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>Rose Palmer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title</td>
<td>Development Manager Gypsies and Travellers</td>
</tr>
<tr>
<td>Organisation</td>
<td>Royal Borough Kensington and Chelsea</td>
</tr>
<tr>
<td>Telephone number</td>
<td>0207 361 3863</td>
</tr>
<tr>
<td>Email address</td>
<td><a href="mailto:Rose.palmer@rbkc.gov.uk">Rose.palmer@rbkc.gov.uk</a></td>
</tr>
<tr>
<td>Address</td>
<td>Second Floor, Purple Zone, Town Hall, Hornton street, London</td>
</tr>
<tr>
<td>Postcode</td>
<td>W8 7NX</td>
</tr>
<tr>
<td>Website</td>
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</tbody>
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2. Name of the project you are entering for The LankellyChase Digital Empowerment Awards

Digital Empowerment for Stable Way Travellers' Site

3. Award category you are entering

Capabilities

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

Stella O’Donnell
Early Help, Westway Information Centre, W10 5ND
0207 5984541

5. Describe your project in one sentence

Addressing Inequalities and improving social inclusion and life chances for the Irish Traveller Community on Stable Way through enhanced digital technology.

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

Stable Way Travellers’ site in RBKC: a community of 25 Households and including 50 children and young people: In caravan homes and Community Hut. The site is managed by KC TMO and supported by Development Manager for Gypsies and Travellers, based in Kensington Town Hall.

7. What are the project’s objectives?
To improve the life chances of this Hard-to-Reach Community to access all mainstream services and to provide equality of provision via information, education, training and benefits available on-line in the 21\textsuperscript{st} century.

8. What are the project’s activities?

School aged children need access to a computer as much of their homework is expected to be completed as a Word document then saved and printed in school. Having access to a computer enables the children to use educational websites which can supplement their learning in school. Often homework and revision activities are set using sites such as MyMaths, BBC Bitesize and Sam Learning. These educational sites are particularly important to the young people are Stable way when they are absent from school for example due to travel or illness.

Access to a computer is also of great benefit to the parents of these young people in terms of remaining in contact with their schools via email, checking information such as the school calendar. Additionally, school registration, GP appointments, benefit claims, driving licence applications etc are increasingly being offered on line. Many training DVDs, such as the driving theory test, can be played with a voice-over for those with poor literacy. Few residents of Stable Way have a land line installed and 0800 numbers are not free to mobile phone users. Literacy is generally poor among residents of Stable Way. Use of a computer can often be helpful as it encourages people to read in the privacy of their own homes.

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

Since the local Notting Barns Ward Initiative funded the initial installation costs and rental of Broadband on Stable Way in 2010, Making Broadband available to all, there has been a marked improvement in the way that Traveller families have taken responsibility for their own needs, accessing information via the internet where they previously would have been reliant on assistance from workers: improved communication between schools, pupils and their families. Increased literacy, less involvement with police (eg more young men passing on-line theory test, taking practical test and avoiding driving convictions).
10. How is your project evaluated?

In a number of ways, including on-going feedback from members of the Community, regular resident consultation on a pitch to pitch basis, measurable results from schools, informal feedback from Site Manager, support workers and youth workers. Evaluation can be coordinated by the Development Manager for Gypsies and Travellers.

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

Outdated IT equipment means that many residents can no longer make use of the Broadband facility and it would be beneficial to children, young people and adults if every household once again had access to a (refurbished) computer. Outside of the Traveller site, those young people without computers are currently able to use the nearby Harrow club during Homework Club sessions, but potential loss of funding for this facility means that this may no longer be available.

The Broadband connection no longer provides adequate coverage for the whole Traveller site and needs to be updated. Quotations have been obtained for enhanced coverage. Line rental costs are only covered until the end of 2014. Ideally, these costs would be secured for a longer period of 5 years.
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.