

Engagement Team to support you digitally

The Engagement and Skills team are a newly formed team within Kent County Council with a mission to eliminate digital exclusion within our community. The team is made up of an Engagement and Skills Manager and six district based Engagement Officers.

The need for this work has been heightened and pushed to the forefront since Covid-19 hit last year. Working from home, studying from home and generally communicating with a lot of services have been forced to move digital. Whilst this digital movement has been beneficial for some, for others in the community it has made them feel isolated, out of touch and for some inaccessible. With different abilities, skill sets and confidence levels throughout the county, we are on a mission, through engaging and impactful interventions, to up skill, build confidence and find ways of eliminating barriers that people face with all things digital.

We can support you, your business and your community with training, resources/information and presentations on:

- *Digital Skills*
- *Digital Software*
- *Digital Hardware*
- *Digital Awareness*
- *Digital Connectivity*
- *Digital Accessibility*

Another core part to our mission is to build a volunteer Digital Champion Network comprised of employers, organisations and other community members to support their local communities with digital skills and awareness.

The role of a Digital Champion is exciting as you have the freedom to be creative and as flexible as you like. Every person has their own skill set and knowledge level so every form of support will be unique to a degree. Below are some examples of interventions a digital champion may carry out face to face, virtually or even over the phone:

- *Teaching someone to use internet search engines such as Google*
- *Helping someone set up an email account and send emails*
- *Showing someone how to access council and DWP services online*

- Explaining how easy shopping and banking online can be
- Helping someone use an online GP booking service
- Supporting someone with online safety
- Setting someone up on Skype/Teams/Zoom
- Show someone how to use their new phone/iPad/Computer or any other digital device
- Support someone in completing an online job application
- Helping someone research their family history or other hobby online
- Setting someone up on social media sites
- Saving a document

Digital Champion Members will have access to regular CPD and networking opportunities. We are keen for organisations and individuals to sign up to our network to support our mission in eliminating digital exclusion in Kent.

Please email digitalinclusion@kent.gov.uk to speak to a member of the team to find out more.