Digital Lifeline Fund

Evaluation Summary

March 2022

Department for
Digital, Culture,
Media & Sport

Good Things Foundation

University of
East London

RIX.

AbilityNet

LDE
Learning Disability England

DU
Digital Unite

VODG
Voluntary Organisations Disability Group

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Ministerial Foreword

from Rt Hon Nadine Dorries MP, Secretary of State for Digital, Culture, Media and Sport

Technology is now an integral part of everyday life - a fact that was made even starker when the COVID pandemic forced the world online during lockdown.

So it's incredibly important that everyone in the UK has the digital skills and access to reap the benefits of being online and to participate fully in society. We want to ensure no one is left behind by the digital revolution, no matter what challenges they face.

In February 2021 we launched a £2.5 million Digital Lifeline Fund to reduce the digital exclusion of people with learning disabilities. The fund provided free devices, data and digital support to over 5000 people with learning disabilities who can't afford to get online. The aim of the programme was to use digital inclusion to reduce the disproportionate negative effects of COVID on people with learning disabilities, such as loneliness and lack of contact with support networks.

As this report shows, the fund has already had a hugely positive impact. Overall, 5,500 people have been given a tablet, as well as ongoing support to provide them with the basic skills and confidence to use it. Months later, our survey showed that most people were still using their tablet regularly to connect with friends and family, pursue hobbies and interests, keep themselves active and learn. Over half were using it once a day. Moreover, 91 percent of recipients experienced at least one benefit from the Digital Lifeline after 4 weeks, including feeling more confident, more connected, less lonely and that their digital skills had improved.

These results are testament to the value of offering support alongside the provision of devices, empowering individuals to be digitally active. I am proud of Digital Lifeline's achievements, and thank Good Things Foundation for their support and delivery to make this such a successful project, which has made huge progress against my personal goal of ensuring that everyone in the UK has access to the benefits of the digital age.

Rt Hon Nadine Dorries MP
Secretary of State for Digital, Culture, Media and Sport

Good Things Foundation Foreword
A Digital Lifeline for people with learning disabilities

Digital Lifeline has been an overwhelming success and a true collaborative partnership programme.

Together with our national and community partners we've exceeded our goal by far. The speed at which the programme was delivered was exceptional, reaching 5,500 digitally excluded people with learning disabilities in just a few months.

Nine in ten people supported say their lives have already got better, whether through helping them connect with loved ones, or friendship and support groups, or growing their confidence when online.

Thank you to our 146 community partners. Thank you to our national partners: AbilityNet, Learning Disability England, VODG: Voluntary Organisations Disability Group, and Digital Unite. And thank you to the Department for Digital, Culture, Media and Sport for funding this life-changing initiative.

The pandemic exposed a deep digital divide. Digital Lifeline shows the benefits, but too many people with learning disabilities and disabled people are still left behind. It is time to fix the digital divide.

Helen Milner OBE
Group Chief Executive,
Good Things Foundation

" I have never been on the internet before until I got my tablet"

Digital Lifeline participant

Digital Lifeline Fund:
the basics

>

Goal

Reach and support 5,000 digitally excluded adults with learning disabilities in England.

>

Aim

Use digital inclusion to reduce the disproportionate negative impacts of Covid-19 on people with learning disabilities — impacts such as loneliness and lack of contact with support networks.

>

Offer for individuals

Lenovo M10 tablet, 24GB of data, case, stylus - and some support to use it and make it accessible. Devices were gifted not loaned.

>

Offer for partners

Access to free support and resources from national organisations, and a grant towards time spent doing set-up and support.

Digital Lifeline:
Making life better

5,500 people supported in under 4 months

146 community partners delivered Digital Lifeline

2,354 pieces of adaptive kit for additional needs

9 in 10 achieved at least one positive outcome

After 2-4 weeks of having a device:

+ **68%** felt more confidence

+ **64%** felt their digital skills had improved

+ **52%** felt less lonely

After 4-7 months people said they:

Improved digital skills

Greater motivated to get online

Reduction in feelings of loneliness

Improved health and wellbeing

Greater independence and ability to participate in society

Data: Good Things Foundation analysis of Digital Lifeline survey data. By 3 August 2021, baseline surveys had been completed for 5,356 people, and early impact surveys completed for 4,759 people.
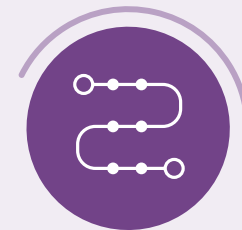
Digital Lifeline: **Our model**

Good Things Foundation rapidly iterated Everyone Connected (formerly DevicesDotNow) to reach 5,500 people with learning disabilities. A pilot with Cafe Leep and advice from Learning Disability England, Mencap and others improved the model, including use of easy read materials.

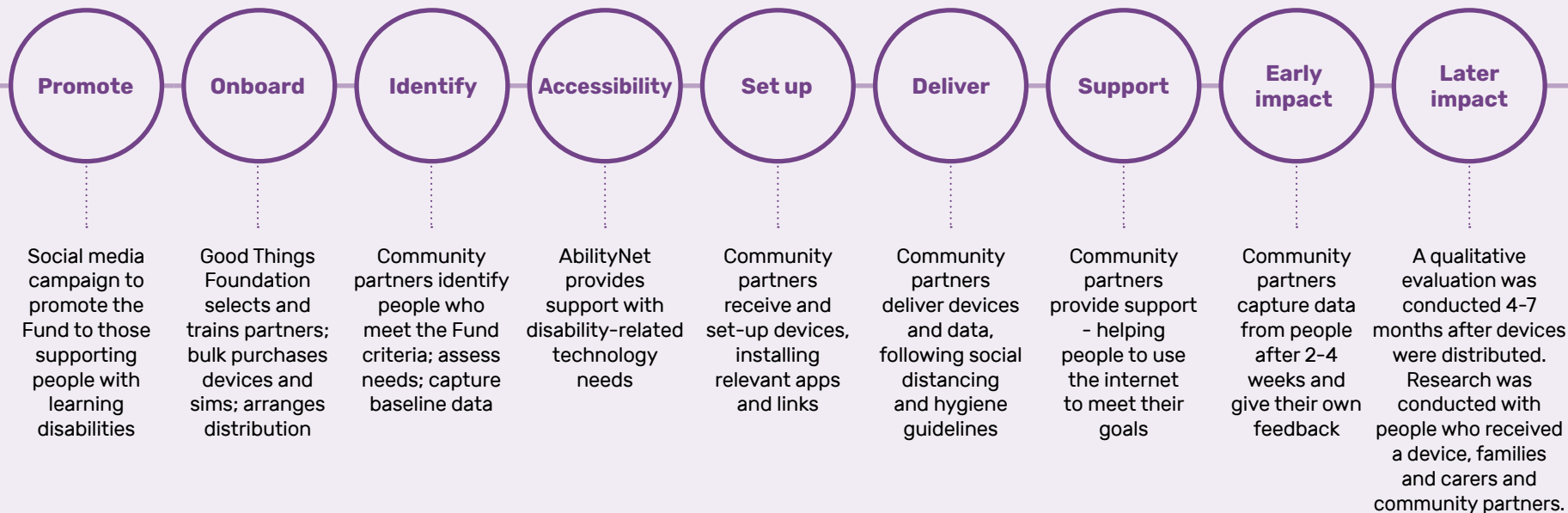| Promote	Onboard	Identify	Accessibility	Set up	Deliver	Support	Early impact	Later impact
Social media campaign to promote the Fund to those supporting people with learning disabilities	Good Things Foundation selects and trains partners; bulk purchases devices and sims; arranges distribution	Community partners identify people who meet the Fund criteria; assess needs; capture baseline data	AbilityNet provides support with disability-related technology needs	Community partners receive and set-up devices, installing relevant apps and links	Community partners deliver devices and data, following social distancing and hygiene guidelines	Community partners provide support – helping people to use the internet to meet their goals	Community partners capture data from people after 2-4 weeks and give their own feedback	A qualitative evaluation was conducted 4-7 months after devices were distributed. Research was conducted with people who received a device, families and carers and community partners.

The impact of the COVID-19 pandemic
and the need for Digital Lifeline

People with learning disabilities are more likely to face barriers to getting online than people without learning disabilities:

15% of disabled people have never been online **(vs. 3% of non-disabled people)[1]**
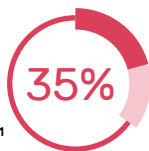
35% of people with learning or memory disabilities do not have the Essential Digital Skills for Life **(vs. 21% of total UK population)[2]**

During the pandemic, many health services were only available online, and whilst some people with learning disabilities were able to use technology to access these services, many were unable to do so due to barriers such as lack of digital skills, a lack of in-home support and lack of access to technology or the internet (Cebr 2021; Sense 2021; Seale 2020). This had serious consequences for their physical and mental health (ONS 2021).

Digital barriers also impacted the extent to which people with learning disabilities were able to connect with others, and access support during the pandemic. This reduction or removal of support increased social isolation and uncertainty, and contributed to increased feelings of loneliness (Scottish Commission for Learning Disability 2020; Seale 2020).

Digital Lifeline was an emergency response to a clear and pressing need.
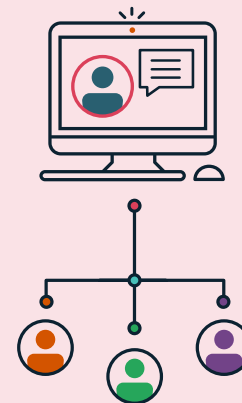
[1]   ONS, 2020

[2]   Lloyds Bank 2021

Reducing barriers

We asked people to tell us what prevents them from accessing the internet (or using it more) at home. (People could select more than one barrier).

The most common barriers to using the internet at home were having a disability or health condition (52%) and not being able to afford a device (43%). Digital Lifeline met these head-on by providing a tablet (chosen for value and accessibility), connectivity and access to specialist support.
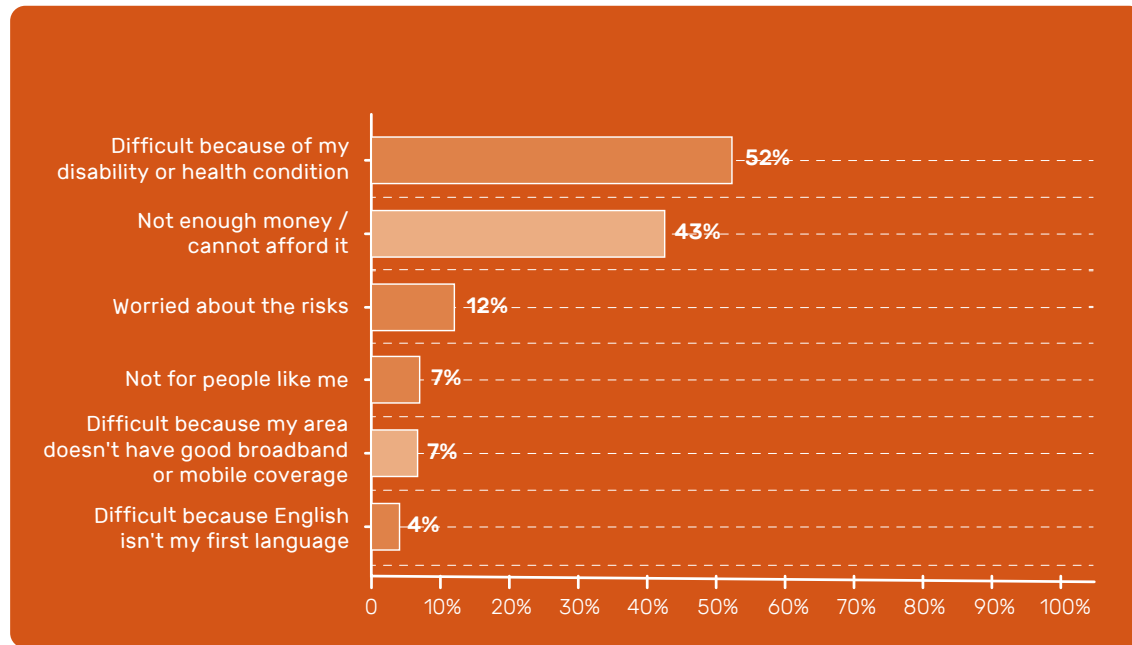
Data: Good Things Foundation analysis of Digital Lifeline survey data. By 3 August 2021, baseline surveys had been completed for 5,356 people, and early impact surveys completed for 4,759 people.

Barrier	Percentage
Difficult because of my disability or health condition	52%
Not enough money / cannot afford it	43%
Worried about the risks	12%
Not for people like me	7%
Difficult because my area doesn't have good broadband or mobile coverage	7%
Difficult because English isn't my first language	4%

Who we supported

Among Digital Lifeline participants, people with conditions that impact their lives a lot were around 10% more likely to agree that their digital skills had improved and/or they felt more confident in general - compared to those whose conditions impact their lives a little. This may reflect: a starting point of deeper digital exclusion; and/or the benefits of extra specialist support.

Older adults were less likely to experience some of the benefits measured in the survey, despite typically receiving more hours of support than younger adults. This may reflect: prior level of internet use; skills of those supporting them; and/or age-related cognitive ability to learn skills quickly.
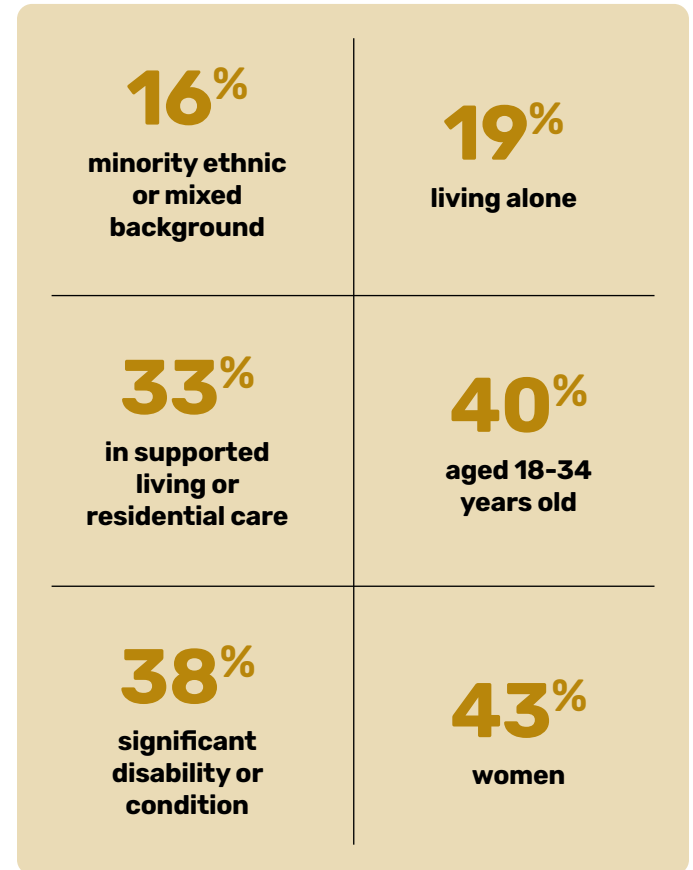
> This has changed my life
> **Digital Lifeline participant**

> When I went into respite I took my device with me, it had all my apps on that I like
> **Digital Lifeline participant**

Around one fifth of people live alone. They typically reported better outcomes than those in supported housing and worse outcomes than those living with partners or children. People living alone experienced the best outcomes of all groups for gaining video calling skills (44%) and the second best outcomes for feeling less lonely (53%), learning to use devices for interests and hobbies (65%) and overall improvement in digital skills (66%).

Across demographic groups, the main aims for device use were similar - although younger people and those from minority ethnic groups were more likely to say they would use their devices for learning, training, work or business.

16% minority ethnic or mixed background

19% living alone

33% in supported living or residential care

40% aged 18-34 years old

38% significant disability or condition

43% women

Supporting with accessibility, adaptations and digital skills

Digital Lifeline provided everyone with a Lenovo M10 tablet, 24GB of data, a case and stylus for their personal use, as a gift not a loan.

Digital Lifeline also provided access to other resources, including a specialist assessment by AbilityNet and, where required, additional assistive or adaptive technology to support them to use their device.

Learn My Way
free online learning to build digital skills and confidence

AbilityNet
specialist support around accessibility and adaptations

Online Centres
free membership of Good Things Foundation s network

Digital Unite
online training and resources for digital champions

AbilityNet supported

971 people
(18% of the total 5,500 people supported) with an initial and follow up assessment(s) and, where required, additional assistive or adaptive technology to support them to use their device

371 people
(38% of those supported)
received a full needs assessment and further advice

2,354 items of equipment
were provided to people
(AbilityNet 2021)

" The assessments were invaluable; I think that this should be used for all applicants as standard. Helped people identify things they needed — apps and extra equipment."

Community Partner

" If he hadn't had that [adaptive] switch, you might as well have thrown away the tablet. He's now in full swing with it, whereas before, he didn't have funds or ability to go out and buy something like that."

Community Partner

What does meaningful digital support look like?

Our evaluation highlighted key ingredients of meaningful digital inclusion support for people with learning disabilities:

- A long term connectivity solution that is affordable, and suitable for a person's needs

- A device that is given, not loaned

- Engagement and support from families and carers who see the value of the internet for those they support

- Support to get online, provided by a trusted organisation or person

- One-to-one support in the initial stages of digital learning

- Personalised support that takes into account the needs of the individual

- Ongoing support to repeat and build learning

- Using 'hooks' (such as hobbies or interests) to encourage engagement

- Using specialist support and assistive technology to aid learning and use

- Encouraging people to take ownership of their learning

- Support to help people and their support networks stay safe online

- Including families, carers and support workers in digital skills training

> Oh, I think they've definitely felt – because, you know, to get that and to feel like it's yours and you own it, I think that's definitely given them confidence to use it more often.
>
> **Community Partner**

> So I'd say the motivation is there a lot of the time, but for a number of the beneficiaries, they still need prompting to remind them, and then they would be motivated. Like if you didn't say to them in the morning, Oh, do you want to use your tablet today?" they might not think about it.
>
> **Community Partner**

Early impacts – Achieving personal goals

Achieving goals

19%

learnt how to do a video call for the first time

The most common goals were to connect with friends and family, for interests and hobbies, and to connect with support. Digital Lifeline helped people achieve these. Nearly 7 in 10 felt more confident in general, and over half felt more connected (57%) and less lonely (52%).

I have really missed my friends and wider family so it's great to be able to see them and talk to them at same time

Digital Lifeline participant

Learning skills

64%

felt their digital skills got better

Through Digital Lifeline, 25% of people felt they improved their skills in finding information, and 63% either learnt how to use their device for their interests for the first time or improved at this. Some wanted to learn more skills, such as using online health services (20%) and shopping online (18%).

A staff member set all the apps I needed like Google Play, games, Youtube and the news so I can watch it. The tablet has helped my carer access universal credit with me.

Digital Lifeline participant

Staying safe

32%

improved their online safety skills

Even in the short period (2 - 4 weeks) between data collection points, one third of people who had worries about internet risks at the start said they felt more confident staying safe online as a result of the support they received. At least 13% learnt to do this for the first time.

Now I can talk to my advocate privately"

Digital Lifeline participant

[We] have supported a further 15 people to stay safe online

Digital Lifeline community partner

Data: Good Things Foundation analysis of Digital Lifeline survey data. By 3 August 2021, baseline surveys had been completed for 5,356 people, and early impact surveys completed for 4,759 people.

Sustained impacts –
How people are using their devices

Most people we spoke to during the qualitative evaluation (between 4 – 7 months later) were still using their tablet regularly. Over half were using it at least once a day.

People were mainly using their tablet for:

Connection: to connect with their families and friends, through video calls, or social media

Hobbies and interests: to explore hobbies and interests — either by engaging in these online, or searching for opportunities to engage with hobbies and interests offline

Keeping active: to stay active either via activities on Zoom (such as Zumba classes), or finding out about activities in the community and accessing those

Learning: to learn - in some instances this could entail learning new digital skills, in other cases this could link to their engagement with hobbies or interests

> I use it for drawing pictures and music, I have sensory apps that are downloaded. It means that I can now listen to music and I can do my sensory stuff.
>
> **Digital Lifeline participant**

> It's helped us be active because we ve looked up events around the city and then we go to them.
>
> **Digital Lifeline participant**

> I was pleased to get the tablet to communicate with people on the tablet and get to know people. It gives me some independence.
>
> **Digital Lifeline participant**

> I've been able to learn new skills and find things on my own.
>
> **Digital Lifeline participant**

"It's been brilliant. It's opened up a lot of opportunities"

Case study: Muhammad*

Muhammad's tablet allowed him to be more active, learn new things, become more comfortable with technology, grow in confidence and interact with others. He used his tablet so much he ran out of data.

When describing how he uses his tablet, Muhammad said, **"it actually introduced me to a new hobby, which was drawing."**

He also explained that he had used the tablet to join a drama group.

"In the drama group online, we were learning how to use a basic form of sign language to sing a song called Lean on Me."

Muhammad also joined a shared reading group, describing it as **"sharing things from your life. It was intriguing and interesting for people to be able to relate to each other and have a chat."**

In addition to this, Muhammad also used his tablet to represent his organisation at a community organising conference, where he **"talked about setting up groups to facilitate for people who have been stuck and have not been able to get out of their houses."**

He said that **"it felt good to be representing [my organisation]".**

Case study: Lucy*

The first thing Lucy did with her tablet was install a Braille keyboard on it. She said: **"We looked on the internet at downloading apps that were accessible for the blind, we got it from AbilityNet, and we were able to put a Braille keyboard on it so that I can type in Braille. […] it is amazing."**

She is now using her tablet for social media, Google and checking the weather.

She expressed the difference that having a tablet with a Braille keyboard made in her life, saying: **"It's been brilliant. It's opened up a lot of opportunities to be able to look up certain things on the internet and look up things in more depth."**

She also expressed interest and enthusiasm in learning how to do new tasks, including shopping online, FaceTiming, sending emails, and listening to music.

*Names have been changed.

Alleviating digital exclusion

Digital Lifeline has alleviated digital exclusion for people with learning disabilities, and their support networks, in a number of important ways:

> **Improved digital access:** Everyone who was supported through Digital Lifeline had previously been unable to access the internet. In some cases, the tablet and data provided to a person was the first device and connection in the household, or the first device of its kind in the household.

> **Improved digital skills:** Many people now feel comfortable using their tablet to speak to friends and family, learn new things, and engage with their hobbies and interests. Many family members and carers have improved their digital skills too — either through attending community partner training, or through people passing on the skills they have learned.

> **Increased motivation and confidence to get online, and do more things online:** The vast majority of people we spoke to wanted to continue using and learning new things on their tablet. And, Digital Lifeline has also helped families and carers to see the value of the internet to those they support — making them more likely to encourage the people they support to continue with their learning.

When surveyed after 2-4 weeks,

64% **of people agreed that their digital skills had improved**

The biggest improvement is switching it on and looking at stuff. It sounds really basic, but it really is that basic for a lot of people who have not had access to this before.

Community partner

It makes me feel more confident.

Digital Lifeline participant

The confidence levels have just gone sky high because I think to start out, they were apprehensive or reserved about participation. But you then saw, as more people would commit to using it more frequently [...] others getting excited and wanting to join in.

Community partner

Mitigating wider inequalities

In addition to alleviating digital exclusion, Digital Lifeline helped to mitigate, or reduce inequalities that people with learning disabilities experience (many of which worsened during the pandemic):

> **Reduced social isolation and feelings of loneliness:** Having access to a device and a connection enabled many people to maintain, deepen or forge new connections with others. People said that being able to communicate and connect with others, which they achieved through Digital Lifeline, has helped them feel less lonely and isolated.

> **Improved health and wellbeing:** People explained that receiving the device has helped them to feel happier and more relaxed. A lot of people also noted that having a device had facilitated positive outcomes in relation to their physical and mental health by helping them to stay active.

When surveyed after 2-4 weeks,

57% of beneficiaries said they felt more connected

52% of beneficiaries said they felt less lonely

It connected me to the outside world and made me feel less isolated.

Digital Lifeline participant

It makes me feel happy. It keeps me from getting bored. It relaxes me. It helps me calm down if I'm upset.

Digital Lifeline participant

Enabling independence and participation

The confidence that people have gained through using their device and learning new digital skills has also led to them feeling more empowered in other areas of their lives:

> **Greater independence and autonomy:** Having a device they own has empowered people to use their tablet for things that interest them. They are proud of the digital skills they have learned, and through learning new digital skills many people have also developed an improved sense of their own abilities.

> **Improved ability to participate in society:** In some instances, receiving a device has helped people to contribute to their local community. Several people who were using their device for volunteering talked about the benefits of using their device to access work and contribute to society during the pandemic.

When surveyed after 2-4 weeks,

68%
of beneficiaries said they felt more confident

Just to have the responsibility to look after my own tablet and keep it safe, It makes me feel good to have my own tablet so I can use it. The responsibility makes me feel like I can prove that I can look after other things.

Digital Lifeline participant

I don't have to use my mum s tablet anymore

Digital Lifeline participant

Building community partner capacity

Digital Lifeline has helped community partners to build their capacity to support people with learning disabilities in a number of positive ways:

> **Greater understanding of specialist support available:** Digital Lifeline helped to highlight a range of specialist support that is available to people with learning disabilities that many community partners had previously been unaware of.

> **Improved volunteer/staff skills & confidence:** Many community partners used training sessions for those receiving devices as an opportunity to upskill less confident staff and volunteers.

> **An improved support offer:** Community partners are now able to use the devices to: complement face-to-face support; to keep in touch with people; and / or provide a hybrid model of support.

2,023 people registered to use Learn my Way	**165** new partners joined the Online Centres Network	**121** community partners attended AbilityNet training sessions
101 community partners were assigned a volunteer buddy by AbilityNet	**69** community partners accessed Digital Unite's platform	**288** Digital Unite 'Champion online courses were completed

As a centre, we've learned a lot more about how to plan our training sessions and how to support people with learning disabilities.

Community Partner

It has been said that they [AbilityNet] are at the end of the phone if we need anything further, which is very reassuring, especially as we are supporting 60+ individuals with devices just in our service area alone.

Community Partner

It's being able to offer the same service but in different formats and, hopefully, there's like a format for everyone, so it allows us to work with more people.

Community Partner

Being part of the programme has given us more of an appreciation for the extent and impact of digital exclusion. This will play a role in how we plan to engage with our members

Learning Disability England

"It's his choice how he uses the tablet"

Case study: Mark

Before the pandemic, Mark enjoyed an active social life. Mark's mum, Cheryl, says that the pandemic has been extremely isolating for him: **"It's made him lonely. I've had to work, so he's spent a lot of time on his own."**

Mark says: **"I've missed my friends and the SeeAbility staff."**

Mark received a tablet through Digital Lifeline. Now he has his own tablet, he's been following his church's services online. He's turned on a feature that reads out on screen text – now he loves to have the news read to him every day.

Mark has been able to attend his day centre online via video call and is thrilled to have reconnected with his friends he hasn't seen since the pandemic began. He says that he now doesn't feel left out. And Cheryl is comfortable in the knowledge that he's able to have some fun and chat with friends while she works.

Case study compiled by SeeAbility with VODG for Digital Lifeline

Case study: Bruce

Before the pandemic, Bruce enjoyed walking, the pub, taking part in activities at the SeeAbility Millennium Centre, and visiting his family. The restrictions have meant he's been unable to see his mum and other family for long periods. Bruce hasn't had his own device and has had to share with other residents in the care home where he lives.

Thanks to Digital Lifeline, Bruce received his own tablet. Now he can speak to his family as often as he likes. Bruce loves to take photos of the world around him. The new tablet has given him the freedom to take as many photos as he likes, and share them with his family. Louise, one of Bruce's key workers, says:

"Bruce is taking the lead and seeing what he enjoys doing. We're trying different activities and then it's his choice how he uses the tablet."

Case study compiled by SeeAbility with VODG for Digital Lifeline

*Names have been changed.

Recommendations

Recommendations for Policy Makers:

> Embed digital inclusion into government policies and programmes to improve the lives of people with learning disabilities and disabled people more generally;

> Promote digital inclusion for those at most risk of being left behind in the forthcoming Digital Strategy — such as disabled people and people with learning disabilities;

> Recognise the value of community-based learning and development, and fund community organisations to help people build confidence and learn digital skills simultaneously;

> Take action to reduce data poverty and address barriers to device ownership;

> Address the data and knowledge gap in relation to people with learning disabilities. We still do not know enough about the digital experiences and barriers faced by people with learning disabilities and how this relates to wider characteristics of the population of people with learning disabilities.

Recommendations for Funders:

> Take action to ensure that the people supported through Digital Lifeline can continue to develop their skills;

> Fund more, and longer term, digital inclusion programmes to support people with learning disabilities;

> Invest in improving the digital access, skills and confidence of the social care workforce, disabled people s organisations and self advocacy groups;

> Provide funding to improve the digital access, skills and confidence of family members and informal carers, so they can, in turn, help the people they support to get online.

Recommendations for Practitioners:

> Identify and address any organisational barriers to delivering digital inclusion support — such as gaps in digital infrastructure and/or a lack of digital confidence, motivation, and skills among staff and volunteers;

> Support staff / volunteers to be confident in encouraging people with learning disabilities to explore the full potential of the internet;

> Provide clear, accessible information about what digital and data support is being provided to avoid confusion.

Lessons for future programmes

Keep

> Cross-sector collaboration meant the Fund reached target groups at scale and quickly.

> Partnering with community and specialist providers enabled a non-stigmatising, trust-based approach.

> Expert procurement by Good Things Foundation meant public money was well spent.

> Partners liked that devices were given (not loaned) and new (not old or refurbished); this aided support.

> Partners welcomed the grant of £100 per person to contribute to time and costs of providing support.

It's great thank you,
I'm well happy"
Digital Lifeline participant

Change

> 24GB of data connectivity was valued, but not enough for everyone's needs.

> Virtual workshops to do a live 'set up' could help - setting up devices was a main pain point.

> Allow more time to set up devices before distributing them, and to follow up with participants.

> Further improve online resources, like Learn My Way, for people with learning disabilities.

> Increase grants to cover extra time needed to engage people with more complex support needs.

" We ran out of the free data within 2 weeks"
Community partner

Extend

> Extend support to improve digital access and confidence of family carers, social care staff, self advocacy groups.

> Extend promotion to care providers and community groups about free support (e.g. AbilityNet, Good Things Foundation, Learn My Way).

> Spread the word about free accessibility apps and easy ways to adjust settings.

> Extend support to reduce data poverty, and help people keep on learning.

There still has been progress and steps forwards but I believe over time these would be even greater"
Community partner

A huge thank you to all our 146 community partners and to all our staff and volunteers who have made Digital Lifeline such a success!

Community partners, staff and volunteers

Accord Housing Association

Camden Disability Action

Devon County Council

ACE Adult Community Education (Wigan)

Camphill Village Trust

Dice Enterprise Limited

Active Prospects

Caritas Westminster

Dimensions

Advance Housing and Support

Carlisle Library

Disability Sheffield

Alabare Christian Care and Support

CAS Community Solutions

Discover IT Pluss

Amaze

Centre 404

Diversity and Ability

Argyle Community Trust

Changing Our Lives

Dorchester Library and Learning Centre

Artworks

Chapeltown & Harehills Area Learning Project

Down's Syndrome Association

Avalon Group (Social Care)

Cheshire and Warrington Carers Trust

ECL Roundwood

Barrow Library

Choice Care Group

ESPA

Beacon Centre For the Blind

Choice Support

FitzRoy

Belong

Chrysalis

FORESIGHT

bemix

Citizen Checkers CIC.

Greater Manchester Coalition of Disabled People

Bethphage

Community Integrated Care

Greenwood Learning Disability Day Service

Better Futures-Improving Lives Plymouth

Compudoug Services Limited

Guinness Care

Bognor Regis Library

Computers Within Reach (Doncaster)

Havelock Family Centre

Bridge Creative Enterprise CIC

Converge (C/O York St John University)

Headway Arts

Brighter Futures

Cornwall Advocacy

Health Connections Mendip

Brighton & Hove Speak Out

Coventry City Council Adult Social Care

Heathlands, The Laurie Brewis Trust

Bromley Mencap

Creative Support

Herts People First

BTM (Bradford Talking Magazines)

Crewe Library

Community partners, staff and volunteers (cont.)

Hft Personalised Technology
Buckinghamshire Adult Learning
Crossland and Dudson Training
Individual Support Solutions
BwD Adult Learning
DaCE Cumbria
Innovations
BYCS
Darlington Association on Disability
InSITe
Integrated Learning Disability Service, Kestrel Centre
Jennyruth Workshops Ltd
North East Autism Society
St Paul's Crossover
JobnetworkBristol & Computer Clubs
Nottingham Mencap
Starting Point
Kendal Library
One Housing
Stoke On Trent City Council, Adult Social Care
KeyRing Living Support Networks
Options for Supported Living

Sunnyside Rural Trust
Knowsley Disability Concern
Outward
Surrey Choices
Leading Lives Ltd
Oxleas NHS Foundation Trust
Swindon Advocacy Movement
LEAP CFC (St Peter's Partnerships)
Penrith Library
Sydenham Library c/o Aurelie Ramgoolam
Learn Devon Newton Abbot
People Matter IW
Symbiont CIC
Leonard Cheshire Disability Head Office
Peter Bedford Housing Association
Talkback UK
Limehouse Project
Positive Individual Proactive Support
The Ark Trust CIO
In-House Day Services, Lincolnshire County Council
Premier Learning

the b@sement
Link-Ability
Premier Learning
The Butterfly Creche and Burnley Training College
Linkage Community Trust
PSS (UK) Ltd
The Grace Eyre Foundation
Little Grove CIC
Pure Innovations Ltd
The Hive
Liverpool Adult Learning Service
Reach Learning Disability
The Hope Hub
Local-Social CIC
Red2Green
The Kintsugi Project CIC
MacIntyre
Restorative Justice for All
The Number4 Group
Maldon District Digital Buddies
Rock Foundation UK Ltd
Think SMART
Media Savvy CIC

Royal Mencap Society
Thurrock Lifestyle Solutions CIC
Midland Mencap
SeeAbility
Turning Point
MK SNAP (Special Needs Advancement Project)
Sense
United Response
My Life My Choice
SoapBox Youth Centre
Whitehaven Library
New City College (Tower Hamlets)
Something in Kent
Wirral Lifelong and Family Learning Service
Newcastle City Library
Spectrum Days
Workington Library
NHS Croydon Community Learning Disability Team

References and resources

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Resource and more information

For information contact: **research@goodthingsfoundation.org**

Although the Digital Lifeline programme has come to an end, Good Things Foundation and other Digital Lifeline partners continue to provide support and resources – including many resources which are free to use:

> **Good Things Foundation**

 – **Online Centres Network** - a free network open to groups and organisations which reach and support people who face barriers to digital inclusion

 – **Learn My Way** - free online courses to build basic digital skills, designed for use by community partners with people they support

 – **National Databank** - helping community partners alleviate data poverty, open to applications through the Online Centres Network

> **AbilityNet** - free helpline and access to specialist advice, information and resources on accessibility and adaptations to benefit from digital technology

> **Digital Unite** - online training and resources to develop digital champions

> **Learning Disability England** - a membership organisation of people with learning disabilities, families, friends and paid supporters

> **Voluntary Organisations Disability Group** - a membership body representing organisations within the voluntary sector who work alongside disabled people

> **RIX Research and Media** - an inclusive research and development centre based at the University of East London involving peer researchers.

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