DIGITAL INCLUSION AT Framework

Digital Inclusion case study

Helping other framework services support people to make positive changes in their lives

In this case study we look at the work of the IPS New Path to Employment Team work alongside the Recovery teams at Nottingham Recovery Network. Sherryl, IPS Senior Employment Specialist takes up the story…..

I wanted to share my experience with Digital Inclusion and how it has helped me and my clients to progress into work. I contacted the Digital Inclusion team about a client who is in a coercive controlling relationship, has bipolar and a personality disorder and is a single parent. She has been desperate to find work for her independence and to prove to herself that she can manage alone.

The team was incredibly supportive and sourced a laptop for her that she would be able to use as part of her induction and training as a Healthcare Assistant at the QMC. When we tested the laptop and set her up the speakers did not work, and she was required to attend Teams meetings. Richard was incredibly responsive and swapped the laptop for one that not only had working speakers also installed Teams and a word pad so that she could do her step work without her partner trying to access the laptop and see what she is doing. We tested the new laptop and it worked perfectly! My client said that this was the best thing she had received, and the 'IT man' was a lifesaver.

My client on her first day of induction was proud to have her laptop set up and ready to attend the first training session at 9 am. She sent me a photo the night before to show how excited she was. She was prepared and excited and without the support and fast response from Richard we would not have been able to make her first day smooth.

Recently a client of mine had expressed. He also needed a laptop as he struggles to read and write and felt a laptop Would help him Improve these skills. Once

again, I asked Richard, and he was accommodating and has provided another laptop for my client. This laptop will help him improve his English and start job searching independently once he is confident. I cannot thank you enough for the support and hope you recognise the impact you have on our clients and their journey to employment. Access to Technology is a barrier for many and your team removes this with passion and ease, Thank you.