

The logo features a large white hashtag symbol (#) in the upper left corner. Below it, the word "Digi" is written in a large, white, sans-serif font. Underneath "Digi", the word "REN" is written in a smaller, white, all-caps, sans-serif font. The entire logo is set against a solid orange square background.

Digi
REN

Welcome to
DigiRen

Thursday 11th December 2025

DigiRen Meetings

Microphone

Raise hand or chat

Slide deck

Record / Transcription



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REN

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Agenda – DigiRen Network: Thursday 11th December 2025

Time	Item	Speaker
1000 - 1005	Welcome and Introductions	Dr Alan McNiven, CEO Engage Renfrewshire
1005 - 1020	DigiKnowVember Update	Ross McNicol – Digital Participation Officer, Renfrewshire Council.
1020 – 1025	AI Notetaking software in meetings	Ross McNicol – Digital Participation Officer, Renfrewshire Council.
1025 – 1035	Capturing real-time engagement	James McKee – Digital Strategy Delivery Manager, Renfrewshire Council
1035 – 1045	Digital Inclusion Reports	Ross McNicol – Digital Participation Officer, Renfrewshire Council.
1045 – 1055	Partner updates	ALL
1055 – 1100	AOB <ul style="list-style-type: none">New way to register for DigiRen meetings	ALL
1100	Date of next meeting	



DigiKnowVember Update

Ross McNicol –
Renfrewshire Council

- Total number of events: **175**
- Total cancelled: **10**

Final DigiKnowVember Total:

165 Events

- **Weekly reminder emails** to return feedback from sessions
- **1070+** people attended sessions
- **113 feedback responses** to date
- **66% return on feedback** currently – (based on 161 sessions delivered)

- One Customer attended the session after seeing it in the programme. As a carer, bookable sessions do not always work for him. He advised he will be attending the Drop-ins for the future, for further support.
- **"How it was explained to me, helped me to understand it a bit better"**
- Everyone we spoke to seemed genuinely surprised that they could access PressReader free of charge
- **"I didn't realise I could use AI with just my mobile phone"**
- Learner shared that she was very happy to learn how to use digital tools for photography and creating digital content she can share with others. She said the activities were relaxing, supported her wellbeing, helped reduce stress, and allowed her to be creative. She also expressed that she would love to see more activities like this offered in Paisley.

Being able to promote events as part of something larger helps with learning, as attendees see the entire range of other things they can also learn, it's not just a one off thing.



AI Notetaking software in meetings

Ross McNicol –
Renfrewshire Council

What is an AI Note Taking App?

- A software program which can attend online meetings on an individual's behalf and transcribe or record all audio and typed information.
- In their best case use, they are designed to bring information back to an individual or organisation to help them save time if they cannot attend sessions in person.



What is an AI Note Taking App?

- Some examples of popular AI notetaking apps are:
 - Otter.ai
 - Fireflies.ai
 - Fathom
 - Notta
 - Fellow



What can AI Note Takers Do?

- Scan the main user's calendar and invite themselves to all meetings – sometimes without the main user's knowledge.
- Record all audio and create transcription, extract text from chat and create lists of attendees and email lists where possible. They can also screen record or capture images.



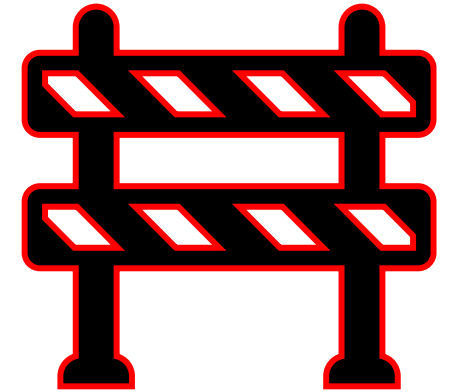
What can AI Note Takers Do?

- They have been known to email attendees with copies of the notes to advertise its features to others.
- Integration across different platforms which the main user is signed into i.e. Zoom, Teams, Gmail, M365 and more.



What are the risks

- Meeting data is stored:
 - o Insecurely – lack of end-to-end encryption
 - o Unclear data retention policy
 - o Outside European data regulated zones
 - o Against GDPR data processing policies
 - o Without consent of meeting attendees
 - o Including information often unintended to be shared
 - o Can be used to further train AI
 - o AI can introduce inaccurate information
 - o AI company may share data with 3rd party vendors



What are the risks

- Software has access to unintended apps / services from the main user.
- Software can perform actions without user input.
- Often, user permission is enough for the AI note takers to connect across services, without administrator permission.
- Attendees may not share information or contribute when AI note takers are present



**How can
Organisations
and users stay
safe?**

**#
Digi
REN**



1. Adopt a strong organisational policy around AI and third party tools which staff can access / allow



2. Seek consent and provide notice for online transcription and recording



3. Limit the scope of data retention



**4. Check meeting options –
disable third party apps
and ensure lobby / wait
room cannot be bypassed**



5. Be mindful of topics discussed in meetings – even without AI attendee, individuals can use external devices to record undetected i.e. a smartphone



For IT - Use encryption and control access to data

For Legal - Specify data processing agreements and data residency



Microsoft Support

Using the lobby in Microsoft
Teams meetings - Microsoft
Support



M365 Note Taking Apps

<https://www.microsoft.com/en-us/microsoft-365/business-insights-ideas/resources/ai-summarizer-note-taking-tools>





Capturing real-time engagement

James McKee –
Renfrewshire Council

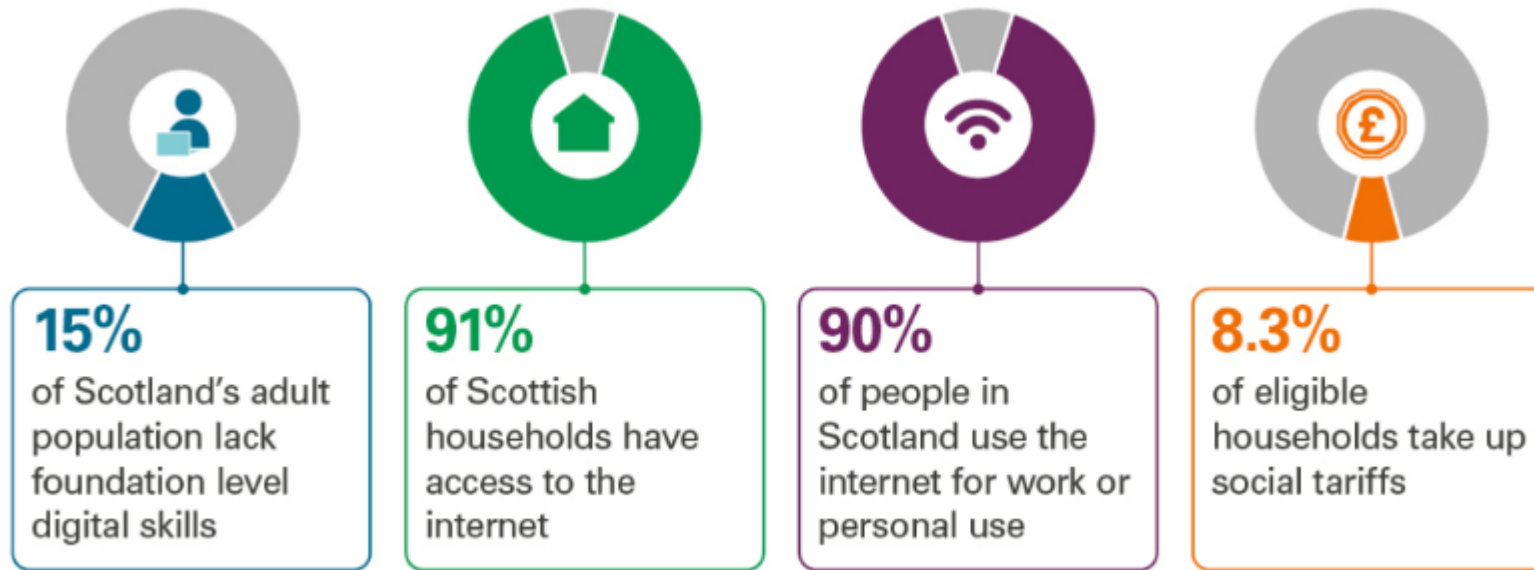




Digital Inclusion Reports

Ross McNicol –
Renfrewshire Council

1. Audit Scotland — "Tackling Digital Exclusion" (August 2024)



Rural Disadvantage:
Rural broadband coverage is 79% compared to 99% in urban areas.

- **Vulnerable Groups:** Digital exclusion disproportionately affects people in poverty, older adults, disabled individuals, those living alone, and people in rural areas.
 - Of digitally excluded individuals: 72% are aged 65+ and in deprived socio-economic groups; 58% live alone; 55% are retired; 51% report a disability; 47% receive benefits; 34% do not use a mobile phone.



1. Audit Scotland — "Tackling Digital Exclusion" (August 2024)

Key progress:


- The Connecting Scotland programme provided lifeline support to over 61,000 households during the pandemic, with £50 million investment.
- The Digital Lifelines programme (2021–2025) supported 930 people at risk of drug-related harm with devices, connectivity, and training.
- NHS Near Me and Renfrewshire's DigiRen are highlighted as effective local digital inclusion strategies.



2. Ofcom — "Connected Nations Scotland Report" 2025

Figure 2.1: Summary of broadband coverage at a fixed location across the UK and nations

	Gigabit-capable (residential)	Full fibre (residential)	Superfast (residential)	Unable to get decent (all properties)
UK	87%	78%	98%	0.1%
Scotland	81%	71%	97%	0.4%
Northern Ireland	96%	95%	99%	0.2%
Wales	81%	78%	97%	0.4%
England	88%	79%	98%	0.1%



Source: Ofcom analysis of provider data (July 2025)



Data usage over fixed networks

Average monthly data usage (the total amount of data downloaded and uploaded over the broadband connection) per fixed connection in Scotland is 530 GB.

This is an increase from the 2024 average and is in line with UK-wide trends with both showing an increase of around 50 GB.

The average data usage on full-fibre connections is slightly higher at 624 GB.

Scotland's average data usage remains lower than average data usage for the UK overall.



2. Ofcom — "Connected Nations Scotland Report" 2025

Figure 3.1: Overview of voice and data coverage across the UK^{11,12}

	5G outside premises (MNO range)	5G SA outside premises (MNO range)	4G outside premises (MNO range)	4G geographic (MNO range)	4G total not spots	Voice and text total not spots
UK	64-89%	47-65%	99-99%+	89-90%	4%	3%
Scotland	59-84%	40-64%	99-99%+	79-81%	10%	6%
Northern Ireland	38-95%	20-91%	98-99%	90-96%	2%	1%
Wales	23-89%	12-57%	99%	84-90%	3%	2%
England	67-91%	47-67%	99%+	95-96%	1%	1%



3. SCVO – Digital Inclusion Research



<https://scvo.scot/support/digital/inclusion>

<https://scvo.scot/support/digital/inclusion/digital-inclusion-research>

**30 digital inclusion reports from various sources
combined on one page**



3. SCVO - Digital Inclusion Programme (DIP) Evaluation 2025

The **Digital Inclusion Programme** built on learning from Connecting Scotland, Digital Lifelines, and digital inclusion work in care homes.

It responded to persistent digital exclusion in Scotland, particularly among people using mental health and housing services, and aimed to develop **sustainable, person-centred models of digital inclusion across health, care, housing, and community settings**



3. SCVO - Digital Inclusion Programme (DIP) Evaluation 2025



FUNDING AWARDED

£306,165

Digital Pioneers
Mental Health Fund

£344,160

Digital Pioneers
Housing Fund

£307,477

Digital Pioneers
Progress Fund

£512,115

Connecting to Care
Fund



PEOPLE

3675

direct beneficiaries

683

staff & volunteers
engaged

112

digital champions
trained



DISTRIBUTED ITEMS

255



laptops

355



tablets

290



phones

677

connectivity packages

53

other devices



3. SCVO - Digital Inclusion Programme (DIP) Evaluation 2025

Impact on Individuals

Reports of significant improvements in digital skills, confidence, and wellbeing. Many started with little or no experience with digital tools, and included a mixture of complex health, housing or support needs.

- **individuals developed confidence** using emails, video calling, managing Universal Credit accounts and mobile apps to access housing or employment opportunities;
- **many reported reduced social isolation and improved mental wellbeing** and self-esteem from being able to reconnect with family or access online support groups; and
- **health engagement improved**, including reduced missed appointments, accessing online health portals and enhanced capacity to self-manage long-term conditions

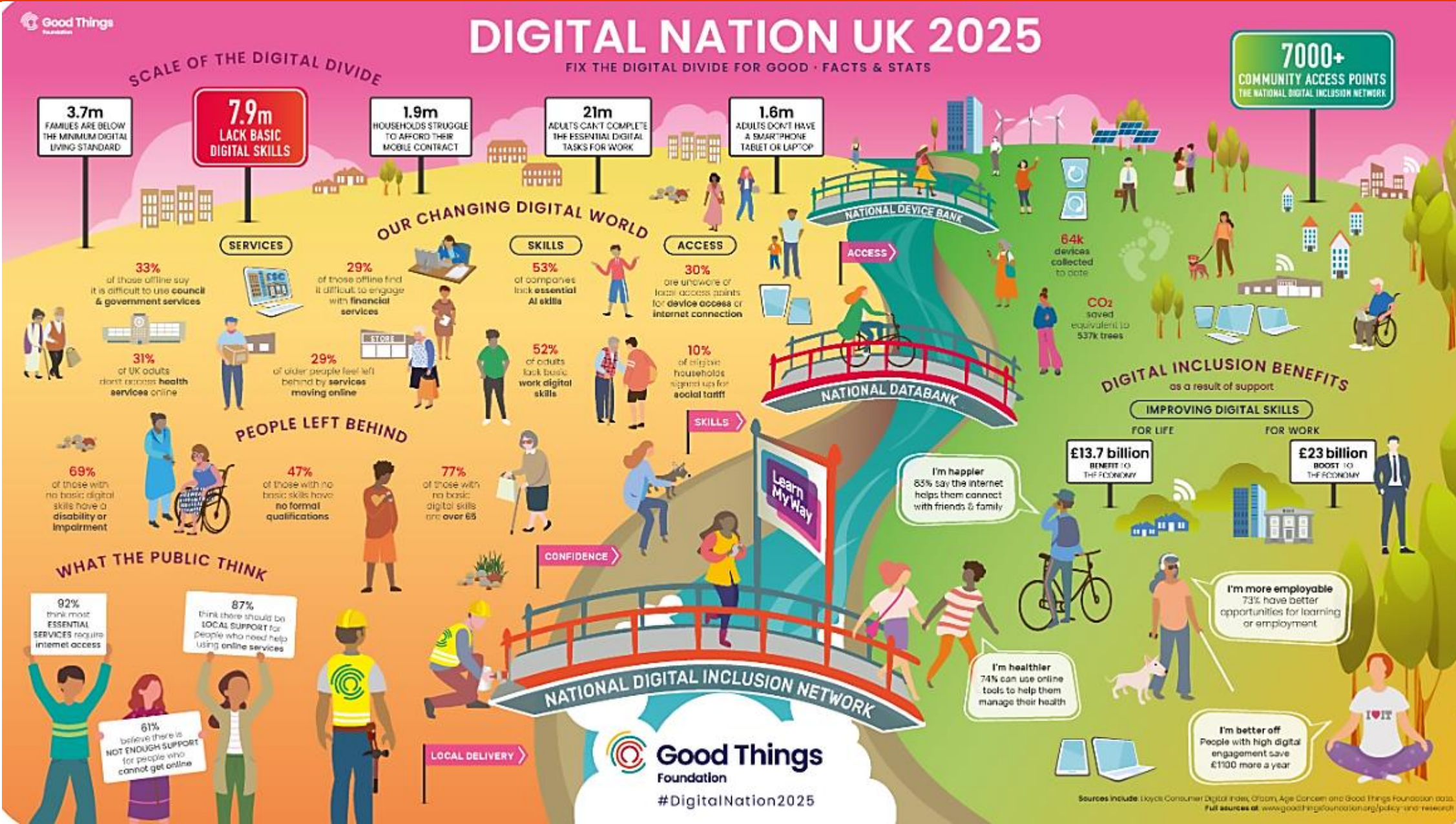


3. SCVO - Digital Inclusion Programme (DIP) Evaluation 2025

The funded work demonstrated how **tailored, community-based digital support can transform experiences of health and care, improve outcomes for individuals, change service delivery models and influence workforce and culture**, while also exposing persistent barriers and system limitations.



4. Good Things Foundation: Digital Nation UK 2025



4. Good Things Foundation: Digital Nation UK 2025

3.7m
FAMILIES ARE BELOW
THE MINIMUM DIGITAL
LIVING STANDARD

7.9m
LACK BASIC
DIGITAL SKILLS

1.9m
HOUSEHOLDS STRUGGLE
TO AFFORD THEIR
MOBILE CONTRACT

21m
ADULTS CAN'T COMPLETE
THE ESSENTIAL DIGITAL
TASKS FOR WORK

1.6m
ADULTS DON'T HAVE
A SMARTPHONE
TABLET OR LAPTOP

OUR CHANGING DIGITAL WORLD

SERVICES

33%
of those offline say
it is difficult to use **council
& government services**

29%
of those offline find
it difficult to engage
with **financial
services**

SKILLS

53%
of companies
lack **essential
AI skills**

ACCESS

30%
are unaware of
local access points
for **device access or
internet connection**



31%
of UK adults
don't access **health
services** online



29%
of older people feel left
behind by **services
moving online**



52%
of adults
lack basic
**work digital
skills**

10%
of eligible
households
signed up for
social tariff

PEOPLE LEFT BEHIND

69%
of those with
no basic digital
skills have a
**disability or
impairment**



47%
of those with no
basic skills have
**no formal
qualifications**



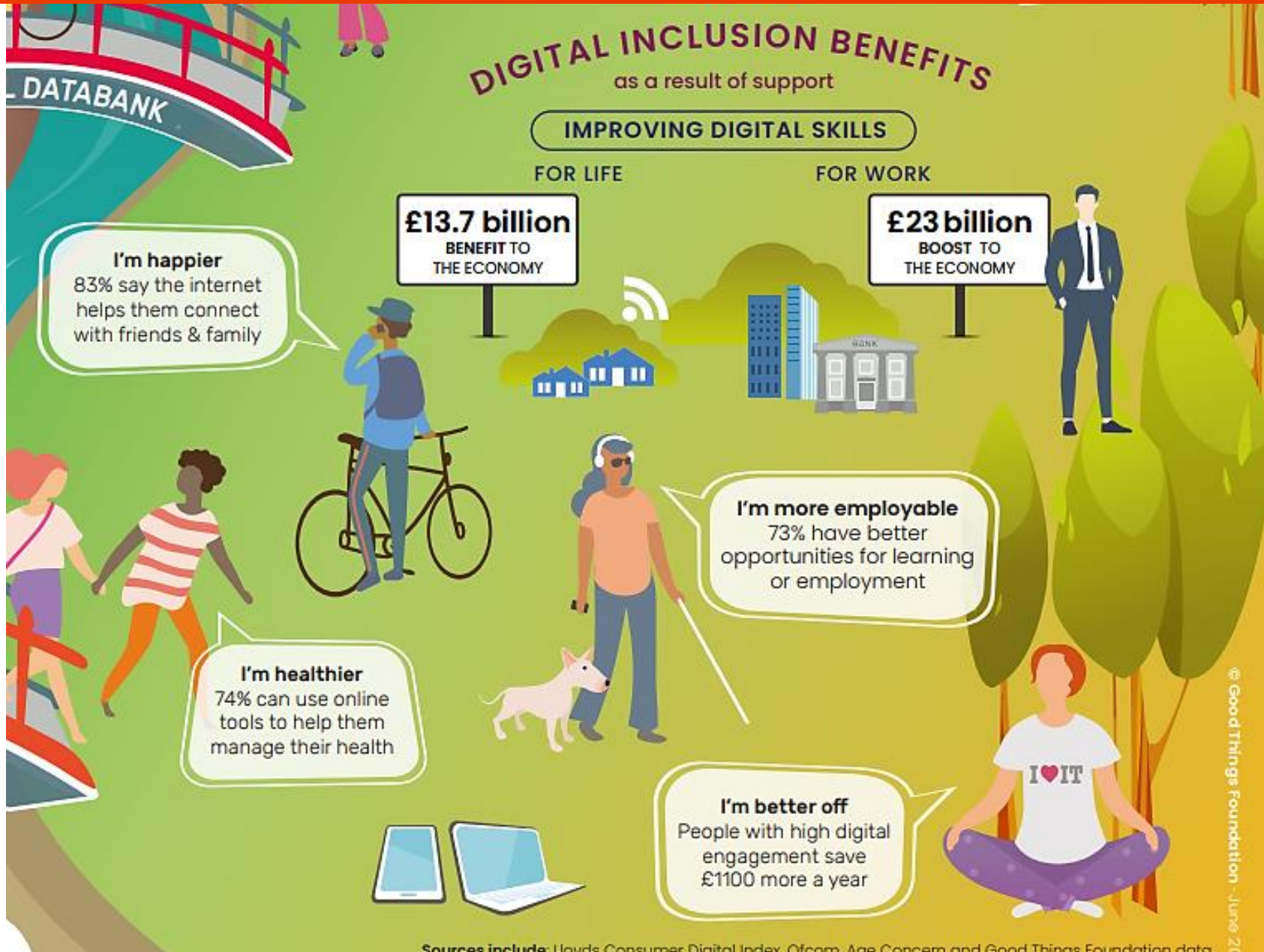
77%
of those with
no basic
digital skills
are **over 65**



SKILLS



4. Good Things Foundation: Digital Nation UK 2025



4. Good Things Foundation: Other Useful Reports



Digital inclusion: What the main UK datasets tell us



And finally...

Any Questions
or Comments?





Partner updates

All



**#
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AOB & Open Discussion

All

1055 -
1100

New Registration Approach

New Registration Approach for DigiRen Meetings

- Switching to Microsoft Teams Webinar Feature
- Members will now register for each DigiRen Network meeting via Teams webinar.

Why the Change?

- Streamlines process: Reduces manual admin tasks.
- Automates registration: Improves efficiency and tracking.

What This Means for You

- No more Outlook calendar invites.
- You'll receive a registration link for each meeting.

Benefits

- Easier to manage attendance.
- Supports better engagement and follow-up.



Webinar Draft

Share event View draft Publish site

- Setup
 - Details
 - Presenter bios
 - Theming
- Registration
 - Configuration
 - Attendee status
- Emails
- Reports
- Recordings
- Connect apps

Customise event emails and reminders with Teams Premium [Explore more benefits](#) [Try Premium for free](#)

Email	Time	
Attendee registration	⚡ Immediately	Preview email
Attendee pending approval	⚡ Immediately	Preview email
Attendee waitlisting	⚡ Immediately	Preview email
Attendee rejection	⚡ Immediately	Preview email
Attendee cancellation	⚡ Immediately	Preview email
Webinar cancellation	⚡ Immediately	Preview email
Webinar date time update	⚡ Immediately	Preview email
Webinar reminder	🕒 1h before event starts	Preview email
Event recording available	⚡ As soon as recording is published	Preview email

DigiRen Network: 2026 Meetings Planner



DATE	TIME	FORMAT
Thursday, 05 February 2026	10:00 – 11:00	Online
Thursday, 02 April 2026	10:00 – 11:00	Online
Thursday, 28 May 2026	10:00 – 11:00	Hybrid
Thursday, 17 September 2026	10:00 – 11:00	Online
Thursday, 12 November 2026	10:00 – 11:00	Online
Thursday, 17 December 2026	10:00 – 11:00	Hybrid