

Digitally Excluded Learners Survey

To our dear Westwood Family,

We really hope you are well?

I am writing to you about an exciting initiative from Welsh Government that I want you to be aware of. Kirsty Williams, Education minister for the Welsh Government, announced yesterday that she wants all schools to work with local authorities to identify barriers to learning for families with an aim to remove those barriers so no child is digitally excluded. In respect of this, we are conducting a short survey.

We know we have offered lots of support to you during this crisis; through our communication we are already aware of barriers to online learning hence the offer of online and non online activities for your children to engage in. Our support is always here where needed along with the constant reassurance that there is no pressures on you – you should decide what you are able to do, dependent on your family circumstances. Your family's happiness and wellbeing are paramount!

Welsh Government's offer is to ensure that: if you are a digitally excluded learner and if you face a barrier to online learning or accessing the online platforms and if a device is required or Internet is required, that we are now made aware of this. We will do all we can to assist you in liaison with Flintshire County Council.

If you are needing additional support with your child's learning and engagement with the learning platforms, and the barriers to this are **devices and / or no Internet**, we are here to support you and ask the questions to help us, help you.

IMPORTANT: We ask you to make us aware by emailing school on wwmail@hwbcymru.net with a formal response to a survey, from Monday 4th May @ 9am until Tuesday 5th May @ 3pm. There is a very quick turnaround set out by Flintshire County Council to gather the information, and please state following in the format below:

In the subject of the email: Family name– Digital Learner Request

In the main body of the email:

1. **Do you have access to a device? Yes/ No**
2. **If yes, what type of device/ devices do you have access to?**
3. **Is there a device available but there is no Broadband within the household?**
4. **Which Mobile Provider does the family believes delivers the best coverage for their home? State name of company and your postcode please**

Obviously, if you have all the online support needed, there is no need to respond to the survey email. Only reply if you need further support as outlined above.

Once we have collated responses, we will cross reference your requests with previous communications with yourselves and what we know has been accessed on the online learning platforms. All information will be submitted by us to Flintshire County Council who will consider all the requests from the schools across Flintshire. Flintshire County Council will come back with an offer; we will then in turn contact you. We do not know the timeframe here.

I must make this clear: this is an online opportunity for you and not an expectation to increase what you are currently engaging with, within your family unit. It is purely an opportunity; we do not want anybody to miss out if they wish to make a request for the offer.

Remember, be kind yourself! Most of all be happy and stay safe as a family.

Kind regards,

Mrs Williams & Team Westwood