

Why?

Before you can start to develop your digital literacy programme you need to think WHY residents are likely to want to engage. Your priorities might be:

- ✓ To help residents engage in digital systems related to your services
- ✓ To help residents with aspects of their day-to-day lives
- ✓ To help residents engage with government systems (e.g. online benefits)

Of course, these may not be the same priorities the residents have. They may want:

- ✓ To contact friends and families
- ✓ To engage with clubs, societies or organisations
- ✓ To buy or do financial transactions online

This might inform your decision about how you move forward.

How?

There are several options you might want to consider. Any combination may work:

- ✓ A formal course in digital skills
- ✓ Resources available for self-directed learning
- ✓ Drop-in session(s) on digital skills
- ✓ Volunteers supporting learners on an 'as needed' basis

These all have different costs attached, but have different advantages based on what residents may want to learn.