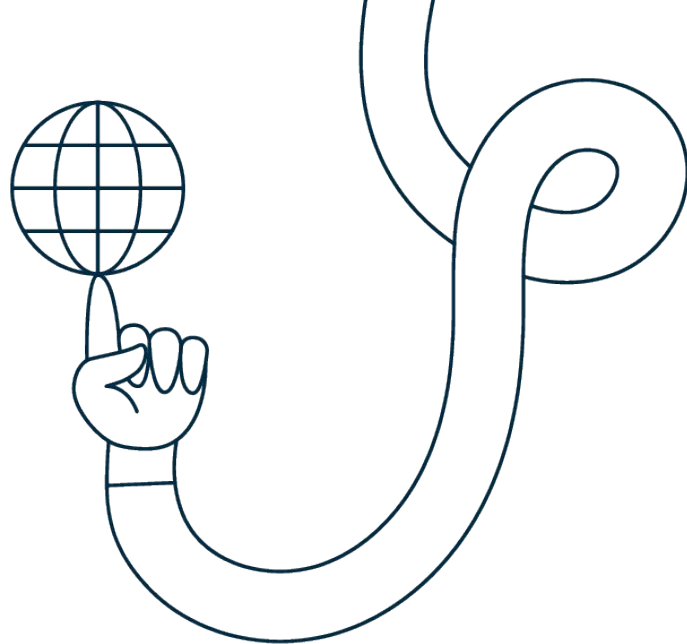
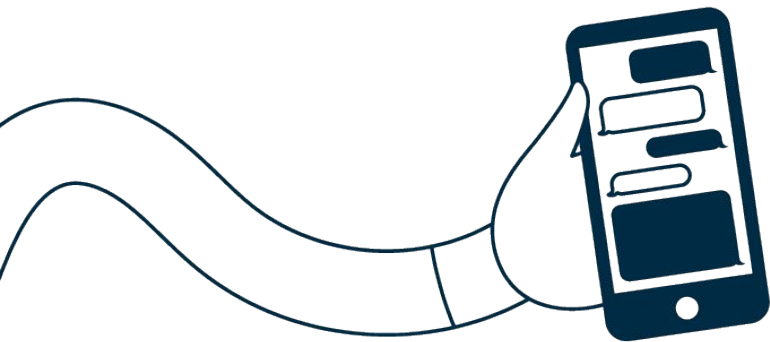


Get Digital

Building Skills Together



All my hats

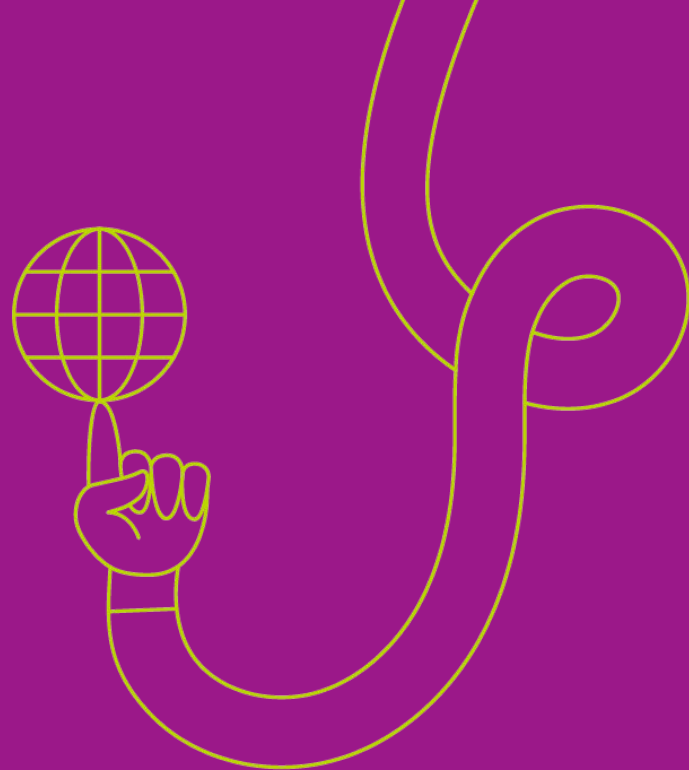
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@GetDigitalScotland



Homelessness in Scotland





Every 18 minutes

A household becomes homeless in Scotland



14,075

children were in households assessed as homeless in 2017/18.



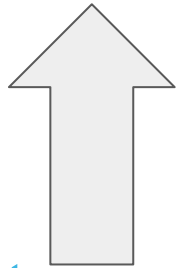
38 per day

This is equivalent to 38 children in Scotland becoming homeless every day.



Why do people become homeless in Scotland?

- 24% cited mental health reasons
- 10% cited physical health reasons.
- 23% cited lack of support from friends / family as a reason
- 18% cited financial difficulties / debt / unemployment as a reason.



Digital exclusion

- 25% (3.5 million) of people with a registered disability are offline; they are four times more likely not to be online.
- 18% of the UK adults claiming benefits (1.2 million people) have low or no digital capability at all – this is compared with the UK average of 15%.
- Those without the internet are more likely to feel less socially connected to their local area than those who do have internet access



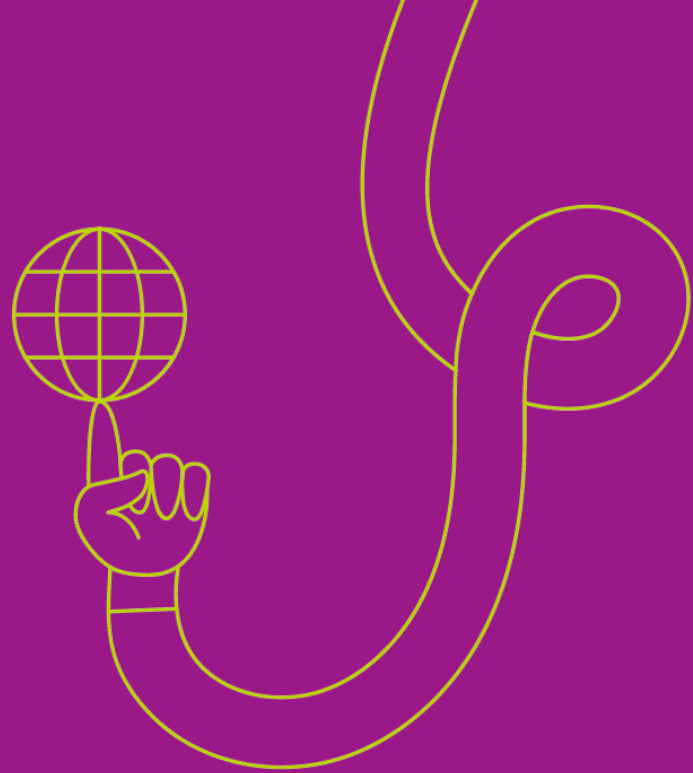
Hugh Hill - Streetwork/Simon Community

People experiencing homelessness have often previously experienced multiple exclusions and trauma which then get worse when they become homeless.

Essential Digital Skills are part of the journey of recovery- helping folk move away from trauma & back to social connection.



About Get Digital



Vision

Get Digital Scotland wants people affected by or working in homelessness to experience an improved quality of life by benefiting from the digital world.



Purpose

Get Digital Scotland will nurture and resource the digital capability of Scotland's homelessness sector through training, support and tools to improve quality of life.



Objectives



**Service user
digital skills**

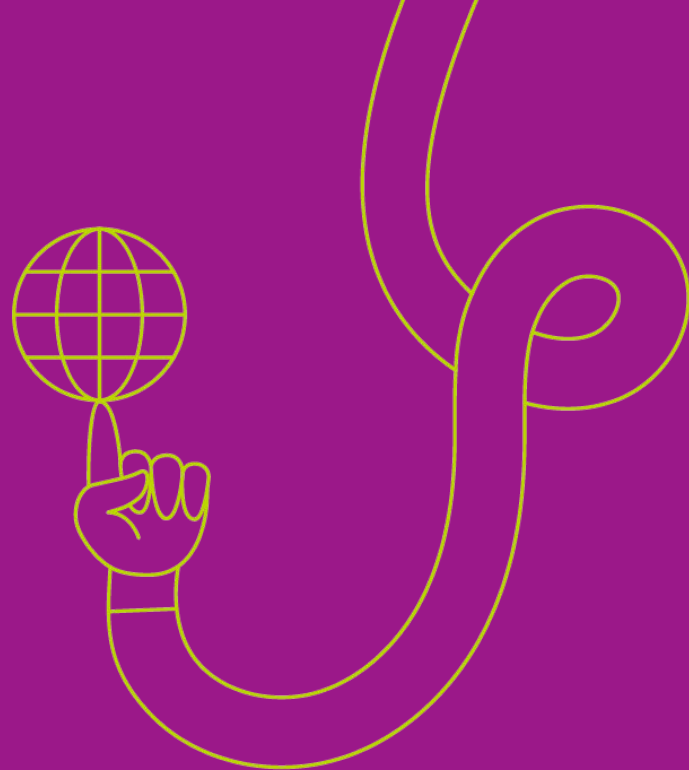


**Staff digital
skills**

**Digital at
the core**



The Assessment Framework



Essential Digital Skills Framework

Consultation Process



Get Digital Assessment Tool

Get Digital Assessment Tool



This Assessment Tool asks 2 questions about 15 digital skills.

Q 1: Can you do this?
Q 2: Do you want to learn this skill?

Q 1 aims to identify where people are at in their journey, and Q 2 helps digital champions to see where people would like to focus their learning. We also ask people to rate how confident they are in engaging in the digital world.

This assessment tool aids digital champions in making suitable support plans.

Communicating	Q 1: Can you do this?	Q 2: Do you want to learn to do this?
1) Messaging Tools: I can communicate with emails and messaging tools (e.g. Gmail, WhatsApp, Messenger)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
2) Social Media: I can post on social media platforms (e.g. Facebook or Instagram)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
3) Video Calls: I can make video or audio calls (Facebook, FaceTime, Skype)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

Handling Information & Content	Q 1: Can you do this?	Q 2: Do you want to learn to do this?
4) Information in the Cloud: I can save information in the cloud and access it again from a different device (e.g. Google Drive, DropBox)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
5) Online entertainment: I can access online entertainment legally (e.g. Youtube, Spotify, Online Gaming)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
6) Checking online information I can check if online information is true or false (URL in Browser, Reviews, Trust Pilot)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No



Get Digital: Building Skills Together

Transacting	Q 1: Can you do this?	Q 2: Do you want to learn to do this?
7) Online Purchasing I can buy things online and know how to check if a website is safe (e.g. ebay, Amazon, Google Shopping, Tesco)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
8) Online Services I can use online services (e.g. Universal Credit, Job Centre Plus or e-Citizenship)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
9) Online Banking I can use online banking websites and apps (e.g. Barclays, Bank of Scotland)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

Problem Solving	Q 1: Can you do this?	Q 2: Do you want to learn to do this?
10) Online Chat I can use online chat to ask for help (Online Chat)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
11) Searching for Solutions Online I can find out how to do something online (e.g. Youtube, Google)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
12) Online Navigation I can use online maps to help me find my way to places (Google Maps, Street View)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

Being Safe & Legal Online	Q 1: Can you do this?	Q 2: Do you want to learn to do this?
13) Passwords I can create strong and secure passwords. (Account Settings / Information)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
14) Recognising suspicious weblinks I can recognise suspicious weblinks. (Browser URL)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
15) Privacy Settings I understand how to use privacy settings to control what people see. (Account Settings)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

16) Confidence:
How confident are you in your ability to engage in the digital world? (1 = not confident, 5 = very confident)
Please circle: 1 --- 2 --- 3 --- 4 --- 5

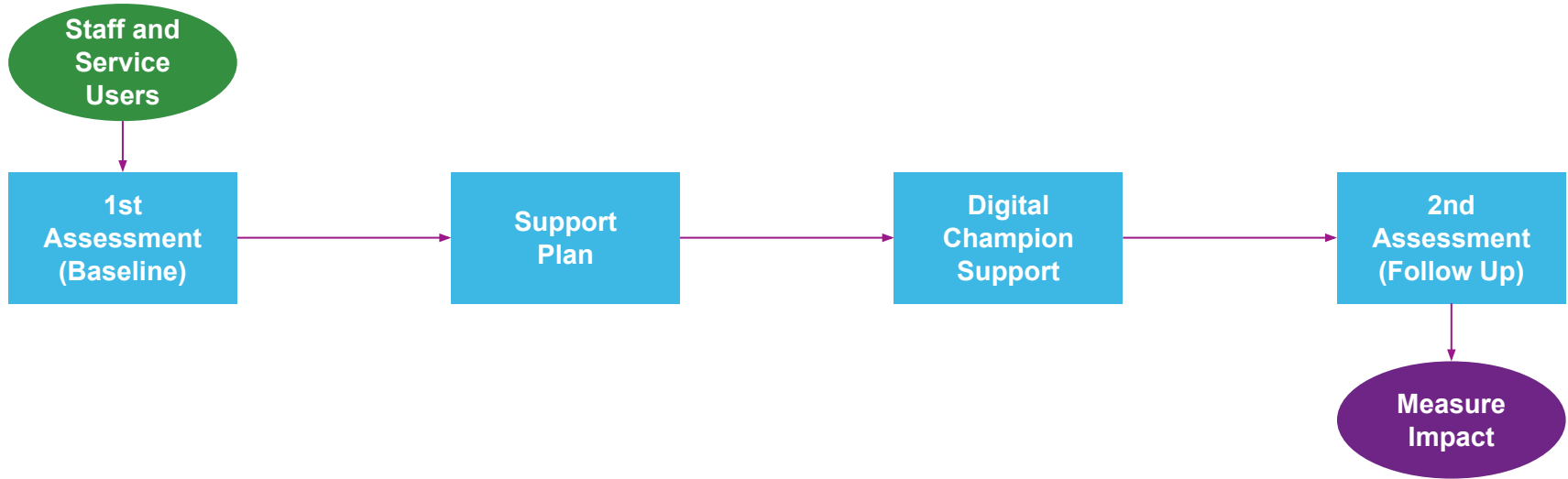


Get Digital Scotland
0131 244 0025
GetDigital@streetwork.org.uk
@GetDigitalScot

Streetwork 38 South Bridge, Edinburgh
EH1 1LL
Charity registered in Scotland No. SC037602
Company registered No. SC286605

Get Digital
Scotland

The Model



Benefits to Get Digital Partners

- Digital Inclusion at the core of service delivery
- Access a network of innovation
- A workforce for the 21st century



Benefits to Staff

- Increased digital skills
- Provide digital support
- Evidence impact of support
- Break down barriers to exiting homelessness



Benefits to Service Users

- Connecting with family and friends
- Applying for jobs
- Finding accommodation
- Using online services
- Find information
- Save money
- Get Around



PARTICIPATORY ACTION RESEARCH

— We will learn things by trying out new ways of working together.
We will:

Agree our research question.



Consider the path we need to take to answer that question.



Try out our ideas, and build something new.



Reflect and learn from what we've tried.



Start again!



Communication

Access to social media: a path of connection-
Whats App, Facebook (including messenger)

ESOL



Handling information and content

Cloud based not a priority

But security is...



Transacting

Universal credit a priority

Banking

Online shopping

The 'fun' aspect



Problem solving

Google maps and Streetview

Google translate

YouTube



Staying safe and legal online

Folk experiencing homelessness say this is a high priority but staff experience is that individuals lack the skills to implement

‘Privacy is everything to me’



Thank you!

@irenewarnermack

@mhorcollective

@GetDigitalScot

#OneDigital

