Your Information Pack

#LetsGetDigitalDudley Project

# Hello!

## Welcome to your information pack for the Let’s Get Digital Project. Thank you for signing-up to take part. We really can’t wait to work together with you.

Background and frequently asked questions

## Why is Dudley Council doing this?

Dudley Council really want to understand how they can make their digital services and their website the best they can be to make them easier to use and meet your needs. Dudley Council also wants to understand why people might use face to face services over digital and how they might be able to support people to access services in the easiest way possible.

## Who funded this?

Dudley Council has funded this project.

## Who is involved?

The sign-up process and delivery of the project is being managed and co-ordinated by Democratic Society, a non-profit organisation who are experts in designing and facilitating citizen engagement projects throughout the UK and Europe. Dudley Council's public health team is leading this work in the Council.

## Is there a big commitment needed from me?

We'll need you to attend four workshops in January and early February in the evening or at the weekend. But we hope you will really enjoy the process, meet new people and have fun! We'll also give you £80 for your help with this. We'll make sure we do everything we can to meet your needs and we'll find out more about what will make it enjoyable and easy for you during our introduction process if you are selected. We will also cover any travel or childcare expenses you may need. This will be in the form of a bank transfer or vouchers (whichever you prefer). If you are currently receiving any welfare benefits, you should speak to your adviser to make sure this won't affect your benefits. We are happy to help you with this.

## What if I find using digital really difficult or I can’t use the internet at all?

We need you! We want a range of people with a range of experiences to take part in this project, all that we ask is that you are open to using the internet and can talk about the difficulties or obstacles that you face when trying to be digital. Your life experience and ideas are vital for us to include in our recommendations to the council. We will give you lots of support to take part fully with the workshops. The workshops won't all be about using a computer or tablet, we will be having lots of group discussions for the majority of this work.

## What will I be doing?

**Don’t worry**, you don’t need to do anything in advance. All we require from you is that you give your time to listen to the information available and share your opinions with us and your fellow residents. We will spend lots of time in the first workshop to make sure you feel comfortable and get to know everyone - it will be easy-going! All the workshops will be engaging interesting - not using digital **all** of the time!

Then, together with around 11 other members of the public attending the workshops you will spend around 8 hours in total over four separate workshop sessions thinking about and discussing:

* how you use (or don’t use) digital at the moment - your current experiences and frustrations
* thinking about how things could be different through digital - what would make your life easier, or not
* hearing from experts in digital and design - what is possible, what can be done differently in the future?

As a group you will then make recommendations to Dudley Council.

# Your workshop dates & locations:

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| --- | --- | --- |
| **Workshop date** | **Workshop time** | **Workshop location** |
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**If you have any questions, please contact [INSERT DETAILS]**