

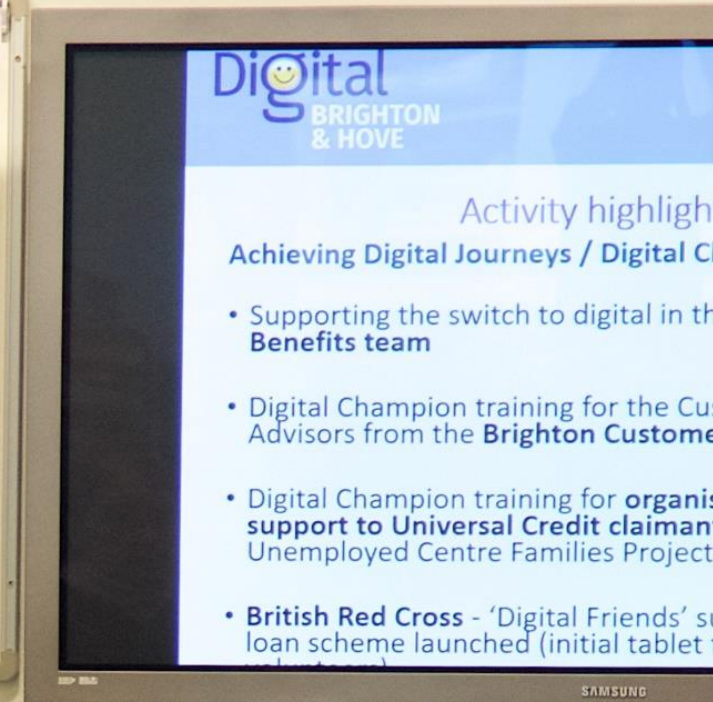
Citizens Online



Supporting Digitally Excluded Groups to
Make Universal Credit Claims

Jenny Haskey
CEO

Working hard to ensure the benefits of the internet and digital technologies are available to everyone



The scale of the skills challenge



An estimated **9 million people** (16 per cent) are unable to use the internet or their devices without assistance.



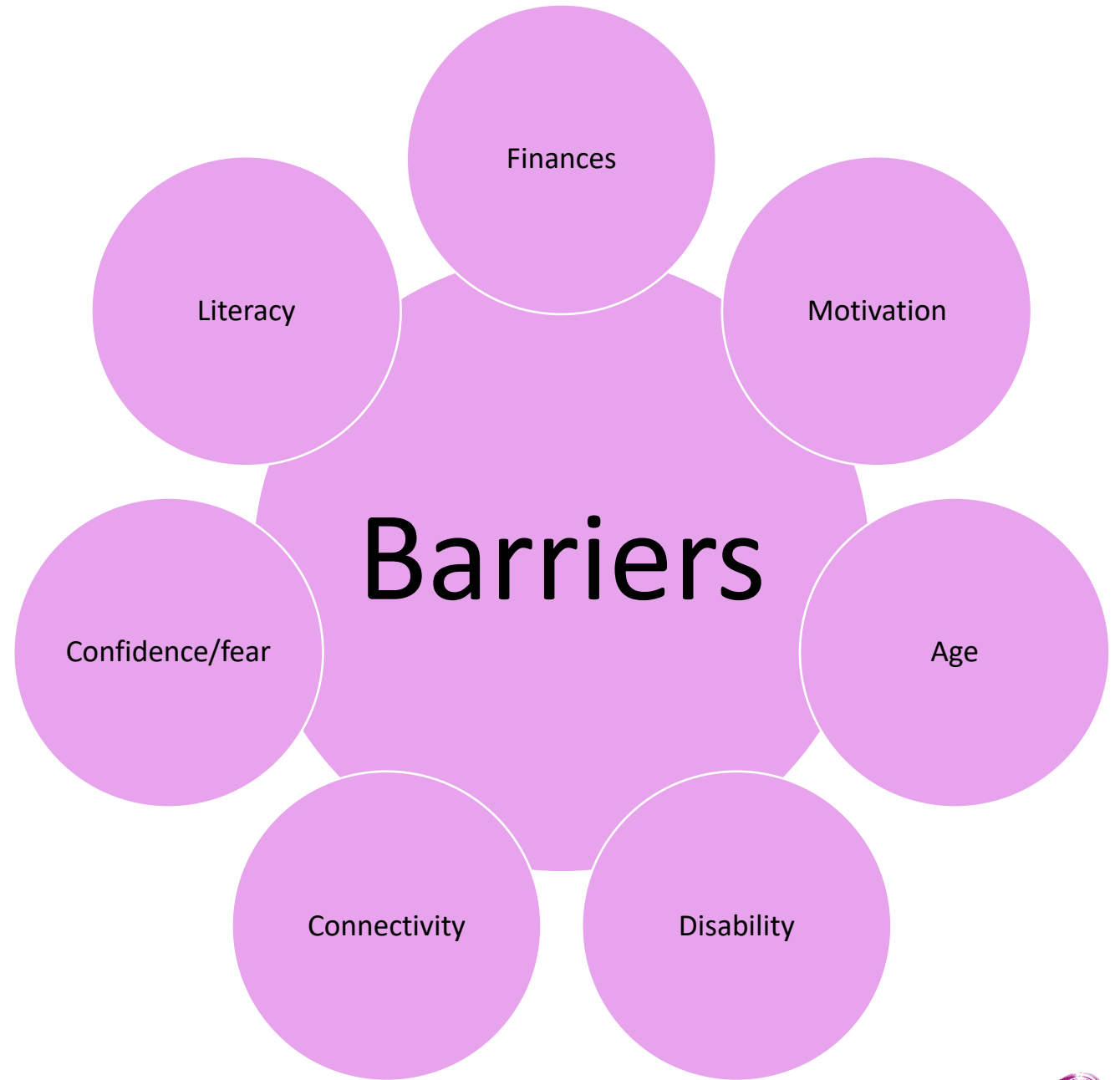
c. **6.5 million** (12 per cent) people cannot open apps.

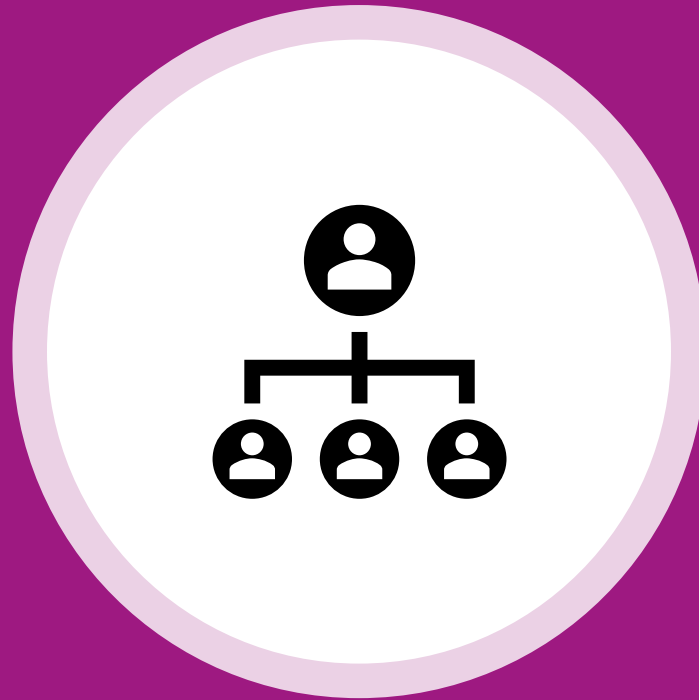


Two-thirds (66 per cent) of those online have not used the internet or digital apps and tools to manage their health.



UK Consumer Digital Index 2020





Citizens Online

What is a Digital Champion?

Offer **support** to learners with getting started online or digital tasks.

Coach learners on a 1:1 basis or in a small group. (Remotely if necessary)

Encourage people to learn more and **signpost** to further help.

Assess the learner's skill and tailor assistance to their needs.

Demonstrate useful online services, apps and how problem-solving e.g. looking up an answer via Google can help.



FREE Digital Support Helpline

0808 1965883



Free phone Digital
Helpline



For anyone to call to
get help with
digital skills



Helping people
remotely over the
phone



Courses and tips on
offering remote
learning – Digital
Champions Network

Getting Connected

GET BOX

Citizens Online

Thank you!



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