Voice and Power for Homeless and Vulnerable People through New and Emerging Technologies

A. About the Awards

Lemos&Crane working with Thames Reach and the LankellyChase Foundation presents the LankellyChase Digital Empowerment Awards. A total of £2,500 prize money is offered for projects which utilize the growing potential of digital technologies such as the internet, social media, apps and SMS for the improvement of the lives of homeless and vulnerable people, enhancing their voice, building and expressing their capabilities, facilitating peer-to-peer support and making the services they receive more personalised and enabling.

There will be 5 award categories with a winner and runner-up for each category.

The 5 award categories are:

- **VOICE** – homeless and vulnerable people have new opportunities to express themselves and their experience ‘as citizens’ to reach a public audience and to challenge cultural stereotypes

- **DIALOGUE** – homeless and vulnerable people have new ways to communicate ‘as consumers’ with service providers, redressing the power imbalance between them, and providing feedback to inform and shape service development

- **SUPPORT NEEDS** – providing live information feeds, ‘nudging’ take up, and reminding homeless and vulnerable people of appointments for housing, health, employment and welfare services

- **CAPABILITIES** - improving skills in numeracy and literacy for employment and enterprise, offering volunteering opportunities, and providing information on mainstream / high-street services that make day-to-day life easier, cheaper and safer

- **SOCIAL NETWORKS** – homeless and vulnerable people have new opportunities for contact with family members, peer networking and support, and for friendships through shared-interests and social activities for happiness, well-being and life-enrichment.

Entries are invited from non-profit organisations such as:

- Homeless agencies
- Supported housing agencies
- Charities
- Third sector organisations
- Housing organisations
- Local authorities
- Other public bodies
B. Timetable

- Deadline for entries – Friday 7th February, 2014
- Shortlist announced – End of February
- Winners announced – April

C. Rules and procedures

1. Entries must be completed using this entry form and submitted electronically here

2. Receipt of all entries submitted online will be automatically acknowledged.

3. Entrants may be asked to provide further information.

4. The judges' decision is final. Awards will be made at the judges' discretion and no correspondence will be entered into concerning any decision. Not all the awards advertised may be awarded if the judges consider the criteria have not been met. Additional commendations may be made at the judges' discretion.

5. The content of any entry may be used for informing other practitioners and also for publicity purposes unless the entrant withholds their consent to this in writing.

6. Entrants are deemed to have accepted these rules and procedures and to have agreed to be bound by them when entering this competition.

D. Your Entry

Please do not exceed 1500 words in total.

1. Your contact details

<table>
<thead>
<tr>
<th>Full name</th>
<th>Simon Mott</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title</td>
<td>Big Issue Vendor</td>
</tr>
<tr>
<td>Organisation</td>
<td>Big Issue</td>
</tr>
<tr>
<td>Telephone number</td>
<td>07852 936439</td>
</tr>
<tr>
<td>Email address</td>
<td><a href="mailto:simon.bmott@googlemail.com">simon.bmott@googlemail.com</a></td>
</tr>
</tbody>
</table>
| Address       | 10 Pasteur Court Block 1  
                 Nightingale Avenue 
                 Harrow 
                 Middlesex |
2. Name of the project you are entering for The LankellyChase Digital Empowerment Awards
Card Readers for Big Issue Vendors

3. Award category you are entering
CAPABILITIES

4. Name and contact details of an independent referee to support this application
Stephen Robertson CEO Big Issue Foundation

5. Describe your project in one sentence
The project aims to provide mobile Chip and Pin card reader devices to Big Issue Vendors to enable increased sales of the magazine and thus increased income from customers whom previously may have walked on by due insufficient/no cash as we move forward into an increasingly cashless society.

6. Specify the setting(s) where your project is delivered (eg homeless agency, housing organisation etc )?
Once the project is up and running, the Card Readers would be utilised at vendors respective Sales pitches wherever they happen to be located across the country.

7. What are the project’s objectives?
Initially to provide readers to vendors whom are ready for the next stage of their journey and whom already have a bank account and smartphone (requirements for the system to function) to enable them to capture sales currently being lost due to potential customers not having cash to buy the magazine. Big Issue estimate that approximately 50 out of 2000 vendors would
meet this initial criteria.

Card sales would make vendors safer as 1 in 3 Big Issue vendors have in the past been robbed of their cash takings. It also means a small wait for cash to be deposited into their bank accounts (3 days) so Instils a sense of saving/waiting for the money and also they are unable to spend/waste the money immediately.

Long term it is envisaged to look at providing a 'package' to vendors comprising Bank Account/Smartphone and Card Reader but this is something that Big Issue themselves would be looking to initiate and negotiate deals/partnerships/etc with Banks/Mobile Providers/Networks.

It is something for those vendors whom are not quite ready to take these technological steps to aspire to and encourage them to think about taking ownership of their destiny.

8. What are the project’s activities?

The projects activities would be the provision of the card readers, the promoting of the scheme to the various regional Big Issue area offices and the training of vendors on the set up and day to day use of the system which in addition to card transactions can also record cash sales/gratuities received and issue email receipts to customers.

9. What has been the impact / achievement of the project?

The project has yet to start, however as a Big Issue Vendor I initiated the use of the Card Reader to capture lost sales back in May 2013. I sell between 5 and 10 copies of The Big Issue Magazine a week by card. Although there is a 2.75% transaction fee (equating to 7p on a £2.50 magazine), this is really £2.43 which I would not otherwise have had. Selling just 4 extra copies of the magazine a week by card equates to just over £500 a year increase in income which can only be positive for someone trying to lift themselves out of their homeless situation.

A google search of Simon Mott Chip and Pin will return numerous media stories which broke late last year.

10. How is your project evaluated?
The project will be evaluated by keeping in contact with those vendors in receipt of the readers to check on their sales and ongoing support with the devices.

11. How would you spend the prize money to develop the project?

Provisioning an initial number of suitable and qualifying vendors with Card Reader Devices plus any other ad hoc costs involved in promotion of the scheme although that would be minimal. The main objective would be to provision as many qualifying vendors as possible with readers within the budget made available.

E. Submitting your entry

Please return this entry form by Friday 7th February 2014 by uploading it on this page

If you have problems uploading your entry or would like to add documents, photos, videos or other media that are relevant to your entry, please email them to awards@lemosandcrane.co.uk quoting ‘LankellyChase Digital Empowerment Awards entry’ and your organisation name in the subject heading.

Thank you for entry.