

# ConnectingU with Confidence Impact Report

Bridging the gap with digital media literacy skills for disabled people.

In partnership with ExtraCare, Midland Mencap, Birmingham County Council, and Southern Housing.

Commissioned by Ofcom, AbilityNet provided a series of interactive group training sessions to improve the media literacy skills of disabled and older people at seven residential villages and resource centres across the Birmingham area.

## Who was involved in the project?

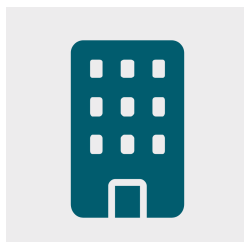


“Unfortunately, not everybody is educated on how to navigate a website and above all, online safety, which can have detrimental consequences. ExtraCare and the team at AbilityNet came together with the same goal and focus, and that was for our residents to become more comfortable with technology.” - **Kerry Stack, ExtraCare’s Research and Technology Lead**

## How we helped:



1 Pilot village



45 Group Training Sessions

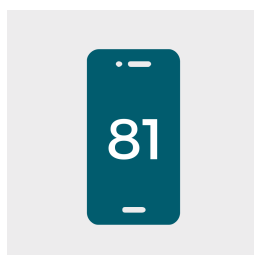


3 Online staff training sessions

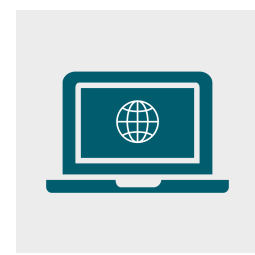
“I was really lucky to be gifted a device from AbilityNet. Before AbilityNet I was really struggling, so didn't use it (my phone) too often. I really wanted to play games, jigsaw puzzles and listen to my music, which I am now able to do on my own. The sessions I attended were useful to learn something new” - **Pannel Croft Resident**



11 New volunteers onboarded



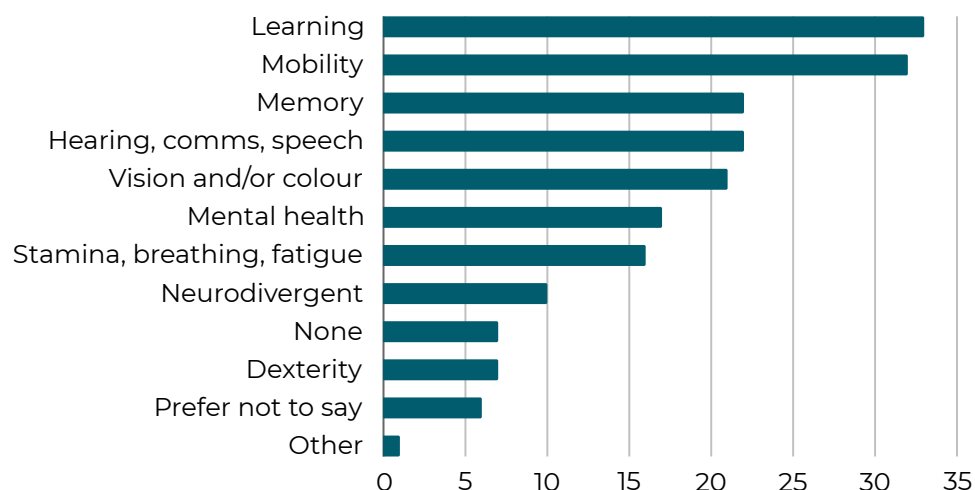
81 Devices gifted to residents



Online portal for info and resources

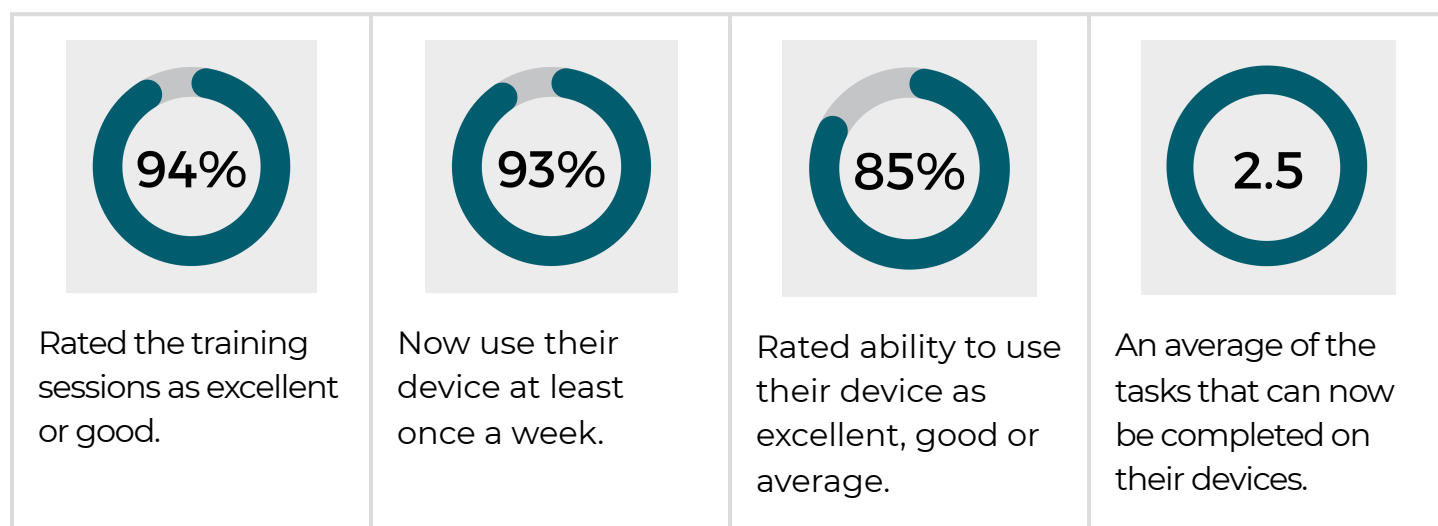
## Who did we help?

■ Percentage of trainees

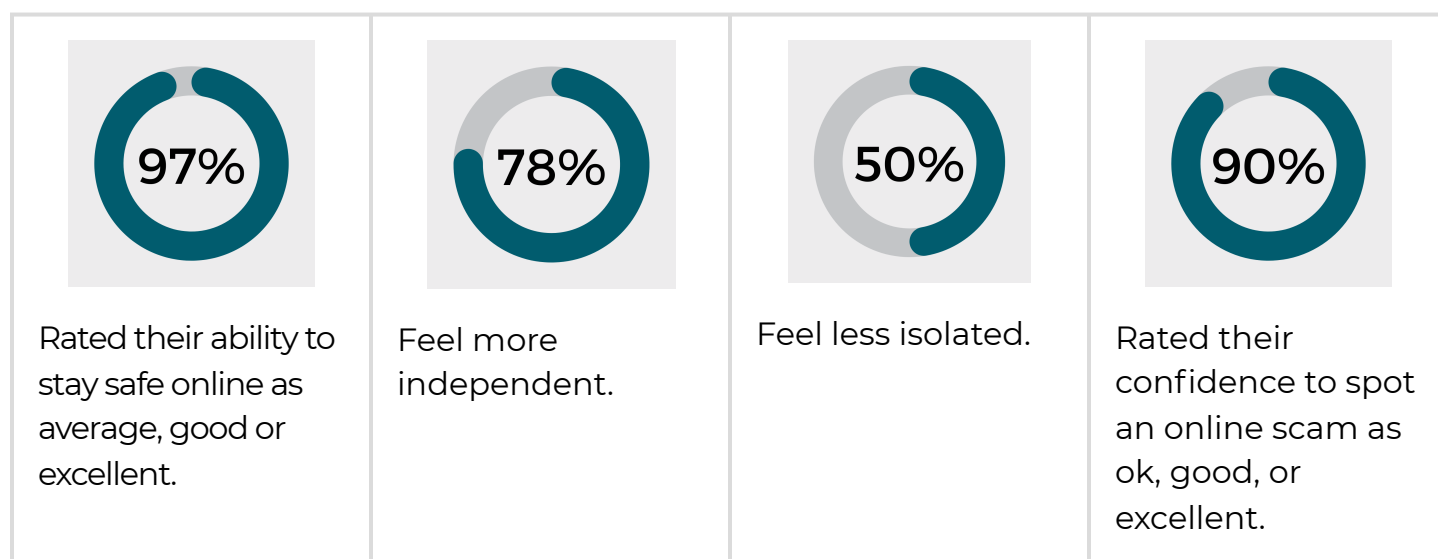


"I have thoroughly enjoyed supporting AbilityNet, throughout this project, and enjoyed meeting so many different clients, from all walks of lives. Every session was different, with each cohort having very different needs, this project has shown me how prevalent the need is and I am looking forward to continuing to support the local ExtraCare and Southern housing villages on their journey of Digital Literacy." - **Linda, AbilityNet Volunteer**

## The impact:



"Our residents are now less scared of their devices and more confident to complete simple tasks by themselves. One resident told me they were now able to accept video calls from their family who live abroad. Other residents have reported using their devices with their Grandchildren and showing them what they have learnt." - **Vicki, Activity and Volunteer Organiser at ExtraCare Pannel Croft**



Results are based on analysis of 144 pre-project surveys and 113 post-project surveys and interviews. Staff feedback is based on nine survey responses and interviews.