

**For councils:**

- ✓ **Clarify the cabinet and senior executive leadership on digital inclusion, and ensure that the respective leadership roles of county and district councils are clear in two-tier areas**
- ✓ **County/unitary councils or combined authorities should lead development of a local digital inclusion strategy (in collaboration, as appropriate, with district councils and Integrated Care Partnerships) where there is not already one in place**
- ✓ **Embed digital inclusion throughout the council's other strategies, as a means of helping to deliver their intended outcomes**
- ✓ **Build capacity in the council's frontline staff and in partner VCS organisations for recognising where digital exclusion is a problem and in helping service users improve their digital inclusion where appropriate**
- ✓ **Establish mechanisms for cross-directorate information sharing and coordination in digital inclusion initiatives**
- ✓ **Ensure that national-level resources are effectively leveraged for local benefit**

**For the UK Government:**

- ✓ **Clarify ministerial and executive leadership on digital inclusion, bearing in mind the cross-cutting nature of this issue**
- ✓ **Create and maintain a new framework with national-level guidance, resources and tools that support local digital inclusion initiatives, replacing the Digital Inclusion Strategy of 2014.**
- ✓ **Develop mechanisms for more effective cross-department coordination in tackling digital exclusion**

**For the LGA:**

- ✓ **Continue to facilitate the sharing of good practice and lessons learned between councils, and seek to ensure that these are widely disseminated beyond the attendees of specific events**
- ✓ **Consider making an online digital inclusion dashboard tool available to councils, such that they can benchmark their areas' position relative to their peers by various relevant metrics**