

DIGITAL
PARTICIPATION
SIGNATORY 

Maryhill &
Possilpark



Partner Community Centres;



THE BENEFITS OF GOING DIGITAL

PROJECT REPORT



 maryhill&possilparkcab

 maryhillcab

 map_cab

 www.mapcab.org.uk

Diary

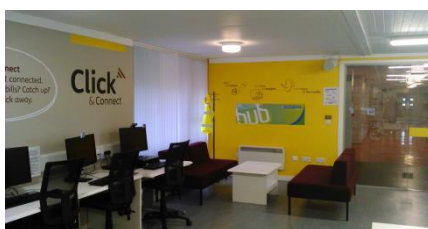
Locations

Our Project, The Benefits of Going Digital, debuted on the week beginning 24th of April being set up in 3 local community centres in the North West Glasgow area.

These include;



Lambhill Stables



The Maryhill Hub



The Ashgill Recreation Centre –
The ARC, Milton

These 3 outreaches happen on a Monday, Tuesday and Friday each week and those held in Milton ARC and Maryhill HUB take full advantage of the Click & Connect Suites available allowing potential clients to come into a familiar setting to them and be able to enhance their digital skills with just the access of digital technology.

Promotion

The project has been promoted in a variety of ways in the local community, including;

- Through social media, mainly Facebook, Twitter & Instagram – linking with partnership community centres and funders, as well as bringing awareness to clients.
- Promoting through existing partnerships – links with local community groups with posters and flyers (which are attached in the images sections)
- Various events – including information sessions such as school parents evenings, Short presentations at Jobcentres and at community breakfasts to build awareness and encourage referrals.
- Creating marketing materials such as pop-up banners (present at each outreach and taken to events when possible) as well as posters and leaflets distributed to various local community groups, community centres, housing noticeboards, library's and jobcentres.

Case Study

Client 1

The benefit of using existing Click & Connect suites at the Milton ARC & Maryhill HUB is that clients feel comfortable in a surrounding that they are used to and will happily ask for help in such locations.

Client I will refer to was already a service user of the community centre and was signed up to the computer systems by the Digital Inclusion Officer situated there.

However the client rated her Digital Skill Level as 2/5 when asked through our form we have for each outreach (attached to the report). Their main point of contact for Digital Accessibility was the community centre.

The CAB Project was introduced to the client and told if there was any digital help needed to not hesitate to ask.

Client needed help navigating the computer and asked for assistance to help her find out various pieces of information regarding where she could look for social housing, travel visa, travel insurance and book seats for their upcoming holiday.

This included helping the client fill online forms and registering for particular websites.

At first they were advised onto the GHA Homefinder website where they were able to check house/flat availability in the North Glasgow Area. Found out information that they needed a registration number to continue, was signposted to a GHA office and took a note down of the Reference number of the house they were interested in.

They then needed assistance finding out various information about their upcoming holiday to Turkey including where and how to pay for a holiday visa (navigated through google to gov.uk website), where and how to find the best Travel insurance (was advised of sites such as moneysupermarket or comparethemarket) and also to try and book seats on their Thomson flight. However, Thomson's Website was not working properly and the client was advised to visit the Travel Agent shop they purchased the holiday to ask for help as the website was not allowing the actions to proceed.

All in all the client was there for a duration of about an hour and was satisfied with the help they received, stating on the form that they felt the session was 'Very Helpful'.

Images

Promotional Materials



Information Session with promotional banner



Social Media Launch of the project



Posters/Flyers for the project, designed in house.



Pop-up banner designed in house and printed by Glasgow Banners

Outreaches in Action



Digital Client Form

The Benefits of Going Digital					
Name					
Date					
Location	LAMBHILL STABLES/MILTON ARC/MARYHILL HUB				
How would you rate your digital skill level? (scale of 1-5, 1 being the low & 5 being high - Please Circle)	1	2	3	4	5
Do you have Digital accessibility? (Such as access at home, library, community centre etc)					
If yes, where do you access it most? (Please Circle)	Home	Work	Library	Community Centre	Other? (Please state)
What help is needed/what was done?					
After the session;					
How do you feel the session went?					
Duration of the session?					

