



# Digital Lifeline

A guide for participating centres



# Introductions

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A guide for participating centres

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## Good Things Foundation

Good Things Foundation is a social change charity established in 2011.

We aim to help people improve their lives through digital.

We work with a network of centres across the UK, providing resources, support and access to funding. Over 1,000 are currently active.

Blueprint for a 100% Digitally Included UK.

## #FixTheDigitalDivide



**A Great Digital Catch Up will help 4.5 million people be happier, healthier and better off.**  
Find out more in our new Blueprint



## Good Things Foundation Learning Offer

Flagship Learning Platform:  
Learn My Way

- Authored by Good Things Foundation
- Blended learning resources
- Designed for diverse audiences
- Mapped to the Essential Digital Skills Standards (entry level)



- Free to use
- Learners must each be registered to gain an identification number. LMW must be added to each device. (Note: using Learn My Way is optional)
- Organisations will gain tutor access to enable reporting

Good Things Foundation will buy devices and connectivity. These will be shared with our partners for distribution.

This project aims to use digital inclusion to alleviate the disproportionate negative impacts of Covid-19 on people with a learning disability

This guide outlines the steps to ensuring that vulnerable people in your community receive devices safely.

**Thank you for your support of us and your communities.**



## Digital Lifeline

Funded By Department  
of Digital Culture Media  
& Sport (DCMS)

## The Devices

The devices you will be receiving are **Lenovo Tab M10**.

These each come with connectivity: a **Mifi** device and a pre-paid **Three Mobile** SIM card.

The SIM has 24gb of data available over a period of 24 months.

The tablet comes with a case / stand and stylus pen. These can improve accessibility for some people.



## A Qualifying Person for Digital Lifeline is someone who:

- Is 18+ years old and has a learning disability or learning disabilities (mild, moderate or severe; this also includes disabled people who have additional learning disabilities)

AND

- Is 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, e.g. joining a group video call or booking a GP appointment.

This project is open to adults with a learning disability, in England only:

- living independently in the community,
- in supported living,
- living with family carers.

People in residential care facilities are not the main focus, but are also not excluded from Digital Lifeline.



# Safeguarding



To be eligible for this project, your Online Centre must comply with the **safeguarding policies** outlined in the Terms and Conditions.

There will be **checks** to ensure that organisations follow the procedures they have described in their policies documents.

## Due Diligence - Your centre should have:

- A safeguarding policy in the organisation's name, tailored to delivery
- A named safeguarding lead representative within the organisation
- Processes describing your approach to safeguarding in the event of an incident or disclosure
- Public liability insurance
- An understanding of safeguarding roles and responsibilities for all staff and volunteers
- Safeguarding training for those working with vulnerable people that:
  - is appropriate to the nature of the work
  - is refreshed regularly (eg once a year)
  - covers safeguarding best practice
  - includes a briefing on the organisation's safeguarding policies and procedures

# The Process

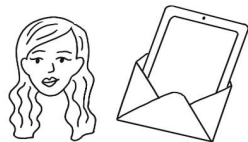
## Initial Stages

### Registration



Identify people who meet the qualifying criteria. Complete the **Recipient Baseline Survey** on **CaptureIT** for each individual.

### AbilityNet Option



You can access and use **AbilityNet** support for individual learners or yourself as supporting partners. This is available optionally at any point in the project.

### Set up & Delivery



Devices and connectivity will be **delivered** to you. **Set up** the device to suit each individual, guided by the baseline assessment. **Deliver** it safely.

### Support



Guidance will be shared on how to **support** the recipient to use their device safely. Support should help them to achieve their own individual goals.

### Impact & Grants



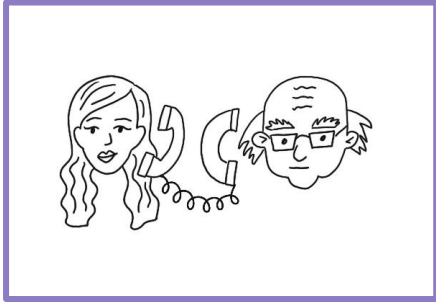
Report **Impact** for each recipient four weeks after delivery on **CaptureIT**.  
You will receive a restricted grant to help with support after you complete.

## Initial Stages



This stage will have **already happened** by the time you get to this guide.

- You will have already applied for the Digital Lifeline project.
- Good Things have approved your application.
- Good Things will have confirmed you have passed the due diligence, and will have send you details about the delivery date and **information sharing session**. This is where we are now.



You must now contact people who will be receiving devices and complete the **Recipient** information on **CaptureIT**.

Contact the people you have identified to check that they meet the qualifying criteria.

Confirm that they are willing to participate in the project.

### **Important Notes:**

- You will need verbal consent from people before sharing their information as prompted on CaptureIT (see next slide).
- This data will be checked by a named member of staff at Good Things.
- If you do not provide this data, an issue will be flagged up in our auditing / fraud control process.
- You will need to have registered your learner on Learn My Way using your centre ID number. Note their Learn My Way learner ID number.
- You recommend that you keep a list of participants and track who you have registered on Learn My Way and submitted CaptureIT information for (baseline and impact). This will help you keep track of the process.



You must now contact people who will be receiving devices and complete the **Recipient** process on **CaptureIT**

### Capture IT: DCMS Digital Lifeline

- I confirm that this person has been informed that these details will be stored securely, in line with our [privacy policy](#) and used to manage their interactions with the Digital Lifeline programme and for statistical analysis. They have the right to withdraw and can request for their information to be deleted at any time. Only authorised staff at Good Things Foundation will be able to see these details. The person's contact and disability details may be shared with AbilityNet, if an additional assessment of their needs is required. Anonymous, aggregated findings will be shared with the Department for Digital, Culture, Media & Sport (DCMS).



You must now contact people who will be receiving devices and complete the **Recipient** process on **CaptureIT**.

## CaptureIT

Good Things Foundation CaptureIT is accessed by logging into the Learn My Way - you will have Tutor access and be able to view learner management. This system will be used to record relevant data about the recipient at the start and end of the project. It is not to determine eligibility for support.

Information from this process will be used to establish a **baseline**, enabling us to show **impact** when reporting at the end of the project.

Data submitted must be true and accurate.

You will be able to view the information you have submitted to CaptureIT for your own reference throughout the project.

**Deadline for submitting baseline CaptureIT survey - Friday 26th March.** (The later Impact deadline is 14th May)

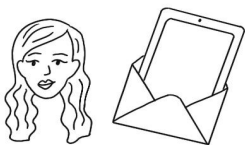
**Note** - To register a participant on the CaptureIT system, they must have a Learn My Way ID number. Therefore you will need to register them with Learn My Way before receiving the device.



You must now contact people who will be receiving devices and complete the **Recipient** process on **CaptureIT**

The **baseline** CaptureIT is a short form which does **three** things:

- (1) Asks for demographic information (so we can report on the characteristics of people receiving support):
  - Age
  - Gender
  - Disability type and level of impact
  - Ethnicity
  - Household type
- (2) Captures your initial assessment or conversation:
  - **Goals:** what does the person **most want** to use their device to do? (e.g. connect with friends or family)
  - **Barriers:** what prevents the learner from using the internet more or at all (e.g. can't afford it)
- (3) Invitation to take part in research - which will evaluate the Digital Lifeline project (optional)



This section gives information on the support that AbilityNet can provide during the Digital Lifeline project.

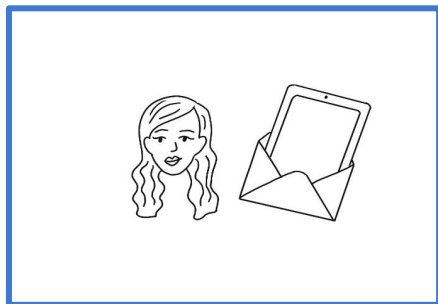
**AbilityNet** -AbilityNet will support delivery of the project via a range of accessibility and tech support services. These include:

- conducting a needs assessment for individual learners
- providing tech support for you or your learner
- holding training sessions for your project delivery team
- holding training sessions on accessibility for your online centre/ community partners
- general tech Q&A

**To access AbilityNet support at any point during the Digital Lifeline project:**

- Call the free helpline on 0800 048 7642 quoting 'Digital Lifeline'
- Request a service or support from AbilityNet via the web form: [www.abilitynet.org.uk/digital-lifeline](http://www.abilitynet.org.uk/digital-lifeline)





This section gives information on the support that AbilityNet can provide with assessing extra accessibility requirements.

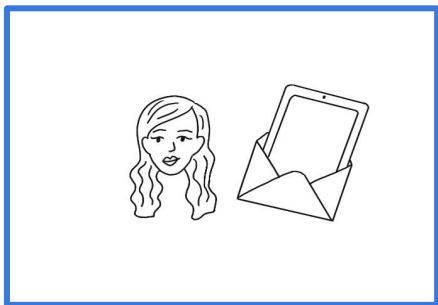
## AbilityNet - Needs Assessment

AbilityNet has trained staff who carry out accessibility assessments remotely. They will help to assess accessibility barriers and give recommendations for adjustments for any individual learner.

You may choose to contact AbilityNet to conduct a needs assessment. You should consider requesting an assessment if:

- the person you are supporting has severe learning disabilities, or multiple or complex impairments
- you think the person you are supporting will need some extra kit or other adjustments, so they can access the internet easily
- you or your organisation would value help from AbilityNet specialists to help you assess and support people better

The AbilityNet assessor can be flexible in how they do an assessment. For example, making 'three-way' phone calls, or organising Teams meetings. They will also follow up to check that support is working well.



This section gives information on the process for accessing AbilityNet support. This [video](#) demonstrates the booking system.

### AbilityNet - Process for Assessments

When you've entered registration information on CaptureIT, you'll see a reminder that you can book an AbilityNet assessment.

Gather the details you need to make the appointment: learner and support person's contact phone/ email details and the details of the person who needs to receive the report.

Use this [link](#) (also in CaptureIT) to view the online calendar. Book an assessment time that suits all involved parties.

A calendar invite will be sent to all participants with options of how to join the meeting.

The assessment will be completed and recommendations made including equipment, accessibility settings and apps.

Results will be shared via password protected emails. The centre will decide how best to share the results with the learner e.g print out

# Data Protection



You will collect **personal information** about the recipients, including a home address for delivery.

It is **essential** that this information is treated as confidential, and accurate.

Good Things Foundation will only share anonymised and aggregated findings with the funder (i.e. DCMS).

## Make sure:

- Staff understand your data protection policy
- You store personal details in a secure location, e.g. in a filing cabinet with a lock and key, or in a password-protected file.
- Limited staff members should have access to this data, and those staff members should be DBS checked.
- No personal / sensitive data is retained on paper records beyond the length of the project
- Digital data is deleted after the delivery period of this project.



This section gives advice on setting up the devices and distributing them safely.

**Receive** - You have already told us where to send the devices. The latest they will arrive is **30th March 2021**.

Throughout these processes it is important to stay safe.

Use contactless acceptance of packages with the delivery person.

If the devices have been sent to a central location, ensure you are observing social distancing whilst completing the set up.

**Contact Information** - It is a good idea to write your contact details on the packaging of the device. Do this in a bold pen. With their consent, you might add the details of anyone else you think will be useful to the recipient.

**Charge** - Fully charge up the devices. If needed, install connectivity (e.g. SIM).

**Set up** - Good Things Foundation have support materials to help you set up devices. Links to these are in this guide and on the Digital Lifeline Landing page.

## Set up - Must Have

Set up may vary between devices in line with the individual's accessibility needs and their personal goals for using their device. **You must set up all the following links on each device:**

**TeamViewer** - Download the TeamViewer app. This aids Abilitynet support.

**Information and Health** - [NHS.UK](https://www.nhs.uk) staying safe at home guidance

**Safety Guidance** - [Online Safety Guide](#) / [Staying Safe Online - Easy Read](#)

**Video Call** - A video calling app. You can decide which video calling app is appropriate for each recipient.

**Learn My Way** - [Learn My Way](#) digital skills courses and learning activities

### **Read Me File -**

The Read Me file is designed for the person you are supporting. It has information that is relevant for them.

This document will be on the Digital Lifeline landing page.

The 'Read me' file should be on the screen when the tablet opens up. If possible, leave it open so it remains visible. Talk through it on your call with the person receiving the device.

## Set up -AbilityNet Recommendations

Set up may vary between devices in line with the individual's accessibility needs and their personal goals for using their device. AbilityNet have compiled this list of apps that may be helpful.

### **The tablet comes with these apps:**

- Contacts list
- Gmail (You can choose an additional or different email app)
- Alarm settings
- Calendar
- Google docs
- Google maps

### **These apps and tools could be installed:**

- Messaging apps (Facebook messenger, Whatsapp, Signal)
- Action blocks
- Google Keep
- Banking app
- News app (suggest BBC)
- Weather app (suggest BBC)
- Travel (eticketing etc)
- [My Computer My Way \(abilitynet.org.uk\)](http://abilitynet.org.uk) (step by step instructions on adapting accessibility settings).

**Notes:** These are reputable options with no in app purchases. They have good accessibility and many can be further customised to meet the needs of individual users as recommended in an accessibility assessment. For more guidance please take up the community partner training offered by AbilityNet. (For contact/ appointment details see [slide 16](#))

## Set up - Useful Suggestions

To support the learner, you may choose to put other useful links on the devices. Below are a few suggestions. Use your **knowledge of the person, their goals and results of any accessibility assessment** to help you decide what is appropriate.

### Skills and Learning

#### [Learn My Way](#)

- Basics Skills
- Social Media
- Online Safety
- Managing Money Online
- Improving Health Online

#### [Make It Click](#)

Resources curated by Good Things Foundation to support learning of further digital skills.

#### [Library Online Resources](#)

Access library groups across the country

### Local and interests

#### Local Council

Local services in your area

#### Supermarket

A home delivery account

**Social Media** groups that are hosted by reputable sources

#### [Youtube](#)

Videos of things that interest the learner



Safe delivery is important to protect both you and the recipient.

Follow public health England advice along with the guidance on the [Digital Lifeline](#) landing page.

**Contacting** - After setting up the device, you should contact the recipient or their nominated contact. Inform them you will be delivering it to their home and arrange a time.

**Cleaning** - Following [Public Health England advice](#). First wash your hands. Next clean the device, the charger and connectivity equipment with wipes.

**Repackage** - Put all the kit back in its original packaging and wipe the packaging clean.

**Double Bag** - Wrap one bag around the device. Next place the wrapped device in a second bag to store it until delivery.

**Deliver** - Deliver the device at the arranged time. Walk or drive the device to their home and place it at the door. Knock and then stand back to a safe distance (at least 2 metres).

The recipient or somebody who supports them, **MUST** sign to confirm they have received the device. This could be a signature or their own mark if they are unable to sign. Keep this record safe as the evidence may be spot checked. If a device is not delivered, is stolen, lost or misappropriated let us know within two week (see T&C's).





Support the recipient to use their device safely. Support in helping them to achieve their own individual goals.

The organisation supporting the recipient should:

**Call** - Phone them shortly after delivery. Help them turn on the device and make sure it's connected. It is important to talk them through the '**Read Me**' text at this point.

**Video** - On the second call, if it is appropriate to the person's individual goals, set them up with a video calling account on an appropriate app. Video calling can make supporting them easier to do.

**Next** - If they don't already have one, support them to set up an email address. You can then share docs and info that you think might be important to them.

**Ongoing** - Let them know you are there for them. Check back in with them to find out what they have been up to. Please keep a record of the ongoing support such as recording dates and times .

**Abilitynet** - Remember, support is available at any time during project.



We need to know the impact that the devices are having. After supporting your learner for 4 weeks, we ask you to input this information into a CaptureIT.

After around 4 weeks, you need to capture **impact data** from the individual and input this information into the **CaptureIT system**. This is a grant requirement. We need this before we can make a grant payment to you.

**You should keep a list of participants and track who you need to input and submit data for.** Do not keep this data any longer than necessary for the project.

This impact reporting helps us to understand how devices and digital skills support can benefit people with a learning disability. So it is essential that you collect and submit this information.

We may also be in touch to request an **interview** or **case study** so that we can gather stories about the people that have benefited from Digital Lifeline.

**Deadline to complete the impact CaptureIT - Friday 14th May**



You can receive a grant to help support the recipient of the devices by completing the reporting.

The grant will be £100 per individual supported.

This is a restricted grant, paid to you for supporting your beneficiaries. The grant will only be paid to you after you have distributed the devices and connectivity, provided support, and completed the CaptureIT forms (baseline and impact).

To be eligible for this grant opportunity you **must** have submitted all the required information for each recipient to the **CaptureIT** system.

## List of all of the links in this guide:

- **Public Health England** guidance
- **Staying Safe Online - Easy Read**
- **Landing Page Digital Lifeline** Links to useful documents and guides (This page will be updated as the project progresses )
- **AbilityNet Support**
- Good Things Foundation Contact Details: [devices@goodthingsfoundation.org](mailto:devices@goodthingsfoundation.org)



Good Things  
Foundation

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## Any Questions?

