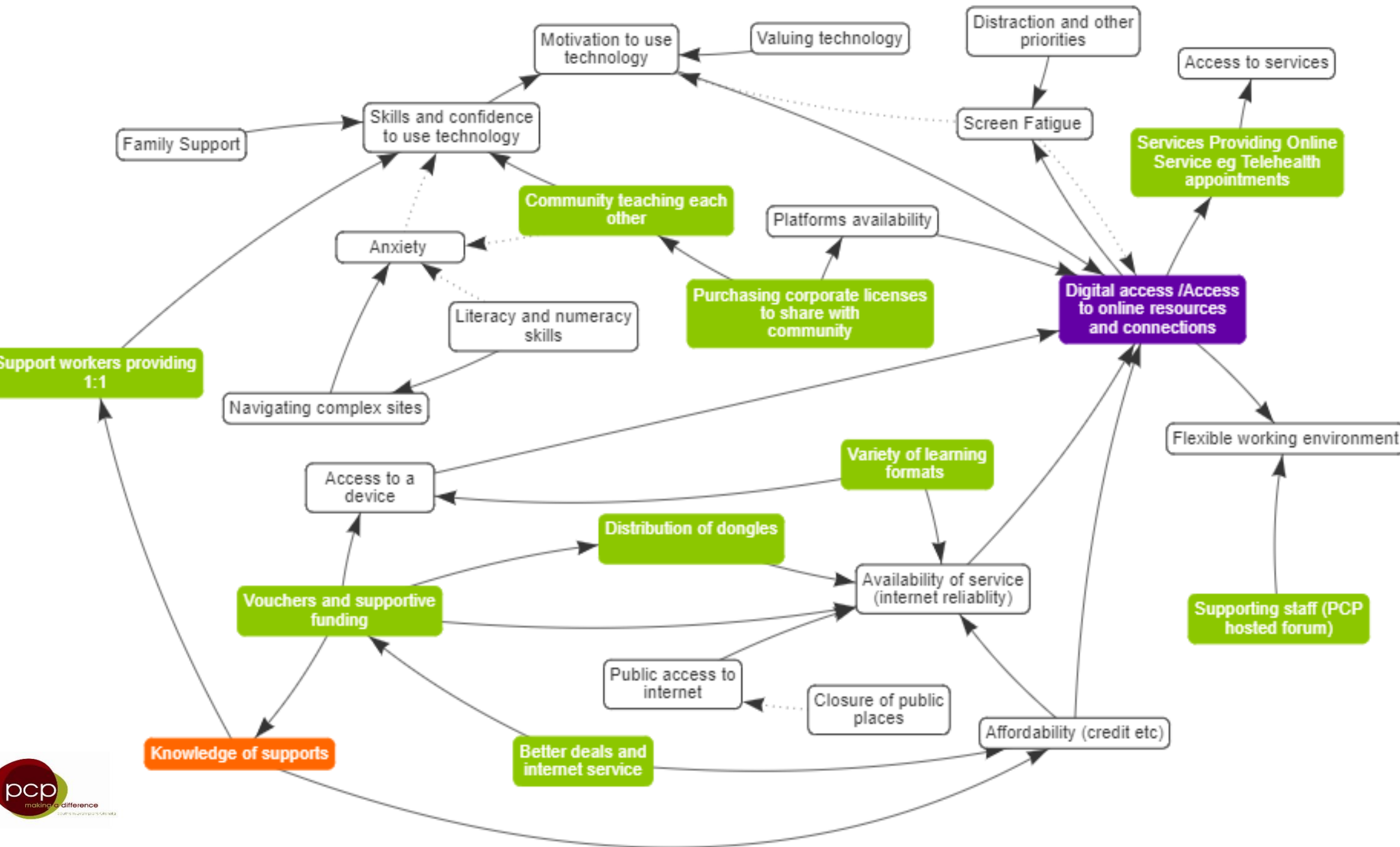


Collaboration for Community Resilience - COVID 19

Summary Paper : Meeting 4: April 29, 2020.

Detailing the Digital access Impacts



The **Digital Access** impact identified in meeting 3 was unpacked into a Causal Loop Diagram (CLD) which recognises the complexity and connections between the factors and variables and links to other impacts that we are seeing. The map created depicts a number of stories relating to the impacts of **digital access** which was further defined as **having access to online resources and connections**. Strong themes emerged around skills and confidence, service availability, screen fatigue and digital opportunities. Some of the stories are captured below.

Skills and confidence to use technology had a number of connections. One story highlighted that a decrease in skills and confidence caused a decrease in **motivation** to use technology which results in a decrease in **digital access**. An increase in **anxiety** can also cause a decrease in **skills and confidence** and this **anxiety** can be increased by having to **navigate complex sites** and by low **literacy and numeracy skills**. An increase in **family support** causes an increase in **skills and confidence** as do actions like **support workers providing 1:1 support** and **community teaching each other**.

Digital service availability and **access to a device** also had many connections. Actions such as **vouchers and supportive funding** increase **access to a device** which increases **digital access**. Similarly an increase in the **distribution of dongles** which causes an increase in the **availability of service**. **Public access to internet** has been impacted also by closure of public places (like libraries). A gap here though may be the lack of **knowledge of the supports** that are available which could increase **affordability**. Having **access to a device** and a **service** impacts a variety of **learning formats** also.

There were other stories around screen fatigue, service access and flexible working environments that emerged from the discussion.

The identified impacts are represented in purple, actions in green and gaps in orange with all other factors and variables in white