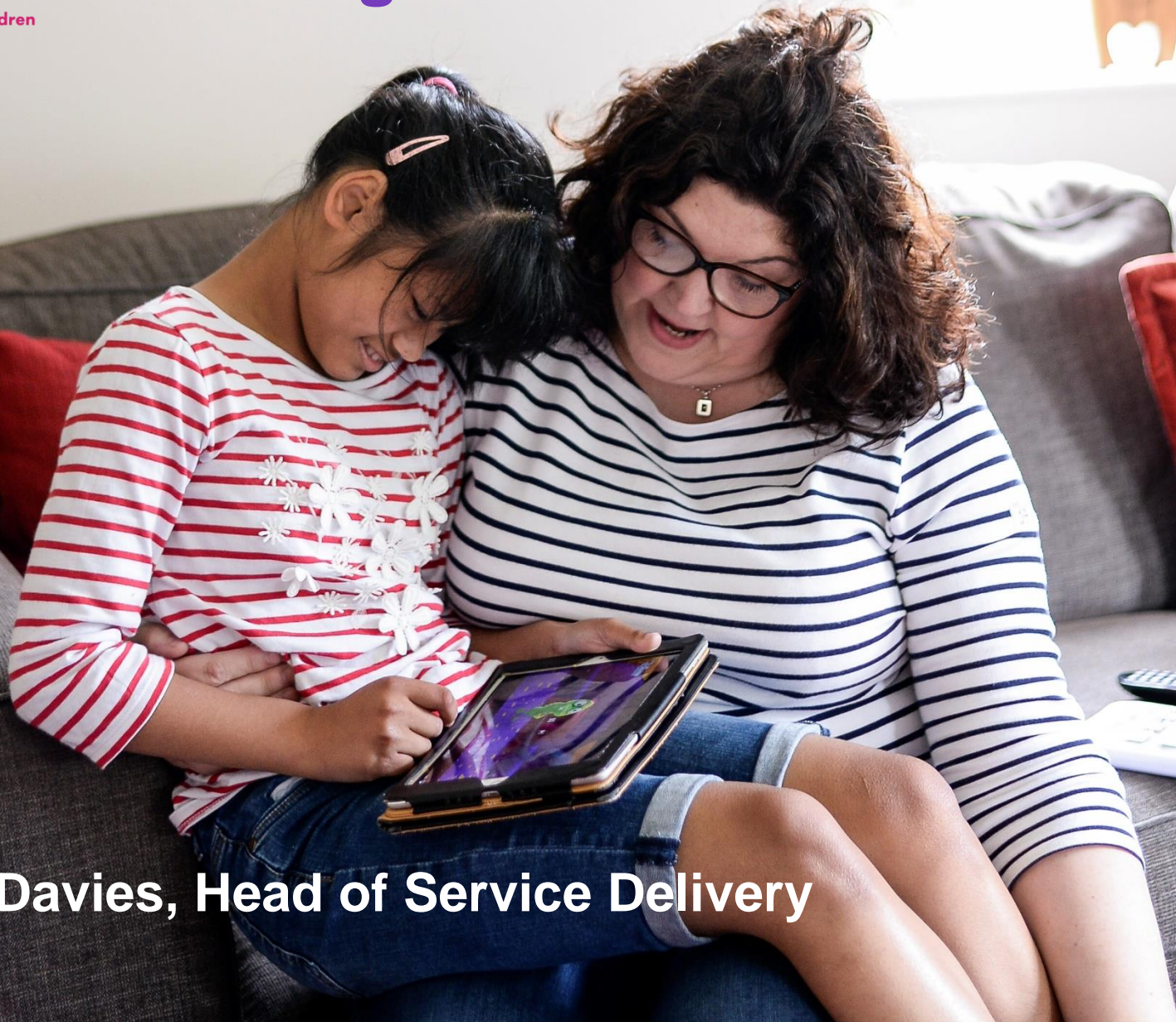




Family Fund
Helping disabled children

Building Beneficiaries' Digital Confidence



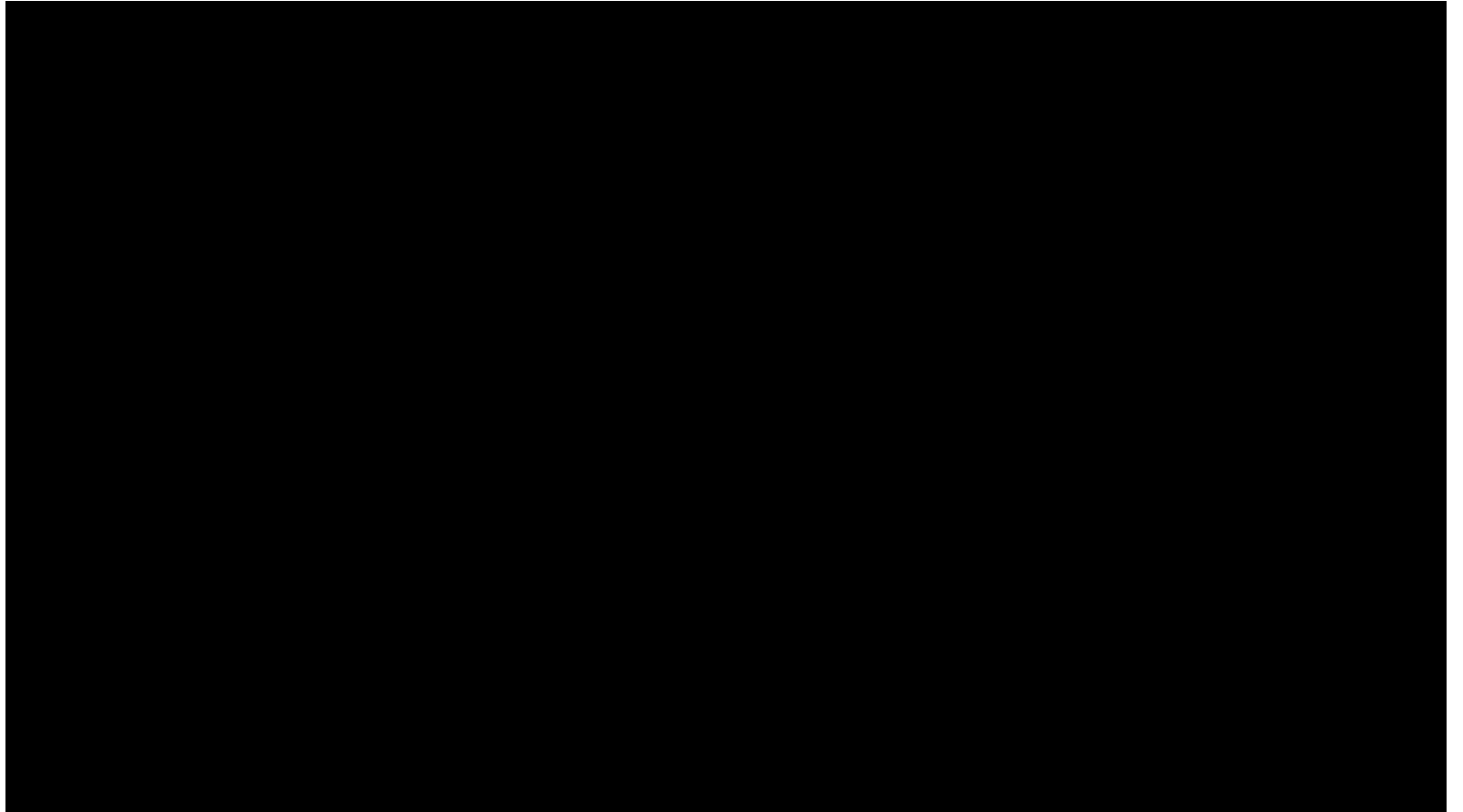
Alison Davies, Head of Service Delivery



Our vision

We believe that all families raising disabled or seriously ill children should have the same choices, quality of life, opportunities and aspirations as other families.







How we support families

- **Essential information and financial support to families** on low incomes raising a disabled or seriously ill child or young person.
- We provide discretionary support for a wide range of grant items, such as washing machines, sensory toys, family breaks, bedding, furniture, outdoor play equipment, clothing **tablets and computers.**
- In 2017/18, we granted **12,481** computers and tablets to families in the UK.





The cost of raising a disabled child

- On average raising a disabled child costs an extra **£581** per month*
 - Someone who earns the National Living Wage and works 37.5 hours per week earns **£1272** per month. Households with one or more children spend on average **£1825** per month**
 - Most of our families are on low incomes, often one parent has to become a full time carer and give up work. So the household is reliant on benefits or one wage.
 - It is estimated **500,000** universal credit claimants are struggling to claim online.
-

*Disability price tag report – Scope 2019

** National statistics office.





The barriers

- **Affordable technology**, the cost of a basic iPad is £319
- We have found that families **struggle to get online**, the **cost** of a reliable internet connection can be out of reach and finding the time to attend a library or café is **overwhelming**.
- **Accessibility** of training, families are **time-poor** and find it difficult to attend **formal** training settings.
- Our families often feel **nervous** to try new things, or go somewhere new. Their lives are **chaotic** and they find it difficult to make plans. They often struggle with **self-confidence**.






Our Digital Skills Programme





Why we started

- Statistics show that families living on lower incomes raising disabled children are among the most likely to be digitally excluded. It is suggested that as much as **48% of the families we support could be classified as digitally excluded.**
 - Feedback from families told us their lack of basic digital skills prevented them realising the outcomes available to them from the grant support we provided.
 - We set up the programme to scope what our families wanted and shaped delivery according to what this told us.
 - Aim to improve families understanding of technology and enable access to the advantages that the digital world provides.
- 



What we did

- Analysed the nature of the technology grants we gave
- Asked families what they needed
- Gave a range of ways to engage
- Provided support prior to training
- Ensured network of specifically skilled trainers
- Didn't prescribe the content or level of learning
- Offered sessions in a preferred environment: on a one-to-one basis in people's homes, or in small group training sessions in community venues
- No experience is needed as the trainer goes at the right pace for the individual.





Outcomes and Impact



Our research told us...

- Digital confidence levels rose by 40%
- Prior to training only 41% of parents felt happy for their children to use the tablet unsupervised, afterwards this rose to 70%
- 74% of people increased their understanding of accessibility settings
- Only 28% of people felt confident of staying safe online, after training this rose to 70%
- Confidence in digital communication skills rose from 24% to 73%



Tyler's Story



“I wouldn't be able to have afforded it by myself. Tablets are hundreds of pounds, and we definitely don't have that spare.

It would be more challenging for Tyler if we didn't have it, especially when we have to go to hospital. There isn't much for him to do there, and it allows us to distract him while they are doing things like IVs, which aren't very nice.”

“Family Fund is amazing. It's a good thing that you are doing. It is so helpful for families like us, whose money is spent on extra needs. The extra help is great”.





Jack's Story

“It would have taken us a long time to be able to try and save the money that we needed. I don't work, as I had to come out of work to take care of Jack. We only have my partner's wage, and we have to pay our rent and everything with that.”





Kabir's Story

“I wanted to understand more about using the iPad and tailor the device for Kabir to support his development, but I wasn't sure where to start. The Family Fund workshop was a fantastic taster session, introducing me to the iPad's potential and setting me on the path to learn more. I'd really recommend it.”





Questions?



Family Fund
Helping disabled children