

# Resilience, Communities and People 2020



**T.E.D.**

Ageing Better  
in East Lindsey



## Thematic Bulletin 4. Resilience through digital inclusion.

This is the final thematic bulletin from a more detailed Learning Report on resilience in communities and people. The other thematic bulletins include:

- 'Reaching out' not 'hard to reach': Flexible, Person-centred Work
- Exploring the role of activities in creating collaborative community resource
- Building resilience: Credibility, social networks and local awareness

*Resilience has been described "as the capacity of people to respond appropriately to difficult situations, be proactive about how to improve one's situation and anticipate future adversity ... often referred to as positive adaptation in the face of negative experiences or 'bouncing back'" (Chappell and Welsh, 2020: 1).*



TED is funded by The National Lottery Community Fund and is managed by YMCA Lincolnshire



## About TED

Talk, Eat, Drink (TED) Ageing Better in East Lindsey is part of Ageing Better, a programme set up by The National Lottery Community Fund, the largest funder of community activity in the UK. Ageing Better aims to develop creative ways for people aged 50 and over to combat social isolation and loneliness. It is one of five major programmes set up by The National Lottery Community Fund to test and learn from new approaches to designing services which aim to make people's lives healthier and happier.

Ageing Better learning nation-wide has captured the fast moving and unprecedented nature of the Covid-19 pandemic. TED in East Lindsey have been adapting and reviewing their service offer to ensure it continues to fulfil its original aims and objectives, building relationships and communities. TED learning identifies that during Covid-19 digital inclusion and skills have frequently been cited as an integral tool in keeping connected and recovering from the pandemic. This is reflected in the East Lindsey district and National Ageing Better reports and conferences. Learning from the other themes in this report can be applied to incentivising and supporting people in moving from offline to online.

**Digital inclusion has a core role in developing and facilitating relationships and resilience at distance, even when a face to face, place-based approach is preferable:**

“the best thing is to go and see them, it's difficult not to see them”  
(Friendship group Chair, Inland market town)

The COVID 19 pandemic has been seen as motivating people in the district aged 50 and over to demonstrate an interest in learning new digital skills and working with digital applications, who traditionally would not have developed skills in this area. Even though a number of delivery providers highlight general literacy, and computer literacy specifically, as issues in East Lindsey's (ageing) populations.



The role of maintaining contact with family, friend and communities is a hook for developing digital skills. They are sustainable in the long term and aid interaction between people: locally; county-wide; nationally; and globally. As Magna Vitae report from their TED-commissioned Fitness, Food and Friends project:

“There is the benefit of upskilling people to use IT solutions for their daily activities, for example, finding recipes and using online exercise activities when needed but we feel that this isn’t always a replacement for face-to-face delivery. The virtual way of delivery with the Tasty Tuesday and Nutrition Bites on Facebook have had good feedback and people will still look out for these once face-to-face sessions continue”

Being online provides a source of entertainment as well as a means to access support for basic needs (shopping, prescriptions, health advice, online banking) and the learning from this report echoes Chappell and Welsh’s (2020) observation that the use of internet/video calls are increasingly a crucial means of keeping families, friends and community groups connected. These connections provide the cornerstone of resilience in individuals and communities.

“learners without devices were experiencing a sense of loss and deep unsureness of the current situation and how they would cope without being able to go out. We were able to connect them with partner services that we already work with, or we looked into what services were available within their area” (Lincs Digital case study)



As part of a wider project funded by the Good Things Foundation, Lincs Digital have been able to provide tablet devices to TED members who are not online.

Even where people are unable to use online services, close-knit local community relationships, friends and family can be drawn on to access services and print off 'hard copies' or provide support those who are 'offline'. Even where some beneficiaries are not online or possess I.T. skills, the use of conference calls has provided a means for people to connect and take part in quizzes facilitated by Magna Vitae, providing a remote point of access to members.

Services have joined-up their offer through cross-referral, shared resources and a community approach between different providers, the TED team and other stakeholders. Partnership approaches to digital and telephone service offers include examples of peer to peer engagement. Examples include Carer's First who put together a 'chat directory' where men can get in touch with each other and Lincs Digital producing 'how to guides' that other delivery partners have promoted. These enable learners and stakeholders from other projects to access Lincs Digital's resources and vice versa, keeping community contact.

Digital skills are a vehicle for sustaining and developing both individual and group resilience and are influential in maintaining feedback between service developments and beneficiaries as well as to celebrate 'good news stories', community strengths and capture individual resourcefulness. Through connecting digitally, beneficiaries and providers are able to sustain reciprocity, a key feature of resilience in local networks and relationships that can be applied to wider communities of interest:

"As the weeks have gone on, resources online have been put together by our working partners Magna Vitae and East Lindsey which not only are an excellent resource for ourselves, but we are able to direct our learners to them and advertise them on our website and all our social media sites... Social media has proved to be invaluable during Covid-19, both for finding information to share with others and to share our own information with others. Each week has seen different challenges adapting the service as needed" (delivery partner case study, Lincs Digital)



# About East Lindsey



# T.E.D.

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East Lindsey is a large, sparsely populated district within the county of Lincolnshire, which includes the popular coastal seaside towns of Skegness and Mablethorpe.

East Lindsey has a higher than average ageing population with 29% of people aged 65 and over. High numbers of older people move to East Lindsey in their retirement years and many have multiple chronic health conditions and few social and familial connections in the region. Public transport across East Lindsey is poor and therefore accessing services can be challenging, especially for older adults.

The overarching aims of the TED Programme are to:

- Reduce social isolation and loneliness
- Help older people to become better connected with volunteering, social, leisure and health improving activities
- Provide opportunities for older people to influence the design, delivery and evaluation of both the services and businesses available to them

We currently have over 1800 registered TED members, and over 100 businesses across East Lindsey hold an Age-friendly Business Award.

## Further information...

To find out more about TED or to get involved visit our website [www.tedineastlindsey.co.uk](http://www.tedineastlindsey.co.uk) or start a conversation and share your views online: Twitter: [@ted\\_EastLindsey](https://twitter.com/ted_EastLindsey)



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