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 31st January, 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>Madeleine Scott</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title</td>
<td>Service Manager</td>
</tr>
<tr>
<td>Organisation</td>
<td>Papworth Trust (Museum Street Centre)</td>
</tr>
<tr>
<td>Telephone number</td>
<td>01473232146</td>
</tr>
<tr>
<td>Email address</td>
<td><a href="mailto:Madeleine.scott@papworth.org.uk">Madeleine.scott@papworth.org.uk</a></td>
</tr>
<tr>
<td>Address</td>
<td>40-42 Museum Street Ipswich Suffolk</td>
</tr>
<tr>
<td>Postcode</td>
<td>IP1 1JQ</td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.papworth.org.uk">www.papworth.org.uk</a></td>
</tr>
</tbody>
</table>
2. **Name of the project you are entering for The LankellyChase Digital Empowerment Awards**

| My Safe Social Network |

3. **Award category you are entering**

| Social Networks |

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

| Julie Hewitt  
Director of Business Development and Customer Relationships  
OCN Eastern Region  
John Tabor Building  
University of Essex  
Colchester  
CO4 3SQ  

| T – 01206 874801  
F – 01206 873956  
E – julie.hewitt@ocner.org.uk  
W – www.ocner.org.uk |

5. **Describe your project in one sentence**

| A comprehensive and bespoke project including a mainstream qualification course in Safe Social |
Networking skills that was written with and for the support of vulnerable disabled adults to access social networks and communicate with peers, friends and family in a safe and meaningful way.

6. Specify the setting(s) where your project is delivered (e.g. homeless agency, housing organisation etc)?

The course and supporting work is delivered within an adult day care environment, that serves the purpose of disabled adults gaining skills to lead the lives that they choose.

7. What are the project’s objectives?

To provide, within a qualification framework, the opportunity to set up and use personal online accounts, that allow for disabled adults to manage their online presence in a safe way, to interact with their peers and develop their friendships and relationships with people in a meaningful way, both online and in a face to face context. To ensure that the people who support disabled adults have the understanding, knowledge and confidence to support disabled adults fully and to have continued use of social media outside of the day-care environment.

To reduce social isolation often experienced by vulnerable disabled adults as a result of their vulnerable status/disability/mobility and all too often their financial position.

The reduction and prevention of hate crime online as well as offline and the empowerment of vulnerable people to form positive relationships and recognise signs that could lead to abuse and or abusive/negative relationships.

8. What are the project’s activities?
• IT sessions, completing tasks towards proving competence in the use of social networking, using platforms of own choosing

• Talks and discussions in literacy based groups about safety online and the issues that link to this

• Discussion with external parties to the centre, including the Suffolk Hate Crime Service and the police

• Tech night sessions, where disabled adults, their family, carers and support workers are able to learn together to improve understanding, share knowledge and work together to form a safe framework of support

• Independent living skills session that focus on relationships both online and offline, and in how the two worlds interact

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

• Disabled adults have interacted with families and friends, developed positive and progressive relationships and built on existing friendships

• Disabled adults have developed friendships independently, without the reliance of support workers and staff to instigate and facilitate meeting friends and friends of friends

• People have also gained skills and are able to recognise issues and keep themselves safe online

• Disabled adults have gained the confidence to report issues that they are uncomfortable with including ‘mate crime’ and cyber bullying

• People know who to go to, to ask for support, advice and guidance on keeping safe if they become unsure about new online situations

• People are able to prove competence to relatives and carers, and so break down barriers and assumptions that they will be unsafe if using social media

• Families and carers have an understanding of the qualification framework and process within the centre, as well as the underlying skills that are being developed by the disabled adults that they help to support
Family and carers of disabled adults have growing confidence in the use of social media and a greater awareness of security and privacy issues online as well as ways of keeping people safe and routes for reporting issues.

10. How is your project evaluated?

- OCN unit certification is gained by a growing number of disabled adults proving their competence and skills in using social media.
- The records of disabled people involved in the project over time and the numbers of people involved who support these disabled adults throughout their daily lives.

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

We would love to be able to use prize money to develop our existing qualification criteria and to run consultation with wider groups of disabled people, to develop (with OCN-open college network) new qualification units that would further support and develop the skills of disabled adults in using online media. We would like to be able to purchase up to date accessible technology ie tablets and smartphones and develop our learning programmes in a way that disabled adults will have the opportunity to become familiar and confident using new technologies in their daily lives. We would like also to be able to staff and run further session for the families of the disabled people we work with and the wider community of carers and support workers who are essential to the support of
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

Upload to: [https://lemosandcrane.co.uk/home/index.php?id=233532](https://lemosandcrane.co.uk/home/index.php?id=233532)