DIGITAL INCLUSION AT Framework

Digital Inclusion case study

Supporting Nottingham City residents to improve their Digital Skills and confidence

The Digital Inclusion project in Framework has been running since the end of 2022. We've distributed nearly 500 donated laptops to accommodation services and service users. The Digital Skills Drop-ins have helped a wide range of people gain the skills and confidence to survive in an ever-increasingly digital world.

With the regular Wednesday sessions moving from the Training Centre in Bulwell to Framework's head office at Val Roberts House at the start of 2025, we welcomed our oldest learner to our regular Digital Skills Drop-Ins. And what a positive experience it has been for Eddie and our volunteer Digital Champion, Rachel.

Eddie had been referred to Framework's Housing Prevention Service Nottingham at the end of 2024. Eddie explains, "My support worker Bren was great. She helped me secure my new tenancy and started building my skills for independence. I think she then realised that my digital skills were very poor and this could impact my success in keeping my tenancy and living a happy social life with good support from my family".

Bren knew how to help Eddie and she directed him to the Digital Skills Drop-In sessions run by the Digital Inclusion team at Framework. Eddie had purchased a smartphone from the EE shop at the end of 2024 where he got good support. Eddie stated, "I'd asked for the simplest of phones as I knew nothing."

Eddie joined the Wednesday morning sessions, and his self-deprecating sense of humour meant the volunteer Digital Champions and other learners greatly enjoyed his company. He mostly teamed up with Digital Champion Rachel, a

final-year student at Nottingham Trent University. They quickly formed a good working relationship and Eddie has made amazing progress.

Eddie explains how his journey with Digital Inclusion at Framework has progressed: *"I was really excited about having the chance to learn some new skills. I wanted to be able to use my new smartphone to make my life easier and keep in contact with family abroad. Rachel and the other Digital Champions have been so supportive and patient with me".*

Eddie, like many of our Digital Skills learners, started with the basics, such as setting up an email account, remembering passwords, sending emails, deleting things and understanding about SIM cards, contracts, scam awareness and different phones. The Digital Inclusion team normally uses Learn My Way to build basic IT skills, but Eddie thrived on one-to-one support as his preferred method of learning.

After just a couple of weeks, it was clear to see Eddie was becoming more confident with his use of technology. It also helps that learners can bring their own devices to the sessions. He made an online purchase with eBay, looked at payment options, started to manage his Sky account online, subscribed to Netflix and tried the seven-day free trial on Amazon Prime, which he then cancelled. Rachel also worked with Eddie to link his phone and tablet when using WhatsApp. He now has a much better experience when on video calls to his family in Australia.

Eddie continues the story, "It's certainly going in the right direction. I'm now doing online banking, it's great to be able to check that I'm not being scammed and check when my pension is paid. I might even start doing my grocery shopping online with Tesco. I'm still on the lookout for any scams and I nearly deleted the email from Nottingham City Council about the Household Support Fund. It was really helpful to have Rachel and the other Digital Champions to help me collect the voucher online."

At the end of every session, we collect feedback from each learner. Here are some of Eddie's comments:

"Always a pleasure to learn and work with Rachel."

"Learned a lot from Rachel and enjoyed all her knowledge on my phone and tablet."

"Enjoyed my learning and the company."

"The session was great."

"Learning something new every week."

Digital Inclusion Co-ordinator Kevin Rookes concludes Eddie's journey at Framework: *"The Digital Skills Drop-Ins are all about building IT skills and confidence for everyday tasks. We're not particularly interested in changing fonts in Word documents; we want people to be able to use the NHS App to manage their health, apply for jobs, maintain their own CVs, safely shop and bank online, use social media in positive ways, apply for housing and so on.*

Eddie's been a great example of how people need these skills so much more in 2025 and I'm confident we've given him the foundations for a more positive future.

As for Rachel, I'm sure she will be leaving us soon as she starts her career after university. She's enjoyed her time as a volunteer Digital Champion helping Nottingham residents whilst studying here, and in years to come she will look back proudly at her time supporting people such as Eddie. I wish them both

well."



Rachel and Eddie at one of the Digital Skills Drop-Ins.