

## HOW THE DIGITAL INCLUSION TEAM HAVE HELPED SUPPORT THE COMMUNITY REHABILITATION PROGRAMME AT NOTTINGHAM RECOVERY NETWORK

Skills Plus Trainer Harry Younis explains how the Digital Inclusion team at Framework have supported the Community Rehabilitation Programme at NRN (Nottingham Recovery Network). The programme launched in October 2023.



Harry is responsible for the Skills Plus sessions at Café Sobar as part of the Structured Day Programme and Individual Pathways. These Skills Plus sessions are focused on giving participants the essential life skills to manage after rehabilitation. What became clear is that the learners needed essential digital literacy skills to help them thrive in today's ever increasing digital world. This case study looks at how Harry's sessions have been supported by the DI team.



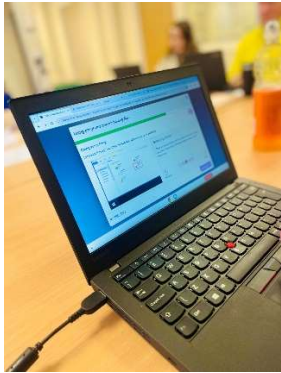
The Skills Plus sessions cover a range of topics around managing your money, your home and improving your life. Special Digital Skills sessions were also incorporated into the weekly timetable. The task was therefore to provide IT equipment and Internet access to help facilitate the learning in the sessions and when back at home. Here are some of the initiatives the Digital Inclusion team have helped put in place:

- **Laptops for use in Skills Plus sessions**  
7 donated laptops have been provided for use in the Skills Plus sessions. These are now in regular use across all sessions, not just the specific Digital Skills lessons. The laptops have been donated to Framework by some of our corporate partners, including Deloitte, Staffline, Nottingham Trent University, Kroll Group and The Access Foundation. The DI team have replaced Microsoft Windows with Chrome OS Flex. The devices are now managed by Google Management Licences purchased with a grant from the NHS.
- **SIM cards**  
Framework have been able to secure SIM cards from Vodafone as part of their everyone.connected programme. These SIMs are valid for 6 months and have 40Gb of data per month and unlimited texts and minutes. We are now seeing some people install this as a second SIM and using this for data. This means they can keep their original number and ensure they can easily be contacted.
- **Laptops for home use.**  
Through this program, learners have the opportunity to borrow laptops and take them home for a designated period of time. This enables them to continue their digital learning journey and explore various online courses at their own convenience.

Harry takes the time to explain how his learners have thrived on the programme; “several learners have already completed the Learn My Way online program and have even gone on to pursue additional online courses. Our learners have shown remarkable dedication and enthusiasm in their pursuit of knowledge”.

The learners have completed a range of courses, including:

- Mental Health Courses  
Our learners have gained valuable insights into mental health and well-being, equipping them with the necessary knowledge and skills to support themselves and others.
- Spanish for Beginners  
Our learners have taken the first steps in learning a new language, exploring the basics of Spanish and broadening their cultural horizons.
- Understanding Trauma  
Through this course, our learners have deepened their understanding of trauma and developed strategies for coping and healing.
- Food Safety  
Our learners have acquired vital knowledge about food safety practices, ensuring their own well-being and that of others in food-related environments.



Harry then shared some of the celebrations of the group.

“We are proud to recognize the outstanding commitment and progress of one particular learner. In recognition of attending all sessions and demonstrating exceptional dedication to finding employment and maintaining their recovery from substance misuse, a laptop has been donated to this learner. We applaud their accomplishments and are confident that this will further support their journey towards success.

We are pleased to share that the Digital Skills sessions have been met with positive feedback from our learners. They are thoroughly enjoying the sessions and have gained valuable knowledge that will benefit them both personally and professionally. We are also delighted to report excellent attendance throughout the program.

We extend our sincere gratitude to Kevin R and Richard R for their continued partnership and support in our mission to provide a well-rounded education to every learner. Together, we make a difference in their lives and empower them to achieve their full potential.”

The Digital Inclusion team continue to support the Community Rehabilitation Programme and NRN with monthly Digital Skills Drop-Ins, kiosk laptops and IT equipment for use at home.

You can find out more about Digital Inclusion at Framework by visiting our website – [www.access4all.uk](http://www.access4all.uk)

K Rookes March 2024