

Manchester City Council Report for Information

Report to: Communities and Equalities Scrutiny Committee - 4 March 2026

Subject: Digital Inclusion Update

Report of: Strategic Director (Neighbourhoods)

Summary

The purpose of the report is to provide the Communities and Equalities Scrutiny Committee with an update on the Council's digital inclusion work, since the last report to scrutiny in March 2025. This includes the implementation and ongoing revision of the Digital Inclusion Action Plan.

Recommendations

The Committee is recommended to consider and comment on the information in the report.

Wards Affected: All Wards

Environmental Impact Assessment - the impact of the issues addressed in this report on achieving the zero-carbon target for the city	Increasing residents' ability to be regular, confident online users supports zero-carbon targets by reducing use of paper and reduced travelling. Specific initiatives in this report support the zero-carbon targets, for example commissioning and supporting the refurbished device scheme that reduces waste, repurposing devices to be used by Manchester residents.
Equality, Diversity and Inclusion - the impact of the issues addressed in this report in meeting our Public Sector Equality Duty and broader equality commitments	As this is an update report, an EQIA has not been carried out specifically on the report. Equalities, Diversity and Inclusion is at the heart of the digital inclusion agenda, with people with the protected characteristics being most likely to be digitally excluded and being disproportionately affected by exclusion.
Children and Young People – the impact of the issues addressed in this report on children and young people	There are excellent examples of services to children and young people in this report, including the digital inclusion project in Flying Start schools.

Our Manchester Strategy Outcomes	Summary of how the contents of the report supports the delivery of the Our Manchester Strategy
<p>Our People: Our People is about everyone who calls Manchester home, making sure they can live their best lives.</p> <p>Our People will:</p> <ul style="list-style-type: none"> - Be healthy, happy and active from childhood to adulthood. - Have a great education and be able to learn new skills as they grow older, so they can get the best jobs. - Be proud of our diversity, feel valued and included, knowing they belong. - Participate, engage and influence decisions about their communities and neighbourhoods. - Be safe online and in person. 	<p>The Digital Inclusion Action Plan supports access to the Internet and digital skills. This increases people’s skills and employability.</p> <p>We work with partner organisations to enhance online safety and understanding of AI</p> <p>Digital inclusion is led by libraries which are at the heart of our communities. They are safe, welcoming spaces that offer a wide range of services and activities for free that help to build and maintain community cohesion and pride in place.</p>
<p>Our Neighbourhoods: Our Neighbourhoods is about the places we live, making sure they’re places to be proud of.</p> <p>Our Neighbourhoods will:</p> <ul style="list-style-type: none"> - Have enough good quality, genuinely affordable homes. - Be attractive and well-kept with good facilities, services and green spaces. 	<p>Digital inclusion is led by the library service. Good local libraries are part of the fabric of neighbourhoods, helping to sustain pride in Manchester and its communities.</p>

<p>Our City: Our City is about the things that will secure our future, that make us one of the best places in the world.</p> <p>Our City will:</p> <ul style="list-style-type: none"> - Have a growing economy that provides jobs and equal opportunities for everyone. - Adapt to a changing climate and rapidly reduce its carbon emissions. - Enjoy world-renowned things for everyone to see and do, showcasing our passion for sport and culture. - Have reliable transport that gets you where you want to go, quickly, cheaply, safely and cleanly. - Embrace technology to achieve the city's aims, safely and ethically. 	<p>Libraries are a key location for residents to access digital technology and helping build skills that will assist future generation of Mancunians to sustain the growth of the city. Our digital inclusion work is increasing connectivity in homes, and feeds into the Council's Digital Strategy.</p> <p>Libraries enable people to improve their skills, apply for work on-line, offer and offer volunteering opportunities, increasing residents' employability. Libraries lead the Council's work on reducing digital exclusion amongst residents, developing and implementing the Digital Inclusion Action Plan. Libraries support businesses through the Business and IP Centres and the Generator Spaces.</p>
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Full details are in the body of the report, along with any implications for:

- Equal Opportunities Policy
- Risk Management
- Legal Considerations

Financial Consequences – Revenue

None

Financial Consequences – Capital

None

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Background documents (available for public inspection):

None

1.0 Introduction

- 1.1 The purpose of the report is to provide the Communities and Equalities Scrutiny Committee with an update on the Council's digital inclusion work, since the last report to scrutiny in March 2025. This includes the implementation and ongoing revision of the Digital Inclusion Action Plan.

2.0 Background

- 2.1 Digital Exclusion affects tens of thousands of Manchester's residents. Digital exclusion is where a person doesn't have one or more of the following – access to the Internet, skills/confidence to use the Internet or motivation to use the Internet. People who are digitally excluded are also likely to suffer from other types of social exclusion and be disproportionately affected by not being online. There is a close link between digital exclusion and levels of deprivation. Digital exclusion often links to other forms of social exclusion: people who are not confident online users can have worse life chances than those that are. They are more likely to suffer social isolation and loneliness, have lower skills and job prospects, unable to access services online (for example applying for housing or health), reduced access to information, and in general have a lower quality of life. Reducing digital exclusion is intrinsically linked to reducing the widening of inequality.
- 2.2 For many years Manchester City Council and our partners have done much to reduce the digital divide and support those that are digitally excluded. This includes offering free Wi-Fi, IT support and weekly sessions in all of our libraries. Libraries also work closely with Manchester Adult Education Service (MAES) and many of our community organisations to support them to continue to reach more of our neighbourhoods to support them to access and utilise the internet.
- 2.3 This report shows the progress that has been made with supporting digital inclusion since the last report to Communities and Equalities Scrutiny Committee on 5th March 2025. We have developed and implemented a collaborative programme to - assess the scale of the digital divide, improve the existing support infrastructure, develop joint projects, and develop new initiatives to support digitally excluded residents.
- 2.4 There has continued to be a wide range of key stakeholders involved including – VCFSE organisations, adult learning providers, registered housing providers, healthcare partners and private sector businesses. Much of the work is focussed on supporting the VCFSE sector to enhance the digital inclusion agenda within their programmes, to increase and strengthen support for residents. The programme of digital inclusion work is a key element of the Manchester Digital Strategy: Doing Digital Together.
- 2.5 Manchester City Council's digital inclusion work is considered best practice nationally. This is shown by Councillor Hacking's invitation to be part of the

House of Lords inquiry into tackling digital exclusion in 2024. The report praised the work of local authorities such as Manchester and highlighted the lack of a Government strategy to support digital inclusion. The recommendations align with our Digital Inclusion Action Plan. The five priorities for a new strategy were: Cost of living support to stop more people becoming digitally excluded, to invest in basic digital skills, to boost digital inclusion hubs including prioritising libraries, to future proof public services including helping excluded people to not be marginalised by AI and to prioritise telecoms competition including review of the impacts of Public Service Telephone Network switch off. Councillor Hacking hosted a visit at Chorlton Library of the Good Things Foundation new Chief Executive, Vicki Sellick, in February 2026.

3.0 Main issues: Bridging the Digital Divide in Manchester

3.1 Manchester Digital Strategy (2021-2026): Doing Digital Together

The Manchester Digital Strategy, outlined in Appendix 2, sets out a clear and ambitious vision for how the city will use digital innovation to improve lives, strengthen the economy and build a resilient, inclusive future. Framed around four key themes:

- Remarkable People, Extraordinary Opportunities
- Connecting Places, Enhancing Lives
- Pioneering the Future, Prosperity for All
- Rising to Challenges, Future-Proofing Our City

The Strategy builds on Manchester's thriving £5 billion digital ecosystem, providing a clear roadmap for city's continued development as a world-leading digital hub. It outlines how we will continue to enhance future proofed connectivity, support lifelong digital skills, attract investment, enable business growth and use technology to drive progress towards becoming a zero-carbon city by 2038.

A major focus of the Strategy is addressing digital exclusion. Overcoming the digital divide is crucial for Manchester to fully achieve its digital ambitions. Many residents still face barriers to getting online, whether through limited skills, affordability challenges or lack of access to devices. Without tackling these issues, digital transformation will only widen existing inequalities.

Placing digital inclusion at its core, the Strategy aims to ensure everyone can take part in a digital society. This means increasing access to skills, improving confidence, expanding connectivity and working closely with partners to support those most at risk of exclusion. Helping residents to use digital tools unlocks new opportunities in education, employment, health and everyday life, while strengthening independence and community resilience.

This includes supporting delivery partners and ensuring that residents, organisations and businesses can benefit from the opportunities that digital transformation offers. This also aligns with the city council wider goals to modernise public services, so they are simpler, smarter and more

people-centred, using digital tools to improve outcomes and reduce barriers to access.

3.2 Contributing towards the delivery of other priorities and strategies

3.2.1 The Digital Inclusion Action Plan, shown in Appendix 1 is central to the delivery of several key priorities

3.2.2 Making Manchester Fairer: Anti-Poverty Strategy 2023-2027:

Digital inclusion is a key element of the Making Manchester Fairer: Anti-Poverty Strategy 2023–2027, recognising that digital exclusion can worsen financial hardship and limit access to essential services. Drawing on UK-wide insights from the Lloyds Bank UK Consumer Digital Index, it shows the scale of the issue: 37% of people have a health condition that affects their digital accessibility, 48% report a physical or mental impairment that impacts daily activities, 32% are offline due to poor connectivity, and 25% remain offline because of the cost of getting online. These factors highlight the range of barriers that prevent people from benefiting from digital services and opportunities. Improving digital inclusion aims to provide people with the tools, skills, and confidence they need to engage meaningfully online. This includes helping residents access essential services, supporting job searches and training opportunities, improving social connection, and enabling people to make informed choices in their daily lives. By removing these barriers and ensuring everyone can participate fully in a digital society, digital inclusion strengthens financial resilience, increases opportunities, and supports people to build more secure and stable lives, ultimately helping to prevent and reduce poverty. Specific ongoing projects funded by this Strategy, with support from Age Friendly Manchester, includes delivery of device with support to older people.

3.2.3 Making Manchester Fairer – Flying Start

Digital inclusion has been recognised as being central to the Making Manchester Fairer Strategy, with Digital inclusion being part of each pilot project. Last year, the early years Flying Start project focused on digital inclusion for primary school children and their families. Working with Community Computers, 20 refurbished laptops were donated to families without a laptop at home, with set up support provided by Digital Champions.

Based on the success of this, the Flying Start programme has been expanded in 2026 to support families living in poverty with refurbished devices, reliable home internet access and digital skills. A total of 80 refurbished laptops has been procured alongside MiFi devices and data enabled SIMs, which will be distributed via schools, with device set up and online-safety skills sessions provided in partnership with MAES.

This project directly advances the Digital Inclusion Action Plan and supports wider Making Manchester Fairer and Anti-Poverty Strategies by improving access to education, essential services and financial stability. The use of refurbished devices supports Zero Carbon Strategy's circular economy approaches to devices.

3.2.4 Investing In success: Manchester's Economic Strategy

One of the five priorities of this strategy is to “Develop world-class infrastructure, places and talent.” As part of that it references “Delivering Manchester’s Digital Strategy” and that digital connectivity in particular is now as essential to businesses and residents as traditional utilities such as water and power.

3.2.5 Local Authority of Sanctuary

Manchester City Council became an accredited Local Authority of Sanctuary in October 2024. The delivery of the Digital Inclusion Action Plan is an element of this – providing Internet access to people seeking sanctuary. This is through provision of free SIMs, free devices, volunteer opportunities and supporting community organisations that support sanctuary seekers.

3.2.6 Social Housing Sector

Social housing plays a vital role in supporting residents who often face higher levels of unemployment, fuel poverty and digital exclusion. As digital services and connected technologies become more common across the housing sector, ensuring that tenants can get online and develop the skills they need is increasingly important. Many residents still experience barriers to accessing devices or affordable connectivity, making initiatives such as device donations, low-cost broadband offers and subsidised internet access essential.

Strengthening digital inclusion in this way not only supports residents to engage confidently with online housing services but also prepares them for the growing use of digital tools within their homes. Building on this, GMCA’s Connected Homes and Inclusive Places (CHIPs) programme is exploring how technologies such as smart meters, damp and mould sensors, and 5G-enabled heat pumps can improve conditions across social housing. The programme draws on learning from pilots like the 5G Innovation Regions initiative, where Manchester has already supported installations of smart heat pumps and environmental sensors. As these technologies enter more homes, CHIPs recognise the need for residents to have the digital skills and connectivity required to use them safely and effectively. MCC’s Digital team have been influencing and advising GMCA on positioning digital inclusion as a central pillar of CHIPs moving forward, a direction that has been positively received and welcomed.

3.2.7 City of lifelong learning and digital skills

Manchester’s designation as a UNESCO City of Learning aligns the city’s economic, civic and community strengths with a shared mission of lifelong learning. This movement connects the city’s rich learning ecosystem to help residents, employees and learners progress into meaningful work and develop the skills needed in a rapidly changing economy. It champions learning as a driver of prosperity, culture, civic pride and opportunity for people at every stage of life. Central to this mission is tackling digital exclusion. With up to 80% of job vacancies requiring digital skills, Manchester is embedding digital capability into learning in homes, communities and workplaces. The City of

Learning approach expands access to everything from essential digital skills to advanced training, ensuring residents are not left behind as the city grows. By closing the digital divide, Manchester is strengthening inclusion, widening opportunity, and enabling all communities to benefit from the city's economic and cultural success.

3.2.8 Manchester's Age Friendly Strategy – Manchester a city for life 2023-28

Manchester's Age Friendly Strategy identifies significant inequalities experienced by older people noting that over half of residents aged over 60 are digitally excluded. The strategy also states that by 2025 the city will have developed a strong focus on digital inclusion for the over-50s. It emphasises digital access, skills and confidence as essential to benefitting fully from digital technology in everyday life. The Digital Inclusion Action Plan for 2026 directly supports these priorities with its renewed focus on older residents.

3.2.9 Family Hubs

There is a close correlation between low literacy levels and digital exclusion, so many of the Education priorities, including Read Manchester, rely on our programmes to reduce digital exclusion. In January 2024, planning started for a pilot project at Woodville Family Hub in Cheetham Hill. Woodville applied to join the National Digital Inclusion Network and consequently has applied to join the National Databank enabling staff to give out free SIM cards to users of the centre. We have successfully sourced devices as a social value offer from highways contractor, Rosgal. These devices are used on a weekly basis for a digital drop-in session which is run by a digital champion volunteer. The session is typically attended by 4-5 people during each 3-hour weekly session. The model is now subject to evaluation but from anecdotal feedback, it has been decided to replicate the digital Hub at Crossacres Family Hub in Wythenshawe. Further hubs are being planned for Gorton and Longsight Family Hubs.

3.2.10 Resident and Business Digital Experience Programme

The Council is currently transforming the way it delivers services digitally to residents through the Resident and Business Digital Experience Programme (RBDxP), which modernises systems, improves accessibility, and creates clearer, more user-friendly online services. To ensure all communities can benefit from these improvements, the Digital Inclusion Action Plan strengthens this work by addressing barriers such as skills, confidence, and access to technology. Together, the RBDxP and the Digital Inclusion Action Plan help make sure that enhanced digital services are genuinely inclusive, supporting every resident to navigate and benefit from the Council's online offer.

3.3 Delivery of the Digital Inclusion Action Plan 2025/26

This section shows the great progress that has been made with supporting digital inclusion over the last 12 months. A hugely wide-ranging programme has delivered many outcomes that benefit our residents, helping them overcome the disadvantages of being socially excluded and to cope with the current cost of living situation.

- 3.3.1 The work is guided by the Digital Inclusion Steering Group chaired by Councillor John Hacking - Executive Member for Skills, Employment and Leisure. The group is made up of strategic representatives from organisations across sectors. The most recent steering group in January 2026, had a focus on digital inclusion support for older people. The Digital Inclusion Action Plan outlined in Appendix 1 summarises our priorities agreed by the Steering Group.
- 3.3.2 Libraries have continued to be the primary community venue which supports digital inclusion. Users of the libraries Internet access tend to be from areas of the city where digital exclusion is highest. This is shown in Appendix 7. In total there were 330,00 hours of public Internet access in 2024 and over 600,000 uses of free libraries Wi-fi.
- 3.3.3 All 22 libraries are registered databank centres and give out Sims that provide six months of free Internet access. In total, over 8000 Sims have been given out in libraries and by the team over the last 12 months. These Sims are provided free by Internet Service Providers. This prevents many residents becoming digitally excluded as they can't afford data charges during the cost-of-living crisis. This initiative supported libraries role as warm spaces during winter months.
- 3.3.4 Our digital inclusion programme of work continues to be driven by data, considering the different levels of digital exclusion risk faced by residents across the city. With new national datasets being released, such as the 2025 Indices of Multiple Deprivation, we are working with the Council's Performance, Research and Intelligence team to update the Digital Exclusion Risk Index (DERI) so it reflects the most current and relevant information. We have also taken part in DERI working groups with the GMCA and other regional authorities as they refresh their own models, allowing us to share learning and adopt best practice – enabling us to work towards making the tool more user friendly and the data more openly accessible.
- 3.3.5 The digital inclusion programme is a combination of delivery of services directly to residents and building the capacity of VCFSE organisations to support residents with digital exclusion.
- 3.3.6 The direct delivery schemes are described below.

3.3.6.1 **Device schemes**

Lack of a devices that connect to the Internet is a common barrier to being digitally included. Over the past year, we have run several device schemes to increase the number of Manchester residents with Internet access. Over 180 smartphones and 34 laptops have been delivered to community organisations and Manchester residents in the last 12 months, via social value commitments. To make device schemes more sustainable we partner with Community Computers to refurbish old devices and sell them at low cost to Manchester residents. In 2025 they sold 100 devices at low cost to Manchester residents and donated 143 devices to Manchester residents for free. Each library acts as a donation point, thus enabling residents to recycle

their old devices safely for the benefit of other residents, instead of throwing them away. Community Computers offer 25% of devices back to us to donate to Manchester residents for free.

3.3.6.2 Data

Lack of connectivity is another barrier to residents, particularly as many people cancel their broadband and mobile data packages, as they feel they're not affordable. Over 8000 free SIMs have been distributed in the last 12 months from libraries.

3.3.6.3 Skills

Manchester's UNESCO City of Learning is strengthening digital inclusion by widening access to high-quality learning and ensuring learners, residents and employees can participate confidently in an increasingly digital first society. Programmes such as the redesigned RISE Portal, co-led by Manchester Metropolitan University, provides access to relevant and practical digital e-learning content. Alongside this, the introduction of MCR Skills for Life (for adults) helps local organisations to embed a consistent digital lifelong learning offer, ensuring our people have the foundational and emerging transferable skills needed for work, wellbeing and everyday life, quality learning and ensuring learners, residents and employees can participate confidently in an increasingly digital first society. Programmes such as the redesigned RISE Portal, co-led by Manchester Metropolitan University, provides access to relevant and practical digital e-learning content. Alongside this, the introduction of MCR Skills for Life (for adults) helps local organisations to embed a consistent digital lifelong learning offer, ensuring our people have the foundational and emerging transferable skills needed for work, wellbeing and everyday life.

The City of Learning's collaborative model is delivering tangible impact citywide and has earned recognition, including the 2025 Get the Nation Learning Regional Growth Award and the GM Skills Awards' Partnership of the Year. Thousands of residents have benefited from digital inclusion skills activity, delivered by UNESCO City of Learning partners, during major events such as the Festival of Libraries, Get Online Week and Get the Nation Learning Week. Additional tools like the CEIAG 19+ Benchmarks Toolkit further strengthen consistent digital guidance and support across adult skills delivery, whilst the Digital Skills Framework (co-led by the University of Manchester) aims to strengthen the connection between employers and skills providers, to simplify the process of accessing new, and upskilling existing, talent.

3.3.7 An increasing emphasis in the programme of activity has been given to VCFSE Sector support over the last couple of years. By building capacity within community organisations around digital inclusion, the work becomes sustainable and reaches most people. It is imperative that the Council is not seen as the main delivery solution to combat digital exclusion, but that we support existing provision in communities. Examples are listed below:

3.3.7.1 Using the 70k Strengthening Communities funding provided by the GMCA, we have continued to support community organisations to embed digital inclusion into their work. Over the past year we have carried out 25 new visits to community organisations across the city. During these visits, we speak with organisations about their current digital inclusion activity and explore what support they might need. We provide a range of practical help, including guidance on registering with the National Databank to distribute free SIMs, access to digital volunteers where organisations want to run drop-in support sessions, and tailored advice on developing digital inclusion offers. Where organisations commit to specific digital inclusion activities, we can provide a small grant to support delivery. The maximum grant available is £1,900 although most organisations typically receive around £700 depending on the number of actions they pledge to undertake. We currently have around 45 organisations who have engaged with the programme. It is important to note that over the last six months, the team has been operating at around 50% capacity, which has limited the scale and frequency of follow-up activity and new registrations were paused. Despite these challenges, the programme continues to strengthen the city's digital support infrastructure in a sustainable way by equipping trusted community organisations to help residents get online and build digital confidence.

3.3.7.2 We have created a Digital Inclusion Handbook to support VCFSE partners with embedding digital inclusion into their offer. It has been created to be a clear, practical signposting guide to help toolkit partners and residents easily understand what support is available and where to find it. Designed as a one stop resource, its aim is to bring together everything needed to navigate digital inclusion services and build confidence in supporting residents to get online. The handbook aims to streamline how information is shared, reducing duplication and ensuring that everyone receives consistent, accurate guidance. By presenting services in an organised, accessible way, the Digital Inclusion Handbook enables organisations to quickly identify and select the most appropriate support for their residents, improving both coordination and digital inclusion outcomes across the city.

3.3.7.3 The Digital Inclusion Working group which meets six times a year and progresses work in between meetings. All members have one common goal – to reduce the amount of digitally excluded people in Manchester. Membership includes the digital inclusion team, other Council managers, digital skills providers, VCFSE organisations, MACC, housing providers and colleagues from the health sector. Group members value the support provided and the forum to share best practice on issues such as supporting older people, supporting visually impaired people and funding opportunities.

3.3.7.4 Our Digital Health Hubs initiative continues to support residents to use key NHS digital services embedding NHS App support within existing community digital drop-ins. The model, first established in Wythenshawe, has expanded across North Manchester, including Crumpsall, Cheetham Hill and Harpurhey, with Gorton and Abbey Hey, and Newton Heath, Miles Platting and Moston being newly added this year. There is an opportunity to renew engagement and support to ensure their offers remain consistent and up to date. The

initiative operates through partnerships with community organisations and libraries, where staff and volunteers can help residents register for and use the NHS and MyMFT Apps, including booking GP appointments online and accessing health records. To support this, we have developed promotional materials, including maps and leaflets sent to GP practices. This enables staff to signpost residents to their nearest Digital Health Hub when they cannot provide digital support directly. Looking ahead, the aim remains to map provision across the entire city and ensure that all GP practices are aware of and actively utilise their linked community digital support offers. Our next priorities are to establish strengthened provision in Levenshulme, then expand into Northeast Manchester, working with the Digital Inclusion Working Group, which already includes engaged practices in Ardwick, Bewick & Clayton and Openshaw. This provides a natural next step for growing the model.

- 3.3.8 To increase awareness of the digital support available across the city, we have developed and actively maintain an online directory of digital drop-in sessions, covering both library-based provision and sessions delivered by VCSFE organisations. This is publicly available at <https://hsm.manchester.gov.uk/kb5/manchester/directory/results.page?directorychannel=3-9-1>. We promote this resource widely to partners and organisations across Manchester so they can signpost residents to appropriate local support. All Manchester libraries offer a weekly digital drop-in session ensuring a consistent city-wide approach. In addition, we work closely with Manchester Adult Education to raise awareness of the free digital skills course available, supporting residents to build confidence and progress from basic support into more structured learning opportunities.
- 3.3.9 Support for older people is a key priority of our programme of activity. We sat on the Aging in Place (AIP) for Gorton and Abbey Hey board, hosted by Southway Housing. This came about following collaborative work on the successful pilot of the Keep on Keep Up (KOKU) health app, to build strength and balance and prevent falls. The pilot involved the use of tablet devices, donated by AbilityNet, which were distributed to older residents in Gorton and supported through sessions delivered at Gorton Central Community Centre. The AIP project came to an end in September 2025. We worked in partnership with Age UK Wythenshawe, with Crossacres Day Centre operating as an active digital hub. Age UK Crossacres acted as a pilot for the Digital Inclusion Toolkit project, which is still ongoing throughout Manchester. For 2026, the Digital Inclusion Action Plan has renewed its strategic focus on supporting older people. Representation from Age UK Manchester, Chorlton Good Neighbours, and Wythenshawe Good Neighbours on the Digital Inclusion Steering Group has provided valuable insight into the needs and priorities of older residents. Building on this engagement, we will explore further opportunities and potential future partnerships with these and other age-friendly organisations as part of this refreshed approach. We attend the Age Friendly: Community of Practice events. The library digital drop-ins are disproportionately attended by older people. Frances attends the digital drop-in at Central Library and says “It has given me an ability to live my life, as it were, to the full....., my beloved tutor David has actually helped me save hundreds of pounds. I care passionately

that people of my age group, the 70 year olds, especially women, have social inclusion and empowerment and instead of being at home scared to death about what life is going to throw at them because we are becoming more and more digitised as it were and we are having to face up to these issues. Without the drop-in I would have actually been at home quite terrified.” We have begun a project, to be continued in the coming year, to increase older people’s access to the Internet using Making Manchester Fairer Anti Poverty Strategy, outlined in the future priorities section.

3.3.10 We have taken a range of practical steps to support disabled people with digital access, including partnering with AbilityNet who last year provided 10 Alexas and 10 GetBoxes for residents who benefit from voice-activated technology and for older people via Healthy Me Healthy Communities - and distributing accessibility-focused resources across our wider digital inclusion toolkit, with several organisations (such as Higher Blackley Community Centre and Barlow Moor Community Association) using them to support disabled residents, while 21% of Hubbub phones were allocated to five organisations who specifically identified disabled people as beneficiaries.

3.3.11 In March 2025 we received £270k from the Department for Science, Innovation and Technology (DSIT) via GMCA for Digital Participation in Schools. This funding was transferred to schools. The project involved 16 schools, including mainstream secondary schools and specialist support schools, with funding allocations ranging from £9,650 to £23,750. Wythenshawe schools received higher funding in line with the Wythenshawe Targeted Support work. Examples of projects funded include device provision, Media Cubs bootcamp, digital safety sessions, digital literacy sessions.

3.3.12 Let’s Get Digital campaign and communications
The Let’s Get Digital branding continues to promote digital inclusion support across Manchester. The campaign is led by the Digital Inclusion team and other organisations are welcome to use the branding. We continue to send the monthly Let’s Get digital newsletter which highlights digital inclusion initiatives, funding opportunities and support offers. There are currently 2,400 subscribers consisting of individuals and organisations. It performs well with an average open rate of 20-29%. This year we have begun sharing a monthly digital inclusion update on LinkedIn via the Manchester Digital Strategy account. The Let’s Get Digital pages on the Digital Strategy Website continue to act as a hub for signposting digital inclusion support. We are currently planning an update and streamlining of these website pages to make them more user-friendly and quicker to navigate. This work will improve access to relevant information for both organisations offering support and individuals seeking help.

3.4 **Funding of the digital inclusion programme**

The digital inclusion programme is crucial to supporting residents across the city, particularly in those areas with the highest levels of deprivation. The work is key to multiple high-profile corporate priorities. The work to date has been funded from a variety of areas. This includes Covid recovery funding and the Contain Outbreak Management Fund. The Council’s Cost of Living

budgets provided £47k pa funding in 2023-24 and 2024-25. £50k per year has been provided from GMCA annually since 2020. This year we have benefited from a further £70k funding from GMCA through the Strengthening Communities Digital Inclusion Fund, and £70k from the Making Manchester Friendly Anti-Poverty Strategy. This has been supplemented through a series of low-level external funding bids to the Good Things Foundation, from mainstream libraries funding and social value contracts. All options are being explored to ensure sustainability of the programme, including continuation of existing funding streams. The need to combat digital exclusion will remain for the foreseeable future.

3.5 Future priorities and projects

The Digital Inclusion programme has done a huge amount to tackle digital exclusion in Manchester, but there continues to be much more to do. Digital exclusion is still affecting the lives of thousands of Manchester's residents, especially with the current cost of living situation. Our most vulnerable residents continue to be disproportionately affected by being digitally excluded. The Digital Inclusion Action Plan, included as Appendix 1, details the priorities for the next twelve months. Highlights of these priorities are:

- 3.5.1 The Digital Inclusion Steering Group will continue to meet to advise and provide feedback on current activities, offering suggestions to strengthen delivery across the city. We will meet twice a year to enable the group to provide regular and structured opportunities for feedback, with each meeting focussing on a different priority.
- 3.5.2 We will expand Digital Health Hubs to other parts of the city, first undertaking a review of how they currently operate. The review will set out what the hubs offer, where they are located, who they support and the outcomes they are achieving. It will provide a clear understanding of their overall purpose and model and what is needed to ensure good quality support. These findings will then inform proposals for expanding the model across more GP practices across the city, enabling greater use of digital health tools such as the NHS app, improving residents' access to healthcare, and helping to reduce pressure on NHS services.
- 3.5.3 We will continue undertaking Digital Inclusion Toolkit visits and evaluation. The Toolkit has engaged VCSE organisations and encourage them to embed digital inclusion within their offer, with small amounts of financial support provided based on the commitments they made, such as signing up to be a Good Things Foundation Databanks. In recent months activity has largely focused on follow-up visits to existing venues, capturing learning and case studies. The evaluation of the toolkit initiative will enable it to continue with a more consultancy-based approach, gathering evidence and learning. The development of the Digital Inclusion Handbook will play a key role in supporting a wider range of organisations to signpost residents, ensuring that benefits extend beyond those formally enrolled in the toolkit. Toolkit visits will focus on areas that have high risk of digital exclusion including areas such as Wythenshawe and North Manchester.

- 3.5.4 There is a need to strengthen reporting and data processes across the Digital Inclusion programme to ensure consistent monitoring, communication tracking and evaluation. A central reporting dashboard is being developed by the Digital Strategy team, which should enable support for the Digital Inclusion Action Plan and options for implementing a light-touch CRM will be explored to enable long-term tracking of organisational engagement and resident support. All Digital Inclusion activity will adopt standardised project briefs with clearly defined measures, and reporting requirements. This will support governance, clearer visibility of impact, and alignment with the Digital Strategy.
- 3.5.5 We will continue to deliver device, data and digital support with an increased focus on device distribution and maximising social value. Maintaining relationships with existing suppliers and identifying new donation opportunities will remain a priority, particularly as demand continues to exceed supply. We have recently been informed that we have been successful in a bid to the National Device Bank ran by Good Things Foundation and will receive up to 70 devices this year to be distributed to Manchester residents. To ensure fairness and transparency, we will establish clearer eligibility criteria for organisations requesting donated devices. We will also look to further leverage social value partnerships to secure additional device donations and volunteers. This could include working with Digital Inclusion Toolkit partners who may be able to support device preparation and set up. We will continue to monitor changes to the National Databank programme and resume promotion once new registrations open. This work will help build a more sustainable, well-resourced device and support offer across the city.
- 3.5.6 We will continue to offer free SIMs from all libraries and strengthen our approach to data and SIM distribution to ensure Databank support is reaching Manchester residents who need it most. This includes reviewing how SIMs are allocated across community partners, improving consistency of monitoring, and linking this information to the Digital Inclusion data framework mentioned above. Good Things Foundation have paused new registrations to the National Databank, but existing partners, including all libraries, will continue distributing data SIMs, and we will relaunch promotion once new sign-ups reopen. We will also explore what other low-cost or free data schemes are available locally and nationally to ensure residents continue to have access to affordable internet.
- 3.5.7 We will deliver the Making Manchester Fairer: Anti-Poverty Strategy project to older people. 110 devices will be delivered to groups that support older people with digital inclusion. Ongoing support on those devices will be provided by those groups.
- 3.5.8 We will continue to strengthen partnerships and build new partnerships with organisations to embed digital inclusion support into their offer. This will focus on geographic areas where the risk of digital exclusion is highest and organisations that support demographics where the risk of digital exclusion is highest – for example older people and disabled people.

- 3.5.9 Building on the success of Get Online Week 2025, where the Digital Inclusion team engaged over 130 residents across Manchester and supported a further 40+ residents and partners at the Longsight Jobs Fair, we will be planning and part in Get Online Week and Digitober 2026. The focus will be to expand partnership activity, increase resident engagement across more neighbourhoods, and further promote digital inclusion services and skills support through coordinated citywide events.
- 3.5.10 AI train the trainer initiative. Following the two AI Train the Trainer sessions delivering with Manchester Metropolitan University (April 2025 and January 2026, 47 attendees in total), MMU is now reviewing its delivery model due to capacity. They are working with GMCA to explore alternative ways of scaling this training across the sector. As this develops, we will need to determine the future approach to this model, as it has had good engagement and appetite from organisations
- 3.5.11 Libraries will continue to deliver digital drop-ins in each venue. Sessions will be expanded, for example coding clubs. The Forum Library Creative Space in Wythenshawe is launching a new collaboration between a local secondary school and newly launched data centre. Datum operate a network of carrier-neutral data centres in the UK's leading technology hubs – London and Manchester. They are based in the heart of Wythenshawe in a purpose-built data centre using renewable energy, boasting state-of-the-art infrastructure and energy-efficient cooling, providing a sustainable solution for companies pursuing their ESG goals. Library staff will be welcoming a local secondary school called Pioneer House to the library where a Coding Club will be developed. This collaboration will be shaped by students interest making use of the IT suite. Datum is kindly sponsoring this project and will provide some crucial technologies to ensure the sessions are engaging and beneficial for the students.
- 3.5.12 The national PSTN switch-off is underway, with full turn-off due in 2027. Around 95% of Manchester has already been migrated, meaning any remaining analogue-based devices will soon cease to function. Locally, the main telecare risks have been addressed. MEAP has transitioned all telecare equipment to SIM-enabled devices, supporting around 5000 residents. The DI team has attended training to ensure they fully understand the changes, associated risks, and how to support residents affected by the migration. Residual risks remain for individuals using analogue equipment outside the MEAP system and will continue to coordinate support as the switch off is finalised.
- 3.5.13 Digital champions are key to supporting digital skills initiatives across the city. Digital champions support digital drop-ins in libraries and provide telephone support to those people that text the helpline. We will provide guidance to VCFSE sector organisations who are wanting to recruit volunteers and will signpost potential volunteers to their local library and community group
- 3.5.14 The Digital inclusion Team is working with ICT to secure a pipeline of refurbished MCC devices through the new ICT contract, which is expected to

include circularity and social value elements. We are also exploring changes to the Community Computers model so the team can manage device donations directly, improving oversight and allocation. In addition, we are pursuing a pilot scheme with the Next Path Consortium to offer high-quality refurbished devices at £30 to VCSFE organisations for distribution to the residents they support.

3.5.15 We will launch a communications campaign using Let's Get Digital branding primarily aimed at older people, focussing on the benefits of being online.

4.0 Recommendations

4.1 The Committee is recommended to consider and comment on the information in the report.

5.0 Appendices

Appendix 1 – Digital Inclusion Action Plan

Appendix 2 – Manchester Digital Strategy Delivery Plan

Appendix 3 – Infographic – Digital Inclusion work in 2025

Appendix 4 - Map of digital drop ins, and VCFSE groups benefitting from the Toolkit and device donations.

Appendix 5 – Case Study: Device donations to parents at Flying Start schools

Appendix 6 – Case Study: Gale Whitby

Appendix 7 – Wards with the highest risk of digital exclusion

Appendix 8 – Library computer use compared to Index of Multiple Deprivation

Appendix 9 – Map of SIM card beneficiaries

Appendix 10 – Digital Health Hub Miles Platting, Newton Heath, Moston

6.0 Glossary of Abbreviations

VCFSE - Voluntary, Community, Faith and Social Enterprise sector

CEIAG 19+ - Careers Education, Information, Advice and Guidance for the 19+ age group

Manchester's Digital Inclusion Action Plan: 2025-27

Updated February 2026



Sections

- **What is Digital Inclusion?**
 - Definition
 - Digital Exclusion Research
- **Mission Statement**
- **Digital Inclusion Team**
- **Digital Inclusion in Manchester**
- **Strategic Landscape**
- **Consultancy approach**
- **Purpose of the Digital Inclusion Action Plan**
- **Digital Inclusion Workstreams**
- **Workstream Objectives & Metrics**



Remember to
touch-in touch-out
using the same card or device



What is Digital Inclusion?

Digital Exclusion occurs where someone doesn't have one or more of the following:

- Access to the Internet
- Skills/Confidence to use the Internet
- Motivation to use the Internet – “it’s not for me”

According to [the UN](#), digital inclusion refers to the "equitable, meaningful, and safe access to use, lead, and design of digital technologies, services, and associated opportunities for everyone, everywhere. Digital inclusion is enabled by human rights-based, intersectional, and whole-of-society policies and multi-stakeholder approaches and actions, that take into account the various barriers individuals face when accessing and experiencing digital technologies."

There are different ways of describing and measuring digital inclusion. Recently, the [Minimum Digital Living Standards Project](#) has set out to identify the minimum digital needs of families in the UK. The current working definition is "A minimum digital standard of living includes, but is more than, having accessible internet, adequate equipment, and the skills, knowledge and support people need. It is about being able to communicate, connect and engage with opportunities safely and with confidence."

Importantly, as the [UK Digital Poverty Evidence Review](#) highlights, digital exclusion and poverty can affect anyone, and most of us will experience some form of digital exclusion in our lifetimes. People fall in and out of being digitally included. There is no switch we can flip to ensure that someone changes status permanently from "excluded" to "included."

“

Digital poverty is both the result of and a cause of financial hardship. A person might not need to live in financial poverty to experience digital poverty.

**UK Digital Poverty
Evidence Review 2022**

”

Digital Exclusion Research

UK

- 1.7 million households do not have a broadband connection (2021).
- 2.4 million adults do not have even basic digital skills for life.
- Lack of digital skills costs the economy £63 billion a year.
- 20% of non-users say the internet is too expensive.
- 20% of non-users say the internet is too complicated.

Manchester

- 1 in 3 (37%) residents report that their household experiences some form of digital exclusion.
- 63% of those aged 75+ and 52% of disabled people are likely to experience at least one aspect of digital exclusion.
- Residents are most likely to be excluded due to a lack of skills or support to allow them to access digital online services.
- Only around 40% of residents are able to use digital GP services.
- 12% of residents don't have decent broadband connections.

Social Exclusion

- Almost 20% of residents don't have any formal education qualifications. (Those who left education at or under 18 years are almost 8x more likely to be limited or non-users.)
- Around 17% of residents have a disability. (32% of people with an impairment do not have even the most basic digital skills.)
- 20% of residents have a main language other than English. (Lack of English language literacy can be a barrier to learning digital skills.)
- 42% of children are growing up in poverty and 21% Mcr households have < £30/month discretionary income (not incl. broadband costs). (Limited users are 4x more likely to come from low-income households.)

Sources:

https://publications.parliament.uk/pa/ld5803/ldselect/ldcomm/219/21904.htm#_idTextAnchor004
<https://www.goodthingsfoundation.org/insights/building-a-digital-nation/>
<https://www.goodthingsfoundation.org/wp-content/uploads/2021/02/understanding-motivations-of-non-users-of-the-internet.pdf>
<https://www.greatermanchester-ca.gov.uk/what-we-do/research/resident-surveys/>

Digital Exclusion Research



"Digital exclusion affects millions of UK citizens. Every day, people are unable to access the internet because they do not have the connection, device or skills to get online. This digital divide is undermining efforts to improve UK productivity, economic growth and socio-economic inclusion. Cost of living challenges are exacerbating the problem for the most financially vulnerable."

The House of Lords Communications and Digital Committee inquiry into "Digital Exclusion and the Cost of Living" (June 2023)





Mission Statement

We **advise** organisations across Manchester on how to embed digital inclusion into their existing offer.

We **support** residents and organisations serving residents to access digital skills training, devices, connectivity, and data.

We **connect** people working on digital inclusion across the city by convening meetings for networking and knowledge exchange.

We **amplify** the best practice across the city and country on digital inclusion to raise awareness.

And perhaps most importantly, we **listen** to the voices of lived experience. We strive to co-create solutions to digital exclusion with the people who have first-hand knowledge.

We don't chase the numbers because we know that being included is not a tick-box exercise. People will fall in and out of being digitally included at different points in their lives, and inclusion is often a qualitative experience.

We're interested in culture change! Everyone needs to take responsibility for empowering people to be digitally included.

let's get
digital

2025 highlights



181

smartphones gifted through social value



12

new community organisations helped to become digital hubs

34

laptops provided to community groups



8889

Sim cards donated to digitally excluded residents through libraries and our team



2332

subscribers to our communications

260

members of our Digital Inclusion Working Group



"Having a phone gave me hope, I'm now finally in contact with my daughter after years of being absent."

"These sessions have opened a new world for me. I feel more connected and confident than ever."

"I wanted to tell you just how much this laptop has meant to me. Since the day you placed it in my hands, it has been a constant companion."

"I feel like a part of society."



Emily DI team, Reheena - Dare 2B Different and Adrian Community Computers.

Partnership with Community Computers

They gifted 110 refurbished laptops and 33 smartphones to Manchester residents in 2025. Plus sold 100 low cost devices.

"This collaboration with the council has made it possible for people like Reheena to access the tools needed to drive change."

Strategic Landscape

Almost every aspect of everyday life is impacted by **digital** today: work, school, health, community, social and more.

Digital is fundamental to residents' lives, so **inclusion** is necessary for everyone to benefit.

This is why **digital inclusion** must be integral to all our key strategic plans citywide.

Digital inclusion is a priority embedded in several key Manchester City Council strategies.

The Manchester Digital Strategy, 2021-2026

This strategy sets out the city's ambition to be a world-leading digital city by 2026, and digital inclusion is fundamental to this ambition.

Digital inclusion, equality, and diversity are at the heart of the strategy, and it is a priority to **"deepen our understanding of digital inclusion by continuing to deliver the Digital Inclusion Action Plan, developing the Digital Exclusion Index and actively engaging with residents and VCSE organisations."**

Making Manchester Fairer: Anti-Poverty Strategy 2023-2027

Digital inclusion is also about ensuring that the digital technologies we adopt and use treat everyone fairly. The Anti-Poverty Strategy commits to implementing the Algorithmic Transparency Standard so we can make sure that algorithmic decision-making (like AI) does not unfairly penalise people on low incomes, and encourage our partners to do the same.

Algorithms are sets of rules applied to data in order to find patterns, solve problems, or make predictions. Local authorities and other organisations collect, store, and analyse large amounts of data, and they increasingly use algorithms to support decision making. The use of algorithms gives opportunities to make services more efficient, tailor services to individual users, and reveal new insights about social problems based on robust evidence. However, algorithmic decision-making also brings risks, such as violations of privacy, discrimination, and bias against certain people or groups.

The UK Algorithmic Transparency Standard is a national framework to enable the public sector to share information on the use of algorithmic tools with the public and other stakeholders, such as regulators and researchers. Publishing this information out in the open means that these systems and tools can be subjected to public debate and scrutiny.



CERTIFICATE
of Digital Skills

Successfully passed to:
David Hogue

Successfully completing the following subjects on Learn My Way

Computer Literacy	Completed on 21 Nov 2022
Internet Safety	Completed on 21 Nov 2022
Basic Computer Skills	Completed on 21 Nov 2022
Office Suite	Completed on 21 Nov 2022
Using Social Media	Completed on 21 Nov 2022
Using Email	Completed on 21 Nov 2022
Using Search Engines	Completed on 21 Nov 2022
Using Online Tools	Completed on 21 Nov 2022

DAF

Making Manchester Fairer: Tackling Health Inequalities in Manchester 2022–2027

Health inequalities are the avoidable gaps between the healthiest and least healthy people and communities in our city. So many Mancunians fared worse during the pandemic because of existing inequalities.

The pandemic also exposed the added barriers to good health that some communities face as a result of prejudice and discrimination. Black, Asian and Minority Ethnic communities, as well as Disabled People, were disproportionately affected by COVID-19.

The Making Manchester Fairer Action Plan seeks to address the persistent health inequalities in Manchester and digital inclusion is explicitly highlighted as a key driver of this: "Digital inclusion is about making the benefits and opportunities of the internet and digital technology available to everyone. Addressing the digital divide is one of the many great social – and health equity – challenges."

The Digital Inclusion team is actively engaged with the plan's various kickstarter projects and is advising on where digital inclusion initiatives can support the projects' aims.

Investing in Success: Manchester's Economic Strategy

This strategy sets out a vision for the next 25 years

One of the five priorities is: “Develop world-class infrastructure, places and talent.”

As part of that it references “Delivering Manchester’s Digital Strategy” and “Digital connectivity is now as essential to businesses and residents as traditional utilities such as water and power.”

The delivery of the Digital Inclusion Action Plan will support residents’ digital skills, the economic strategy and the ambition for inclusive growth.

Age Friendly Strategy

The 4 main themes of the Age Friendly Strategy are:

- Being Heard and Age Equality
- Age Friendly Neighborhoods where we can Age in Place
- Age Friendly Services that support us to Age Well
- Work, Skills and Money

Given that digital exclusion disproportionately affects older people, we are working closely with the Age Friendly team to embed digital inclusion into the strategy's delivery plan, under each of the four themes. Our particular focus is supporting age friendly organisations to promote digital inclusion as part of existing services.

Digital Inclusion in Manchester: A consultancy approach

During the COVID19 pandemic, the Digital Inclusion team were responsible for preparing and sending out numerous devices to residents and providing them with mentor volunteers to guide and train in the use of these devices.

Since the end of the pandemic, the Digital Inclusion team has adopted a different consultancy based approach that will bring inclusivity to more citizens of Manchester.

This approach involves contacting community organisations and offering to help them embed digital initiatives in their offer by using a bespoke 'Digital Inclusion Toolkit'.

To date, we have contacted over 50 community organisations and helped them improve their digital offer to their service users.

Here are some of the organisations we are working with:-

Mustard Tree

Believe in children



boaztrust
serving destitute asylum seekers

CAHN
Caribbean & African Health Network

Barnardo's

MASH
manchester action on street health
est. 1991

GEORGE HOUSE TRUST
HIV POSITIVE LIVING

Cornerstone
Caritas Diocese of Salford

yes

(allfm) 96.9
...the real voice of Manchester



422 COMMUNITY HUB

Golden Centre of Opportunities
We are a City & Guilds Approved Centre and a Matrix Accredited Centre

back on track >

REFORM RADIO

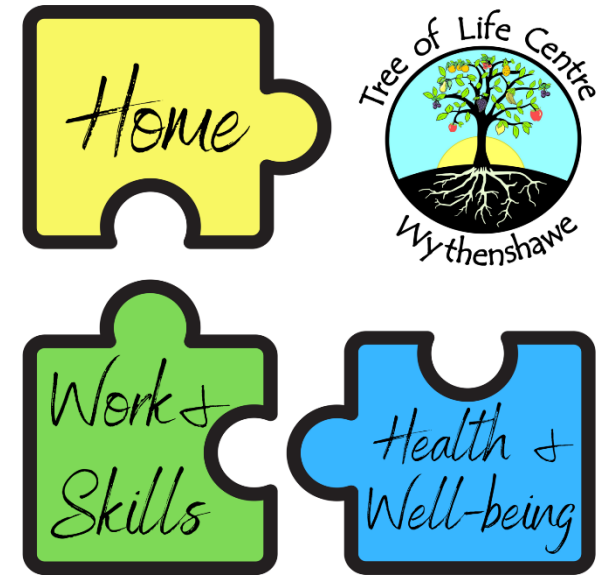
MDC
Est 1846
manchester deaf centre

North Manchester Community Partnership

Booth Centre

healthy me healthy communities
www.hmhc.co.uk

BARNABUS
Bringing hope to the homeless and vulnerable



COFFEE 4 Craig

MANCHESTER SETTLEMENT
CREATING STRONGER COMMUNITIES TOGETHER

Building Stronger Communities Together Strategy

The pandemic shone a spotlight on the issues of loneliness and social isolation in our society. One of the few positive impacts from this time was the rise of people using digital to communicate; and the benefits of these online communities mean that people from diverse backgrounds, who otherwise might not have come together, can find a common space.

But not everyone has access.

As more and more of our life takes place online, from chatting with friends and neighbours on social media, consuming culture, checking local events, to reading regional & national news, for those offline the social isolation is exacerbated. We recognise that digital exclusion is social exclusion.

However, the increase in digital communication can increase the risk of polarisation, as hate speech and fake news lead to online conflicts which spill over into the real world. Therefore, it is vital that digital inclusion work also promotes online safety and media literacy.

The Digital Inclusion team will support the Building Stronger Communities Together Strategy team to ensure that the delivery plan considers digital excluded members of our communities and co-designs strategies to support them.



northernrailway.co.uk

NORTHERN

Purpose of this Action Plan

- This document is a plan for meeting the strategic priorities of the city, particularly those articulated in the Digital Strategy.
- Our actions are organised into workstreams >> workstreams have specific objectives >> and objectives are delivered by our vast array of partners across the city.
- We are always looking for partners who are willing to commit to delivering on this action plan with our advice and support, so please get in touch!



Digital Inclusion Action Plan – Jan 2026

1. Advising & Building Capacity	2. Expanding Access	3. Digital Capability	4. Sustainability, Usability & Affordability	5. Listening & Research
<p>1.1 Embed DI in existing services and build local DI networks by using the DI Toolkit</p> <p>1.2 Increase number of digital champion volunteers providing support in libraries/VCSEs and providing telephone/online support. To encourage knowledge exchange, develop digital champions across all sectors</p> <p>1.3 Support VCSE organisations to provide ad hoc skills support using the DI toolkit and promoting upskilling activities</p> <p>1.4 Monitor and support communications around the public switched telephone network (PSTN) switch off.</p>	<p>2.1 Donate devices and data to residents & community organisations</p> <p>2.2 Make grants and funding possibilities visible to Manchester organisations (incl non-MCC funding)</p> <p>2.3 Develop infrastructure e.g. public Wi-Fi hotspots, alternative free/affordable connectivity, embed connectivity in social value. Work in connection with social housing partners (eg WCHG)</p> <p>2.4 Increase device and connectivity donations through social value contracts</p>	<p>3.1 Digital health hubs in multiple areas of the city</p> <p>3.2 Improve visibility of digital skills support in communities, including in libraries and VCSEs</p> <p>3.3 Help ensure all Manchester residents and MCC staff have digital skills for life and work.</p> <p>3.4 Promote online safety and wellbeing for citizens including children and schools</p> <p>3.5 Data and AI literacy in public and MCC staff and public sector staff more widely. Be able to understand implications of AI technology.</p> <p>3.6 Encourage residents to get online via Lets Get Digital campaigns</p>	<p>4.1 Promote and support circular economy initiatives (e.g. refurbished device schemes)</p> <p>4.2 Encourage software development that is backward compatible (overcome planned obsolescence) To encourage software and app rollouts to be more user friendly</p> <p>4.3 Keep costs down by recycling</p>	<p>5.1 Digital Exclusion Risk Index review and promote</p> <p>5.2 Mobile connectivity mapping</p> <p>5.3 Digital Inclusion Working Group – sharing best practice and build an informal network</p>

Advising & Building Capacity



Objectives:

- 1.1 Embed DI in existing services
- 1.2 Increase number of digital champions providing support in libraries and providing telephone support
- 1.3 Support VCSE organisations to provide ad hoc skills support using the DI toolkit
- 1.4 Support residents and groups with the PSTN switch off

Advising & Building Capacity: We will...

Intervention	Why?	Lead	Target Date/ Report Back	Measure/deliverables	Updates
Digital Inclusion Toolkit	To support community orgs to embed DI in existing services, so residents can access support in trusted spaces. Support frontline staff to recognise digital exclusion, know where to signpost.	MCC DI team	July 2026	Number of Let's Get Digital partner organisations, case studies on partner organisations.	45 partner organisations 2 case studies live on Manchester Libraries site.
Digital Inclusion Working Group	To share best practice and exchange knowledge with stakeholders and partner organisations	MCC DI Team	Ongoing	Minutes from quarterly meetings	Latest Meeting held on 22nd October, 2025. Next meeting to be held on 28th January, 2026.
Digital Champions scheme	To boost capacity at digital skills sessions, to develop skills of volunteers	MCC DI team	Ongoing	Numbers of DCs trained and matched to volunteering opportunities in libraries, community venues and via telephone.	Scheme on pause due to limited team capacity
Digital Inclusion Team Funding	To expand capacity and sustain activities of Digital Inclusion's resourcing.	MCC DI Team	Ongoing	Sufficient funding to resource team and deliver projects	Funding received from MCC (Cost of Living Budget) and GMCA
PSTN Switch Off	Monitor developments with public telephone switch off scheduled in 2026		Ongoing		DI team frequently participate in meetings led by BT
GMCA involvement	To share best practice and share ideas and knowledge with other DI teams	MCC DI plus GMCA and other GM DI Teams	Ongoing	Minutes from DIAN, DI Leads Meeting, DI Taskforce meeting, PSTN working group	Meetings ongoing
Website	To promote the work of the DI Team, providing advocacy and building networks	MCC DI Team	Ongoing	Up to date website	As part of the Digital Strategy Team's website, the Digital Inclusion Team has their own section (https://manchesterdigitalstrate

Expanding Access



Objectives:

- 2.1 Donate devices + data to residents & community organisations
- 2.2 Make grants and funding available to Manchester organisations (incl non-MCC funding)
- 2.3 Develop infrastructure e.g. public wifi, (free/affordable connectivity), embed connectivity in social value
- 2.4 Increase device and connectivity donations through social value contracts

Expanding Access: We will...

Intervention	Why?	Lead	Target Date/ Report Back	Measure/deliverables	Updates
Gift SIMs via Databanks	To enable residents to access free data across multiple locations	MCC DI team	Ongoing	Number of Data SIMs received increases. Number of databanks across city increased, including all libraries	15 new databanks set up as part of DI toolkit initiative in 2025 Over 8800 Sims donated in 2025 from libraries
Deliver device donation schemes via social value and external funding	To increase the number of devices being used by Manchester residents	MCC DI team	Ongoing	Amount of devices donated to residents.	The following devices have been donated in 2025 – 181 Smartphones, 34 Laptops, 26 desktops. £270,000 funding to priority secondary schools, via GMCA funding (Digital Participation in Schools)
Work with device refurbishment partners to offer no-cost and low-cost devices to residents	To increase the number of low-cost devices being reused by Manchester residents	MCC DI team	Ongoing	No. of low-cost devices being available to Manchester residents	Partnership continued with Community Computers. New partnership established with Tier 1 - leading to 14 laptops and 26 desktops and monitors being donated to residents.
Making Manchester Fairer donation schemes	Giving help to Manchester most disadvantaged citizens to ensure equality	MCC DI	June 2026	Number of devices delivered to parents at priority schools Number of devices delivered to older people	Funding received to deliver 80 devices to parents and 100 tablets to older people
Deliver Digital Inclusion Toolkit	To boost capacity in VCSE to offer DI support	MCC DI team	Ongoing	Number of Let's Get Digital partner organisations, case studies on partner organisations.	45 partner organisations 2 case studies live on Manchester Libraries site.
Get Online Week	Participate in national advocacy in raising awareness of Digital Exclusion	MCC DI team	October yearly	Numbers of events taken place Number of attendees	GOW successfully delivered in Oct 2025 with events at Central Library, Gorton Hub and Newton Heath Health Centre; over 130 residents engaged.

Digital Capability



Objectives:

- 3.1 Implement Digital Health Hubs
- 3.2 Improve visibility of digital skills support in communities, including in libraries
- 3.3 Help ensure all Manchester residents and MCC staff have digital skills for life and work
- 3.4 Promote online safety and wellbeing for children and schools
- 3.5 Data and AI literacy in public, MCC staff and VCSE organisations. Be able to understand implications of AI technology.
- 3.6 Encourage residents to get online via Let's Get Digital campaigns

Digital Capability: We will...

Intervention	Why?	Lead	Target Date / Report Back	Measure / deliverables	Updates
Digital health hubs	Increase support of health services online in libraries and other community venues, and promoting in health settings. Empower people to manage health via online tools, to ease capacity at GPs to keep analogue routes open for those who need it	MCC DI team and NHS	Ongoing	Number of Digital Health Hubs across the city	Rolled out currently in Wythenshawe. Cheetham, Harpurhey. Gorton, Longsight Levenshulme
Essential Digital Skills for Work	Develop & implement effective referral pathways to support smooth transitions, from existing entry-level digital activity, to Essential Digital Skills Entitlement. This will boost digital skills attainment, driving economic growth and engagement of residents, learners & employees	DI Working Group / Work and Skills Team	Ongoing	Number of people enrolling onto digital courses (delivered under Adult Skills Funding).	DIWG to identify opportunities for partners to embed the Essential Digital Skills Entitlement into existing services & practice. W&S Team uncover opportunities, improving the uptake & service transformation.
Digital Drop-in sessions at every library	To improve digital skills of residents	Libraries	Ongoing	Number of residents receiving digital support	Sessions available at every library via different methods – staff, digital champions, VCSE organisations, MAES, Citizens Advice
Device helpdesk at Central Library	To enable residents to more confidently use their own devices	MCC DI team	April 2025	Funding received from Good Things Foundation. Weekly session established.	Live at Central Library staff. Digital champions being engaged
Workforce Digital Skills Development	Staff to be digital advocates and have the skills they need for work now and in future	MCC Workforce, MAES	Oct 2025	A Workforce Digital Skills plan	Training modules for MS Outlook, Excel and Teams now available for booking on MCC skills hub.
Let's Get Digital Campaign	Encourage people to become online users – especially giving older people reasons to be online	MCC DI team	Ongoing	More people online	Let's Get Digital Branding available to be used by all partners
Promote Online safety for all residents	To reduce the threat of online crime / security	MCC/GMP	Ongoing	Participation in further meetings with view to disseminate relevant information to VCSEs in community	Link made with GMP, Hollie Bowker. Presentation at DIWG

Sustainability & Affordability



Objectives:

- 4.1 Promote and support circular economy initiatives (e.g. refurb device schemes)
- 4.2 Encourage software development that is backward compatible (overcome planned obsolescence)
- 4.3 Keep costs down by recycling

Sustainability & Affordability: We will...

Intervention	Why?	Lead	Target Date/ Report Back	Measure/deliverables	Updates
Community Computers refurb device scheme	Increase number of devices available to residents, to support MCC's Zero Carbon pledge. All libraries are donation points.	Community Computers	Ongoing	Monthly donation and sales data for Manchester	Gifted 110 refurbished laptops and 33 Smartphones to Manchester residents Sold 100 low-cost devices for £60 each to residents.
Refurbish old MCC devices for donation to Manchester residents	To increase numbers of devices available to residents, to support MCC's Zero Carbon pledge	MCC IT	Ongoing	<ul style="list-style-type: none"> - More refurbished devices received by Manchester residents - Existing contractor (Tier1) makes some devices available to Manchester residents - Influence new and MCC IT contracts to include that residents receive our old devices 	<p>14 laptops and 26 desktops and monitors donated via Tier 1 and gifted to Manchester residents.</p> <p>6 laptops and 8 screens gifted as part of social value contract with Polaris from the Markets team new IT contract.</p>
E-waste recycling advocacy/communications	Drive up donations to refurb scheme; meeting MCC's Zero Carbon pledge	MCC DI team	Oct 2025	<ul style="list-style-type: none"> - Comms campaign produced by MCC - Existing repair cafes increase volunteer numbers & devices repaired. 	Connections made with repair cafes to build on existing network for residents to update existing devices.

Listening & Research



Objectives:

- 5.1 Digital Exclusion Risk Index
- 5.2 Mobile connectivity mapping
- 5.3 Digital Inclusion Working Group

Listening & Research: We will...

Intervention	Why?	Lead	Target Date / Report Back	Measure/deliverables	Updates
Digital Exclusion Risk Index (DERI)	Use data to target work in the areas of the city most at risk of digital exclusion.	MCC PRI team	Ongoing	Number of uses of the DERI	Reviewing development of DERI
Mobile connectivity mapping	Use of the DERI to identify communities disproportionately affected by PSTN switch off – particularly residents who rely on telecare services.	MCC MDS Team	September 2025	<ul style="list-style-type: none"> - Initial mapping of data connectivity following first 'sweep'. - Second 'sweep' to target digitally excluded areas with poor connectivity 	Inakalum commissioned to map mobile capacity and connectivity across the city. We analysed areas with high proportion of elderly residents who could be affected by the PSTN switch off in addition to areas where high numbers of databank SIMs were donated. This research will inform future digital infrastructure planning and Mobile Network Operator communication, and targeted digital inclusion intervention.
DIWG, consultancy approach	To listen to other DI stakeholders and share best practice	MCC DI Team	Oct 2024	Minutes from DIWG meetings	DIWG meetings held every 3 months
AI 'Train the trainer' workshop	Train VCSE organisations in toolkit on how to use AI as well as educating on potential hazards for VCSEs users.	MCC	Ongoing	Delivered workshop in collaboration with MMU	Several sessions in last 12 months, including 21 January 2026.



**Whatever you want to
do online, we're here to help**

Text: 07860 064128

Email: digitalinclusion@manchester.gov.uk

The Let's Get Digital Manchester programme is run by a
dedicated digital inclusion team in Manchester Libraries



**MANCHESTER
CITY COUNCIL**

**MANCHESTER'S
DIGITAL STRATEGY**



**Manchester
Libraries**



MANCHESTER'S DIGITAL STRATEGY DELIVERY PLAN 2025

DOING
DIGITAL
TOGETHER

Our vision for Manchester's digital future hasn't changed.



The “UK’s top technology city” is home to a thriving £5 billion digital ecosystem, recognised as having one of Europe’s fastest growing tech sectors. In the wake of rapid technological acceleration, we want to ensure that nobody is left behind. Our aim is to empower all people with the opportunities a digitally progressive city offers.



Our Strategy sets out an aspirational vision, backed by a robust framework, to support and grow our thriving digital ecosystem. Encompassing the entire city - businesses, charities, social enterprises, and residents - our Strategy outlines four key priorities for collaborating with people and organisations to realise Manchester’s ambition to become a world leading Digital City by 2025.



Developed in collaboration with over 63 partners and networks across Greater Manchester’s digital sector, our Strategy outlines shared strategic principles and commitments that prioritise people, city, and future.



Words alone won't shape our future; actions will define our success.

Our annual Delivery Plan defines our areas of focus for the coming year, setting out the steps we will take to realise the objectives and aims of the wider Digital Strategy.



Tangible outcomes to drive meaningful change



Accountability and transparency as guiding principles

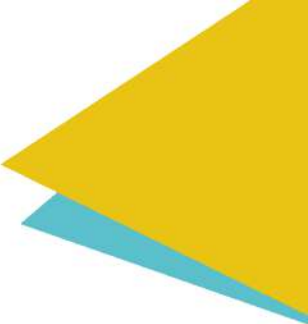


Intentions anchored with practical actions and clear routes to success

While the Digital Strategy lays the foundations for our vision, the Delivery Plan drives execution, offering actionable steps forwards. Within the context of the wider strategy, the Delivery Plan maps the key objectives for each year, our current projects, and progress towards achieving the goals outlined in our four thematic priority areas.



Simply put, our Delivery Plan ensures that we are driven by meaningful, real-world outcomes that positively impact the lives of people in Manchester.



We're #Doing DigitalTogether.

We believe in a fair future where everyone can benefit from advances in digital technology.

We always put people at the heart of our plans.

We value open collaboration.

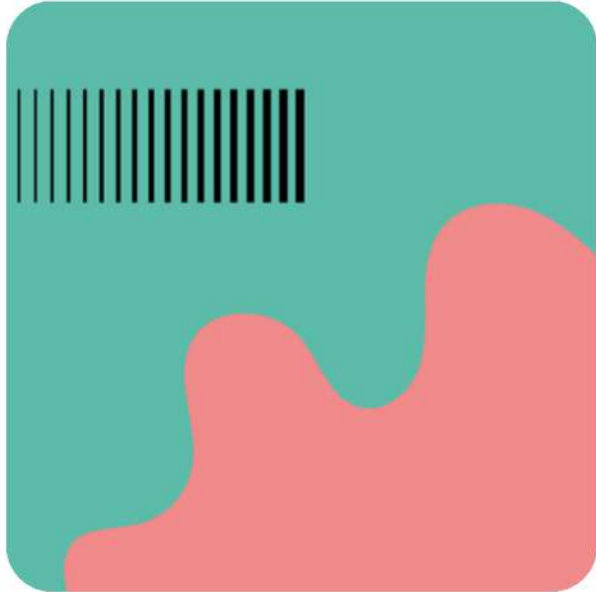
We invite a diverse range of voices to strengthen and mould our strategy. We exclude no-one from the conversation.

We want to make a meaningful, tangible, and positive difference to people's lives.

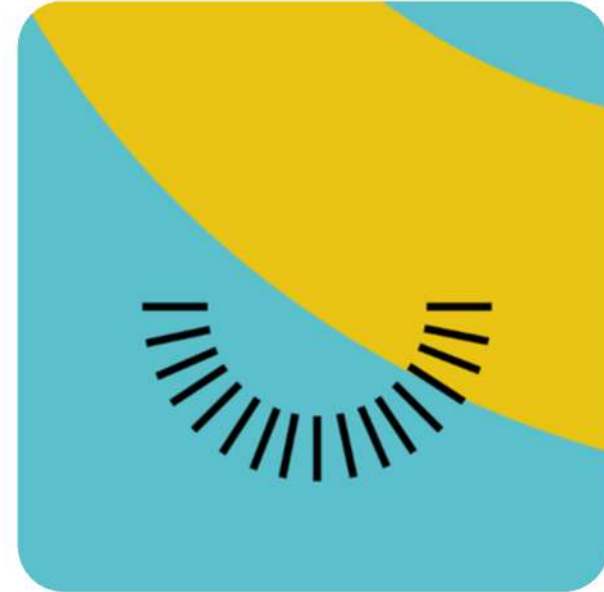
We empower people to take advantage of the opportunities offered by the digital world and realise their chosen futures.

We want to create a more equitable, prosperous, and resilient society for all.

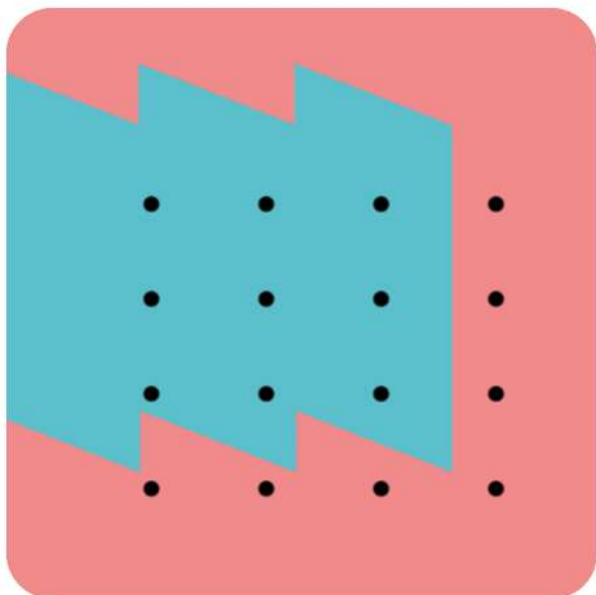
FOUR KEY THEMES



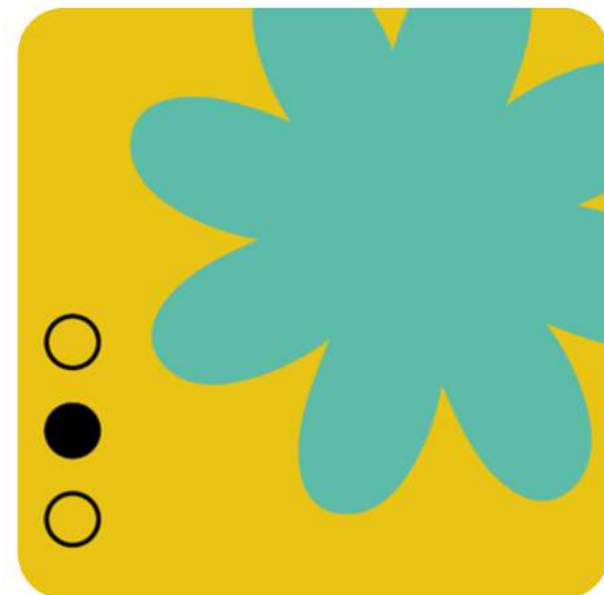
REMARKABLE PEOPLE,
EXTRAORDINARY
OPPORTUNITIES



CONNECTING PLACES,
ENHANCING LIVES



PIONEERING THE
FUTURE, PROSPERITY
FOR ALL



RISING TO
CHALLENGES, FUTURE-
PROOFING OUR CITY

Our themes provide the foundation for our Strategy.

These themes are not intended to work in isolation, but interweave, support and enrich each other. Through defining our priorities, we take a targeted approach to realising our vision of Manchester as a future leading digital city. Together, our four themes provide the roadmap for how we will leverage data and technology to transform Manchester into a centre for digital innovation, collaboration, and connectivity.

Our strategy is uncompromisingly ambitious, and our priorities can only be achieved by city-wide collaboration. Our Delivery Plan supports and contributes to the wider objectives set out in the Our Manchester Strategy, Manchester City Council's long-term plan to improve the lives of people in Manchester.

1.1 DIGITAL INCLUSION ACTION PLAN

Delivering the priorities set out in the Digital Inclusion Action Plan to ensure digital inclusion is an integral part of strategic plans city-wide.

This will mean we'll:

- Implement the refined Digital Inclusion Action Plan, staying accountable to milestones, deadlines and deliverables within a strategic roadmap.
- Establish a review of progress against milestones through qualitative and quantitative data and methods, including regular reporting, mapping and data dashboards.

1.3 SKILLS FOR LIFE

Embedding digital skills and digital literacy across the refreshed Skills for Life framework.

This will mean we'll:

- Raise the profile of digital skills across Manchester.
- Support more young people to develop the confidence, motivation and skills to benefit from the opportunities offered by digital.
- Build strong foundations to help every young person thrive in a digital-first future, ensuring that no child is left behind.

1.6 MANCHESTER DIGITAL SKILLS FRAMEWORK

Transitioning into the test and learn phase of the Manchester Digital Skills Framework, a user-focused framework for the Manchester digital ecosystem.

This will mean we'll:

- Identify and map clear pathways and progression routes for the most in-demand digital roles.
- Enable productive and meaningful conversations between industry, businesses and skills providers to identify and analyse workforce digital gaps.

1.3 CEIAG BENCHMARKS FOR THOSE AGED 19+

Continuing to lead the way in Careers Education, Information, Advice, and Guidance (CEIAG), for those aged 19+, ensuring that digital skills are embedded as a key strategic focus.

This will mean we'll:

- Champion the importance of digital skills within the GM All Age Careers Strategy.
- Pioneer local CEIAG best practice for digital skill.

1.5 POST-16 STRATEGY GROUP

Supporting Manchester's Post-16 Strategy Group to remain at the forefront of educational innovation.

This will mean we'll:

- Scale-up and sustain existing entry-level pathways into digital jobs and maximise new pathways within the skills and careers system, by strengthening connections between colleges and industry.
- Enable the integration of digital tools and emerging technologies into curriculum planning and decision-making processes.

1.6 RISE

Improving access to inclusive learning opportunities through the RISE e-learning platform.

This will mean we'll:

- Reduce barriers to learning and employment by offering access to flexible, accessible, high-quality courses through the RISE platform.
- Collaborate with partners across Manchester to support a wider range of residents to confidently access and engage with e-learning.
- Empower more residents to learn new skills that enhance their access to current and future employment opportunities in Manchester.

THEME 1

The digital world is everywhere.

It's crucial that all our residents have access to the essential, skills, knowledge, services, and resources to fully participate in the digital ecosystem and benefit from its many opportunities.

We prioritise the incredible communities that make up Manchester, focusing on initiatives that will be of most benefit to real people. We believe that irrespective of background or circumstance, everybody should be able to connect to the digital world.



REMARKABLE PEOPLE, EXTRAORDINARY OPPORTUNITIES

2.5 FIBRE AND MOBILE MAPPING

Mapping mobile and infrastructure assets in the City Centre, collaborating with key stakeholders across Highways and Planning to guide the development of a strategy for mobile infrastructure.

This will mean we'll:

- Deliver a successful connectivity mapping project in partnership with Network UX and Biffa, enabling areas of Manchester City Centre with weak, inconsistent or unreliable connectivity to be identified.

2.6 CONNECTED PLACES

Embedding digital in development processes for Strategic Regeneration Frameworks (SRFs) and Neighbourhood Development Frameworks (NDFs) to enable more residents to benefit from the opportunities of connected placemaking.

This will mean we'll:

- Work with colleagues in the Digital Infrastructure Interest Group (DIIG) to develop digital plans that sit within place plans (SRF's and NDFs), initially focusing on Newton Heath, Wythenshawe and Holt Town.

2.6 DIGITAL TWIN FOR TRANSPORT

Developing practical applications for a digital twin to enable data-driven decision making around transport, improving the strategic planning and management of transport networks in Manchester.

This will mean we'll:

- Establish a regular working group to agree, ideate, and progress the development of a digital twin, in partnership with colleagues from Transport for Greater Manchester.
- Secure funding for recommended use cases.

2.6 ZERO CARBON ACTION PLAN

Supporting the delivery of Manchester's Zero Carbon Action Plan by leveraging digital technologies to positively impact Manchester's transition to a zero-carbon city.

This will mean we'll:

- Embed Digital Strategy priorities and projects in the Zero Carbon Action Plan and deepen engagement with key council teams across Transport, Highways, Zero Carbon and City Centre Growth and Regeneration..

THEME 2

We believe in bringing people together.

Digital spaces foster connections with the world around us and with one another. To build a truly inclusive society, the city of Manchester itself- alongside its people - must facilitate access to conversations, culture, and essential services through high-quality digital infrastructure and responsible use of data.

We will advocate for the adoption of the best tools and practices whilst keeping people's data safe. High-speed, secure, and affordable connectivity should not be a luxury of the privileged; everyone within our city should be able to safely enter the digital world, however and wherever they choose.



CONNECTING PEOPLE, ENHANCING LIVES

3.2 REGIONAL START-UP LANDSCAPE

Strengthening the start-up ecosystem to drive Manchester's growth as a leading hub for growing and scaling tech start-ups.

This will mean we'll:

- Develop the Tech Hubs Working Group to strengthen connections across Manchester's digital network, facilitating practical, action-based collaboration.
- Progress recommendations from the 'Strengthening Manchester's Start-Up Ecosystem' research.

3.6 UNDERSTANDING OUR AI ECOSYSTEM

Developing intelligence on the potential impact of AI, promoting new thinking around socially inclusive responses to establish Manchester as a leader for ethical, responsible tech.

This will mean we'll:

- Integrate training materials from the People's Panel for AI in 'Train the Trainers' workshops, providing SMEs with insights on how AI could be used to improve services.
- Partner with academia to develop a data-led report identifying opportunities and challenges in Manchester's AI ecosystem.

3.7 TECH FOR GOOD

Advocating for socially responsible practices in deploying AI and other new technologies, both in essential public services and the broader ecosystem.

This will mean we'll:

- Progress recommendations from the 'Tech For Good in A Human Centred Smart City' research - supporting our tech for good community.
- Convene a task and finish workshop with key stakeholders in the AI ecosystem to explore potential use cases that drive inclusive, ethical and people-centric approaches to AI, across key priorities and city challenges.

3.7 COMMUNITY CHALLENGES

Working with people, businesses, and organisations across Manchester to develop solutions to social challenges faced by marginalised communities.

This will mean we'll:

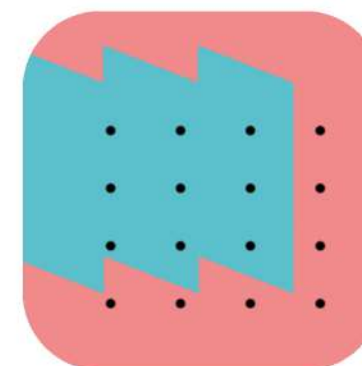
- Collaborate with successful pilot teams to engage community organisations in Longsight in the co-creation of tech-enabled solutions..
- Disseminate pilot learnings across the council to inform future best practice.

THEME 3

Manchester's future prosperity relies on everyone being included.

By laying the foundations for digitally enabled people and places to thrive, we can create extraordinary opportunities for learning, business and investment in our city. We want Manchester to be the city of choice for the digital sector; a place where innovation is embraced, and ideas come to life.

We welcome change but deny that progress should demand a compromise on moral principles. While advances in digitisation and technology present exciting possibilities for our city, they simultaneously pose a challenge to existing ways of life. Doing Digital Together champions ethical and sustainable tech that uplifts our city and our people.



**PIONEERING THE
FUTURE, PROSPERITY
FOR ALL**

4.3 TACKLING FUEL POVERTY WITH DATA AND TECHNOLOGY

Promoting the use of technology and data to better manage the demand on energy networks, alleviating the impact of fuel poverty on people in Manchester.

This will mean we'll:

- Use insights from electricity and energy data to co-create specific actions and programmes of activity that address and reduce fuel poverty in local communities.
- Collaborate with stakeholders to initiate a piece of research that enhances understanding of the climate tech ecosystem in the city.

THEME 4

The future of our planet is the future of our city.

Digital expertise is needed to develop practical approaches to reduce carbon emissions and confront the climate crisis. Valuing the environment, and leveraging our digital knowledge to enhance sustainability, can transform Manchester into a greener, healthier, and more attractive place to be.

From embracing eco-friendly digital initiatives to using data analytics to lower carbon footprints, our mission is for Manchester to become a zero-carbon city by 2038. We believe that data is power, and that our digital ambition is key to securing a resilient future for all.



RISING TO CHALLENGES, FUTURE- PROOFING OUR CITY

Our success relies on open collaboration.

Although developed Manchester City Council, our strategy embraces the city’s entire digital ecosystem. Its success depends on working together with people and organisations to harness the wealth of skills, passion, and expertise that exists within our city. Doing Digital Together means taking action to lead Manchester into an ambitious future as a leading global digital city where everybody can prosper.

In 2025, this means we will :




Work with partners and stakeholders to deliver the objectives set out against the four key thematic priority areas in the 2024 Delivery Plan.



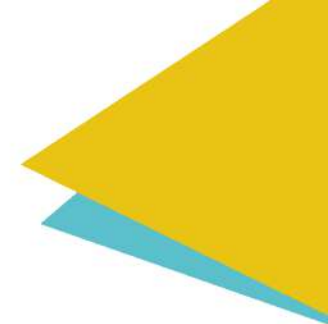

Strengthen our existing relationships across Manchester’s digital ecosystem, while exploring new opportunities for impactful collaboration and engagement.

15



Progress our 15 currently ongoing projects towards successful outcomes that positively impact the people in our city.

To ensure accountability, The Digital Strategy Governance Board, made up of council leaders and representatives from key stakeholders, oversees the Digital Strategy Team’s progress towards key outcomes. We are Doing Digital Together, not in isolation. Together, we will continue to put people first and work towards our shared vision for a bold, exciting, pioneering digital future.



GET INVOLVED

We want everyone to join the conversation on digital.

Find out more about the work we do with businesses, organisations and communities in Manchester, and how you can get involved by clicking on the icons below:

Never miss an update.

Sign up to our monthly newsletter to receive all the latest news from the Digital Strategy team.



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Manchester's Digital Strategy



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let's get
digital

2025 highlights



181

smartphones gifted
through social value

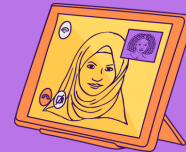


12

new community
organisations helped to
become digital hubs

34

laptops provided to
community groups



8889

Sim cards donated to
digitally excluded
residents through
libraries and our team



2332

subscribers to our
communications

260

members of our
Digital Inclusion
Working Group



"Having a phone gave me hope,
I'm now finally in contact with my
daughter after years of being
absent."

"These sessions have opened a
new world for me. I feel more
connected and confident than
ever."

"I wanted to tell you just how much
this laptop has meant to me. Since
the day you placed it in my hands, it
has been a constant companion."

"I feel like a part of society."



Emily DI team, Reheana - Dare 2B Different
and Adrian Community Computers.

Partnership with Community Computers

They gifted 110 refurbished laptops and
33 smartphones to Manchester residents
in 2025. Plus sold 100 low cost devices.

"This collaboration with the council has made it
possible for people like Reheana to access the
tools needed to drive change."

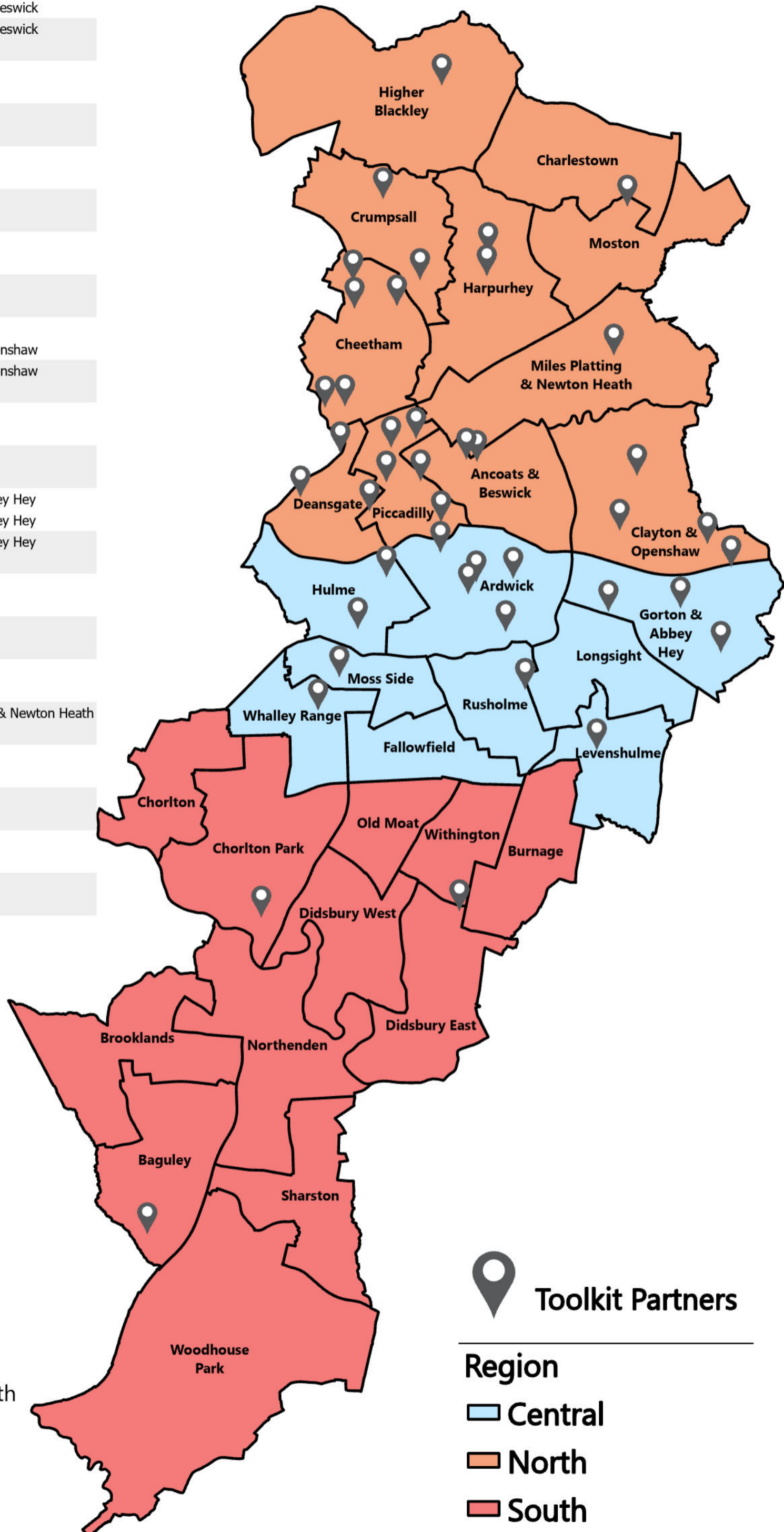


MANCHESTER
CITY COUNCIL

Toolkit Partners 2024 & 2025



Organisation	Ward
Manchester Carers	Ancoats and Beswick
Mums in Recovery UK	Ancoats and Beswick
Mustard Tree	Ancoats and Beswick
Supporting People In Need (SPIN)	Ardwick
TLC St. Lukes	Ardwick
George House Trust	Ardwick
Tree of Life Community Centre	Baguley
Higher Blackley Community Centre	Blakeley
5th Boys Brigade/ Cornerstone	Burnage
Rainbow Surprise	Cheetham
NMCP	Cheetham
Guidance Hub	Cheetham
Ukrainian (Saturday) School	Cheetham
Coffee4Craig	Cheetham
Booth Centre	Cheetham
North Manchester Community Partnership	Cheetham
Barlow Moor Community	Chorlton
Manchester Settlement	Clayton & Openshaw
Resonance Centre	Clayton & Openshaw
CCHS Allotments	Crumpsall
Reform radio	Deansgate
Volition Community	Deansgate
Thriving Together	Gorton
Hide Out Youth Zone	Gorton
Rainbow Haven	Gorton & Abbey Hey
Potting Herbs with Gale	Gorton & Abbey Hey
Healthy Me Healthy Communities	Gorton & Abbey Hey
Harpurhey Bike Library	Harpurhey
Harpurhey Neighbourhood Project	Harpurhey
Manchester Deaf Centre	Hulme
All FM	Levenshulme
Northmoor Community Assosiation	Longsight
Caribbean & African Health Network (CAHN)	Longsight
Better We	Longsight
Cornerstone Caritas Diocese of Salford	Miles Platting & Newton Heath
Socio Economic Regeneration CIC	Moss Side
FC United	Newton Heath
YES Manchester	Newton Heath
Ghanain Heritage	Openshaw
Afrocats	Piccadilly
Back on Track	Piccadilly
Barnabus	Piccadilly
Manchester Action on Street Health	Piccadilly
Golden Centre of Opportunity	Whally Range



In 2024/25, we worked with 44 Toolkit partners across Manchester city regions, creating a strong network of support throughout the city. The northern wards boasts of the most partners, hosting 26 partners and demonstrating a concentrated effort to reach more densely populated communities there. The central wards followed with 14 partners, ensuring accessibility in the city's core. Meanwhile, the southern part, though with fewer partners, represents an opportunity for growth and expansion, highlighting where future outreach could bolster coverage and impact.

Toolkit Partners

Region

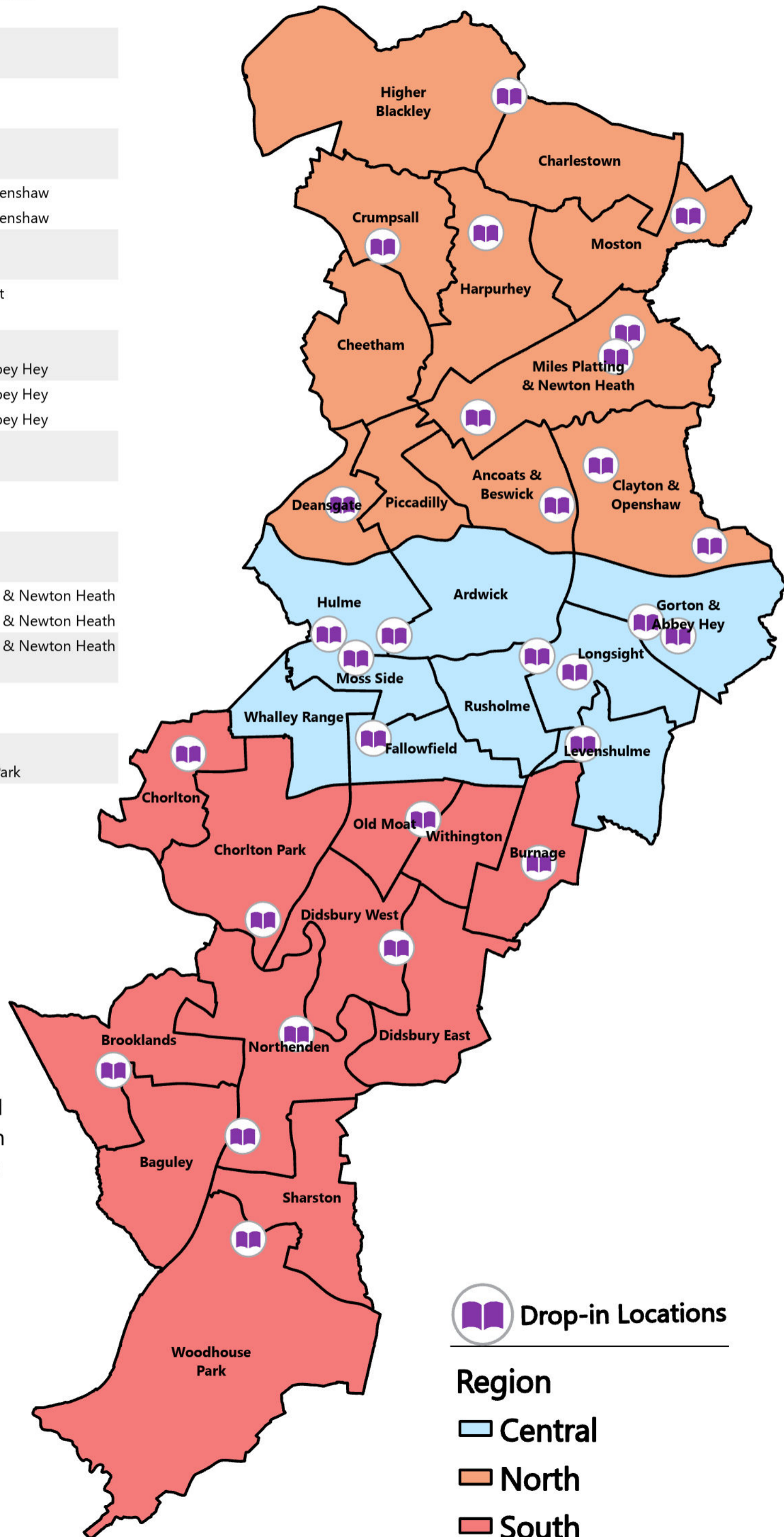
- Central
- North
- South

Drop-in Locations 2024 & 2025



MANCHESTER
CITY COUNCIL

Organisation	Ward
Beswick Library	Ancoats & Beswick
CAHN	Ardwick
Brooklands Library	Brooklands
Burnage Library	Burnage
Avenue Library and Learning Centre	Charlestown
Chorlton Library	Chorlton
Barlow Moor Community Library	Chorlton
Barlow Moor Community Association	Chorlton
Manchester Settlement	Clayton & Openshaw
The Resonance Centre	Clayton & Openshaw
Abraham Moss Library	Crumpsall
Central Library	Deansgate
Didsbury Library	Didsbury West
Fallowfield Community Library	Fallowfield
The Place at Platt Lane (OneManchester)	Fallowfield
Gorton Library	Gorton & Abbey Hey
The Oasis Centre	Gorton & Abbey Hey
Potting Herbs Digital Skills Session	Gorton & Abbey Hey
North City Library	Harpurhey
Hulme High Street Library	Hulme
Moss Side Powerhouse Library	Hulme
Arcadia Library and Leisure Centre	Levenshulme
Longsight Library & Learning Centre	Longsight
Northmoor Community Association	Longsight
Newton Heath Library	Miles Platting & Newton Heath
Miles Platting Community Library	Miles Platting & Newton Heath
Yes Manchester	Miles Platting & Newton Heath
New Moston Library	Moston
Northenden Library	Northenden
Benchill Community Centre	Northenden
Withington Library	Old Moat
Forum Library	Woodhouse Park



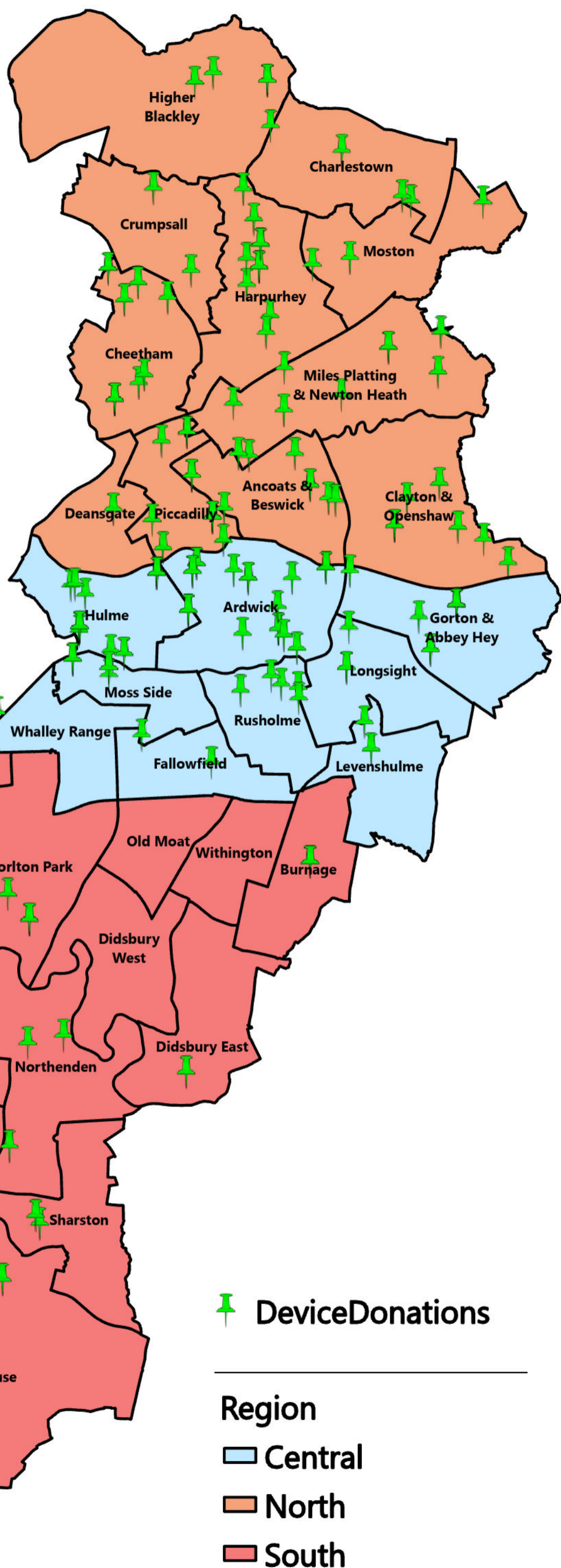
In 2024/25, we recorded 32 drop-in hosting locations spread evenly across the Manchester city regions which ensures an acceptable level of accessibility across the wards. with 11 locations in the North, 12 locations in the Central region, and 9 locations in the South. Each site was scheduled on either a specific day or have multiple days throughout the week, providing flexible opportunities for residents to attend and engage.

Device Donations 2024 & 2025



MANCHESTER CITY COUNCIL

Sponsor Organisation	Devices	Sponsor Organisation	Devices
300x Ignition	3 Laptops	Longsight Family Hub	2 Laptops
300x Ignition	8 Monitors	Loveworld Volunteer Medical Corps	4 Laptops
4CT Limited	4 Laptops	MALAWI HERITAGE UK	4 Smartphones
Across Ummah CIC	4 Smartphones	Manchester Action on Street Health	1 Laptops
African Caribbean Care Group, Clarendon Centre	4 Laptops	Manchester Action on Street Health	4 Smartphones
African Voice In Moston	3 Smartphones	Manchester Action On Street Health	4 Laptops
Afrocats	4 Laptops	Manchester Carers Centre	5 Laptops
Afrocats	4 Smartphones	Manchester Deaf Centre	4 Smartphones
Age UK Manchester	2 Laptops	Manchester Refugee Support Network (MRSN)	10 Smartphones
ALL ARTS & MEDIA, LEVENSHULME OLD LIBRARY,	3 Laptops	Manchester Secondary Pupil Referral Unit	3 Laptops
Angels of Hope for Women	4 Laptops	Manchester Settlement	1 Laptops
Angels of Hope for Women	4 Smartphones	Manchester Women's Aid	3 Laptops
Barlow Moor Community Association	4 Smartphones	Manchester Young Lives	5 Laptops
Barlow Moor Community Association (BMCA)	4 Laptops	Manchester Youth Zone	5 Laptops
Bears Wrap Around	4 Laptops	Mawlawi Kurdish Cultural Centre	3 Laptops
Benchill Community Centre	5 Laptops	Mcr. Womens Aid	1 Smartphones
Better We CIC	4 Laptops	Men United Against Suicide football club	3 Laptops
Big Life	1 Desktops + Monitors	Mindful Mums	1 Laptops
Big Stars Players Board	3 Laptops	Moss side Millennium Powerhouse	5 Laptops
Blackley Community Hub (CC)	2 Desktops + Monitors	Mums in Recovery UK	1 Laptops
Blackley Therapy Centre	0 Laptops	Mustard Tree	5 Laptops
Boaz Trust	5 Laptops	Mustard Tree	5 Smartphones
Booth Centre	6 Phones - Nokia 106	N-Gage	2 Laptops
Booth Centre	5 Smartphones	Newleaf Foundation	2 Laptops
Booth Centre	5 Laptops	Newton Heath Co Youth	4 Laptops
Break The Mute Limited	2 Laptops	Newton Heath Youth	2 Smartphones
Brotherhood of the Cross and the Star	1 Laptops	North Manchester Community Partnership	2 Get Boxes - WIFI
Brunswick Tenants' and Residents' Association	3 Laptops	Northenden Library	1 Get Boxes - WIFI
Burnage Buddies	5 Laptops	Northmoor Community Association	4 Desktops + Monitors
Burnage Good Neighbours	2 Laptops	Northmoor Community Centre	5 Laptops
Burnage Library	4 Laptops	Nurturing Foundations Neighbourhood	4 Laptops
Butterfly Future Ltd	2 Laptops	Over 55's Independent Living Scheme	2 Get Boxes - WIFI
Cancer Care Diaspora	3 Laptops	Positive Steps Project	5 Laptops
Cancer Care Diaspora	4 Desktops + Monitors	Potting Herbs with Gale	4 Smartphones
Caribbean & African Health Network (CAHN)	4 Smartphones	Rainbow Haven	10 Desktops + Monitors
Cede Foundation	3 Laptops	Rainbow Surprise CIO	5 Laptops
CeeBee Gold Foundation	1 Laptops	RECLAIM - Manchester Deaf centre	5 Laptops
CeeBee Gold Foundation	4 Smartphones	Revive CIC	4 Laptops
Cheetham Church of England	1 Get Boxes - WIFI	Revolution Youth	4 Laptops
Cheetham Hill and Crumpsall Horticultural Society	1 Get Boxes - WIFI	Shelter / Big Life	10 Smartphones
Cheetham Primary School	1 Get Boxes - WIFI	Sickle Cell Care Manchester	5 Smartphones
Coach Hene Memorial Foundation	3 Laptops	Socio Economic Regeneration CIC	3 Laptops
Coalition of Kindness	2 Smartphones	Somali Adult Social Care Agency	4 Laptops
Communities for all cio	5 Laptops	Sri Guru Singh Sabha Grudwara	4 Laptops
Community Bike Library at no. 93 wellbeing centre	4 Laptops	Stride Uk Foundation Limited	3 Laptops
COMMUNITY ON SOLID GROUND	3 Laptops	Sudanese Community Association of Greater Manchester	5 Smartphones
Community Thriving Together CIC	4 Smartphones	Supporting People In Need	4 Laptops
Crossacres Family Hub	3 Laptops	Supporting People In Need (SPIN)	11 Smartphones
DIMOBI Children Disability	5 Laptops	Swap and Sew	1 Laptops
Ethnic Health Forum	4 Laptops	Taban: Holy Innocents Church	2 Laptops
Fallowfield Library	4 Laptops	The 0161 project (Collyhurst and Moston ABC)	4 Laptops
FC United of Manchester	4 Laptops	The Parish Church of the Apostles	3 Laptops
Friends of The Strawberry Duck	4 Laptops	The Salvation Army Manchester Central	3 Laptops
Ghanaian Heritage Foundation	3 Laptops	The Taras Shevchenko Ukrainian School	5 Laptops
Gorton Family Hub	1 Get Boxes - WIFI	Thriving Together	1 Laptops
Gorton Family Hub	3 Laptops	Turkey Lane & Monsall Neighbourhood Centre	1 Laptops
Grand day out 50+ womens group	2 Laptops	Victoria Baths	2 Laptops
Greater Manchester Coalition of Disabled People	5 Laptops	Walking With The Wounded	4 Laptops
Greater Manchester Somali Community Association	5 Laptops	Waythrough	3 Laptops
Guidance Hub	5 Laptops	Women's Voices CIC	5 Smartphones
Harpurhey Neighbourhood Project	4 Smartphones	Woodhouse Park Family Centre	3 Laptops
Harpurhey Neighbourhood Project	5 Laptops	Wythenshawe Good Neighbours	4 Smartphones
Healthy Me Healthy Communities	9 Alexa Device	Wythenshawe Good Neighbours	2 Laptops
Healthy Me Healthy Communities	4 Get Boxes - WIFI	Yaran Northwest	4 Laptops
Igreja evangelica Pentecostal a pedra de siao	4 Laptops	Yaran Northwest	4 Smartphones
Kindness is Beauty	5 Smartphones	Yes Manchester	2 Smartphones
LAB Project	3 Smartphones	Yes Manchester CIO	4 Smartphones
Legacy 901 CIC	1 Laptops	Z-arts	5 Laptops
Legacy901 CIC (Legacy 90.1FM)	4 Laptops	ZIMANO	3 Smartphones
LGBT Foundation	5 Laptops	Zimbabwe Women's Organisation-ZIWO	4 Laptops
Longsight Community Church of the Nazarene	3 Smartphones		



In 2024/25, wards across the city benefited from device donations aimed at improving connectivity and digital access.

A total of 143 device donations were recorded.

Breakdown of Donations:

Smartphones: 140 units

Alexa Devices: 9 units

Desktops + Monitors: 21 units

Get Boxes (Wi-Fi): 13 units

Laptops: 326 units

Monitors: 8 units

Phones (Nokia 106 Burners): 6 units

These figures represent ward-level contributions and do not include citywide or individual donations, highlighting the scale of Donations across the city.

DeviceDonations

Region

Central

North

South

DI Mapping 2024 & 2025 (North)



MANCHESTER
CITY COUNCIL



Drop-in Locations - 11



Toolkit Partners - 25

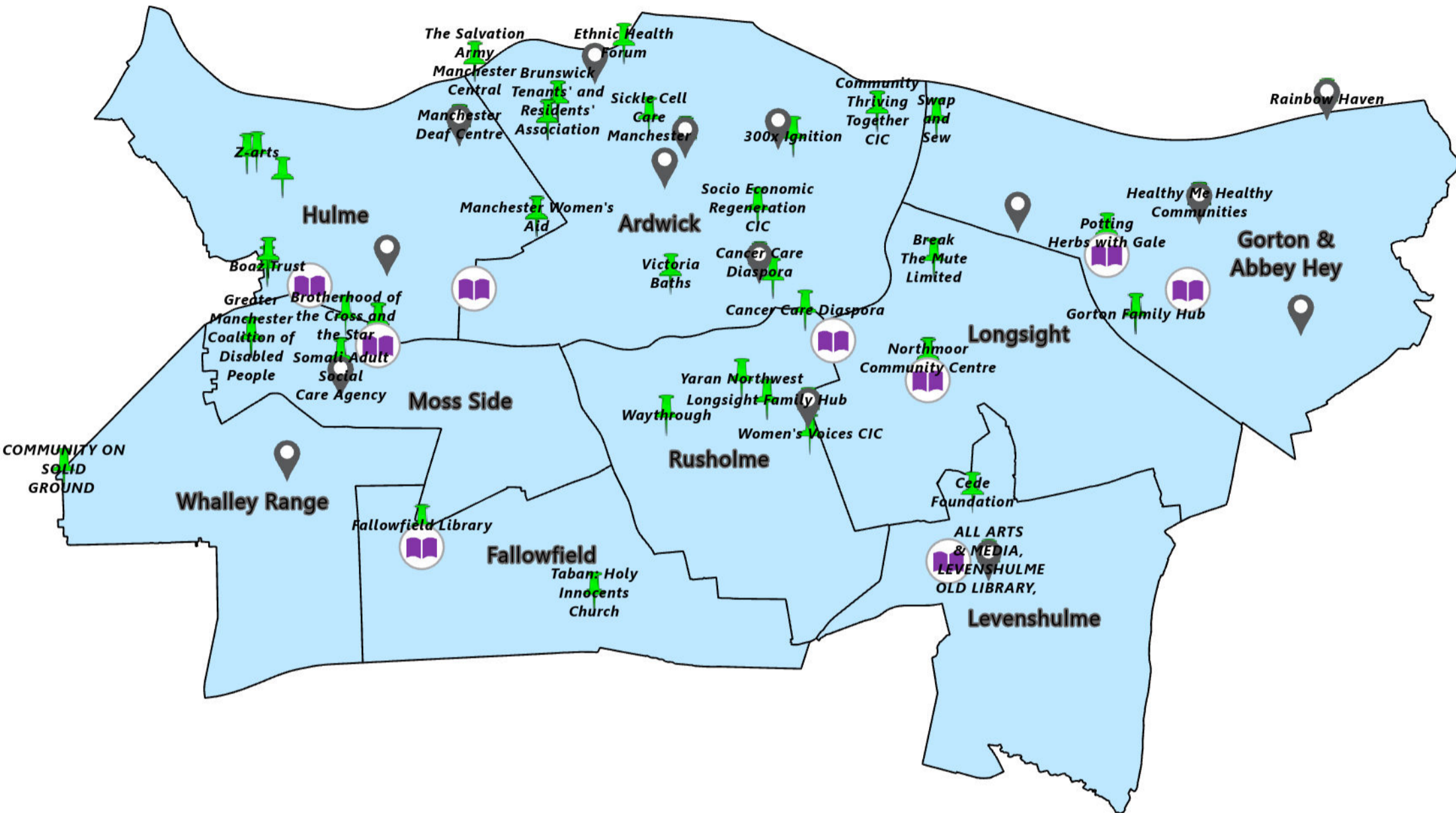


Device Donations -65

DI Mapping 2024 & 2025 (Central)



MANCHESTER CITY COUNCIL



Drop-in Locations - 11



Toolkit Partners - 15

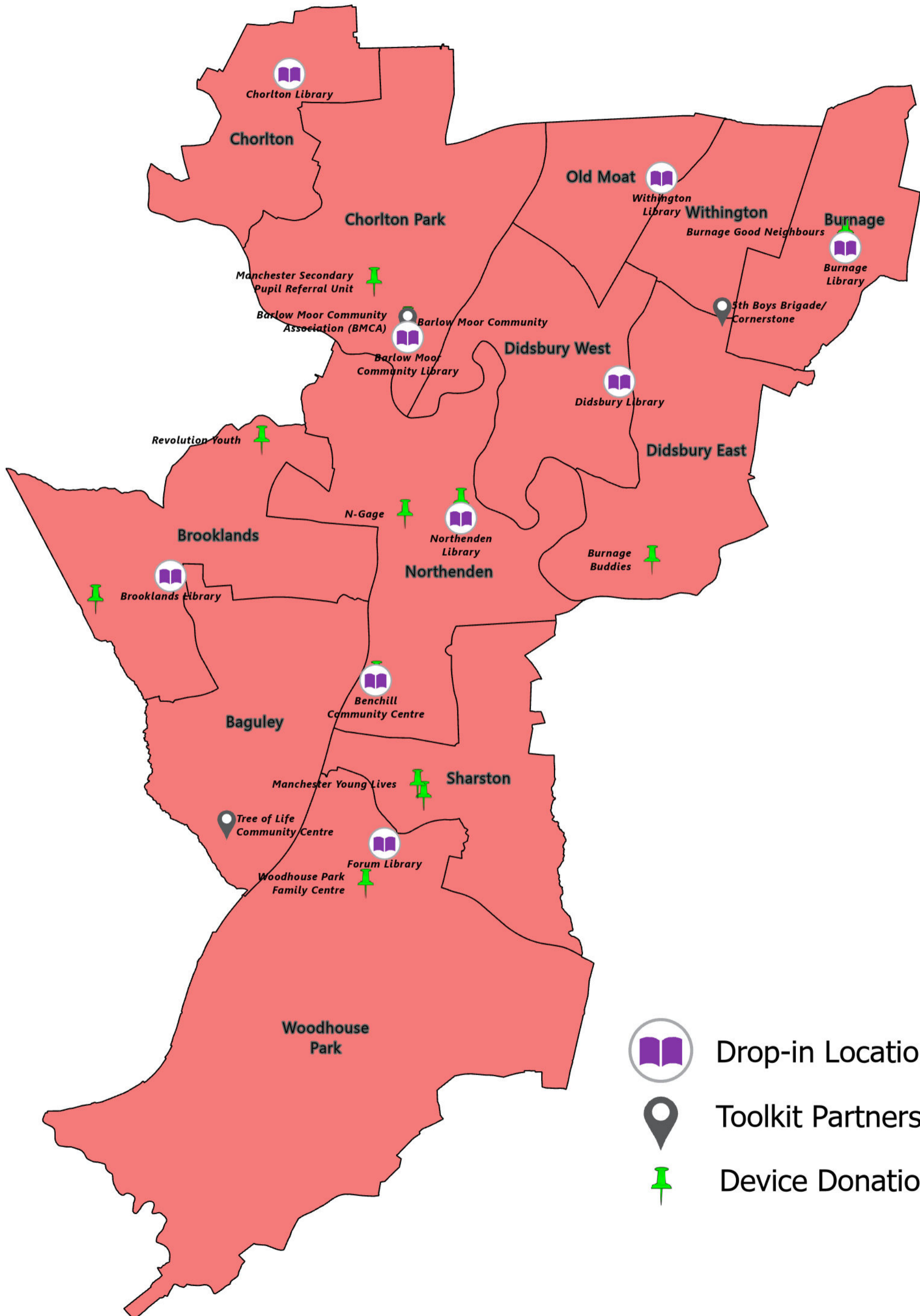


Device Donations - 61

DI Mapping 2024 & 2025 (South)



MANCHESTER
CITY COUNCIL



Drop-in Locations - 10



Toolkit Partners - 3



Device Donations - 15

Making Manchester Fairer – Flying Start Project with Digital Inclusion

Since 2023, the Flying Start project has been working to close the digital divide for families across Manchester. Delivered as part of the Making Manchester Fairer: Anti-Poverty Strategy, the project works with primary schools to identify families without access to a laptop at home and provides them with one. These devices support children with homework, enable access to online learning, and help equip families with what they need to navigate an increasingly digital world.

Research from the Minimum Digital Living Standard (2024) shows that nearly 45% of UK households with children fall below the minimum digital threshold required for safe, confident participation online. Many of these families miss out on one or more of the following:

- Having accessible internet
- Having adequate equipment
- Having the appropriate skills and knowledge

Digital exclusion and poverty often go hand in hand. Children growing up in poverty are more likely to face reduced educational attainment and a lack of digital access can widen this gap. The Flying Start Project aims to improve outcomes for those who need it most.

What the Project Has Delivered So Far

Over the last two years, the Flying Start project has gifted 42 refurbished laptops and six smartphones to families in Cheetham Hill, Moston, Gorton, Openshaw, Collyhurst and Miles Platting, working with schools to reach the families most in need.

Partnership with Community Computers

A key partner in the project has been Community Computers, a non-profit initiative ran by Renewal North West. They donated 20 refurbished laptops, many of them Microsoft Surface Pros, installing Microsoft Office, applying the correct licences, and preparing them for family use.

These fully refurbished laptops were then set up by the Council's Digital Inclusion team and Digital Champion volunteers, who played a crucial role in ensuring the devices were ready to use.

Support from Digital Champions

Our Digital Champion volunteers supported families to activate Windows licences, connect to WiFi, install updates, and bookmark school websites at hands-on sessions in the schools and at local libraries.

They also guided parents through online safety modules using Learn My Way, ensuring families not only had the equipment but also the confidence to stay safe online.

For some parents, this was their first experience using a personal laptop, and these sessions helped build long-term confidence, giving them the skills to support their children's learning and access essential digital tools independently.



Digital Inclusion team and Digital Champions supporting families at Beswick Library

One parent from Cheetham CofE Community Academy advised their two sons had struggled to do homework on an old tablet and a mobile phone. With the laptop, the children could do homework much more easily, “it really has made a difference to our family.”

Connecting More Families in 2026

The extension to the Flying Start project builds on the success of the devices and skills offered previously, by introducing internet connectivity into the package; providing internet access for up to 150 families who don't have reliable home broadband. This could include social tariff switching, access to the National Databank for free SIMs, or providing a MiFi device and data SIM card.

At least **80 refurbished laptops** will be distributed to families through primary school referrals over the next few months, and the extension will also deliver family centred digital skills and safety sessions, helping parents learn how to manage online risks, support

schoolwork and use essential online services. The project will measure improvements in homework completion, use of school web-based platforms and increased digital confidence.

Broadening Inclusion for Older People

In addition to the family-focused work, a complementary proposal within Making Manchester Fairer aims to support digitally excluded older people. The project will provide **100 refurbished tablets** and Mi-Fi units, along with free SIM data for up to 12 months, targeted at people aged 50+ who lack a device or reliable connectivity. Delivered in partnership with Age Friendly Manchester, the programme will work with trusted community organisations that run regular digital skills sessions, helping with referrals and offering ongoing device support so residents can access health services, banking, benefits, and social connections.

Case Study: Potting Herbs with Gale

Business Name: Potting Herbs with Gale

From Potential Entrepreneur to Community Interest Group.

You tube video: [Generator: A Community in Focus - Gale Whitby \(2024\)](#)

Introduction

Potting Herbs with Gale began as a grassroots community project with a simple but powerful mission: to help people grow their own herbs and learn how natural, fresh produce can improve health, wellbeing, and daily living. Built on the principles of connection, nature, and wellbeing, the project has evolved into a multidimensional community offer that supports residents both through hands-on horticulture and increasingly through digital inclusion.

Since 2022, the project has benefited from ongoing support from the Business & Intellectual Property Centre (BIPC), the Build a Business programme, and The Generator. This support and the dedicated assistance from staff such as Michael and Joe has helped Potting Herbs with Gale move from a small community idea to a thriving, impactful initiative.

Early Business Activity at The Generator

When first joining The Generator as a potential Entrepreneur, Potting Herbs with Gale operated as a nature-based community wellbeing project. The core aim was to teach residents how to grow and use herbs to support a healthier lifestyle physically, mentally, and emotionally.

The project offered free, practical workshops covering:

- The health benefits of eating fresh herbs.
- Basic herbal medicine and simple home remedies.
- Using herbs for natural household purposes.
- Growing techniques for beginners.
- The wellbeing benefits of gardening and nature connection.

At its heart, Potting Herbs with Gale followed the *Five Ways to Health and Wellbeing*:

1. **Connect** – Bringing together people with shared interests.

2. **Be Active** – Potting, planting, and working outdoors to support physical and mental health.
3. **Take Notice** – Encouraging participants to enjoy the calming effects of nature.
4. **Learn** – Teaching the various benefits and uses of herbs.
5. **Give** – Creating opportunities for participants to share ideas and support each other.

Support from The Generator / Build a business / BIPC

“I have been working with Michael Waistell since Build a Business was launched and continued receiving support from the BIPC and The Generator since 2022.”

The Generator has played a significant role in the growth of Potting Herbs with Gale by offering:

- A welcoming and reliable workspace
- Opportunities to network with other business-minded individuals
- Guidance with completing CIC applications where a became an established CIC
- Free access to workspaces suitable for a community-led, non-profit initiative
- Utilising free business workshops through Generator, Build a Business and BIPC
- Free business training workshops which have helped me to further develop my skills and knowledge in marketing my business and myself.
- I have done training on their databases COBRA and Grant finder which I find particularly useful.

Joe Drury from Trafford BIPC and Michael Waistell from the generator provided particularly valuable help when the CIC application process first opened. Their support ensured clarity, confidence, and a smooth transition into community-interest status.

As a business that does not generate income at present, having free access to The Generator has removed financial barriers, offering a safe, supportive, and productive environment.

New Services and Innovation

Expansion Beyond Gardening

What began as a simple gardening project in Debdale Park soon revealed a deeper need within the community. Many participants struggled with digital skills an increasingly essential area as more services and everyday tasks move online.

Recognising this unmet need, Potting Herbs with Gale expanded into digital inclusion.

Partnership with Manchester City Council's Digital Inclusion Team

Through connections facilitated by The Generator and Manchester Work & Skills, Gale was introduced to Manchester City Council's Digital Inclusion Team. Their support included:

- A small grant to deliver digital activities.
- Practical guidance from digital inclusion experts.
- Links to wider community partners.

This enabled digital skills training to become a core new offer. Potting Herbs with Gail now became digital.

Joining the Good Things Foundation

Gale became part of the Good Things Foundation a national charity supporting digital learning which provided access to:

- **Learn My Way**, a free online learning platform for beginners.
- Training resources and community networks.

Weekly Digital Skills Sessions at Gorton Library

With support from Gorton Library and neighbourhood services, weekly Wednesday morning digital skills sessions were launched. These sessions offer:

- A friendly, pressure-free environment
- One-to-one support for absolute beginners
- Self-paced learning using Learn My Way
- Access to essential equipment

Community Computers supplied four laptops, and Causeway donated a portable MiFi unit, ensuring all learners have digital access.

These sessions have empowered individuals to:

- Learn to use a mouse and keyboard.
- Navigate the internet.
- Manage emails.
- Stay safe online.
- Communicate with friends and family digitally.

One participant previously relying solely on a landline now uses WhatsApp confidently and has even set up a family group.

This transformation demonstrates the far-reaching impact of the new digital inclusion services.

New Markets

Potting Herbs with Gale has successfully expanded into a new service area: **digital literacy and digital inclusion**. While the original focus was community gardening, the project now delivers structured digital skills support accessible to all.

This new market includes:

- Digital confidence-building activities
- Basic computer skills training
- Online service access support
- Partnerships with libraries, charities, and Manchester City Council

Although delivery remains within Greater Manchester, this diversification marks a significant shift in both service direction and community reach.

Additional Activities

Gale has also launched:

Herbal Tea Party at Gorton Library

A social, wellbeing-focused event where participants enjoy a range of herbal teas while learning about their benefits.

Culture Nature Programme (March 2025)

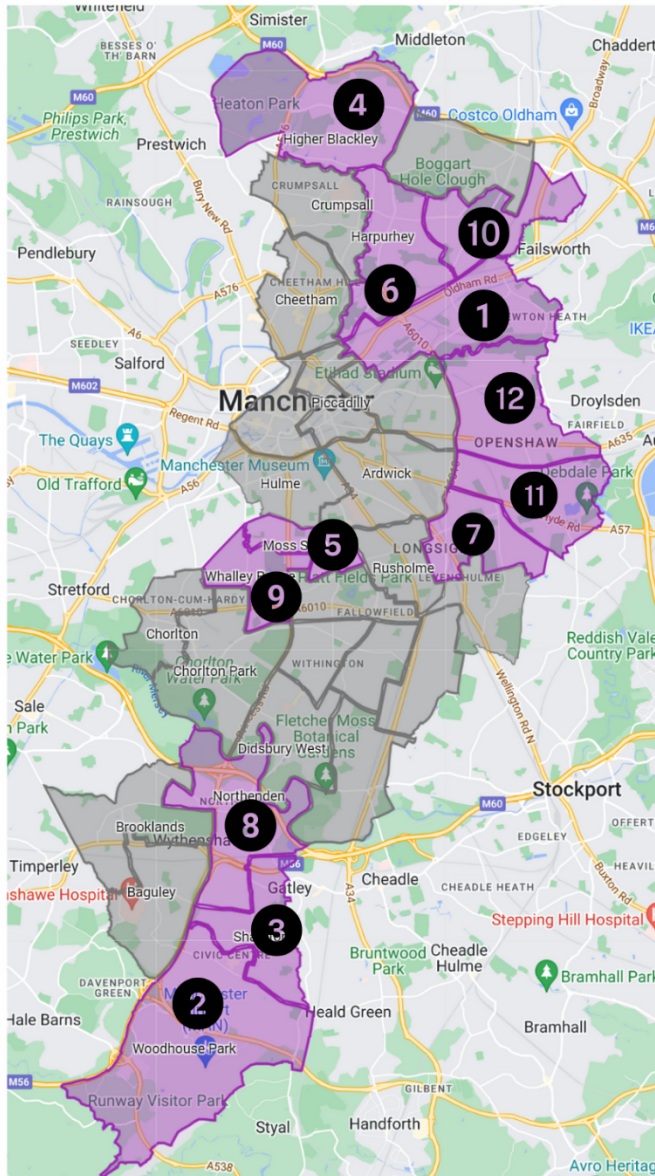
Gale delivered a series of wellbeing and nature-based sessions across multiple libraries as part of this programme.

Gale has also been connected with Tameside Libraries due to her proximity to the area and existing local community links.

Conclusion

Potting Herbs with Gale has grown from a simple gardening initiative to a multifaceted community support project that strengthens wellbeing, grows confidence, and bridges the digital divide. With the help of The Generator, the BIPC, Manchester Libraries and Manchester City Council's Digital Inclusion Team, the project continues to expand its reach and deepen its impact.

Appendix 7 – Wards with the highest risk of digital exclusion



- 1) Miles Platting and Newton Health
- 2) Woodhouse Park
- 3) Sharston
- 4) Higher Blackley
- 5) Moss Side
- 6) Harpurhey
- 7) Longsight
- 8) Northenden
- 9) Whalley Range
- 10) Moston
- 11) Gorton and Abbey Hey
- 12) Clayton and Openshaw

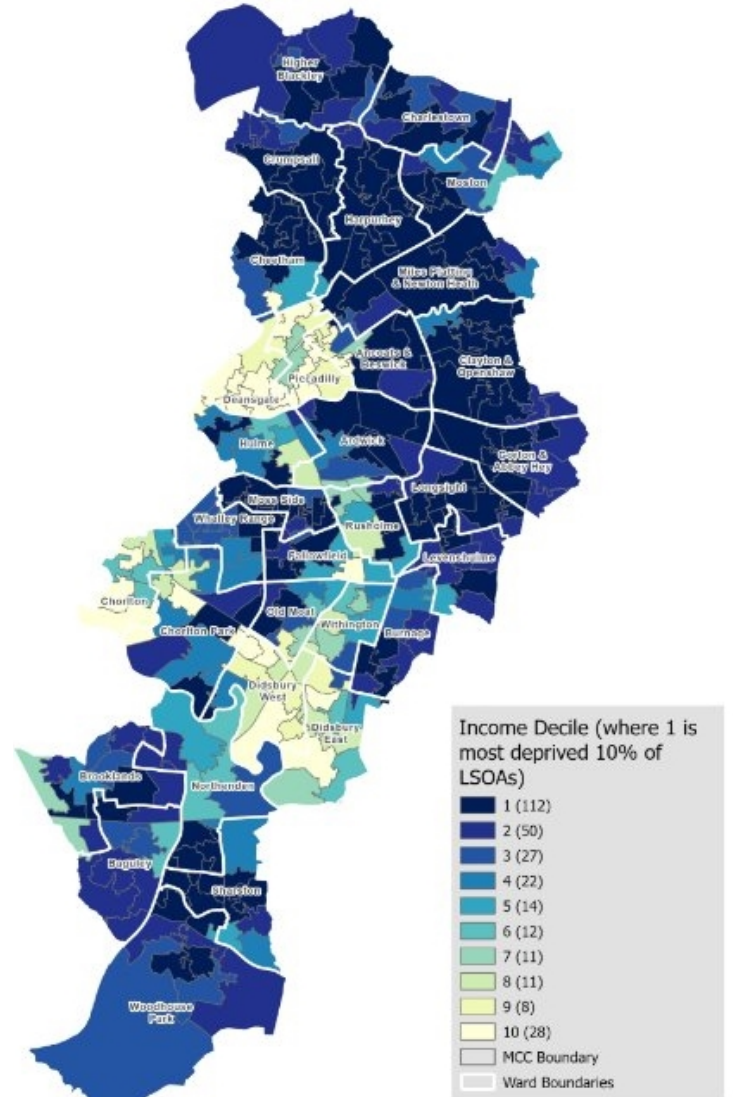
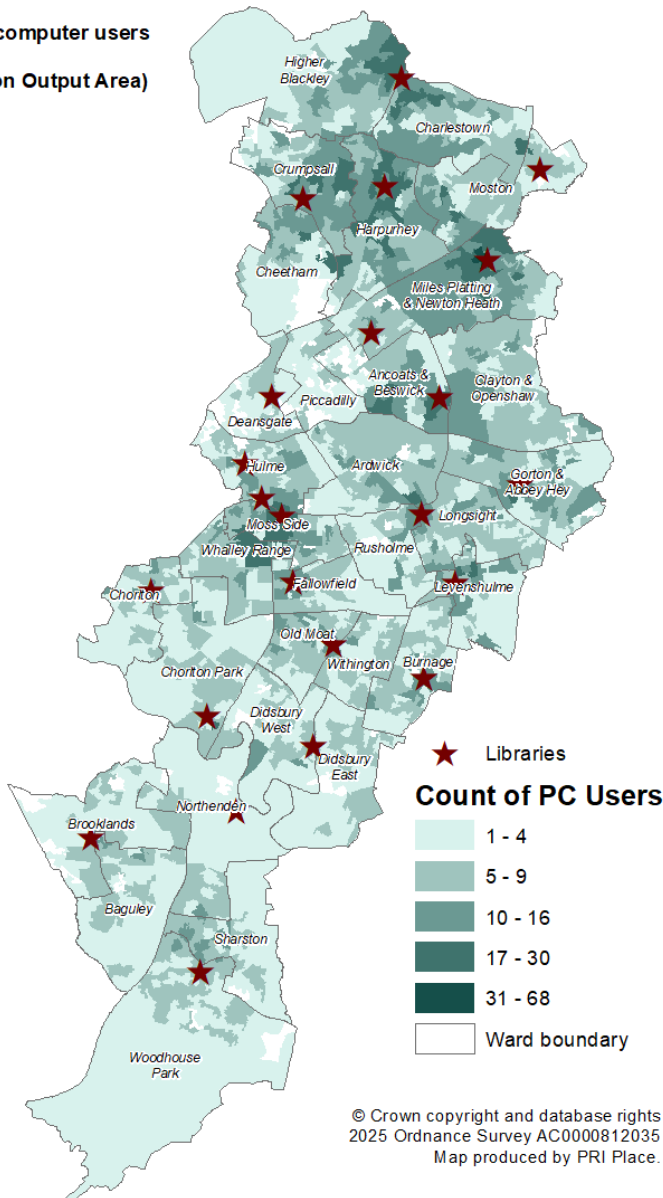
Appendix 8 - Library computer users in 2025 compared to Index of Multiple Deprivation

The darker areas are similar on both maps, indicating that libraries computer users tend to live in the more deprived areas of the city.

Index of Multiple Deprivation - Manchester City Council 2025



Library computer users 2025 (based on Output Area)



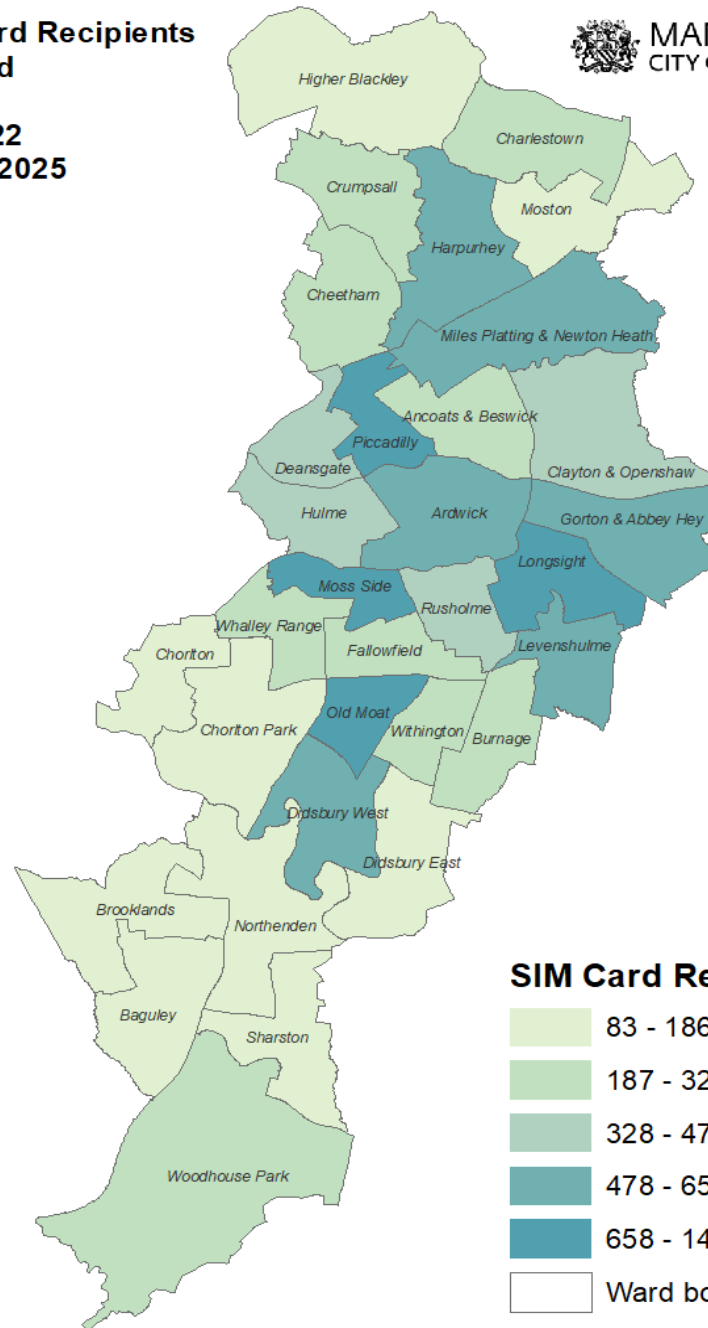
Total SIMs issued (from Oct 22)

Ward	Count	%
Ancoats & Beswick	243	2%
Ardwick	657	4%
Baguley	151	1%
Brooklands	147	1%
Burnage	291	2%
Charlestown	284	2%
Cheetham	219	1%
Chorlton	119	1%
Chorlton Park	147	1%
Clayton & Openshaw	477	3%
Crumpsall	290	2%
Deansgate	421	3%
Didsbury East	83	1%
Didsbury West	601	4%
Fallowfield	220	1%
Gorton & Abbey Hey	597	4%
Harpurhey	643	4%
Higher Blackley	152	1%
Hulme	372	2%
Levenshulme	624	4%
Longsight	894	6%
Miles Platting & Newton Heath	572	4%
Moss Side	929	6%
Moston	176	1%
Northenden	186	1%
Old Moat	1448	10%
Piccadilly	862	6%
Rusholme	445	3%
Sharston	126	1%
Whalley Range	327	2%
Withington	326	2%
Woodhouse Park	269	2%
GM: Bolton	34	0%
GM: Bury	114	1%
GM: Oldham	112	1%
GM: Rochdale	93	1%
GM: Salford	495	3%
GM: Stockport	200	1%
GM: Tameside	193	1%
GM: Trafford	338	2%
GM: Wigan	112	1%
NW: Cheshire	41	0%
NW: Lancashire	50	0%
NW: Merseyside	15	0%
#N/A	1702	
Total	16,797	

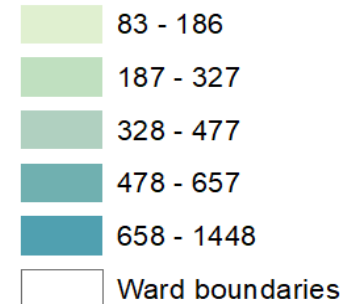
Ward map updated Dec 25

**SIM Card Recipients
by Ward**

**Oct 2022
to Dec 2025**



SIM Card Recipients



Visit your local Digital Health Hub in Miles Platting, Newton Heath & Moston

let's get
digital

Find out where you can get digital support in your area, including NHS App support and booking GP appointments, to building your confidence with getting online.

To check session times and details, please contact your local centre using the below details.

To find out more, email us at digitalinclusion@manchester.gov.uk



Newton Heath Library

- Everyone
- 2 Old Church Street, M40 2JB
- 0161 234 4474
- newtonheathlibrary@manchester.gov.uk
- <https://bit.ly/newton-heath-library>

Miles Platting Community Library

- Everyone
- Victoria Mill Park, Lower Vickers Street, M40 7LJ
- 0161 227 3787
- beswicklibrary@manchester.gov.uk
- <https://bit.ly/miles-platting-library>

New Moston Community Library

- Everyone
- 173 Nuthurst Road, M40 3PJ
- 0161 219 6461
- ncl@manchester.gov.uk
- <https://bit.ly/new-moston-library>

Lalley Centre (Caritas Salford)

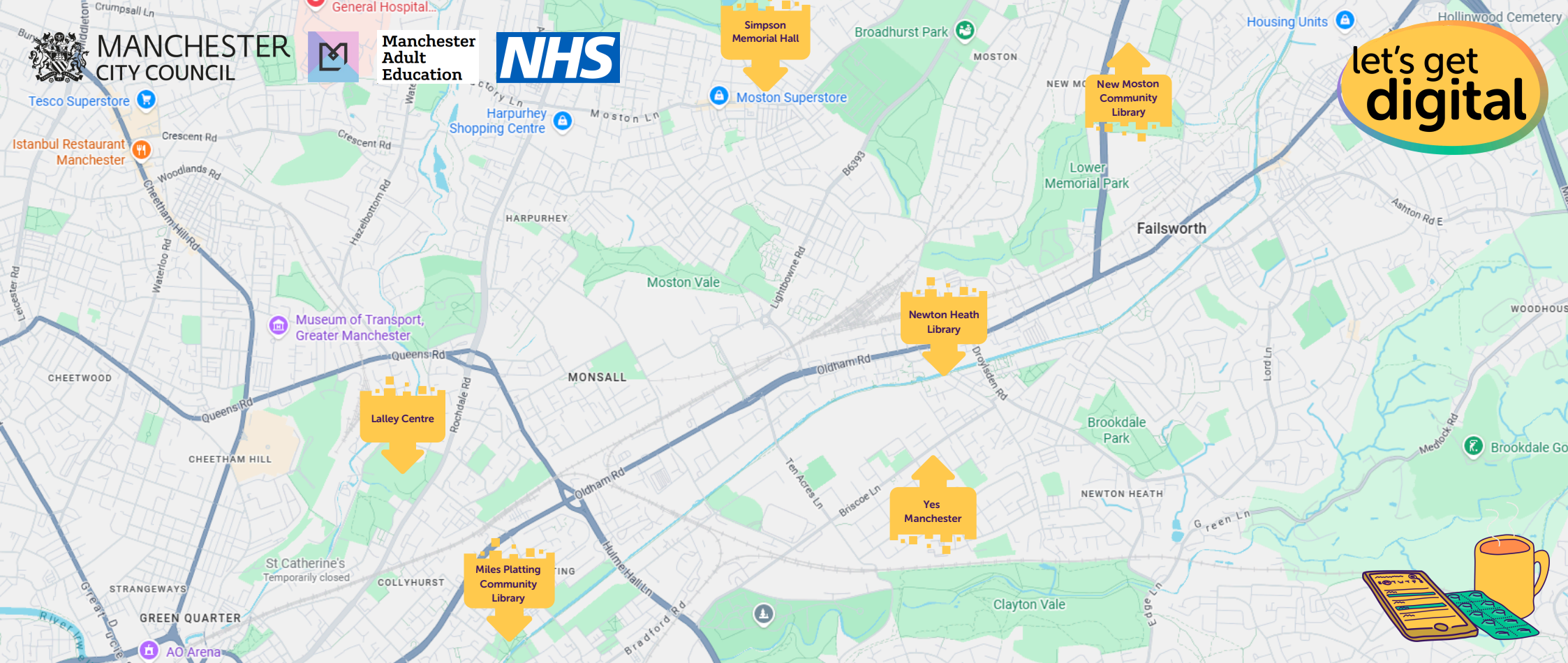
- Registered clients (get in touch to register)
- St Malachy's Primary School, Eggington St, M40 7RG
- 0161 205 2754
- lalleycentre@caritassalford.org.uk
- <https://www.caritassalford.org.uk/>

Simpson Memorial Hall

- Everyone
- 361 Moston Ln, M40 9NB
- 0161 277 9366
- natalie@nmcp.org.uk
- <https://www.nmcp.org.uk/whats-on-at-the-simpson-memorial-hall/>

Yes Manchester

- Registered clients (get in touch to register)
- 115 Briscoe Lane, M402TP and 35-39 Southchurch Parade, M40 7GE
- 0161 260 1600
- yesinfo@yesmanchester.co.uk
- <https://www.yesmanchester.org/>



Support available at each Digital Health Hub	Connectivity			Digital Skills Support			How they can help you		
	Free Wi-Fi Access	Free Internet Sims	Devices for use in centre	Weekly drop in available	One to one appointments	Group sessions/courses	Setting up and using the NHS App	Using your GP website	General digital skills support
Newton Heath Library	✓	✓	✓	✓			✓	✓	✓
Miles Platting Community Library	✓		✓	✓			✓	✓	✓
New Moston Community Library	✓		✓	✓			✓	✓	✓
Lalley Centre (Caritas Salford)	✓		✓	✓			✓		✓
Simpson Memorial Hall	✓	✓	✓	✓		✓	✓	✓	✓
Yes Manchester	✓		✓	✓	✓		✓	✓	✓