

Digital Inclusion Services

Drop-In Sessions:

We run free to attend drop-in sessions at our base on at Mondays from 11 to 3, and Thursdays from 12 to 6.

At these sessions, anyone can come and get help with digital jobs, use our WiFi or borrow a laptop to use in our space. We also run external drop in sessions at various locations. You can find a list of the places we visit on our website.

<https://techresort.org/projects/digital-drop-in-sessions/>

Devices:

We work with a number of different organisations to refurbish second-hand laptops or phones and donate them to clients of partner organisations who are providing ongoing support.

Our scheme is designed to support basic online access for essential services. We don't aim to support additional software such as MS Office or creative tools such as video editing.

Clients must be adults on low incomes, who do not have devices of their own and cannot afford to buy them. Clients must be living or staying in East Sussex with whom you're working.

Laptops may be ChromeOS or Windows, phones may be Android or Apple. We will try and meet people's preferences, but we're reliant on donations of devices and may not be able to offer a first choice. Basic (calls/text only) only phones may also be available.

There are huge demands on our service so we'd ask that you only ask for more than one device for a client if it's essential to assist them in improving their circumstances.

Devices are donated on a "best endeavours" basis and they are working as intended when they leave us but we can't give guarantees how long they will continue to work.

We know that accidents happen but if a client loses or breaks a device which is donated to them we may not be able to provide another. Our general guideline on losses is only to provide one replacement device.

SIM Cards:

We work with the Good Things Foundation, National Data Bank to provide SIM cards and mobile data. Clients must be over 18, can only have one active Data Bank SIM card from us at any one time. SIM requests can be made via our request form.

The maximum length of support for Databank mobile data is 2 years.



Becoming a Device Referral Partner

Partner organisations must be registered with us to make device referrals and referrals need to be made via our partner's form, which can be found here alongside our 'Request to Become a Referral Partner' form:

[Request a device – Partner Organisation – TechResort](#)

Requirements for Device Referral Partners

We only accept not-for-profit organisations to be referral partners. We know that you're providing specialist support, but our funders and donation partners need to understand the impact our work has on you and our mutual service-users.

As a result, as a condition of using our service, we will require all partner organisations to provide feedback on the impact our service is having on your work, in general. In addition we will require partners to provide suitable anonymised case studies for at least 10% of the number of clients referred during the year (or a single case study if you refer fewer than 10 clients during the year). We can provide a case study template, or agencies can use their own.

We'll ask all partners to renew their agreement with us annually.

The Referral Process

Once a referral has been made, TechResort will assess the request.

Whilst we try and fulfil every valid referral, we reserve the right to refuse requests. If we reject the request we will contact the referrer and the senior contact in the organisation to let them know, together with such details as we can provide without over-sharing information.

Typical reasons will be:

- Already referred by another agency
- Doesn't meet the criteria (eg: living out of area or is not an adult)
- Has already received multiple devices, or has had the maximum mobile data support

If we have a valid request it will be added to our waiting list which is serviced in strict "date of request received" priority.

As soon as a device is ready we will notify the support agency/ies and the client if we have been given details. The waiting time is very variable, depending on device availability. Devices must be collected during our public drop-ins so that support to set them up may be provided.

If a device is not collected within two weeks, we will send a reminder. If the device is not collected within two weeks of the reminder, we will reallocate the device and remove the client from the waiting list. Please advise clients that they should not come to TechResort's building to chase requests if we haven't notified you that their device is available.