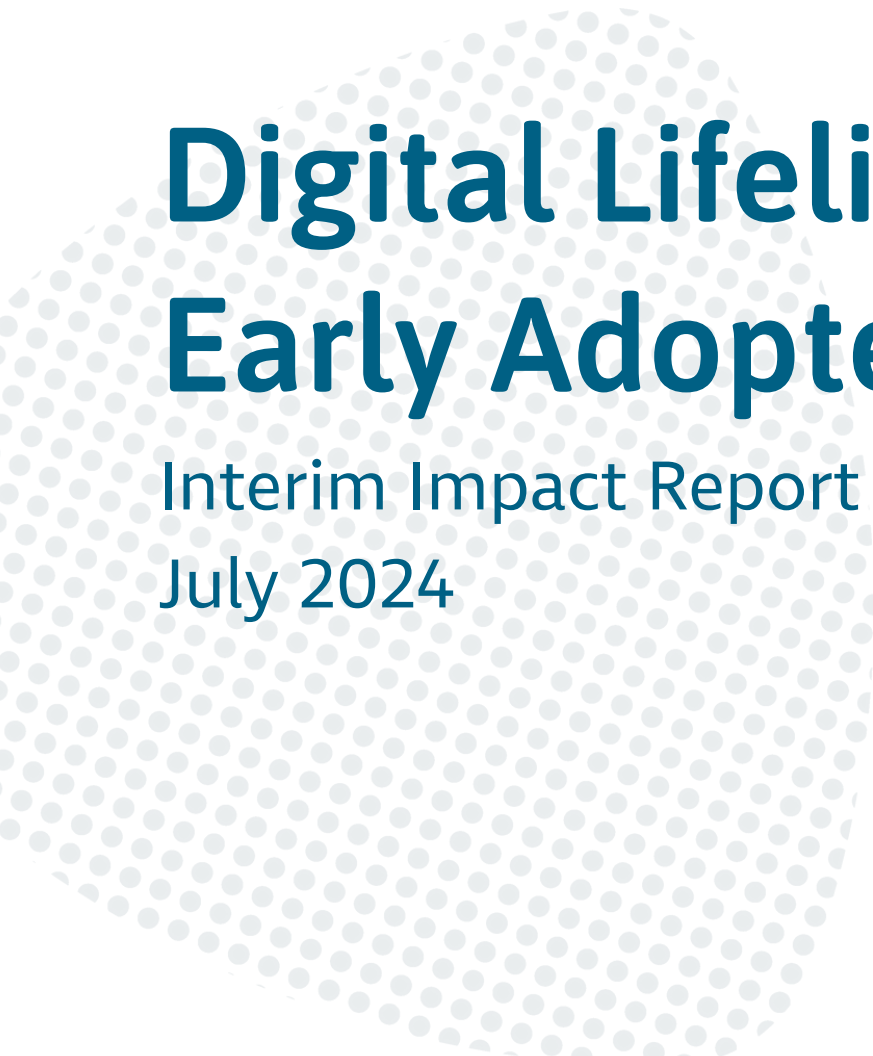




Digital Lifelines Early Adopters 3

Interim Impact Report
July 2024



Early Adopters 3 Fund

This report provides a summary of the impact of funding after 6 months delivery from organisations funded through the Early Adopters 3 Fund.

After carrying out a gap analysis of the Digital Lifelines programme in 2023, it was identified that people recently discharged from hospital and residential rehab, and to a lesser extent, people released from custody, were underrepresented in the programme.

For Early Adopters 3, a targeted approach was taken to identify projects working in the underrepresented thematic areas.

Projects were also sought from geographical areas previously not supported through the programme.

Funding covers a twelve-month delivery period, with all funds to be spent by 31 December 2024, and participating organisations are required to attend monthly Community of Learning sessions to share their learning with the programme.

Twelve organisations were invited to apply. Nine organisations were funded, with two being unsuccessful and one pulling out due to lack of capacity.



**Maximum
Award Amount**

£50,000

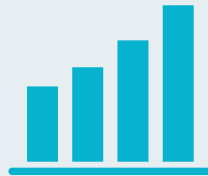
Funded Projects

9 projects were supported through the fund, totalling £409,618.



Funded
projects

9



Total amount
awarded

£409,618



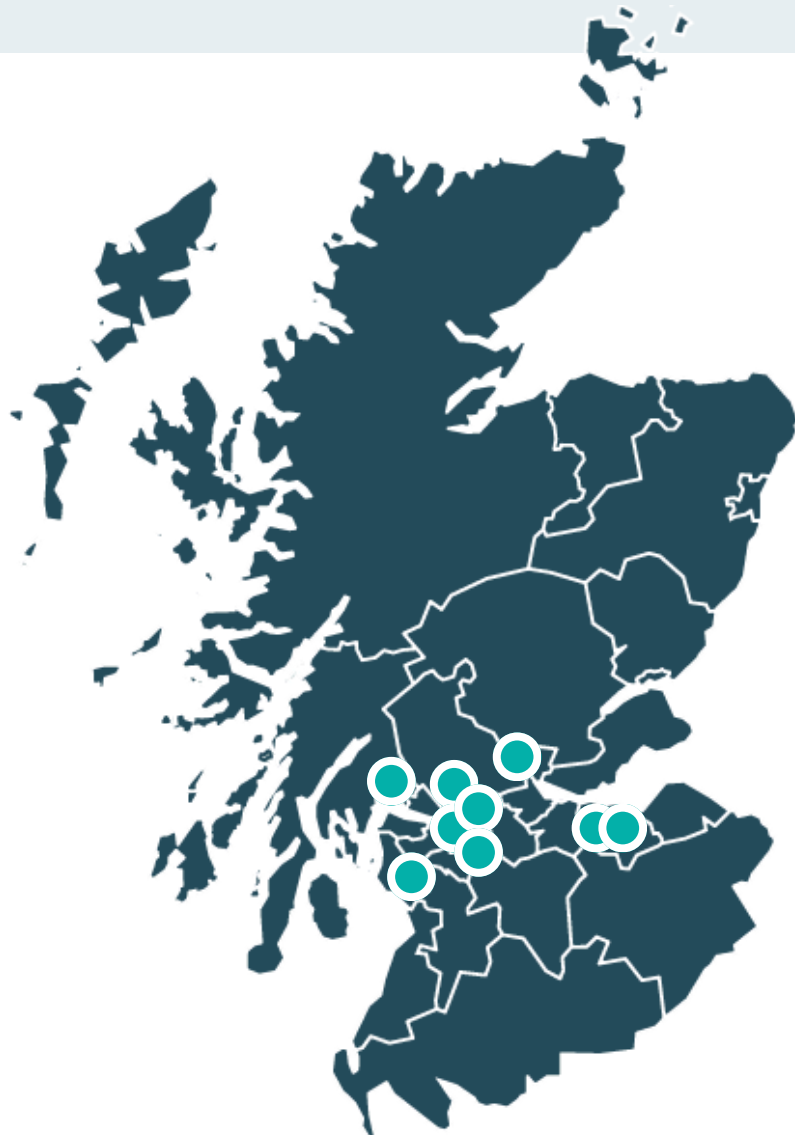
Average amount
awarded

£45,513

Project Delivery

The 9 funded projects are delivering across 13 local authority areas in Scotland.

[Find out about each funded project in our interactive Google map here](#)



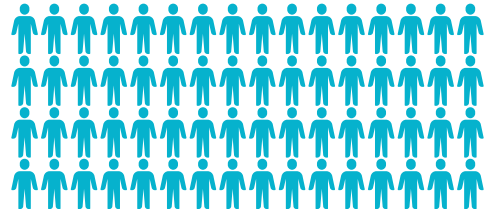
The Beneficiaries

This programme targets people who are at risk of drug related harm and are, or have recently been:

- In hospital or a residential service
- Released from custody: or
- Experiencing homelessness

215

Direct beneficiaries have been supported currently.



44

People supported recently in a hospital or residential service



61

People supported released from custody



110

People supported experiencing homelessness



27

Digital Champions have been trained



36

Staff and volunteers have been supported

Devices Distributed to date

People recently in Hospital or Residential Service



12

Phones



18

Laptops



8

Tablets



29

Connectivity

People Released from Custody



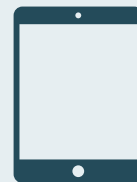
47

Phones



4

Laptops



2

Tablets



45

Connectivity

People Experiencing Homelessness



51

Phones



24

Laptops



21

Tablets



81

Connectivity

Funded Projects

Organisation Name	Project Summary	Amount Awarded
Access to Industry Limited	Access to Industry works with people who have just been discharged from hospital or residential services and returned to Dundee. They provide laptops and connectivity alongside digital skills and employability support, enabling people to access training, education and health and wellbeing support.	£34,340
Blue Triangle (Glasgow) Housing Association Limited	Blue Triangle provide digital skills and support for people experiencing homelessness and/or recently released from custody. The project provides devices, connectivity and support to improve people's health and wellbeing, community connections and access to services to support recovery across multiple areas in Scotland. (Argyll and Bute;North Lanarkshire;South Ayrshire;West Dunbartonshire).	£46,894
Cyrenians	Cyrenians provide one to one person-centred digital inclusion support for people at risk of drug related harm transitioning from hospital or custody in Edinburgh and West Lothian.	£50,000



Organisation Name	Project Summary	Amount Awarded
<p>Harbour (Ayrshire)</p>	<p>Harbour Ayrshire supports people recently discharged from hospital, residential rehab or released from custody with intensive one-to-one support across Ayrshire. They aim to increase digital inclusion allowing people to be better connected to support networks and digital skills to help them access training, education and employment opportunities.</p>	<p>£50,000</p>
<p>Liber8 (Lanarkshire Limited)</p>	<p>Liber8 are developing digital inclusion support within their core services to reduce the negative impact of alcohol and substance use for people in South Lanarkshire.</p>	<p>£48,898</p>
<p>Moving on (Inverclyde)</p>	<p>Moving On (Inverclyde) supports people on release from prison and discharge from residential rehab returning to the Greenock area. They provide devices and digital inclusion support enabling people to connect with family and friends as well as support services and continue their learning through partner-run courses increasing opportunities to access education and employment.</p>	<p>£50,000</p>



Organisation Name	Project Summary	Amount Awarded
<p>South Lanarkshire Council</p>	<p>South Lanarkshire Council’s Alcohol and Drug Problem Solving Court provides digital inclusion support, via peer mentors, for people with structured deferred sentences in South Lanarkshire.</p>	<p>£48,364</p>
<p>The Marie Trust</p>	<p>The Marie Trust work with people experiencing homelessness, using devices and software to improve digital inclusion and digital literacy skills in Glasgow.</p>	<p>£50,000</p>
<p>Transform Forth Valley</p>	<p>Transform Forth Valley works with individuals at risk of drug death within their Housing First Programme in Falkirk. They provide intense one-to-one, person-centred support, to increase digital skills, allowing people to be more connected to community and support services, useful resources and information as well as increasing employability skills.</p>	<p>£31,122</p>
		<p>£409,618</p>



Project Insights

Organisations shared feedback on what worked well, key factors for success, and insights gained during the projects.



A common theme amongst organisations was taking a person-centred approach with the people they work with. For some organisations, this included having discussions with clients at assessments to find out their needs and develop a plan based on this.



Impact Surveys helped organisations understand how people wanted to use their devices. Feedback showed that many used their devices to connect with friends and family, greatly enhancing their recovery support plans.



Supporting people in learning how to use a device opened many opportunities. People with children felt more confident in their ability to help them with their homework, which positively impacted their redevelopment of connections with their family members.



Several organisations fed back that they have introduced peer support groups in person and virtually which have become a crucial part of the support provided. Several organisations are helping some in the group to take the next step and volunteer as peer mentors to use their own lived experience to support others facing similar challenges.



The Impact

The Marie Trust

Theme: Enhancing Staff Digital Skills

‘The wider staff team has been upskilled by implementing the Digital Literacy Project. This initiative has led to increased conversations around digital skills and literacy becoming a routine part of enquiries and initial interactions with all individuals accessing the Marie Trust Services.’



Access to Industry

Theme: Empowering People

‘Clients who received devices and support used them for various purposes, such as remote learning for the SQA Mental Health Award and attending recovery meetings. Some clients used their devices for creative writing, while others received help downloading apps and setting up email addresses.’

South Lanarkshire Council

Theme: Improved Health Outcomes

‘Providing devices to service users has made a significant difference in their lives. Access to treatment can be implemented more quickly, therefore improving health outcomes. Harm reduction advice can be provided to service users regularly via telephone contact.’



ORG NAME: Harbour Ayrshire

Theme: Empowerment through Digital Inclusion An Impact Story

Simon's experience highlights the significant change brought about through digital inclusion. Growing up in the care system and spending much of his adult life either in prison or homeless, Simon faced severe challenges. When he came to the service he struggled with addiction and severe anxiety and was very withdrawn from society.

Due to this Simon struggled to attend in-person community or recovery groups. We began by supporting him with a phone, which allowed him to access benefits and provide a financial foundation. Teaching him to use Zoom which enabled him to attend online recovery meetings. These meetings were crucial for Simon, helping him understand his addiction and find solutions. He also joined our WhatsApp groups, allowing him to connect with others who attended the meetings and build positive relationships.

Simon had a passion for writing poetry. Initially, he was shy and embarrassed about sharing his work. We encouraged him and focused on building his self-esteem through poetry. We upgraded his device to a tablet and taught him to use Word and other relevant features. Simon started typing his poetry, saving it in files, and sharing it with group members and friends. His work received widespread praise, and a volunteer read one of his poems aloud at a local event.

Through digital interaction, Simon's confidence grew. He gradually began to attend community groups and now enjoys a life he once thought was out of reach.



The Challenges

Projects experience a range of challenges during the first few months of delivery.



A challenge highlighted across several projects is the complex needs of those being supported. This can make ongoing engagement with the service more difficult. To address this, organisations have proactively contacted individuals, offering support and encouraging people to re-engage with the project when they are ready.



Some organisations faced challenges in providing a higher level of digital support to service users than initially anticipated because they learned that ongoing digital literacy support was needed.

They have implemented one-to-one digital training sessions for service users to address this.



Organisations fed back that people in addiction and recovery are more prone to dropping their phones and their phones breaking. This has been overcome by supporting people with cases for their devices, leading to fewer broken devices.



Another challenge some organisations faced was feedback that many of their clients feared technology. However, when they were offered help learning how to use a device and understanding technology, this support helped them feel more comfortable and confident with technology.



Organisations fed back that the community learning sessions, which bring together funded projects, have been valuable in discussing ways to overcome challenges with other organisations.

These sessions have provided a platform for organisations to share their challenges, connect with others who have encountered similar issues, and brainstorm potential solutions.



Grantmaking

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Contact

For more details on the Digital Lifelines Early Adopters 3 Fund email:

Jane Griffin

Funding Development Manager

jane.griffin@scvo.scot

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