

# Workforce Digital Skills Charter FAQs

## 1. What is the purpose of the Workforce Digital Skills Charter?

The Workforce Digital Skills Charter is a shared statement of ambition designed to ensure upskilling the workforce in the essential digital skills is recognised as a critical part of the UK's digital skills challenge. It provides a unified call to action for equipping all members of the workforce, paid or voluntary, with essential digital skills for present and future success.

Its primary goals are to raise awareness of current digital skill levels across the workforce, inspire organisations to take action, and underscore to policymakers the importance of this issue.

In the Summer of 2023 FutureDotNow's [Digital Skills Roadmap](#) set the path for action to close the UK's workforce digital skills gap. The Workforce Digital Skills Charter is the first output from the cross-industry working group focused on building shared ambition as part of the [2024 delivery plan](#).

There are over 40 organisations actively involved with this national change programme, leading and participating in the priority workstreams in the 2024 delivery plan designed to close the workforce digital skills gap. The working group focused on building shared ambition that developed this Charter includes Accenture, BCS the Chartered Institute for IT, the Cabinet Office and Business LDN.

The Workforce Digital Skills Charter is intended as a dynamic document that evolves alongside efforts to close the digital skills gap in the workforce.

## 2. Are any organisations already confirmed as signatories?

Yes. For the Charter to be immediately impactful it needs to be signed by a powerful group of leading organisations. The 40 organisations leading the 2024 delivery plan to close the workforce digital skills gap are priority signatories having helped shape the development of the Charter. CIPD, Cisco, Oliver Wyman, PwC and techUK are among the first round of organisations to sign.

## 3. How do organisations sign the Charter?

Please let FutureDotNow know that you would like to be a signatory to the Charter by emailing Liz Williams ([ceo@futuredotnow.uk](mailto:ceo@futuredotnow.uk)). FutureDotNow will follow up with a document for electronic signature, including authority to use your organisation logo on the Charter which will be public facing.

## 4. Who can 'sign' it?

You should identify the appropriate person from your organisation with autonomy to confirm your signatory status.

## 5. Are there any formal 'reporting' requirements associated with being a Charter signatory?

Not at this stage. As a small charity, FutureDotNow does not have the resources to regularly audit compliance to the Charter.

Signatories will be contacted once per year asking for a summary of how they are demonstrating the three areas of action in the Charter (raising awareness, working together, and empowering their workforce). There are no other formal compliance requirements; we believe that the organisations that join will be passionate and committed to this important cause.

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## 6. How and when will the Charter be launched?

The Charter will be launched as part of the Workforce Digital Skills Summit taking place on Thursday 25 April at the Guildhall, London. [You can register to attend on the FutureDotNow website.](#)

It will be a publicly available document hosted on FutureDotNow website and will be a key asset in the communications strategy for 2024 (there will be opportunities for organisations to become actively involved in this activity).

## 7. How does the Charter sit alongside membership of FutureDotNow and the membership pledge?

FutureDotNow is coordinating the 2024 delivery plan to close the workforce digital skills gap. However, as a statement that captures the intent of industry at large to close the workforce digital skills gap, the Charter is bigger than FutureDotNow.

Organisations do not need to be members of FutureDotNow to be signatories (although clearly this is something we hope will be a natural next step – please see for more information on membership [on the FutureDotNow website](#)). FutureDotNow has a membership pledge that documents the asks of members. This is a separate document that will be reviewed in light of the Charter.

## 8. What is the national change programme mentioned in the Charter? How can I get involved?

In the Summer of 2023 FutureDotNow's [Digital Skills Roadmap](#) set the path for action to close the UK's workforce digital skills gap. It distilled the landscape and imperative into ten recommendations and delivered consensus from industry and policy makers on the best next steps.

Developed with key partners from across industry, government and civil society, the 2024 delivery plan takes the recommendations in the Digital Skills Roadmap to the next level of detail, laying out priority outcomes for the next 12 months and the activity to achieve them.

Across seven priority workstreams, representatives from organisations from across the private, public and third sectors are driving action. Whether as a project team member or an expert advisor, contributing your insights and expertise can make a significant difference.

You can find more information about 2024 delivery plan, including how to get involved [here](#).

## 9. Which organisations are already involved in the 2024 delivery plan to close the workforce digital skills gap?

There are over 40 organisations actively involved with the national change programme to close the workforce digital skills gap, leading and participating in the priority workstreams in the 2024 delivery plan. They include Accenture, the Alan Turing Institute, Amey, Barclays, BCS The Chartered Institute for IT, The Behavioural Insights Team, Cabinet Office, CAST, Cisco, Business LDN, City and Guilds, The City of London, CompTIA, Cornwall Council, Cosmic, Deloitte, Department for Education, Department for Science Innovation and Technology, Dorset Council, Good Things Foundation, Institute of Coding, ISS, Johnson Matthey, Lancashire Enterprise Partnership, Leeds City Council, Lloyds Banking Group, Marks and Spencer, Nationwide, NHS England, NHS Scotland, Nominet, Oliver Wyman, PWC, Tech London Advocates, techUK, UFI VocTech Trust and Upskill Digital.

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## 10. How will we know if we've been successful individually and collectively?

No one size will fit all when it comes to measuring progress given there will be a range of organisations that sign up to the Charter, from multi-national corporate institutions to local not-for-profits, each with very different means and workforce needs.

Currently, the Consumer Digital Index published by Lloyds Bank annually is the only measure of progress available. In 2023, 54% percent of the workforce couldn't complete all 20 tasks deemed essential for work, an increase of 5% on 2022.

The 2024 delivery plan includes a workstream focused on how organisations can assess the need for essential digital skills in their workforce and the current level of digital capability in their organisation (their baseline measure of internal digital skills based on responses from individuals in their workforce).

The aspiration is that over time this will enable the development of a more comprehensive national benchmark – a UK digital capability and confidence index – but this is subject to funding and resourcing. [Please get in touch](#) if you would like to know more/get involved with this work.

## 11. What is FutureDotNow and how are they funded?

FutureDotNow is the UK's leading authority on workforce digital skills. Our ambition is for the UK workforce to be digitally capable and confident, with all working age adults equipped with the digital essentials they need for work today and to prosper in our digital future. Core to our mission is influencing business action, public policy and individual behaviour, all with the aim of accelerating long-term progress for the public benefit. We have over 200 members who share learnings and resources, support each other and take action to accelerate the digital upskilling of their employees, customers and wider community.

As a charity, FutureDotNow is primarily funded by a community of strategic partners. They include Accenture, Amey, Barclays, City and Guilds, the City of London, Deloitte, Johnson Matthey, Marks and Spencer, NHS England, Nominet, Oliver Wyman, PWC, and Ufi VocTech Trust. If you'd like to find out more about how you can support FutureDotNow's work, please contact CEO Liz Williams MBE, ([ceo@futuredotnow.uk](mailto:ceo@futuredotnow.uk)).