Project	Eat that Frog have worked on a project with Torbay Council Adult Social Care, the National Databank and others to help people overcome barriers around digital inclusion. It is probably fair to say that most of us, use online services for many of our day-to-day tasks, but there are still quite a few people who for one reason or another still can't get online. Therefore, missing out on the benefits that the internet can offer. Eat that Frog have received referrals from open source to support residents who live in the Torbay area to help them overcome these obstacles with no costs to themselves. Outcomes: - Provide refurbished digital devices to people in Torbay to support them to access digital opportunities and engage online - Provide support needed to enable people to set up, access and effectively use online resources that they need
Eligibility	Residents from Torbay Area – Referral Form completed meeting criteria as described in barrier to digital inclusion
Duration	Open until depletion of funds. Started Jan 2022 - completion date planned end January 2023
Management	Monthly progress check – online reporting
Data Management	Main Referral details – Contact form held by ETF in secure online SharePoint. Paper Referral Form held in Torquay Centre, lockable storage.
Delivery Model	**Referral: digital inclusion questionnaire**: Customer Service Coordinator: Take referrals passes to Coordinator Coordinator: Checks criteria and makes initial appointment between individuals and the IT mentor when appropriate **Device Match:** IT Mentor: Meets individuals for assessment of needs, capabilities and suitability of device. Project Manager to order stock of devices required. **Issue Device:** Issues kit and devices, gives advice on security & internet safety. Arranges follow up appointments. **Further support:** IT mentor to make referral to Net Friends or education provision as needed. Finance gathers information monthly for costings and monitoring.
Delivery	Started as a group session but changed to 1-1 only as identified person centred approach needed. Especially around use of passwords etc. Approx. 5 sessions per individual.
Location	Referral Torbay Only Postcodes: Delivery in ETF Centres or by prior arrangement at chosen location

Summary

- Timeline – approximately 12 months from launch to completion
- Slow start to embed the project to ensure delivered to meet individuals needs
- Initial plan of donating devices and refurbishing these was too costly and high risk due to security certification
- Worked with local approved organisation to provide refurbished device with relevant security and certification in place
- Started as group sessions but changed to 1-1 only as identified person centred approach needed. Especially around use of passwords etc and confidence
- On average 1 person had 5 sessions from referral to issuing device with support
- Most referrals received from word of mouth/walk into centres and support workers
- Main barrier to digital inclusion was affordability
- High rate of fail to attend and commitment to face to face sessions
- 115 devices provided to 80 individuals with approx. 50% also provided with data
- Many had phones but couldn't afford data and broadband
- Data issued (data bank) to use phone as personal hotspot and taught how to do this and provide a simple step by step guide
- Majority provided with Chromebook and iPhone to use personal hotspot with free SIM
- Chromebooks most suitable as simple to use, with cloud based storage for documents and photos and easy access to email
- Internet safety big knowledge and skills gap
- Sep by step guide provided on how to access internet at home
- Reminders for passwords
- 10 referrals made to Net Friends for further support to use device

Although Eat That Frog got off to a slow start to launch the delivery of this project, it soon took off, with referrals exceeding expectation to a point where the IT mentor was needed 3 days a week, rather than the planned 1 day a fortnight. The devices purchased as refurbished, were perfectly suitable. Simple to use, with cloud based storage for documents and photos, easy access to email and correspondence, that could all be synced to other devices. Many individuals already had phones but could not afford to buy data. They were not able to afford broadband connection at home and lived in temporary accommodation. In this situation, individuals were shown how to use a phone as a Personal Hotspot and providing them with a free data sim card.

Internet safety advice was offered along with personalised training material…step by step guides how to use and connect their device when they got home. The devices were also customised with names and preferred passwords. Those who would benefit from further sessions using their devices were referred to Net Friends, some also attended IT Courses at ETF or shown how to bookmark the websites by Good Things Foundation and Learn My Way.

There were some challenges with the delivery. The model was initially set at delivering to small groups, thinking this would provide a social networking atmosphere. However, it was soon identified as a barrier for some, whilst one or two individuals would take a lot of time resource with forgotten passwords and confidence others were quiet and didn't engage in the group session. It was then decided that 1-1 sessions were more appropriate. There was also high non-attendance at booked appointments - many referred were low in confidence and took some time to engage with the project.

The IT mentor delivering the project needed to have good experience and knowledge to problem solve some of the situations that individuals find themselves in. Working across many platforms and sound knowledge of settings, network/wifi, security etc. was a necessity. There were difficulties knowing geographically if there are any problems with blackspots from the various network providers in the Torbay area. Signals strength can vary from place to place. Devices can work in centre but when taken to another location, experience weak signal issues.

Referral Source:
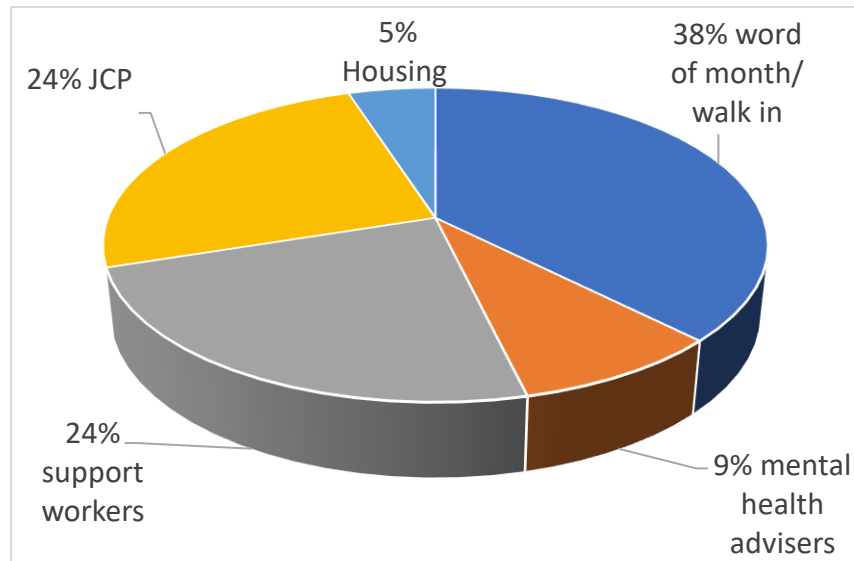
Devices Issued:
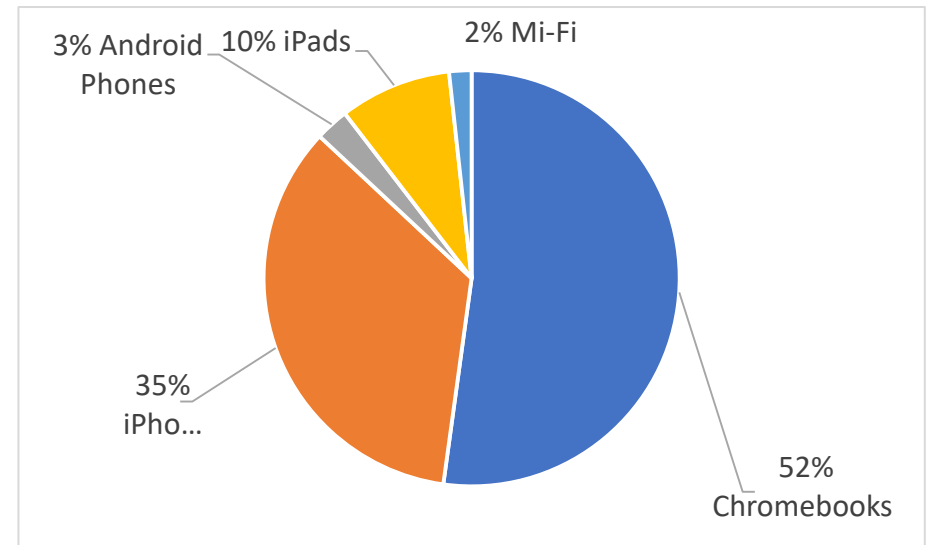
Main Barriers Identified:

- DIGITAL LITERACY SKILLS Residents don't have the technical knowledge
- ACCESSIBILITY Ranging from broadband connectivity and assistive technology to meet needs
- AFFORDABILITY Unable to afford subscription or equipment. Have no fixed abode so can't get a subscription
- MOTIVATION Resistance to use technology or see reasons why it would be a good thing
- TRUST Being safe online, worry of being scammed, keeping data safe
- CONFIDENCE Not knowing if the device might break or clicking in the wrong place

Suggestion for future:

- Skilled IT mentor resource with knowledge across multiple platforms and devices
- One to one support and training e.g. 'smart centre' or a range of activities and 'digital champions' to support – aimed at low level confidence and skills
- Broadband provision within housing associations
- Funding to provide devices
- Awareness of blackspots for getting online with different networks – local geography
- Local space to access free WIFI and support
- Support refurbished device provision and encourage organisations to donate devices to be refurbished
- Raise awareness and provision of data banks

Quotes

TB "I am delighted that I can now stay in touch with my family"

MB "I am able to use the powerpack in my trailer to charge my phone and Chromebook"

VS "I can now phone my sister; I haven't spoken to her in years"

KSS "I can now apply for jobs and see what I am doing. I only had a phone before"

MB "I lost my phone and laptop due to theft – these devices have helped me get started again. (see letter)

DMc "I can now access all my documents again that I had stored years ago. Helps me to get a job

AT "This has really helped me with my Self Employment"
"

IC "This is like all my birthdays and Christmas come at once. I never thought I would own a laptop and iphone

MO "I am no longer afraid to use my laptop"

Letter received from project beneficiary

13th September 2022

Dear Sir/Madam

I recently applied for help from Eat that Frog under the governments Digital Inclusion Scheme after being referred by my work coach at the Job Centre.

I explained to your team that I am a Chartered Accountant & Chartered Manager that had struggled during Covid. I had also recently been the victim of a theft and the digital equipment used for work had been stolen. This made return to work very difficult. As a professional person who has not encountered financial hardship in the past it was not easy to have to ask for help. However, I was reassured by the enthusiasm and professionalism of the team at Eat that Frog and it was clear that there was an genuine desire to help people in my situation throughout the organisation. I would like to extend special thanks to Charly on reception who I believe went above and beyond in order to help, despite clearly being extremely busy.

Eat that frog provided me with a smartphone and laptop after a meeting to assess my requirements. Within 3 days of receiving these items, I found gainful employment working as a Site Project Manager with a large construction firm in Exeter. This is an incredible opportunity for me, working as a senior manager on a muti million-pound contract managing over 150 construction workers. This opportunity may not have arisen without the support of Eat that Frog and I am extremely grateful for your help in this respect. During my short tenure in this role, I have already made several referrals to Eat that Frog to some younger, unskilled workers who are looking for opportunities for training.

If I can ever be of assistance to Eat that Frog in my guise as an accountant or construction management professional, please do not hesitate to contact me.

Please also find enclosed the iPhone I was provided by Eat that Frog to be passed to someone else under the Digital Inclusion Scheme.

Kind regards