



Welcome to
DigiRen

Thursday 02 April 2026

DigiRen Meetings

Microphone

Raise hand or chat

Slide deck

Record / Transcription



Digi
REN

The logo features a large white hashtag symbol (#) in the upper left corner. Below it, the word "Digi" is written in a large, white, sans-serif font. Underneath "Digi", the word "REN" is written in a smaller, white, all-caps, sans-serif font. The entire logo is set against a solid orange square background.

Digi
REN

Welcome to
DigiRen

Thursday 02 April 2026

Agenda – DigiRen Network: Thursday 02 April 2026

Time	Topic	Speaker
1000 – 1005	Welcome, Introductions and Apologies	Ross McNicol, Renfrewshire Council
1005 – 1020	MyCare.Scot update	Caroline Maddams, NHS NES
1020 – 1025	Analysis of Survey Responses	Ross McNicol, Renfrewshire Council
1025 – 1040	Citizens Voice Forum Updates	James McKee Ross McNicol, Renfrewshire Council
1040 – 1050	Partner updates	ALL
1050 – 1055	AOB & Open Discussion	ALL
1055 – 1100	Date of next meeting	Ross McNicol, Renfrewshire Council

Welcome to our newest members

- Renfrewshire Carers Centre
- Paisley Housing Association
- OfCom
- Virgin Money Foundation
- Skills Development Scotland
- Family Fund (Discover Digital Team)
- Socialudo



MyCare.Scot Update

Caroline Maddams,
NHS NES



Analysis of Survey Responses

Ross McNicol

DigiRen Topics to focus on in 2026

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- Connectivity - Analogue to Digital Switchover
- Connectivity - Broadband, Social Tariff
- Digital Accessibility
- Digital Skills and Online Tools
- Artificial Intelligence
- Digital Health and Wellbeing
- Online Safety - RenSafeOnline
- Citizen's Voice Forum Updates (Digital Champions, DigiZones, Device Reuse and...)

3

4

8

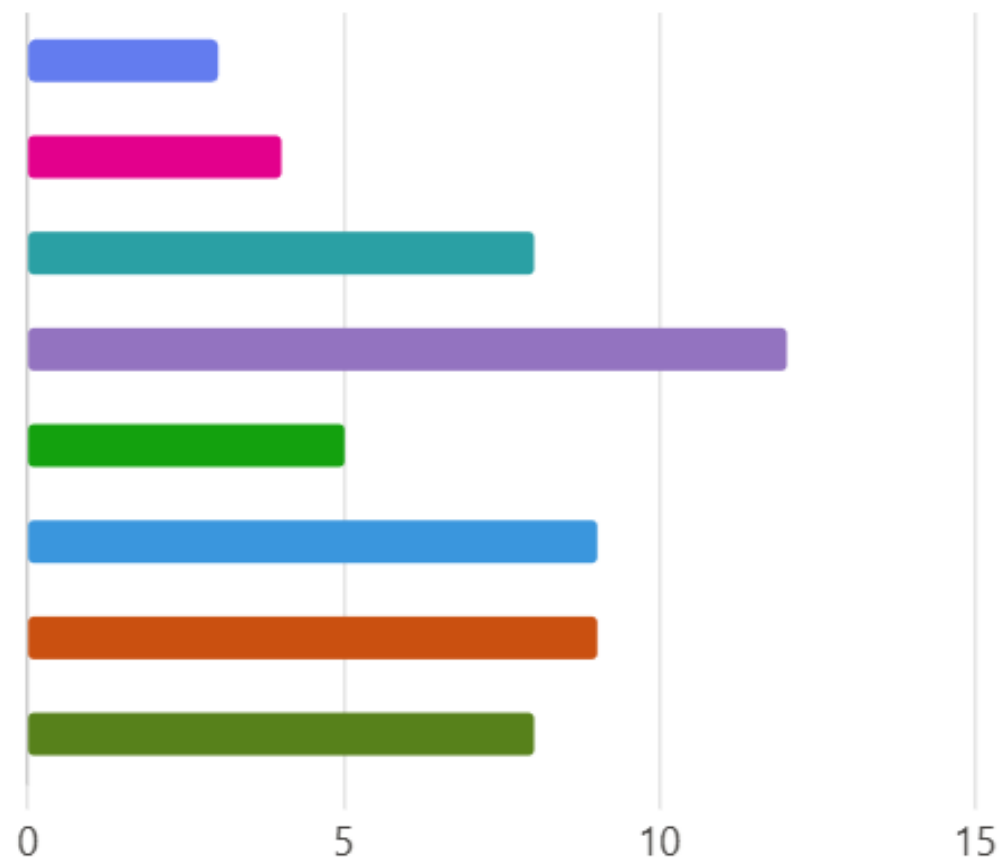
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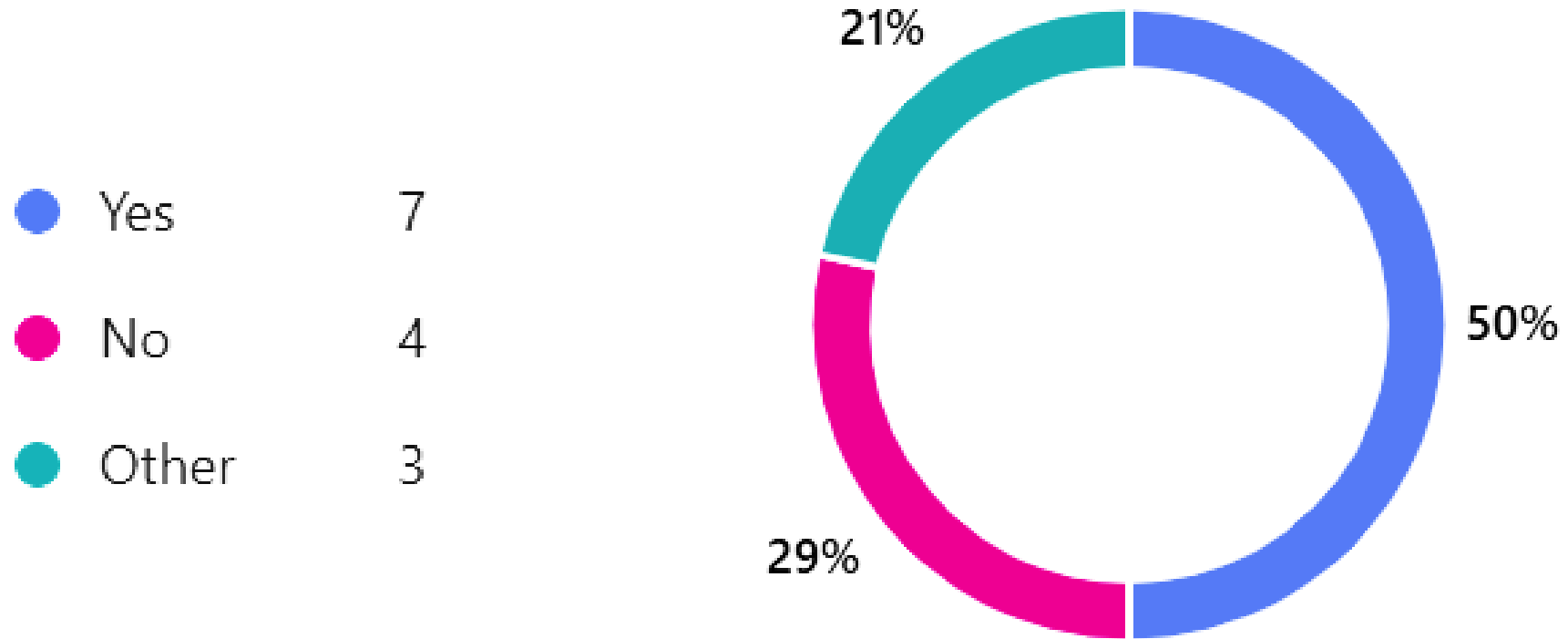
Any other topics you would like covered:

- **Possibly more about device recycling and device data safety when Pachedu E-Quality Access develops further.**
- **MyCare.scot national rollout**

What are your digital inclusion priorities this year?

1	To continue to provide a good quality Digital Service for older adults isolated and Housebound . Focus being on Digital Skills building , online safety and health and wellbeing.
2	Supporting service users to grow in confidence using their digital devices.
3	Empower older adults by amplifying their voices Promote independence Enhance safety and wellbeing Build digital confidence Reduce social isolation
4	Upskilling and providing tools for staff and workplace digital champions to help signpost and provide digital inclusion resources for Renfrewshire tenants. Additionally, provide greater outreach using online platforms for older adults in the community and sheltered housing complexes
5	accessibility to devices and support/ information around online safety
6	Improving digital skills and confidence Our goal is to help individuals become confident, independent digital users.
7	Citizen/people engagement and participation (digital health and care) Digital human rights principles Digital health and care awareness
8	Digital skills, digital wellbeing
9	I would like to provide some information sessions to our non-networked staff about increasing their digital skills and learning to keep themselves online, especially with the rise in AI
10	To get customers do do more online

Would you like to see more DigiRen meetings in Person?



Venues for future in person meetings

- **Places with disabled access**
- **Paisley Central Library**
- **Tannahill Centre (x3)**
- **Paisley HA on occasion**
- **Russell Institute (SDS room)**
- **Venue in Renfrew**



Citizens Voice Forum Updates

James McKee | Ross
McNicol

Citizens Voice Forum

- Aim:

“To co-design digital inclusion solutions by working with organisations involved in delivering digital inclusion as well as those impacted by digital exclusion”

Overview:

- An incubator of ideas
- A partnership comprising of 35 inspiring and committed individuals across 13 different organisations
- Invited via the DigiRen Network
- Sub-groups working on 3 priority areas.



Community-Led Device Recycling: Pachedu E-Quality Access

- Community-driven initiative focused on reducing digital exclusion by recycling and redistributing **pre-loved digital devices**.
- Aims to empower individuals and families by providing access to technology while promoting sustainability.
- Aligns with our commitment to equity, inclusion, and community wellbeing.
- Promoted during DigiKnowVember 2025
- Wider rollout across 4 pilot libraries in Renfrewshire from March 2026.

Why It Matters

- Brings pre-loved devices back into use
- Supports the circular economy
- Reduces e-waste and promotes sustainability
- Improves access to digital tools for those who need them most

  *Together, we're making digital access fairer and greener.*

Digital Champions (Communities)

- Digital Champion Coordinator
- Appointed May 2023
- Based within Renfrewshire Libraries (OneRen)
- Role: to recruit, train and develop volunteer Digital Champions and establish a Network of Digital Champions across Renfrewshire

Successes since May 2023

- Digital Champions programme has supported **1,848** learners,
- Issued **375** data SIMs via the National Databank (47+TB of data)
- Delivered **2,351.5** volunteer hours.
- Recruited and trained **35** committed Volunteer Digital Champions
- Externally evaluated by UWS and Mhor Collective and highlighted as ‘Sector Leading’
- Developed an online platform for Digital Champions to connect and provide peer-to-peer support and Learning.

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 **Skoobmobile**, there are currently **22 venues** available
- Evaluation Report in process of being published

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

- **Co-designed:** Involving organisations delivering digital inclusion and those with lived experience of digital exclusion.
- **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 – Launched in October 2024



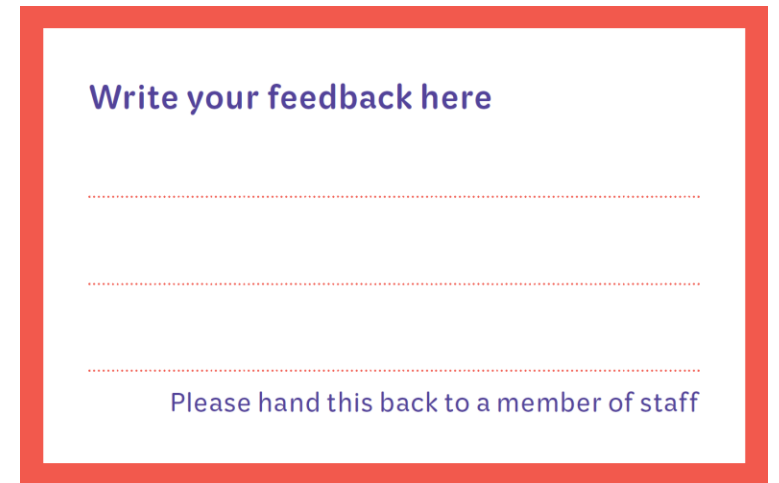
DigiZones – Branding and Marketing

Digi Zone

connect · learn · explore



DigiZones – Branding and Marketing



DigiZones impact since January – December 2025

96,110
Visitors

820
Training sessions
delivered

980.5 hrs
DC support
delivered

43
Devices
borrowed

32,420
Public devices
accessed

49,905
Public Wi-Fi
sessions

Youth Services

A youth group used the DigiZone as part of organising an event, seeking help to promote it, manage logistics, and collect feedback online.

They received device access, digital skills training, and online safety support.

As a result, they learned new skills, completed important online tasks, and discovered information about the environment and public services.

They reported that the DigiZone was valuable to them and said they would recommend it.

OneRen Renfrewshire Libraries

After a workplace injury, Mr. Smith transitioned from a factory-floor role to an office position and sought Digital Champion support at Paisley Central Library.

He completed the Essential Digital Skills for Work checklist, set an informal learning plan, and received ongoing 1-to-1 support at Glenburn—including homework to build confidence.

This structured support led him to enrol in an evening college course, and he now plans to use his new digital skills at work. The accessible, sustained guidance proved crucial in bridging his skills gap.

Active Communities

A Digital Champion based with Active Communities highlighted the local need for DigiZones and the wider impact of digital inclusion.

They praised Virgin Money's focus on financial education and digital inclusion, which enabled them to support digitally excluded residents in their own community.

Through volunteer involvement, they can also apply for funding via the Virgin Legends fund, strengthening local provision. This combination of DigiZones and partner support creates practical pathways for people to get online and thrive.

Recommendations for future DigiZone Phases

- Maintain the **single Digital inclusion front door**: keep brand, four-icon signage and up-to-date directory.
 - Using **mobile DigiZones** (i.e. the Skoobmobile) to optimise DigiZone support and reach
 - **Formalise learning pathways** (light → guided → course) aligned to CLD provision.
 - **Grow Digital Champions** (micro-volunteering and peer mentor models).
 - Embed outcome measures and case studies via the **Citizens Voice Forum** channels.
 - Use DigiKnowVember and similar events as a platform to **promote DigiZones**
 - **Strengthen cross-sector partnership** (health, housing, employability).
 - **Sustainability**: continue to seek funding to support future rollouts.
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- A budget is available moving forward to help expand DigiZone coverage across Renfrewshire



Partner updates

All



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AOB & Open Discussion

All

1050 -
1100

Analogue to Digital Switchover – ISP contacts

ISP	CUSTOMER CONTACT DETAILS
BT	<ul style="list-style-type: none">• Tel (Main): 0330 123 4150• Tel: (to advise of any additional needs or vulnerabilities): 0800 077 8813• Web: https://www.bt.com/about/all-ip/connected-together
SKY	<ul style="list-style-type: none">• Tel: 03442 41 41 41
TalkTalk	<ul style="list-style-type: none">• Tel: 0800 0499 999• Web: Via MyAccount / Live Chat• Web: https://help-centre.talktalk.co.uk/Setting_up_my_service/New_order/How_Full_Fibre_is_installed
Utility Warehouse Limited	<ul style="list-style-type: none">• Email: contact-customer-service@uw.co.uk• Web: https://help.uw.co.uk/contact-us (online web form)
Virgin Media / O2	<ul style="list-style-type: none">• Tel: 150 from a Virgin Media landline, 0345 454 1111 from any other phone• Web: https://www.virginmedia.com/help/digital-voice-switchover
Vodafone	<ul style="list-style-type: none">• Tel: Vodafone customers can call 191 for free• Tel: Landline (or non-Vodafone mobile on 0333 304 0191).• Web: Just Ask Once - https://www.vodafone.co.uk/contact-us

DigiKnowVember is back for 2026 🙌 🎉 🎊

- 02 – 29 November 2026
- Already received expressions of interest from organisations
- We will be reaching out to participating organisations from 2025
- If you are interesting in getting involved please email: digital-inclusion@renfrewshire.gov.uk

DigiRen Network: 2026 Meetings Planner



DATE	TIME	FORMAT
Thursday, 05 February 2026	10:00 – 11:00	Online
Thursday, 02 April 2026	10:00 – 11:00	Online
Thursday, 04 June 2026	10:00 – 11:00	Hybrid
Thursday, 17 September 2026	10:00 – 11:00	Online
Thursday, 12 November 2026	10:00 – 11:00	Online
Thursday, 17 December 2026	10:00 – 11:00	Hybrid