The Digital Skills Social Value Outcomes Framework

Social value at work

Social value at home and in the community

Enhanced productivity and profit for employer

Improved financial wellbeing

More connected communities

Improved environmental sensitivity

Enhanced flexibility and resilience in the workforce

Customers get a better service

Workers are more productive

I build and sustain meaningful connections

Others in the community receive more help

I get more out of life – enjoyment or fulfilment

Businesses operate with a lower level of risk

I can collaborate better with others

I am better equipped to help others digitally

I stay in touch with friends, family, or an online community

I manage my money, bills and accounts online

I have more disposable income

I volunteer

I use digital to support daily tasks including commuting and chores

I make more eco-conscious decisions

I save money as I need to travel less

I can do my work more quickly

I can do my work with lower digital risk

I access hobbies and entertainment

I exercise more

I sell goods or services online

Wider social value

These outcomes create social value in work.

Secondary outcomes

My digital confidence and capability benefits me and those around me in my work life.

Primary outcomes

I am more digitally capable and confident in my work life.

The activity

I can do all the problem solving tasks

I can do all the communication tasks

I can do all the being safe and legal online tasks

I can do all the handling information and content tasks

I can do all the transacting tasks

I have the essential digital skills

Primary outcomes

I am more digitally capable and confident in my home life.

Secondary outcomes

My digital confidence and capability benefits me and those around me in my home life.

Wider social value

These outcomes create social value in the community.

I am at a lower risk of burnout

I have the skills to do my current and future roles well

I am less likely to fall for an online scam

I have another income stream

People have more sustainable careers and are better off

I shop online and find better deals and/or access new online shops

I can fit more activities into my day

Better support/care for the vulnerable

Greater satisfaction with my career/work

I can work flexibly in terms of location

I can access formal and informal learning remotely

I can contact services for myself and loved ones

I am less likely to engage in digital piracy

I can protect my loved ones online

I access the support and services I need

I have more sustained employment

I earn more as I am more skilled

My family access the support they need and are less likely to come to harm online

I am less likely to lose money/bear costs to fix my hardware

Staff happier in role and healthier

Combatting online harm and crime

Less pressure on public services

Read the full report, 'The Digital Skills Ripple: How essential digital skills create social value and improve lives', at **www.futuredotnow.uk/social-value**.