

Digital Inclusion in North Yorkshire

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Citizens Online

What we do at Citizens Online

- **Digital Inclusion** - ensuring the benefits of the internet and digital technologies are available to everyone.
- **Digital exclusion** - presents additional layers of social exclusion
- **Digital Champions** – trusted one to one support.
- **Partnerships and collaboration** - partners such as Local Authorities, Housing Associations, Job Centre Plus



What types of barriers do people face?

- **Motivation**
- **Age**
- **Finances**
- **Disability**
- **Connectivity**
- **Confidence**
- **Literacy**



Digital Champions

1. Professional



2. Embedded

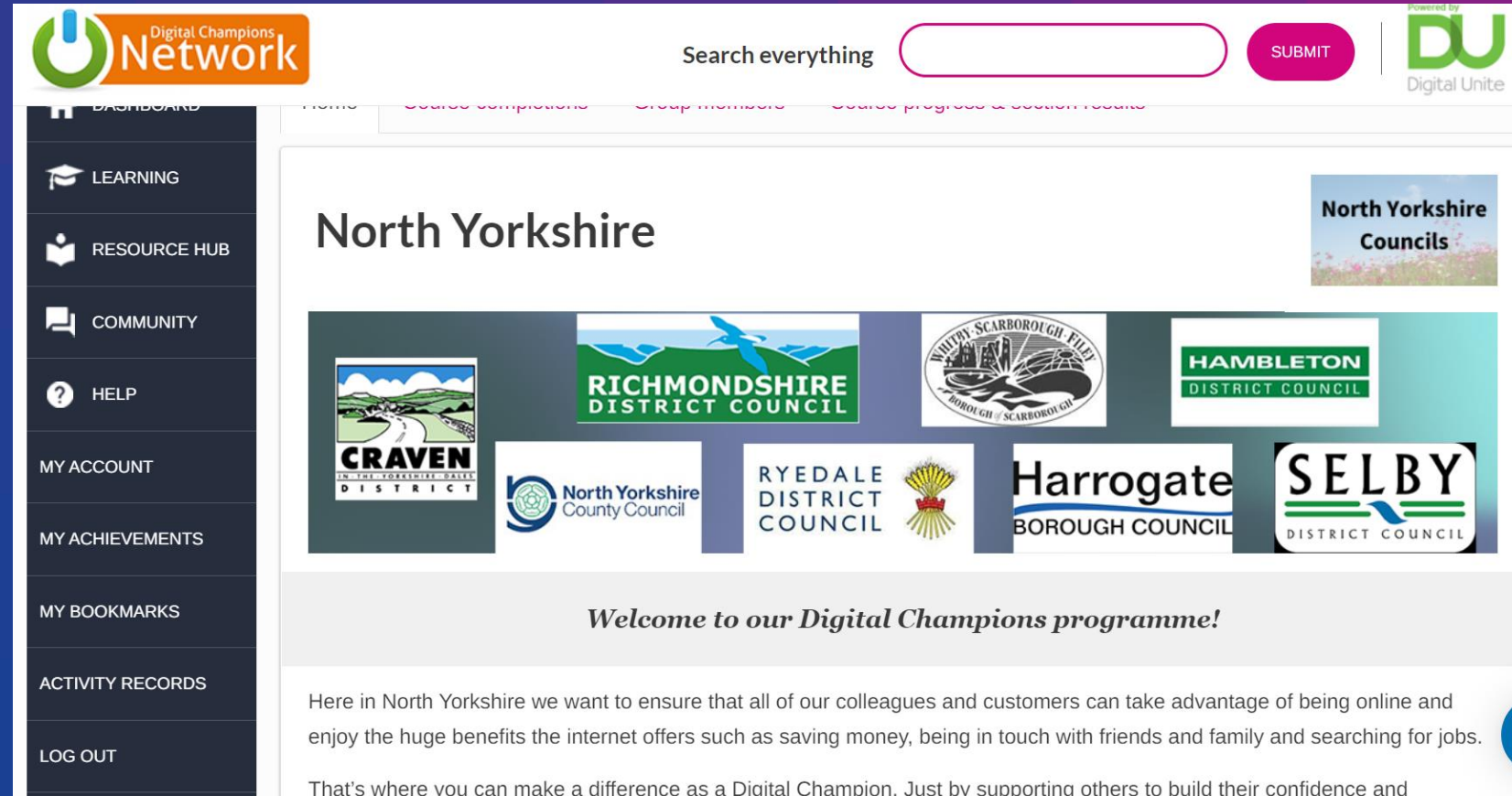


3. Volunteer



The Digital Champions Network

- Membership access to tailored e-Learning Resources
- CPD & Mozilla Badge scheme
- Online community forum, session plans and worksheets



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The Digital Support Helpline



Free phone
Digital Helpline



For anyone to call
to get help with
digital skills.



Soft launch phase
1 December.



Helping people
remotely over
the phone.



Courses and tips on
offering remote
learning – Digital
Champions Network.

Tablet Loan Scheme



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Where we are now

- Heatmaps produced
- Digital Champions Network Access
- Allocation of Licences
- Citizens Online digital helpline
- **0808 1965883**
- Tablet Loan Scheme launched W/C 1.2.21



**DO YOU NEED HELP TO USE THE
INTERNET?**



**CALL OUR FREE DIGITAL SKILLS
HELPLINE**

0808 196 5883



**AND ONE OF OUR FRIENDLY
VOLUNTEERS WILL CALL YOU BACK**



CITIZENS ONLINE IS A REGISTERED CHARITY NO. 1087794 AND IN SCOTLAND NO. SC039737.

Thank you. Any questions?

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