


# Appendices

...through this digital inclusion initiative, we reached a whole new group of users who don't normally access Shelter's online advice.

## 1. Partner planning pro forma

# Housing advice for everyone




Assisted Access Pilot

<b>Partner Name:</b>		
<b>Start date:</b> <i>This can be as soon as Web Buddy training is complete</i>		
<b>Method of delivery:</b> <i>(describe how you'll deliver assisted access eg a 2 hr session weekly, when clients require etc )</i>		
<b>Venue/s and times:</b> <i>(details of where and when your activities will be taking place)</i>		
<b>Contact person</b> <i>(name, email and phone)</i>		

Other information	Details / planned activity	Who and when
<b>Main target group</b> <b>Secondary target</b> <i>(who are you aiming to reach?)</i>		
<b>Web buddies</b> Training will involve one day 10.00am 4.00pm. Web buddies will be supplied with a handbook, a certificate and a badge.	Staff names:          Volunteer names:	



## 1. Partner planning pro forma – continued

Other information	Details / planned activity	Who and when
<b>Training date</b>		
<b>Posters</b>	Number required:  Distribution plan:	
<b>Launch publicity &amp; promotional activities</b> <i>(how do you plan to let people know the project is happening?)</i>		
<b>Mid-way assessment</b> <i>(consider questions like:</i> <ul style="list-style-type: none"> <li>• <i>how's it all going?</i></li> <li>• <i>who's coming?</i></li> <li>• <i>what's going well?</i></li> <li>• <i>what can be improved, and how?)</i></li> </ul>		
<b>Mid-way promotional activities</b> <i>(how might you give the project a boost half way through?)</i>	Additional publicity required:	
<b>End of pilot closure activities</b>	Evaluation:  Publicity:	



## 2. Session guide and data collection form

### Session guide

#### Step 1 - Your location

The first thing we need to know is where you are at the moment:

- Annan CLIP
- Glasgow SOAR
- McDonald Road Library
- Other (informal session)
- Shelter Dumfries
- Telford College
- Edinburgh Mela
- Reaching Out 1
- Reaching Out 2
- Reaching Out 3
- Cockburn Street Neighbourhood Centre

#### Step 2 - Welcome

Welcome to Shelter's website.

With the help of your web buddy, you'll be able to find all sorts of tips to make your home happy, safe and secure. If you don't have a home of your own, you'll be able to find out how to get one.

Your web buddy is here to help you find your way around the website. The web buddy is not a housing adviser. This means that if you need expert or urgent help they'll be able to show you how to get this but they won't give you advice themselves.

A web buddy can help you in these ways:

- getting you set up to use the computer if you haven't used one before
- explaining how the website works
- helping you get direct help from Shelter or another agency (for example, if you are in an emergency situation, such as being in danger of eviction)
- helping you find what you're looking for
- helping you to understand what you're reading.

Anything you say to your web buddy will be treated in the strictest confidence, and will not be discussed with anyone else.

#### Step 3 - Are you comfortable using the computer?

Make sure you're seated comfortably in front of the screen.

Do you know how to use the mouse and keyboard? If not, ask your web buddy to show you.

## 2. Session guide and data collection form – continued

### Step 4 - About you

Have you used a computer before?

- Never
- Only a few times
- A bit (less than once a month)
- Fairly often (about once a month)
- Quite a lot (a few times a month)
- I use one every day

How did you hear about web buddies?

- Newspaper
- Poster
- Leaflet
- From a friend
- Shelter website
- Somewhere else

How old are you?

- 17 or under
- 18-25
- 26-29
- 30-39
- 40-49
- 50-59
- 60+

What's your gender?

- Female
- Male

## 2. Session guide and data collection form – continued

### Step 5 - Getting started

What's the main reason you want to use the site today?

- To find some information for myself
- To find some information for someone else
- Nothing in particular - just interested
- Other

Not everyone has the same housing rights. Housing rights depend on lots of different things, such as the kind of accommodation you live in, who you live with, and when you moved in. For example, your rights will be different depending on whether you rent your home and who you rent it from, or whether you own the place you're living in.

Which of these best describes your situation (or the situation of the person you want information for)?

- I rent from a private landlord
- I rent from the council, a housing association or co-op
- I live with my parent(s)
- I have nowhere to live and am sleeping rough
- I'm in temporary accommodation (eg hostel, refuge, B&B)
- I'm staying with friends or relatives (other than parents)
- My home comes with my job
- I live in halls of residence or other student accommodation
- I rent a room in the same house as my landlord
- I own all or part of my home
- My partner owns the home
- None of these

## 2. Session guide and data collection form – continued

### Step 6 - Using the site

There's all sorts of information on the Shelter website and there are many different ways of finding what you're looking for. If you feel comfortable letting your web buddy know what you're looking for, that will make it easier for them to help you find it.

If something happens that you don't understand, just ask the web buddy to explain it to you.

As you go through the site, you'll probably find out about things you need to do. You can switch back to this page at any time and make a note.

At the end of the session, you can print out your list and take it away with you. You'll need to finish filling out this form first though.

#### Things to do

1.
2.
3.
4.
5.

- If you'd like to browse around the website, [click on this link to open the Easy access pages](#).
- If you have a specific topic you'd like to know more about, [click on this link to open the Advice topics pages](#).

The links will open in a new window.

## 2. Session guide and data collection form – continued

### Step 7 - What do you think?

Did you find what you were looking for?

- Yes, easily
- Yes, but with difficulty
- No - but I found other useful information
- No
- I wasn't looking for anything in particular

Do you intend to take any action as a result of using this website today?

- Yes
- No
- I'm not sure

Would you recommend this website to someone else?

- Yes
- No

Did you find it useful having a web buddy to help you?

- Yes
- No

Would you feel more confident using the site on your own in the future?

- Yes
- No - I still think I'd need help from a web buddy or someone else

Would you recommend to someone else that they get help from a web buddy?

- Yes
- No

Is there anything else you'd like to tell us about your experience today?

How long was the session with your web buddy today?

- Less than 10 minutes
- 10-20 minutes
- Up to half an hour
- Between half an hour and 45 minutes
- Over 45 minutes

### 3. Training evaluation form

## Training evaluation form

Thank you for attending Shelter's web buddy training. It would be very helpful to us if you would provide some feedback about your experience using this form. We will use your comments to improve future courses.

Date \_\_\_\_\_

Location \_\_\_\_\_

#### 1. Please rate the following from 1 (poor) to 5 (excellent).

Structure of the day	1	2	3	4	5
Visual aids	1	2	3	4	5
Content – was it relevant?	1	2	3	4	5
I found the content interesting	1	2	3	4	5
Variety of training methods used	1	2	3	4	5
Balance between listening and doing	1	2	3	4	5
Overall assessment of the training	1	2	3	4	5

#### 2. Do you feel confident to start being a web buddy?

Yes       With a little practice       No

#### 3. Are there any specific comments you'd like to make (eg things you found especially helpful or something you particularly liked or disliked)?

## Until there's a home for everyone

We are one of the richest countries in the world, and yet millions of people in Britain wake up every day in housing that is run-down, overcrowded, or dangerous. Many others have lost their home altogether. Bad housing robs us of security, health, and a fair chance in life.

Shelter believes everyone should have a home.

We help more than 170,000 people a year fight for their rights, get back on their feet, and find and keep a home. We also tackle the root causes of bad housing by campaigning for new laws, policies, and solutions.

Our website gets more than 100,000 visits a month; visit [shelter.org.uk](http://shelter.org.uk) to join our campaign, find housing advice, or make a donation.

We need your help to continue our work.  
Please support us.

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# Shelter