The DigiBus Project

Solving DIGITAL EXCLUSION …
one click at a time

We are DigiBus

"I am not sure where or how I would be without the assistance I have had over the past year from the wonderful team who are Digibus. The 'digital divide' currently happening in society is frequently talked about but it's not until it happens to you that you realise how disabling and uncomfortable and potentially dangerous this situation is. Without help from a handy grandchild or younger relative who fully understands current technology (smart phones iPad's/ multitudes of choice just on your TV) one can feel completely overwhelmed and powerless.

I am completely indebted to Andrew, from our local Digibus team who has helped me figure out so many issues from online bank accounts to unsubscribing from expensive websites, showing me how to connect with others in my work team (who happen to be younger) on a current time-critical project, to being able to buy and sell items online now that it is difficult for me to get out and about.

I have received more appropriate help from Andrew and the Digibus team than from others that consider themselves 'Vital' services – I mean the NHS, dentistry and counselling services to name a few that I've also had some contact with in recent months.

I am determined to keep up with tech as far as I can, but I know many in their 50s and 60s who have opted out altogether. I am one of the lucky ones who found a team that could help me. This is such an important resource. Please support Digibus generously. We can't function without them."

CF - Cheltenham

Why?

Digital exclusion is a very real issue. 10 million people in the UK lack the very basic foundation skills needed for our digital world. (Lloyds Bank EDS), 2021).

This has a very real impact on peoples' lives including poorer health outcomes, increased loneliness and social isolation and less access to services. Inevitably it is those already at a disadvantage through age, disability, income and education who will miss out the most.

6.8 million (13%) fall into the ultra low capability.

Of those in the 'Ultra Low' group four years ago, 60% have remained in that segment ever since vs. 45% of the rest of the people in the very low digital segment, indicating it is harder for those people with the lowest digital behaviours to improve their digital engagement

Lloyds Consumer Digital Index 2023

How Adults fare in the digital world		
Banks closed in the UK since 2015	5,335	
Over 80s who do not use internet banking	93%	
Adults between 65-75 who don't regularly use the internet	55%	
Adults over 65 who don't use a smartphone	45%	
How much more the digitally deprived could be paying for goods & services	£1,000.00	

How?

The DigiBus Team comprises of a small group of highly skilled trainers , experts in a wide range of IT technologies from mobile phones, operating systems and software to Virtual Reality, AI and Robotics.

The purpose is to reach and help those that are digitally excluded in line with the **The Essential Digital Skills Framework 2.0** as laid out in the Lloyds Bank Consumer Digital Index report 2022.

The Essential Digital skills

- Communicating

- Staying safe on line

- Transacting

- Handling information and content
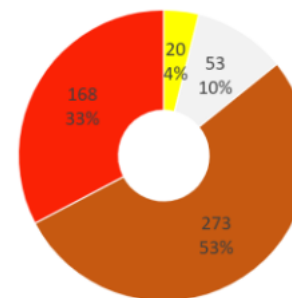
- Problem solving

Who?

The DigitBus Project has helped over 7,000 learners from all walks of life including those on low income, the unemployed, the socially isolated, the elderly, people with disabilities, refugees and special needs group such as Parkinson Groups and drug rehabilitation centres. These encompass all age, gender, socio economic, race and religious demographics.

The team are deployed in a wide variety of locations throughout Gloucestershire and parts of Worcestershire from community hubs, libraries, church halls, special needs centres to less well equipped primary schools. As funds allow the team will broaden their reach to cover neighbouring counties as there is already huge interest.

The focus, for the community sessions, is on **one-to-one tuition** with learners often bringing their own equipment so that real life issues can be addressed rather than a blanket 'course type' approach. A typical session lasts an hour and learners are encouraged to book future sessions.
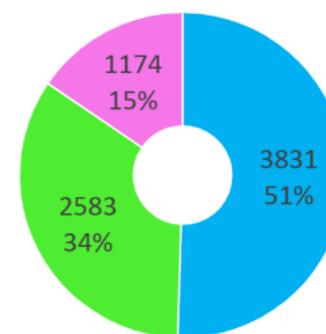
The school sessions are to groups of eight pupils with each session lasting an hour. Pupils range from Reception to Y6 and sessions are tailored to the varying abilities of each year group. As a minimum they have the opportunity to build a live website, program robots and experience Virtual Reality. Pupils with special needs and disabilities are included in conjunction with the school. All the trainers have Enhanced DBS and safeguarding status. The team bring all their own

DigiBus Project snapshot

Community Learners Ages 2023

Age	Count
30-39	20
40-59	53
60-79	273
Over 80	168

Annual Learner Numbers

Year	Count
2022	2583
2023	3831
2024	1174

Help fund the **DIGIBUS PROJECT** and change lives today.

itsadigitaltrust.org/digibus

The DigiBus Project is a digital inclusion project, run by The ITSA Digital Trust (ITSA). ITSA has been delivering technology, digital access and skills to those who need it most in Africa and the UK for 20 years.

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