To meet the Assisted Digital needs of your users

1 Draw on centrally conducted research and do your own too

2 Place every user you speak to on the Digital Inclusion Scale and record this information

3 Ensure you have included a spread of users across the Digital Inclusion scale

4 Recruit users with access, skills and motivation barriers where necessary and assign time and money to do this

If your service is externally facing

5 Meet with the Assisted Digital team for advice and if needed…

6 Identify needs for Assisted Digital users both for the digital service and the support

7 Select the best support from the options available and then test, configure and iterate this support

Home Office   Digital, Data and Technology