

## **Devices and Digital Skills: supporting those in need**

### Grant Description, Application Guidance and FAQs

Deadline for submission: Friday 4 June 2021 at 12 noon

#### Grant Description

Building upon the success of Everyone Connected - a project aiming to improve people's quality of life that has been made harder during the Covid-19 pandemic through lack of access to digital technology and skills training - Good Things Foundation is delighted to be working with JPMorgan Chase Foundation to distribute 965 devices and data packages and offer digital skills support. This is offered for beneficiaries of working age on low incomes, who lack internet access and/or a suitable device, working in partnership with members of the Online Centres Network in East London, Glasgow, Edinburgh and Bournemouth.

Network Partners in the relevant locations across the country can apply and, if successful, will be required to distribute devices safely to beneficiaries and provide essential digital skills support remotely and/or in line with social restrictions to help them set up and use their device and to build digital confidence and skills. This digital skills support will help beneficiaries to realise positive outcomes, as part of or alongside support they receive for employability or to improve financial health. As a result, beneficiaries will be better able to safely access digital services relevant to their needs, reducing social isolation and improving their work and life prospects. These outcomes could include being able to search for work online, being able to carry out a video call, being able to access trusted information on Covid-19, and being able to use online tools for work-related activities.

To support the sharing of best practice we will also be establishing a virtual 'best practice exchange' for the duration of the project. The aim of the exchange is to test, learn and gather insight on the impact that having access to a device, connectivity and a mandate to use Learn My Way has on the learner and the delivery partner in the context of supporting employability outcomes. The learning from this exchange will be shared so other local partners can benefit from ideas and stories that illustrate effective ways to deliver digital access and employability support. There will be an innovation grant of £1000 available to support this activity. If this is something that you'd be interested in taking part in, please make reference to it in your application.

In your application you'll be able to apply for a number of devices, please only request the number of devices that you'll be able to comfortably distribute within the time frame of the project.

## Eligibility criteria for network partners

To be eligible to apply for this opportunity organisations must:

- Be experienced in providing digital skills support
- Provide employability or financial health support to low-income communities. This can include; support with soft skills, CV building, work placements, interview practice, job brokering etc. Or helping people manage their finances, access universal credit, signposting for financial or debt advice, access benefits and welfare claims etc.
- Be members of the Online Centres Network. Organisations outside of the network are welcome to apply but must join at least three days prior to the application closing date. You can find more information on joining the network [on our website here](#)

Please note, there are geographical restrictions to this opportunity. Please only apply if you are based in the following locations:

- East London
- Bournemouth
- Glasgow
- Edinburgh

## Eligibility criteria for individuals

Individuals receiving a device and data through this project must:

- Live in East London, Bournemouth, Glasgow or Edinburgh
- Be of working age (18 years old and upwards)
- From a low income household
- Be digitally excluded – this means they can't afford internet access and their own appropriate device. An appropriate device is one that is suited to their needs and so can enable them to easily and confidently perform key online tasks, for example joining a group video call or booking a GP appointment.

## Summary of Delivery Requirements

- Attend a training session detailing how to distribute devices safely and securely, how to get people started on their devices and how to collect and report required completion information
- Receive and distribute agreed number of devices/data within agreed timeframe to identified beneficiaries
- Provide up to 3 hours of digital skills training to each recipient, that enables them to use their device effectively
- Provide a further 3 hours of digital skills support in the context of employability and/or financial health
- Submit a baseline and impact survey for each device recipient

## The Grant

As well as the devices and data, delivery partners will also receive a grant of £120 for every person they support; the minimum is 10 people (grant of £1,200). To be eligible for the grant, organisations will be required to provide ongoing support for digital skills, as well as an initial 3 hours of support to set up and begin to use their device. In total this represents up to 6 hours of support during the project and will be delivered as part of or alongside support they receive for employability or to improve financial health. An initial assessment of the beneficiary's skills requirements will be required along with support to access relevant online training. Relevant data must also be collected and shared with Good Things Foundation via a data collection tool - CaptureIT.

Organisations participating in this project will get access to support and guidance about:

- Distributing devices safely and securely
- Getting people started on using their device safely, and doing this remotely
- Collecting information and filling out the CaptureIT forms

## Project timeframe

<b>Indicative timeline</b>	<b>Date</b>
<b>Launch of online application</b>	Monday 24 May 2021
<b>Deadline for applications</b>	Friday 4 June 2021 at 12 noon
<b>Application assessment period</b>	Monday 7 - Friday 18 June 2021
<b>Communication of results to applicants</b>	Monday 21 June 2021
<b>Successful network partners receive devices</b>	By 16 July 2021
<b>Devices fully set up and distributed</b>	By 6 August 2021
<b>Mandatory training webinar</b>	Tuesday 13 July 2021
<b>CaptureIT data return - Baseline</b>	By 13 August 2021
<b>CaptureIT data return - Follow up</b>	By 6 September 2021
<b>Grant payment released (subject to data collection)</b>	By 30 September 2021

## Due diligence

Due diligence as part of the assessment process will include:

**Governance due diligence:** We will undertake a series of due diligence checks to validate that the applying organisation is operating within the scope of its constitution.

**Financial due diligence:** We will undertake a series of financial background checks to detect relative financial risk of the organisation.

We also need to be able to quality assure programme delivery and support by carrying out spot checks with community partners. We will therefore collect, process, and store personal data (names and email addresses) about relevant staff and volunteers if you are working to deliver the project.

## Application: Questions & guidance

### How to apply

**Important: Your web browser settings must allow third party cookies in order for you to complete and submit your application. We recommend that you use Chrome as your browser.**

**Once you've opened the application form, please check that your browser settings do not 'block third party cookies'. If they do, change this setting and refresh the webpage before starting your application.**

To apply for this opportunity you must be a member of the Online Centres Network. To submit an application for this opportunity, please log in to the [Online Centres Network website](#) and click on [Funding > Funding Opportunities for our network](#) in the top menu. Please note that once you begin your application you will not be able to save and return to it, and will need to submit it in one session. We would advise that you make a note of your responses before you submit the online application form.

You'll need to be able to answer the following questions. Please read the guidance notes for each question carefully and ensure that your responses address the question fully.

## Rationale for project

- **Which beneficiary group(s) does your project seek to support?**

*This is a picklist from Salesforce, you will be able to select multiple items on the list.*

## Delivery

- **Please outline your experience in delivering similar projects or working with people in similar places, or similar cohorts**

*Think about your experience of supporting people to gain essential digital skills and when you've provided employability and or/financial health support. Please provide examples of how you have provided this support successfully.*

- **Please outline the project's staffing and management, including key roles and responsibilities. Include information on how volunteers will be engaged in the project if applicable**

*We want to know who will be involved in delivering every stage of the project so please tell us about how you'd set up and deliver the devices, how you would support individuals to use them and how you will ensure timely completion of impact reporting.*

- **Please outline any risks to the project and how you plan to mitigate them**

*Think about current challenges and key risks to successful delivery and what steps you will take to make sure you can distribute the devices and support people.*

## Impact and assessment

- **Please describe what outcomes you hope to achieve and how you will measure them.**

*For this project, you will input beneficiary data and impact reporting using Good Things Foundation's data collection tool CaptureIT - there will be no requirement for you to capture additional data outside of this. In your response please consider good practice in data reporting and any ethical considerations that you may need to take into account. Think about ensuring accurate inputting of beneficiary data, timely reporting (i.e. meeting tight timeframes for impact reporting).*

*For information, the CaptureIT data collection tool is linked to the free [Learn My Way](#) digital skills learning platform. This means that the individual(s) supporting project delivery will need to create a Learn My Way account for each person receiving a device, if they don't already have one.*

*There's more information about Learn My Way in the FAQs at the bottom of this document.*

## **General / legal**

- **Please outline how you will manage Health & Safety as part of the project**  
*Explain how you will ensure safe set up and delivery of devices in light of the coronavirus pandemic, as well as providing ongoing support. We will support you with guidance on this.*
- **Please outline how you will ensure GDPR is respected as part of your project**  
*Explain how you will manage and store individual data and ensure that you have consent for sharing it with us.*

## **Devices**

- How many devices will you be able to distribute in the allocated time? Please note this will be one device per individual.
- Please provide your delivery contact information, the delivery address along with any delivery instructions for the delivery of the devices (this may be different to the address we already hold for you)
- Number of devices allocated (for internal use only).

## **Review, submit and confirmation**

**You will see the following message displayed on the screen:**

*The details of this application form will not be available to you on your Online Centres Network record so you are strongly advised to print a copy of this page for your records. You will be able to do this after you click on Submit, and before you click on Confirm on the next page.*

**Click on the blue submit button. You will then be asked to review your responses and confirm and the following message will be displayed:**

*You MUST click the confirm button at the bottom of this page to finalise your response. If you want to print this page for your record, you may do it now.*

**Click on the confirm button.**

**You will then see the following message displayed on the screen:**

*Thank you. Your response has been processed successfully.*

You will then receive an automated email confirming we have received your funding application - this will go to the email address you provided on your form. If you cannot see this in your inbox please check your junk/spam folders.

## Support

If you have any questions which cannot be answered using the information above please contact the team via email: [devices@goodthingsfoundation.org](mailto:devices@goodthingsfoundation.org) stating **Devices and Digital Skills** in the subject line, alternatively you can call 0114 3491666.

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## Frequently asked questions

### 1. What are the application and project timescales?

Dates are **estimates** at this point and may be subject to change but are a good indication of the pace of this project:

- Applications will open to Online Centres on **Monday 24 May 2021**
- Application process closes at 12 noon on **Friday 4 June 2021**
- The date of funding notifications is **Monday 21 June 2021**
- Ahead of devices being distributed, you will generate a Learn My Way user ID for the individual and use the CaptureIT data collection tool to input baseline data about the individual and their goals.
  - Devices will be distributed to successful applicants (centres) by **16 July 2021**
  - You will set the devices up and deliver them to the individuals you are supporting by **30 July 2021**
- After you have given the device and data to an individual, a first check in on how they're finding their new device should take place by **6 August 2021**
- The second check in - during which 'early impact information' is to be collected and entered on CaptureIT - should take place by **31 August 2021**

## 2. What are the eligibility requirements for centres?

Network partners must be based in East London, Glasgow, Edinburgh and Bournemouth. Here's what you need to do:

- Identify at least 10 people who meet the eligibility criteria
- Be experienced in delivering employability and/or financial health support
- Attend a mandatory introductory webinar about the project
- Register people and ask them some questions about what they need
- Receive, setup and deliver the devices to recipients
- Support device recipients remotely based on the goals identified in their assessment for a minimum of 3 hours (6 hours in total including set up)
- Fill out an exit survey for device recipients 3 - 4 weeks after they get their device

## 3. What devices will be provided?

For each person you support, you will receive an M10 Lenovo tablet. The device will come with a pay-as-you-go sim card preloaded with 24GB of data and a MIFI device.

## 4. What support will be on offer to centres

Good Things Foundation will provide:

- An introductory webinar for successful applicants
- Full project guidance documentation
- Full support with data collection, including how to use our CaptureIT data collection tool.

## 5. How will organisations need to collect project data?

Assessment and impact data for the project will be collected using CaptureIT, Good Things Foundation's data capture tool. This is linked to the free [Learn My Way](#) digital skills learning platform. This means that the individual(s) supporting project delivery will need to create a Learn My Way account for each person receiving a device, if they don't already have one.

Learn My Way is free online learning to support people's first and further steps online. It has been co-designed with community partners and learners to help people use the internet safely and confidently - resources include: [online safety](#), [video calling](#), using [GP or NHS online services](#), and [Universal Credit](#).



We'd also encourage organisational staff and volunteers to see if Learn My Way could be helpful as a route to growing their own digital skills.

## **6. What data will centres need to collect to put on CaptureIT?**

There are two data collection points:

- Baseline - part of the initial assessment before the device has been received
- Follow-up / Impact - part of the second check-in, around 3-4 weeks after the device has been received by the individual

At 'Baseline', with the individual's consent, centres will ask for:

- Information about the individual - age, gender, disability, ethnicity, living arrangements - so we can report to the funder about reaching the target group
- Information about barriers to digital inclusion (e.g. cost, language barriers)
- Information about personal goals - what the individual most wants to use their device to do

At 'Follow-up / Impact', centres will provide information about the approximate number of hours of support they provided, and ask a couple of questions about what difference having the device and support has made so far, if any, to capture any early impacts.