

Digital Lifeline Grant Description, Application Guidance and FAQs

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Grant Description

The purpose of the Digital Lifeline project

Good Things Foundation is working with [AbilityNet](#) (an organisation supporting people of any age, living with any disability or impairment to use technology to achieve their goals at home, at work and in education) on an emergency COVID-19 response project to get devices out to people with a learning disability between now and the end of March 2021.

ONS data shows disproportionately negative impacts of COVID-19 on disabled people, especially people with learning disabilities. Disabled people are more likely to face digital exclusion, and more likely to experience benefits of digital if they have access and digital skills.

The Digital Lifeline project will address the disproportionate impact of COVID-19 on disabled people through digital inclusion - a large-scale pilot to build learning and evidence to inform future initiatives to address the digital exclusion of disabled people.

What the programme aims to do and who it aims to support

We want to get devices and data to 5,000 people with a learning disability. We want to reduce barriers to receiving support, and avoid stigmatising individuals. We want to work through trusted local and specialist support organisations to decide eligibility, in line with the guidance, without requiring means-testing or medical (or other) certification.

Due to the source of funding, only organisations delivering in England are eligible to apply for this opportunity.

Due diligence

During the delivery of Digital Lifeline, we will carry out spot checks with a selection of community partners to conduct Quality Assurance monitoring of project delivery, including the support provided.

These checks are part of fraud prevention measures, designed to ensure that devices are reaching the target audience of adults with a learning disability, and that they are receiving the required support to use this device safely. Therefore, we may also ask to speak to the individuals you are supporting.

We will therefore be required to collect, process, and store personal data (names and email addresses) about relevant staff and volunteers working to deliver the Digital Lifeline project, as well as beneficiaries.

In addition, we will also be conducting due diligence checks on your organisation as part of the application process. We will share information about your organisation with our funding partners in order to complete the checks.

Digital Lifeline is an emergency response project to get devices, data and digital skills support to people with learning disabilities.

If you lead or support a self-advocacy group or a community-based organisation which supports people in England with learning disabilities, please read the information below to see if you would be eligible and interested in becoming a delivery partner.

People with a learning disability face much higher risks from COVID-19. Including risks to their health and risks of loneliness. Many people with learning disabilities are also digitally excluded. This makes life harder.

Eligible organisations will be able to answer 'yes' to all of the below questions:

- Do you know 10 people with a learning disability who are digitally excluded?
- Do you already support people with learning disabilities in your community? Or, do you have links with self-advocacy groups or other groups or services for people with a learning disability in your community?
- Can you distribute a device safely to people with learning disabilities, and support them to learn how to use it?
- Can you collect information about each person you support - at the start and at the end? And put this information onto the Good Things CaptureIT secure database?* (*don't worry, we will provide you with training and support on this).
- Are you ready to get started straight away?

Eligibility criteria for individuals

People receiving a device and data from Digital Lifeline must:

- Live in England
- Be 18 years old or over
- Have a learning disability or learning disabilities - mild, moderate or severe (also includes disabled people who have additional learning disabilities)

- Be digitally excluded – this means they can't afford internet access and their own appropriate device. An appropriate device is one that is suited to their needs and so can enable them to easily and confidently perform key online tasks, for example joining a group video call or booking a GP appointment.

Digital Lifeline is open to people with learning disabilities who live independently in the community, in supported living, or with their parents or family carers. People with learning disabilities will not be excluded if they live in residential care.

The Grant

As well as the devices and data, delivery partners will get a grant of £100 for every person they support; the minimum is 10 people + a grant of £1,000. More than 10 devices/£1,000 may be available to a single delivery partner, depending on demand.

If you apply to distribute more than 100 devices, we'll get in touch to discuss the logistics of delivering Digital Lifeline on a larger scale within the project timescales.

To claim a grant, organisations must collect and provide all the required information. Further information may be required as part of an impact evaluation, but we will confirm the details of this in advance of the programme starting.

Organisations participating in Digital Lifeline will get access to support and guidance about:

- Distributing devices safely and securely
- Getting people started on using their device safely, and doing this remotely
- Collecting information and filling out the CaptureIT forms
- Assessing accessibility needs related to learning disabilities and other impairments. Our project partner [AbilityNet](#) will be able to help you with supporting and assessing people with multiple and/or complex disabilities - and they also run an accessible technology helpline.

The application process is now open and will close at 12pm on Monday 15th March.

More detail about eligibility criteria for device recipients, timeline and requirements is provided in the FAQs at the bottom of this guidance document.

Due diligence as part of the assessment process will include:

Governance due diligence: We will undertake a series of due diligence checks to validate that the applying organisation is operating within the scope of its constitution.

Financial due diligence: We will undertake a series of financial background checks to detect relative financial risk of the organisation.

Application: Questions & guidance

How to apply

Important: Your web browser settings must allow third party cookies in order for you to complete and submit your application. We recommend that you use Chrome as your browser.

Once you've opened the application form, please check that your browser settings do not 'block third party cookies'. If they do, change this setting and refresh the webpage before starting your application.

To apply for this opportunity you must be a member of the Online Centres Network. If you're not an existing member of the network, [you can register here](#).

You'll be asked to provide individual user details and then 'add an 'organisation', at which point you'll provide the details of your organisation (NB. in the form you can indicate that your organisation is not open to the public and shouldn't be included on the public map of Online Centres).

Once you've created an account and registered your organisation, you can start your Digital Lifeline application. When logged in to the [Online Centres Network website](#), click on [Funding > Funding Opportunities for our network](#) in the top menu.

Please note that once you begin your application you will not be able to save and return to it, and will need to submit it in one session. We would advise that you make a note of your responses before you submit the online application form.

The following are the questions you'll need to answer and the details you'll need to provide during the application process.

Rationale for project

- ***Which beneficiary group(s) does your project seek to support?***

This is a picklist from Salesforce, you will be able to select multiple items on the list. The Digital Lifeline project seeks to support people with a learning disability.

Delivery

- ***Please outline your experience in delivering similar projects or working with people in similar places, or similar cohorts***

Think about your experience of supporting people with learning disabilities and how you support them.

- **Please outline the project's staffing and management, including key roles and responsibilities. Include information on how volunteers will be engaged in the project if applicable**

We want to know who will be involved in delivering every stage of the project so please tell us about how you'd set up and deliver the devices, how you would support individuals to use them and how you will ensure timely completion of impact reporting.

- **Please outline any risks to the project and how you plan to mitigate them**
Think about current challenges and key risks to successful delivery and what steps you will take to make sure you can distribute the devices and support people.

Impact and assessment

- **Please describe what outcomes you hope to achieve and how you will measure them.**

For this project, you will input beneficiary data and impact reporting using Good Things Foundation's data capture tool CaptureIT - there will be no requirement for you to capture additional data outside of this. Instead think about good practice in data reporting and any ethical considerations that you may need to take into account. Think about ensuring accurate inputting of beneficiary data, timely reporting (i.e. meeting tight timeframes for impact reporting).

The CaptureIT data collection tool is linked to the free [Learn My Way](#) digital skills learning platform. This means that the individual(s) supporting project delivery will need to create a Learn My Way account for each person receiving a device, if they don't already have one.

There's more information about Learn My Way in the FAQs at the bottom of this document.

General / legal

- **Please outline how you will manage Health & Safety as part of the project**
Think about safe set up and delivery of devices in light of the coronavirus pandemic. We will support you with guidance on this.

- **Please outline how you will ensure GDPR is respected as part of your project**

Think about how you will manage and store individual data and ensure that you have consent for sharing it with us.

- **Please outline how you will manage safeguarding as part of your project**
Think about ensuring you put the safety of your individuals and your staff and volunteers first when delivering this project. We will support you with guidance on this.

Devices

- **Please tell us how many devices you would like to apply for? Please note this will be one device per individual.**
- **Please confirm your delivery address for the delivery of the devices (this may be different to the address we already hold for you)**
- **Number of devices allocated (for internal use only).**

Review, submit and confirmation

Before submitting please review the information you've provided and ensure it's in line with the guidance.

Once you have done this and are happy that your application is ready to submit, scroll to the bottom of the page and click the Submit button. Please note, once you have submitted your application you will be unable to edit the content.

You will receive an email confirmation that your application has been submitted, telling you when you can expect to hear from us. If you need to contact a member of the team about the questions or application process please email devices@goodthingsfoundation.org or call 0114 349 1666.

FAQs

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1. What are the eligibility criteria for individuals?

People receiving a device and data from Digital Lifeline must:

- Live in England
- Be 18 years old or over
- Have a learning disability or learning disabilities - mild, moderate or severe (also includes disabled people who have additional learning disabilities)
- Be digitally excluded – this means they can't afford internet access and their own appropriate device. An appropriate device is one that is suited to their needs and so can enable them to easily and confidently perform key online tasks, for example joining a group video call or booking a GP appointment.

Digital Lifeline is open to people with learning disabilities who live independently in the community, in supported living, or with their parents or family carers. People with learning disabilities will not be excluded if they live in residential care.

2. What are the eligibility requirements for delivery organisations?

Organisations must already have reach or relationships with people with learning disabilities, and/or links with self-advocacy groups in their community.

We are looking for organisations in contact with people with learning disabilities to take part in the project. Organisations will receive £100 grant funding per device recipient on completion of an exit survey. Here's what you need to do:

- Know at least 10 people who meet the eligibility criteria
- Attend a mandatory introductory webinar about the project
- Register people and ask them some questions about what they need
- Receive, setup (based on initial assessment results) and deliver the devices to recipients
- Support device recipients remotely based on the goals identified in their assessment - approximately 3 hours
- Fill out an exit survey for device recipients 3 - 4 weeks after they get their device

NB. All delivery organisations are required to have appropriate safeguarding processes in place.

3. What are the application and delivery timescales?

Dates are **estimates** at this point and may be subject to change but are a good indication of the pace of this project:

- Applications will open on February 25th.
- Drop in Q&A webinars take place on March 2nd and March 10th.
- Application process closes at 12pm on March 15th.
- Funding notifications sent week commencing March 22nd.
- Ahead of devices being distributed, you will need to do an initial assessment with each individual you wish to receive a device by April 22nd. This will include generating a Learn My Way user ID for the individual and using the CaptureIT data collection tool to input baseline data about the individual and their goals.
 - You can also book support from AbilityNet. This is recommended if an individual you are supporting has multiple or profound learning disabilities, or other accessibility requirements.
- Devices will be distributed to successful applicants (centres) by mid April.
 - You will set the devices up and deliver them to the individuals you are supporting.
- After you have given the device and data to an individual, a first check in on how they're finding their new device should take place by May 7th.
- The second check in - during which 'early impact information' is to be collected and entered on CaptureIT - should take place by early/mid May 18th.
 - Once you've submitted the 'early impact information' on CaptureIT, you'll be able to claim your grant of £100 for every person you've supported.
- Support for individuals can continue beyond this point - including support you can access to help you - until the end of June.

4. What devices will be provided?

For each person with a learning disability you support, you will receive an M10 Lenovo tablet with a stylus pen and a standing case along with a mobile wifi dongle and sim card preloaded with 24GB of data (data must be used with 24 months of issue).

Some individuals with multiple and/or profound disabilities may require additional assistive equipment or apps to effectively use a device to access the internet. There is some provision for this to be provided through Digital Lifeline but specific requirements must be identified through an additional accessibility assessment carried out by AbilityNet.

5. What is a learning disability?

This definition is based on [NHS England's definition](#).

A learning disability affects the way a person learns new things throughout their lifetime. It affects the way a person understands information and how they communicate. This means they can have difficulty:

- understanding new or complex information
- learning new skills
- coping independently

Around 1.5 million people in the UK have a learning disability.

A learning *difficulty*, like dyslexia or dyspraxia, is different to a learning disability. Although some people with a learning disability may also have a learning difficulty.

Some people with a mild learning disability can talk easily and look after themselves but may need a bit longer than usual to learn new skills. Other people may not be able to communicate at all and have other disabilities as well. Some adults with a learning disability are able to live independently, while others need help with everyday tasks, such as washing and dressing, for their whole lives. It depends on the person's abilities and the level of care and support they receive.

6. What support will be available to organisations and individuals?

We are working on the Digital Lifeline project with AbilityNet, an organisation that specialises in changing the lives of disabled people by helping them to use digital technology at work, at home or in education.

AbilityNet will provide:

- Tech advice for centres using assistive technologies
- An accessibility assessment for individuals with multiple and/or profound disabilities
- Telephone support and advice for individuals receiving a device.

Good Things Foundation will provide:

- An introductory webinar for successful applicants
- Full project guidance documentation
- Full support with data collection, including how to use our CaptureIT data collection tool.

We're also developing links with other organisations who may be able to provide support.

7. How do organisations decide who is eligible?

The Digital Lifeline project has a clear target audience - people with learning disabilities who are digitally excluded. It is vital that every partner ensures that devices reach those most in need. As part of the terms and conditions of the grant agreement, centres will have to confirm that they will make decisions about who is eligible in line with the guidance provided; and record that they confirm this for every individual supported.

8. How will organisations need to collect project data?

Assessment and impact data for the project will be collected using CaptureIT, Good Things Foundation's data capture tool. This is linked to the free [Learn My Way](#) digital skills learning platform. This means that the individual(s) supporting project delivery will need to create a Learn My Way account for each person receiving a device if they don't already have one.

Learn My Way is free online learning to support people's first and further steps online. It has been co-designed with community partners and learners to help people use the internet safely and confidently - resources include: [online safety](#), [video calling](#), using [GP or NHS online services](#), and [Universal Credit](#).

Some beneficiaries may find the resources useful, especially through supported learning, although they might not be right for learners with more profound disabilities. There's no requirement for beneficiaries to use the resources.

We'd also encourage organisational staff and volunteers to see if Learn My Way could be helpful as a route to growing their own digital skills, as well as to help them to support others.

9. What assessment/progress data needs to be collected about the device recipient?

There are two data collection points:

- Baseline - part of the initial assessment before the device has been received
- Follow-up - part of the second check-in, around 3-4 weeks after the device has been received by the individual

At 'Baseline', with the individual's consent, centres will ask for:

- Information about the individual - age, gender, disability, ethnicity, living arrangements - so we can report to the funder about reaching the target group
- Information about barriers to digital inclusion (e.g. cost, language barriers)

- Information about personal goals - what the individual most wants to use their device to do

At 'Follow-up', centres will provide information about the approximate number of hours of support they provided, and ask a couple of questions about what difference having the device and support have made so far, if any, to capture any early impacts.

10. Is the provision protected from any malware attacks?

The devices provided through Digital Lifeline are M10 Lenovo tablets running the latest Android operating system.

With Android, protection is built into all aspects of the operating system, including downloading apps and browsing the web. If the operating system detects a bad app or a harmful link, it will alert the user and provide tips on what to do next. The inbuilt powerful internal security guards every device, even when the device is not in use.

To ensure the device remains protected, it's important to make sure the operating system remains up to date and all updates are installed at the earliest opportunity.

11. The programme is specifically targeting those that have vulnerabilities - what is being done to safeguard against any harms?

We expect, and set it out clearly in the project guidance that organisations must ensure that they put the safety of individuals, staff and volunteers first when delivering this project.

All organisations that apply to this project must outline how they will manage safeguarding, including how they will support individuals to stay safe online.

We provide a readme file for community partners to install on all devices before they are delivered to individuals. This will include easy-read and accessible online safety resources.

It will also include links to Learn My Way, which has three online safety courses, including '[Being safe online](#)', which community partners - also individuals, family carers, support workers - find helpful when supporting oneself and others to be safe online.

However, we do not lock individuals access to content online. Devices are going to adults and as such, we believe it is important that people can make an informed decision about what content they access. We have checked our approach on this with other learning disability specialist charities and self-advocates during the course of service design, and they have confirmed our thinking.

For information, Good Things Foundation has recently been supported by BT to review evidence, policy and practice on Digital Inclusion and Online Safety for Adults in the UK.

12. I have friends/relatives that are in need of support - how do I recommend them?

All devices are being distributed via community partners and grassroots organisations who are also receiving funding to support individuals with their new device. If you know someone who you think is eligible for and would benefit from a device, please contact your local learning disability advocacy group to find out if they are participating, and if not, encourage them to do so.

Please note the application timescales above.

13. Why do I have to join the Online Centres Network to apply for Digital Lifeline?

In order for you to start your application, we need you to create an account on the Online Centres Network website - this the Good Things Foundation website for our community partners.

This allows us to link your application against your organisation's details and will allocate you a Centre ID number which you'll need in order to log beneficiary progress with CaptureIT, our data capture tool.

When adding your organisation details on the Online Centres Network website, you can choose not to have it publicly listed as a member of the network.