INFORMATION PACK

Workforce Digital Skills Charter

Uniting business to tackle the essential digital skills gap in the UK workforce

SUMMER 2025

About FutureDotNow

Over half of UK working-age adults – c.21 million people – cannot perform the digital tasks that are vital for today's workplace[1].

These are basic skills such as checking payslips online, setting secure passwords or using productivity tools.

This challenge impacts every sector, region and age group, including high earners, those with high levels of education and young people.

FutureDotNow is a coalition of industry leaders focused on closing the digital skills gap for working age adults.

We're coordinating industry action to equip people across the UK with the essential digital skills they need to thrive in work today and prepare for our digital future.

In 2024, FutureDotNow was awarded the Tech Impact Award for Promoting Digital Skills (non-profit).

Find out more about FutureDotNow, essential digital skills and the scale of the skills gap on our website.



[1] Lloyds Bank 2025 Consumer Digital Index

The essential digital skills gap



of the workforce unable to do all 20 tasks essential for work (c. 21 million people)

The three digital tasks most workers can't do

Problem solving	Safe & legal online	Transacting
USE PRODUCTIVITY TOOLS	SET PRIVACY SETTINGS	SET UP AND MANAGE AN ONLINE ACCOUNT
29%	23%	22%

Those most at risk from being left behind

PART TIME WORKERS

65% cannot do all 20 tasks

vs. 47% of full-time workers

WITHOUT FORMAL QUALIFICATIONS

82% cannot do all 20 tasks

vs. 69% those with GCSE and 43% of those with a degree

CONSTRUCTION SECTOR

65% cannot do all 20 tasks

vs. 20% tech sector

WITH IMPAIRMENT(S)

62% cannot do all 20 tasks

vs. 48% of those without an impairment

All data from the Lloyds Bank 2024 Consumer Digital Index

What is the Workforce Digital Skills Charter?

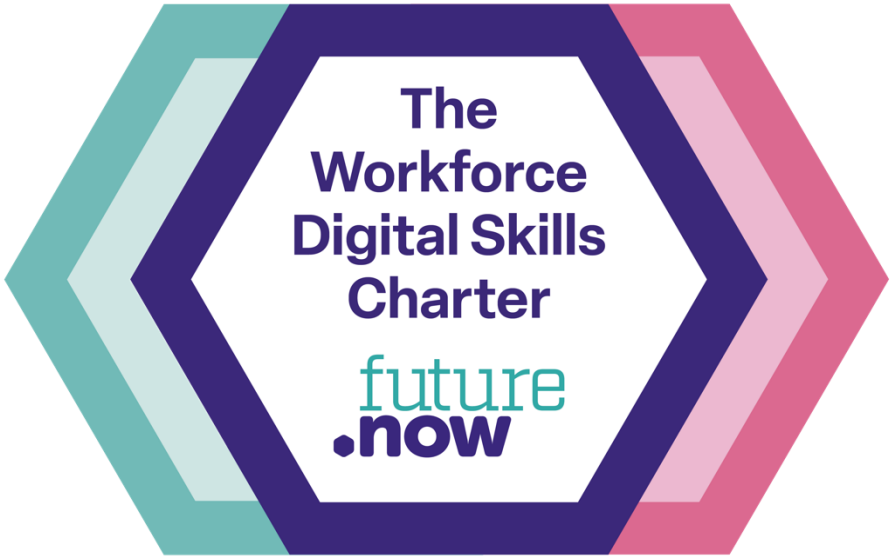
The Workforce Digital Skills Charter is a shared statement of ambition, designed to ensure upskilling the workforce in the essential digital skills is recognised as a critical part of the UK's digital skills challenge.

It's a rallying cry for concerted and focused action to close the essential digital skills gap in the UK workforce.

The Charter represents a public commitment to take action, both individually and collectively, to build a future-fit, digitally confident workforce.

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

Together, we can drive change at a greater pace and close the workforce digital skills gap for the benefit of us all.



The text of the Workforce Digital Skills Charter

As leaders and employers from across business, government, and civil society, we're on a mission to supercharge workforce essential digital skills.

Closing the workforce digital skills gap is not just a problem to solve, it's an opportunity to realise.

The rapid rise of artificial intelligence (AI) adds urgency. A digitally capable workforce will secure economic opportunities for all and ensure the UK keeps pace with the rest of the world. It will also fortify against cyber threats, reducing risks for individuals and organisations alike.

Everyone in the UK workforce, whether paid or voluntary, must be supported to build the essential digital skills they need to prosper in work now and in the future.

Our society and economy cannot digitally transform without a digitally confident and capable workforce. Digital technology doesn't deliver change or guarantee productivity. That comes from good design and great adoption; people using technology effectively.

Rising to the challenge

We're coming together to play our part and drive action to close this essential digital skills gap. This includes using a consistent framework, pooling resources, and driving at ambitious targets.

Join us as we commit to:

1. Raising awareness of the essential digital skills gap in the workforce and the opportunity to be realised through concerted action.
2. Working together as part of a national change program to supercharge action on workforce digital skills.
3. Empowering people of working age to build-solid digital foundations.

Join our growing movement

We're breaking out of silos and uniting to build a future-fit, digitally confident, workforce. Together we already have a reach of millions through our employees, volunteers, supply chains and customers. We can drive change at even greater pace with you alongside.

How to sign the Workforce Digital Skills Charter

The Charter is free and to sign and takes less than 5 minutes – we timed it!

There are no formal compliance requirements – we believe the organisations that sign will be passionate and committed to this important cause.

Before signing, please ensure you have the necessary approvals within your organisation.

After you've signed, we'll be in touch to welcome you to the FutureDotNow coalition, send you some useful information and find out how you'd like to get more involved.

As a Charter signatory, you'll receive:

1. Social media assets and key messages so you can share your signatory status with your networks across all channels
2. Breakdowns of proven approaches to essential digital skills training to help you start or progress the upskilling in your organisation
3. Stakeholder personas to help you with targeted influencing and engagement
4. Our *Colleague Self-Assessment Guide* to help you baseline the levels of digital confidence in your organisation

Sign the Workforce Digital Skills Charter today

Did you know?
During testing, more than **4,000 workers** measured their digital confidence using our self-assessment tool during pilot testing. **9/10** reported that they were more motivated to improve their skills.

Join the movement today

By signing the Workforce Digital Skills Charter, these organisations are among those committing to help build a future-fit, digitally confident workforce

accenture
The Alan Turing Institute
Amey
AND Digital
BARCLAYS
bcs The Chartered Institute for IT
be the business
BOUYGUES UK
BT Group
BUSINESS LDN
CIPD
CISCO
City & Guilds
CITY OF LONDON
community
The co-operative bank
Deloitte.
Good Things Foundation
LLOYDS BANK
Microsoft
nationwide
NCFE
NOMINET
OliverWyman
pwc
salesforce
Sunderland City Council
techUK
Travis Perkins
ufi VocTech Trust

Promoted by government

Government's Digital Inclusion Action Plan: First Steps, February 2025:

*"We will explore working with the private and third sectors, Skills England and others to increase employer investment in digital skills **and promote the Workforce Digital Skills Charter** amongst private and third sector stakeholders."*

Fulfilling your Charter commitments

Here are some ways in which you play their role in closing the workforce digital skills gap

Raise awareness of the workforce essential digital skills gap

Spread the word

Use FutureDotNow resources to make the essential digital skills gap part of your key messages at events, in briefings, or in conversation with colleagues and peers.

Grow the coalition

Encourage other organisations in your networks (e.g. clients, supply chains etc) to sign the Workforce Digital Skills Charter.

Work together to supercharge action as part of a national change programme

Join FutureDotNow's national change programme

Join cross-sector leaders and experts driving specific action to close the workforce digital skills gap.

Find out more

Share best practice

Work with FutureDotNow to tell your story – what have you learned about upskilling the workforce and what impact has it had?

Empower people of working age to build solid digital foundations

Become a FutureDotNow Member

Our members gain access to exclusive resources and events to help improve the digital skills of the workforce.

Find our more

You can find out how some of our coalition members are already improving workforce digital capability and confidence, and what they're learning along the way, on our website.

FAQs

Are there 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. There are no other formal compliance requirements; we believe that the organisations that sign will be passionate and committed to this important cause.

When was the Charter launched?
The Charter was launched to key stakeholders and partners at the Workforce Digital Skills Summit on Thursday 25 April 2024.

Which organisations are behind the development of the Charter?
The Charter was developed as part of the 2024 delivery plan to close the workforce digital skill gap, coordinated by FutureDotNow.

There were over 40 organisations actively involved with this national change programme to close the workforce digital skills gap, you can see a full list on our website.

Who else has signed the Charter?
As of the start of 2025, around 180 leading, cross-sector organisations are Charter signatories, but we expect this number to grow quickly in the year ahead. You see an up-to-date list of signatories here.

Visit our website for a full list of FAQs

For further information, please email hello@futuredotnow.uk

Or arrange a meeting with our Partnerships Manager - Meet with Rich Burn

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