



---

**To: Scrutiny Co-ordination Committee**

**Date: 09 April 2026**

**Subject: Offline Support for Residents**

---

## **1 Purpose of the Note**

1.1 Coventry City Council is committed to ensuring that all residents can access services equitably, regardless of their digital capability. While digital delivery enables efficiency and convenience, a significant number of residents continue to experience digital exclusion. We have established this pre-policy approach document which proposes to set out the Council's formal commitment to maintaining inclusive, accessible offline routes and providing appropriate support for residents who are unable or unwilling to engage digitally.

## **2 Recommendations**

2.1 Scrutiny Co-ordination Committee are recommended to:

- 1) Note the details of the pre-policy document appended to this report. (Appendix 1)
- 2) Make any relevant recommendations to the Cabinet Member.
- 3) Note that the relevant political governance and associated briefings will take place as this moves towards being endorsed for adoption as a formal council policy.

## **3 Information/Background**

3.1 Full details of the proposed policy approach are set out in the pre-policy document appended to this report. (Appendix 1) The proposed purpose of this future policy is to define the Council's approach to ensuring residents have fair and dignified access to services through both digital and offline channels.

Specifically, it is suggested that the Council commits to:

- Guaranteeing alternative access routes for residents who cannot or choose not to use digital channels.
- Providing offline options that are clear, consistent, and accessible.
- Ensuring support is available for residents who require temporary or ongoing assistance.
- Promoting digital inclusion as a continuous process, aligned with resident needs and life circumstances.

## **4 Health Inequalities Impact**

4.1 There are no Health Inequalities impacts directly related to this report.

**Appendix 1: Pre-policy approach – Offline Support for Residents**

**Paul Ward, Director of Digital Services, 024 7697 1381**