

DIGITAL INCLUSION PROJECT

*Year 2 - Interim Report
April - September 2019*



ABOUT THE PROJECT

The Digital Inclusion Project with Fulham Good Neighbours was piloted in April 2018 and is now running until March 2020, thanks to 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 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 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 enjoy helping and making a difference to peoples' lives.

They 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.

"I understand how off-putting new technology can be, especially when it seems like everyone else around you can just pick it up. I would like to help less confident people to navigate new technologies so they can make the most out of them."

***ML, Digital Skills Volunteer
June 2019***

"The volunteer, he is so good! I can ask him all my questions. I think when I am done with evreything, I might still see him just once or twice a month."

***SF, 79 years old
August 2019***

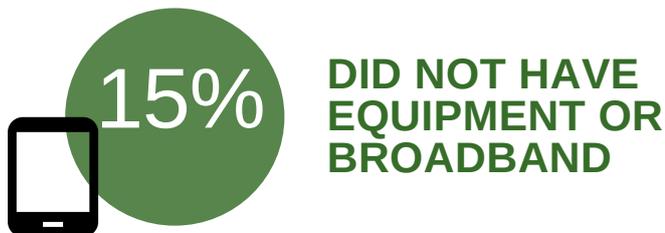
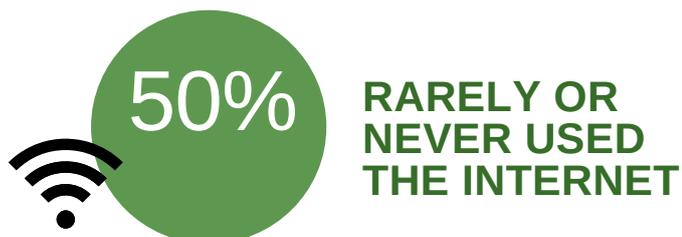
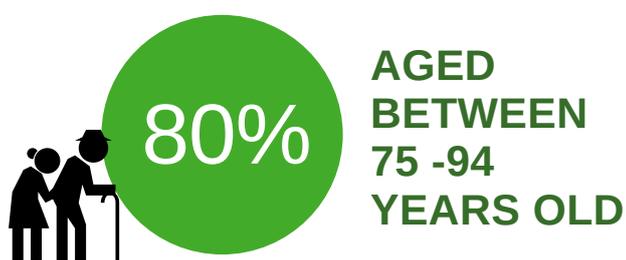
There is no set limit to the number of visits to the beneficiary and no set curriculum. This enables each beneficiary to choose how much or how little they wish to learn, but also benefit from increased social contact through our volunteers.



Fulham
Good Neighbours

THE FIGURES

FROM THE BENEFICIARIES



TOTAL NUMBERS



Fulham
Good Neighbours

DETAILS ON OUR...

BENEFICIARIES



VOLUNTEERS



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 volunteer. The long-term matches go to prove the impact the project is having on forming social connections both for the beneficiaries and the volunteers.

"I saw the volunteer last night. It has been a while, she was busy and I was busy. But it was good to see her. We get along well. She is like one of my nieces."

CP, 81 years old
August 2019

AILEEN'S STORY

*Aileen has great sense of humour, her warm smile and the fondness with which she talks about her childhood town, is what stays with us after our first meeting. At 89 years of age, she is only mobile around the house. Her daughter and family live abroad and she has been increasingly lonely since the passing of her husband last winter.

Having heard about it from her family and friends, Aileen decided to give technology and the Internet a go. Although she has never used it before and she does not own a smart device, she is curious and determined to try. She started her lessons by meeting our volunteer, who visits regularly since April 2019 and brings a tablet and a dongle with her to the sessions. Since that first meeting, Aileen learnt to use a tablet, go on Google Maps, do online shopping, created an email account and got in touch with family abroad.



"It's fantastic, she is a brilliant teacher. We sent an email to my daughter in Australia. I did not tell her, I'm on the Internet. It went to my granddaughter, on her iPad, that's where my daughter has her email. They were shocked. They did not expect it.

I wanted it to be a surprise!

It will be my daughter's birthday on Friday; I am sending her another email. She will see it with my granddaughter and know I am thinking about her."

Our volunteer also enjoys Aileen's jovial nature, as well as being able to see immediately the impact of her visits:

"We searched the village where she has come from. It was very rewarding to hear her mention that to her it felt like a miracle to be able to go back to her hometown through the app".

Going forward, Aileen is keen to continue her lessons and enjoys the meetings with our volunteer.

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

CONTACT US



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