

Go! Get Online Project



What is the GO! Get Online Project?

The project is funded by Sunderland Council to address the digital divide.

A recent report 6.8% is the average digital confidence score in Sunderland.

We do this by building the digital skills and confidence of people across the East area and by providing access to the necessary resources.

We found that the main reason people don't use the internet are;

- **Access** - the cost of getting online
- **Skills** - the ability to use the internet
- **Motivation** - knowing the reasons why the internet is useful
- **Trust** - the internet can appear unsafe & people can be fearful of crime



What services does GO! Get Online provide?

- 1-2-1 support daily
- Small group support sessions
- Outreach drop-ins
- Equipment loan for groups

Financial Support - Universal Credit, benefits applications, Payslips, Tax Credits

Online Council Services - Council Tax, Rent Arrears & Covid Support schemes, Refuse booking and reporting

Health Support - Booking appointments, Repeat Prescription, Covid Passports,

Employment Support - Video Job Interviews, Job Application, Online Courses, CV's & Job Searches

Social Support - Social Media, Video Calling, Holiday booking,

Education - Training course, School Work downloading/printing & School Applications



Our Impact

Over **600** individual residents
Supported over past year.

Over **2,000** attendances at
support drop-ins across the EAST!

NEW REFERRALS can be made to the partnership until **SEPTEMBER 22!**

Hendon WARD : Back on the Map

on the
backmap



P.P. is in his 50's who over the past three years has had support on a daily basis to make sure he keeps his commitments with his job coach. P.P. got a chronic headache with a dependence on painkillers but can function on a day to day basis but with support. P.P. is fearful of a computer and over the years we have worked closely with him who eventually started to log in to both his UC account and emails all on his own. The pandemic hit us which left P.P. not having to do the day to day task of using a computer and writing up his journals going on job sites applying for work the list goes on.

When we opened our doors P was going through such anxiety that he couldn't even begin to think how to log on to his UC account. A member of staff sat P down and took him through the process of his login details right up to where he needed to be in updating his journal. This was like starting from the beginning when UC was implemented, his confidence in using the computer equipment and his digital skills were back to square one.

All of his accounts on job sites needed to be updated as they had been inactive for over a year, this again caused P with high levels of anxiety. P is encouraged by staff to come back to the centre and log on at least once a week so he can start getting used to how to navigate and web search job sites again. Staff will continue to support P and others like him to rebuild his skills and confidence post Covid.



A lady came into the centre in a state of panic. L had just moved to the area after fleeing domestic violence. L needed to find a school for her children but had had experiences in the education system where they used to live. L wanted to do some research in the local secondary schools but didn't know where to start. We were able to get the schools up on screen and let her read up on each school. L was able to get the contact numbers so she could phone them and find out more information. L still hasn't found a place but this is at no fault of our education system. It's down to L being unsure and anxious that she may make the wrong decision. She is now working with education welfare but in the meantime we are supporting her by assisting her to access the internet to find educational workbooks for the children.

Ryhope WARD : Blue Watch Youth Centre



Sam and Steven did not judge us, they were very helpful, and understanding about the situation we were made with money.

Case Study

A local resident who lives alone. He has mental health issues, is currently unable to work and has little positive contact with others. He often seems to be lonely, isolated and very much enjoys talking to others during the GO drop-in sessions. During the sessions he enjoys a cup of tea and a chocolate biscuit or two. He attends as many Blue Watch sessions as are available to him. He travels from Ward to Ward to take up as many opportunities as he can. He is keen to develop his literacy and numeracy skills. At his request the GO worker sets him literacy and numeracy tasks to do at home. He and the GO worker access his work during his time in the drop-in sessions. He is very happy when he can see that his literacy and numeracy is improving and has recently started staying behind at the end of the session to help the GO worker put the equipment away.



go
online

The benefits of being online

There's almost no limit to what you can do online. The Internet makes it possible to access information quickly and to communicate around the world.

It allows flexible access to resources and services 24 hours a day, 7 days a week.

Some of the advantages of being online are:

Connectivity: keep in touch with family and friends worldwide through social media, email, Skype and Facetime.

Save money: provides access to a wider market and makes it easier to compare prices.

Save time: saves time travelling and queuing e.g. online banking, appointment booking, paying car tax. You can do this from the convenience of your own home, at a time that suits you.

Entertainment: pursue your hobbies and interests and explore other cultures. You can also stay up to date with current affairs and catch up on TV using playback facilities.

Education: expand your knowledge and skills, undertake online courses and learn at your own pace.



The programme contributes directly to the City Plan



Any Questions?