DIGITAL INCLUSION AT Framework

Digital Inclusion case study

Homeless Families Service, Vodafone SIM Card, Case Studies

Case Study 1 – R.W.

R.W was an extremely vulnerable young woman with significant support needs, including struggles with her mental health, substance misuse as well as being a victim of domestic violence. She was within the service for a prolonged period due to the complexities surrounding her.

Alongside other forms of abuse, R.W experienced financial abuse from her now ex-partner which meant she often had no way of paying her phone bill due to him using some of her income for his own benefit, this resulted in her having no money to pay for credit/ data for her mobile phone . Consequently, she had limited contact with friends and family, but also with the service and other professionals she was involved with who wanted to support her. Providing R.W with the SIM enabled her to be in contact with the service, enabling her to manage her tenancy more effectively, as well as allowing her independently to increase communication between other agencies she engages with, such as mental health services. In addition to this, her mental health improved significantly as she was able to communicate with family and friend's daily basis. She reported feeling that herself confidence was returning, and she was feeling more independent.

Case Study 2- F.B

The second service user we gave a sim card to, F.B, was a Hungarian national with extremely complex needs relating to both her mental and physical health, and a diagnosis of PTSD.

She had significant financial struggles, finding difficulty with budgeting, and supporting her children. During a period in which she had unsettled status, she accrued several thousand pounds in housing benefit arrears. All the above meant she could not afford to pay for a phone contract and often could not afford to pay for credit / data on her phone. She relied heavily on staff making phone calls on her behalf, or herself using the staff/office phone for personal calls. This also

meant she could not communicate with any of her family in Hungary, consequently leading to a further decline in her mental health.

By providing F.B with the SIM card, it enabled her to make private calls in her own room, away from staff regarding her physical and mental health. She was also able to communicate with her family who resided in Hungary, which significantly improved her mental health, as she often stated how much she missed them. This resulted in FB feeling much happier on a day-to-day basis and enabling her to make her own calls / greater independence.

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