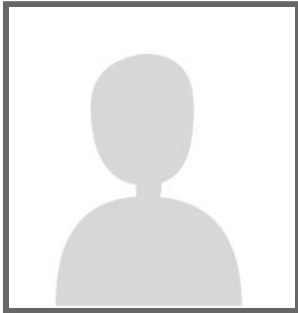


# Persona

*No access to computers or the internet*



**Name:**

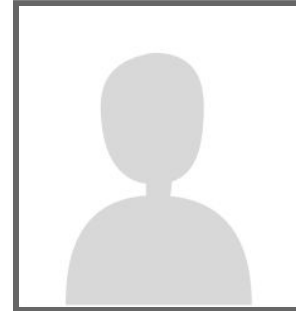
**Confidence with digital:**

**Background:**

**Barriers:**

# Persona

*English is their second language*



**Name:**

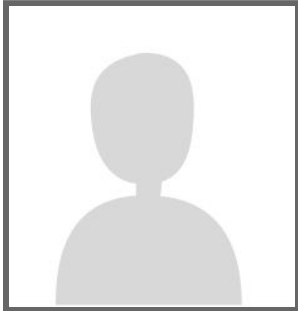
**Confidence with digital:**

**Background:**

**Barriers:**

# Persona

*Needs help completing the application*



**Name:**

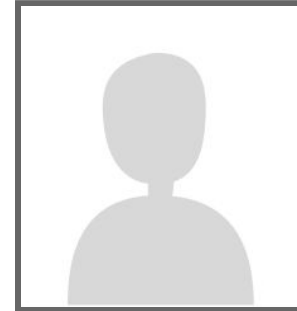
**Confidence with digital:**

**Background:**

**Barriers:**

# Persona

*Wants to know more about Universal Credit*



**Name:**

**Confidence with digital:**

**Background:**

**Barriers:**