Re-Klaim IT –
Device distribution and support programme

Improving Our Community One Day At A Time to improve Digital Exclusion

Together with Digital Innovation London Borough of Ealing

Qualification Criteria

The Council and partners identify the residents of Ealing who require a device

- ▶ Residents living in social housing are digitally excluded and isolated.

- ▶ Multiple deprivation families using food banks.

- ▶ Individuals who access support services.

- ▶ Individuals who identify themselves as long-term unemployed.

- ▶ Minority communities.

- ▶ Eligible or receiving means tested benefits, low waged, or NEET

- ▶ Must not already have easy access to devices / internet in their home

- ▶ Agree that they are happy for the EHCVS to 'check in' at regular intervals via 30,60 and 90 days surveys to find out how they have progressed.

Vulnerability Criteria

▶ Children and young person's having left or leaving care

▶ Mental Health

▶ Physical and Learning Disabilities

▶ Substance Misuse

▶ Long term Health issues

▶ Homelessness

▶ Ex- offenders

▶ Victim of domestic abuse

▶ Loan Parent and Troubled Families

▶ Socially isolated or any other complex needs

LBE Referral Partners & Process

- LBE Employment, learning and skills

- Steps4Success (Partnership between Ealing Council and Jobcentre Plus)

- Local Welfare Assistance

- Children's social services, including Connexions, youth provision, and youth justice Internal communications will target other appropriate key teams within the council to ensure there is a wide awareness of the scheme outlining how to make referrals.

Process:

- Individual matching the criteria is identified.

- Needs of individual are determined. Do they need a device, data and access to digital training?

- Referral made to EHCVS RE-Klaim IT.

- Distribution of device etc alongside set up guides, signposting to other support available including information regarding adult learning courses.

Service User Pathway

Steps4Success

Children's social services

Employment, learning and skills

Local Welfare Assistance

Eligible Service User

RE-Klaim IT

Eligible Service User Device Acceptance

Digital Support Services & Training

30 Day Survey

60 Day Survey

90 Day Survey