

DIGITAL ACCESS PROJECT

APPLICANT

J. Benison
www.haddingtoncab.co.uk

TOTAL PROJECT COST

£121,704.37

£72,952.01

Tyne Esk LEADER

£48,527.37

Match Funding

PROJECT AIMS

- Employ one full time and one part time Digital Access Officer who will train advisors to help clients negotiate the emerging online benefits system.
- Purchase equipment necessary for training advisors and clients.
- Produce User Guides and evaluation publications.
- Improve digital access understanding for Citizens Advice Bureau.
- Address inequality in supporting people disadvantaged due to lack of the right digital skill

PROJECT DETAIL

Haddington Citizens Advice Bureau (CAB) provides free, confidential and independent advice to everyone who needs it. This project came about as CAB clients are increasingly having to engage with online benefits systems that get ever more complex.

This project will, over two year, employ one full time and one part time Digital Access Officer who will provide individual help to clients with the need to engage digital services. The client will be helped by training them to use what digital resources they have access to. For example, this can be setting up a access to universal credit or (HMRC) through the client's phone, laptop or library access point. The Digital Access Officer will also engage with communities and people who are self-employed to start or support their digital engagement. User Guides will be published, providing technical and advisory information including digital and online consumer rights.

The Digital Access Project will help people understand their rights and responsibilities and empower them to take action. By supporting people who are disadvantaged due to the lack of digital skills the project helps fight inequality and promotes financial inclusion.



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