

Manchester City Council Report for Information

Report to: Communities and Equalities Scrutiny Committee – 5 March 2024

Subject: Digital Inclusion Update – bridging the digital divide in Manchester

Report of: Strategic Director (Neighbourhoods)

Summary

The purpose of the report is to provide the Communities and Equalities Scrutiny Committee with an update on the Council's digital inclusion work, since the last report to scrutiny in March 2023. This includes the development and implementation of the Digital Inclusion Action Plan.

Recommendations

The Committee is recommended to consider and comment on the information in the report.

Wards Affected: All

Environmental Impact Assessment -the impact of the issues addressed in this report on achieving the zero-carbon target for the city	Increasing residents' ability to be regular, confident online users supports zero-carbon targets by reducing use of paper and reduced travelling. The digital inclusion team is part of Libraries. Libraries support the zero-carbon agenda. This includes high quality, low-carbon buildings that are community hubs to be used by multiple organisations, that libraries encourage books to be read by multiple people and the increase in ebooks – reducing the use of paper. We have signed up to the Green Libraries manifesto. https://www.cilip.org.uk/general/custom.asp?page=greenlibrariesmanifesto Specific initiatives in this report support the zero-carbon targets, for example commissioning and supporting the refurbished device scheme that reduces waste, repurposing devices to be used by Manchester residents
Equality, Diversity and Inclusion - the impact of the issues addressed in this report in meeting our Public Sector Equality Duty and broader equality commitments	As this is an update report, an EQIA has not been carried out specifically on the report. Equalities, Diversity and Inclusion is at the heart of the digital inclusion agenda, with people with the protected characteristics being most likely to be digitally excluded and being disproportionately affected by exclusion.

Manchester Strategy outcomes	Summary of how this report aligns to the Our Manchester Strategy/Contribution to the Strategy
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	Delivery of the Digital Inclusion Action Plan supports Investing In success: Manchester's Economic Strategy. One of the five priorities of this strategy is to "Develop world-class infrastructure, places and talent." As part of that it references "Delivering Manchester's Digital Strategy" and "Digital connectivity is now as essential to businesses and residents as traditional utilities such as water and power."
A highly skilled city: world class and home-grown talent sustaining the city's economic success	Delivery of the Digital Inclusion Action Plan supports Investing In success: Manchester's Economic Strategy. One element of the work is to improve digital skills and be an integral part in the city of lifelong learning.
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	Libraries offer free Internet access at the heart of our communities, reducing inequalities for digitally excluded residents.
A liveable and low carbon city: a destination of choice to live, visit, work	Increasing residents' ability to be regular, confident online users supports zero-carbon targets by reducing use of paper and reduced travelling to face-to-face appointments.
A connected city: world class infrastructure and connectivity to drive growth	Our digital inclusion programme is increasing connectivity in homes, and people's ability to be online.

Full details are in the body of the report, along with any implications for:

- Equal Opportunities Policy
- Risk Management
- Legal Considerations

Financial Consequences – Revenue

None

Financial Consequences – Capital

None

Contact Officers:

Name: Neil MacInnes OBE
Position: Head of Libraries, Galleries, Culture and Youth
Telephone: 0161 234 1902

E-mail: neil.macinnes@manchester.gov.uk

Name: Philip Cooke

Position: Libraries and Archives Lead

Telephone: 07773206277

E-mail: philip.cooke@manchester.gov.uk

Name: Stuart Pearson

Position: Senior Digital Strategy Officer

E-mail: stuart.pearson@manchester.gov.uk

Background documents (available for public inspection): None

1.0 Introduction

- 1.1 Digital Exclusion affects tens of thousands of Manchester's residents. Digital exclusion is where a person doesn't have one or more of the following – access to the Internet, skills/confidence to use the Internet or motivation to use the Internet. People who are digitally excluded are also likely to suffer from other social exclusion and are disproportionately affected by not being online. There is a close link between digital exclusion and levels of deprivation. Digital exclusion often links to other forms of social exclusion: people who are not confident online users can have worse life chances than those that are. They are more likely to suffer social isolation and loneliness, have lower skills and job prospects, unable to access services online (for example applying for housing), reduced access to information, and in general have a lower quality of life. Reducing digital exclusion is intrinsically linked to reducing the widening of inequality.
- 1.2 Over the last 25 years Manchester City Council and our partners have done much to reduce this digital divide and support those that are digitally excluded, including offering high quality Internet in libraries access since 1998. The City Council offer includes providing free Internet access, free Wi-Fi, IT support and weekly sessions in all our libraries where more support is available, as well as working closely with Manchester Adult Education Service (MAES) and many of our community organisations to support them to continue to reach more of our neighbourhoods to support them to access and utilise the internet.
- 1.3 Much of the Digital Inclusion's Teams activity in the last 12 months has been supporting those VCSE organisations and encouraging more organisations to embed digital inclusion support into their programme. The results of a national survey have found Manchester to be the most digitally inclusive city in the UK. Analysis carried out by Uswitch mobiles examined the number of databanks, digital inclusion hubs and digital skills workshops on offer nationally, finding that in Manchester there were 11 digital inclusion hubs per 100,000 population. This shows we have made progress with combatting digital exclusion in the city, but there is so much more to do, with the impact on those residents who are digitally excluded, being greater than ever.
- 1.4 This report shows the progress that has been made with supporting digital inclusion since the last report to Communities and Equalities Scrutiny Committee on 7th March 2023. The Libraries Digital Inclusion Team have developed and implemented a collaborative programme to assess the scale of the digital divide, improve the existing support infrastructure, develop joint projects, and develop new initiatives to support digitally excluded residents. There has been a diverse range of key stakeholders involved so far including adult learning providers, third sector community organisations, registered providers, healthcare partners and private sector businesses. The digital inclusion work is a key element of the Digital Strategy that is detailed section 2.1 and included as Appendix 2.

- 1.5 Manchester City Council's digital inclusion work is considered best practice nationally. This is shown by Councillor Hacking's invitation to be part of the House of Lords inquiry into tackling digital exclusion. The report praised the work of local authorities such as Manchester and highlighted the lack of a Government strategy to support digital inclusion. The recommendations align with our Digital Inclusion Action Plan. The five priorities for a new strategy were: Cost of living support to stop more people becoming digitally excluded, to invest in basic digital skills, to boost digital inclusion hubs including prioritising libraries, to future proof public services including helping excluded people to not be marginalised by AI and to prioritise telecoms competition including review of the impacts of Public Service Telephone Network switch off. The recommendations summary report is included as Appendix 3.

2.0 Bridging the Digital Divide in Manchester

2.1 Manchester Digital Strategy 2021-2026: Doing Digital Together

2.1.1 The Manchester Digital Strategy, included as Appendix 2, sets out a vision and its Delivery Plan, a roadmap, across four key themes, for what Manchester needs to do to make sure we have digitally skilled residents, future-proofed infrastructure, a thriving digital economy and a digitally enabled transition to zero-carbon economy. This ambition paves the way for a Manchester empowered by technology, benefiting all residents and shaping a thriving, responsible future.

2.1.2 Digital inclusion forms the bedrock of the Manchester Digital Strategy. Everyone deserves equal access to the opportunities and empowerment the digital world offers. Excluding residents deepens inequalities and stifles our city's potential. By equipping all residents with the skills and confidence to navigate the digital landscape, we unlock untapped talent, spark innovation, support self-agency and build a more resilient Manchester. Through inclusive infrastructure, targeted skills development, and strong partnerships, the Manchester Digital Strategy paves the way for a truly connected city where everyone thrives.

2.2 Contributing towards the delivery of corporate priorities and strategies

2.2.1 The Digital Inclusion Action Plan, shown in Appendix 1, aims to improve the lives of people and contribute hugely to corporate priorities and strategy. It is central to the people-focussed Digital Strategy that is described in 2.1 and shown in full in Appendix 2. The work also feeds into The GMCA Digital Blueprint.

The digital inclusion work, designed to improve the lives of Manchester's residents aligns with the priorities of the region, the city, and Manchester City Council.

2.2.2 Making Manchester Fairer: Anti-Poverty Strategy 2023-2027

Digital inclusion is a key component of the strategy and the Council's cost-of-living crisis response. For example, delivery of the Digital Inclusion Action Plan prevents more people from becoming digitally excluded if they are unable to afford Internet data costs. Becoming digitally included enables residents to save money. For example, research in 2021 suggested digitally excluded customers pay an average of £348 more per year on their energy bills.

2.2.3 Health and Making Manchester Fairer

Digital inclusion is a key factor for people's health and wellbeing. It reduces social isolation amongst people, opening them to a whole new network. Also, many health services and information are now best accessed online. The work of the team helps to support this – for example through digital health hubs.

Digital inclusion has been recognised as being central to the Making Manchester Fairer work with digital inclusion being part of each pilot project. Digital inclusion is particularly embedded into the early years kickstarter, resulting in laptops being provided for free to 20 families in kickstarter priority schools. These devices have been donated for free by Community Computers as part of their refurbishment scheme.

Growth in telecare and digital technologies as powerful enablers to independent living make digital inclusion more essential. Remote monitoring systems, employing wearable devices and sensors, empower individuals with chronic conditions or mobility limitations to manage their health from home. This reduces reliance on physical visits and transportation while enabling early detection and intervention, ultimately promoting self-sufficiency and preventing unnecessary hospitalizations. Virtual consultations dissolve geographical barriers, connecting individuals with specialists regardless of location for convenient access to expert care and collaborative decision-making. By eliminating physical hurdles and fostering self-directed care, these advancements contribute significantly to independent living, empowering older adults and individuals with disabilities to lead fulfilling lives on their own terms.

2.2.4 Investing In success: Manchester's Economic Strategy

One of the five priorities of this strategy is to “Develop world-class infrastructure, places and talent.” As part of that it references “Delivering Manchester's Digital Strategy” and “Digital connectivity is now as essential to businesses and residents as traditional utilities such as water and power.”The delivery of the Digital Inclusion Action Plan will support the economic strategy.

2.2.5 Digital inclusion is key for the **housing sector**. While affordability, skills gaps, and confidence hurdles often confine social housing residents to the digital margins, the Manchester Digital Strategy embraces a different perspective. It recognizes these communities not as obstacles, but as strategic bridges to a more inclusive digital landscape. Through targeted initiatives like device donations and subsidized internet access, the Strategy looks to address these cost barriers. Working with Housing Associations to establish community hubs

– offering tech access, training, and peer support – it fosters confidence and eases anxieties. New innovative solutions like community mesh networks hold the potential to empower residents and revitalize inclusion efforts. By prioritizing social housing, the Manchester Digital Strategy and Digital Action Plan unlocks the immense potential within these communities.

2.2.6 **City of lifelong learning and digital skills**

Devolution agreement with central government, providing further autonomy over our local and regional skills system, the City of Lifelong Learning approach aims to mobilise and best utilise economic, government and community assets and resources. It was announced in February 2024 that Manchester is being designated a UNESCO: City of Lifelong Learning. Digital inclusion and digital skills are integral to this initiative. By 2030, over 85% of jobs will require advanced digital skills, whilst basic digital skills are unlikely to meet the needs of daily life. Residents are at enhanced risk of being digitally excluded, with a skills lens. The City of Lifelong Learning approach will promote inclusive learning from basic to higher education, putting learning at the heart of family and community life, whilst positioning learning for work, home and studying.

2.2.7 **Manchester’s Age Friendly Strategy – Manchester a city for life: 2023-28**

Digital exclusion is highlighted in the strategy as something that affects older people. The strategy notes “Over half of Manchester residents aged over 60 are digitally excluded (not having the access, skills and confidence to use the internet and benefit fully from digital technology in everyday life)”. It states that by 2025 “We will develop a better focus on digital inclusion for the over-50s.”, this work is a high priority of the Digital Inclusion Action Plan.

2.2.8 Digital Inclusion is also central to the emerging **Family Hub** work.

There is a close correlation between low literacy levels and digital exclusion, so many of the Education priorities, including Read Manchester, rely on our programmes to reduce digital exclusion.

2.2.9 The Council is currently transforming the way it delivers services digitally to residents through the Resident and Business Digital Experience Programme (RBDxP), and the Digital Inclusion Action Plan helps maximise the benefits to residents from this programme.

2.2.10 For the first time, voters were required to produce ID to vote in the Local Elections of May 2023. This will continue in future years. People can apply online for a Voter Authority Certificate, where they do not currently have any of the prescribed ID to enable them to vote. Libraries, including the Digital Inclusion Team, are essential to encourage and enable people to be able to gain the Voter Authority Certificate. We support residents to apply online – both via the Team’s telephone service and through libraries. Each library has a session each week where residents will be supported to apply online, including taking and uploading a photograph. This is an example of how

libraries and the digital inclusion work is essential to the priorities of the Council and to residents.

2.3 Delivery of the Digital Inclusion Action Plan 2023-24

This section shows the great progress that has been made with supporting digital inclusion over the last 12 months. A hugely wide-ranging programme has delivered many outcomes that benefit our residents, helping them overcome the disadvantages of being socially excluded, helping recovery from the pandemic and to cope with the current cost of living situation.

- 2.3.1 The work is guided by the Digital Inclusion Steering Group chaired by Councillor Adele Douglas, Deputy Executive Member for Skills, Employment and Leisure. The group which meets quarterly consists of strategic representatives from organisations across sectors. The Digital Inclusion Action Plan outlined in Appendix 1 summarises our priorities agreed by the Steering Group.
- 2.3.2 The Digital Inclusion Team are based within the libraries team. Libraries have continued to be the primary community venue which supports digital inclusion. Users of the libraries Internet access tend to be from areas of the city where digital exclusion is highest. This is shown in Appendix 8. In total there were 23,600 hours of public Internet access in 2023 and 38,000 uses of free libraries Wi-fi. The level of digital inclusion support offered in libraries has increased over the last 12 months, with the voter ID support and the donations of Sims.
- 2.3.3 All 22 libraries are registered databank centres and give out Sims that provide six months of free Internet access. In total, over 4000 Sims have been given out in libraries and by the team over the last 12 months. These Sims are provided free by Internet Service Providers. This prevents many residents becoming digitally excluded as they can't afford data charges during the cost-of-living crisis. This initiative supported libraries role as warm spaces during winter months.
- 2.3.4 Our Digital Inclusion programme of work has increasingly been driven by data, considering the different levels of risk of digital exclusion that residents face in various parts of the city. We will continue to develop the [Digital Exclusion Index](#) with the Council's Performance, Research and Intelligence team to target our initiatives in the areas of the city deemed most at risk of digital exclusion. Appendix 5 shows the areas of the city with the highest risk of digital exclusion. Much of our digital inclusion programme has been focused on these areas.

To complement this quantitative data, we commissioned a 3-part piece of work with Open Data Manchester to examine the lived experiences of those people defined as digitally excluded. The final report is shown in Appendix 6.

2.3.5 The digital inclusion programme is a combination of delivery of services directly to residents inside and outside of libraries and building the capacity of VCSE organisations to support residents with digital exclusion.

2.3.6 The direct delivery schemes are described below.

2.3.6.1 Device schemes

Lack of a devices that connect to the Internet is a common barrier to being digitally included. Over the past year, we have run several device schemes to increase the number of Manchester residents with Internet access. To make device schemes more sustainable we partner with Community Computers to refurbish old devices and sell them at low cost to Manchester residents. In 2023 they sold 145 devices at low cost to Manchester residents and donated 28 devices to Manchester residents for free. Each library acts as a donation point, thus enabling residents to recycle their old devices safely for the benefit of other residents, instead of throwing them away. Community Computers can offer some devices back to us to donate to Manchester residents for free. As a result, we've been able to support with the Making Manchester Fairer Early Years Kickstarter to provide 18 digitally excluded families with free laptops. We have also secured some devices through social value contracts to donate to residents. Working with Be Well coaches, we have been able to provide 8 laptops to clients that they've identified as needing a device and skills support. The focus will be on improving health and wellbeing using technology and will be based in Wythenshawe. We have also gifted 15 Chromebooks to Rainbow Surprise in Cheetham Hill to run a device lending library. They have started to lend some of these devices out already and have recently joined up with North Manchester Community Partnership, who will be supporting them with their next steps. Care leavers were identified as a priority group, as part of a GM wide project. Care leavers have been given a combination of devices, data and skills support. During this period devices have been donated to approximately 170 care leavers.

2.3.6.2 Data

Lack of connectivity is another barrier to residents, particularly during this cost-of-living crisis as many people cancel their broadband and mobile data packages. Over 4000 free SIMs have been distributed in the last 12 months as outlined in section.

2.3.6.3 Skills

The lack of skills and confidence to use technology safely and effectively is another reason for being digitally excluded. There are thousands of residents who have Internet access but don't have the skills or confidence to use it. During the pandemic we established a digital champions scheme where volunteers, libraries staff and staff from partner organisations offered remote support over the phone to digitally excluded residents. Residents contacted us by texting, or by being referred by email. Our text line and email service are still operational and are being offered as a support service, including for the Voter Authority Certificate scheme. The digital inclusion work outlined in this

report is a key part of the City of Lifelong Learning initiative and supporting and promoting organisations with their skills work. We have been active in promoting digital courses from outside providers, facilitating Ability Net to run successful digital learning sessions for an age friendly audience in libraries as well as other community settings (e.g. Northmoor Community Centre, Longsight and Age UK Crossacres in Wythenshawe). Xyrius Training have also been facilitated to run two fully subscribed courses at Chorlton Library with more courses planned at Woodward Court in Ancoats. Equans, an MCC contractor, run a digital course as part of their social value offering. The Digital Inclusion team are partnering with them to run a 'Digital Deep Dive' course at the Booth Centre.

2.3.7 An increasing emphasis in the Digital Inclusion Action Plan has been given to VCSE Sector support this year. By building capacity within community organisations around digital inclusion, the work becomes sustainable and reaches most people. It is imperative that the Council is not seen as the main delivery solution to combat digital exclusion, but that we support existing provision in communities. Examples are listed below:

2.3.7.1 We have established the Digital Inclusion Working group which meets six times a year and progresses work in between meetings. All members have one common goal – to reduce the amount of digitally excluded people in Manchester. Membership includes the digital inclusion team, other Council staff, digital skills providers, community groups, MACC, housing providers and colleagues from the health sector. Group members value the support provided and the forum to share best practice on issues such as supporting older people, supporting visually impaired people and funding opportunities.

2.3.7.2 An increasing emphasis in the Digital Inclusion Action Plan has been given to VCSE Sector support this year. Using funding from the Work and Skills Team we have been able to incentivize community organisations to embed digital inclusion in their work. Residents are most likely to become digitally confident through community organisations they trust, rather than through traditional IT training organisations. In the past 6 months we have visited 50 organisations, most of whom have begun offering digital inclusion support as a result. This includes registering as a National Databank Centre to be able to donate free SIMs, offering digital training sessions, hiring a digital champion volunteer etc. Through this work we are making a real difference to the digital support infrastructure in the city in a sustainable way.

2.3.7.3 Supporting health is a key element of the Digital Inclusion Action Plan. Digitally excluded people may be unable to access information and services relating to health. Our Digital Health Hubs initiative was first introduced in Wythenshawe and has recently been introduced in North Manchester - Crumpsall, Cheetham Hill and Harpurhey. Through our partnerships with local organisations and libraries, residents are provided with relevant NHS app training. We created promotional materials that outline exactly what offers are available from those centres, and colleagues in the NHS Digital team work with local Primary Care Networks to embed that information into the heart of their service. This allows GP receptionists and practitioners to refer their

patients to local community centres, if they identify a need for digital support, for example to book GP appointments online.

2.3.7.4 Housing The digital inclusion team has been working with housing providers in the city to enhance their digital offering. Wythenshawe Community Housing Group (WCHG) have a comprehensive network of digital learning centres across the area in community centres and age friendly settings. In partnership with the Digital Inclusion team a 'Digishawe' leaflet has been produced which lists support available across Wythenshawe and the wider area. WCHG, supported by us are sharing best practice with other housing providers around digital inclusion so some of the model can be replicated in other neighbourhoods. Northwards Housing (now part of Manchester City Council) have their own Digital Inclusion officer who works with the MCC digital Inclusion team and North Manchester Community Partnership to enhance the digital skills and help in the North Manchester area.

2.3.7.5 To increase awareness of digital support across the city, we have created a directory of digital drop-ins across the city, including library and VCSE sector drop-in sessions - <https://hsm.manchester.gov.uk/kb5/manchester/directory/results.page?directorychannel=9-1>. We are sharing this directory widely with organisations across the city, so they know where in their local community to signpost residents for digital support. We also work closely with Manchester Adult Education to ensure that residents are aware of the free digital skills courses on offer.

2.3.8 Let's Get Digital campaign and communications

In 2021, following consultation with residents, the Let's Get Digital Manchester campaign was produced. This branding can be used by all organisations in Manchester, not just the Council, to raise awareness of digital inclusion support.

We began sending a Let's Get Digital monthly newsletter in October 2022, which is used to promote digital inclusion and digital support initiatives. There is a Twitter account [@LetsGetDigiMcr](#) which shares support offers with partners across the city and wider afield. There are also Let's Get Digital Pages on the Manchester Digital website <https://manchesterdigitalstrategy.com/>.

2.4 Funding of the digital inclusion programme

The digital inclusion programme is crucial to supporting residents across the city, particularly in those areas with the highest levels of deprivation. The work is key to multiple high-profile corporate priorities. The work to date has been funded from a variety of areas. This includes Covid recovery funding and the Contain Outbreak Management Fund. The Council's Cost of Living budgets provided £45k funding in 2023-24. £50k per year from GMCA, Digital Strategy funding, external funding (e.g. from successful Good Things Foundation bids), from libraries funding and social value contracts. All options

are being explored to ensure sustainability of the programme. This includes the £50k per annum that each authority in GM has received in recent years specifically to support digital inclusion and using Council's Cost of Living funding again in 2024-25. The need to combat digital exclusion will remain for the foreseeable future, so funding needs to be mainstreamed if possible.

2.5 Future priorities and projects

The Digital Inclusion programme has done a huge amount to tackle digital exclusion in Manchester, but there continues to be much more to do. Digital exclusion is still affecting the lives of thousands of Manchester's residents, especially with the current cost of living situation. Our most vulnerable residents continue to be disproportionately affected by being digitally excluded. The Digital Inclusion Action Plan, included as Appendix 1, details the priorities for the next twelve months. Highlights of these priorities are:

- 2.5.1 We will continue to deliver device, data and skills initiatives. We will donate devices to priority residents (care leavers, cost of living helpline callers, food bank users). We will continue to support people through the cost-of-living crisis by provide data via the National databank sims schemes. We will continue to offer telephone support to residents who have Internet access but don't have the skills or confidence to use it effectively – supporting specific initiatives such as Voter Authority Certificate applications, Council consultations etc.
- 2.5.2 We will increase links with health organisations to increase digital inclusion. We will develop further digital health hubs around GP practices to promote the use of digital health tools, improve residents access to health services and reduce pressure on NHS services.
- 2.5.3 We will continue to support VCSE organisations, encouraging more organisations to embed digital inclusion in their work, and supporting the work of those organisations that already deliver digital inclusion initiatives. Supporting the VCSE sector's understanding of digital inclusion and ability to support digitally excluded people will make this work sustainable in the long-term, and is a key priority for the team/
- 2.5.4 We will continue to explore expanding affordable connectivity Options. Recognizing the crucial role of internet access in tackling digital exclusion, we remain committed to providing free/low-cost connectivity solutions for low-income households. Currently, we are engaged in promising discussions with two Housing Associations exploring the possibility of offering free civic Wi-Fi to their residents. The housing provider acts as a digital landlord, extending their internet connection using relays (access points) mounted on their properties to create a mesh network offering free Wi-Fi to the surrounding area. These projects, inspired by the successful Rochdale Mesh pilot, hold significant potential to expand internet access for underserved communities. This initiative aligns with our broader efforts to bridge the digital divide and empower residents through device donations and data support.

- 2.5.5 The Public Switched Telephone Network (PSTN) is being switched off in the UK. The switch-off process began in September 2023, with the full PSTN switch-off scheduled for 2025. After the switch-off, all devices that rely on PSTN to function, most notably older landline phones, will no longer work. We are working with colleagues across Greater Manchester to identify those types of residents most at risk from this switch off, for examples where care equipment will stop working, and put together an action plan to mitigate the impact.
- 2.5.6 Digital champions are key to supporting digital skills initiatives across the city. We will continue to increase the number of volunteers recruited. The champions will support digital drop-ins in libraries, provide telephone support to those people that text the helpline, and be allocated to organisations across the city.
- 2.5.7 We will continue to build strategic partnerships. For example, we will work with the University of Manchester on Eduroam – to increase access to Wi-Fi in community settings. We will work with the University of Manchester and Manchester Metropolitan University on digital skills initiatives.

3.0 Recommendations

- 3.1 The Committee is recommended to consider and comment on the information in the report.

4.0 Appendices

- Appendix 1 - Digital Inclusion Action Plan 2023
- Appendix 2 - Manchester Digital Strategy 2021-24 & Delivery Plan 2024
- Appendix 3 - Infographic: Digital Inclusion Team 2023
- Appendix 4 - House of Lords Digital Inclusion and Cost of Living Inquiry - summary of recommendations
- Appendix 5 - Wards in Manchester where digital exclusion is highest
- Appendix 6 - SIMs received by Manchester residents by Ward
- Appendix 7 - "What does digital exclusion look like in Manchester?" 2023 Report by Open Data Manchester
- Appendix 8 - Library computer users compared to Index of Multiple Deprivation