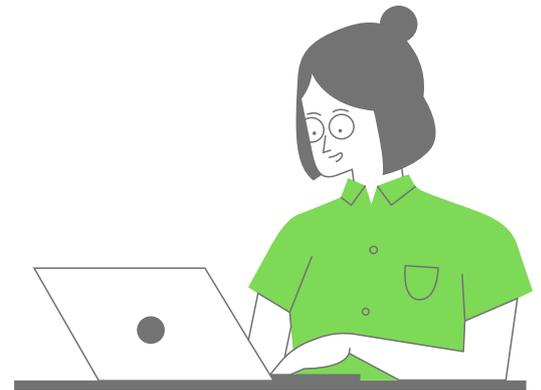


DIGITAL INCLUSION PROJECT

YEAR 4 - INTERIM REPORT
APRIL - SEPTEMBER 2021

HOW WE HELP

In its fourth year, the Digital Inclusion Project with Fulham Good Neighbours continues to address the demand for digital support and works to reduce the digital gap for older people living in Fulham, by connecting them with volunteers who support them to develop their digital skills. The project continues to support the development of individual skills, but it has also grown to enable the transition of FGN activities to online services, with a mix of in-person and online services being currently on offer to all our members. The Online Chair Based Exercise and Art Groups were very successful and additional weekly classes are now delivered to satisfy demand.



Although the number of Digital inclusion beneficiaries who are digitally active has grown substantially since before the pandemic, we are aware that many older or disabled people remain housebound or shielded in their homes without online access, with the Lloyds Consumer Digital Index 2021 estimating as many as 5% of the UK population remaining digitally excluded. Our Digital Inclusion project continues to tackle this issue at the local level and has created local partnerships with organisations like Ready Tech Go to ensure that access to digital equipment does not constitute a barrier for those wanting to go online. The project now has four tablets and a laptop, which can be borrowed by beneficiaries to start their learning journey and access online services.

ABOUT THE PROJECT

When comparing with previous years, we notice that the number of Digital Skills Volunteers has remained constant, with new volunteers joining the project, as previous ones move on, often due to changes in circumstances. The number of one-to-one beneficiaries has declined slightly, mostly due to the suspension of home visits during the pandemic and transition to remote support, with beneficiaries opting to be added on a waiting list for in-person support, when this is able to resume safely. We were able to resume some short term, tech support visits in September 2021 and we are looking to enable in-person digital support meetings on a case-by-case basis, where Covid-19 safety measure can be put in place. This way, we hope to soon be able to engage those beneficiaries on the waiting list.

When looking at the number of digital support calls and visits we can see that this continues to remain higher than before the pandemic, with beneficiaries wanting to do more things online, but also going online more often. This is reflected in the growing number of online workshop attendances and the increased number of online workshop attendees.

A self-perceived lack of ability to use technology, fear of online scams and a lack of interest in what the Internet and technology offers, remain the main barriers to accessing digital support. To address this, we run articles in the FGN e-newsletter to inform on digital developments and we encourage beneficiaries to try meeting our Digital Skills Volunteer and test what they can do with technology, without taking a long-term commitment. Thus, giving them the opportunity to 'break the ice', see if digital is an option they would like to consider in the future and know that they can always change their minds and engage with technology as much or as little as they choose.

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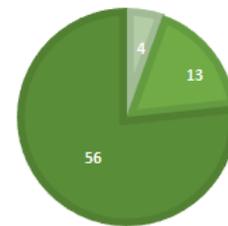
BENEFICIARY FEEDBACK

"I'm so very grateful that he was the perfect volunteer who certainly knew his stuff. I found him friendly, professional and very patient when explaining the problem with my laptop and how he could help to fix it. He has gone above and beyond to get my laptop upgraded and really very efficient now. It's better than it was before! I'm delighted."



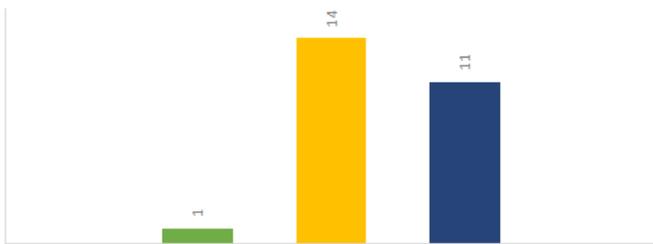
BENEFICIARIES APRIL-SEPTEMBER 2021

■ One-to-one Joined in Year 4 ■ One-to-one Joined in previous years
■ Online Clubs Attendees



DIGITAL SKILLS VOLUNTEERS APRIL - SEPTEMBER 2021

■ Joined in Year 4 ■ Joined in previous years ■ Exited



VOLUNTEER FEEDBACK

"He is fascinating – he described himself as an aging hippy when I arrived. He has an enormous collection of music CDs (I'd guess over 1000) and huge stacks of DVDs and books. He knows about all sorts of artists but doesn't really go to galleries any longer. He now has email and access to the internet which are the main things he wants."



FGN DIGITAL INCLUSION PROJECT

■ One-to-one Beneficiaries ■ Online Workshop Beneficiaries ■ Number of visits/calls ■ Online Workshop Attendances ■ Volunteers





PAUL'S STORY

*Paul is 79 year old and he first contacted our Digital Inclusion project in 2018 to get help with his PC. After being matched with one of our Digital Skills Volunteers, Paul managed to connect his computer to the Wi-fi and learned to use the accessibility settings on his device, such as adjusting the window size, colour and contrast of his desktop display and reposition the taskbar. He then practiced using emails and learned how to organise his inbox.

As his skills of using his computer grew, so did his confidence and Paul decided to start using a smartphone. With the help of the volunteer, he made the switch from his old phone to the new one, he learned how to switch it on and how to use the volume and ringtone controls. Paul then learned how to send a text from his smartphone and how to save new and old contacts in his phone. He then learned about using the Internet on his phone by connecting it to the Wi-fi or mobile data, and managed to connect and access his email, Facebook and Google accounts via his smartphone. He persevered to learn what apps are and to decide which ones he would like to use on his smartphone. He learned to use the NextDoor App, so that he can check the news from his neighbours and local community and he learned how to post adds for items he had for sale.

During this time, Paul joined the mailing list for the monthly Fulham Good Neighbours e-Newsletter, where he learned about more activities and social clubs. So it is that he joined our Silver Club Lunch and the Chair Based Exercise Group, where he remained a regular attendee and made new friends. He even shared his passion for baking with the group by trading everyone to his home baked cakes and shortbread biscuits.

During the Covid-19 pandemic and the national lockdowns, Paul kept in touch the Fulham Good Neighbours members and volunteers via phone and email. He also had a couple of remote digital support lessons with our volunteers, to help him troubleshoot issues with his email access and screen display.

Over the years, Paul has developed his skills and confidence in using technology and he is not deterred when faced with any issues, he continues to use digital devices on his own and knows to get in touch whenever he might need a bit of help.

The name of the client has been changed for confidentiality reasons