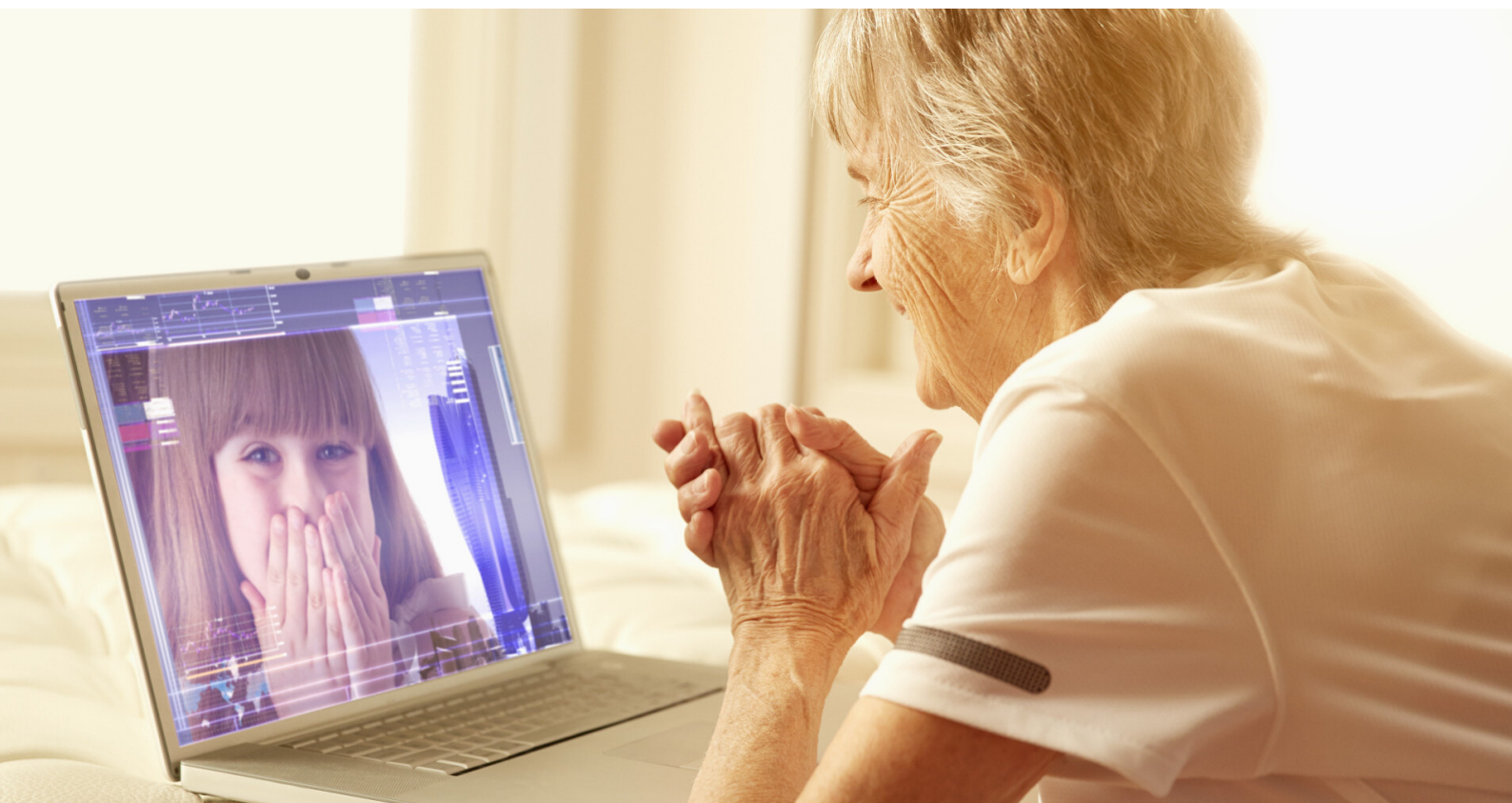


FULHAM GOOD NEIGHBOURS

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# DIGITAL INCLUSION PROJECT

*Year 2 - Impact Report  
April 2019 - March 2020*



# OVERVIEW



- **About the project**
- **How do we help**
- **Digital Inclusion and Covid-19**
- **The figures**
- **Details**
- **Faye's Story**

# ABOUT THE PROJECT

The Digital Inclusion Project with Fulham Good Neighbours started in April 2018. It benefited between April 2019 and March 2020 from the generous support and funding from the ExPat Foundation, TNLF Awards for All, Charles Hayward Foundation, The Albert Hunt Trust, The Edward Gostling Foundation and the Florence Cohen Charitable Trust.

The project has proved to be very popular and the demand for digital support is ongoing. We will therefore continue to run the project for our beneficiaries and local older residents, aiming to support local housebound older people, promote digital inclusion and increase social connectivity.

The project connects skilled volunteers with housebound older people in Fulham, introducing the older generation to exciting and useful 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.

*"Very interesting. He (the volunteer) helped find some information I needed and told me I shouldn't be doing some things. Very pleasant, I would recommend the one-to-one visits, absolutely."*

**BD, 73 years old  
July 2019**

# HOW DO WE HELP?

Our Digital Skills Volunteers assist older people on a one-to-one basis to learn to use laptops, tablets, smartphones and the Internet. This year for the first time we also introduced older people to Amazon Alexa and the concept of smart homes.

The volunteer offer practical personalised support, but at the same time they befriend the older person, address issues of loneliness.

*"The volunteer is very good, very nice guy. I've only seen him twice but I'm very happy. I was thinking to ask him if he can help me with the phone also. But that will come later on, the computer is more important. "*

**JM, 76 years old  
November 2019**

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, but also allows a match to focus on increased social contact and developing a friendly, positive relationship.

This aspect of the project allowed the matches to continue even after, due to Covid-19, the volunteer visits had to be temporarily postponed. Seven matches continued to have weekly contact via telephone to provide both emotional and practical support to the older people who were shielding from the pandemic.

# DIGITAL INCLUSION AND COVID-19

On the 16th March 2020, at the advice of the UK Government, Fulham Good Neighbours took the difficult decision to stop all 1-2-1 visits in order to protect the health and wellbeing of the older people and volunteers during the Covid-19 pandemic. As both volunteers and older people are now either self-isolating or social distancing, the need for support in addressing isolation and loneliness increased.



***Social distancing is making the issue of digital inclusion more acute than ever.***

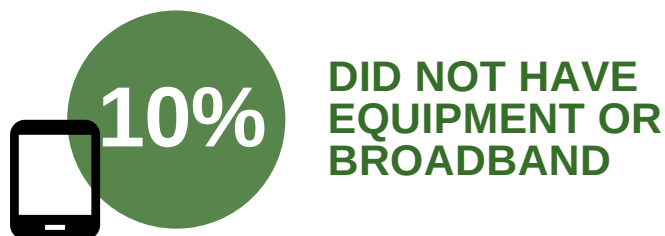
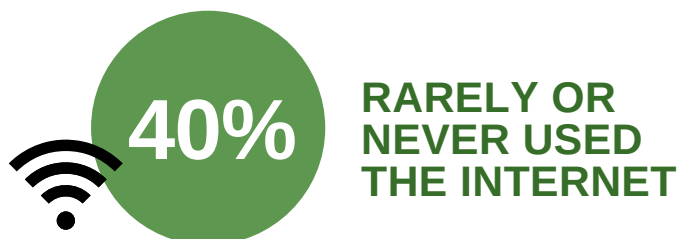
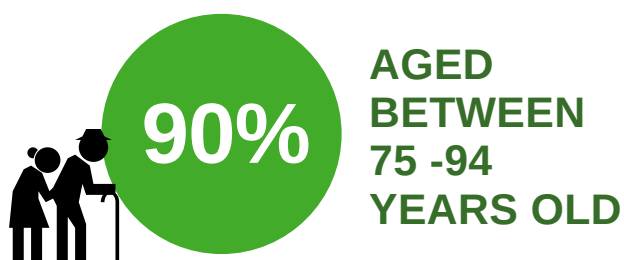
Therefore, most of our matches became focused on wellbeing and support via Telephone Befriending, with seven Digital Inclusion matches continuing their interaction and support with weekly check-in and chat phone calls. Moreover, some of the Digital Inclusion volunteers are now also supporting beneficiaries with technical issues like installing Skype or using Zoom to join our online groups for Art Classes and Chair-Based exercise.

*"I was trying to get it (Skype) to work and luckily enough guess who should call? The volunteer knew just what to do, she stayed on the phone and got it going. Now, I can join the trainer for the Chair Based Exercise class online."*

**NB, 83 years old  
March 2020**

# THE FIGURES

## FROM THE BENEFICIARIES



## TOTAL NUMBERS



Fulham  
Good Neighbours

# DETAILS ON OUR...

## BENEFICIARIES

**21** JOINED IN YEAR 2



**4** CONTINUING FROM YEAR 1



**7** RETURNING FROM YEAR 1 WITH NEW REQUESTS



## VOLUNTEERS

**14** JOINED IN YEAR 2



**6** CONTINUING FROM YEAR 1



**13** EXITED THE PROJECT



The project is attracting new beneficiaries and volunteers, while at the same time continuing to support those who not only enjoy learning but also have developed an enduring relationship with their matched volunteers.

The project has had a lasting impact in forming social connections between beneficiaries and volunteers and seven matched continue the support via Telephone Befriending. The project coordinator is offering the service to all Digital Inclusion beneficiaries until the Covid-19 pandemic is solved.

*"The volunteer is very patient. I made him sandwiches because he was here for two hours, showing me things. I look up everything now, any word you put in (to Google) and it finds it. It's like a dictionary. I learned a lot."*

**AB, 84 years old  
February 2020**



**Fulham**  
Good Neighbours

\*Faye is 83 years old and she has lived in Fulham for over 30 years. Her daughter lives outside London and they stay in touch regularly over the phone. It was Faye's family who give her a tablet as a present. Though she was grateful, Faye admitted that she did not use the tablet much and she was not quite sure how to use it or what to use it for.

After noticing other people use the tablet to show videos and photos at the social clubs she attended, Faye decided to meet with a Digital Skills volunteer and learn more about what she can do with a tablet. She started receiving a volunteer's visit once a month and began to learn how to do online shopping by creating an account with Marks & Spencer. As Faye got to know the volunteer, she was happy to see that: *"she doesn't make you feel silly or pressing this and pressing that. She takes her time when showing me things and writing things down for me to look at when she is gone. She is very nice. She is coming again on Monday, we are taking it slow and looking at one thing at a time."*

Soon Faye discovered an interest in learning more and decided to meet the volunteer fortnightly. As the visits progressed, her self-confidence increased and the relationship with the volunteer developed:

*"We really get on quite well. She is never in a rush and takes her time to explain. I got Google maps now, I take pictures and we just chat about everyday things."*

After the Covid-19 pandemic reached London, Faye had to self-isolate and so did the volunteer. The one-to-one visits had to be postponed until further notice. Faye received daily calls from her family, but she could not attend any social clubs or meet her friends. The volunteer continued to call Faye every week to check-in and chat. During one of the calls Faye told her that she would be interested to join the new Chair Based Exercise Group online, she therefore helped Faye over the phone, and set up her online account. Faye is delighted to be able to join the light exercise and a catch up with the group.

As London continues to be in lockdown, the volunteer can not visit Faye anymore, but she, like most of the Digital Skills volunteers, is happy to call, chat and offer emotional and practical support over the phone.

\*The name of the client has been changed for confidentiality reasons.



# CONTACT US



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