Technology together

"I have enjoyed working with elderly people much more than I thought. It's so easy to feel really knowledgeable and appreciated just explaining things that you consider second-nature."

"They know so much about computers, at first it was a bit daunting but turned out not to be as bad as I thought. Enjoyable!"

"I really enjoy my volunteering and I really feel and know that I'm making a difference. The people I've helped have been really nice and I've met new people at the same time"

"Amazed at her skill and knowledge. Inspired me to buy a laptop"

Aim of pilot:

- ❏ Test YouthNet and Age UK collaboration effort

- ❏ Stress test systems, processes and infrastructure

- ❏ Test new intergenerational intervention model and targets

- ❏ Bring two generations together and help them acquire knowledge and skills that benefit their futures

- ❏ Challenge negative perceptions amongst the generations

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What's worked well?

"Because they've [young people] been through YouthNet and done their bit of the training…they've already been primed for it. I just put the finesse on that for our organisation ."

"We're always kept up to date and being involved in everything…which is really nice."

"I was concerned it was going to be them [Age UK/YN] just giving us stuff… You got the feeling it was really a two way conversation."

"When I think how we started out…what we had to offer and what they [older people] could achieve, we are 4, 5, 6 fold on from that now!"

"It's [model] better at delivering more complex skills"

"I think its [model] complimenting what we do already and growing an area we need to concentrate on more."

"Once they've [young people] have realised how valuable they are, it gives them a real confidence boost and they want to do more."

"…allows us to enter an area [geographical] we've not been not been delivering in for a while."

"It's [model] been an opportunity to promote ourselves. Take something that was small scale and make it much bigger ."

"It's been an advantage to the organisation to be using young people. They have delivered very well and proved very popular."

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No time for embedding

Impact:

- ❑ No time to make preparations for delivery of project
- ❑ No time to resolve issues and build trust between Age UK, Local Age UKs and YouthNet
- ❑ Delayed production of new material for local promotion
- ❑ Reduced opportunity to design and set up novel approaches
- ❑ Delayed recruitment of older and younger people
- ❑ Delayed delivery of pilot project

> "…you've got to process, get your head round it and work out what your delivery strategy is going be…. It was kind of bang! 'get it done tomorrow'. That was difficult.

> "We were tasked with getting stuff sorted immediately when really we could have had 3-months between induction and getting started."

Lessons:

- ❑ Need at least 3 months between selection of partners and start of delivery
- ❑ Need a set of 'tools' to support planning and embedding stage – e.g. templates, best practice

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Need for a full-time person

Impact:

- ❑ Delays in recruiting young people from local area

- ❑ Delays in setting up events and classes and getting young people inducted

- ❑ Reduced ability to be flexible and accommodate changes in situations

- ❑ Unable to respond to Age UK, YouthNet requests in timely manner

> "We 100% need that role...someone responsible for getting inductions down, getting training done."

> "I think we could have done 100 times more and better if we had had more time and that has brought home to me the fact that you need somebody 5-days a week."

> "Realistically it needs a person solely on the project...if we'd had a volunteer co-ordinator here, it would be at least a quarter of their time trying to manage the connections with the volunteers."

Lessons:

- ❑ Dedicated resource required at Local Age UKs to co-ordinate digital inclusion services

- ❑ Helpful for this resource to have IT knowledge and ability to troubleshoot

- ❑ Dedicated resource required at YouthNet to co-ordinate volunteers and build relationships with local organisations to recruit from local areas

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Ineffective programme management

Impact:

- ❑ People held different views on the objectives of the pilots
- ❑ People held different views on the roles and responsibilities of those involved in the pilot
- ❑ Lack of ownership of issues and clarity on priorities
- ❑ Not seen as a single project and perception that not all parties working together as equals

Lessons:

- ❑ Need programme to follow best practice programme and project management techniques (e.g. signed-off project initiative document, programme board with clear terms of reference, clarity on ownership of issues and channels of communications for resolving them)
- ❑ Need clarity of expectations on roles and responsibilities from the outset
- ❑ Age UK, Local Age UKs and YouthNet should come to shared agreements (on relevant issues) – e.g. logos, promotional material etc.
- ❑ Funding should be seen as a single pot of money

Conclusions:

❑ Pilots should be extended for 6 more months

❑ Before rolling out the programme and project plan should be reviewed and updated (based on best practice) and signed-off by the programme board

❑ Roll out should be (i) staggered and (ii) be based on a clear shared agreement of objectives, roles and responsibilities

❑ Funding should be considered a single pot of money to deliver the agreed shared objectives