



# AMMANFORD AFC

# DIGITAL INCLUSION POLICY

**Signed:**

**Print:**

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## **PRINCIPLES**

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

## **Barriers to digital inclusion**

Research for the UK digital strategy suggests that there are a number of important barriers, and more than one may affect individuals at any one time.

They are:

- access - not everyone has the ability to connect to the internet and go online
- skills - not everyone has the ability to use the internet and online services
- confidence - some people fear online crime, lack trust or don't know where to start online
- motivation - not everyone sees why using the internet could be relevant and helpful
- As access, skills and confidence improve, it is increasingly important to tackle other barriers, including:
- design - not all digital services and products are accessible and easy to use
- awareness - not everyone is aware of digital services and products available to them
- staff capability and capacity - not all health and care staff have the skills and knowledge to recommend digital services and products to patients and service users

## **People likely to be digitally excluded**

The Government Digital Service has developed a digital inclusion scale which maps individuals' digital capability on a scale from 1 to 9, from those who don't use the internet at all to digital experts.

Some sections of the population are more likely to be digitally excluded than others. These are:

- older people
- people in lower income groups
- people without a job
- people in social housing
- people with disabilities
- people with fewer educational qualifications excluded left school before 16
- people living in rural areas
- homeless people
- people whose first language is not English

Ammanford AFC will endeavour to be digitally inclusive in line with this policy.