DIGITAL INCLUSION AT Framework

Digital Inclusion case study

# Dave's Journey with Framework: From Homelessness to His Own Home

Dave has transformed his life with the support of Framework, all teams working together across departments to enable Dave to improve his circumstances and achieve stability in his life.

After finding himself homeless, Dave endured a challenging period, spending nights in different hotels and travelling between towns. His situation took a positive turn when he arrived at Framework accommodation on London Road. Here, he was welcomed into a supportive environment that would be pivotal in turning his life around.

Joining the Skills Plus sessions offered by Framework, Dave began to build his confidence and self-belief. He learned invaluable life skills that prepared him for independent living. With impressive dedication, Dave consistently attended sessions gaining his gold award, contributing more than 100% and always lending a helping hand to his peers.

His journey from participant to volunteer reflected his growth; he took on a role supporting the cleaners and handyman at London Road, a testament to his newfound commitment to giving back.

One significant hurdle Dave faced was accessing technology, specifically a smartphone to help him stay connected and lay a foundation for his new life. Recognising this challenge, the incredible Digital Skills Team stepped in to assist. They provided Dave with a smartphone and paired him with a volunteer champion who would guide him through the learning process of using his new device. Along with a donated SIM card, Dave is now equipped to combat social

isolation and manage his tenancy effectively keeping in touch with landlords and paying rent online.

Dave’s journey reached another milestone when he secured a flat through the Salvation Army, arriving at just the right moment to complement the support he had received.

Today, he stands as a confident individual who believes in his abilities, a transformation made possible by the collective efforts of various departments working in tandem to make a significant difference in his life. Dave's story is a shining example of how collaboration and community spirit can uplift individuals, showcasing the profound impact of working together across different services. With the skills and support he has gained, Dave is ready to embrace his independence, equipped with the tools he needs to thrive in his new home and life. Well Done Dave – we are all super proud of you and your achievements. Skills Plus, March 2025