Tackling digital isolation among visually impaired people in Lancashire

Closes : Wednesday 16th December 17:00

1. Summary

1.1	Description	To design a programme of digital support for visually impaired people in Lancashire and Sefton to help tackle digital exclusion, loneliness and isolation.

The programme will include:
- Hardware: tablets/devices to be provided (on a loan basis) for those with no access to devices
- Access to wifi connectivity: through data sim cards set up with the tablets (for users that are offline)
- Set up of tablets with relevant accessibility/assistive technology features based on user needs
- 1:1 remote support for new learners with low digital skills and confidence

Galloway's have received a grant to cover the costs of the hardware, software and data packs for 15 tablets. The digital support partner will be expected to support Galloway's with the design, implementation and learning of the support programme.

This is a targeted pilot with a view of rolling it out across the wider visually impaired community.

As part of the Catalyst programme organisations are asked to share their outputs and learnings with an identified network (informal or formal/ federated) of at least ten social organisations. Digital partners are expected to support organisations with this process.

1.2	Budget	**£30k** inclusive of VAT

| 1.3 | Client | The work is for Galloway's Society for the Blind. Digital partners will be contracted by CAST (on behalf of the Catalyst network) and working closely with the organisation |

2. Key Dates

2.2	14 December 2020 at 12:00	Deadline for asking questions
2.3	16 December 2020 at 17:00	**Closing date for applications**
2.4	w/c 11 January 2021	Applicants notified
2.5	w/c 18 January - 29 January (flexible start dates)	**Project Kick-Off**
2.6	April 23rd 2021 - latest (Collective wrap-up on March 25th)	Project Complete

3. How to Apply

| 3.1 | Applying | Apply for this opportunity online at: http://thecatalyst.smapply.io/ |

4. Assessment process and Criteria

| 4.1 | Eligibility criteria | You must:
● be incorporated
● be insured (£250k prof indemnity, £5M public liability, £10M employers liability)
● have the capacity/availability to engage
● provide up to date accounts showing you are financially viable long term
● provide privacy, safeguarding, equality, diversity and inclusion and GDPR policies

Please refer to the Catalyst digital partners Handbook for eligibility and assessment general guidance. |
| 4.2 | Essential skills and experience | ● The ability to take this challenge from research through to the build of any prototypes you'll need to test your concepts with users |

4.3	Nice-to-have skills and experience	- Experience working with organisations that support visually impaired people. - Experience working with networks/ federated organisations. - Experience working with charities or social enterprises
4.4	Assessment Criteria	**Your approach** - How well your proposal meets the brief, and how well we think you understand the problem - How you're going to approach the problem - for example what your plan, assumptions, and key milestones are - How well you've identified risks and suggested ways of mitigating them **Your experience** - The skills your team offers - How much experience you have of similar projects - Identification of risks and plan to mitigate them. **Your values** - How well your organisation's values and ways of working align with our Catalyst values – being user led, inclusive, and ethical. **Value for money** - Whether you bid offers value for money - Note that we aren't looking for the lowest price, so please don't undersell yourself
3.5	Budgeting considerations	Your budget should include: - Enough time for team building, exploration and co-creating objectives and outcomes for this work with the nonprofits before diving into outputs. 2 days to engage with our Learning Partner at the end of the project.

5. Project Overview

This section outlines the challenge that you should be responding to in your application.

5.1	The issue area	Galloway's Society for the Blind was set up to support blind/partially sighted people. We are the main local provider of sight loss services in Lancashire and Sefton. Our mission is to enable people with a visual impairment to gain greater independence, minimising the effects of reduced vision.
		There are over 50,000 people with sight loss in Lancashire and Sefton (RNIB Sight Loss data 2019) - our reach is to 7,000, and we actively support 4191 service users.
		Traditionally we have delivered services face to face and through our 4 community hubs – 3 of which are still closed. We have moved our services online and via telephone. For those without access to digital platforms however, it has become clear that we need to adapt our services in the longer term to reach more people with sight loss and enhancing our digital offer is a key way to do this.
		During COVID-19 digital access has become an essential tool to access everyday life from booking appointments at GP surgeries to online shopping to interacting socially and pursuing hobbies. We've learnt from recent user surveys that loneliness and social isolation are the biggest concerns for our service users, exacerbated by social distancing requirements which have not been easy for our community. This is backed up with RNIB research as 66% of people surveyed found people felt less independent post-lockdown.
5.2	Problem to be solved	We want to ensure that users who do not have the digital skills, access or confidence are able to participate in everyday life.
		Having conducted research with existing users, we've learnt how they've been using technology, what barriers they face and how they can benefit from it. We learnt that lack of digital access was not just related to age but also lack of knowledge and awareness on how technology could benefit them and what digital support was available. available to families. This will help organisations which offer services to spot gaps and avoid duplication.
5.3	Who the users are	Key user groups will be visually impaired people without access to

	and what they need to do	the internet or equipment. Many users may be newly diagnosed.
		User needs: As a visually impaired person with no knowledge of using assistive technology, I do not know where to start.
		As a visually impaired person on a low income I need to ensure that investing in assistive technology will benefit me.
		As a visually impaired person I am too old to use assistive technology.
		As an assistive technology staff member I need service users to have internet access and equipment before I can help them.
		As an visually impaired assistive technology volunteer, I need service users to have a simple device to use so I can support them
5.4	Work already completed	Link to discovery work completed by Galloway's.

6. Key Deliverables

6.1	Expected outcomes for this work	To provide 15 service users, not currently using technology or equipment, with wifi-enabled tablets (loaned out) and 8 hours of 1:1 online remote support.
		Through this approach we want to test whether this is an effective way to mainstream technology throughout our visually impaired network.
		Short term outcome: ● To increase participants' awareness of how technology can help and improve digital skills.
		Long term outcome: ● To improve the emotional wellbeing of blind/partially sighted people by enabling them to feel connected online and become more digitally confident
6.2	Open working and designing for reuse	**Open Outputs** All outputs you develop for this project must be available under an open licence (e.g. Open Source and Creative Commons

licenses). IP will be held by CAST on behalf of the Catalyst network.

Designing for Reuse
All solutions should be designed and developed with reuse in mind. This should include customisation and configuration, where possible, to create a solution that can be quickly reused by other organisations serving users with similar sets of needs.

Support will be made available for designing for reuse, and also for publishing of a [Service Recipe](link) when the solution has completed Alpha testing with users.

Working in the open
You will be supported to "work in the open" as much as possible, generating open outputs early and often, including some of the following: personas, anonymised user research, user stories, user needs statements, sprint playbacks and weeknotes. This will help other organisations with similar needs understand the development process and thinking behind decisions made.

7. How Catalyst works

7.1	KPIs	Catalyst will work with you to decide some appropriate key performance indicators (KPIs). You will be expected to report regularly, probably monthly with the opportunity to review and adapt the KPIs at certain points.

7.2	IP & Data Protection	Any IP generated from the work that is funded through Catalyst will be held on trust by CAST - [more information here](link).
		If you are successful you will need to complete and sign data protection schedules if you are processing any personal information on our behalf. These agreements will establish start and end dates when data is allowed to be processed, after which it should either be anonymised or deleted.

8. Pricing & Payment

8.1	Maximum price	The maximum price for this work is **£30,000** inclusive of VAT. (£25K excl. of VAT)
		This is not a fixed price contract.

| 8.2 | Payment approach | Please invoice CAST for the agreed fee in three equal instalments. The first invoice may be issued when you sign the contract, the second invoice may be issued half way through the programme, and the final invoice should be issued at the end of the programme.

Assuming you are on track with all activities and deliverables, each invoice will be paid within 30 days of our receiving it. |

About the Programme

This brief is part of the Catalyst and The National Lottery Community Fund COVID-19 Digital Response funding initiative; a partnership between The National Lottery Community Fund and CAST, supported by the Catalyst network.

Bidder Questions

Please send any questions you may have about this brief to partners@wearecast.org.uk before the deadline for questions.

We will post all anonymised versions of the question below.

#	Question	Answer
	The deadline for the project completion is 23 April but the collective wrap-up needs to happen on 25 March. Is this the same thing as the sharing of learning with up to 10 social organisations?	Projects must be completed by 23rd April. 25th March is the wrap up event where we will bring all the organisations in the Development cohort (charities and digital partners) together to share and celebrate their work. At the event, you will be expected to provide an update on the projects and an overview of what's next for your work. However, we recognise that this is a tight turnaround for project completion. Therefore, you don't need to have 'finished' by the 25th March. The reason this date is 25th March is because this is the *earliest* a project funded through Development could conclude within the 10 weeks. Therefore allowing organisations who are able to to use this as a wrap up and handover date.

Sharing learning with up to 10 organisations is slightly separate. In order to receive funding to participate in Development, the charities have to demonstrate a network of 10 social organisations they will share their learning with. This is not a requirement of the digital partners, although we expect you to share the same spirit of collaboration and commitment to working 'in the open' (see 6.2)

Have the devices already been purchased?	No they haven't bought them yet – Galloway's will be getting quotes.
Has the connectivity already been sourced?	Yes
Do we need to cost in for any assistive tech or software that will enable people to use the devices or is this included in the funding that Galloway already has?	There is no need to include assistive tech costs as Galloway's have already budgeted for this and have assistive tech they currently use. However, please do make it clear if you are proposing that Galloway's use a specific type of assistive tech or software programme, especially if this is the core of your application e.g. you are a company who makes assistive tech and your proposal is based on Galloway's purchasing/using this tech. Galloway's are funding the purchase of hardware.
Who will deliver the 120 hours of training? Galloways or the digital partner?	Please let us know how you would like to approach this in your application e.g. will you be training Galloway's, and then supporting them to deliver the 120 hours, or will you be delivering this directly? In your application, we're keen to see proposals about how you would want to deliver the project, what they would need

from Galloway's team in terms of support - set out any risks or contingencies clearly in your application.