Digital Health Hubs Fund: guidance

# Overview

100% Digital Leeds and the Beeston and Middleton Local Care Partnership are offering grants of £1,000 to £10,000 to support third sector organisations in the **Beeston and Middleton Local Care Partnership area** to become Digital Health Hubs. Organisations may become Digital Health Hubs without access to this funding but this fund is available to those in need of extra resource.

Applications open Tuesday 13th April 2021 and close at 12 noon on Friday 28th May 2021.

Application is via [Google form](https://forms.gle/HDHMGRA1Q26y7icW8). If you would like support to develop your application or are unsure about any part of this process please contact Rachel Benn at [rachel.benn@leeds.gov.uk](mailto:rachel.benn@leeds.gov.uk)

# Background to the fund

## **Digital exclusion and health inequalities**

The necessary reduction of face-to-face services as a result of the COVID-19 pandemic has driven organisations from all sectors to adapt their services to be delivered digitally. This has meant that digitally excluded people – those lacking the connectivity, skills, confidence, and motivation to make the most of digital – are less able to access essential services such as health and care. It is these people and communities who already face the biggest health inequalities, and digital exclusion challenges them even further. This issue is explored by Healthwatch Leeds in their recent [Digitising Leeds](https://healthwatchleeds.co.uk/covid-19/2020/digitising-leeds/) series of reports.

## **A localised approach to improved digital inclusion and reduced health inequalities**

[100% Digital Leeds](https://leedsdigitalinclusion.wordpress.com/) and [Beeston & Middleton Local Care Partnership](http://inspiringchangeleeds.org/local-care-partnerships/test-2/) are working together to develop a place-based approach to improving digital inclusion and reducing health inequalities. What we learn from the development and implementation of this model will inform the future development of digital health and care services to ensure that they are inclusive across Leeds.

A key element of this work involves strengthening partnerships between health and care providers and third sector organisations to increase the provision of digital access, skills, and support available locally, and improve awareness of and support to access to health and care services.

## **Digital Health Hubs**

[Digital Health Hubs](https://leedsdigitalinclusion.wordpress.com/our-work/key-initiatives/digital-health-hubs/) are dedicated community organisations and locations with trusted people in trusted spaces helping their service users to access relevant information and tools to improve their health and wellbeing. Digital Health Hubs tie digital inclusion and health literacy together and are as much about supporting improved health and wellbeing as they are about supporting people to have the skills, confidence, motivation, and connectivity to do more with digital.

Digital Health Hubs are responsive to people’s interests as well as their needs. Each Digital Health Hub is unique – there is no ‘one size fits all’ approach. Digital Health Hubs take a holistic approach to supporting its service users to:

* Manage their health and wellbeing
* Access digital health services (using NHS and GP services online)
* Develop their digital skills and confidence and overcome digital inclusion barriers

# Writing your application

## **Developing your organisation as a Digital Health Hub**

We don’t expect applicants to outline a fully formed plan of how to implement Digital Health Hubs within your organisation.

Successful applicants will:

* Be a base for the local community, with at least one venue, community centre, or other physical public space where local people can access services and support.
* Have a strong understanding of the barriers to digital and health and care faced by their service users and the local community
* Advocate a person-centred holistic approach to offering support for both digital inclusion and health and care access
* Understand how they might build upon their existing offer to better support digital inclusion and improved health and wellbeing for their service users and the local community
* Be keen to build upon local partnerships and take collaborative approaches to solving local issues
* Be ready to welcome new service users referred in to their services by local health services and other partners
* Consider the sustainability of the organisation as a Digital Health Hub past the 6 month monitoring period

100% Digital Leeds and Beeston & Middleton LCP will work with successful applicants to shape their ideas, facilitate conversations with health and care providers, share learning with other Digital Health Hubs, and implement plans. We will support successful applicants to access training and other opportunities to support their staff and volunteers.

To see what this process might look like and to start thinking about how Digital Health Hubs might work for your organisation, have at look at the [implementation case study](https://leedsdigitalinclusion.wordpress.com/our-work/key-initiatives/digital-health-hubs/) with Cross Gates and District Good Neighbours.

Successful organisations will each form unique Digital Health Hubs, utilising their own strengths and meeting the needs of the organisation and its service users. We’re not expecting everyone to do everything - we will bring the Hubs together as a network to work in a joined up way to meet the needs of the Beeston and Middleton local community, working collaboratively to find place-based solutions to local problems.

## **Eligibility**

### **Organisation types**

Applications will only be accepted from third sector organisations. This includes voluntary and community organisations, not-for-profit social enterprises, mutuals, and co-operatives.

### **Geographical area**

Organisations should be based and supporting communities in one or more of the areas in the Beeston and Middleton Local Care Partnership footprint. This covers the following wards: Beeston and Holbeck; Hunslet and Riverside; Middleton. The local areas are Beeston, Belle Isle, Holbeck, Hunslet, and Middleton. If you’re not sure which wards your organisation delivers services in you can find out using this [interactive map of Leeds ward boundaries.](https://www.leeds.gov.uk/your-council/councillors-and-democracy/electoral-areas-and-statistics)

### **Demographics**

Organisations should be keen to support the digital inclusion and health and wellbeing of the local community. Preference will be given to applications that support a large and/or diverse proportion of the local community. Applications are welcomed from organisations that support [communities of interest](https://forumcentral.org.uk/communities-of-interest/) in the local area that are more likely to be digitally excluded and face health inequalities.

### **Applications written in partnership**

Applications written in partnership between two or more organisations are encouraged. Organisations may be a partner applicant on multiple bids but can only be the lead applicant on one bid.

## **The application assessment process**

Applications should be received via [Google form](https://forms.gle/cQzPZyoPsY2fEDREA) by 12 noon on Friday 28th May

You will receiveconfirmation of your application, via email, within 5 working days of us receiving the completed form.

Applications that do not meet the eligibility criteria, application guidance, or [Leeds City Council Values](https://myfuture.leeds.gov.uk/about-the-council/our-values) will be declined.

Applications will be assessed by panel using a set scoring system aligned to the application guidance. As well as assessing applications individually the panel consider coverage across the full Beeston & Middleton LCP footprint, taking into account geography and demographics, to ensure equality of access to support and services for as many beneficiaries as possible across the area.

If you are successful in this stage of your application we will be in touch to ask for more detail around your governance and financial management before either approving or declining the application. If your application is successful we will require a copy of your constitution or governing document. This must have as a minimum the name, aim/purpose, and a dissolution clause for the organisation. We will also require a list of Trustees/Committee members and signatories.

We aim to let you know the outcome of your application by Friday 11th June though if we receive an unprecedented number of applications this may take longer.

## **Payment of grants**

Payment of grants awarded will be made following the return and processing of relevant documentation. Grant payment may be subject to further conditions.

Grants will be awarded in a single payment via BACS transfer. Bank accounts must have a minimum of two signatories. The payment process will take 30 days after your bank details are confirmed.

## **Monitoring and evaluation**

Given the importance of this pilot in preventing the exacerbation of new and existing health inequalities, the initiative will have a strong focus on outcomes. We will work with you to measure the impact of the grant over a minimum period of 6 months.

Hubs will be expected to complete a monthly survey gathering quantitative information on outputs such as the numbers of people supported to use particular services. Examples might include numbers of people signing up to the NHS app or online prescription services. We will also be working with health services to gather quantitative information such as the numbers of patients using digital health services. Examples might include numbers of people taking part in a video consultation with health staff or utilising health self-management tools like the MyCOPD app.

We will work with Hubs to develop a series of outcomes-focused case studies including a minimum of one organisational case study and three service-user case studies.

By completing the application you agree to take part in the monitoring and evaluation process outlined here.

## **A commitment to working with Beeston & Middleton Local Care partnership and 100% Digital Leeds**

100% Digital Leeds and Beeston & Middleton Local Care Partnership will work closely with successful applicants to develop and implement the Digital Health Hub that works best for their organisation, its service users, and the local community.

We will support you to: embed digital inclusion and health and wellbeing support throughout your offer in a way that is manageable and sustainable; strengthen relationships with health and care providers and other organisations from across the sectors; and, partner and share learning with other Digital Health Hubs.

If not already involved, successful applicants will be welcomed in to the Beeston and Middleton Local Care Partnership digital inclusion working group. Working with 100% Digital Leeds, this group is made up of local health, care, and third sector partners working together around the digital inclusion needs of their residents. As we envisage multiple third sector organisations benefiting from this grant scheme and working on this same agenda, successful applicants will have the opportunity to form a Beeston and Middleton Digital Health Hubs Network – approximately one meeting per month - for the 6 month development and monitoring period, and, as far as possible, going forward. Successful applicants will also be expected to keep regular communications with 100% Digital Leeds.

Applications are welcomed from organisations who are not currently members of the Beeston and Middleton Local Care Partnership and who have not yet had support from 100% Digital Leeds.

# Completing your application

## **Key considerations**

* Applications should be received via [Google form](https://forms.gle/HDHMGRA1Q26y7icW8) by 12 noon on Friday 28th May
* All section marked with an asterisk (\*) are required to be completed.
* Though the form does not measure word count, we ask that answers respectfully take into account any specified word counts.
* Applications cannot be saved via the system. Consider using these guidelines to prepare your answers in advance to completing the form.
* Once an application is submitted it cannot be edited via the system.
* If you have submitted your application and would like to subsequently edit and the submission deadline has not yet passed, contact Rachel at Rachel.benn@leeds.gov.uk

## **Section 1: Who are you?**

This section asks for key contact information and details of any partnerships.

### **Name of lead organisation**

Please give the full and official name of your organisation.

### **Address of lead organisation**

Please give the address of your organisation’s Head Office.

### **Lead organisation website**

If your organisation has a website, please give us the web address. We will use this to understand more about your organisation and its work.

### **Lead contact name, lead contact email address, lead contact telephone number**

Please make sure this essential information is correct. Where possible this contact should be someone who will be available to help move the application forward in the month or two after its receipt.

### **Secondary contact name, email address, and telephone**

A secondary contact will help us keep in touch with your organisation in the event that the primary contact is not available.

### **If you are applying for this grant in partnership with one or more organisations, please give details**

List the names of any key partner organisations, particularly if they will be receiving part of the funding if your application is successful.

### **Twitter handles of any organisations involved in the bid**

This information will be used to tag successful applications into any Twitter promotion. If organisations don’t have a Twitter presence you can leave this blank.

## **Section 2: What do you currently do?**

This section asks for information about what your organisation does, who you help, and how you help them. If your application is in partnership with one or more other organisation you should also consider the work of those partners when answering these questions.

### **Tell us about the work, reach, and outcomes of your organisation(s) (max 250 words)**

In this answer please tell us:

* What your organisation does (outputs)
* Who your service users are (the kind of people you work with)
* How people benefit from your work (outcomes)
* Who you work with (partners, stakeholders, members of the community, etc.) and how you work together

### **Tell us about any public centres you operate locally, including addresses**

In this answer please tell us about any venues you operate or have a permanent presence in, within the BM LCP footprint area, that are open to the public (sometimes or always, in at least some capacity) and are places that the local community can to visit to get support. This could include community centres, meeting spaces, or other venues.

The answer should include any relevant information that will help us to understand how accessible the venue or venues are to the local community. This could include:

* Venue address
* When the venue is open (are there regular opening times, could people drop in for support during opening hours etc)
* Who the venue is open to (is it members only, is it only open to a proportion of the community etc)
* Any relevant facilities (wifi, digital equipment, meeting spaces, presence of other relevant services in or near the building)
* Anything that helps us to better understand the ‘trusted’ status of the venue

### **What barriers do your service users and the local community face when accessing health and care services digitally? (max 250 words)**

From your knowledge of local health services and your experience of supporting your service users and the local community to access health services, what are the barriers to your service users when accessing health and care services digitally? For more background look at [Healthwatch’ s Digitising Leeds reports](https://healthwatchleeds.co.uk/covid-19/2020/digitising-leeds/).

Your answer could include things like:

* Having the skills, confidence, equipment and motivation to engage with services digitally
* Using digital platforms to engage with health services such as booking medical appointments, attending virtual appointments, accessing health information, and ordering prescriptions
* Using digital tools like websites, apps, and online peer support groups to self-manage conditions and live better with conditions.
* Wider issues and barriers such as literacy and language barriers, disabilities, memory issues, etc.

### **What do you currently do to help your service users and the local community to manage their health and wellbeing? (max 250 words)**

Tell us about the services you currently deliver to support your service users and the local community with their health and wellbeing. We are not just interested in digital services. You may want to include services you have stopped due to COVID-19 restrictions but would be looking to restart over the next 6 month period.

This may include:

* Combatting social isolation
* Support to access health and care services
* Helping people understand the different services available and signposting
* Helping people stay fit and active

### **What do you currently do to help people do more with digital? (max 250 words)**

Tell us about the services you currently deliver to support your service users to be more digitally able.

You should include activity that supports your service users to overcome the different barriers to digital inclusion:

* Skills, e.g. digital classes, one-to-one support, referring people to other learning tools
* Connectivity, e.g. loaning devices, helping people with data, widening access to Wi-Fi networks
* Confidence, e.g. eSafety, scams prevention, encouraging people to take their first steps with digital
* Motivation, e.g. having positive conversations around digital, raising awareness of digital services, encouraging people to make the most of digital

## **Section 3: What would you like to do?**

Tell us what you will do with this grant and the difference it will make to your organisation and service users. If your application is in partnership you should take this into account.

You don't need to have a set plan now, we're just interested to see what your organisation might look like as a Digital Health Hub. 100% Digital Leeds will support the development and implementation of your plans.

### **Where do you see opportunities to use this grant to develop the organisation(s) to be a Digital Health Hub (max 500 words) \***

In this answer please tell us:

* What do you currently offer as a service that you would like to build upon and how will you do this?
* Where are the gaps in your current service?
* What new activity would you like to develop to meet needs that are not currently being met?
* Which needs have you identified that you would like to work with health and care partners to meet?

Successful applicants will demonstrate how the principles of Digital Health Hubs will be embedded into their existing work.

### **Who will benefit from your Digital Health Hub and how will they benefit? (max 500 words) \***

In this answer please tell us:

* Who the beneficiaries of your Digital Health Hub will be
* How your Digital Health Hub will meet the identified needs of your service users
* What difference your Digital Health Hub will make to the digital inclusion of your service users
* What difference your Digital Health Hub will make to your service users’ health and wellbeing

### **Over the next 6 months, approximately how many people will benefit?**

* Although this may be an estimation, please be as accurate as possible
* Numbers will be monitored with monthly reports over the next 6 months
* Priority will be given to organisations with a wider reach

### **Amount you would like to apply for?**

* Requests outside of the minimum £1,000 and maximum £10,000 funding thresholds will not be considered.
* This grant can be used to fund a digital health element of a larger project with funding from other sources. If this is the case, please specify.
* Although funding can be used to further develop and build upon existing activity and provision, we cannot fund existing activity and provision in itself, or any initiatives that have already been funded.

### **Please give a rough breakdown of how you think this money will be spent (detailed costings not needed)**

Please give us an idea of what the money might fund. When thinking about your expenses consider that we are looking for sustainability. You do not need to give a detailed quotes-based budget breakdown but please be as accurate as possible.

Examples might be:

* Staff capacity to lead the development work
* Purchase of equipment or data
* Volunteer expenses
* Marketing and resources

Organisations are expected to adhere to [Leeds City Council’s Values](https://myfuture.leeds.gov.uk/about-the-council/our-values) on spending money wisely.

### **In which area(s) will you be supporting the local community (select all that apply)**

Priority will be given to organisations delivering across more than one area in the LCP footprint.

### **Do you agree to provide us with monitoring and evaluation, as set out in the application guidelines?**

By ticking this box you agree to:

* The completion of monthly quantitative impact surveys
* A minimum of one organisational impact case study
* A minimum of three service user impact case studies

### **Do you agree to participate in the Local Care Partnership and Digital Health Hubs Network, as set out in the application guidelines?**

By ticking this box you agree to:

* Attending relevant Local Care Partnership meetings
* Attending Digital Health Hub Network meetings

This is a commitment of approximately one meeting per month.

### **Submit**

This sends the application to us. Once submitted, applications cannot be edited through the system.

If you have submitted your application and would like to subsequently edit and the submission deadline has not yet passed, contact Rachel at [rachel.benn@leeds.gov.uk](mailto:rachel.benn@leeds.gov.uk)