

# Online Today    Ar-lein Heddiw



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â cholled golwg  
Supporting people  
with sight loss



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LOTTERY FUNDED

# Recap--What is On Line Today?

- Lottery funded
- 3 years (Yr 2 ends January 2017)
- Pan Wales
- Delivered with NWSB and Vision Support



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# Recap

- Customer led delivery
- Delivered at community venues
- At home, on a 1:1 basis
- In sheltered housing/extra care schemes, libraries
- Promotional work at large events



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# Who can participate?

- Anyone with sight or hearing loss.
- Sight Loss---anyone with sight loss that cannot be corrected by single vision or bifocal lenses.



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# Recap--What do we offer?

Time—to demonstrate  
accessibility features

Equipment----for people to  
experience, touch, hold and use  
equipment in a safe environment



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# Recap---What do we offer?

9 Digital Skills Officers across Wales each with a range of kit to enable people to get hands on with technology.



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# Recap---What do we offer?

- We help people get started
- We help people stay on line
- We help people realise and enjoy the benefits of being on line



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# Recap---What do we offer?

- Help with e-mail set up
- Social media accounts: Facebook etc
- Skype or Facetime
- Browsing
- Staying safe
- Information, advice, pointers to good deals
- Continuing support from volunteers



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## Results

- Year 1 Worked with 1,380 people
  - Year 2 (so far) 2,141 people
  - Total to date 3,521 people
- 
- 3 year project target is 5,919 people

Project is on track to achieve target



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## Results (Feb to Oct 2016)

- Number of home visits 1226
- Hours of home visit hours 1987
  
- Average home visit time is 96 minutes.
- Appointments are offered as 90 minute slots



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## Activities:

Presence at 5 large summer events

- Big Day Out Aberystwyth
- Pride
- Eisteddfod Genedlaethol
- Pembrokeshire Show
- Anglesey Show



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## Successes:

- Building a robust and extensive referral network with new partners such as Stroke Association, Care & Repair, Get on Line initiatives
- Close engagement with Wales Low Vision Service, training of Ophthalmologists and increase in referral rate



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## Successes

- Using DCW training to enhance RNIB staff and volunteers understanding of digital inclusion.
- Harnessing support of a number of library services and their staff.



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## Successes:

- Enhancing existing referral routes such as Housing Associations and linking with other RNIB schemes such as Visibly Better
- Developing a number of routes into Online Today for potential customers



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# Challenges

- Attracting and maintaining sufficient number of volunteers, in the right places to supplement Digital Skill Officer time
- Longer waiting times in some areas for people to receive a service than desirable. Particular issues in Cardiff, Vale, Gwent and Valleys



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## Challenges

- Managing customer expectations about waiting times and scope of project
- In Year 3: service maintenance as project draws to a close (January 2018) and developing an exit strategy
- Maintaining referral rates in Year 3
- Future service options



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....and finally

- UK evaluation of the project indicating particular success of Wales delivery model
- Wales evaluation (managed locally) is ongoing
- Online Today Cymru engaged with W.Gov't funded Swansea University research



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# Referrals to

[onlinetodaycymru@rnib.org.uk](mailto:onlinetodaycymru@rnib.org.uk)

029 2082 8518 (to talk to Rachel)



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