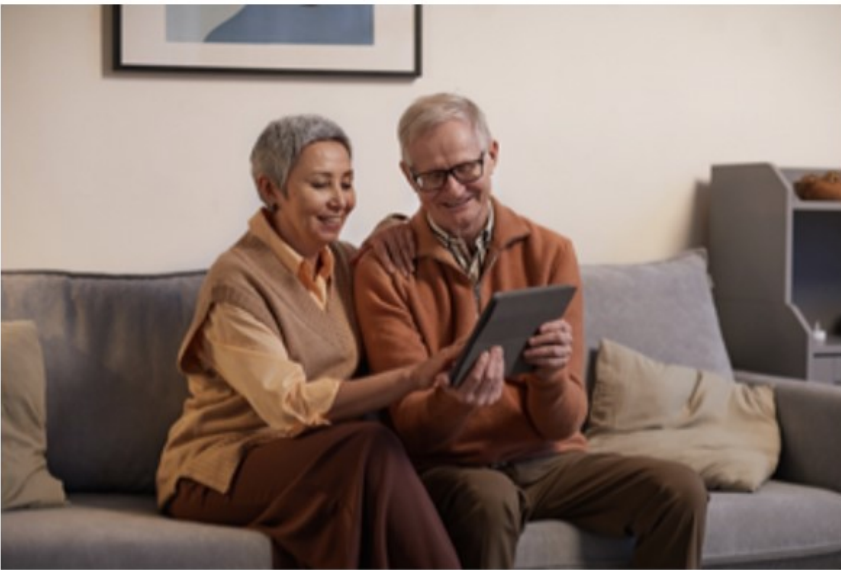


Birmingham City Council Digital Strategy: 2022 and beyond

Easy
read



The aim of our strategy is to give everybody in Birmingham better online services. This includes citizens, businesses and visitors.

A **strategy** is a long-term plan on what to do to achieve a certain goal.



We have talked to people in Birmingham. They told us what they needed and wanted from us. We have used what people said to write our strategy.

What we will do for you



We will make it easy for you to do what you need to do online.



We will make sure all our services are accessible.

Accessible means everybody can use it.



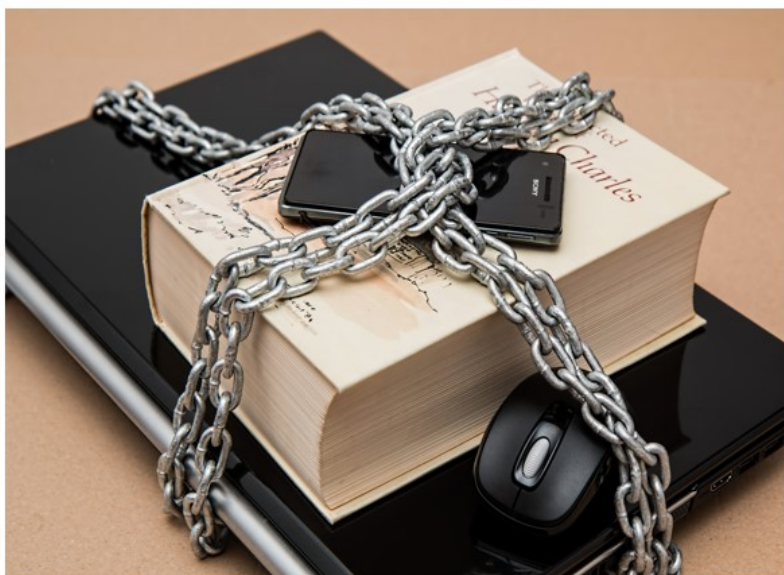
We will ask you to tell us what you find difficult to do online



We will use what you tell us
to make our services better.



We will tell you how we have
made decisions.



We will keep your
information safe.

What we will do for staff



We will give staff better technology to work with you.



We will give staff training in using new technology.

