



Scheinberg Relief Fund, Connect Up Grant

Grant Description & Application Guidance

Deadline for submission: Friday 10th December at 12 noon

Introduction

With funding from the [Scheinberg Relief Fund](#), Good Things Foundation is delighted to be launching the Connect Up Programme - a networked approach to reducing loneliness in older people. Covid-19 has changed the way we all live and experience the world. For some this is for the better, but for millions of people Covid-19 has cut them off even further from loved ones, from services and support, and from social interaction.

As Covid-19 made digital the norm for communicating, banking and shopping, **over 1.8 million older people were effectively cut off**. They struggled to access medical services, couldn't order online deliveries of food or medicine and couldn't reach out to others for support. They were unheard and unseen; unable to ask questions or challenge the decisions which were affecting them; unable to participate.

The problem of digital exclusion is worst for our older people:

- Around 5 million over 55s are currently offline¹.
- In February 2020, just before lockdown, ONS data recorded that 20% of over 65s didn't have an internet connection at home.
- Just before Covid-19 lockdown began, 35% of 60 - 70 years olds couldn't switch on a computer and connect to the Internet, and only 28% of over 75s could make a video call or shop online independently².

Older people have been disproportionately affected by Covid-19 and are much more likely to have been left behind by the huge digitalisation of services and culture in the past 12 months.

This grant is for delivery partners (with previous experience and expertise in working with older people) to each support 45 older people directly to learn new digital skills that will allow them to communicate online, and then offer further regular support via online group sessions (for example Zoom clubs). The aim of this is to reduce digital exclusion, loneliness and isolation for older people.

¹ [Centre for Ageing Better](#)

² Lloyds Digital Consumer Index (May 2020)

Connect Up Programme Summary

This grant is part of wider activity taking place as part of the Connect Up Programme. We will keep grantees updated about opportunities to share experiences of supporting older people, attend training or access learning resources where possible.

In total the Connect Up Programme will reach over 17,500 older people, remove their exclusion from the digital world, and connect them with one another to reduce their loneliness and isolation. To do this Good Things Foundation together with network partners will:

- Develop an **Older People's Digital Inclusion Network** dedicated to supporting older people with digital skills
- Support older people to **develop meaningful digital skills** they personally need to participate and communicate online
- Establish an **Older People's Panel** to consult on service provision and deepen insight
- **Capacity build Good Things Foundation's** offer to the Network and deepen our understanding of the needs of our older beneficiaries
- Test and **embed sustainable elements** of the programme to utilise funding as seed funding, develop new tools, and enable us to provide and develop our long-term offer to older people and the Network.

Connect Up Grant

A grant of £3060 is available for 55 delivery partners, to each support 45 older people. Project delivery will start in February 2022 and run until the end of June 2022. Organisations will support older people to gain essential digital skills so that they can participate and communicate online, with the aim of reducing loneliness and isolation.

The grant requirements include:

Digital Skills Support Sessions

Delivery partners will run tailored support sessions with older people who lack the digital skills and confidence they need to get online for the first time. These sessions could be one-to-one or in a very small group. The exact topics of these sessions will vary based on the needs of the older person being supported and the aim will be to support them to learn skills needed to confidently and safely communicate online with others.

A curriculum of learning has been created showing Learn My Way resources that would be suitable to use in the support sessions (see appendix 1). This suggests courses and session plans that would be relevant to different goals. Although the support sessions wouldn't necessarily need to involve using a Learn My Way resource (there may be other guides or resources that your organisation uses instead), this provides an overview of the type of digital skills support people may benefit from.

Online video sessions (e.g. Zoom clubs)

An aim of this grant is to reduce isolation for older people on an ongoing basis. Therefore delivery partners will arrange and run an online weekly video session (for example a Zoom club) so that the older people who have gained skills and confidence to communicate online during a support session can stay in touch as a group with the delivery partner. The sessions could cover any topic relevant to the audience, or could simply be a weekly online coffee morning. These would continue until June 2022.

Reporting

Delivery partners are required to complete a baseline and impact CaptureIT form (using the Learner Management section of Learn My Way) for each older person they support. These provide information about who they are supporting and the impact this has had for them. The questions that will be asked on the CaptureIT forms can be found in appendix 2.

Case Studies

We also ask that a short case study is provided by each organisation during the project. We'd definitely be looking to hear from the point of view of an older person who has received support and is now attending online sessions. However we'd also like to hear stories about impact from staff members and/or volunteers too.

Delivery partner requirements

Summary of requirements for delivery partners

- Attend initial project training webinar
- Deliver digital skills support sessions for 45 older people
- Arrange and run weekly online meet ups for 45 older people
- Complete all reporting via CaptureIT tool
- Provide a case study
- Keep in contact with Good Things Foundation to update on progress through regular calls

Quality assurance

Please note that during the project Good Things Foundation will carry out regular checks on the data received through the CaptureIT forms to ensure that all reporting is accurate and to highlight any issues. These checks could include checks on repeated or duplicate entries, and calls to beneficiaries where appropriate.

Contract size

Amount:	To support:
£3060	45 individuals

Timeframe

Indicative timeline	Date:
Launch of online application	Monday 22 November 2021 9am
Deadline for applications	Friday 10 December 2021, 12pm
Communication of results to applicants	Friday 7 January 2022 by 5pm
Project training	Week commencing 17 January 2022
Project start and end dates	1 February 2022 - 30 June 2022

Funding Rules

To ensure that Good Things Foundation can fund as many different organisations as possible, that no centre is over stretched and to mitigate double counting across different contracts, the following funding rules are in place.

No organisation will:

- be able to receive more than £40,000 between 1 April and 31 March of the current financial year*
- be awarded more than 2 grants per funding round*
- be able to deliver across 4 or more contracts*

**Unless explicitly agreed by Good Things Foundation before an application is submitted.*

Terms and Conditions are in place for all project delivery and they must be adhered to by centres and Good Things Foundation.

Payment schedule

Payment schedule	
Payment 1 (£1020)	February 2022 - upon attending project training and accepting the contract online
Payment 2 (£1020)	May 2022 - upon completing 50% of target of Baseline CaptureIT forms and 30% of target of Impact CaptureIT forms
Payment 3 (£1020)	July 2022 - upon completing 100% of target of Baseline CaptureIT forms and 70% of target of Impact CaptureIT forms

Eligibility Criteria for Organisations

To be eligible to apply organisations must be a registered member 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](#)

Eligibility Criteria for Individuals Supported

Individuals supported during this project should be older people (55 years of age and over), who are facing digital exclusion. This would mean that they do not already have the digital skills or confidence to communicate and participate online.

Application: Preparing to apply, questions & guidance

As part of the application process you'll be asked to provide your registered company or charity number. This is so that we can undertake due diligence checks as part of the assessment process which will include:

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

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

Preparing to apply: To apply for this opportunity you must be a member of the Online Centres Network. If you're not an existing member of the network, [you can register here](#).

Accessing and completing the application form:

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.

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.

The following are the questions you'll need to answer and the details you'll need to provide during the application process.

1. Organisation details:

- 1.1 Organisation ID:
- 1.2 Organisation name:
- 1.3 Registered Charity number:
- 1.4 Registered Company number:

2. Contact Details:

- 2.1 Full name:
- 2.2 Email:
- 2.3 Where did you hear about this opportunity? *(a drop down list will appear for you to select your response)*

3. Rationale for the project: each question has a maximum of 500 words

- 3.1 Which beneficiary group(s) does your project seek to support?
(a drop down list will appear for you to select your response/s)
On screen instructions are provided on how to select more than one option
- 3.2 What evidence (local/regional/national) have you got to support the need for this project?

Please outline the need that you are aware of in your community and / or with the people that you work with for the support that you would provide through this project. Please include relevant examples and/or data where possible.

4. Delivery: each question has a maximum of 500 words

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

Please share your experience supporting older people to learn digital skills, including detailed information about the scale, type and impact of the previous work with older people. Please include information about how your previous experience will benefit and influence the delivery of this project.

4.2 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.

Please include information about exactly who within your organisation will be responsible for each of the requirements in the guidance above.

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

Consider multiple potential risks that would impact successful delivery, and let us know the steps you would take to mitigate these.

5. Impact and assessment - each question has a maximum of 500 words

5.1 Please describe what outcomes you hope to achieve and how you will measure them

Please include information about how information would be gathered and entered into the CaptureIT tool.

6. Financial - each question has a maximum of 500 words

6.1 How much are you applying for? *Please enter the contract size stated above (£3060)*

7. General/Legal - each question has a maximum of 500 words

7.1 Please outline how you will ensure GDPR is respected as part of your project.

- *How you will manage and store individual data and ensure that you have consent for sharing it with us*
- *Give an overview of any relevant policies or best practice at your organisation, focusing specifically on how you will ensure the data of those you're supporting on the project will be stored and handled safely.*

7.2 Please outline how you will manage safeguarding as part of your project.

- *How you will ensure safety of your staff, volunteers and clients when delivering this project*
- *Give an overview of any relevant policies or best practice at your organisation, focusing specifically on safeguarding your staff and the people you'll be supporting.*

You will then 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: grants@goodthingsfoundation.org stating '**Connect Up - funding application query**' in the subject line, alternatively you can call 0114 349 1666

Appendix 1

Sample Curriculum of Learning

Please note: this is included to give an indication of the type of resources that will be suggested, but is subject to change.

Connect Up Curriculum of Learning

This document is designed to help you to support older people to meet their individual learning goals. Within the Connect Up project, goals will vary broadly. We have suggested some categories of goals that are likely to be common to this group of learners. Learn My Way courses are identified for supporting progress towards each potential goal. Outcomes indicate the skills or knowledge the person should show or have when they have successfully met their goal.

For each Goal and LMW Course recommended, there are **Session Plans** to support tutors and **Handouts** to create blended learning opportunities. These are available under the 'My Learning' tab once you have logged into your [LMW account](#) and are linked in the chart below.

Individual goal as stated in the baseline CaptureIT	LMW Course(s)	Resources and support for tutors	Essential Digital Skills Standards Covered (Entry Level)	Essential Digital Skills Framework Reference	Individual outcome as stated in impact CaptureIT
Use video calling to connect with friends or family	Video calling	Session Plan - Video Calling Handout - How can video calling help? Handout - match the logo	<ul style="list-style-type: none"> - Foundation Skills - Using Devices and Handling Data (Skill 1) - Communication (Skill 9) - Transacting (Skill 11) 	I can communicate with friends and family using video tools	I know how to use digital tools such as video calling to connect with others.
Use email, social media or messaging	Using Facebook	Session Plan - Using Facebook Handout - What button does what? Handout - Would you add this	<ul style="list-style-type: none"> - Communication (Skill 9) - Transacting (Skill 11) - Being Safe/ Responsible Online (Skill 13) - Using Devices 	I can communicate with friends and family using video tools	I know how to use social media to connect with others.

		person?	<ul style="list-style-type: none"> - and Handling Data (Skill 2) - Creating and Editing (Skills 6, 7) 		
	Socialising online	Session Plan - socialising online Handout - Is this safe to share? Handout - Match the status	<ul style="list-style-type: none"> - Using Devices and Handling Data (Skill 2) - Creating and Editing (Skills 6, 7) - Communication (Skill 9) - Being Safe/ Responsible Online (Skill 13) 		
Use my device for interests and hobbies	Using search engines	Session Plan - Using search engines Handout -Using search engines practise activity	<ul style="list-style-type: none"> - Using Devices and Handling Data (Skill 1, 3) 	I can use the internet to find sources of help for a range of activities	I know how to use digital tools to support my wellbeing by exploring hobbies and interests.
	Watching and listening online	Session Plan - Watching and listening Handout - Practise activity identify icons	<ul style="list-style-type: none"> - Using Devices and Handling Data (Skill 1) - Being Safe/ Responsible Online (Skill 14) 		
Make my life easier, e.g. online shopping	Online shopping	Session Plan - Online shopping Handout - Payment activity Handout - Online shopping practise activity	<ul style="list-style-type: none"> - Transacting (Skills 11, 12) - Using Devices and Handling Data (Skill 2) 	I can fill in online forms to complete a transaction	I have gained the digital skills I need for shopping online.
	Online and mobile banking	Session Plan - Online and mobile banking Handout - Memorable information Handout - How to make a payment	<ul style="list-style-type: none"> - Transacting (Skill 11, 12) - Being Safe/ Responsible Online (Skill 13, 15) 		
Connect with services or	Using public	Session Plan - Using public	<ul style="list-style-type: none"> - Foundation Skills 	I can use the internet to find	I know how to use the

support groups	services online	services online Handout - Websites that can help me Handout - Finding your way around gov.uk site	<ul style="list-style-type: none"> - Using Devices and Handling Data (Skill 2) - Transacting (Skill 11) - Being Safe/ Responsible Online (Skill 13) 	sources of help for a range of activities	internet to access services and support.
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Appendix 2

Baseline and impact CaptureIT form questions

Please note: these are included to give an indication of the type of questions that will be asked but are subject to change.

Baseline form

1. I confirm that this individual meets the eligibility criteria set by Good Things Foundation for this programme.
2. I confirm that I have shared the information provided by Good Things Foundation about taking part in this survey (including on data privacy) and the individual has consented.
3. What is your age (at your last birthday)? (option to select 'prefer not to say' included)
4. What is your gender? (option to select 'prefer not to say' included)
5. What is your ethnic group? Please choose the option that best describes your ethnic group or background (option to select 'prefer not to say' included).
6. Do any of the following prevent you from using the internet (or using it more fully) at home?
 - I can't afford the cost of data (mobile / broadband)
 - I can't afford a suitable device (to use the internet)
 - It's difficult because of my disability or health
 - It's difficult because English isn't my first language
 - It's difficult because my area doesn't have good coverage (mobile / broadband)
 - It's difficult to get the support I need to use the internet
 - I'm worried about internet safety
7. Please tell us which of these is important to you?
 - I want to feel more connected to friends and family
 - I want to follow my interests or hobbies
 - I want to be more independent and make life easier
 - I want to learn how to keep safe online
 - I want to feel more confident using the internet
 - I want to feel less lonely
8. Are you happy to be contacted in the next 6 months to take part in research?
9. Name
10. Telephone number
11. Email address

Impact form

1. I confirm that this individual meets the eligibility criteria set by Good Things Foundation for this programme.
2. I confirm that I have shared the information provided by Good Things Foundation about taking part in this survey (including on data privacy) and the individual has consented.
3. Please tell us what support you have received. (Please tick all that apply)
 - A personal device (e.g. tablet)
 - Data (e.g. Sim, dongle, Mi-Fi)
 - Help to use a device or go online for the first time
 - Help to use the internet to do more things
 - Something else (please describe)
4. So far, how many hours of support have you had?
5. How have you received support? (Tick all that apply)
 - In a centre, library or community location
 - In my home
 - Over the telephone
 - On video calls such as Zoom
 - By email or messaging (e.g. WhatsApp)
 - One to one support
 - Regular group
 - Drop in session
 - Other
 - Prefer not to say
6. Please tell us if you agree or disagree with the following statements:
 - I feel my digital skills are better
 - I feel more able to stay safe online
 - I feel more confident using the internet
 - I have a suitable device to use the internet
 - I have enough data for my internet needs
7. Thinking about the support you received, please tell us if you agree or disagree with the following statements:
 - I feel more confident
 - I feel less lonely
 - I feel more connected to friends and family
 - I feel more independent
8. Is there anything else you want to tell us? For example: how the support has made a difference, or what else would help? (500 character limit)
9. Are you happy for Good Things Foundation (or others working on their behalf) to contact you directly about taking part in further research in the next six months?
10. Name
11. Telephone number
12. Email address