

**ACTIONS TO TAKE FORWARD**

Digital skills workshops

Devices and data

Employer understanding

User experience defined by clients

Application support workshops

Physical (paper based) applications

Training

Recruitment days / workshops

**POSSIBLE RESOLUTIONS**

Training health professionals

Simple user friendly with no jargon

Use of technology face to face – a person to bridge the gap or hold a hand

Peer support from people with lived experience

Strengths based and person centred

Communication with software developers

Need to raise questions of who are using which apps, are they fit for purpose

Opportunities to print a form and upload it

**ISSUES IDENTIFIED**

GP Registrations – appointments and scripts

Bank Accounts – for access to wages

Managing debt

Poorly designed UI/UX – poor accessibility can lead people to give up, negative experiences can put people off for a long time

Age as a factor – different experiences and different operating systems

Smart phone access in TA is basic

Lacking confidence and skills

Important to get people interested and see the value in tech

Fear around using technology – digital misinformation or paranoia

Non-English speakers, illiteracy, and neurodiversity

Accessing forms of ID – birth certificates, utility bills etc.

Cashless society – relying on contactless payments and digital apps

Accessing universal credit