

# DIGITAL LIFELINE



## Project

Moving from Crisis to Empowerment. Tackling digital exclusion and social isolation with Service Users who have learning difficulties.

## Outcomes

- Stable Mifi access to the internet, overcoming no fixed abode
- 1:1 and small group training sessions to upskill Clients
- Training in how to use different apps to make appointments, shop online, find recipes to match budget, online peer support meetings
- Sharing new technical skills and working well together
- Regaining the confidence and desire to study
- Contact with family and friends using social media
- Reliable access to medical care and support groups
- Overcoming challenges of poor mobility
- Improving literacy, health and wellbeing

## Further benefits for Service Users:

- Use of voice recognition tools
- Enrolment in further training and volunteering
- Assistance with job applications
- Writing and sending CVs

