Thankyou for taking the time to update your project page – the additional information we are requesting here should take  
  
less than ten minutes to complete.  We appreciate that your project is still running, however, the interim information that you give is going to be incredibly valuable to us  
  
  
  
We would like to find out a little more about the success of your project and from that how we can  
  
\* Make future digital challenge funds more successful and  
  
\* Improve policy to help get people online



1. Please tell us the name of your organisation **\*This question is required.**





2. and who could we contact for more information? **\*This question is required.**





3. What's the best phone number to get hold of them on? **\*This question is required.**





4. **Now we have a couple of questions about your learner numbers**  
How many unique individuals did your project support to gain Basic Digital Skills?  This link will remind you of what they are  
<https://doteveryone.org.uk/digital-skills/digital-skills-framework/>  
  **\*This question is required.**





How many people learned Basic Digital Skills in each of the next five categories?  (One learner could appear in more than one category)



5. Communicating? **\*This question is required.**





6. Managing Information **\*This question is required.**





7. Transacting? **\*This question is required.**





8. Problem Solving?





9. Creating Content?





10. We'd like to understand a little bit more about how you taught your learners. **\*This question is required.**

* Additional to your regular activity (e.g. dedicated get online sessions)
* Embedding learning into your regular activity (e.g. walking group)
* Both



11. ... and who delivered the learning (please tick all that apply)? **\*This question is required.**

* New volunteers
* Regular volunteers
* New paid staff
* Regular paid staff



12. Have you continued to support people to get Basic Digital Skills beyond the lifetime of the grant? **\*This question is required.**

* Yes
* No



13. Is there anything else that you'd like to tell us about the information you've provided?

In the last 12 months the Maryhill and Milton Digital Inclusion Programme has helped over 1244 people from 50 different nationalities gain access to a PC and get online. Statistics supplied by Glasgow Kelvin College inform us that we have had over 20,000 logins at the Ashgill Recreation Centre and the Maryhill Hub Learning Centres. From October 2015 to October 2016 we have had over 1244 new registered users and we have received over 300 hundred referrals from the DWP to assist Clients with Employability Issues. The Digital Programme continues grow and develop and we have engaged with various partners throughout the north of Glasgow from Glasgow Life, (delivering Basic and Intermediate IT classes), Glasgow Kelvin College (delivering Wider access and Youth Access programmes) and Jobs & Business Glasgow (providing employability assistance) etc… to deliver their services within the Learning Centres. We have also recruited our second Digital Inclusion Volunteer who has agreed to commit 4 hours a week to assist in the Learning Centres. This year we also opened our third Learning Centre situated within our Enterprise Centre in the east end of Glasgow which will assist Individual's within the Criminal Justice System to gain new ICT skills which will further their opportunities in the wider community. We anticipate that this new project will be as successful as our current Digital Programme.

**Lessons Learned**

Overall, we have co-ordinated our efforts into engaging with the community and our partners to deliver a successful Digital programme within our Click & Connect Learning Centres.

We identified early on that many within our communities lacked the basic knowledge to get online and set about delivering a comprehensive timetable that would address the needs of the public.

We have engaged effectively to ensure that clients accessing the Learning Centres, many of which have complex needs, language barriers and low self-confidence can have a quality customer experience.

On reflection, we have realised that although we endeavour to help with all things digital there is a limit to what we can achieve with certain individuals many of whom require one to one tuition before moving on to further develop their ICT skills.



14. and finally!  Please let us know if you have a short case study that you can share with us which isn't on your project page.  If we need to talk to someone other than the contact you told us about at the beginning of the questionnaire, please give their details here too.

**Further Contact Details**

Jason Davison

Digital Inclusion Officer

Community Safety Glasgow

Email: [jason.davison@glasgow.gov.uk](mailto:jason.davison@glasgow.gov.uk) or [jdavison@glasgowkelvin.ac.uk](mailto:jdavison@glasgowkelvin.ac.uk)

Tel: 07818520008

**Case Studies/Success stories**

**Rage Hagi**

Rage was referred to the Learning Centre from Maryhill Job Centre to look for employment. Rage had already applied for his SIA Security License and was looking for work in this field. We Helped Rage create his Universal Jobmatch account and spent some time showing him how to navigate through the website, upload his newly created Cover Letter and CV. Rage was successful in applying for a job with a Glasgow security firm. As part of the recruitment process Rage was instructed to forward proof of Identity, bank statements etc…. Rage was tutored in how to operate the scanner and save scanned documents and how to forward them via email to the employer. I’m pleased to say Rage was successful in gaining employment with the company and continues the Learning Centre.

**John Clark**

John utilized the Learning Centre to look for employment. A trained professional in the Automotive Industry John looked for employment as a Service Manager.

John applied for Job with Toyota Cars based in Sudan and was invited to attend an Interview via Skype for Business. We set John up with a headset and webcam for his interview and made sure the Learning Centre was relatively quiet to conduct his conference call. The company were impressed with the outcome and are arranging to meet John in person in London or Glasgow over the next few weeks

**Asha Kaka**

Asha has been attending the Learning Centre on a regular basis for over a year.

She initially attended to look for work and fulfil her claimant commitment with DWP.

With Help Asha created a CV and Cover letter and applied for jobs through universal Jobmatch website. Asha found employment with Poundland who gave her the hours she required due to family commitments. Asha is now enrolled for a course with a Glasgow Clyde College and is enjoying the prospect of combining her family/work life with further education.

**Mark Hawthorne**

Mark has been using the learning Centre for over a year. A frequent user Mark attends most days to conduct his job searches for employment etc….

In December Mark expressed an Interest in Volunteering within the Learning Centre so we started the application process and I’m pleased to say Mark now commits four hours of his time a week assisting users within the Maryhill Hub Learning Centre.

Mark is a trained professional in the Petrol Chemical industry and has recently attended an Interview in Germany for post of Strategic Account Manager. Whilst Mark awaits the outcome of their decision to appoint him in the role Mark continues to support users on a weekly basis.

**Current Partner Organizations**

1. Department of Work and Pensions
2. Jobs & Business Glasgow
3. North United Communities
4. Cube Housing
5. Glasgow Kelvin College
6. Glasgow Life
7. North Glasgow Healthy Living
8. Glasgow Housing Association

**SERVICE PROVISION, PROGRAMMES AND BENEFITS**

**Our Service Provision**

* Free computer & Internet access.
* Help with accessing Wi-Fi.
* Assistance in using Bluetooth.
* Email Account Creation.
* Sending Emails with attachments.
* Mouse & Keyboard Tutorials.
* Employability Issues. CV, Cover Letter, Email Account, Universal Jobmatch Account and tuition on how to navigate through the various websites.
* All Digital Related Issues. Mobile Devices: Phones, Laptops, Tablets etc…
* Digital Skills
* Tutorials
* ESOL Referrals
* One to One Support (Employability) – Wednesday and Friday
* Glasgow Kelvin College ICT Classes / Wider Access
* Glasgow Life – Introduction ICT (Getting Started) + GOALS4WORK
* Jobs and Business Glasgow – Employability Support/ 4 days + ARC
* Youth Access - Young People 14 – 16
* Open Access – Adults and Young People Tue – Sat