




# Digital and financial inclusion: Where to start when supporting others

# How to use this document

These resources have been collated to support you alongside Digital Communities Wales: Digital Confidence, Health and Well-being (DCW) training.

We have included webpages within this document that contain helpful information for supporting others. We have included these as links in this document. Look out for the **pink link symbol**, which you can select with your curser or finger, to open and view the link. 

If you are viewing a printed resource, either type the website address into a web-browser or scan the QR code to open the webpage.

## How to scan a QR code

1. Open your QR code app on your device. On many modern smart phones, this is your camera app.
2. Point the camera at the QR code and ensure all of the code is in the frame.
3. Look at your phone screen to see if a website link has appeared. If it has, touch it with your finger and it will open the website!



# Guidance for supporting older people

At Digital Communities Wales we aim to empower and provide choice to include everyone in Wales with digital skills and support. We have collaborated with the Money and Pensions Service MoneyHelpers team to provide free guidance and relevant signposting to useful online resources to support older people with digital and financial support.

With learning any new digital skill, consider who it is you are helping, and their needs. If you ever require more advice and support helping others to get online, please contact Digital Communities Wales.



# Helping people to get online

You may be in a position to support others to get online. Digital Communities Wales can provide ongoing advice and guidance to organisations and community groups to support them to help others get online.

Please **contact us** for further advice.



 <https://bit.ly/4dlg3RN>

## National Digital Inclusion Network

Digital Communities Wales can provide guidance about the National Digital Inclusion Network, which is coordinated by our partner organisation: **The Good Things Foundation**. Members of this network gain access to the National Databank and National Devicebank, a crucial support network of free access to data and devices for those who need it.




 <https://bit.ly/4e9hl3o>



## Learn My Way

Learn My Way provides bitesize digital skills courses for learners. Visit

 [www.learnmyway.com](http://www.learnmyway.com) to find out more.

# MoneyHelper services

MoneyHelper joins up money and pensions guidance to make it quicker and easier to find the right help. MoneyHelper brings together the support and services of three government-backed financial guidance providers: the Money Advice Service, the Pensions Advisory Service and Pension Wise.



 <https://bit.ly/4gtyTcd>

From the MoneyHelper website's home page, you can navigate to several different topics for further guidance, from guidance for different benefits and everyday money, through to specific tools for pensions or supporting family life.

## Online guides

If you support others, MoneyHelpers has an online service that provides up-to-date guidance documents, whether you are an individual, an organisation or commercial business. You can get in touch with them to discover accessible guide options.



 <https://bit.ly/4dl8Ocm>

# Useful MoneyHelper online tools for older people




## Tools and calculators

The MoneyHelpers website has a useful online tools and calculators landing page, that includes several useful categories for older people.



 <https://bit.ly/3TEJreG>

Tools and calculators that are useful starting points for discussions about finances include:

-  • Pensions calculator - <https://bit.ly/3Bh9Hp6>
-  • Find out your pension type - <https://bit.ly/3zsSFnu>
-  • Find a retirement adviser - <https://bit.ly/4gEcLM8>

## Living on a squeezed income

Advice on how to make your income go further, including information on budgeting, saving money on household bills and much more.



 <https://bit.ly/4eDltsp>

## Bill Prioritiser

The Bill Prioritiser tool can help you to understand and prioritise your bills payments.



 <https://bit.ly/3zmmOVA>



# Pension Wise

Pension Wise is a government service from MoneyHelper that offers free, impartial guidance to over 50s about their defined contribution pension options. No matter how large or small your pension pot may be.



 <https://bit.ly/4eChc8j>

**You will get specialist pension guidance which usually takes up to an hour over the phone or local to you.**

Who can Pension Wise help?

- If you are aged 50 or over
- Want to make sense of your options.
- Have a personal or workplace defined contribution pension



# Get in touch

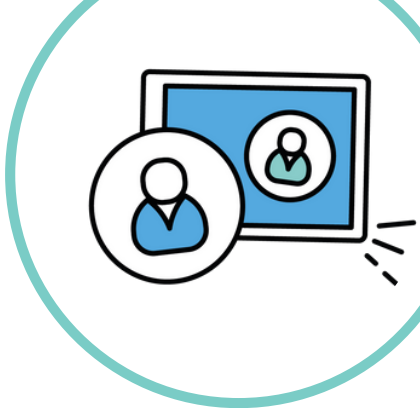
For further support or guidance you can contact Money and Pensions Service. Their contact page listed on their website gives you many different department contact options and routes for getting in touch:

**<https://bit.ly/3ZxkKhI>** 

You can call the following numbers for direct enquiries on these topics:

Money guidance - **0800 138 7777**

Pension guidance - **0800 011 3797**



## Beth nesaf?

I ddysgu mwy am ein cefnogaeth, cysylltwch â ni:



**<https://www.digitalcommunities.gov.wales/cy/cysylltu-a-ni/>** 



**0300 111 5050**

Dewch o hyd i ni ar



Mae Cymunedau Digidol Cymru: Hyder Digidol, Iechyd a Llesiant yn rhaglen gan Lywodraeth Cymru a ddarperir gan Cwmpas. Mae Cwmpas, a elwid gynt yn Ganolfan Cydweithredol Cymru, yn gymdeithas gofrestredig o dan Ddeddf Cymdeithasau Cydweithredol a Chymdeithasau Budd Cymunedol 2014, rhif 24287 R.