

**Eat That Frog** 

**Digital Inclusion Project**

**Torbay Council Adult Social Care , Eat That Frog and NetFriends**

# Digital Inclusion Project Outcomes



Provide refurbished digital devices to vulnerable 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 the online resources that they need to engage in online activities

# Digital Inclusion Devices

Refurbished device  
(laptop, desktop,  
tablet or mobile)

- **locally sourced through Eat That Frog**

Devices paired with  
free connectivity from  
national databank

- **Free sims and mobile data: Virgin Media O2, Vodafone and Three**
- **Provide up to 6 months – 20GB data per month**

# Digital Inclusion Process

## Referral

Complete digital inclusion questionnaire

## Device Match

Suitability of device and confirming need

## Issue

**Device**  
Setting up device, issuing data and getting online

## Further Support

NetFriends 3 month support  
ETF digital skills programme

# Summary

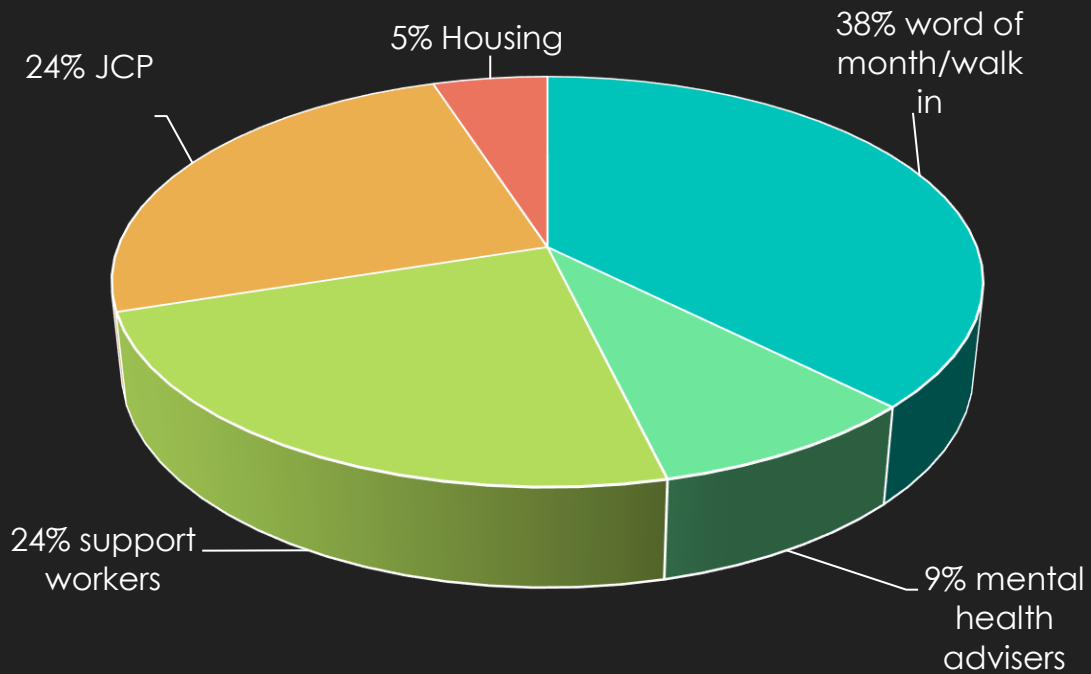
- Timeline – approximately 12 months from launch to completion
- Worked with local approved organisation to provide refurbished device with relevant security and certification in place
- Started as group sessions but changed to 1-1 only as identified person centred approach needed. Especially around 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 in to centres and support workers
- Main barrier to digital inclusion was affordability
- High rate of fail to attend and commitment to face to face sessions

# Summary

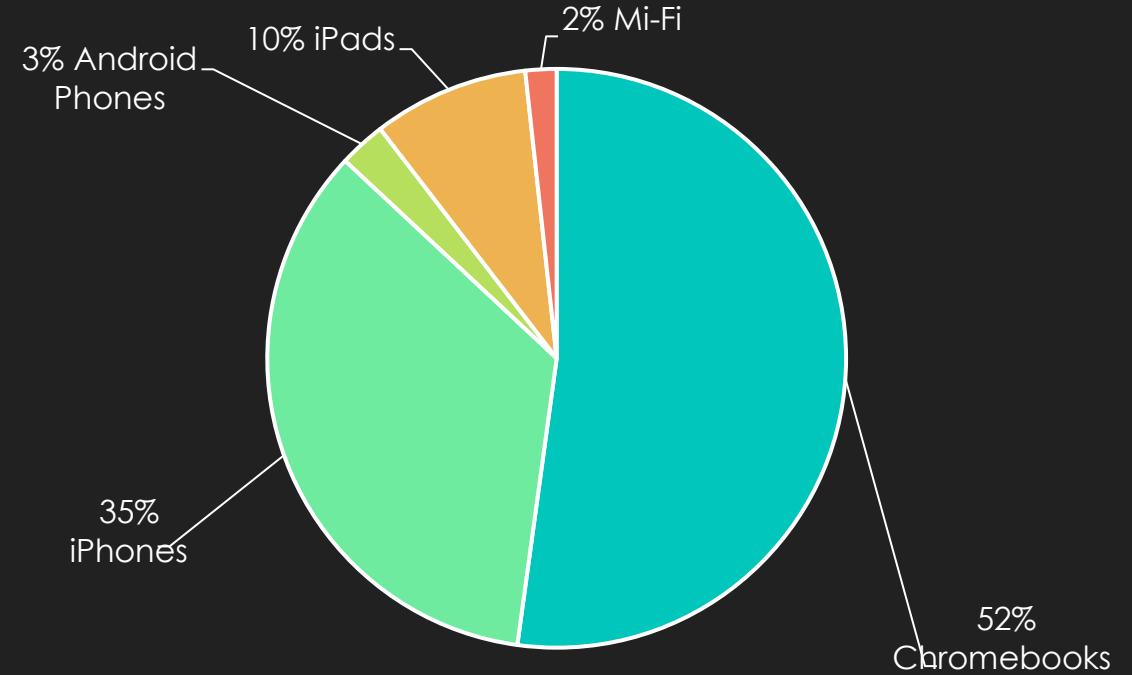
- 115 devices provided to 80 individuals with approx. 50% also provided with data
- Many had phones but couldn't afford data and broadband
- Data issued (data bank) to use phone as personal hotspot and taught how to do this and provide a simple step by step guide
- Majority provided with Chromebook and 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

# Devices and Referrals

Referral Source: 80



Devices Issued: 115



# 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



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"

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"



Skilled resource with knowledge across multiple platforms and devices



Awareness of blackspots for getting online with different networks – local geography



One to one support and training e.g. 'smart centre' 'digital champions'



Local space to access free WIFI and support



Broadband provision within housing associations



Support refurbished device provision (data and device bank)