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 personalized 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
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>Michael Charlton</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title</td>
<td>Floating Support Officer</td>
</tr>
<tr>
<td>Organisation</td>
<td>Home Works</td>
</tr>
<tr>
<td>Telephone number</td>
<td>07891 053681</td>
</tr>
<tr>
<td>Email address</td>
<td><a href="mailto:m.charlton@southdownhousing.org">m.charlton@southdownhousing.org</a></td>
</tr>
<tr>
<td>Address</td>
<td>Southdown Housing Association, The Innovation Centre, Highfield Drive, St. Leonards on sea, East Sussex</td>
</tr>
<tr>
<td>Postcode</td>
<td>TN38 9UH</td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.southdownhousing.org">www.southdownhousing.org</a></td>
</tr>
</tbody>
</table>
2. Name of the project you are entering for The LankellyChase Digital Empowerment Awards

 DIGIT ALL

3. Award category you are entering

Support Needs

4. Name and contact details of an independent referee to support this application

Neil Blanchard Acting Chief Executive – Southdown Housing Association

Southdown Housing Association
2 Bell Lane
Lewes
East Sussex BN7 1JU

Tel: 01273 405821
Fax: 01273 405801
Mobile: 07967 803431
n.blanchard@southdownhousing.org

5. Describe your project in one sentence

A dedicated digital inclusion worker embedded in our Home Works housing support team, providing flexible and personalised one-to-one digital inclusion coaching to vulnerable clients who are homeless in East Sussex.
6. Specify the setting(s) where your project is delivered (eg homeless agency, housing organisation etc)?

We will deliver the project as an extension of our current digital inclusion work with clients supported by Home Works housing floating support contract.

Home Works is East Sussex County Council’s generic floating support service for vulnerable adults (aged 16 – 64) facing housing difficulties. We support around 1200 people at any time and over 3000 a year. Clients develop the knowledge, skills, confidence and motivation to resolve their housing issues and maximise their independence to manage better in the future.

Currently we equip each worker with a wifi/3G enabled tablet to actively promote digital inclusion with all clients. The award would fund a dedicated digital inclusion worker to provide a more specialist, flexible and intensive digital inclusion coaching for our most excluded clients, people who are already homeless and who need support in settings most suitable for them, e.g friends’ homes, where they are sofa surfing, cafés, day centres, soup kitchens, Foodbanks, on a park bench, a shelter on the beach.

7. What are the project’s objectives?

Who will the project support?

In our experience many homeless people already have the means to allow them to digitally access the information and resources they need to allow them to improve their life chances, e.g. A Smartphone or a local library with free internet access. This project will provide an enhanced service to ensure that they are using the technology they have access to and are comprehensively introduced, to the opportunities digital world provides.

How do people get involved?

Workers within Home Works will refer homeless clients wanting to improve their digital skills to the project.

The projects objectives are as follows -

- Provide a dedicated worker with the ability to visit homeless people anywhere in the community and offer intensive one-to-one digital inclusion coaching
- Practical guidance and support to help clients to utilise digital equipment so they can gain the greatest benefit from it
- Increase confidence in using digital equipment so they can make the transfer to accessing
universal services in the community e.g. libraries etc.

- Encourage independence and resourcefulness through promotion of strengths, developing new interests, and accessing useful information

- Personalised support at the client’s pace, in a relaxed, non competitive, nurturing, friendly, and flexible way

- Overcome social isolation and empower clients to feel valued “citizens” and less stigmatised

- A coaching approach to encourage clients to explore the ‘digital world’ for themselves, stimulate curiosity/ initiative, maximise confidence, and reduce reliance on workers

- Each client left with a "digital tool box" of information and skills they can build upon for the future.

Through being embedded in Home Works this project will have other long term benefits:

- upskilling all our current workers increasing their skills, competence and ability to coach clients on digital inclusion

- Introduce our most excluded clients to our involvement and peer-to-peer support opportunities e.g. Friends of Home Works Facebook page.

8. What are the project’s activities?

The dedicated worker will deliver:

1. Practical one-to-one digital coaching to support homeless clients to:

- Maximise the use of the equipment that clients already own/have access too e.g. smart phones, friends and families’ equipment, libraries, digital hubs. e.g. alarms, calendars, camera and trickle charging phones, as well as apps and the internet.

- Explore low cost/free ways to communicate through digital means e.g. free wifi hotspots/providers, internet access points, local services and social media/text apps.

- Understand how to create and store to a drop box account to keep copies of important documents that can get lost or destroyed while homeless e.g. Birth certificate, housing documents, medical evidence.

- Demystify myths reduce the fear and uncertainty around digital inclusion.

- Explore terminology and basic terms e.g. wifi, twitter, 3G, app, download, streaming, cookie, firewall.
• **Learn how to search the internet** e.g. how to search/refine searches, key words, bookmark, history.

• **Understand how to make the most of free apps**

• **Utilise digital technology if no internet connection is available**

• **Understand internet safety** how to avoid/deal with Cyber bullying, exploitation, malware, phishing, virus, ID theft etc

2. **Contributing a digital focus to the client’s housing support plan:**

**Housing**

• Find a wider range of available properties using apps and websites such as Zoopla, Right Move, Property 24/7

• Bid on Homemove independently online/receive the latest magazine via email

• Use Google maps/street view to see properties/areas without having to go there. Valuable for people with physical disabilities, social phobia, little income for transport.

• Finding local day centres, night projects, soup kitchens, hostels etc

• Finding reviews of letting agents/landlord – helps with making informed choices.

• Get legal advice to understand rights, challenge decisions, be better informed and more empowered. e.g. Shelter, Crisis

• Access local council websites and apps

• Experience increased cultural sensitivity – find documents/forms in a first language e.g. on the gov.uk website, Local Council.

**Money**

• Use online banking, tax calculators, benefit calculators and budgeting apps.

• Use money saving and comparative websites e.g. Money Saving Expert – e.g. useful for understanding payday loans and insurance.

• Find voucher Codes websites, discount warehouse sites, eBay, etc

• Shop online – Great for clients with both physical conditions, social phobia or cannot afford transport.

• Chose form a wider selection of cheaper online goods than those in town
• Set up online banking.
• use YouTube instructional videos on filling out benefits forms, preparing for a medical assessment, developing new skills etc.
• Fill out forms online e.g. benefit, employment and housing forms.
• Use of “to do” applications, task lists, reminder apps, budget apps
• Buy and sell goods online.
• Resolve debt issues quicker - e.g. sites like CAB, Step Change

Employment
• Make wider specific searches for employment based on criteria e.g. trade, wage, location. Set email/text alerts for new jobs and reminders to attend Jobcentre
• Use apps/websites e.g. www.gov.uk, Jobcentre plus, Jobsite jobs, CV builder, National Careers Service

Education
• Access Learn Direct, Colleges, Open University, BBC learning , MOOCs
• use Apps that help develop literacy and numeracy e.g. Learn Direct apps, dictionaries. 
• Make apprenticeship searches e.g. National Apprenticeships Service, Skills Funding Agency. Set up vacancy alerts.

Health and wellbeing
• Access National Services – e.g. NHS Direct, Samaritans etc.
• Find websites on specific conditions e.g. MIND, SANE, MDF etc.
• Join support groups locally and nationally e.g. Care for the Carers, CRUSE etc.
• Get information about conditions e.g. boots.co.uk, patient.co.uk.
• Access advocacy and support services e.g. POhWER,National Centre for Domestic Violence/Police.co.uk

Social connectivity
• Use Facebook, Friends Reunited, blogging, Twitter, setting up email to building up social contacts and have a voice
- Get free texts from 02 online, What’s app.
- Subscribe to things that interest the person reducing isolation e.g. newsletters.
- Find leisure/recreational activities - local groups, events etc.
- Answer transport enquires e.g. local time tables, bus/train prices.
- Use creative applications e.g. baby diaries, mood diaries, making movies
- find apps for various religions e.g. Religious texts. Google Translate and change the keyboard quickly to the client's native language to help when accessing services
- Introduction to personal interest apps such as BBC iPlayer, Tune In radio, Google Earth, ebooks for those more sceptical of digital technology.

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

Our digital inclusion work within Home Works has resulted in clients being able to achieve their support plan outcomes more fully through making use of the digital resources. Clients have been able to access more services, support, information and advice than just in person or over the phone. Leaving them a legacy of empowerment, transferable skills to share with other people, increased independence and reduced chance of being socially marginalised in the digital age.

Being able to provide an enhanced service by allocating a specialist to our most excluded homeless clients will more intensively develop their digital competence and enable the to achieve even greater outcomes.

10. **How is your project evaluated?**

Due to the short-term nature of this project we will maximise the outcomes as quickly as possible.

We will use a range of evaluation methods to monitor the quality and effectiveness of the service:

**Measurement of qualitative outcomes could include:**

- Survey monkey questionnaire
- Personal feedback via text, email, Facebook, client involvement sessions and feedback cards
- monitoring support plan outcomes and reviewing progress made with each client

**Measurement of quantitative outcomes could include:**
11. How would you spend the prize money to develop the project?

To release a current floating support worker from their generic role, to deliver this enhanced specialist digital inclusion coaching. This worker has been instrumental in the success of our wider digital inclusion project – their enthusiasm and digital competence has developed the project and upskill the whole team. The clients on this worker’s caseload have significantly benefitted from their input and we want to offer this out to a wider group of clients.

E. Submitting your entry

Please return this entry form by **Friday 31st January 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.