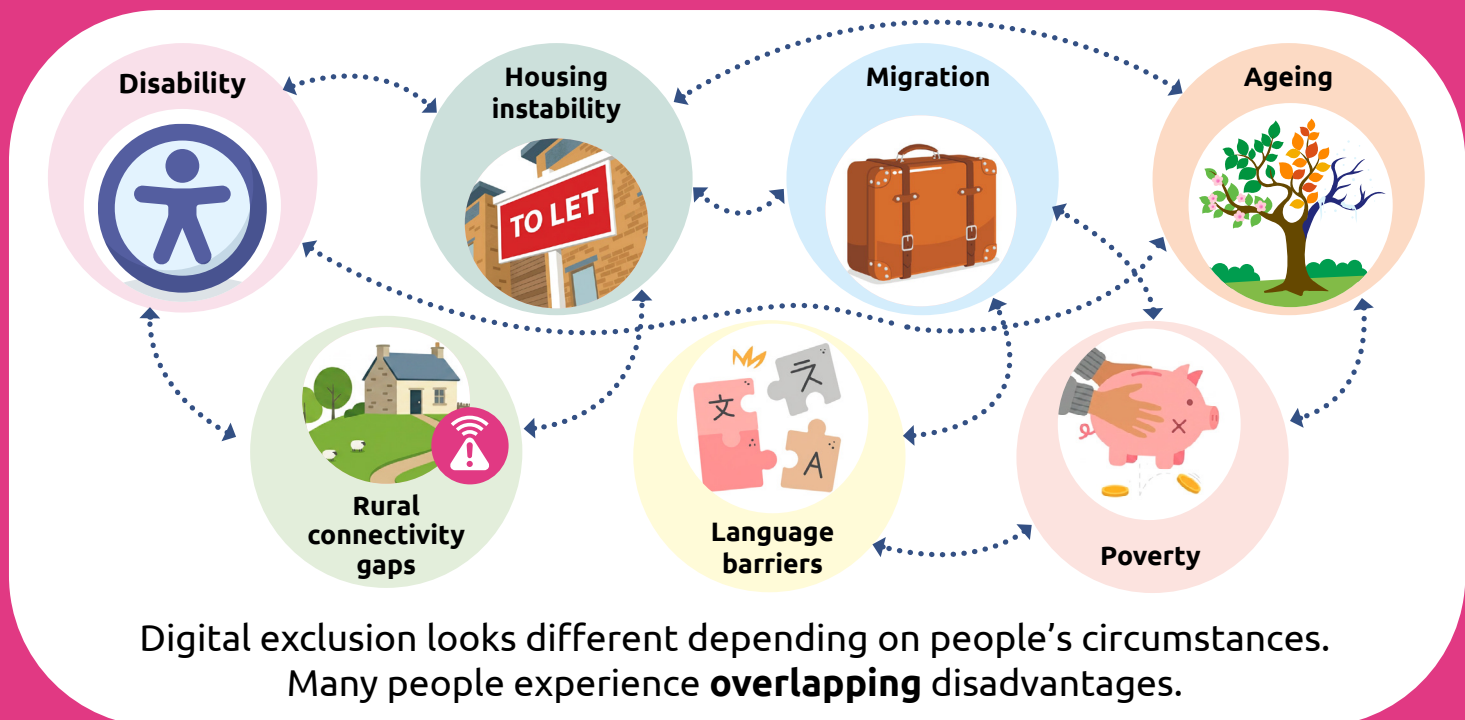


Working with Digitally Excluded Communities: Practical Pathways to Action and Impact



Who may be digitally excluded?



Why digital exclusion happens



How support is provided

What works, what changes, and how to measure it across five domains of digital inclusion (few examples)

	Access to devices & connectivity	What works Devices, data, Wi-Fi Hands-on set up	Changes you might see Ability to get online Better social connection	How to measure impact Devices or SIMs issued
	Digital skills	What works 1:1 support Digital Champions	Changes you might see Increased confidence Improved digital skills	How to measure impact Task completion logs Confidence scales
	Engagement (trust and motivation)	What works Trusted intermediaries Using "hooks"	Changes you might see Willingness to try Reduced fear/anxiety	How to measure impact Short impact survey Case studies
	Meaningful digital use	What works Support with tasks that matter Light-touch follow-up	Changes you might see Greater independence Better access to services	How to measure impact App usage data Case studies
	Support (social & cultural)	What works Co-designed Trauma-informed	Changes you might see More inclusive support Improved wellbeing	How to measure impact Uptake data Social connection questions

What practitioners find challenging and what helps

Challenges	What works well in practice
Different tools across services	Simple consistent questions
Literacy and language barriers	Verbal or pictorial tools
Capturing wellbeing outcomes	Combine data and case studies
Proving impact	Show how support helped
Short funding cycles	Light-touch follow-up



More detail and practical examples, including the guide and Digital Inclusion Practitioner Personas, are available [here](#).

This infographic is informed by an NIHR-funded study (NIHR 169564) including an evidence review and insights from practitioners across local authorities, community organisations, housing, academia and the NHS.