

Dear Delegate

The cost saving for organisations transacting online is well documented. But 23% of UK adults cannot access and use public services online.

How can you be successful in your digital transformation with so many adults lacking digital skills?

Citizens Online have been helping organisations and communities across the UK to tackle digital exclusion since 2000. We aim to embed digital inclusion into organisations to make it sustainable. We advocate partnership working in local areas with digital champions available to deliver person centred support. Our recent local authority clients include; Brent, Charnwood, North Yorkshire, Medway, Ealing, Epping Forest and Dorset. We have managed the Digital Brighton & Hove project for the last 5 years and built a network of 300+ organisations and trained over 400+ Digital Champions to support over 6000 individuals with digital skills.

We can offer support and add value to any aspect of digital inclusion work. Such as:

- **Mapping / research** *Where are the people you're trying to reach and what's the scale of the problem in your area?*
- **Digital Maturity Assessments** *This exercise is the foundation to support your organisational digital transformation*
- **Strategy development**
- **Tablet loan scheme support**
- **Digital champions**
- **Partnership development**
- **Pathfinders** *Focussing on a particular theme or group ie older people, rural economy, SMEs. We offer research and design 'pathfinders' to advise on solutions to tackle digital exclusion in these area*
- **Monitoring and Evaluation**
- **Equality Impact Assessments**
- **Consultancy**

We work with every client to design a bespoke project to suit your needs and budget. We can start work from as little as £3K and have worked on contracts of up to £2million over the years. Talk to us about your needs and we will design solutions to suit your budget.

We look forward to hearing from you soon as you further your digital transformation.

Best wishes



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