

# EverybodyOnline

**END OF YEAR OVERVIEW**

**APRIL 2006 – MARCH 2007**

<b>Index</b>	<b>Page</b>
<b>1. Executive Summary</b>	<b>4</b>
Project locations	
Thematic projects	
Key stakeholders	
Key successes	
<b>2. About EverybodyOnline</b>	<b>6</b>
<b>3. Aims of EverybodyOnline</b>	<b>7</b>
<b>4. Impact</b>	<b>8</b>
<b>5. Cost</b>	<b>9</b>
The investment	
The saving	
<b>6. How we include everybody</b>	<b>9</b>
Social inclusion projects	
Getting back to work	
Results	
Helping young people	
<b>7. Thematic projects</b>	<b>12</b>
People affected by homelessness	
Results	
Older people	
People affected by learning and physical disabilities	
Tackling the problem	
Results	
<b>8. What works, what doesn't</b>	<b>16</b>
<b>9. Working in partnership</b>	<b>16</b>
Key stakeholders	
How we work with partners	
<b>10. Volunteers</b>	<b>18</b>
Volunteer strategy	
<b>11. Capacity building</b>	<b>18</b>
Improving capacity	
<b>12. Raising awareness</b>	<b>19</b>

**13. The Future** **20**  
Statement by Director or Projects

**Appendices**

- Appendix 1. EverybodyOnline Hub
- Appendix 2. Case study
- Appendix 3. Case study
- Appendix 4. EverybodyOnline Hub Toolkit

# EverybodyOnline – Smarter Choices, Better Futures

## 1. Executive Summary

2006-2007 has been a busy and exciting year for EverybodyOnline. The scheme came of age with the launch of the 18<sup>th</sup> EverybodyOnline project and we saw more people than ever before engage with technology through the programme.

### We have run projects in:

- St Stephens, Cornwall
- Audley, Staffordshire
- Walker, Newcastle Upon Tyne
- Bettws, South Wales
- Rhyl, North Wales
- Clydach Vale, South Wales
- Croydon, Surrey
- Glasgow

### This year our active social inclusion projects have been located in:

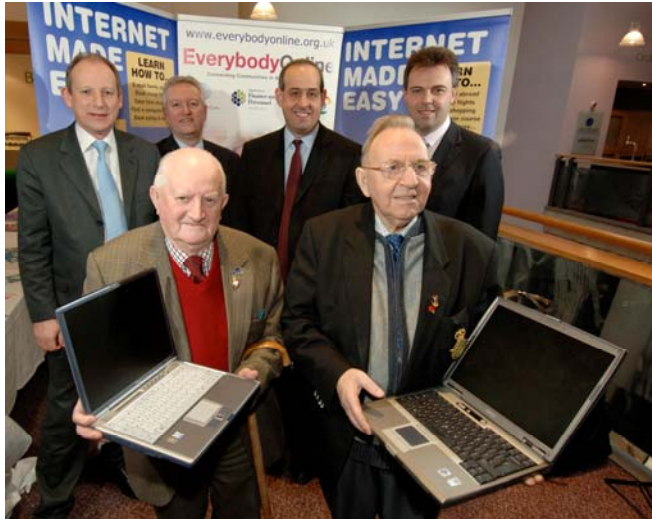
- Liverpool 8
- Newlyn, Cornwall
- Derry / Londonderry, Northern Ireland (NI)
- Fermanagh and South Tyrone, NI
- Leigh Park, Hampshire

### Our thematic projects have this year focussed on:

- Older people living at home, NI
- Older people living in residential or assisted care, NI
- People affected by homelessness, Glasgow
- People affected by physical disability, NI
- People affected by learning disability, NI

The year began with the launch of EverybodyOnline in Liverpool 8, a culturally diverse area, with low levels of Internet connectivity. A further project in Newlyn, Cornwall successfully launched a few months later to engage migrant workers and members of the fishing community with technology.

Our approach and demonstrable results were this year highlighted by a major three year investment in the project by BT Northern Ireland (NI) and the Department of Finance and Personnel. This has enabled the development of a joined up programme of six new projects pan NI which was launched by the Minister for NI David Hanson at a well attended event in the Grand Opera House, Belfast in January 2007.



Launch Northern Ireland

We have been delighted to have the continued backing of BT for all our mainland UK projects and have been pleased to welcome several new partners to EverybodyOnline.

Our partner's support enables us to really help communities engage with digital technology, improve access and build capacity thus ensuring the long term impact of the project. In this year alone we have made almost 300 community partnerships.

#### **Our key stakeholders include:**

- BT
- ACTnow Broadband, Cornwall
- Penwith District Council, Cornwall
- Trinity Project, Cornwall
- Hampshire County Council
- Havant Borough Council
- Include Partnership
- Mersey Broadband
- Glasgow Homelessness Network
- Scottish Executive
- BT Northern Ireland
- Dept of Finance, Northern Ireland

#### **Our key successes this year were:**

- We had almost **3500** attendees at our taster sessions, engaging with technology for the first time
- Over **half** of those engaged went on to significantly improve their skills
- We have signposted over **1300** people onto partner learning organisations, leading to **50%** moving onto formal training

- Developing local networks of **40** active volunteers helping their communities understand how new technology can open doors to education, jobs, entertainment and personal contacts
- Helping **17** local people into employment this year alone, an estimated saving in state benefits of over £150,000 (since the beginning of EverybodyOnline 65 people have been helped back into work)
- This year alone EverybodyOnline has helped community organisations to access almost £700,000 additional funding to aid local projects
- Gaining commitment from partners to develop our 19<sup>th</sup> project in Edinburgh
- Developing projects in Art, History and multi-media to engage people in ICT
- Working with the EverybodyOnline Hub to create a wealth of free resources which can be used by community organisations to facilitate engagement with technology – *see appendix 1*
- Show a strong element of capacity building gaining access to both resources of kit and funding
- Gained a major investment to develop a six strand programme pan Northern Ireland
- Gained significant media coverage across all the projects achieving over 70 items of specific EverybodyOnline media coverage reaching an estimated readership of 12.25 million
- In two projects alone there has been a positive growth of internet access which is higher than the national average

## **2. About EverybodyOnline**

The EverybodyOnline Project is designed to help hard to reach communities and individuals across the UK to engage with digital technology. We believe it is the means to close the Digital Divide. This innovative scheme run by national charity Citizens Online is supported by BT and local partners. It has demonstrated that it can help people overcome any barriers they may have to digital technology.

BT has been EverybodyOnline's main sponsor since the project's creation five years ago. They believe that access to ICT can improve people's lives, opening doors to; education, jobs, entertainment and personal contacts. However, many people have neither the opportunity nor the necessary skills to use the technology.

The EverybodyOnline approach is to improve the opportunities of many communities, by providing access to; technology, literacy skills, learning and employability.

### **3. What are the aims of EverybodyOnline?**

It is widely accepted that people being left behind in the digital revolution are frequently facing other social problems, which leave them further marginalised from mainstream society. Whole communities can find themselves ill equipped and disadvantaged as technology becomes increasingly important in day to day living. By providing the opportunity to access technology and learning skills, individuals as well as communities, gain from the benefits of ICT such as, employment, economic regeneration and social support.

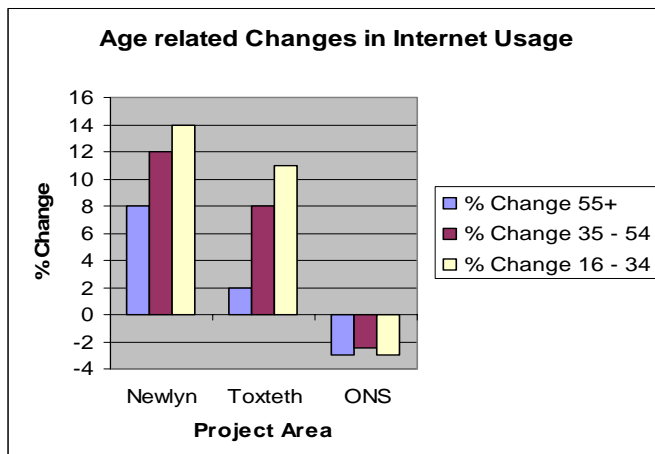
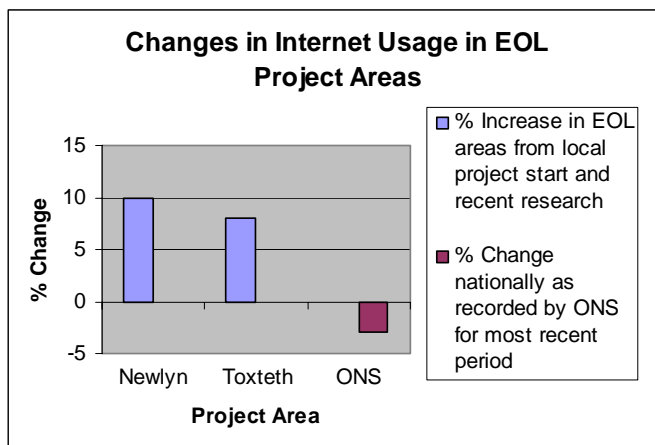
#### **EverybodyOnline aims:**

- To promote awareness of and increase access to, digital technology highlighting its benefits among non-users and new users in disadvantaged areas
- To address community concerns such as; communication, community involvement, literacy and employability, by using digital technology as a key tool
- To work with local organisations and community activists to enhance community development
- To develop strategies which allow the work of EverybodyOnline to become embedded in communities

## 4. The Impact of EverybodyOnline

The EverybodyOnline project is now entering its sixth year and during that time we have gained a clear understanding of how best to engage communities and groups who have been previously excluded from Information Communications Technologies (ICT). We have learnt as much from our failures as we have our successes and can now confidently say we know EverybodyOnline is a powerful tool by which to close the Digital Divide.

EverybodyOnline is located in areas where the number of people using the Internet is low in comparison with the national average as highlighted by the Office of National Statistics (ONS).



## 5. What does EverybodyOnline cost?

Each EverybodyOnline project has an annual running cost of £60,000 which covers the costs of hiring a full time project officer and supplying all the back office management and strategic support a project needs to be successful.

However, the impact the projects deliver can quickly ensure that the project shows a positive social return on investment in terms of the benefits to the local community and economy.


### The Investment

By working at grass roots level through our EverybodyOnline project we have already had a significant impact for minimal investment.

For each person coming off benefits and returning to work there is an estimated saving of £8964 (NEF).

In 2005 in one project we helped 16 people back into work and in 2006 in Liverpool 8 we helped 13 people back into work.

The total investment of these two projects was £120,000 leading to a return on investment of

**£120,000 in**  **£260,000 out**  
**The Saving**

By getting just 29 people into work the saving to the state is conservatively estimated to be in excess of £260,000.

In other words

**For every £1 invested £2.16 has been generated for society.**

However, it is worth noting that the benefit to society is not just about financial economics but the positive impact to members of the community such as gaining confidence, learning new skills and developing networks within the local area can impact positively on health and self esteem.

## 6. How we work to include everybody

All projects have a commitment to ensure that the community or group they serve is enabled to find the best solution to digital engagement. The project officer's role is to work closely with their community to understand their needs, develop learning programmes with partner organisations and to recruit volunteers to support the reach of the project.

EverybodyOnline recognises however, that there is no such thing as ‘one size fits all’. Every project has been individually tailored to meet the needs of the community it serves and evolves with the community to accommodate their requirements. This methodology has led us to develop a dual approach to our scheme: **Social Inclusion** and **Thematic** EverybodyOnline projects.

Social Inclusion projects work in one defined location e.g Liverpool 8; whereas Thematic projects work with one specific social group e.g. people affected by homelessness.

### **Social Inclusion projects – helping excluded communities**

Some communities require a project which focuses on a specific geographical location and works to promote social inclusion throughout that area. As part of their work the Social Inclusion EverybodyOnline projects will seek to engage the most excluded members of the local community, perhaps focusing on three of four different groups, for example, older people, unemployed people or people from BME groups.

### **Getting back to work**

EverybodyOnline operates in areas in which unemployment is higher than the national average. Given that 90% of new jobs rely on some form of ICT skills, being without such skills can put people at a considerable disadvantage in the employment market. Furthermore being unemployed can prevent people from accessing the very technology they need to maintain and build on their skills; 46% (ONS 2006) of people online, access the Internet from work.

These EverybodyOnline projects work to help people overcome their barriers to employment, so everyone has the opportunity to improve their skills and their lives. This year we have:

- Set up over 500 free computer training sessions in their local communities
- Run CV and job search workshops
- Partnered with local organisations who can support training and offer work placements
- Encouraged the development of peer to peer training which has increased confidence and skills

### **The results are:**

Over the life of the project **65** people have been helped back to work, a saving in state benefits of over **£582,660** (NEF)

In addition, this year alone has seen over 1500 people significantly improve their ICT skills – which has increased their employability considerably.

### **Helping young people reach their potential**

EverybodyOnline works in areas where young people are frequently disenfranchised. Provision for young people's development and education is limited, frequently resulting in youth disorder and crime. EverybodyOnline recognises that investing in young people, develops the skills base, improves lives and eases social tensions.

Young people are less likely to be resistant to new technologies in the same way that other groups may be, it is other challenges which must be overcome to ensure they are included. *See appendix 2*

To help young people reach their potential EverybodyOnline has:

- Worked with youth organisations to develop websites and train their service-users to maintain them. Ensuring that young people have ownership of the resource and develop their skills at the same time. This year 21 community websites have been developed
- Developed media projects with local organisations which attract young people and provides a way to increase skills whilst having fun
- Worked with youth organisations to secure funding for ICT projects which in turn ensures vital resources are available to young people in deprived areas
- Encourage young people to become EverybodyOnline volunteers to develop their skills further whilst giving something back to the community

### **As a result:**

Young people in an EverybodyOnline location have more support and resources available to them. Young people have ownership of more community media resources which encourages community ownership, intergenerational working and increases key employability skills.

## 7. Thematic projects – helping excluded groups

Other communities need projects which will perhaps cover a larger geographical area but will be dedicated to working with one particular marginalised group. The **Thematic** EverybodyOnline projects seek to develop an in depth knowledge of the group they serve, working to influence decision makers and impact positively on agendas which affect the groups. Some of the groups supported by the thematic approach are: people affected by homelessness, disabled people and people with learning disabilities.

### People Affected by Homelessness

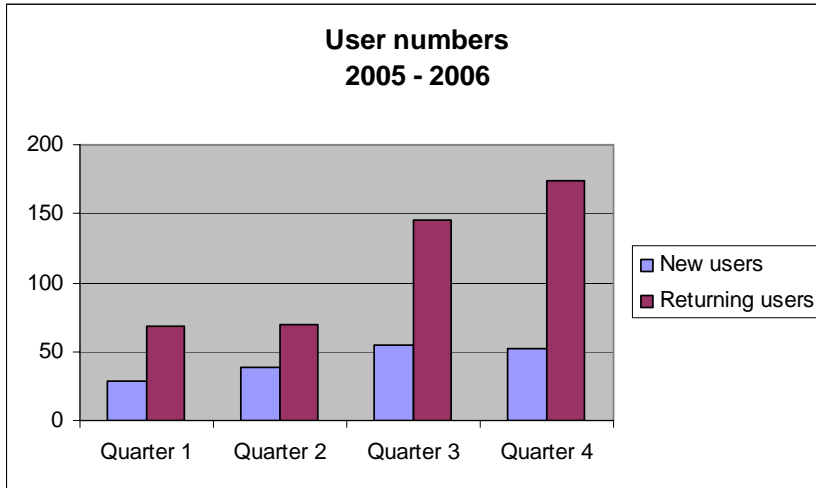
People affected by homelessness frequently face a myriad of issues which prevent them from being socially included. However, access to digital technology and the Internet can be a vital first step towards inclusion.

EverybodyOnline in Glasgow specifically targets people affected by homelessness. By teaching basic ICT skills and providing access to the Internet in hostels many key opportunities are made available to this group.

This year EverybodyOnline has helped by:

- Working with partners to develop plans to assist hard to reach groups, giving them access to, and showing the benefits of, ICT
- Raising the profile of the need for ICT provision for people affected by homelessness, and by lobbying decision-makers for more free Internet access points in hostels
- Enabling homelessness organisations to access funding and software for ICT projects to build capacity
- Ensuring that email becomes a recognised mode of contact for by support organisations so they can more easily help people affected by homelessness
- Working with hostels and support centres, to create strategies to ensure that all training is to a high standard, relevant and suitable to the service users needs
- Encouraging ‘train the trainer’ programmes for frontline hostel staff so learning can be cascaded through partner organisations
- Having hooked an extremely hard to reach target group we gained a steady throughput of users over the one year period. For example

*See appendix 3*



### **As a direct result of EverybodyOnline:**

Over 500 people affected by homelessness in Glasgow have had the opportunity to engage with ICT for the first time. 60 people have since gone on to more formal learning which will increase their employability and life choices. Digital Inclusion has consistently been highlighted to all the organisations supporting people affected by homelessness ensuring that ICT education and Internet access becomes a 'must have' for hostels in the Glasgow area.

### **Older people**

As a group, older people are one of the most excluded from technology. The Office of National Statistics (Aug 2006) found that only 15% of those 65 and over had used the Internet in the last three months, compared to 79% of those aged 25-44. EverybodyOnline however, believes that digital technology has a great deal to offer older people since this group is often isolated and have limited mobility they can benefit most from online services and email.

As well as the social inclusion projects working with older people; this year has seen the launch of two thematic projects in Northern Ireland which work specifically with this group. One project focuses on older people who are living at home whilst the other works with older people in residential or assisted care.

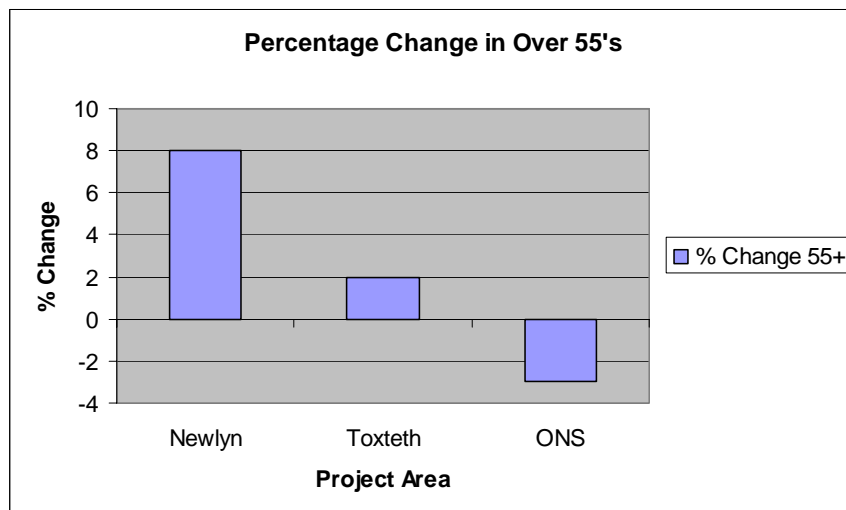
To help older people engage with digital technology we have:

- Run 'Grandparents back to school' events. In eight events alone we had attendee numbers of over 200 grandparents engaging with technology for the first time

- Brought the Internet into residential and assisted care. Since January 2007 in one thematic project in NI we engaged with 220 elderly people
- Run taster sessions especially designed for over 55s in environments they frequent, such as day centres
- Arranged sessions focusing on history and genealogy which is often an area of interest for older people
- Taken part in National Silver Surfer campaigns across the UK
- Partnering with other organisations like Help the Aged and Age Concern, ensuring there are public access points available in suitable environments

**As a result:**

Older people in EverybodyOnline project areas have the infrastructure, support and encouragement they need to engage with technology.



**Disabled people and people with learning disabilities**

The two thematic projects which focus on these groups are based in Northern Ireland. Disability includes those individuals who have a physical disability, learning disability, sensory impairment, mental health, or hidden disability. Within Northern Ireland it is estimated that 20% of people fall into one of these categories<sup>1</sup>. Research has also found a person with a disability is half as likely to access the Internet or have a mobile phone as a person without a disability<sup>2</sup>.

<sup>1</sup> 2001 NI Census, ([www.nicensus2001.gov.uk](http://www.nicensus2001.gov.uk))

<sup>2</sup> OFMDFM “*Bridging the Digital Divide in Northern Ireland*”, (August 2002)

EverybodyOnline recognises that technology can be of great benefit to disabled people and their families as it can: provide access to knowledge and support but more importantly can develop independence by promoting new channels of communication and opportunity.

**EverybodyOnline has tackled this problem by:**

- Partnering with specialist organisations to help them develop suitable ICT training for people with particular needs, for example we have worked with Mencap and Leonard Cheshire as well as special schools and hospitals by accessing their client's ICT requirements and then designing and delivering relevant training programmes.
- In respect of Mencap training has been provided within their Supported Living Project on introduction to, and searching the internet.
- Leonard Cheshire is currently identifying trainees for the EOL NI initiative and also has an excellent computer suite in Omagh where training can be delivered.
- A strong working partnership has also been developed between EOL and Sperrinview Special School in Dungannon. Students from within the school are currently receiving training on the development of a web-site for the school.
- Running computer training sessions designed specifically for people affected by disability
- Developing computer user guides for people with learning disabilities
- Helping organisations working with people affected by disability to access funding for their own ICT equipment

**The results are:**

People affected by disabilities in EverybodyOnline project areas have a better infrastructure of support. They can learn ICT skills in environments where there is suitable support and equipment so they can develop their skills and confidence and feel a valuable part of the community.

## **8. What works, what doesn't**

In our experience over the years we have learnt the best way to engage with people is to hook them through their personal interests. There are generic elements of technology that have shown to be most positive for all of the communities we work with. The following activities have proved to be of interest to all aspects of our target groups.

- Emailing
- Internet searches including hobbies and online shopping
- Digital photography – especially over 55s and young people
- Genealogy for over 55s
- Grandparents to school days – a strong example of intergenerational work
- Themed taster sessions

A key strength to the project has proven over and over again to be using venues that are felt to be approachable and known to the community, such as community centres or local libraries. Education institutes are often intimidating to the client group so local, easy accessible and comfortable venues are often the location of choice.

However, we have also found that there are some elements which are more difficult to introduce. For example, whilst online shopping is a favourite it also proves to be a frustration to a lot of our clients, as due to the demographic of our communities many do not have access to credit/debit cards.

Also it has proven to sometimes be difficult to gain commitment of time from our user groups such as a six week structured learning courses.

Whilst web design has proven to be of interest to community groups, there is often a reticence to commit to ongoing support to ensure sustainability of the website. This often involves the project officer being required to give ongoing support.

## **9. Working in Partnership**

Partnership working is vital to ensuring that the EverybodyOnline project is successful and has a sustainable impact. In many cases partners provide resources and support the delivery of the project; in other situations EverybodyOnline actively supports partners to deliver digital inclusion projects.

### **Key Stakeholders**

The EverybodyOnline project has been principally funded by BT's community investment since 2000. BT's involvement provides more than just funding,

they give access to other resources, such as management support, Internet connectivity, PR and marketing support, training and research.

In Northern Ireland we are delighted to partner with the Government's Department of Finance and Personnel and BT Northern Ireland to deliver the three year NI programme which has seen the development of six new EverybodyOnline projects in the province. This year we have also welcomed several new partners in the rest of the UK, Actnow Broadband, Include, Hampshire County Council, Havant Borough Council, Mersey Broadband, Penwith District Council and the Trinity Project.

Microsoft and the Scarman Trust have also continued to support the EverybodyOnline project, via the EverybodyOnline Hub. The Hub is designed to share digital inclusion best practice.

It supplies toolkits and mini guides to support regeneration, capacity building and community development. These toolkits and guides can be downloaded from [www.citizenonline.org.uk](http://www.citizenonline.org.uk) they take a step by step approach, demonstrating how to introduce people to technology in ways that are interesting, relevant and meaningful to them. *See appendix 4*

### **How we work with other partners**

- We create networks and forums to exchange information, raising the profile of digital inclusion. For example, EverybodyOnline in Glasgow has been assisted by a working forum which has shaped its strategy and supported its objectives
- We obtain backing from local authorities and support agencies to get local buy in and ownership. For example, several of our EverybodyOnline project officers work in the offices of local organisations and several projects are part funded by local authority partnerships.
- We share knowledge and best practice. We recognise that while working with the community, our project officers develop high levels of expertise in the area of digital inclusion. Rather than keeping it to ourselves we act in a consultancy role to help partners develop digital inclusion schemes which best serve the community.

## 10. Volunteers/Community Champions

Volunteering is used to describe the act of a person giving their time for no financial reward; of their own volition for the good of others, society or the environment; and in so doing encompasses all such activity.

Recruiting local volunteers is crucial to the success of any EverybodyOnline project. It can make a real difference to the lives of the people involved who volunteer as well as building capacity and supporting sustainability. We understand however that volunteering is a two way process. For a volunteering strategy to be successful there needs to be something to benefit the volunteer themselves. In each project area we develop processes that ensure the volunteers are committed and well trained to help their local community overcome the barriers they have to technology.

As a result of the strategy EverybodyOnline has been able to extend its community reach considerably. This year there have been 40 active volunteers working with EverybodyOnline.

For many people the experience of being a volunteer can be life changing. Several volunteers have gone on to gain employment as a result of developing their skills and confidence. Whereas others have found working with the community has given them a sense of which career direction to train for. Each area requires a strategy which is developed for the community and the volunteer's needs. Key elements of a volunteer strategy are laid out below.

### Structure of a volunteer strategy

Recruitment	CRB Security	Opportunities to recruit
Selection process	Recruiting for diversity	Policies
Training needs	Key skills	Expenses
Confidentiality	Health and safety	

## 11. Access and Capacity Building

This is the key to ensure EverybodyOnline has a positive and sustainable impact in an area. One of our main objectives is to increase and improve public access points so people are not excluded from technology by lack of funds.

The definition of capacity building means enhancing all the resources in an area, be it hardware, partnerships, facilities and even 'upskilling' the community themselves. By adopting this strategy the long term impact and opportunity for sustainability of the EverybodyOnline project is greatly improved.

## **How we improve access and build capacity:**

- We help community partners develop their facilities to suit the needs of the local people. For example, by altering opening hours to suit the community, helping groups access IT support so equipment is kept fully functioning. We also create partnerships so organisations can compliment each other's input
- EverybodyOnline works with BT to provide wireless broadband in community venues. This ensures outreach work using laptops can take place without the need for fixed hardware
- We run computer taster sessions in local venues such as libraries, hostels and community centres to highlight the presence of public access equipment. This encourages people to engage with ICT, for perhaps the first time. We have run over 500 local taster sessions this year alone
- We support partner organisations to access hardware and funding. This year almost £700,000 in extra funding has been accessed by community organisations as a result of help from EverybodyOnline
- We help train frontline staff at community venues so they can cascade their learning to venue users without the presence of the EverybodyOnline project officer. Over 1500 people have benefited from community skills development

## **12. Raising awareness**

Media coverage is vital for raising the profile of the EverybodyOnline project. Every project officer is trained to get the best from the local media in order to increase awareness of their project's work and the role of our partners. 2006-2007 has been a very successful year for media coverage with almost 12.25 million people reading about the project.

In addition we have developed and improved our website ([www.everybodyonline.org.uk](http://www.everybodyonline.org.uk)) to meet both W3C and Bobby requirements for accessibility. This has resulted in a 50% increase in web traffic, ensuring that more people than ever before can learn about the programme.

### **13. The Future of EverybodyOnline**

Although EverybodyOnline has expanded considerably in the last 12 months and has 10 projects running concurrently, next year will see the launch of further projects in Dorset, Edinburgh and Milton Keynes.

Each year EverybodyOnline demonstrates that it can successfully bridge the Digital Divide. The projects which operate across the UK help thousands of people engage with technology, in many cases for the first time. This in turn opens up a wealth of opportunities to people - opportunities which can change lives.

We believe this project is a beacon of excellence in the field of digital inclusion. Over the next 12 months we intend to build on our success to create new partnerships, increasing the reach of EverybodyOnline and replicating the projects in further locations across the UK.

#### **Statement of 2006-2007, Catherine Maxwell Director of Projects**

“In the last year we have launched more EverybodyOnline projects than ever before. The projects launched in Liverpool 8 and Newlyn are already having a positive impact on their local communities, engaging people with technology who would have remained excluded if it were not for the project’s intervention.”

“In January we were delighted to launch EverybodyOnline Northern Ireland which is a coordinated set of six projects which support each other to deliver a targeted approach to inclusion across the province. We hope that this pan Northern Ireland programme can successfully promote digital inclusion in one of the most digitally excluded areas of the UK.”

“It has been another busy year for EverybodyOnline but one that has seen our greatest expansion yet and expansion we hope to continue 2007-2008 to ensure that everyone has a chance to experience the benefits of digital technology.”

Catherine Maxwell, Director of Projects, Citizens Online March 2007

## Appendix 1.

### Working in partnership to bridge the digital divide

The EverybodyOnline Hub offers resources and training packages to deliver informal ICT and Internet learning in the community.

Our services provide the introductory steps for communities to acquire valuable skills and recognise the benefits that technology can bring: improved well-being, increased employability and extended social support.

### How can the EverybodyOnline Hub help?

#### Resources

**Our free online learning resources are designed in a range of formats**

- **Toolkits** Comprehensive digital inclusion packages to deliver online learning activities. Contains session plans, tutor notes and supporting literature. Themes include older people, parents and E-communications.
- **Mini-Guides** Introductory guides of specific digital technologies. Focusing on key features and benefits; the mini guides aim to assist individuals and communities in making informed choices. Topics include Digital Photography and Using the Internet to make Phone Calls.
- **Handouts** Short, practical Internet activities for anyone interested in learning about topical subjects using the Internet. Themes include online music and Mothers Day.
- **Planning** Designed for ICT facilitators and community development workers, the planning guides share good practice and digital inclusion theories to deliver ICT learning activities and events.

#### Training

**We deliver digital inclusion training which can inspire communities to put their ideas into action**

- Theory and practical workshops for seminars and events.
- Support for developing strategies and programmes.

**For more information contact EverybodyOnline Hub Resource Manager:  
Jacquie Linton: 01793 882 800 Email:  
jacquie.linton@citizensonline.org.uk**

[www.citizensonline.org.uk/eolhub](http://www.citizensonline.org.uk/eolhub)



## Appendix 2

### Chips for CHYP

#### Summary

Thanks to involvement with the EverybodyOnline Project the Council for Homeless Young People has developed in-house digital technology opportunities for its residents and ensured that members of staff are more confident in supervising online access.

#### What happened?

CHYP is now reaping the benefits of collaborating with the EverybodyOnline Project in Glasgow. Having been involved in the HIP project run by Glasgow Homelessness Network, that had offered them the services of an IT tutor for a six month period, they were keen to continue to offer digital opportunities to their residents and came to Linda Walker, the Project Co-ordinator for advice and assistance. She supplied information about possible sources of funding and assisted in the application process, using supporting letters that had been written by the young people. Having heard nothing for longer than might have been expected, the project manager, Richard Allwood was delighted to receive a phone call to say that someone was on their way to the project with a cheque that would be sufficient to buy two new laptops. The young people are enthusiastic that they can now access information about future housing options, use them to support their studies and also for recreation. The Microsoft software that Linda was able to obtain for the machines includes a desk-top publishing programme which will be ideal for creating posters and fliers for the project. Richard said, "It has been really good to be able to call on the expertise of the EOL Project Co-ordinator and the young people in the project are now benefiting from having their own equipment. Without EOL none of this would have happened."

#### Key achievements

- Staff have attended an "Online awareness raising" training course and have increased their confidence.
- Young people have been involved in the application process for funding for laptops for the project
- The funding application was successful and the laptops are now in use in the project.
- The project is now monitoring ICT usage to input into the bigger Glasgow picture.

#### What needs to happen next?

- If there are staff changes in the future it may be necessary to provide further training opportunities.

Photographs are available on request

## Appendix 3

### Charlie gets new skills, a new job and a new home

#### Summary

With the help of EverybodyOnline and the Internet Hub at Peter McCann House, Charlie from Glasgow has developed the skills and confidence needed to secure a new job, and move out of the hostel into his own flat.

#### What Happened?

At the age of 47 Charlie became homeless and was placed in Peter McCann House, a large hostel for men. Charlie had never used a computer but was determined to overcome his fear of them. With the help of Linda Walker, EverybodyOnline project co-ordinator for Glasgow, and the other support staff at Peter McCann House, Charlie used the newly installed Internet Hub to take his first steps along the information superhighway.

Initially, Charlie used his new-found skills to explore his interest in Scottish history. However Charlie soon realised that the Internet could be of great use in pursuing his goal of getting back into employment. A support worker suggested getting in touch with the Wise Group, who organise work oriented computer classes. There, Charlie furthered the knowledge he had gained through the Internet Hub by learning to word process and use spreadsheets. Charlie commented, "I was more confident because of what I learned at the Hub."

Through the skills he gained with EverybodyOnline's help, Charlie was confident enough to move onto a work experience placement which involved computer use. From the skills he gained from work placements Charlie moved on and gained full time employment. Charlie is very positive about the benefits of digital technology for people affected by homelessness. "I think there's a lot of guys my age or older who are scared to use a computer – but once you're over the initial fear there's lots you can learn and the Internet is a really useful thing."

#### Key achievements

- Charlie has regained his independence by using technology to secure a new job, and his own flat.
- Charlie has gained important transferable skills which he wants to use to progress his career.

#### What needs to happen next?

Charlie aims to use his new-found skills to help further his career by progressing from his current position of security guard to yard co-ordinator. To this end, Charlie intends to keep his skills up to date and is planning to buy a second hand computer to use at home.

## Grandparents to School

### Appendix 4.

## Children's Internet session planner

For today you are going to be your grandparent's teacher, so let's think about what they would like to know and how you are going to teach them. Your grandparents should have filled in the questionnaire in their **Preparation Letter** to help with this session plan.

1. **Make sure your grandparent know these things before you start:**
  - How to use a mouse (double and single click)
  - That the Internet is made up of around 8 billion web pages and is like a very big library
  - That nobody owns the Internet, anyone can put information on it and not all of the information is true
  
2. **What are your grandparents' interests?** This could be a hobby, somewhere they like visiting (or would like to go to), or something they like reading about or watching on the TV:
  - 1.
  - 2.
  - 3.
  - 4.
  
3. **Now choose one of your grandparents' interests.** Which websites might be able to help you find information about it? (think about search engines, or can you think of a good place to start? For example if they like zoo's maybe London Zoo would be a good starting point. Some websites like the BBC have information on most topics) If you get stuck there is a website list in your handouts that might help:

**Interest:**

**Where to start looking:**

  - 1.
  - 2.
  - 3.
  
4. **Time to have a go! See what you can find on the Internet, when you have found enough information on the first interest move on to the next one.**
  
5. **Which websites did you go to?**
  - 1.
  - 2.
  - 3.
  - 4.

6. Which was your grandparent's favourite and why?  
Grandparents to School

## Tutor Resource: Letter to parents

[Insert Date]

**Grandparent to School** – [Insert Date Year group]

[Insert name of Coordinating organisation] **working in partnership with** [Insert name of school]

Dear Parent/Guardian,

Have you noticed how children enjoy and seem to know all there is to know about computers and the Internet? Do they confuse you and other members of the family by the jargon they use that is associated with computers?

Children thrive on this modern technology and find it easy to access information from the Internet. Computers and the Internet can be used by anyone, but it seems to be the stronghold of younger people.

We would like to give the children of our school the opportunity to bridge the generation gap, to show off their skills and together with a grandparent or older relative explore the vast range of information available through computers. We would like our children to show just how good they are and how our school is equipping them for the modern age.

With support from local statutory and voluntary agencies, we are planning an event to enable the children of [Insert name of school] to 'bridge the generation gap'. We would like them to show a grandparent or older relative just how easy computers are.

Would you like to give your child the opportunity to show just how good they are, and to teach their older relative a new skill?

If so, we would like to invite your child to bring a grandparent or older relative to school on [insert date] and [insert time] for the event to be held in the [insert room]. Computers, guidance, support and information about how to carry on learning/using the Internet will be available on the day.

If you would like to give your child this unique opportunity please allow your child to fill in the attached slip, give to their grandparent/older relative and return to school no later than [insert deadline].

Yours Faithfully

[Insert name of head teacher]