Network Recording Declaration

During this ECHO session discussions will be recorded so that people who cannot attend will be able to benefit at another time. Filming is regarded as ‘personal data’ under the Data Protection Act 2018 General Data Protection Regulations (GDPR), under that law we need you to be aware that:

- This Data will be stored with password protection on the internet.
- This Data will be available for as long as your network continues to meet and will then be taken down from the internet and either stored securely at the Superhub or deleted.

Your ongoing participation in this ECHO session is assumed to imply your agreement to the use of your data in this way.

If you are NOT willing for your data to be used in this way, please LEAVE the session at this point.
Innovation ECHO Network

Session 8: Digital Developments

28 September 2022
## Agenda

<table>
<thead>
<tr>
<th>Time</th>
<th>Item</th>
<th>Presenters</th>
</tr>
</thead>
<tbody>
<tr>
<td>10:30</td>
<td>Introduction</td>
<td>Jonathan Ellis, Director of Policy, Advocacy and Clinical Programmes, Hospice UK</td>
</tr>
<tr>
<td>10:35</td>
<td>Introduction to Toby Porter, CEO of Hospice UK</td>
<td>Toby Porter, Chief Executive Officer, Hospice UK</td>
</tr>
<tr>
<td>10:40</td>
<td>Introducing our online chat platform</td>
<td>Nikki Vasco, Head of Innovation Resources and Suzannah Brown, Head of Digital Engagement, Hospice UK</td>
</tr>
<tr>
<td>10:50</td>
<td>Charity Digital Skills report</td>
<td>Steve Thorby-Coy, Director of IT and Digital Services, Hospice UK</td>
</tr>
<tr>
<td>11:05</td>
<td>Using the Charity Digital Skills report</td>
<td>Marc Esmiley and Dennis Vause, St Andrew’s Hospice</td>
</tr>
<tr>
<td>11:15</td>
<td>Questions and Discussion</td>
<td>All</td>
</tr>
<tr>
<td>11:30</td>
<td>Close</td>
<td>Jonathan Ellis, Director of Policy, Advocacy and Clinical Programmes, Hospice UK</td>
</tr>
</tbody>
</table>
Online discussion

Nikki Vasco, Head of Innovation Resources
Innovation Hub

If you work in palliative and end of life care, you can find support, development opportunities, resources, and guidance and access our networks and communities on Hospice UK’s Innovation Hub.
We are piloting a new online discussion platform

We want to:

- connect hospice and end of life care professionals with each other across the country, for peer support and to share ideas and experiences
- provide a space to continue discussions that started in a network meeting or conference session, ask other professionals for practical advice and find solutions to the challenges facing the sector.

We’re using a test and learn approach with four groups.
Discord

- Discord is very popular in the online gaming community, but it’s increasingly being used in academia and by professionals
- It’s free to access (but you do need to register)
- It can be accessed through a web browser (like any other web page), or you can download it as an app onto your computer or smartphone
- You only need to register once and you can join several chat groups
- St Christopher’s are already using Discord for groups such as the Palliative Discovery network
Welcome to #code-of-conduct!

This is the start of the #code-of-conduct channel.

The attached guidelines are to ensure our group chats are as inclusive and respectful as possible.

You will have already agreed to these rules before entering the forum.

If you have any queries or concerns please message a moderator.

Attached file: Code_of_conduct_for_the_Innovation_ECHO_Discord_forum.pdf

Digital Team pinned a message to this channel. See all pinned messages. 09/15/2022
How to join the Innovation ECHO group

https://www.hospiceuk.org/innovation-hub/online-discussion-groups
• Look out for the email
• Follow the link to sign up
• Join in the discussion!

• Give us your feedback
• Any problems – email Innovationhub@hospiceuk.org
Innovation ECHO
Charity Digital Skills

28th September 2022

Steve Thorlby-Coy
Director of IT & Digital Services, Hospice UK

Marc Esmiley and Dennis Vause
St Andrew’s Hospice
Key Findings

- COVID-19 changes
- Remote work
- Strategy
- Future digital plans
- Barriers to digital progress
- Digital funding
- Recruitment and retention
- Tools, products and services
- Accessibility
- Diversity and inclusion

- Responsibilities
- Leadership
- Boards
- Skills
- Data
- Digital fundraising
- Digital service delivery
- Understanding users
- Small charities
- Equality, diversity and inclusion
What stage is your organisation at with digital?

![Pie chart showing percentages of organisations at different digital stages: Curious 44%, Starting out 12%, Advancing 31%, Advanced 12%]
What is your setup in terms of digital responsibility?

- 32% have someone leading on digital as part of or in addition to their main work.
- 27% have a group of us looking to make progress with digital.
- 22% don't have anyone pushing forward with digital.
- 21% have digital expertise / in-house digital team.
- 19% have digital responsibilities / digital is part of everyone's role.
- 18% have a dedicated digital lead.
- 11% have internal digital champions (to support staff / volunteers).
- 6% have digital champions supporting our community to get online.

www.hospiceuk.org  
https://charitydigitalskills.co.uk
How would you rate your skills?

<table>
<thead>
<tr>
<th>Category</th>
<th>Excellent</th>
<th>Fair</th>
<th>Poor</th>
<th>Don't know / Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic digital skills (such as email, video calling)</td>
<td>58%</td>
<td></td>
<td>41%</td>
<td>2%</td>
</tr>
<tr>
<td>Using digital for remote working and communication (e.g. instant messaging, online meetings)</td>
<td>52%</td>
<td></td>
<td>44%</td>
<td>4%</td>
</tr>
<tr>
<td>Cybersecurity</td>
<td>18%</td>
<td>57%</td>
<td>22%</td>
<td>3%</td>
</tr>
<tr>
<td>Understanding of digital and how to apply it</td>
<td>13%</td>
<td>68%</td>
<td>17%</td>
<td>1%</td>
</tr>
<tr>
<td>Using, managing and analysing data about services, clients or impact</td>
<td>12%</td>
<td>58%</td>
<td>29%</td>
<td>2%</td>
</tr>
<tr>
<td>Analysing data to plan services (e.g. statistics, predictive modelling)</td>
<td>8%</td>
<td>44%</td>
<td>44%</td>
<td>4%</td>
</tr>
<tr>
<td>Keeping up to date with digital trends</td>
<td>8%</td>
<td>53%</td>
<td>38%</td>
<td>1%</td>
</tr>
</tbody>
</table>

www.hospiceuk.org
https://charitydigitalskills.co.uk
What does this mean for EOLC?

- COVID-19 changes
- Remote work
- Strategy
- Future digital plans
- Barriers to digital progress
- Digital funding
- Recruitment and retention
- Tools, products and services
- Accessibility
- Diversity and inclusion

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- Digital service delivery
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www.hospiceuk.org
https://charitydigitalskills.co.uk
Innovation ECHO
Charity Digital Skills

28th September 2022

Marc Esmiley and Dennis Vause
St Andrew’s Hospice
What next?

• A network to share and learn around all things digital/tech

• Two sessions at Hospice UK Conference, November

• A ‘where are we now’ baseline survey/analysis

• Please read the Charity Digital Skills report: https://charitydigitalskills.co.uk
Discussion

• Do the Charity Digital Skills findings resonate?

• Where do you think your organisation is?

• Would a digital/tech network be useful?
Contact:

Steve Thorlby-Coy
s.thorlby-coy@hospiceuk.org

@stevethorlbycoy

linkedin.com/in/stephenthorlbycoy/
Next Session:

Topic: Commercial Income

Date: 26th October 2022

Time: 10:30 – 11:30
Before you go…

https://www.surveymonkey.co.uk/r/Innovation-09-22