council

COTSWOLD
DISTRICT COUNCIL

STROUD
DISTRICT COUNCIL



Photograph left to right: Sarah Brooks, Claire Thayers from Galliford Try and an ESHO participant.

The UK Shared Prosperity Fund is a central pillar of the UK government's Levelling Up agenda and provides £2.6 billion of funding for local investment by March 2025. The Fund aims to improve pride in place and increase life chances across the UK investing in communities and place, supporting local business, and people and skills. For more information, visit: www.gov.uk/government/publications/uk-shared-prosperity-fund-prospectus



For more information about any of these groups, please contact us today on 01452 528491 or email digital@grcc.org.uk




NORTH COTSWOLDS LOCAL SUPPORT




DIGITAL, ACCESSIBILITY, INCLUSION, SUPPORT & INNOVATION (DAISI)

At GRCC, the DAISI Project offers friendly, hands-on support and guidance for everything from computer basics, to online safety and the latest digital tools. DAISI provides easy access to personalised workshops and one-to-one assistance. Whether you're looking to boost your digital confidence or setting up a new device, digital support is available from our dedicated team of staff and volunteers who are on hand to support **your** digital needs.

Do you consider yourself tech savvy and want to give back to your community? Why not use your skills to **volunteer with us!** Contact Louise Fletcher, Digital Equity Navigator at louise.f@grcc.org.uk or call 01452 528491.

CONTACT THE COUNTYWIDE HOTLINE

Our digital triage service is your first stop for any tech troubles you might face. It's designed to quickly assess your needs and guide you to the right support, whether you're dealing with a device hiccup or just need a bit of digital advice. This service is all about saving you time and reducing stress, so you can enjoy a smoother, more confident digital experience.



Call or text us today on **07469 583395** or email digital@grcc.org.uk





JASON SPINNEY - DIGITAL AND TECHNOLOGY SOCIAL PRESCRIBING LINK WORKER (NORTH COTSWOLDS)

Jason Spinney is a Social Prescribing Link Worker in the North Cotswolds, specialising in addressing clinical digital needs. Jason helps individuals navigate digital healthcare by connecting them with online health services such as the NHS APP, digital resources, accessible technology and offering tailored support.

Jason works alongside all North Cotswolds GP surgeries, so you can contact your GP surgery for more information or contact Jason directly on 07707 281803 or jason.spinney1@nhs.net.

Want to share this information with a team or client? Email us today at digital@grcc.org.uk and ask for the North Cotswolds Leaflet for your copy!

Our Local Digital Drop ins:

Ebrington Village Hall, Hidcote Road, Ebrington, GL55 6NA. The last Saturday of the month, 11 am - 12.15 pm.

Bourton on the Water, George Moore Community Centre, Moore Road, Bourton on the Water, GL54 2AZ. Every Tuesday, 10:30 am - 12:30 pm.

Jameson Court Community Club, Jameson Court, Moreton-in-Marsh, GL56 0EW. 2nd, 3rd and 4th Monday of the month, 10:30 am - 12:30 pm.



For more information about any of these groups, please contact us today on 01452 528491 or email digital@grcc.org.uk



GRCC | Community Action in Gloucestershire

DAISI
Digital, Accessibility, Inclusion, Support & Innovation

FREE Local Digital Support

We can help you with:

-  **App support**
(e.g. using the NHS app)
-  **Laptop updates, Emails, Online Banking queries**
-  **Recycling your old mobile phones, laptops and devices**

Having issues with your device? Bring it along!

Co-produced with YOUR Local Community

For more information or to see how we can help you with your digital needs, please contact Lauren Woods on 07467 923154 or laurenw@grcc.org.uk

@GlosRCC

Our Local Digital Drop ins:

The Old School, Highnam Community Centre Trust, Newent Road, Highnam, Gloucester, GL2 8DG. Bi-weekly on Fridays from 12:30 pm - 2 pm.

Priors Park Neighbourhood Project, Jubilee 11 Neighbourhood Centre, York Road, Tewkesbury, GL20 5HU. Every Wednesday from 10 am - 12 pm.

Shurdington Church Hall, School Ln, Shurdington, Cheltenham GL51 4TF. Every 3rd Monday of the Month from 9 am - 10:30 am.



WE WANT YOU!

Are you confident using Computers and Mobile Phones?

Could you help others?

We are looking for volunteers across Gloucestershire to support people with the use of their devices such as smart phones, tablets and laptops!

Support your community whilst:

- Trying something new
- Being part of a team
- Using your knowledge and skills to help others
- Making a real difference to people's lives



We are looking for Volunteers to support the running of 3 Local Digital Support groups in **Tewkesbury Borough and the North Cotswolds!**

If you know of anyone within the locality or who anyone who is willing to travel to the above locations please email digital@grcc.org.uk or call us on 07469 583395.

We are also looking for someone with creative flare and a passion for supporting young people to enable us to make new and relevant resources on how to stay safe on social media. This can be working from home and liaising with the team specifically online, however, it would be amazing if they were able to co-produce these with young people through our partner connections.

If you or your organisation would like to be part of the conversation please contact us at digital@grcc.org.uk.

 @GrccDaisi