**Digital Freedom Lancashire 2023**

**Distribution and Support Service Agreement**

**Dated 28th February 2023**

Is made between:

Selnet Ltd to underpin the relationships and agreement between organisations referring a service user into the Digital Freedom 2023 project.

and

All approved referral partners listed.

**1. BACKGROUND**

During the Covid pandemic, the new Digital Freedom 50+ service, for disadvantaged over 50s in Lancashire, Blackpool and Blackburn with Darwen was delivered. At the end of 2020 the project team had allocated 510 devices for older people who had been digitally excluded, helping connect them with people and services during lockdowns.

In February 2023, Selnet and Lancashire’s Digital Skills Partnership have secured funding through Lancashire County Council to support vulnerable residents aged 18 and above who are Digitally Excluded by gifting a digital device (e.g. tablet or laptop) with internet connection and skills support to enable Lancashire residents to engage with digital health services.

The new service has three strands of support for its service users:-

* To improve Digital Inclusion, supporting physical and emotional wellbeing.
* To provide devices with internet connectivity to people in need across the County.
* To increase confidence and skills and support improved access to online services to improve health & wellbeing, reduce isolation and improve employment opportunities.

**2. SHARED PURPOSE**

We recognise that a referring partner may already have a relationship with the service users and that you will help us to support them. We have identified a combination of barriers that can be addressed in partnership;

* Support eligible Lancashire individuals with no digital device by applying on their behalf.
* Enable online access for Lancashire residents with no connection to the internet, or who are unable to afford a data package.
* Provide support and training to make effective use of these resources including:
  + - * + access information to save money.
        + access health related information and services.
        + to attend health related appointments.

**3. THE RELATIONSHIP**

Approved Distribution and Support Service Agreement Partners will submit application to the scheme through a link they will be sent.

Before making an application on behalf of a service user you must ensure that they meet the following eligibility requirements:

* Be aged 18 years or over.
* Live within the administrative boundary of Lancashire County Council.
* Have no income or be on a low income, such as means tested benefits.
* Need an application to be submitted on their behalf for at least one beneficiary need of the following:
  + Digitally excluded – no access to or use of a digital device
  + Socially isolated; out of touch with friends and family
  + Lack of a local support system
  + Financially excluded – on a low income and with limited savings, is unable to afford digital devices
  + Poor physical health
  + Poor mental/emotional health and wellbeing
  + Mobility/access issues preventing use of local services.

We will ask you to provide a supporting statement to verify each application.

Awards will be made on a first come, first served basis, where the application and narrative clearly show the need of the individual and will be distributed across Lancashire districts. All decisions are final. Once awarded, the device becomes the beneficiary's property to keep.

To evidence the impact of the support provided, you will provide insight on the impact achieved through case study information (template guidelines and consent form will be provided) for at least 1 individual for every 5 individuals provided with a device through this service to be included in publicity, promotion and formal reports to the funder.

**4. CONFIDENTIALITY UNDERTAKING**

This agreement does not give carte blanche licence for the wholesale sharing of information.

Selnet’s policy on data protection complies with UK law, including that required by the EU General Data Protection, Regulation (GDPR) [www.eugdpr.org](http://www.eugdpr.org). This law requires us to tell service users about their rights and our obligations regarding the processing and control of their personal data.

All applications to Digital Freedom 2023 must only be made by the links provided.

Before making a referral to the Digital Freedom 2023 project, partners must ensure that they have followed current legislation and sort the relevant permissions from each service user referred into the scheme and informed them of how their data will be handled in terms of storing and sharing personal data.

**On behalf of [insert organisation name]**

I confirm that:

* I am an approved officer and able to sign this Agreement application on behalf of
* that all staff who will be referring service users into Digital Freedom 2023 Lancashire have receive a copy of the service Agreement and will adhere to the agreement between our two organisations

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| --- | --- |
| Print Name |  |
| Position |  |
| Date |  |
| Signature |  |

**On behalf of Digital Freedom 2023 Lancashire:**

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| --- | --- |
| Print Name |  |
| Position |  |
| Date |  |
| Signature |  |