Design principles for digital inclusion

WHAT IS THE TOOL AND WHAT DOES IT AIM TO DO?

The design principles for digital inclusion have been developed from engagements with people with lived experience of accessing health and social care services. The principles provide guidance to organisations/services on what to consider when planning, designing, delivering digital inclusion support, and the things that digital inclusion should be focused on.

WHAT YOU'LL NEED TO BE ABLE TO COMPLETE THE TOOL / PREPARATION REQUIRED

The principles are included on a single PDF document that can be printed (recommend minimum A3 size) or uploaded to an online collaboration tool (e.g., 'Miro', 'Mural', 'Teams whiteboard') to be used in an online group setting.

HOW TO USE THE TOOL

It is recommended that organisations/services use the principles alongside the digital inclusion model canvas to sense check the model is meeting the principles while building their model of digital inclusion support. The principles can be used as a reference point at each stage of developing the model.

Design principles for digital inclusion

TIPS FOR USING THE TOOL

The tool will help to ensure that the model of digital inclusion support that is being developed is guided by lived experience expertise so that the model of support can meet each of the principles outlined.

FURTHER READING

Bridge or Barrier? - Strategic Plan Launch & External Sharing
Mind the Gap Final Report_Saheliya_Mhor.docx

ILLUSTRATION TESSA MACKENZIE