

Digital Money Coaching

Digital Inclusion · Good practice · United Kingdom · Regional

Quality score: 52/100

Evidence strength: Observational / pre–post

Summary

The digital money coach service tested a new volunteer role to support clients to embed financially capable habits and behaviours, and improve their digital capability. The project ran for a period of 12 months until the end of March 2016 and 5 local Citizens Advice took part: Ar

Key dimensions

Dimension	Score
Innovation level	3/5
Sustainability (ongoing)	0/1
Evaluation evidence	0/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by MEDICI consortium

Data sources

[MEDICI / Digital Inclusion Atlas](#) — accessed 2026-06-14

[Practice website](#) — accessed 2026-06-14

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