


# Welcome to DigiRen

**Thursday 08 October 2026**

1000 - 1005

# DigiRen Meetings

- Microphone
- Raise hand or chat
- Slide deck
- Record / Transcription






# Welcome to DigiRen

**Thursday 8th October 2026**

1000 - 1005

# Agenda – DigiRen Network: Thursday 8th October 2026

| Time | Topic | Speaker |
|---|---|---|
| 1000 – 1005 | Welcome, Introductions and Apologies<br>New Members Welcome | James McKee,<br>Renfrewshire Council & Co-chair of DigiRen Network |
| 1005 – 1020 | Spotlight – Digital Champions – An overview of the requirements and the benefits | Ross McNicol, Digital Participation Officer, Renfrewshire Council |
| 1020 – 1030 | Spotlight – Digital Champions | Sally Wilkes, Digital Champions Co-Ordinator, OneRen |
| 1030 – 1035 | Spotlight – Digital Champions | Rachel Callaghan, Digital Assistant, Renfrewshire Council |
| 1035 – 1040 | DigiKnowVember 2026 | Ross McNicol,<br>Renfrewshire Council |
| 1040 - 1045 | Members Updates and News to Share | ALL |
| 1045 – 1050 | AOB & Open Discussion | ALL |
| 1100 | Date of next meeting | DigiRen Co-chairs |

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# Welcome to our newest members from

- Johnstone Dementia Friendly Community Group/Still Here
- Alliance Digital Citizen Panel member
- Lead Scotland
- The University of the West of Scotland
- Get Safe Online
- Renfrewshire Foodbank
- Changeworks
- Renfrewshire Council (Connected Communities)
- Caring Hearts
- Renfrewshire Visually Impaired Forum

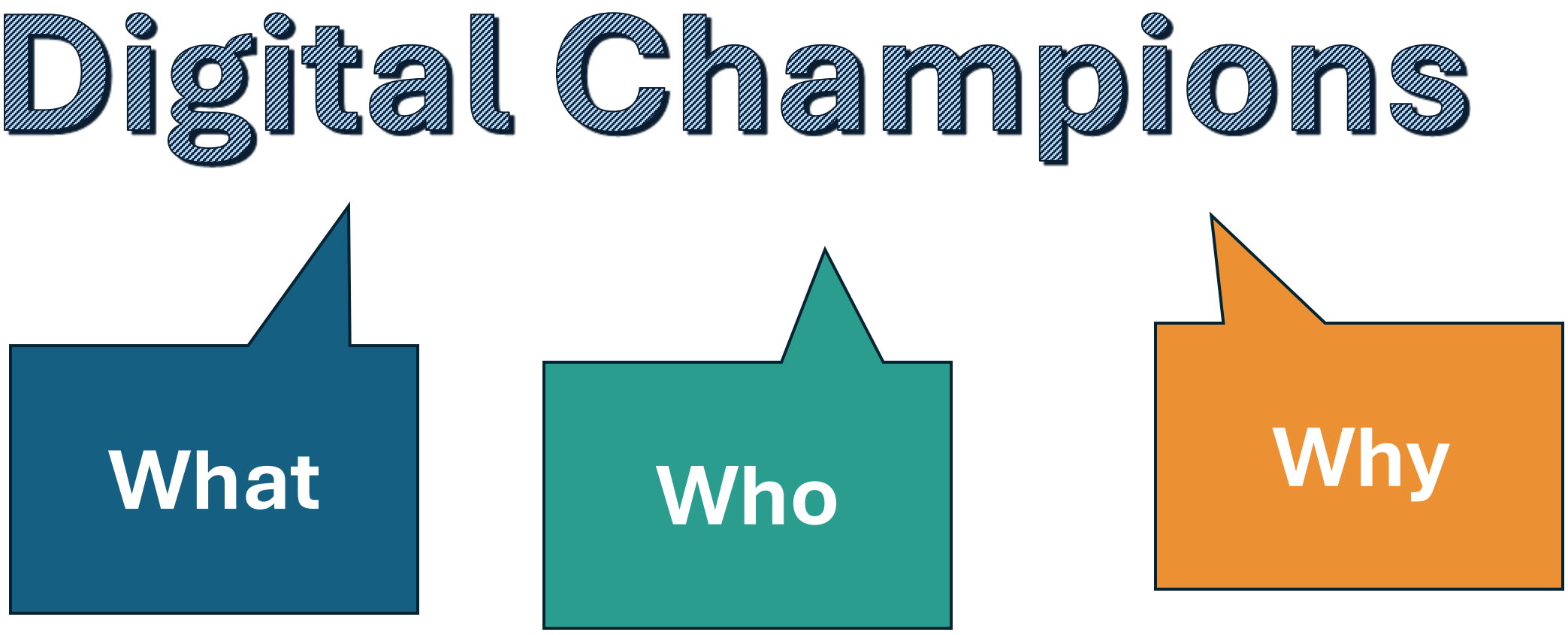



# Spotlight: Digital Champions – An Overview of the requirements and benefits

**Ross McNicol**
**Digital Participation Officer**
**Renfrewshire Council**

1005 - 1020

# Spotlight: Digital Champions – An Overview of the requirements and benefits



# Digital Champion Volunteer Lifecycle




# Stage-by-stage planning ranges

**1. PLANNING & GOVERNANCE**
People: Lead + safeguarding

**2. DESCRIBE THE ROLE**
People: Coordinator + service lead

**3. RECRUIT**
People: 1 coordinator

**4. SELECT & CHECK**
People: Coordinator; PVG if required

**5. INDUCT & TRAIN**
People: Trainer + coordinator

**6. MATCH & LAUNCH**
People: Coordinator / session lead

**7. SUPPORT & DELIVER**
People: 1 lead : 5–10 volunteers

**8. REVIEW, ANALYSIS, NEXT STEPS**
People: Coordinator + service lead

# Budgeting and resource at each stage

## COST

- Volunteer travel and sundries
- Devices, connectivity and software
- Venue, materials and refreshments
- Insurance, checks and training
- Accessibility and contingency

## TIME

- Volunteer participation and training
- Coordinator administration
- Trainer and service-lead input
- Supervision and case discussions
- Monitoring, review and improvement

## PEOPLE

- Named volunteer coordinator
- Safeguarding / protection lead / HR
- Digital skills trainer or mentor
- Session lead or technical escalation
- Service lead for quality and impact

## GOVERNANCE

- Role boundaries and escalation
- Data protection and confidentiality
- Online safety and scam awareness
- Risk, lone working and insurance
- Learner feedback and outcome measures

**Practical baseline: one named coordinator, clear safeguarding escalation, structured induction, regular check-ins and an expenses policy. Increase supervision where volunteers work one-to-one with people who need additional support.**

“Digital Champions are a people-powered approach to digital inclusion, but they require investment.”



# Examples of Public Sector and Third Sector Digital Champion Projects in Scotland

# Public Sector Examples

| Organisation | Model / activity |
|---|---|
| **Scottish Government – Connecting Scotland** | One-to-one Champion support – aim for 4 hours support per person per week. Supported over 6000 people |
| **Renfrewshire Council** | Champion network + dedicated Digital Champion Co-Ordinator and access to training |
| **Highland Council** | Digital First / Champion infrastructure – led by two programme officers over two years |
| **Dundee City Council** | 67 staff Champions; 50 sessions |
| **Aberdeenshire Council** | Large internal Champion community |

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# Charity and Third Sector Examples

| Organisation | Model / activity |
|---|---|
| **SCVO – One Digital** | Champion capacity across third sector – reached out to 600+ organisations |
| **Simon Community Scotland** | Frontline workers as Champions. Wider programme including devices/connectivity for 500 participants |
| **Scottish Refugee Council** | 56 Volunteer Digital Champions |
| **Homeless Network Scotland** | Dedicated Digital Engagement Lead |
| **Age Scotland / partners** | Network and partnership approach |

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# What the Evidence Tells Us

- Digital Champion programmes are **not cost-free** simply because Champions are volunteers or existing employees.
- Direct support can be relatively low-cost when delivered through a **distributed Champion network.**
- **The largest hidden cost is often staff time**: recruitment, training, support, administration and protected delivery time.
- **Dedicated coordination** can make the model sustainable and consistent across multiple services or community locations.
- **Where devices and connectivity are included, programme costs rise substantially**—but the intervention can reach people who otherwise cannot participate.
- Organisations should report both **cash costs and in-kind staff/volunteer time** to show the true resource required.

# Digital Champions – Benefits at a Glance

## Benefits for Organisations

**A more skilled and confident workforce**
98% of confident internet users say being online has saved them time or money.

**Financial and operational benefit**
Closing the workforce digital skills gap could contribute over £23bn annually.

**Greater service reach and uptake**
95% of UK adults are online and 78% use government digital services.

**Stronger partnerships and community connections**
Builds collaboration across public, voluntary and community organisations.

**Innovation and resilience**
Supports ongoing learning, adaptability and future readiness.

## Benefits for Clients, Service Users and Communities

**Builds confidence and independence**
Helps people gain skills and confidence to use technology independently.

**Access to essential services and opportunities**
Supports access to health, benefits, housing, education and employment.

**Improved employability**
Develops essential digital skills needed for work.

**Greater inclusion and reduced isolation**
Users feel more connected to family, friends and services.

**Better health and wellbeing**
Improves access to health information and support.

**More opportunities, choice and control**
Enables fuller participation in modern society.




# Spotlight: Digital Champions

Sally Wilkes
Digital Champions Co-Ordinator
OneRen Libraries

1020 - 1030

# Digital Champions

## @ Renfrewshire Libraries




ONE
REN

# Who are the Digital Champions?

Volunteer Digital Champions can be ***anyone*** with a desire to work with learners to build digital confidence and skills to make the most of the devices they have access to.

- They work alongside staff to promote essential digital Skills to learners.
- Digital Champions are not digital experts; however, they have confidence in their digital skills.
- Digital Champions work with learners in one-to-one or group sessions.

# Digital Champions @ Renfrewshire Libraries

Support offered with the help of our Volunteer team:

- **Digital Skills Drop-In:**

  Drop-in sessions are a space for learners to attend and learn some “quick fixes” digital skills. Learners can also use the session to learn more about the other support on offer as part of the Digital Champions Project.
- **1-2-1 sessions:**

  Bookable 1hr sessions, at a time and library location that suits both the learner and the volunteer. Can be one off or recurring.
- **Databank:**

  We work with Good Things Foundation to distribute free SIMs and mobile data to local people living in data poverty. Eligible customers can access up to 2 years of gifted Data.

# Delivery in 2026
(so far...)

So far, this year, we have...

- Supported **900 Learners** (This includes repeat attendance at Drop ins/Databank and 1-2-1s) across **395 Digital Champion** sessions.
- Helped to Digitally **Upskill 37 Learners** through repeated 1-2-1 sessions (228), across **11 branches.**
- Supported 155 **people** from a low-income household to access Data from the Databank. We have gifted 1284 months of Data this year so far, totalling more than **38.3TB**
- Active team of **16 Committed DC** volunteers (42 since Aug '23) in libraries, who have provided **719.5 hours** of their time this year, bringing the project total to **2897.5hrs**

# Library Team Supervisor

## Feedback

*"The service offered by the Digital Champions has been a great asset to our branch as well as our local community. We have received enquiries from people asking for digital assistance but also recognised people who may benefit from the service by some of their questions: being able to advise them that they can receive help locally, on a 1-2-1basis, and working at their own pace is always well received. In some of our more remote areas, where public transport isn't regular, having a service like this in a community library space means a lot to people who may otherwise be left behind.*

*The Digital Champion service is very well organised, and runs smoothly, meaning it has little impact on the staff within the branch, and does not create any disruption to the day-to-day library service.*

*It is always nice to see a learner leave after a session, smiling and motivated, in some cases offering out hugs to all the staff as they are so happy with how the sessions have gone."*

# Digital Champion Learner

## Feedback

Jane* attends 1-2-1 digital support sessions at one of our library branches.

She was keen to develop her Essential Digital Skills using her Android tablet and, more recently, a mobile phone she received as a gift. Having access to her own devices has enabled her to practise her new skills at home between sessions.

With support from her Digital Champion, Jane has grown in confidence and developed a range of digital skills through our learner led 1-2-1 session . She says she has learned a great deal and now feels much more comfortable engaging with her technology on her own.

*"The help has given me the confidence to try it. If anyone needs to learn how to use their device, I would absolutely recommend the one-to-one sessions. I'm 79 and didn't think I was young enough to pick it up, but the support given is excellent."*




# Spotlight: Digital Champions

**Rachel Callaghan**
**Digital Assistant**
**Renfrewshire Council**

1030 - 1035

# My Experience as a Digital Champion

- Delivering 1-2-1 Digital Champion Support
- Building digital confidence and independence
- Supporting learners at their own pace
- Seeing the real-life impact behind the numbers

**Confidence**
**Trust**
**Independence**

# Learner's Journey

**We started with…**

- Laptop
- Limited Digital Skills
- Low Confidence

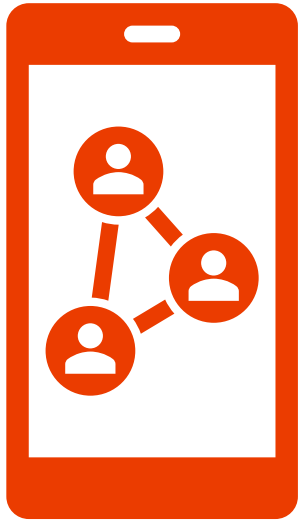
**Our first goals were…**

- Bus apps
- Map apps
- Travel independently

# The Real Outcome

**Digital Skills are the tool.**
**Confidence and independence are the outcome.**

- Travel independently
- Access services online
- Stay connected
- Build confidence
- Participate fully in modern life



ENGAGE
RENFREWSHIRE

Team Kinetic Volunteering Platform

# Free Online Portal for Engage Renfrewshire Members

**Manage volunteers. Promote opportunities. Track impact.**

- Free for all Engage Renfrewshire members
- Manage volunteer recruitment in one place
- Connect directly with volunteers across Renfrewshire
- Advertise locally and nationally
- Designed to save time and simplify volunteer management

ENGAGE
RENFREWSHIRE

# Recruit More Volunteers

TeamKinetic helps organisations:

- Advertise volunteer opportunities online
- Receive volunteer applications directly
- Connect with over 2000 registered local volunteers
- Share opportunities with Volunteer Scotland
- Keep opportunities visible and active

# Benefits

✅ Less administration for you and the volunteer

Volunteers tell us that they like that they only need to register once and then note their interest, rather than filling in dozens of separate applications

✅ Direct communication to potential volunteers

Weekly emails are sent to the 2000 registered volunteers outlining the new opportunities available

# Get Started Today

TeamKinetic is:

- Completely free for Engage Renfrewshire members
- GDPR compliant
- Backed by tutorials, guidance and ongoing support

A simple way to:

📢 Recruit volunteers

📅 Schedule opportunities

🤝 Communicate with volunteers

ENGAGE RENFREWSHIRE

ENGAGE
RENFREWSHIRE

SIGN UP HERE

CONTACT ENGAGE FOR MORE INFORMATION




# DigiKnowVember 2026

Ross McNicol
Renfrewshire Council

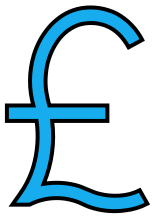
1035 - 1040

# DigiKnowVember - Overview



## WHAT IS IT?

- **Renfrewshire's Digital Inclusion Festival**
- Month of digital activities to promote Digital and Data Inclusion and help build a digitally inclusive Renfrewshire



## HOW MUCH DOES IT COST?

- **Free** - other than people's time



## WHAT'S INVOLVED

- Series of online and offline events
- 1-2-1 | Group sessions
- Volunteering opportunities
- Showcases / webinars
- Signposting



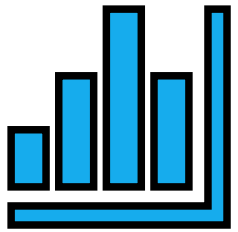
## WHEN

- 2nd – 30th November 2026



## AUDIENCE

- Organisations - delivering digital inclusion
- People - anyone wishing to get online and/or develop their digital skills



## HOW WILL WE MEASURE SUCCESS?

- Number of activities
- Number of people supported
- Quotes / Feedback
  - "Why digital is important to me"

# DigiKnowVember 2026: Timeline

| DESCRIPTION | DEADLINE |
|---|---|
| ~~Issue email re Expression of Interest and attach 2025 Evaluation Report~~ | ~~15 May 2026~~ |
| ~~Expression of Interest Deadline~~ | ~~05 June 2026~~ |
| ~~Issue email asking organisations to provide details of activities~~ | ~~03 July 2026~~ |
| ~~Deadline for organisation to provide details of activities~~ | ~~31 July 2026~~ |
| ~~Draft and finalise Programmes (Online / Offline)~~ | ~~11 September 2026~~ |
| ~~Programmes published on Engage Renfrewshire webpages~~ | ~~02 October 2026~~ |
| Promote programmes via partners | 5-31 October 2026 |
| Deliver Information Sessions | 12-16 October 2026 |
| DigiKnowVember | 02-30 November 2026 |
| Issue Evaluation Feedback | Weekly during November |
| Draft Evaluation Report | 1-11 December 2026 |

# DigiKnowVember 2026: Who is taking part

| | | |
|---|---|---|
| Bridgewater Housing Association | Renfrewshire Adult and Family Learning | Refractive Scotland CIC |
| Mhor Collective | Johnstone Day Care Centre | Roar Connections for Life |
| The Health and Social Care Alliance Scotland | Virgin Money Foundation | Skills Development Scotland |
| Pachedu Multicultural Hub | KLAS CARE CIC | The Wise Group |
| Renfrewshire Libraries / OneRen | Renfrewshire Council | STAR Project |
| DigiRen | Sight Scotland Veterans | Renfrew YMCA |
| West College Scotland | Invest in Renfrewshire | AbilityNet |
| St Vincent's Hospice | Paisley YMCA | Socialudo |
| Active Communities | The Salvation Army Employment Plus | NHS Greater Glasgow and Clyde |
| Finding Your Feet | Business Gateway | Values into Action Scotland |
| Loud n Proud | Renfrewshire Visually Impaired Forum | Ygam |
| Family Fund | COPE Scotland | |

# DigiKnowVember 2026: Early expressions of interest

| Total number of Organisations | 36 |
|---|---|

| Grouping by Themes | |
|---|---|
| Digital Skills | **81** |
| General Digital Inclusion | **56** |
| Health & Wellbeing | **21** |
| Online Safety | **10** |
| Total | 168 |

| Local / National Organisation | |
|---|---|
| Local (Renfrewshire) | **29** |
| National | **7** |
| Total | **36** |

# 👉 Ready to get involved?

## Questions?

## Please email digital-inclusion@renfrewshire.gov.uk




# Members Updates and News to Share

**All**

1045 - 1050

# AOB & Open Discussion

All

1050 - 1055

# Wiping your device




**If you are getting rid of your personal device – you must do two things**

- **Check you have removed or signed out of your account – Google / Apple**
- **Perform a Full Data Wipe – Restore to Factory Settings**

1055-
1059

PUBLIC

# 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 – 11:30~~ | ~~Hybrid~~ |
| ~~Thursday, 08 October 2026~~ | ~~10:00 – 11:00~~ | ~~Online~~ |
| Thursday, 12 November 2026 | 10:00 – 11:30 | Hybrid |
| Thursday, 17 December 2026 | 10:00 – 11:00 | Online |

1100