




# 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!



# Helping people to get online

You may be in a position to support others to get online. Digital Communities Wales: Digital Confidence, Health and Well-being (DCW) 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

## Everyday money

The MoneyHelpers website has a number of useful tools for supporting you with managing everyday money.



 <http://bit.ly/4ejLjRK>

Within the everyday money section, the **budget planner** is an online calculator that lets you input your incomings and outgoings to help you keep track of where your money is being spent: <https://bit.ly/48vbnry> 

## 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>

# Family and care

Big money decisions often need to be made when looking after family members, expecting a baby, or you've got family problems like illness, divorce or bereavement. Money Helpers have easy to understand guides to help you.



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

There are a number of useful guidance articles relating to family and care including:

- <https://bit.ly/40SY9TF> Becoming a parent:
- <https://bit.ly/3OfNSJZ> Death and bereavement:
- <https://bit.ly/30iJJol> Illness and disability:
- <https://bit.ly/4eF0Ew0> Long term care:
- <https://bit.ly/4eDp3ST> Dealing with debt:



# Managing your health online

Using digital tools to manage your health online is something everyone should be able to benefit from.


In Wales, there are a number of key healthcare websites you can use to manage your health or find out more information about health services.

**NHS 111 Wales** is a great place to start. From here you can find information about different NHS Wales services, and use their online symptom checker service.

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





From the NHS 111 Wales website you can find your **local health board webpage**, which contains NHS service information relevant to your local health board.


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



## Money and health

 NHS 111 Wales information about benefits and support:  
**<https://bit.ly/3ARst6E>**

 Mind provide information about money and mental health:  
**<https://bit.ly/4fBFAb5>**

 Money Helper provide guidance about money problems and mental wellbeing: **<https://bit.ly/3CEh8re>**

# Digital tools to support people with the cost of living

The Welsh Government provides a webpage with support and advice about help with the cost of living:

**<https://www.gov.wales/help-cost-living>** 




The Welsh Government also provides a Discretionary Assistance Fund (DAF) which can provide 2 types of grants for Emergency Assistance Payment (EAP) or Individual Assistance Payment (IAP):

**<https://www.gov.wales/discretionary-assistance-fund-daf>** 

Money Helper provide guidance to help with the cost of living:

**<https://bit.ly/4gYaJFH>** 

You can use the Money Helper website search to find specific guidance topics, such as this article about how to reduce your energy bills: **<https://bit.ly/4k5jgtn>** 

There are many options online to save money or reduce costs. Cashback and comparison websites are popular options for people to compare prices of products such as data, broadband, insurance and other services to find the best deals across different providers.

Marketplace websites and apps can offer opportunities to obtain second-hand items for a low cost or free.



# Get in touch

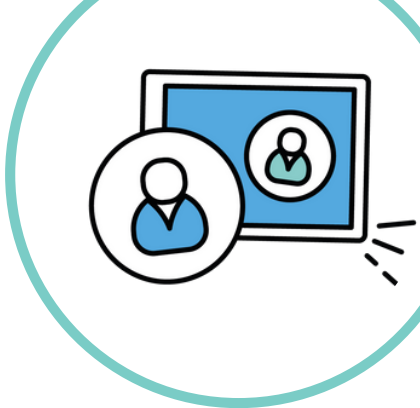
For further support or guidance you can contact Money and Pensions Service. Their contact page listed on their website gives you many different department contact options and routes for getting in touch:

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

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

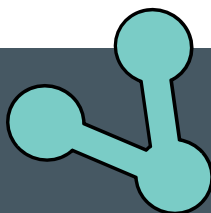
Money guidance - **0800 138 7777**

Pension guidance - **0800 011 3797**



## What next?

To find out more about our support, get in touch:



**[digitalcommunities.gov.wales/contact-us/](https://digitalcommunities.gov.wales/contact-us/)** 



**0300 111 5050**

Find us on



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