Supporting people in Cambridgeshire to use the internet – an Easy Read guide

Pictures	Words
	This document is the Easy Read version of the Connecting Cambridgeshire Digital Inclusion Delivery Plan 2024-2025 Executive Summary. This is a plan to help people in Cambridgeshire and Peterborough who cannot use the internet.

Introduction

Pictures	Words
	In the UK, some people cannot use the internet. This means they miss out on important help, services, and information.
	People who can use the internet are likely to get more support. This is called the **digital divide**.
	People who cannot use the internet are not able to talk to doctors online or use banking websites to manage their money.
	The main reasons people cannot use the internet are: • Not having a way to use the internet • Not having the right skills • Not having money

Pictures	Words
	This can leave people feeling alone and not part of services.
	We have a plan to help people in Cambridgeshire and Peterborough who cannot use the internet.
	To make this plan we have talked to a lot of different groups.
	The plan uses things that are already happening and new ideas to help people get online.
	By helping more people get online, we hope to make life better for everyone in Cambridgeshire and Peterborough.

Digital Inclusion support for Cambridgeshire and Peterborough

Pictures	Words
	We want to help everyone find ways to get online and support them. We need to work together to do this.
	We have three main areas to work on. These are: • **Connectivity** • **Devices** • **Skills and confidence** Each area is important for different reasons.
	Connectivity means making sure everyone can get good and fast internet. We want everyone to know what internet options they have.
	Devices means making sure everyone has the right tools to go online. This includes computers, tablets, and phones. We also want people to know about other tools that can help them.

Pictures	Words
	Skills and confidence means helping people learn how to use the internet safely. We want everyone to feel good about using online devices like smartphones, tablets, and laptops.
	We know that people have different ways of doing things. We will talk to our communities to understand them better.
	We will work with communities to offer different kinds of help to meet everyone's needs.
	We want to make it easy for people to ask for help. Our help will change as people's needs and new technologies change.

Main ideas for delivering Digital Inclusion

Pictures	Words
	There are six main ideas to help everyone in Cambridgeshire and Peterborough.
	1. We want to talk to people and groups already helping people to get online. This way, we will know what help there is now and what else will be needed.
	2. Each community is different. We must understand these differences to give the right kind of help.
	3. We only have a certain amount of money. We need to use money well and get help from businesses to support people to get online.

Pictures	Words
	4. Working together is important. Many groups are already helping. Doing it together, we can do more and reach more people faster.
	5. We need to think of new and quick ways to solve problems. We will check if our ideas are working and if we need to change them.
	6. Digital help should be a part of local services. Digital devices are important in our daily lives and should be included in all services.

Our goals

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	We know we cannot fix the **digital divide** in Cambridgeshire and Peterborough in one year. But we are starting now with 12 goals to work on this year.

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	1. We will give general digital help to groups and communities in Cambridgeshire and Peterborough.
	2. We will help everyone get ready for the **Digital Switchover** by 31st January 2027. The **Digital Switchover** is when all telephones will change to use the internet.
	3. We are working with the Cambridge Council for Voluntary Service to build the Cambridgeshire Digital Partnership. We will hold meetings and talks about digital inclusion in Cambridgeshire.
	4. We will work with Peterborough City Council and other groups to make sure everyone in Peterborough has digital support.

Pictures	Words
	5. We will try to make **CambWifi** available in more places, so people can use free Wifi outside and in public spaces.

CambWifi is a free Wifi network. |
| | **6.** We want people to be able to find jobs by using online devices.

To help make this happen we will make a Digital Skills Plan with businesses and communities. |
| | **7.** We will find people who can be **Digital Champions**.

A **Digital Champion** is someone who helps make digital inclusion a part of local services. |
| | **8.** We will work with volunteers to support digital inclusion across the county. |

Pictures	Words
	9. We will set up Digital Hubs which will be places with free Wifi, devices, and support to help communities with digital skills and confidence.
	10. We will talk to our communities to understand who needs the most help to get online and how we can best support them.
	11. We will work with housing providers to make sure people in social housing have good internet, devices, and digital skills.
	12. We will help groups find and use money to make digital inclusion better.

What we will do next

Pictures	Words
	This plan is for May 2024 to March 2025. But we want to help people for as long as we can.
	The Connecting Cambridgeshire Programme will share their new plan in early 2025. Helping people use digital tools will be a big part of this plan.
	We will check how well our work is going. We want to make sure what we do works well and helps the people who need it.

Get involved

Pictures	Words
	To help people use digital devices, we need help from everyone. This includes people who work, live, study, and do business here. Working together is very important.

Pictures	Words
	Closing the digital gap is not just one person's job. We all need to help our friends, family, and neighbours.
	If you think you can help with digital inclusion, we want to hear from you.
	Maybe you are already helping others get online. Or maybe you need help yourself.
	We want everyone to be able to use the internet safely and with confidence. Your help can make a big difference in our community.
	Please contact us at: contact@connecting.cambridgeshire.co.uk Get involved today and help make a change!