

Building a Fairer and Digitally Inclusive Renfrewshire.

Digital Inclusion in Renfrewshire
2024/25

Digital Skills, Confidence and Motivation



Renfrewshire
Council

2024/25 achievements

7,688 people supported to get online

732 groups or businesses supported around Digital

2,342 training sessions delivered

188 Digital Champions

6,078 hours of Digital Champion Support delivered

Around 200 Online Safety Ambassadors

User Feedback: Digital Skills, Confidence and Motivation (1)

Feedback from Input Community Works

One of our trainees who attended for our preparation for work course had an interest in digital / computing. During and after attendance to our programme, their interest and capability expanded to the point where they were helping fellow pupils and some staff at the school with hardware problems and how to use different apps. That was four years ago and they have ***since completed further digital education to degree level***

Feedback from The Salvation Army Employment Plus

A client who attends a Digital Hub was supported to apply online for a photocard driving licence. He then requested help to move photographs from his phone onto an SD memory, The client was supported in both instances to learn the processes involved. This ***increased his confidence levels in using technology***, as he does not normally have access to digital devices or the internet.

User Feedback: Digital Skills, Confidence and Motivation (2)

Feedback from "AI for Community Impact" training

"I feel confident that I can share what I learned with my work colleagues and have the knowledge I need to research further areas that are relevant to my work."

"It's given me lots of places to start looking into how we can implement AI into all we do"

7.4/10 from respondents said their **confidence had improved** as a result of attending this training

User Feedback: Digital Skills, Confidence and Motivation (3)

Feedback from Renfrewshire Council, Housing Service

A service user was struggling to use his computer and digital tablets due to disorganisation via health. Several visits made his phone, tablet and computer safer to use due to spam apps. A new device was delivered via AbilityNet which **simplified his online shopping experience**.

A service user had an issue with a scammer contacting him via Facebook pretending to be one of his family. This individual was blocked and reported, and security settings were updated. We made sure **no financial info was given out and explained how to stay safe in future**.

Feedback from Renfrewshire Council, People & OD

We got good feedback from our approach to reaching front line colleagues with our mandatory courses by offering them as toolbox talks.

We get feedback from some iLearn courses, and received approx. 1,000 comments, with the vast majority being positive, at the end of our courses. Usually very short and simple such as **"Informative Course", "Informative and very good"**.

User Feedback: Digital Skills, Confidence and Motivation (4)

Feedback from Renfrewshire Council, Invest In Renfrewshire

Really useful and helpful. I have been trying to figure out Canva on my own and this will give me a much ***greater confidence*** with it. The trainer was very informative and ***kept the content interesting***. It was good to do our own examples throughout the webinar.

Best workshop ever - I loved it - learned so much and will help my business a lot

Mind blown by all this information I look forward to playing about with it and using it within my business.

Feedback from Renfrewshire Council, Invest In Renfrewshire

A hugely helpful session! I've struggled with WordPress the last few days to create the website I envisioned but with all the knowledge received today ***I'm really confident about getting it done***. Thank you!

The ***session was incredibly informative and engaging***, providing deep insights into how AI is transforming various business sectors.

User Feedback: Digital Skills, Confidence and Motivation (5)

Feedback from Renfrewshire HSCP: Digital Day Service (Older Adults)

Jillian really understands how an older adult's body and mind work even though she is young. Old people can have poor circulation in their hands, and we can struggle with the buttons. It's frustrating, that's why Jillian encourages the use of stylus pens. **She listens to our concerns and tries to find a solution that works.**

I use my device easily now to stay connected with my friends and family including those abroad .

I know if I have a problem Jillian will help. The way she teaches makes it easier to understand, as it seems as if everything changes constantly in the digital world. It can be difficult to keep up with. **Jillian is patient and understands.**

Feedback from Renfrewshire HSCP: Digital Day Service (Older Adults)

I am now housebound and apart from the one day, I attend Johnstone Day Centre I am very isolated as my family do not live nearby . My generation are not of the computer generation. **In 3½ years I have been a “Digital buddy “I have learned so much.** Before Covid I used to attend Jillian's computer group on a Wednesday (Johnstone Day Centre)

Last year Jillian adapted my iPad as my eyesight deteriorated, and she also connected my new digital hearing aids. **What a difference.**

User Feedback: Digital Skills, Confidence and Motivation (6)

Feedback from Renfrewshire HSCP: Digital Day Service (Older Adults)

People think we should just know how to do these things, but I was born in 1925. Words like “the cloud “mean nothing to me but **Jillian explains it much better**. It is just a “storage room” for things we do not use a lot. I had no idea what Wi-Fi (I thought this was to do with charging my device) meant or how it even worked before the digital service

I can also refer to my easy-to-understand picture guides if I get stuck.

Feedback from Renfrewshire HSCP: Digital Day Service (Older Adults)

Jillian discusses any latest internet swindles weekly , and **I feel much safer navigating the internet**. My favourite groups are knitting, crochet, exercise, relaxation, and falls prevention groups. **I feel very privileged to be in my 100th year**, living in my own home , but it is important to me to keep my mind sharp and look after myself.

It is lovely to get to know people even though I have never met them in person, **they have become friends**. I still think about a digital friend who passed away last year at 96 years old. I never met him in person, but we had a great friendship.

User Feedback: Digital Skills, Confidence and Motivation (7)

Feedback from Renfrewshire HSCP: Digital Day Service (Older Adults)

You can even *join funerals online now*.

I know that although my eyesight is getting worse ***Jillian will find a way to adapt to my tablet***. The best thing though is not to feel so alone and isolated. I have no nearby family, but I can chat to them all the time, no matter where they are in the world (***I spoke to my granddaughter in Dubai and my grandson in Germany recently***). Incredibly grateful for this privilege (Service user, aged 100)

Feedback from Renfrewshire HSCP: Digital Day Service (Older Adults)

I have been a digital Buddy since 2019 when I joined an iPad group in Johnstone Day Centre (ran by Jillian)

This ***proved to be a God send when covid happened***, as my iPad was the only way I could contact my family and friends.

I would be totally lost without the digital support now. I use my device for Hospital Appointments, paying bills, shopping.

User Feedback: Digital Skills, Confidence and Motivation (8)

Feedback from Renfrewshire HSCP: Digital Day Service (Older Adults)

I have been a digital Buddy since 2019 when I joined an iPad group in Johnstone Day Centre (ran by Jillian) This ***proved to be a God send when covid happened***, as my iPad was the only way I could contact my family and friends.

I would be totally lost without the digital support now. I use my device for Hospital Appointments, paying bills, shopping.

I use YouTube and Pinterest every day to keep my mind sharp and learn new crochet and knitting skills.

Feedback from Renfrewshire HSCP: Digital Day Service (Older Adults)

I used to attend Johnstone day centre but I don't feel strong enough now. It is ***lovely to be able to make new friends*** with others on zoom groups. I feel like I know these people now even though I have never met them in person.

To be with people who understand what it's like to be housebound and alone. ***That is amazing.***

User Feedback: Digital Skills, Confidence and Motivation (9)

Feedback from Renfrewshire HSCP: Digital Day Service (Older Adults)

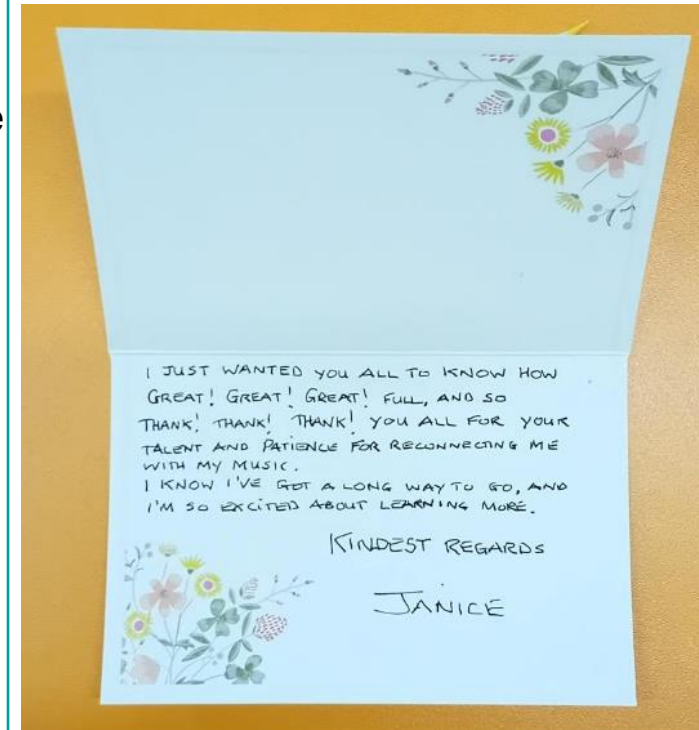
I also feel safer and more relaxed about anything going wrong.

Jillian is always calm and reassures me that “everything can be fixed “. I have *learned a lot about internet safety*, and I can recognise fraudulent emails confidently and know what to do and not to do. Jillian keeps us updated with improvements, with any new things and anything she thinks we would find interesting. It’s great to have an opinion and voice. To feel listened to. My iPad tells me how many scams are prevented every month. How clever is that?
(Service user, age 83).

User Feedback: Digital Skills, Confidence and Motivation (10)

Digital Champions Project Feedback, Renfrewshire Libraries (ONEREN)

- Janice is a Renfrew resident, who has been frequently attending the Wednesday Digital Device Drop-In at Johnstone Library with her friend from Autumn 2024. Janice has been working on her Digital skills with Volunteers and has stated that she really enjoys the flexible nature of the sessions, working with her to learn what she wanted to learn, rather than sticking to a rigid programme.
- Janice asked the team if we were able to help her access her playlist she had curated in Apple Music associated with an old Apple ID. Janice worked with several volunteers, trying various processes to support her to access her music, in a way that was accessible to her.
- Volunteers supported Janice to access her music via her Apple family option, work out which device would be best to allow her to listen to her music on the go and support her through the set-up process.
- Doing all this has meant that Janice now has easy access to her music, encouraging her to take more walks outside, which she says has done wonders for her mental health.



User Feedback: Digital Skills, Confidence and Motivation (11)

Feedback from Roar – Connections for Life: Digital Café

It is so so rewarding to enable someone to feel confident with their digital device, be it one session or multiple sessions. To see progress in action is what makes this worthwhile.

Helped me understand

The Digital Café has been immensely beneficial as a welcoming and secure environment for engaging with the elderly members of our community. It provides a *unique opportunity to integrate technology into our daily activities* and tasks, making it *easier and more accessible for everyone*. The atmosphere is not only *friendly and conducive to social interaction*, but it's also educational, offering valuable learning experiences. Most importantly, its *inclusivity stands out*, ensuring that everyone, regardless of their technological proficiency, feels comfortable and supported in this space. This *combination of accessibility, education, and community engagement makes the Digital Café an invaluable asset*.

Great helpful friendly people

Brilliant

Good to have *people around to help*

User Feedback: Digital Skills, Confidence and Motivation (12)

Feedback from Roar – Connections for Life: Digital Café

Removed my fear of digital technology

Volunteering for Roar has ***helped me feel better about myself*** by having something to attend and using my knowledge to help people gave me confidence

Friendly

Feedback from Roar – Connections for Life: Digital Café

Able to ***do more***

I believe it has been very beneficial for the people that attend the digital cafe sessions.

Absolutely Lovely.

Help me a lot to understand my iPad

User Feedback: Digital Skills, Confidence and Motivation (13)

Feedback from Roar – Connections for Life: Digital Café

It has been much better than what I expected. It has helped me with **learning new skills** on my pad and my smart phone. I feel that I still have much more to learn. I have only attended for 3 weeks so far. It has **helped me to socialise**. It has been a **welcoming environment** where I enjoy meeting people.

Feedback from Roar – Connections for Life: Digital Café

It has been an advantage meeting and talking to the people that attend the sessions. They say you can't teach an old dog new tricks, but I feel that the digital cafe sessions are doing just that! I feel that **these sessions benefit the people who come along not only socially but also educationally**. I can see that they become **more and more confident** using new technologies.

User Feedback: Digital Skills, Confidence and Motivation (14)

Feedback from Roar – Connections for Life: Digital Café

It probably has helped the participants to improve the use of digital devices. It has probably ***given the senior participants more confidence in using new technologies*** and their devices.

I believe it has been extremely beneficial for users of the cafe by ***building confidence using online applications.***

User Feedback: Digital Skills, Confidence and Motivation (15)

Fairer Renfrewshire Panel Case Study

Through their Fairer Renfrewshire programme, Renfrewshire Council supports a Panel of people with lived experience of poverty to **contribute to Council policy and practice**, ensuring that the **voices of lived experience are included in decision making**. Based at STAR Project, a local 3rd sector organisation, the Fairer Renfrewshire Panel engages across Council services, working directly with Council Officers, providing insight and supporting the ambition of making Renfrewshire a fairer place.

The Digital Strategy Delivery Manager has met with the Panel on several occasions where the following subjects have been discussed:

Gaps and barriers to digital access/knowledge | Social Tariffs, and how we can best promote these | Digital Champions | DigiZones, including branding, promotion and initial locations | Digital only within schools and how this can affect families without devices | 20-minute Digital Inclusion Neighbourhoods | Strengthening Online Safety and Confidence

The Panel's **feedback has helped shape DigiZones** and will continue to inform our overall digital inclusion approach in Renfrewshire.

One of the unintended benefits of the exchange of information between the Panel and Digital Strategy Delivery Manager has been **one of the Panel members signing up and becoming one of Renfrewshire's Digital Champions**, supporting others around accessing digital within our DigiZones.

Device Access



Renfrewshire
Council

2024/25 achievements

36,183 PC reservations

1,647 new / refurbished devices distributed

56 devices borrowed as part of Device Lending Libraries

User Feedback: Device Access (1)

Feedback from Input Community Works

We were contacted by a relative of an elderly resident in the area who lived in the South of England. They stated that they were ***extremely worried about their relative*** as they were becoming more and more withdrawn due to isolation and their mental health was deteriorating. It was not easy for them to visit and the relative did not have a mobile phone. We contacted the individual to assess what piece of digital equipment would be most useful. We decided with the person that an android phone would be of most use to them. They did not use the phone for anything other than communication. We removed all apps and programmed the telephone numbers with photos next to the numbers of grandchildren, great grandchildren and any other people they regularly communicated with. A few months later ***the relative contacted us to thank us for helping***, that their relative was ***communicating on a regular basis with them, their mental health was much improved***, and they no longer had any concerns about it.

User Feedback: Device Access (2)

Feedback from The Salvation Army Employment Plus

Feedback from participants of the *Digital Skills Hub has been positive*. The support is facilitated for attendees of a Community Breakfast, many of whom have no previous experience of using computers or laptops. There is also a prevalence of clients having no access to digital devices. Therefore, the Hub has addressed issues in the local community relating to digital poverty.

User Feedback: Device Access (3)

Feedback from Renfrewshire Libraries (ONEREN)

A customer recently ***moved to Renfrewshire from his home country of Iraq***. He and his partner attended the library after being signposted by staff ***supporting them integrate into their community***. After a conversation with them both, they chose to ***join the library and make a reservation for a Chromebook***, with Unlimited Data via a MIFI unit, becoming ***our first customer to do so after we launched the scheme in August 2025***. the scheme launched!

User Feedback: Device Access (4)

Feedback from Renfrewshire Libraries (ONEREN)

The customer has been able to borrow the device 3 more times. He has been using this device to ***complete his homework from his ESOL courses*** (he has completed 2) and ***keep in touch with relatives at home***. Due to his improved English, he has ***also been able to sit and pass his driving test***. He ***credits the use of Chromebook, in helping him to achieve this!***

User Feedback: Device Access (5)

Feedback from Renfrewshire Libraries (ONEREN)

A customer attended the Paisley Central Digital Skills Drop-in, after being signposted by the Job Centre, after explaining that he had no device or data. He was ***able to borrow one of our Connecting Scotland Chromebooks with unlimited Data***, and after securing a Device a Databank Sim Card. He was assisted through the set-up of the device by a Digital Champion, this included creating a google account, and browsing using the Chrome browser, and connecting to the MiFi Unit.

User Feedback: Device Access (6)

Feedback from Renfrewshire Libraries (ONEREN)

The customer advised that ***having access to the Chromebook meant he was able to continue his job search at home, and ensure he is able to keep on top of his UC journal.*** He also advised having the Databank SIM from the Good Things Foundation ***allowed him to keep in contact with friends and family out and about,*** reassuring him that it is ***one less cost for him to think about, while he is looking for employment.***

User Feedback: Device Access (7)

Feedback from Roar – Connections for Life

It has *helped me to use my mobile phone properly*. I *feel more confident* to use the internet and even complete purchases securely. *I always feel welcome during the sessions*. It *helps me socialise* and it *motivates me to get out of the house more*. I always *look forward to the Friday digital cafe sessions* so that to learn more about my smartphone technological capabilities.

Feedback from West College Scotland

<https://www.westcollegescotland.ac.uk/college/news/2025/march/west-college-scotland-receives-digital-devices-from-the-good-things-foundation/>

Internet Access



Renfrewshire
Council

2024/25 achievements

44,690 WI-FI sessions
accessed

1,089 pre-loaded data sim
cards issued

Connecting Communities through Council Managed Public Access WI-FI: 2024/25

- Connectivity as a Service (WI-FI Project);
- Renfrewshire - one of the best connected regions in the UK;
- FREE Public Access Wifi provision;
 - From up to 180 Council, Cultural & Leisure venues
 - 3 Town Centres
- **Around 200K** unique devices connected to our Public WI-FI network
- Enabling fairness and greater flexibility;
 - Learning Estate; Care Homes; Children's Homes; Sheltered Housing; Social Care

User Feedback: Internet Access

Feedback from Input Community Works

We provided sim plus mobile phone to a young lady who was pregnant, living alone with little support. This meant that ***she could communicate with health care professionals if she had any concerns about pregnancy and general well being.***

Feedback from Renfrewshire Foodbank

"Having a sim card is amazing I can now access mu UC journal at home. I got sanctioned before because I could not re arrange an appointment, now I can."

Spotlight on DigiZones



Renfrewshire
Council

DigiZones

- community-based hubs across Renfrewshire offering **free access to digital support**, including:
 - Internet connectivity
 - Digital devices (e.g. laptops, tablets)
 - Skills training and advice
 - Signposting to further digital resources
- Located in libraries, learning centres, and mobile units like the **Skooobile**, there are currently **22 venues** available

Why DigiZones Matter

- Designed to support **residents, learners, workers, and visitors**, DigiZones aim to:
 - **Bridge the digital divide**
 - **Tackle poverty and inequality**
 - **Promote data and digital inclusion**
- Supporting Renfrewshire Council's Digital Strategy 2025-30 and part of the **Fairer Renfrewshire** programme

Sustainable & Innovative Approach

- **Equitable Access:** Ensures everyone can get online, regardless of income or background.
- **Community Integration:** Embedded in existing public spaces, reducing infrastructure costs.
- **Device Reuse:** Supports environmental sustainability through device lending initiatives.
- **Mobile Outreach:** The Skoobmobile brings digital access to remote and rural areas.
- **Flexible Support Models:** Tailored services for different age groups and needs.

DigiZones impact since Oct 2024 – Mar 2025

19,840 visitors

236 training sessions delivered

208.5 hours of Digital Champion support delivered

14 devices loaned as part of device lending libraries

8,732 public devices accessed

10,748 public wifi sessions

Inward Investment



Renfrewshire
Council

2024/25 achievements

£190,850 awarded in
funding supported 28
projects

Digital Public Services



Renfrewshire
Council

2024/25 achievements

Customer Accounts

27,228 Customer Accounts created during year

200,534 Customer Accounts as of 31 March 2025

Online Forms

53 Online Forms created during year

311 Online Forms available as of 31 March 2025

337,519 transactions processed via Online Forms during year

Digital Assistant 'Millie'

225,625 telephone calls received during year

171,923 calls handled by 'Millie', our Digital Assistant, since November '25

User Feedback: Digital Public Services

💬 *"[MyAccount] is so easy to use, it's user friendly. I'm 72 and I don't have any problems using it"*

💬 *"A straightforward and quick way to contact my local council services"*

💬 *"This is an easy service to use"*

💬 *"I am impressed, the website is very user friendly and self-explanatory"*

💬 *"First class service"*

💬 *"Easy application process"*

💬 *"Very quick and easy to use instead of having to wait forever on the phone. A great service"*

💬 *"Very easily completed"*

Contributors



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Special Thanks to the following contributors.

