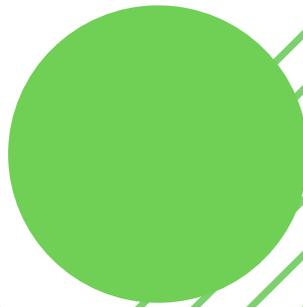


# DIGITAL INCLUSION PROJECT



# ABOUT US

## Fulham Good Neighbours

supports mainly older people including those with dementia, with practical tasks at home such as basic DIY, gardening and decorating.

We run a Good Neighbour Scheme which enables us to do what any good neighbour would: collect medication, escort to appointments, accompany shopping and take care of pets to name just a few of our free services. We also run a dedicated Befriending service, the Digital Inclusion Project and a range of activities and social clubs aiming to help beat isolation and loneliness.



# THE DIGITAL INCLUSION PROJECT

The Digital Inclusion Project with Fulham Good Neighbours was piloted from April 2018 to March 2019, thanks to the generous support and funding from The National Lottery Community Fund, People's Postcode Lottery, LBHF and Coop.

The project connects skilled volunteers with housebound older people in Fulham, introducing them to exciting technological resources. The individually tailored sessions develop older people's confidence, self-esteem and support them to increase their social connectivity, tackle isolation and maintain their independence at home for longer.

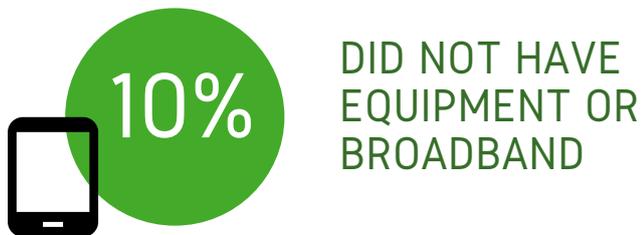
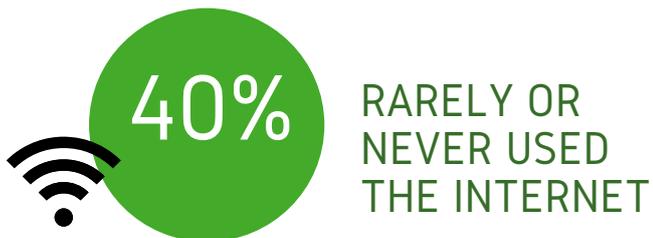
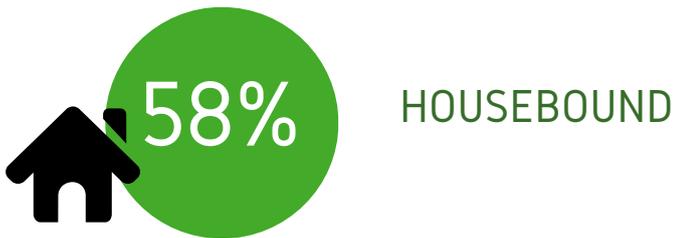
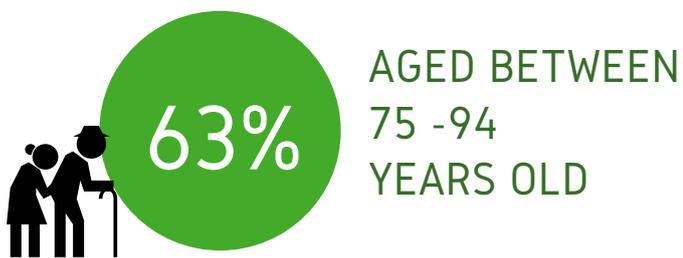
Our Digital Skills Volunteers assist older people on a one-to-one basis to learn to use any type of device they are interested in such as: laptops, tablets or smartphones. For those not able/not ready to obtain their own devices, we secured equipment that the volunteers can take for the visits and start the learning process.

There is no set limit to the number of visits to the beneficiary and no set curriculum. This enables each beneficiary to choose how much or how little they wish to learn.



# THE FIGURES

## FROM THE BENEFICIARIES



## TOTAL NUMBERS



# DIGITAL SKILLS ADDRESSED



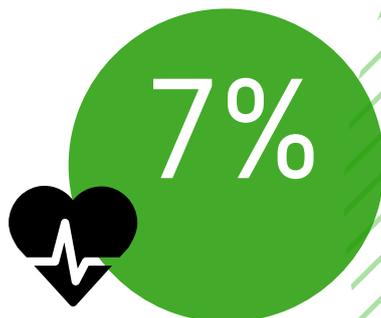
CONNECTING WITH FRIENDS AND FAMILY



FIND INFORMATION ONLINE



MANAGING AND SAVING MONEY



MANAGING HEALTH

# BETH'S STORY

Beth\*, who is 86 years old and housebound, recently relocated back to Fulham after a few years living abroad. After being discharged from hospital, she was referred to our Digital Inclusion project for support with online shopping, which she was relying on to get her everyday groceries delivered.

Beth used to do online shopping, but after moving abroad she stopped doing this and she has now lost her passwords and some of the know how of using the Internet. With the support of our Digital Skills Volunteer, Beth was able to regain access to her online accounts and resume grocery shopping online.

But the best thing of all, Beth was able to get back in touch with her brother in New Zealand via email, after more than two years without any news from him.



“The last email message I could find from him was from November 2016. So, I phoned and left a message. The thing is, I have to ring very early in the morning or late at night. I remember a lot of things now, since the volunteer’s visit. I know I can type a question into a white box, like ‘how old is the queen?’, ‘Who is the tallest man?’... So, I could type ‘time in New Zealand’ and know then when to call him.

The volunteer was very helpful, beyond what anyone can expect.”

\*The name of the client has been changed for confidentiality reasons. Photo for illustrative purpose only.

# HAZEL'S STORY

Hazel\* is 72 years old, she recently moved to Fulham, where she did not know anyone. She is housebound due to long term ill health and also is a single parent acting as the main carer for her disabled daughter. The home lessons offered by the Digital Inclusion Project suited Hazel, due to her limited mobility and responsibilities as a carer.

Since starting the Digital Inclusion lessons, Hazel has had over twenty visits from our Digital Skills Volunteers. She started her lessons by choosing to learn how to use her iPad. Hazel learnt how to switch it on and off and how to navigate between apps. She proceeded to learn how to use her email, how to make purchases on Amazon and Waitrose and how to print by using Airprint. Once she gained more self-confidence, she decided to learn how to manage her bills online. So With some help from the volunteer, she set up an account with a new electricity provider.

Hazel then proceeded to learn how to make the most of her smartphone by learning to manage her contacts, to add and remove apps and how to communicate via WhatsApp. She is now able to get in touch with family and friends abroad.

Furthermore, Hazel is able to take advantage of technology and enjoy things she likes such as: ordering her favourite dishes directly from restaurants by using Just Eat and Deliveroo or buying presents for her daughter.

“Thank you! The volunteer was wonderful! I do not know where she gets the patience. It was lovely.”

\*The name of the client has been changed for confidentiality reasons. Photo for illustrative purpose only.



# CECIL'S STORY

Cecil\* is 71 years old, he rarely goes out, mostly to regular hospital appointments where he receives physiotherapy to help him deal with severe pain in his legs. Apart from his carer who visits for one hour everyday, he does not have any social contact and often feels isolated. Cecil used to work in an office but he retired before computers were widely used, yet he always wanted to learn how to use them. He did not own a computer, but he wanted to give it a go and see if he could learn.

The Digital Inclusion Volunteers visited Cecil and brought a tablet and a dongle with them during the visits. At first, Cecil learnt about using Android tablets and apps and became interested in learning how to write letters and print address labels. He also decided to start learning how to use his smartphone. In the following sessions, Cecil learned how to reply to messages on his phone and how to be safe online.

Becoming more self-confident and encouraged by the progress he was making, he secured a second hand computer from a family member. The volunteers helped him upgrade his broadband contract and connect the computer to the Internet to set up his email account.

He is now able to look for apps on the phone, use the web browser and map function and email his family and friends.



\*The name of the client has been changed for confidentiality reasons. Photo for illustrative purpose only.

# VOLUNTEER STORY

“I was searching for volunteering opportunities in the London area last summer to help fill my spare time and I came across the Digital Skills Inclusion volunteering project and it looked super interesting.

The main thing that I enjoy about being a digital skills inclusion volunteer is helping people and therefore positively making a difference to their lives. I enjoy teaching in a relaxed environment, forming great relationships with the people I work with and learning more about them as people, beyond teaching them how to use technology.

I also enjoy volunteering on this project as a break away from studying and other stresses of daily life, it's something different which is great. The growth in confidence in the people I work with from the very first session is amazing, and they gradually become more certain of their abilities and comfortable in doing things on their own. Sometimes, it takes a few times for them to understand how to do something, for example, how to print, or they forget things, however with constant practice little and often they improve and therefore become more confident.

Volunteering on this project has also made me a more confident person and a better communicator, through teaching and sharing my knowledge with the people who I work with.”

Sydney, 21 years old



# FURTHER FEEDBACK

“At first, I was afraid [the volunteer] will come and say ‘I already showed you that!’ But no, not at all, he is very patient, very nice. He comes in, we have a cup of tea, he brings everything with him and gives it to me, ‘Switch it on’, he says, I press the button on the side and it comes on. It’s like magic! You press a button, three little lights come on and that’s it! Where it all comes from, I don’t know, there are no wires or anything. Last time, I could look at the train times.” CD, 91 years old

“The volunteer is marvellous, he’s very good. And he seems to enjoy coming as well. Who knows, I might even learn how to do it eventually!” DJ, 81 years old

“I am quite excited now about what I can do with the computer. It’s opened up a new World for me! Now I can order anything I want. And this is just Sainsbury’s I’m talking about. But I could buy clothes next time, anything really. For someone like me, who is housebound... It’s lovely, I’m delighted!” TR, 89 years old

“The volunteer was very helpful and such a relief. He was getting stuck with things as he was showing me and I thought that was such a relief. ‘It’s not just me’, I told him, ‘you get stuck with it too!’ Because it can get scary sometimes, press this and that, you don’t want to break anything.” MF, 73 years old

“[I enjoyed] Having one to one meetings at home at the time most suitable for me. The volunteer was excellent and went through everything I wanted to find out about my computer.” PY, 75 years old

# CONTACT US



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