

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 Assited 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

