

DIGITAL LIFELINE PROJECT – EMERGENCY RESPONSE PROJECT TO GET DIGITAL DEVICES, DATA & DIGITAL SKILLS SUPPORT TO PEOPLE WITH LEARNING DISABILITIES.

1. Introduction

The Digital Lifeline Project (DLP) was initiated on 30 March 2021 by Compudoug Services Limited (CSL). Digital Lifeline is an emergency response project aimed at getting devices, data and digital skills support to digitally excluded people with learning disabilities in England. It is funded by the Department for Digital, Culture, Media & Sport (DCMS) and delivered by Good Things Foundation. It is intended that these MDM devices, fully configured in-house, will alleviate and thus help in closing any 'digital isolation' gaps created during and after our series of covid19 lockdowns by enabling those with learning disabilities to connect with friends and family, book GP appointments and even carry out their online shopping.

CSL aims to connect to external bodies to raise interest within the community and hence plan to, where and when relevant, make the report accessible using platforms including LinkedIn and social media platforms.-see Appendix 1.

CSL is working in partnership with Good Things Foundation and DBA Masters Technology.

2. Progress to date

To date, 50 Lenovo M10 Tablets with 32GB of network free Internet data with an expiration date of 24 months and a stylus/pen for screen manipulation have been issued by Good Things Foundation.

The number of service users currently on CSL's 'Learn My Way' registration list is 100. The geographical spread of distribution ranges from Essex to Croydon, South London.

The age criterion is 18 years and above and the health criterion is anyone with learning disabilities. Additional support is provided by Ability Net which is purposed to carry out extra assessment to determine if a device user needs extra equipment support. Digital Unite is purposed to allow trainers and volunteers access to useful training on

how to empower individuals with learning disabilities. The project infrastructure and its network provides numerous support tools, including 3rd party organisations; these are focused on providing help and extra support for people with disability who need additional help accessing all the features of the free tablet device.

The recipients include CSL's clients along with new clients connected with the project lifecycle.

The progress and value adding of the project are to be determined in several phases. The initial baseline consists of data captured before devices are issued. The next phase involves capturing impact data after device users have had the opportunity to explore their devices. Aggregate feedback survey is then performed by CSL. See appendix 2. End user feedback is easily accessible. See appendix 3.

The training needs of device users focused on their initial goals (as collated in the baseline data) is monitored and delivered on an ongoing basis.

3. Conclusions

The Impact Data from majority of the users has now been collated; the results are very encouraging in that we have a database with structured data type that identifies the specific training requirement of each device user. Based on this Impact Data, we are now in the process of creating bespoke training for each device user.

4. Appendices

Appendix 1:

https://www.linkedin.com/posts/douglaselom_compudoug-services-limited-proudly-presents-activity-6795399325296943104-cgKo and https://www.linkedin.com/posts/douglaselom_compudoug-services-limited-proudly-presents-activity-6791637598566682624-r4vk

Appendix 2: Good Things Foundation customer satisfaction feedback form:

<https://forms.office.com/Pages/ResponsePage.aspx?id=C6Q769zl-U25AggHzS2Cv4IzYk5ziQdJrvNDxmSzNARUOEVT51ICSkvQVIY3ODZSQ0h-aQTYyTUUYUC4u>



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Appendix 3: End user feedback:

<https://forms.office.com/Pages/DesignPage.aspx?fragment=FormId%3D74YnRXWEP02LwzwwlszLa2SIhY5CXgpKImfW6JBQjNJURUJSWEpVNzdXUk1MVUgxNTRMUKFYV1gwOC4u%26Token%3D4cb3bf6476da4e66b04de610ee4666e1>

2 June 2021

OUTSTANDING