Sefton Residents Digital Inclusion Strategy 2022-2025 Easy Read Summary

Sefton Council

Digital Inclusion

Digital inclusion covers:

Digital skills

Being able to use digital devices such as computers or smart phones and the internet. This is important, but a lack of digital skills is not necessarily the only, or the biggest, barrier people face.

Connectivity

Access to the internet through broadband, wi-fi and mobile. People need the right infrastructure but that is only the start.

Accessibility

Services needs, technology need to be designed to meet all users' including those dependent on assistive to access digital services.

Digital services are technology such as the internet. This is used through computers, phones and tablets.

It also includes other technology such as Alexa, Google and Apple. In Sefton we want people to want to use digital services and understand how these services can help make their lives easier.

This means that everyone in Sefton should have the same chances to access digital services to keep them independent and involved. Some people may need extra help to access these services.

This strategy sets plans to get extra help for people who live in Sefton.

What is included in the Strategy?

The strategy covers six key things.

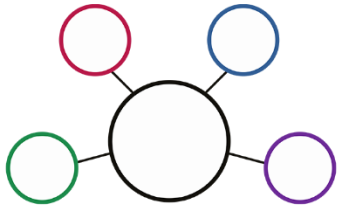|	
	Skills to use digital services.
	Cost of going online.
	Confidence in how digital services can support them.
	Having access to go online.
	People not wanting to use digital services.
	Trust that digital services are safe.

How we will make the strategy happen.

The strategy has been developed by key partners across Sefton including:

- Businesses that support people to be digitally included.
- Libraries.
- Community Centres.
- Schools and colleges.
- Public sector organisations.
- Health organisations.
- Voluntary organisations.
  - Regional and national organisations.

What we want to do

The action plan has some priorities in 2022 and 2023. The action plan also has other actions up to 2025.

- Work together to gather information about what is already happening across Sefton and identify areas for improvement.

- Agree how to measure improvement and show how the work we are doing has helped people.

- Have further conversations and work with key groups to develop what digital support we can offer.

- Find out about funding we can get.

- Develop clear messages about using digital services.

- Provide places for people to use equipment and services to help them get online.

- Support people to develop the digital skills they need.

- Ensure that all information and services are accessible.
- Find out about new digital technology and how we can use it.