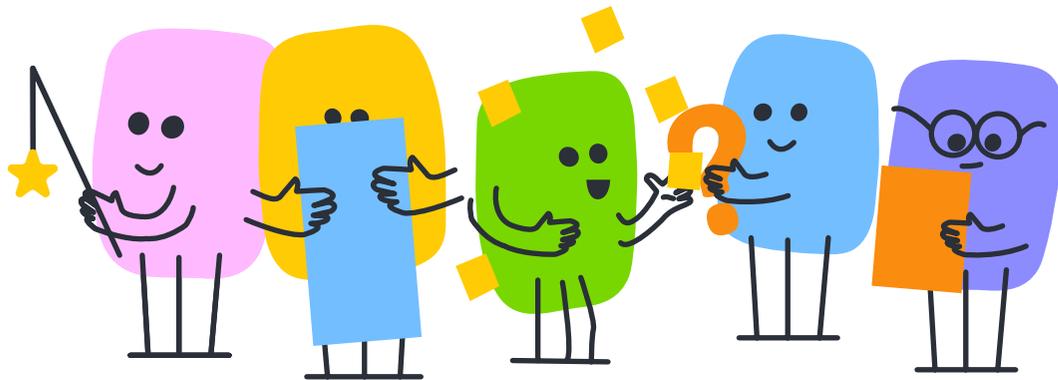


# Framework



**Digital inclusion is no longer optional – it's a critical social determinant of health, wellbeing, and participation.**

But too often, digital initiatives rely on infrastructure, expertise, or funding that communities simply don't have.

This framework offers a different approach: a practical, low-cost way to embed digital inclusion into everyday services, trusted spaces, and existing relationships.

It builds on a toolkit for practitioners co-designed with people with learning disabilities. This framework shows how that approach can be scaled, sustained, and adapted in other places.

More than a set of activities, this is a guidebook for turning local delivery into long-term system change.

**A guide for embedding, evolving and scaling what works**

# Framework

## What this helps you do

- » Build cross-sector partnerships that integrate digital inclusion into health, care, education, and community strategies
- » Align efforts with fiscal realities by leveraging existing resources, relationships, and community strengths
- » Translate grassroots delivery into evidence that influences commissioning, investment, and long-term planning
- » Drive sustainable change through co-creation, continuous learning, and shared ownership

## Who this is for

Leaders and practitioners who want to scale digital inclusion — without needing new infrastructure, specialist tech teams, or major upfront investment.

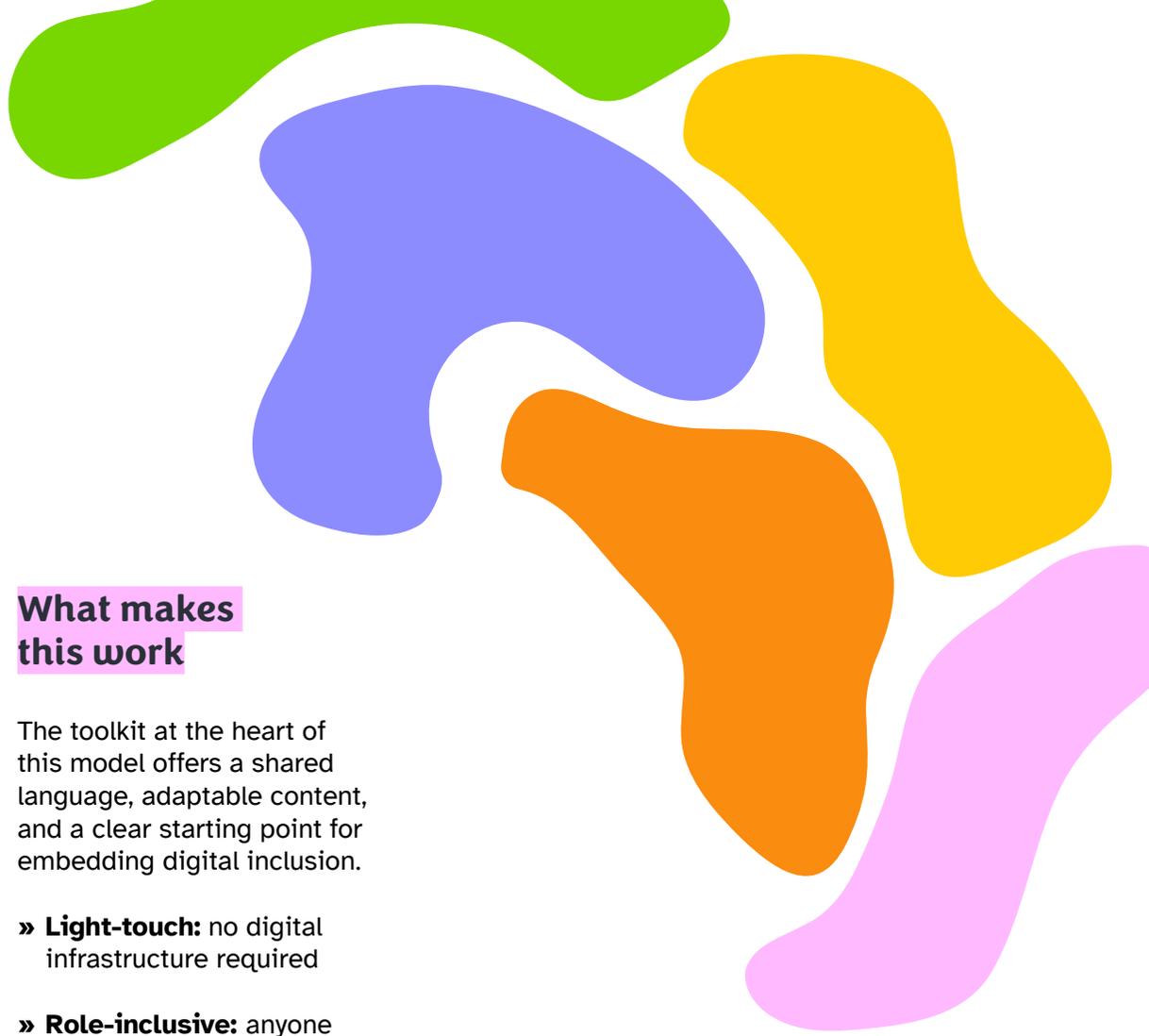
## What to expect

This isn't a rulebook or a comprehensive strategy. It's a guide for the journey — offering reflection questions, prompts, and practical steps to support your thinking. Use it to shape conversations, test ideas, and build alignment as you explore what digital inclusion can look like in your own context.

## What makes this work

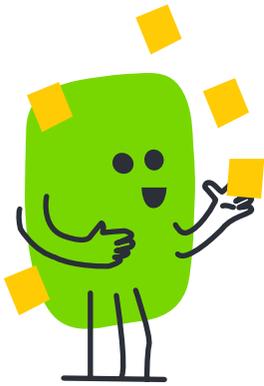
The toolkit at the heart of this model offers a shared language, adaptable content, and a clear starting point for embedding digital inclusion.

- » **Light-touch:** no digital infrastructure required
- » **Role-inclusive:** anyone can support
- » **Place-based:** rooted in spaces people already trust
- » **Modular:** content and format flex to local needs
- » **Low-risk:** peer-led, non-hierarchical, and able to grow incrementally



# Building your coalition

Use these questions to guide you in forming a group with the insight, influence, and implementation power to make change happen.



**Identify places where participation feels safe, supported, and accessible.**

## Trusted Spaces & Access

### Who holds space in the community?

Where do people already feel safe, welcome, and supported? Think about libraries, community cafés, day centres, support groups.

### Who decides how these spaces are used?

Who controls or curates access, hosts sessions, provides connectivity or devices?

**Recognise and build on the people already supporting others, and make space for lived experience.**

## People & Roles

### Who's already doing the work?

Who supports people in everyday settings — carers, volunteers, peer supporters, staff?

### How can we centre lived experience?

How are people with learning disabilities, families, and carers, involved to shape what matters, give feedback, and co-design?

### How do we build confidence in existing roles?

What support do staff and volunteers need to feel able to explore, adapt, and lead?

**Involve the people who can unlock funding, align strategies, and sustain long-term change.**

## Decision Makers & Influencers

### Who shapes funding and strategy?

Who controls the budgets, writes the plans, or sets direction (e.g., commissioners, service leads, local authority officers)?

### How can we bring them to the table early?

What messages, evidence, or insights will help unlock their support and align this work with strategic priorities?

**Find collaborators who link people, services, and sectors together.**

## Connectors & Collaborators

### Who bridges services and sectors?

Who naturally connects different roles, teams, or communities? These may be community leaders, programme managers, link workers, or digital champions.

### How can we build shared ownership?

What helps people feel accountable, aligned, and supported across organisational boundaries?

# Building momentum

**Select a Pilot Site**  
Choose a trusted, familiar community space or service where the toolkit can be tested with real participants.

1

**Prepare Your Team**  
Before starting, brief everyone involved on the toolkit's purpose, roles, and flexible approach.

2

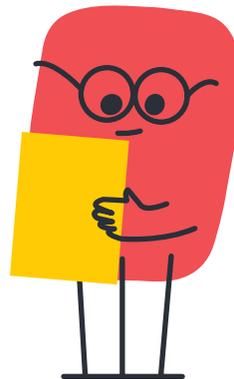
**Co-Create Local Adaptations**  
Work with local partners, people with lived experience, and staff to tailor the toolkit content and approach to local needs.

3

**Start small, act together, and learn as you go.**

These steps are designed to help your coalition move from planning to doing: Starting with a focused pilot and growing from there. This can typically be completed within 6–12 weeks, depending on local readiness.

What's needed is a trusted space, a core team of supporters, and a willingness to test and adapt the toolkit in real conditions. The goal isn't perfection, but creating shared experiences, building confidence, and gathering insight that can inform wider rollout.



**Gather Reflections and Feedback**  
Capture stories, participant insights, and staff observations to understand what's working and what could improve.

5

**Pilot the Toolkit**  
Deliver initial sessions, encouraging exploration, curiosity, and peer support — keeping things flexible and low-pressure.

4

**Celebrate Small Wins**  
Recognize early successes to build confidence and sustain enthusiasm.

6

This section gives your coalition a shared, practical way to act together and outlines your first steps in piloting the toolkit

# Learning & adapting

This section guides you in reflecting on your pilot and adapting the toolkit based on what you've learned.

**Notice change and get started with evaluation.**

## Example indicators

### Quantitative

- » Attendance and repeat participation
- » Number of sessions run
- » Participant self-rating on digital confidence

### Qualitative

- » Reflections (“what did we try / learn / want to try next?”)
- » Story-based feedback (staff, participants, carers)
- » Observation of increased independence or peer support

**Retain these guiding principles in every adaptation.**

**Make it easy for anyone to lead, support, or explore - regardless of title.**

**Deliver in trusted, familiar places where people already gather.**

**Build feedback into everyday use - stories, reflections, small experiments.**

**Use low-tech cards and prompts to spark curiosity and learning.**

**Adap components based on your context and what you have learned.**

## Component

Component	What stays	What can flex
Spaces	Safe, inclusive, accessible community locations	Libraries, day centres, community cafes, support group sessions
Roles	Fluid explorer / navigator roles, peer-led support	Staff, volunteers, carers, digital champions, people with learning disabilities
Resources & Tools	Modular toolkit and activity cards	Localised resources, adapted prompts, new tech topics
Learning loops	Reflective questions and iteration baked into delivery	Who gathers feedback, how it's shared, and how updates are made



# Embedding into policy and practice

These questions guide you in turning short-term actions into long-term infrastructure by connecting your local efforts to wider policy and practice.



**Adapt and extend the toolkit while staying grounded in what makes it work.**

## How do we keep it going?

Can this grow as a reusable local asset - owned, adapted, and refreshed over time?

What structures or routines can embed this into everyday practice?

## How can we scale it?

Which elements can be replicated or adapted for other services or locations?

How can we support others (new partners, teams, sectors) to adopt the toolkit with confidence?

What learning from pilots can inform broader rollout or integration?

**Identify and empower people who can advocate for and embed the work within the system.**

## Who champions this?

How does it connect to local priorities, commissioning, and target outcomes?

Who has the influence to integrate this into policy or practice - and are they on board?

Who needs to be involved now to champion and sustain this later?

What support do champions need to advocate effectively across sectors?

**Use this framework to coordinate and unify digital inclusion efforts at system level.**

## How do we align efforts across the system?

Which organisations and sectors are currently working on digital inclusion, and how do their efforts overlap or complement each other?

How can this framework create a shared language or common goals among these groups?

What mechanisms (e.g., regular meetings, shared dashboards, joint funding bids) could help align activities?

How might you identify and address gaps or duplication across the system?

**Champion the model across sectors, translating grassroots learning into policy language.**

## How do we share learning to influence change?

What key insights or stories from local implementation can help make the case for this model?

Who are the decision-makers or influencers in your system who need to hear these learnings?

How can you frame these insights in terms of local priorities, budget constraints, or policy goals?

What existing forums, meetings, or networks can you tap into to share and advocate?

# Funding & commissioning

Funding doesn't need to start big. This section shows how to begin with what's available and build a case for sustained investment.



## Explore these options to gain sustained funding and support

**Leverage Existing Resources** 1  
Use community venues, volunteers, and staff already embedded in local services to keep costs low and build on trusted relationships

**Align with Strategic Priorities** 2  
Position digital inclusion as a contributor to broader goals such as social care outcomes, health equity, or reducing social isolation to unlock relevant funding streams.

**Focus on Demonstrating Impact** 3  
Use straightforward metrics like participant engagement, improvements in digital confidence, and increased access to local services to justify ongoing investment.

**Encourage Collaborative Commissioning** 4  
Foster partnerships across local authorities, health, libraries, and community organisations to pool resources and share commissioning responsibility.

**Explore Diverse Funding Routes** 5  
Identify small grants, digital inclusion funds, or social prescribing budgets that can support pilot phases or modest scaling.

# Acknowledgements

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# Let's Link

**This document is one of four outputs from Let's Link—a collaborative project focused on advancing digital inclusion.**

**The full set of resources includes:**

1. Case Studies
2. Best Practice
3. Toolkit
4. Framework

**Let's Link is a partnership between:**

