

Digital Champions in Care Scheme FAQs

What is the Digital Champions in Care Scheme?

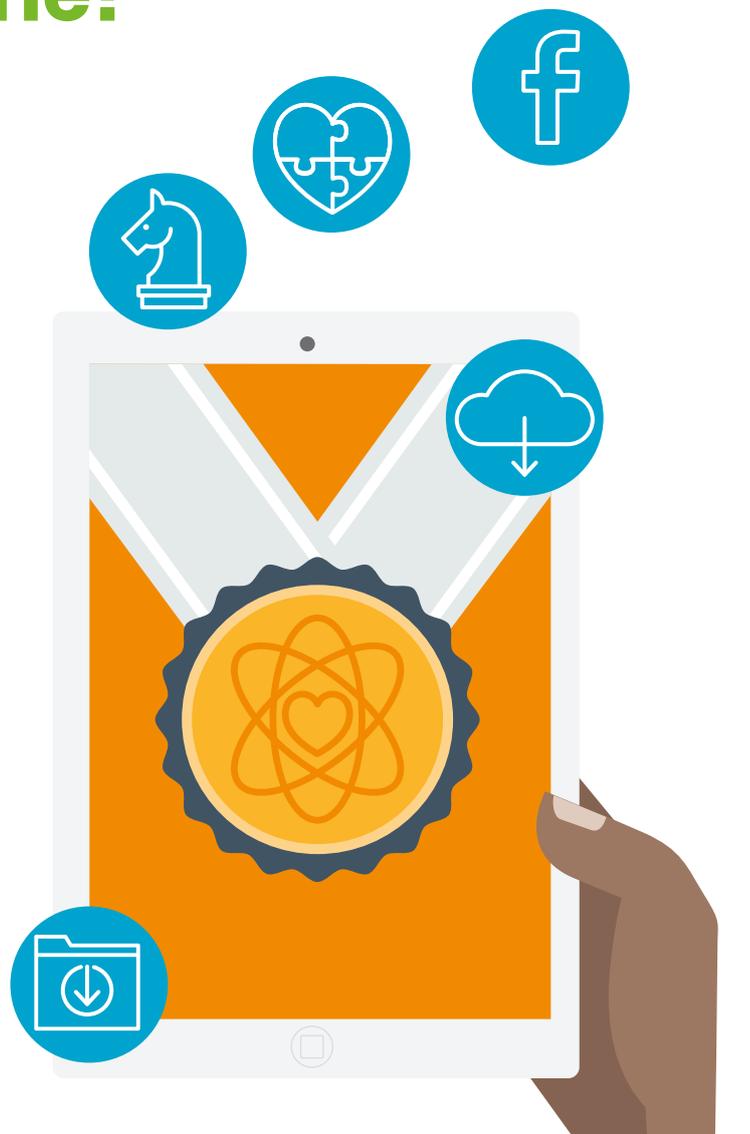
The Digital Champions in Care Scheme can provide low cost, but high impact support for organisations looking to enhance their digital capability and skills.

The Digital Champion role is an opportunity to give local young people on Universal Credit, aged 18-24, a chance to work within your care home and support your staff and residents for 6 months.

This is a development opportunity to enhance a young person's potential as they will be given digital training and wraparound support in order to best support you in your home.

This is also a great incentive for your home to be involved in and to develop those who work and live in your local care home vicinity.

The role is funded by the Government's 'Kickstart' Programme so you will not be required to pay their salary and we will provide you with support every step of the way, from screening potential candidates, to interviewing, and producing a workplan for the person in post.



**Barking &
Dagenham**



Havering
LONDON BOROUGH

London Borough of
Redbridge



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More Information About the Role



What is the Kickstart Scheme?

The Kickstart Scheme provides funding to create new job placements for 16 to 24 year olds on Universal Credit who are at risk of long term unemployment.

In Barking, Havering and Redbridge (BHR), the London Borough of Barking and Dagenham (LBBD) and Community Education Provider Network (CEPN) training hub are facilitating the employment of Kickstart roles across different organisations. In this case, we are looking to recruit Digital Champions who can work in care homes.

Who are the Digital Champions in care team?

Barking & Dagenham, Havering and Redbridge Councils are working in partnership with members of the team at Skills for Care, CEPN and Care City, to recruit a new cohort of young people into a new role of 'Digital Champion' within the Care sector.

LBBD is the Kickstart programme 'host' for BHR and will manage the relationship with the DWP about funding.

CEPN Training Hub, with support from Care City and Skills For Care will manage the relationship with the JobCentre Plus around the recruitment of candidates.

Job brokers from your local authority will manage the Digital Champions pastoral support and work with you as the provider through any concerns or issues.

Care City will lead on all things role related such as screening candidates and coordinating interviews as well as providing a Digital Specialist Mentor to work with you as the provider, and the digital champion to put together a work plan and set objectives.

Care City will coordinate a training programme for the digital champion to attend and provide details on this.

What is the Digital Champion role?

The role has two objectives:

- 1** Supporting the infrastructure of the home e.g. managing filing systems, Wi-Fi, digital equipment and helping staff with these tasks. Digital champions can also assist in the introduction of new systems or digital tools.
- 2** Supporting residents to use and feel confident with digital e.g. helping residents to use an iPad to talk to family/friends. We know that digital communication tools have become even more important during the last year and your residents may benefit from dedicated support from Digital Champions to access various digital tools and platforms. This could be an online jigsaw, chess game or catching up with family and friends on social media!

My care organisation is not commissioned by a local authority. Can I still apply for a Kickstart Digital Champion?

We are prioritising providers who are commissioned by a local authority. However, we will be assessing non-commissioned care organisations on a case by case basis, so please do get in touch with us so we can discuss this with you.

How many Digital Champions can I have in my care home?

This can be discussed on a case by case basis. There could be real value for the young person and organisation to learn with a peer on-site. However the organisation would need to demonstrate that they have the resources and opportunities to support more than one Champion – this can be discussed with the Digital Champions in Care team.

Is this connected to the NEL Digital First Programme and the Digital Peer Champions?

Both roles will work alongside and complement each other.

The Digital First programme which operates across North East London aims to increase digital skills and ensure both residents and providers can access the value of digital tools.

The programme is currently recruiting 'Digital Peer Champions'. These are experienced staff from the care sector who have developed skills and knowledge of digital tools and technology and who have offered to provide peer mentoring and support to other organisations. These individuals will support your organisation as you progress towards digital maturity. Digital Peer Champions will work directly with a cohort of care home providers to support the delivery of digital solutions, particularly with regards to enabling remote consultations and supporting homes to achieve standards met on the DSPT framework.

We are working closely with the Digital First team at East London Health & Care Partnership to ensure that the experienced Peer Champions and Kickstart Digital Champions will complement and work alongside each other to deliver maximum value to the care sector.

What is required of me to support the Digital Champion, as the care provider?

- You will need to employ the Digital Champion as a full time member of staff, on a fixed term contract for 6 months, at 25 hours per week. This will require you to organise payroll, work hours, annual leave and supervision
- You'll also need to provide an induction and relevant statutory/mandatory training plus support and supervision including a line manager
- We will provide the Digital Champion with training and the local job brokerage in your borough will provide pastoral support (more on that below)
- However, we will work alongside you every step of the recruitment and hiring process – we will screen alongside the job brokerage service, a small number of candidates for you and us to interview
- We will coordinate the interviews but you will have the final decision on the appointment of the person who takes the Digital Champion post.

Can we choose who supervises the Digital Champion's work plan, or does it need to be the care manager?

The supervision structure for the Digital Champion will be developed in agreement between the care organisation and the Digital Specialist mentor. It does not necessarily need to be the care manager, but it is likely that there will need to be input from a manager at the start of the post in terms of deciding where the Digital Champion can bring the best added value.

What happens to the Digital Champion at the end of the six months?

The Kickstart programme supports work placements for 6 months. Therefore the role will end at this point. However, we hope that after 6 months of working in your organisation, the young people will have been enthused about roles within social care! They will be supported by us throughout the placement in terms of considering their next role and we will sign post them to local vacancies or further training opportunities.

Employers are not obligated to continue employment beyond 6 months, but your support in their next steps (e.g. through provision of reference or local job signposting) would be invaluable. Please do consider encouraging your Digital Champion to apply for your own vacancies and opportunities!

Does the Digital Champion get training and support?

- Absolutely. We will provide a wealth of training and support to the Digital Champion cohort. This will include support from **Barclay's Digital Eagles Programme**, soft skills development, GDPR and data protection training. We will provide a core offer of training with additional resources to choose from, if you feel it is relevant for your Digital Champion
- In order to benefit from training, Digital Champions will need to spend up to half a day a week accessing online support and training – employers will need to accommodate this within the young person's work schedule.
- If care home providers wish to add any additional training alongside these options, we will work with you to incorporate this into the Digital Champions working week
- We will also have a specialist Digital Mentor who will work with you and the Digital Champion, to identify a workplan that meets the needs of your care setting and check-in regularly with the Digital Champion
- The Local Brokerage service from your borough will provide wraparound support for the digital champion. We and you will work with the local job brokerage service to monitor progress of Digital Champion, resolve challenges and concerns, etc.

How are the Digital Champions chosen for the role? Can I nominate people for the role? Where will the role be based?

- The applicants will be referred from the Job Centre Plus and we expect the cohort to have a wide range of skills. The Digital Champions will have access to Maths and English learning and qualification if needed (which would take place alongside the job outside of working hours)
- This means you can't nominate people directly for the role but could ask them to go via the job centre if they are unemployed and living in BHR to request an application form
- We will screen the applicants before the interview process with the local job brokerage for your borough, to ensure we have a pool of suitable candidates. Employers will be part of the interview process and the final decision about the best fit candidate will remain with you.

What kind of skill set will the Digital Champions have?

The role is aimed at young people aged between 18-24 who may or may not have been employed in the past. They're likely to be 'digital natives' and will be equipped to use digital skills. Their knowledge of digital will be screened and tested throughout the application stage. We will also provide training to support them with this.



More Information About the Finance



How do care home providers get reimbursed for the employment of the Digital Champions?

As a provider you will need to be able to cover 6 months wages that will be paid by DWP (Department for Work and Pensions) to LBBB, so LBBB will reimburse you. Please allow 5-6 weeks between paying the first pay cheque and receiving the reimbursement.

This payment in arrears from the DWP will mean that you will need to have sufficient organisational cash flow to cover two month wages for the Digital Champion throughout the duration of the programme.

What happens if I want to employ a Digital Champion for more than 25 hours a week?

Digital Champions are on a fixed term contract for 6 months at 25 hours per week. If the care provider would like the employee to work extra hours, you will be required to fund this.

What hours is the Digital Champion required to work e.g. regular office hours or can they work shifts?

We'd encourage you to employ the Digital Champion in normal office hours as most of their work will be done with staff who work regular office hours and they will likely be supporting the daytime activity schedule for residents. If you want the Digital Champion to work shifts, we recommend that they start no earlier than 8am and work no later than 7pm.

It says each care provider gets £500 for extra costs affiliated with the Digital Champion in the employer briefing information. What can I use this for?

The £500 should cover extra fees for having the Digital Champions over the course of the 6-month period. For example, this will cover the cost of the Digital Champions' DBS and may also be used for travel costs or uniforms. However, employers are free to determine how this budget is allocated, based on your local requirements.

On the Kickstart government website it says each Kickstart host will get £1,500 – but they are only getting £500. Why is that?

This budget is designed to cover the costs of the wrap around support programme as well as locally incurred costs within the care organisation. All care providers will receive £500 for each Digital Champion work placement you host. The rest of the funds are pooled in a central budget which funds the external support, mentoring and training which will be provided to each young person. This will ensure they bring the best skills to your organisation and are fully equipped to deliver value. We will work with you to ensure this complements any internal training requirements and opportunities.

How does the process work with the Digital Champion's DBS?

We expect the care home providers to request a DBS as per their normal process of inducting a new staff member and that this will be covered within the £500 host payment.

Until checks are complete, and the certificate is issued, we would suggest you follow your usual process when awaiting a DBS and ensure the young person is working under direct supervision. DBS checks currently take, on average, around 4 weeks to be returned. Please factor this timeframe into your planning.

More information about this can be found at:

<https://www.gov.uk/government/organisations/disclosure-and-barring-service>

Any Questions?

If you have any further questions that have not been outlined in here, please email:

kickstartdigitalchamps@carecity.org



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