

# Digital and Financial Inclusion

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# Main Aims

- enable people to develop digital and financial awareness, skills and wellbeing through a welcoming, accessible and person-centred approach.
- provide a supportive environment and access to online digital devices and coaching to reduce social isolation, to improve wellbeing, independence, and active involvement as citizens.

# Why DFI

Latest statistics from the SCVO:

800,000 in Scotland with NO digital skills.

10% of UK adults have NO essential digital skills.

27% of UK adults have LOW essential digital skills.

59% of UK adults do not have the essential digital skills for work.

Cost of living impacts – reducing SIM data usage, cancelling broadband.

£659 per year more on goods and services without being digital – higher in rural areas.

# Objectives

- Provide access to digital devices and offer assistance to enable improved confidence with basic IT skills.
- Help with safe navigation and access of essential services such as Universal Credit, energy and data providers, banking, searching for jobs, voting or connecting with community resources
- Mentor and enable people to manage household budgeting and income maximisation.
- Empower people to access further learning, training and employment opportunities



# Activities

- 1-1 appointments
- Digital drop in help
- CV workshops
- Interview skills
- Talk money sessions
- SIM databank support
- Learn My Way/I'm a learner short courses
- Fraud/scam awareness workshop

# Future goals:

- Multi-agency collaboration with clear support pathways and relationships
- Expand from Databank to Device bank to provide hardware
- Capacity building for extra drop-in sessions including use of volunteers
- Maximise extra grant/revenue opportunities to address likely increase in digital and financial deficit

# Contact details for referrals

Our service is open and available to anyone who is having difficulties with digital and financial exclusion. Referral form available online:

[Digital and Financial Inclusion Hub — Aberdeen Cyrenians](https://weareac.org)  
[\(weareac.org\)](https://weareac.org)

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