

Reboot UK - Grant Description and Guidance

Introduction

Reboot UK is a landmark project supporting the most vulnerable in society to improve their wellbeing through gaining digital skills. The project was founded as a partnership between Good Things Foundation, Mind, Homeless Link and Family Fund, funded by Big Lottery Fund. Phase 1 of the project was a test and learn project that sought to test innovative new approaches, building digital inclusion into the delivery of support for vulnerable groups.

We're delighted that Big Lottery Fund are continuing to fund Reboot UK for a second phase. Phase 2 will run from 1 March 2017 until 31 October 2017 and will support over 1,200 additional individuals - ***homeless people or people with a mental health need*** - to realise the positive health, wellbeing and employment outcomes associated with digital inclusion. The approach will continue to be locally led to ensure that it responds to the needs of vulnerable people and the organisations which support them.

The Reboot UK delivery model embeds in-depth, personalised digital skills provision within specialist organisations that already offer a range of support services for people in crisis. Phase 2 is designed with findings from Phase 1 in mind. For this reason, we are promoting the use of peer mentors in delivery, and the use of progression interviews with clients.

Individuals will be supported to realise a range of positive outcomes, including:

- Improved digital skills
- Progression to employment and employment-related activity
- Progression to further learning
- Improved wellbeing.

There will be 10-15 local delivery partners recruited from within the Online Centres Network and the networks of consortium partners, working in the most deprived areas in the UK. Each will need to already be working with the current audience groups for the project, and will have existing specialist expertise in supporting these groups. Some will have experience of delivering digital skills and will be looking to formalise and deepen this support, while others will be looking to begin delivering digital skills for the first time. Delivery will be supported by a toolkit of resources.

Project specification

The project will run **from March 2017 to October 2017**. During this time, successful organisations will, together engage and support **1,200 individuals**.

To deliver the project, successful organisations will need to:

- Engage beneficiaries through their existing relationships and local partnerships, using digital as a 'hook' to reach people and get them talking about their aspirations and needs.
- Provide learning to beneficiaries through tutor-led learning or peer mentoring, helping them improve their digital skills to meet identified needs.
- Help beneficiaries to progress towards further digital skills, employment-related activity or further learning. For example: a referral to another service within the centre, a referral to external service, support with job-seeking, progression to volunteering.
- Build sustainable local capacity to support the development of digital skills and the transformation of communities, based on strong partnerships between digital and specialist organisations.

Through this project, we are promoting the use of peer mentors to support delivery. We know that volunteers from the client group can help to engage and support hard to reach clients. Peer mentors are volunteers who are from the target client group. They support delivery, but have a less formal role than a tutor.

For this reason, the engagement of peer mentors in the project can count towards 10% of your contract. This is optional. You can deliver 100% of your target to learners, or you can choose to use 10% of this to engage peer mentors.

There are two contract sizes available through the project, and successful organisations will be expected to meet the following requirements for each contract size:

Contract Size	£5,000	£2,500
Number of individuals supported	50	25
(Optional) Number of peer mentors that can count towards the target	5	3

Please see appendix 1 on page 6 for more information on the participant journey.

Eligibility

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To apply to be part of this project, organisations will need to be **a member of the Online Centres Network**. Membership is completely free and brings a range of benefits for your organisation. On this basis:

- Applications from current Online Centres in any part of the UK are welcomed (**including Scotland, Wales and Northern Ireland**).
- We also welcome applications from outside of the current network, and any organisations new to the network should sign up for a login account then complete an application form to join by clicking [here](#). Once you have submitted your application form, you'll then be able to apply to be part of the Reboot project.
- Successful organisations must already be experts in supporting homeless people or people with a mental health need and evidence experience of this throughout the application.

Indicative Project Timeline

1.	Launch of online application	Friday 6 January 2017
2.	Deadline for applications	Friday 20 January 2017 at 5pm
3.	Communication of results to applicants	By Wednesday 1 February 2017
5.	Mandatory training event	Wednesday 15 February 2017 in Birmingham
6.	Project Start & Finish Dates	1 March 2017 - 31 October 2017

Please note that all successful organisations will need to attend a mandatory training day in Birmingham on Wednesday 15 February 2017.

Application guidance

To apply to be part of this project, you will need to answer the following questions.

1. Governance

1.1 Name of applicant (your name)

1.2 Applicant e-mail address

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1.3 Centre Name

1.4 Centre Number

1.5 Please provide a named contact who will oversee the delivery of this project

1.6 Email address of named contact

1.7 Please provide the names of staff members or volunteers who will be involved in the delivery of the project

1.8 Is your organisation registered with Companies House or a registered charity?

1.9 If yes, please tell us your Companies House number or registered charity number.

1.10 Which contract would you like to apply for?

1.11 If you are unsuccessful with your preferred contract size would you be prepared to receive a lower one?

2. The Project

2.1 Please tell us about how you currently support people who are homeless or have a mental health need. You might want to shape your response around the following bullet points:

- How many individuals who are homeless or have a mental health need have you supported in the last 12 months?
- What type of support services do you offer?
- What does the delivery model of these services look like?

This question has a 500 word limit.

2.2 How do you reach out to homeless people or people with a mental health need? You might want to shape your response around the following bullet points:

- How do homeless people/people with a mental health need find out about your services?
- Do you have any formal referral processes in place with local partners
- How do you promote the services you offer?
- Do you offer any services in outreach locations?

This question has a 500 word limit.

2.3 How will you ensure engagement of homeless people or people with a mental health need with digital? You might want to shape your response around the

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following bullet points:

- How you will introduce digital into the services you offer in an innovative way to engage with individuals?
- How you will make digital relevant to the lives of these individuals?

This question has a 500 word limit.

2.4 To what extent is digital already embedded into your service and how do you plan to fully embed digital into your services?

This question has a 500 word limit.

2.5 Please tell us about your understanding of the barriers facing homeless people/people with a mental health need and the solutions you put in place to overcome these. We are keen to understand the barriers that you see on a daily basis and the strategies that you've put in place to overcome them.

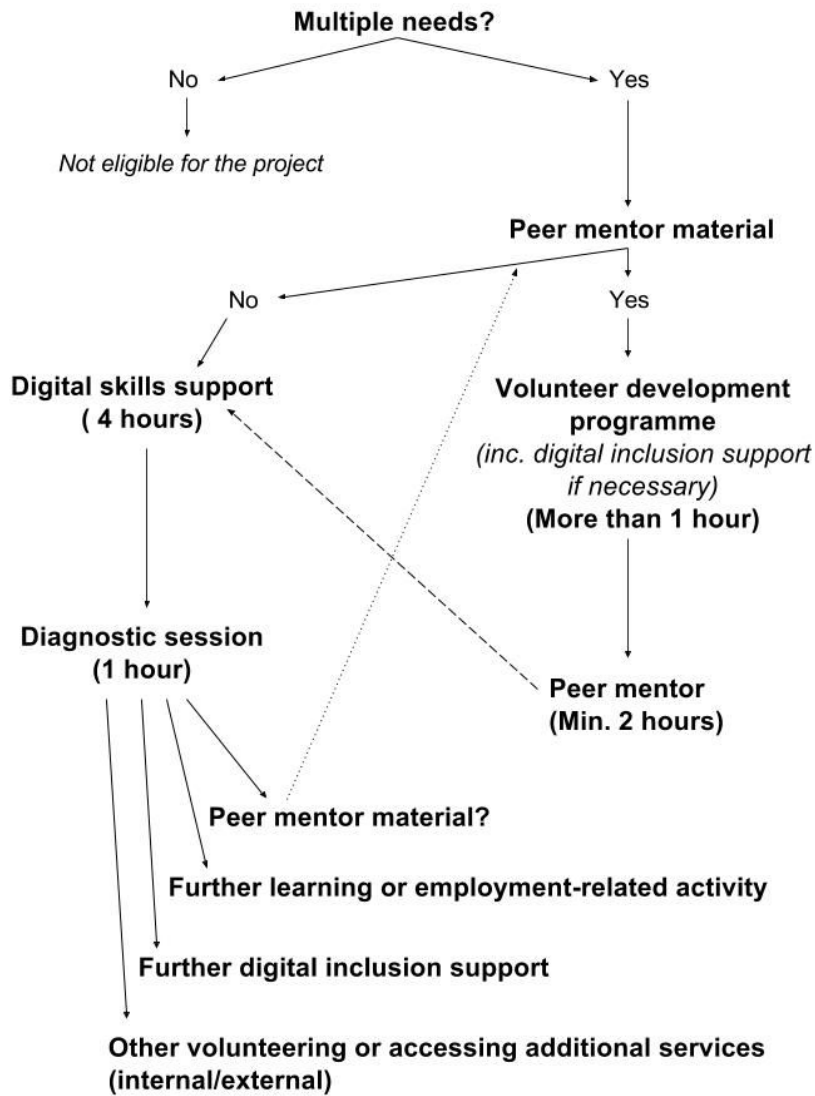
This question has a 500 word limit.

2.6 Do you have any experience of engaging peer mentors or digital champions? If so, please tell us about it.

This question has a 500 word limit.

Please remember that you can contact our Network Support Team at any time if you have any questions about the application process. They can be contacted on 0114 349 1666 or hello@goodthingsfoundation.org and are very happy to help.

Appendix 1: Reboot UK Participant Journey



NB. Individuals may take steps towards these outcomes but not achieve them in full during the delivery of period of the project