

This table can be used to jot down your thoughts on your organisation’s readiness for a digital inclusion project. Your thoughts can then be used to develop a road map and project plan. It looks at both the organisational scale and the individual project/site suitability.

Organisational scale assessment		
Criteria	Description	Notes
Motivation: What is motivating your organisation to provide digital skills training?	<ul style="list-style-type: none"> - Does the organisation have a policy statement about helping its customers or staff be more digitally included? 	
Targets	<ul style="list-style-type: none"> - Are there any targets set to increase the customers digital skills, or improve the number of interactions undertaken online? - What would you need to measure to assess against these targets? 	
Current activity	<ul style="list-style-type: none"> - Is there any current digital activity? How is it measured? - How much work will be needed to meet your organisations the targets? - What other departments or staff could you work with to develop or promote the project? 	
Local partners	<ul style="list-style-type: none"> - What other organisations do you already work with in the area? Could you approach them to work on a digital project? - What other organisations offer digital support in the area- could you work jointly with them? 	

Project success criteria

Customers	<ul style="list-style-type: none">- Does the organisation have regular contact with people who are digitally excluded?- Has any data been collected on the interest of customers or staff for digital skills training?- How could you brand a project to attract your target audience?	
Budget	<ul style="list-style-type: none">- Has any budget or additional resources been allocated for a new digital skills programme?	
Supporting volunteers	<ul style="list-style-type: none">- Does the organisation have a structure for recruiting and supporting volunteers?- Are there funds to reimburse volunteer expenses?- Do you have any existing volunteer policies?	
Supporting staff DCs	<ul style="list-style-type: none">- If you are planning to use staff as volunteers is there a time allowance for them to do the training and volunteering?- What groups of staff would most benefit from DC training?- How could you promote the opportunity to staff?	

Project success criteria

Local site/project assessment: Things to consider when selecting a site at which to run digital skills support sessions		
Current activity	<ul style="list-style-type: none"> - Are there activities already going on that could work alongside a digital skills service? - Are local residents involved in the running of the centre? - Is the centre successful at attracting local residents to events? 	
Support from staff on the ground	<ul style="list-style-type: none"> - Are there staff from the centre or your own organisation that will be able to support digital sessions? - Are there existing volunteers at the centre who may also be willing to support your sessions? (Be aware of not relying on existing volunteers who already do a lot!) 	
Equipment	<ul style="list-style-type: none"> - Is there stable wi-fi and up-to-date computing equipment available? 	
Funding	<ul style="list-style-type: none"> - Can your organisation provide funding to support these sessions? - If participants will need to pay for sessions will they be willing to do this? 	
Other local providers	<ul style="list-style-type: none"> - Are there existing digital skills sessions in the area? If yes, what is different about your project? - Are there organisations working in the centre or locally who you could partner with? 	
Interest of customers	<ul style="list-style-type: none"> - What are local people interested in? How can the project be tailored to meet their interests or needs? 	