

## CHC Digital Inclusion group – Data discussion

### 1. **What data do we capture?**

Mobile numbers, internet access, IT levels, are people using the internet, confidence, device used, RNIB tick box for referral, social media, preferred method of contact, live email, support category, app, portal, Universal credit claims, support from other agencies.

### 2. **How do we capture data?**

Google docs, email, text, door to door, surveys, sign ups, google forms, survey monkey, google analytics, case studies.

### 3. **What do we do with the data we have?**

Target digital drop ins with tenants, use it to show the direction we are going, present to board, target provision, help tenants who are more vulnerable, traffic light system, business efficiency, analyse data, early intervention, proactive working rather than reactive, project evaluation, outcome star, case study.

### 4. **What could we do better?**

Use data more efficiently, better designed surveys, better coordinated survey, question of the month – all frontline staff ask a monthly question to help update data, better management systems for analysing, universal access.

### 5. **How does our data compare to national statistics in the reports?**

Data is in line with national statistics but skewed by digital exclusion of residents.