

HUGO (Helping U Get On-Line)

Digital Inclusion · Good practice · United Kingdom · Local

Quality score: 76/100

Evidence strength: Descriptive / self-reported

Summary

Leeds Federated Housing Association (LFHA) developed HUGO (Helping U Get On-line), a digital inclusion programme that aimed to find the right 'hook' for each digitally excluded individual and motivate them to recognise the benefits of being online. HUGO provided internet access a

Key dimensions

Dimension	Score
Innovation level	4/5
Sustainability (ongoing)	1/1
Evaluation evidence	0/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by MEDICI consortium

Data sources

[MEDICI / Digital Inclusion Atlas](#) — accessed 2026-06-14

[Practice website](#) — accessed 2026-06-14

[Information source](#) — accessed 2026-06-14

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