

Conseillers Numériques France Services

Digital Inclusion · Good practice · France

Quality score: 92/100

Evidence strength: Descriptive / self-reported

Summary

French national programme deploying 4,000 digital advisors in France Services centres and community spaces to support citizens with low digital skills; €200M investment; 97% of users felt they progressed; 43% aged over 70; 93% completed tasks they could not do before.

Key dimensions

Dimension	Score
Innovation level	3/5
Sustainability (ongoing)	1/1
Evaluation evidence	1/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-06-21

[Agence Nationale de la Cohésion des Territoires \(ANCT\)](#) — accessed 2026-06-21

[ANCT/Société Numérique evaluation report](#) — accessed 2026-06-21

[Acteurs Publics analysis \(independent policy press\)](#) — accessed 2026-06-21

[Banque des Territoires overview](#) — accessed 2026-06-21

Cite this — Evidoria. *Conseillers Numériques France Services*. Persistent ID: 8594d972-b307-4b0d-8d5c-666c82889445.