



Devices and Digital Skills

A guide for participating
centres

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members:**

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Good Things Foundation

Good Things Foundation are working to procure devices. These will be shared across the Online Centres Network.

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

Thank you for your continued support to us and your communities.

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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.



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.
- Organisations will gain tutor access to enable reporting

The Devices

We are working with many organisations to gain donations of devices.

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

This comes with connectivity. You will receive Vodafone **SIMs** which provide 20GB data per month for 6 months.

These fit straight into the tablet.



Someone receiving a device and data through this project must be:

- 18+ years old

AND

- Digitally excluded – this means they can't afford internet access and their own appropriate device



Initial Stages

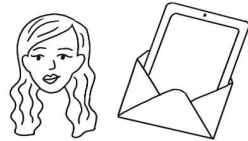
Identify Recipients

Registration

Set up & Delivery

Support

Impact & Grants



Identify people who meet the qualifying criteria to receive a device and data.

Complete the Recipient **Baseline Survey** on CaptureIT for each individual.

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

Provide **training** to help the recipient use their device, and support them to gain **employability and/or financial health skills**.

Report **Impact** for each recipient four weeks after delivery on **CaptureIT**.
You will then receive a grant at the end of October after you complete this.

Currently taking place

By 13th September

By 13th September

September - October

By 8th October



This stage you will need to create an **OCN account and accept your contract** if you have not already done so.

Initial Stages

- When applying you will have created an account on the [Online Centres Network](#) website.
- **You should log in and accept your contract.** To do this:
 - Log into your OCN account
 - Select “Your Centres”
 - Select ‘Manage Your Funding’
 - Check your bank details are correct by selecting ‘Your Payment Details’. Update the bank details if necessary.
 - Next select ‘Your Grants’. This is where you will be able to accept your contract.

Note - The log in details for your OCN account and LMW accounts are the same.



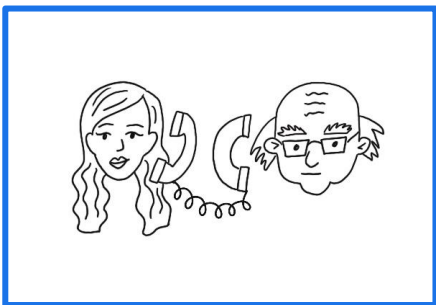
You must now contact people who will be receiving devices and complete the **Recipient** information on **CaptureIT**.

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.
- 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.
- We 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.

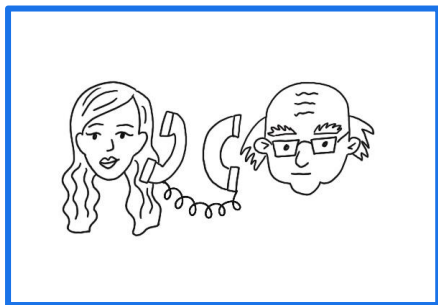


You must now contact people who will be receiving devices and complete the **Recipient** process on **CaptureIT**.

How to find the CaptureIT baseline form

- 1) Log in to [Learn My Way](#)
- 2) Click on the 'Learner Management' tab
- 3) Click on 'Create new learner' to set up a learner account for the recipient
- 4) Click on the new learner record, and click on 'Capture IT' on the top right
- 5) Select the correct project from the Capture IT drop down menu

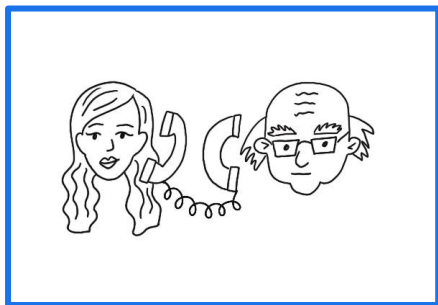
The deadline for submitting baseline CaptureIT survey - 13th September



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
 - 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. job search online)
 - **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 project (optional)



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

A screenshot of the CaptureIT web application interface. At the top, there is a navigation bar with 'Learn My Way' on the left, and 'Accessibility help', 'Bryony Evans', and 'Sign out' on the right. Below this is a secondary navigation bar with buttons for 'My learning', 'Subjects', 'Learner management', and 'Resources'. A link 'Back to manage learners' is visible. The main content area shows the user profile for 'Bryony Evans' with tabs for 'Details', 'Activity', 'Capture IT' (which is circled in red), and 'ULN'. Below the profile, user details are listed: 'Username: bryonyevans | User ID: 2370332 | Created: 02/09/2019 | Last accessed: 28/06/2021 | Registered by: Tutor'. The role is listed as 'Tutor'.

A [video guide](#) for how to complete the baseline survey on the CaptureIT system is available on the Device and Digital Skills landing page. The video demonstrates each step of the process in detail, using the example of a fictional learner.

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.

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.
- 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 **27th August**.

When you receive the devices and connectivity, please check that you have received everything you need and that all are working correctly. **Please report any issues to us within 5 working days of delivery.**

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 landing page.



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

When storing the devices (before distributed):

- Please make sure they are **stored securely** (for example in a locked cabinet)
- Please make sure that **each device and SIM are accounted for**, and a responsible member of staff is aware when each has been distributed
- We recommend **delivering in person**, rather than via a delivery company
- If there is an **incident** please report to us immediately at devices@goodthingsfoundation.org

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:**

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

Information and Health - [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.

Read Me File -

The [Read Me file](#) is designed for the person you are supporting. It has information that is relevant for them.

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 - 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 and *their goals*** 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 Device and Digital Skills 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. Note - Devices should be delivered by **13th September**.

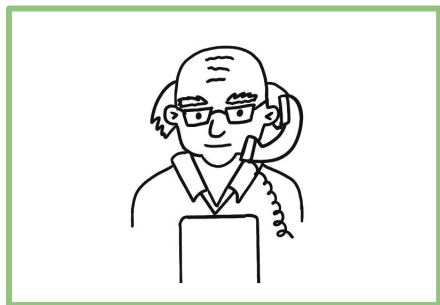
Cleaning - Following [Public Health England advice](#). First wash your hands. Next clean the device, the charger and connectivity equipment with wipes.

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 **MUST** sign to confirm they have received the device. 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.

Call - Phone them when you get back home from 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 Calling - A priority is to set them up with a video calling account. Use whatever platform you think is most suitable. If they can video call (e.g. on WhatsApp or Zoom) then supporting them will be easier.

Email - 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.



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

Ongoing Support - Please keep a record of the ongoing support such as recording dates and times.

Based on the individuals requirements, you will support them to learn digital skills using their new device. Examples could include:

- Carrying out a video-call (eg Zoom) with a loved one or a GP
- Using online services, such as keep up to date with Covid-19 information online, using digital health services such as order repeat prescriptions, or order shopping online
- Knowing the basics of keeping safe on the internet, such as secure passwords and watching out for suspicious behaviours.
- Being able to search for jobs online and to apply for work online.

There are modules available on [Learn My Way](#) that cover these topics.



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 employability and/or financial health. 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 their device and support.

Deadline to complete the impact CaptureIT - 8th October



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

The grant will be **£50** 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.

Additional useful links:

- [Guide Lenovo TabM10](#)
- [Read Me](#) file
- [Letter](#) to save on your phone if you are subject to local area lockdown restrictions
- [Public Health England](#) guidance
- [Guide](#) for delivering to people who are self-isolation



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Any Questions?

devices@goodthingsfoundation.org

