

## **Digital inclusion: Become a digital champion**

Our volunteer digital champions play a vital role. They help people in the local community improve their digital skills, and support them to access online services and information. We want everyone to have the opportunity to go online and use digital devices that have become essential in our day-to-day lives.

### **Helping local residents**

Although many people use digital technology on a daily basis, others are 'digitally excluded' which means they either don't have access to the use of digital devices such as computers or phones, or they do not have the skills to be able to use them.

People who are digitally excluded may need help with everyday tasks such as shopping, searching for information, or texting family and friends. The support provided by digital champions can make a real difference.

### **The role of a digital champion**

You don't need advanced computer skills to volunteer, just a basic knowledge of the internet, plus a willingness to learn and help others.

If you're over 18 and are willing to spend a minimum of two hours a month volunteering, you can be a champion.

Helping in areas of the borough where support is most-needed, may involve meeting with residents who need help on a one-to-one basis, or in small groups.

You will work in communal locations with support present. You will not be expected to work in residents' homes.

### **Training and support**

If you decide to become a champion, you will receive accredited training and support. Our digital learning partner will always be on hand to provide ongoing advice and guidance.

Being a volunteer digital champion is a great experience. You can build links in your community, and learn new skills.