



Digital Champions

Digital Champions can help people to get online and give advice on any digital queries such as setting up and using devices including phones, tablets and PCs.

Digital Champions are a group of friendly and patient volunteers who are good at explaining computers, without using jargon, and who have an enthusiasm for all things digital and look forward to the chance to show you how it works.

Support includes:

- helping families with digital applications for homeschooling
- providing help to get online for home shopping
- support for all digital NHS services
- setting up Skype to keep in contact with friends and family

<https://www.dorsetcouncil.gov.uk/digital-champions>

- The digital team are constantly recruiting digital champion volunteers
- The digital team have a digital champion booking websites –
 - [Digital Champions Purbeck and East Dorset \(office365.com\)](https://www.office365.com)
 - [Digital Champions South, West and Central \(office365.com\)](https://www.office365.com)
 - [Digital Champions North Dorset \(office365.com\)](https://www.office365.com)
 - [BCP area libraries - Digital Champions \(office365.com\)](https://www.office365.com)
- Digital Champions cannot carry out home visits, due to insurance conditions. However if a customer requires digital support at home you can signpost them to [AbilityNet Charity](#), who help older people and people with disabilities in their own home.

Digital Doorway Project

- Team introduced the Digital Doorway Project funded by the Good Things Foundation.
- We are currently in the pilot phase of this project. It is designed to give device to digitally excluded individuals, enabling self help and independence. All pilot devices have now been allocated and are now in the process of being distributed to recipients.
- We expect the pilot to turn into a 3-year ongoing project. If you know people or customers who are struggling because they don't have their own device or data. Libraries can direct them to complete the [digital doorway waiting list here](#). Support in completing the form is available via digital champions and the digital hotline 01305221048. The only criteria for the scheme is that the applicant is over 18 and digitally excluded, there are questions as part of the process so the project team can gain a greater understanding of need. Examples of individuals who could apply to this project include those who don't have a digital device, don't have data, don't have digital skills or have an outdated piece of kit.

Embedded Digital Champions

- CML volunteers can be trained as embedded digital champions, there are a range of training sessions taking place over the summer (see slide 43)
- Contact edc@dorsetcouncil.gov.uk to find out more and book onto training