



Connecting People Encouraging Community

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# Tap into IT Where You Are Annual Report April 2022 - March 2023

Tap Into IT Where You Are Ltd (SC420008), a Social Enterprise  
and registered Scottish Charity (SC047766)

[www.tapintoit.org.uk](http://www.tapintoit.org.uk)

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## Introduction.

This report covers the financial year, 1st April 2022 to the end of March 2023. Occasionally you'll come across mention of 'Tappers' to refer to the people who use our services as a whole, whether as group members or 1:1. A bit quirky perhaps but none of the more common alternatives (service users, customers, group members, clients) fits the bill in all cases!

## Our mission

Our mission is to provide inclusive, locally accessible services and ongoing support to enable people in Edinburgh to access the benefits of the internet and technology, particularly older people, including those with disabilities and additional support needs. We sum up what we're about as 'connecting people, encouraging community'.

## The Need.

The number of internet non-users (those who have never used the internet or last used it more than 3 months ago) has been declining over recent years. Since 2011, this number has almost halved, but in 2018 there were still **5.3 million adults in the UK, or 10.0% of the adult UK population**, in this situation.

Over **half of all adult internet non-users were over the age of 75** years in 2018 ->5% of the **adult** population or **2.6m**. Applied to Edinburgh, ( [Adult population \(over 18\) = 437,449](#) ) that means **almost 22,000 people over 75**. See [Appendix 3](#) for more on the national and some local statistics.

**Why does it matter?** If not already obvious, read on, especially '1.Connecting more people'. Also [Appendix 4:Tap into IT Where You Are Logic Model](#)

## Tap into IT Response to Need:Our services 2022-2023

### Typical profiles of those accessing TapIT services?

**The Connected** (with an expressed need as opposed to the self-sufficient/those with other sources of tech support)

- Those who want quick access to 1:1 help to resolve their issue and go away again. They tend to have a good social network to connect to and activities already.
- Those who are happy to discover new things and get the tech help they need on a more gradual ('drip-feed') basis along with others on a 'club' type basis, enjoying the company. Some find accessing the internet/using digital tech more of a challenge (-they may have additional needs e.g. Dementia, sight or hearing loss) and need ongoing help. Some are confident in most things and happy to help others informally (rather than as a Volunteer as such).

### The Unconnected

- Age profile (in terms of starting online): 80+ years old mostly.

- Tend not to see the relevance for them or have misconceptions or concerns (e.g. it'll be too difficult/they are 'past it' now, too expensive, too risky ...)
- Of those who do engage:
  - Some do pick up the basics within 2 months, then may join a Connected group or just return for tech support as required.
  - Those who find it more of a challenge tend to go on to a Connected group

It has become obvious, based on more than 10 years with Tap into IT, that it is not easy for many people who are 'unconnected', especially those with additional needs to pick up the digital skills they need sufficiently to derive any real and lasting benefit from the internet. Our role is to provide for those who don't have family, friends or others who are in a position to help them.

I am convinced that there is a need for *all* agencies engaged in the support of older people in the higher needs categories to recognise that 'digital support' is now an essential component in social care support. This is important not only for ensuring that even the least 'able' stay online and continue to benefit longer term but also for tackling isolation and loneliness. We are well placed to provide a professional service to meet this need for the longer term. We are thankful for the foresight and commitment of Viewpoint Housing Association, the Eric Liddell Centre, Slateford Longstone church and other partners.

“ The reality is that if you are working in a job as a Housing Officer, for example, you don't necessarily have the time to spend with somebody to help them get online and access everything they want. ...Tap into IT offer that service and .. expertise and ...that personal service ..- they don't just leave somebody to sort it out for themselves. They will actually guide them and show them and follow up.” **Heather Jeffrie, Tenant Participation & Communications Coordinator, Viewpoint Housing Association**

## Services to the Unconnected.

Getting Connected groups help people in the 70+ age group get online for the first time and give them and others the confidence to access more of the things that are of particular interest or benefit to them. Groups of 3-4 people along with a Group Facilitator and volunteers on a 1:1 basis for up to 10 sessions.

- Device set up to be as straightforward as possible
- Go over the very basics of operating it (- a couple of 1:1 sessions)
- Lots of chat! Sharing interests, news, views, concerns, using the internet to look things up that are related to what they are talking about and interested in.

- As group members begin to see how the internet can be of use to them and be accessible with a bit of help, some start asking the questions and want to have a go themselves.

Some of the folk will connect further by themselves before long and others won't. Those who need ongoing help to connect with others will continue to get help through a Connected group.

## **Services to the Connected**

- 1:1 Tech Support either via home visits or via remote access software (Teamviewer or Zoom/equivalent screen share).
- Connected Groups.

Group sessions are very informal - not a class or course of lessons. It's more like a club but one where people can come and go at any time. We welcome those who have 'graduated' from a Getting Connected group and need ongoing help as well as those who have to go online for some reason and come to us to help them do that. We offer a group activity using laptop/iPad/smartphone or whatever each person has brought whilst also attending to individual needs. The idea is to build confidence together, helping each other out in tapping into more things of use and interest to us online/using the tech.

[For more info on Tap into IT Where You Are Logical Model, see Appendix 4](#)

## **Who receives our services currently?**

We are providing these services in Edinburgh to Viewpoint Housing Association and other organisations and community groups e.g. the Eric Liddell Centre Carer Support/Dementia Support service and Slateford Longstone church (who in turn receive project funding from the Tor Foundation) on a fee paying basis. We support others in the community who are either self-funding or through grant funding and donations. These are listed in the Accounts for 2022/23 which will be sent out to AGM attendees and be available on our website from 14th June ([www.tapintoit.org.uk](http://www.tapintoit.org.uk)).

# Progress towards Our Priorities for 2022-2023

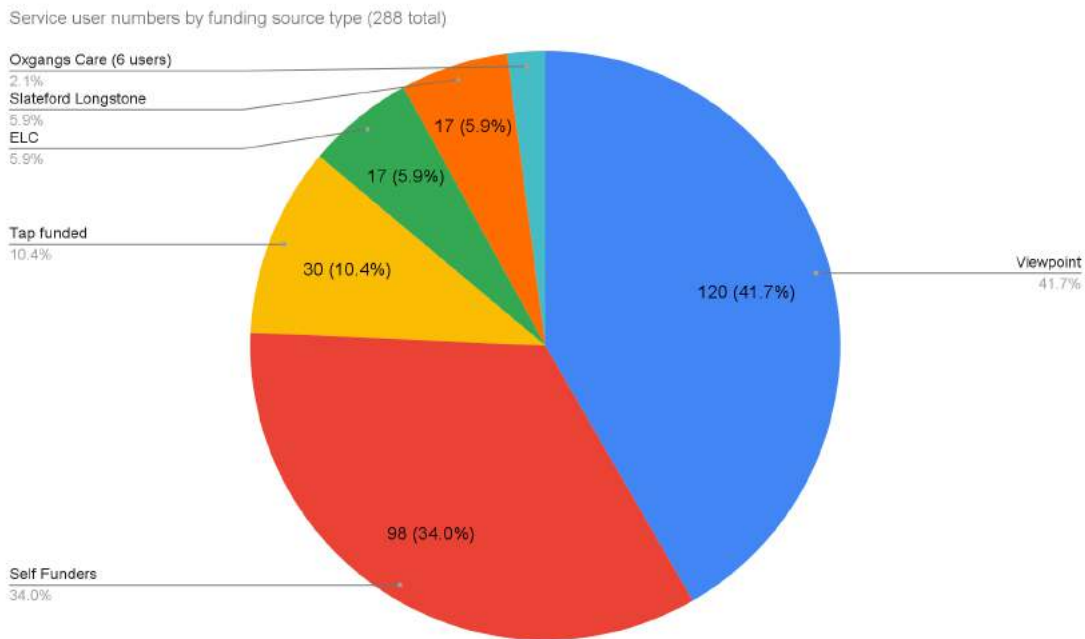
These were to:

1. Work with our current partner organisations and groups to connect more people.
2. Look to extend our partnerships.
3. Get to the next stage of our critical infrastructure development.
4. Grow our Membership and involve them in improving our services and their reach.

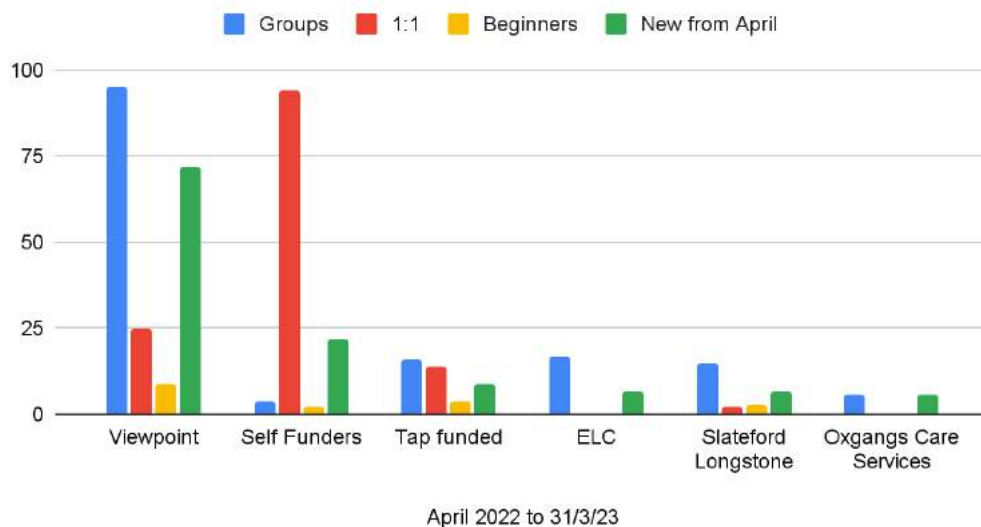
## 1. Connecting more people.

### 1.1. The Numbers

Service user numbers by funding source type (288 total)



### Groups, 1:1, Beginners and New from April 2022 - March 2023



The largest percentage of our funding continues to be from contracts and fees rather than grants, which we consider to be more sustainable in the long term (For funding breakdown see 2022/23 Accounts).

## 1.2. Connecting people and other benefits of internet access.

We helped 18 older people get online and use a device for the first time + 8 to transition to a new/different type of device (e.g a tablet, mobile phone). This is down from last year's combined total of 39 new + device transitions and I think may be due to the lifting of lockdown restrictions which gave increased incentive to people to at least consider using online channels.

Over the past year, the Connected groups and 1:1 tech support have been our most popular services

- **Tackling loneliness/isolation, connections made**
  - Between group members and with their families and wider community.
    - Opportunity for group members to get to know others
    - Find common interests and share them with the wider community on the Tap into IT facebook page (now has over 200 followers) e.g. Lorence, Tony - photos; Chris -experience working at Commonwealth Pool
    - Help from peers encouraged, with those who are motivated encouraging those who are less so!
    - Help with video calls with family, friends, book group etc

- **Encouraging independence**

Examples include

- Guiding through the online shopping process
- Help to access online accounts to check utility bills/statements, troubleshoot, save money e.g. cancelling /amending unnecessary/unwanted services, auto renewals
- Help access online support e.g. contact insurance/ utility/ broadband other providers with queries when difficulties arise and can't get through on phone.
- Help with travel planning, passport renewal, even a visa application!



- **Encouraging health, activity and involvement**
  - 'Tapper challenges' on our Facebook page e.g. Tap into IT Advent Calendar with competitions ->practice filling in online forms, taking selfies or screenshots and sending/sharing them, posting comments on Facebook
  - Help with accessing health info and arranging appointments.
  - Help with google searching for interests, what to buy etc
  - Participating in community events e.g. commemorating Queen Elizabeth
- **Interaction with Housing Association, Church, Community Group**
  - E.g. Napier Uni Student 'road testing' the Viewpoint website with a group of Gillespie tenants

- Generate content to share on VHA fb page and in Newspoint
- Scope to do more.

User feedback in December 2022 underlined the value of our Connected groups in maintaining Tappers' sense of self-worth and wellbeing through helping them to cope with the frustrations and risks involved in living in a digital age.



“I come to bring myself up to date. I felt forced into it (using tech, i.e by the digital revolution). I didn't understand the jargon. I'm terrified of the thing.”

“I'm embarrassed how little I knew. It has made me feel very inadequate. Feeling really thick - but we aren't!”



“I seldom come down with a major problem, but I pick up an awful lot from other people..... It's not so much that I've asked the questions, it's just that I didn't know I didn't know it!”

“I find it stressful to get someone to talk to now (contacting companies) - that's why I felt I had to learn how to go online and do it for myself.”

“Socially it's brilliant because you're learning at the same time”

“Great having somebody who I can ask the daft questions.”

**Tenants at Inverard and Lynedoch, Viewpoint Housing**

I mentioned last year that one silver lining in the Covid cloud was discovering that we can operate with smaller groups online as well as in person where circumstances dictate. At least 3 groups have continued to operate this way, providing essential support to a full-time Carer, a group of housebound older people and a group who enjoy their meetings together so much that they've carried on!

“Many thanks and of course for the amazing Ann and Gerry too. Can't thank you enough for them. What a difference they have made for me.”

**Pat Banyard, Carer**



“The work of Mike and Brian in building on that has been invaluable since the days of lockdown, and the impact it had on preventing socialising. Mum was a great social animal, including setting up a committee and organising events for the housing complex where she stayed, and so the past couple of years had been difficult. The Zoom chats she had with you all were a great help... .”

**Ed Bain, son.**

We are encouraged by the fact that in addition to those funded by Viewpoint and others, ninety one people pay for our services themselves, mostly for remote tech support to troubleshoot device or connection issues via the internet or phone.

Over half of the group members we've served have also had 1:1 tech help at various stages.

## **2. Developing our partnerships.**

- 2.1. Whilst we haven't extended our partnerships in 2022/23, we have scaled up our services to groups in response to additional funding from **Viewpoint Housing Association** especially who have almost doubled our contract for 2022-2023. This has been a challenging process but also an opportunity for further development thanks to their co-operation, particularly Heather Jeffrie, Tenant Participation and Communication Officer. We have adjusted our staffing model so that, until well established at least, each group is led by a paid Group Facilitator supported by volunteers.

As mentioned in last year's report, partnership is a key factor in our being able to provide our services to those most in need of them since they are the least likely to self-refer! The Coordinators at the various sheltered housing complexes have also played a key role in their understanding of what we're about and encouraging tenants to come and get the help we can offer that can make such a difference to their day to day lives.

- 2.2. **With churches** - Slateford Longstone church in particular, now two years into a three year project. Together with the team of local volunteers, led by Sheila Ward, we are reaching out to housebound older people in their local community and helping them to connect more effectively with others using the internet and reconnect with groups and activities for health and wellbeing. Sheila has helped increase awareness and support for what we're doing by sharing our social media posts on the church facebook page.
- 2.3. With **the Eric Liddell Centre** Carer Support Service.
- 2.4. With **the Good Things Foundation**. Hilary Nugent visited the Gillespie club in May 2022 to meet some of our volunteers and featured 2 of them (Sheona and Samuel) in a GTF campaign highlighting the role of volunteers in supporting digital inclusion and were their 'Centre of the Month' for June 2022.
- 2.5. We continue to explore ways of partnering with like-minded organisations such as Two's Company Befriending project.

- 2.6. Through **community support**, shown especially in the tremendous turnout for our 10th Anniversary party on 29th July, with proceedings opened by The Rt Hon Lord Provost of the City of Edinburgh, Cllr Robert Aldridge and our local MP, Ian Murray, doing the honours when it came to cutting the celebratory cake.



Also we've benefited from generous donations from local sources

- the Van Mesdag fund which has provided most of the income for the 'Tap funded' services to those on low incomes and without an alternative source of funding.
- the City of Edinburgh Council Community Grants – enabling the provision of devices for use at the groups we run and on a loan basis
- donations from local individuals

- 2.7. **Through online community building and engagement.** Fiona Hall, our volunteer webmaster writes:

In the last year, we have been trying to build our online community of 'Tappers' and dedicated supporters through our: Facebook page, newsletter / membership subscription and website.

We have attempted to foster an inclusive space where our community can connect, share experiences and seek assistance.

Additionally, our involvement with the Benefact Group has been instrumental in raising awareness about our organisation and its mission, effectively showcasing the vital services we provide.

Our strategic marketing efforts have ensured that our message resonates with those who can benefit most from our expertise. As we continue to expand and refine our online presence, we remain committed to strengthening our community and amplifying our reach to create a more inclusive digital future for all.

### **3. Developing the critical infrastructure**

We are in the process of putting better systems and processes in place for our 1:1 tech support service in particular.

#### **3.1. The Database challenge!**

One of our main goals last year was to customise the Salesforce for NonProfits Customer Relations Management system further to meet our needs, particularly for evaluating performance and having the information and tools for reporting on the social impact of our services. We did a lot of work from May to September, to discover that customising the database would involve a significant outlay in staff time as well as a far greater sum than anticipated for the specialist help required. We were unsuccessful in getting grant funding to cover this. We considered committing some of our reserves but a more pressing need took precedence.

The role of facilitating the groups was proving too big an ask for volunteers. This is not surprising given the significant commitment involved:

- Being available for 7 out of the 10 sessions ideally
- All the responsibilities of running and managing the group
- Filling in the feedback forms and other paperwork.

The Board agreed to paying our casual workers to take this on, initially as a 'stop-gap' but subsequently as a staff role going forward with the exception of a few groups that are up and running, where the reporting needs are less and a suitably experienced volunteer is available and prepared to take it on. This in turn has removed the need for limited volunteer access and input to the database which was one of the most costly changes to make.

We are continuing with Salesforce meantime but, with the help of Mike Douglas, Director - Social Enterprises at Age Scotland, have identified an alternative database system that looks suitable and affordable to set up and maintain.

#### **3.2. Outcomes and social impact evaluation plan**

devised with the help of Emma Liddell, Impact and Performance Advisor, Social Value Lab, thanks to funding from Just Enterprise (see [Appendix 4:Logic Model](#))

#### **3.3. Other developments**

include

- Signing up to the SCVO HR subscription service to support our expanding HR needs.
- Enlisting the experience and expertise of Cornerstone Accounting with our monthly payroll as we take on more staff.
- Streamlining invoice payments with the use of Paypal for Non Profit

## 4. Membership

### Report from Sheona Hall, Director & Membership Secretary

In May 22, our membership policy was launched and our membership application form and leaflet revised. A section on membership was added to our website where the policy and the application form can now be accessed.

We ran a recruitment campaign in June 22 visiting clubs to discuss membership and to invite people to join. From July 22 until January 23, posts which promoted membership were included on our Facebook page. Our total membership is now 28, an increase of 27% from the previous year.

In December 22, we visited clubs to evaluate our services with members and other Tappers. Our next step is to involve members further in shaping and improving what we do. For example, we would benefit from members helping us to:

- attract people who remain digitally excluded
- develop our volunteer services
- evaluate our club set ups
- feed back on our communication methods
- assist in setting Club goals.

## Volunteers, Board, Members and Staff

Tap into IT benefits greatly from the contribution of services by 27 volunteers, as follows:

- 21 volunteers support our groups and other services (2 of whom also serve as Trustees on our Board);
- 4 further volunteers serve as Trustees;
- 1 volunteer helps with charity administration; and
- 1 volunteer supports our website, Facebook page and quarterly newsletter.

### Tap into IT Board.

It has been a demanding year for our Board with events and activities to organise and changes to decide on and oversee such as the 10th Anniversary party, the Membership recruitment campaign, the Viewpoint Groups feedback exercise, Strategy sub-group meetings in addition to Board meetings. Directors and Gillian Drysdale, our efficient Board admin person have just got on with the tasks in hand and we owe them a huge debt of gratitude for keeping the show on the road!

**Farewell to Simon Watkins.** Simon, our Treasurer for the last 5 years will be stepping down in September. He took on the Treasurer role in his first year on the Board, despite considerable commitments elsewhere. He has played a key role in overseeing our finances as well as in applying for grants, especially important during COVID. He also chaired our Board's Strategy sub-group and has a great talent for homing in on and clarifying key points in the strategic decision-making process. He made himself available to me at a particular

time when I most needed it for a monthly support/advice phone call. This was painful at times (-but beneficial) for me as he is not afraid to ask awkward questions when it comes to schemes that are not well thought through! His experience of effective committee work has helped us in the development of good governance practice. Thank you Simon. You will be sorely missed and a hard act to follow!

## **Volunteers on the front line and in support roles.**

It's no exaggeration to say that we have an outstanding team of volunteers. Commitment week by week at the groups we run, sharing their skills and insights, developing our online community, serving on our Board, doing all the admin relating to Board meetings, organising events ... the list goes on. A huge thank you, also for sharing what you get out of it too on our facebook page during interviews for Volunteers' Week June 2022 (- see the Volunteer Q&A on [www.tapintoit.org.uk/about-us/volunteer](http://www.tapintoit.org.uk/about-us/volunteer)).

### **Farewell tribute to Samuel Watkins.**

Samuel is leaving us this year to pursue his studies. He became our youngest volunteer in Summer 2017, aged 13 years old, thanks to his parents, Gillian and Simon, one or other of whom were prepared to come along to the Gillespie Club with him till he was 16, to meet safeguarding requirements. Samuel is a great advert for the value of 'intergenerational' working. Throughout COVID lockdown, he assisted the group Facilitator in one of the weekly online 'chat' groups by managing the 'screen sharing' time and trouble-shooting user tech problems, as well as finding quizzes and appropriate online games. He helped to mentor another young person who volunteered for his Duke of Edinburgh award. He has made us more aware of ways that we can provide opportunities for young people to develop the kind of skills and values that will help make a real difference for the health of the communities they serve, improving their job prospects in the process too.

“Being a Digital Champion has really helped me develop my own skill set. I've become a better communicator since I often try to translate my digital knowledge into a language that other people can understand. I've also learnt the importance of patience – knowing something is one thing, but teaching it to others is the hardest skill!”

If you're thinking about becoming a Digital Champion then I say go for it! Most people will be happy to have any help you can give and you'll be able to learn new skills in the process.”

**Samuel Watkin in an interview with Good Things Foundation**

[www.goodthingsfoundation.org/what-we-do/news/samuel-and-sheona-on-becoming-digital-champions/](http://www.goodthingsfoundation.org/what-we-do/news/samuel-and-sheona-on-becoming-digital-champions/)

“ We have two young boys who come along and they're fantastic...It doesn't matter what goes wrong with your iPad or computer, they know how to sort it. It's just amazing.”

**Margaret Simpson, Viewpoint tenant**

## Staff.

Likewise we have an excellent Staff team (-see Appendix for profiles).

Lesley and Milo have risen to the various challenges involved in being Group Facilitators - setting up new groups, responding to the many and varied needs of Tappers, supporting Volunteers and working together on the challenges that arise. I'm delighted that we have been able to give them the additional security of employment on a 1 year contract from April this year, rather than on a casual work basis.

Sara, our Administrator, has supported me throughout the changing priorities over the past year. She has provided our Strategy sub group with the essential information necessary for the key decisions we had to make over the course of the year, including those outlined in the following section.

## Priorities 2023-24

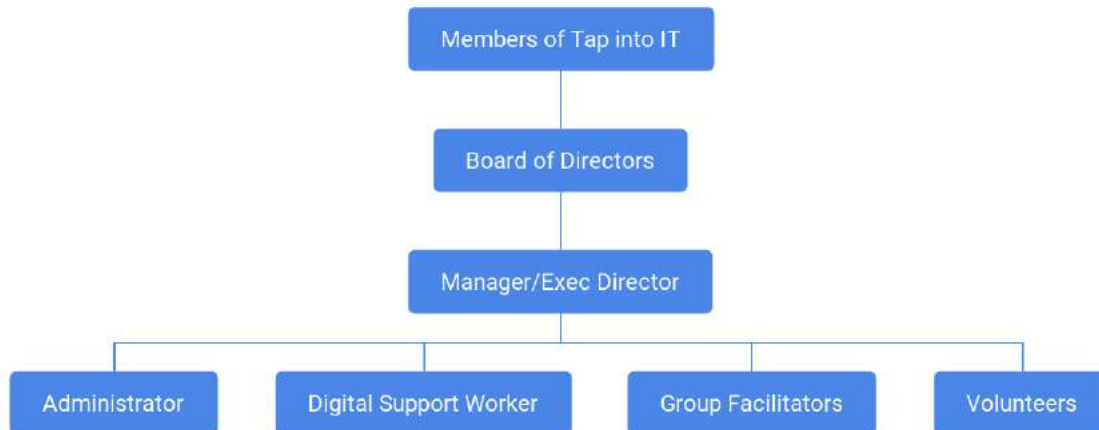
There's still lots to do. Over 20,000 people in the 70 + age group in Edinburgh who are still offline or not able to make good use of it. In view of that, we want to:

- Implement the revised evaluation plan to measure our outcomes and social impact ([see Appendix 4:Logic Model](#))
- Engage more of the approximately 700 offline Viewpoint tenants connected over the next 3 years.
- Consult with our membership to help us with user engagement and other challenges
- Continue to review and develop our risk management and safeguarding practice as we are called on to give more 'hands on' help in newer areas of service involving many higher risk tasks (-access to online accounts, help to arrange/sort out subscriptions to services, set up online shopping ...), with more vulnerable Tappers such as Tap funded individuals
- Focus more on how we can improve the experience for our volunteers as well as getting the best out of them for the benefit of those we serve.
- Employ an additional member of staff in response to a growing demand for a reliable, trustworthy service that is geared to the needs of older people in their own homes.

Thank you for your interest and support in this vital work. If you'd like to find out more and perhaps become a Member of Tap into IT, please go to [www.tapintoit.org.uk](http://www.tapintoit.org.uk) where there is also a contact form and you can subscribe to our newsletter (-bottom of home page).

# Appendix 1. Organisational Structure Tap into IT

Tap into IT Where You Are Ltd is a company limited by guarantee with charitable status. It is also a Social Enterprise.<sup>1</sup>



## Who delivers our services?

Our services to groups are delivered by 3 part-time Group Facilitators assisted by a team of Volunteers. A part-time Digital Support Worker delivers 1:1 tech support at home, in person or remotely.

The Manager/Executive Director of Tap into IT coordinates activities and supports both Volunteers and Staff with the help of a part-time Administrator under the oversight of a Board of Directors/Directors accountable also to our Members. The Executive Director also delivers 1:1 tech support to some people in their own homes as well as being one of the Group Facilitators. See our website for further details ( <https://tapintoit.org.uk> ).

## Appointment of Directors

As per our Articles of Association, any member of the Charity is eligible for election /appointment as a Director unless they are an employee of the company (except in the case of the Executive Director). The Board may appoint any willing member to be a Director at any time. At each annual general meeting, one third (to the nearest round number) of the Directors (except the Executive Director) retire from office, based on those who have served the longest, along with all the Co-opted Directors. A Director who retires from office is eligible for re-election.

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<sup>1</sup> “**Social Enterprises** are innovative, independent businesses that exist to deliver a specific social and/or environmental mission. All their profits go towards their mission.” (Social Enterprise Scotland).

## Appendix 2. Directors, Staff ,Volunteers, Members.

### Directors.

#### **Bridget Stevens (Chairperson).**

Bridget is a former Director of the University of Edinburgh's International Summer Schools. She also ran part-time courses for adults living or working in Edinburgh. Her retirement commitments include membership of several City of Edinburgh Council committees, Merchiston Community Council, the Audio Description Association of Scotland (she is a qualified audio describer and trainer-assessor). Bridget also writes about community issues for local magazines and other publications.



**Mike Ellis (Executive Director)** is a former Social Work professional with 27 years experience, from 'hands-on' to management of social care services for adults. His knowledge of user need in this field together with an understanding of the obligations and demands on Social Landlords and Social Care providers is invaluable, and provides many networking opportunities and channels for referral of people likely to benefit from the services of Tap into IT.



**Sheona Hall** Formerly Head of Learning Support at Firrhill Secondary School, Edinburgh, started with Tap into IT as a Computer Club volunteer. As well as relevant teaching experience, which includes those with additional needs, Sheona has also been involved in staff support and training together with strategy development and implementation.



**Moray Rumney** started out as a volunteer for a couple of years at the Gillespie Crescent club before becoming a Director. Moray has worked in the telecommunications industry since 1984 and is currently an independent consultant. His business, technical and growing financial background provides the board with a complementary set of skills.



**Simon Watkins** was formerly a Committee Clerk in the Scottish Parliament and Director of an EU Programme. He has experience of governance issues and managing funds and is on the Board of two other Scottish Charities.



**Lorence Fizia** was in Manufacturing and Design of Food Packaging until his retirement. He assists with the clubs as well as sitting on the board. Although not an IT professional as such, Lorence used computers continually in his work and gained experience in problem solving and systems set up.



**Lindsey Anderson** was a volunteer at Tap Into IT for several years before joining the board. She brings a variety of experience from her volunteer work with charitable organisations across a number of sectors and roles. In her professional life, Lindsey has a background in customer service and over ten years experience working in IT support and systems training.





## Staff.

**Executive Director + Group Facilitator + Digital Support Worker.** Mike Ellis, see above.

**Part-time Administrator.** Sara Oliver brings over 15 years administrative experience in office management, human resources and finance. Committed to excellence in service, Sara's philosophy centres around what role she can play in helping others find solutions. Sara holds a CertHE in Business Studies and SVQ Level 3 in Business Administration.



## Group Facilitators

### Lesley Scarles

Lesley qualified as a Librarian and worked in BBC Information & Archives in London. She returned to her home-city and joined the University of Edinburgh, firstly in subject libraries and latterly as a multimedia lab support officer and graphic applications trainer.



### Milo Van Mesdag (-on a casual work basis as required)

Milo has been a Digital Support Worker with TapIntoIT since the early days of the coronavirus pandemic, starting mostly with one-on-one tech teaching and now running in-person groups. In his spare time he's a writer and game designer, and rabid reader of philosophy and history.



Tap into IT benefits greatly from the contribution of services by 27 volunteers, as follows:

- 21 volunteers support our groups and other services (2 of whom also serve as Trustees on our Board);
- 4 further volunteers serve as Trustees;
- 1 volunteer helps with charity administration; and
- 1 volunteer supports our website, Facebook page and quarterly newsletter.

**Members.** We have 28 members at present.

## Appendix 3. The Need Nationally and Locally?

UK digital access. What has changed in the last few years? Who needs help? With what? Why?

Our partner organisations' particular needs.

The information below is based on fairly recent UK Stats from ONS [Exploring the UK's digital divide](#)

Number of "internet non-users" (those who have never used the internet or last used it more than 3 months ago) has been declining over recent years. Since 2011, this number has almost halved, but in 2018 there were still **5.3 million adults in the UK, or 10.0% of the adult UK population**, in this situation.

Over **half of all adult internet non-users were over the age of 75** years in 2018 ->5% of the adult population or **2.6m**.

->if applied to Edinburgh? [Adult population \(over 18\) = 437,449](#) ->5% =**21,872**

But also need to factor in lack of basic digital skills. [Lloyds Bank UK Consumer Index 2018 \(PDF, 3.16MB\)](#) 8% of UK adults (4.3m) estimated to have zero. Lower %age in Scotland though - **just over 7%**.

The pattern of internet use by age is replicated when looking at digital skills, with **76% of those with zero basic digital skills aged over 65 years in 2018** (PDF, 3.16MB).

How does the basic digital skills stats correlate with the above?

The **communications benefits** were also reflected in the results of the Lloyds Bank research. 40% of online respondents indicated that being online helps them feel less alone, a benefit that is felt even more strongly among disabled people online, who are 27% more likely to express this view than non-disabled people (PDF, 3.16MB).

Lists of why it matters with ref to Centre for Econ & Busin Research (CEBR).

### **Will the need diminish within a few years time? ONS study notes:**

There is a pattern of increasing internet usage among the older age groups, which is important given that the UK's population is ageing (see Living Longer: how our population is changing and why it matters). However, it is difficult to know how this will affect the digital engagement of future generations. **While those in the older age groups in the future will be part of a generation who are more digitally engaged than their predecessors, this may not persist as they age.** For some, health problems as they age could lead to a decline in digital engagement, particularly if ageing impacts on cognitive ability. Technology may also change again so that the digital skills they have developed through their life will no longer be the skills that are needed. **However, it is also possible that technology in the future may enable the older age groups to engage more easily than is currently the case.** This can already be seen, for example, in the development of voice activated internet services that remove the need for specific skills. Part of the challenge will therefore involve ensuring that support is available to help the older generation make the best use of new technology.

### **Need - Local Context.**

Estimate of over 75's in Edinburgh who are offline based on ONS stats (see above): [Adult population \(over 18\) = 437,449](#) ->5% =**21,872**

### **Amongst Viewpoint Housing tenants?**

Source:[Tenant Satisfaction Survey](#) 2022. 630 respondents out of 1227 sent surveys, **of which 76.6% (483) were 65+.**

Survey observes that 6 in 10 (63.2%) or 398 tenant's **have an internet connection at home** (double that i.e nearly 800 if if they are representative of VHA tenants as a whole) but out of that number

12.1% need help **to use a computer, smart phone, or tablet** ->**48 tenants (96 for all?)**

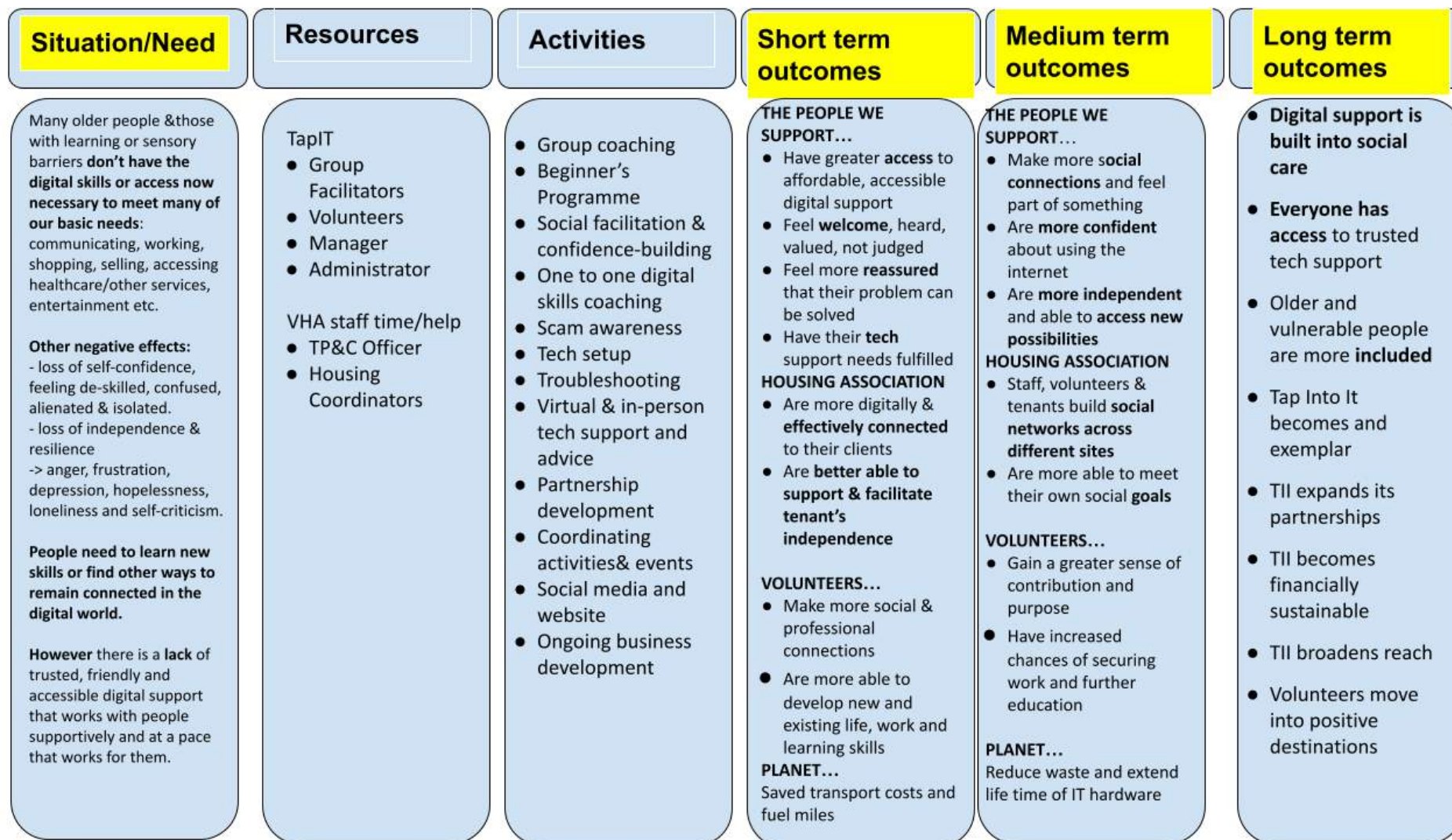
4.7% do not use any of these devices ->**+19 tenants (38)**

11.3% require help **to use the internet**, while 6.5% say they do not use this service

->**4 in 10 no internet connection** at home ->**232 (or over 400** if representative of all tenants) and I'd estimate that at least 80% of these (186 or double that for all tenants) are in the older age groups.

## Appendix 4. Tap into IT Logic Model.

"A logic model tells the story of your project or programme in a diagram and a few simple words. It is a model that broadly describes the journey of change you want to make. It shows the connection between the need you have identified, what you do to address this need, and how this makes a difference for individuals and communities." <https://evaluationsupportscotland.org.uk/wp-content/uploads/2020/05/ESS-LM-1c-Logic-model-guide-March-2022.pdf>





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