



Agenda

Digital Inclusion Group
Friday 20th March 2015
Care and Repair Cymru office, Bangor &
CHC offices, Cardiff
Time: 10:00am – 3:30pm

Chair: Louise Kingdon, Melin Homes. Hayley MacNamara (CHC) will facilitate the North Wales meeting.

Twitter hashtag: #digroup

DRAFT AGENDA SUBJECT TO CHANGE

10:00 **Registration, Tea and Coffee**

10:30 **Chair Open**

Louise Kingdon, Melin Homes

Introductions & gathering of questions for the afternoon session

10:40 **RNIB Get Connected project**

Christopher Hoyle and Hannah Rowlett, RNIB

Christopher and Hannah will provide an overview of RNIB's new Get Connected project which received funding from the Big Lottery's Basic Online Skills fund.

11:15 **Tea and Coffee**

11:30 **Oracle web chat facility and Cornwall Council's pilot**

Anban Rajeswaran, Oracle and Adam Wilkinson, Connect Assist

Anban and Adam will talk through how organisations can use web chat to improve customer service and productivity. They will demonstrate how web chat has worked for Cornwall Council who achieved 94% customer satisfaction from their pilot.

12:30 **Lunch and networking**

13:15 **Gwynedd Get IT Together Project**

Daniel Richards, Citizens Online

Daniel will talk about the progress and experience of Gwynedd's Get IT Together project which has worked with local and national partners to bring IT to local communities.

13:45 **Discussion: Digital Inclusion provision beyond Communities 2.0**

With attendance from the tender award winners of the new Digital Communities Wales programme (successor of Communities 2.0).

14:30 **Question and answer session**

15:15 **AOB and Chair Close**

Close by 3.30pm

Grŵp
Cartrefi
Cymunedol
Cymru



Community
Housing
Cymru
Group

Meeting location:

Bangor, North Wales: Care and Repair Cymru, Unit 6b, Llys Onnen. Parc Menai. Bangor. Gwynedd, LL57 4DF. Parking available on site. Please note that the office is on the first floor and there is no lift.

Or Cardiff, South Wales: Community Housing Cymru, 2 Ocean Way, Cardiff, CF24 5TG. Parking available on site.

Please note that Windsor Road Bridge is currently closed due to essential rail maintenance (the road between the central fire station and the 'Magic Roundabout'). This will affect your journey to our office if you're driving/walking from the city centre. Please see the following link for alternative route details: <http://www.networkrail.co.uk/improvements/Windsor-Road-Bridge-replacement-scheme/?cd=1>