

Digital Inclusion Project - 30th October 2023

Detail of digital support delivery and training needs:

Alec Rose House

NHS app
Asda online shopping
Iceland app and card
Morrison's app
Clinic form
Booking Christmas order slot

Behrendt House

Google maps
Emailing
Accessing music sites
Look into accessing white goods
Fuel vouchers
Electric Blanket
Disability bus pass

Cunningham Drive

Access to first smart phone
Set up email account x 2
BBC weather and news
Answering a call, text
Google maps
NHS app
Attach a file to email
Widgets – clock/calendar
Moving NHS app to new GP practice
Loan of Chromebook
Amazon account issues
SIM card
Fuel vouchers

Fortune House

Emails
WhatsApp
SIRI / Hey Google
IPad updates
IPad issues
Making medical apt

Fuel vouchers

Online shopping
Moving to a new phone
Booked covid and flu vaccinations
Kindle app on iPad
Setting up laptop and accessing Microsoft Account
Access You Tube

Gloucester House

Loan of Chromebook
Writing life story
Google Docs
Worked on printer
Banking
Google maps
Email set up
Downloading photographs to a memory stick
Deleting photographs
Benefits check
Transferring money between bank accounts
Accessing online account with Virgin media
Composing emails
Sending emails
Understanding incoming text messages from Virgin
Fuel vouchers

Queens Close

New computer issues
Emails from different accounts
Passwords
Fuel vouchers

Slocum House

First Bus app
NHS app
Uninstalled apps not needed
M&S app

Woodlands House

Recycling centre appt
Bird song
Bird facts
NHS app
Willow group access
Asda rewards app
Klinik form
BBC app

Fuel vouchers

Free View app
Emails
NS&I
Fingerprint recognition
Learning icons
Borrow box
New phone adding contacts

Agnew House & Barclay House

CV writing
Job applications
Loan of Chromebook
Benefit check
Access to Citizens Advice public site – legal info
Duplicate birth certificate
SIM cards
Ad hoc advice/intervention - Citizens Advice based.

Problem areas – in sheltered units

- Ageing population and often unwell
- Forget their appointment
- Can't find relevant paperwork eg NHS number
- Can't remember passwords
- Can't understand the relationship between apps, emails and messaging
- Very worried about being scammed
- Numerous medical appointments
- Short concentration spans
- Poor eyesight or hearing
- Trust

Problem areas – in hostels

- Transient population
- Very specific needs as generally IT literate
- Literacy skills
- Limited self-help skills
- Chaotic

Positive areas

Many of the outcomes cannot be measured in terms of IT, but are a change to the life opportunities for the residents.

- Increased confidence with own devices

- Able to make own COVID / Flu vaccination appts
- Using email for first time
- Using a computer for the first time
- Having a smart phone for the first time
- Place an online order for Christmas – in October!
- Wanting to buy a laptop
- Increased independence

Facilitated fuel vouchers for 69 people - £10,143

Distributed SIM cards with a value of £630

Links have been made with:

- Willow Group
- All High Street banks and building societies
- Blue Lamp trust
- Autism Ambassador Scheme
- Integrated Community of Practice Social Prescribers' Network Meeting
- Gosport Middle Years Project
- Gosport WI group
- Older Persons Forum
- GVA