

Digital Literacy Pilot Project 2024

End of Project Funding Report

Organisation: BMS Wellbeing CIC

Project title: Digital Literacy Pilot Project (Learn My Way)

Delivery year: 2024

Delivery venues: Manchester Settlement and Resonance Centre

Delivery platform used: Learn My Way (<https://www.learnmyway.com/>)

1. Project Summary

The Digital Literacy Pilot Project was delivered in 2024 as a practical community programme supporting adults to improve their confidence and ability to use digital devices and online services.

The pilot was delivered across two venues, **Manchester Settlement and Resonance Centre**, and was structured around the **Learn My Way** digital learning platform. Learn My Way provided a simple, supportive framework for participants to build skills at their own pace, with guidance from the facilitator throughout.

The project focused on building everyday digital confidence through hands on learning, practical digital tasks, and a relaxed environment where participants felt comfortable asking questions without judgement.

2. Why This Project Was Needed

Digital exclusion remains a major barrier for many adults, especially those facing financial hardship, social isolation, long term unemployment, low confidence, or limited access to trusted support.

Participants often needed support with everyday tasks such as:

- Using smartphones, tablets, or laptops
- Understanding emails and passwords
- Completing online forms
- Accessing NHS and council services
- Searching for information online
- Staying safe online

For many participants, the main barrier was confidence rather than capability. The pilot aimed to create a supportive space where residents could learn slowly, practise safely, and build independence using a structured platform.

3. Project Aims and Outcomes

Aims

The aims of the pilot project were to:

- Improve digital confidence and basic digital skills
- Help participants access key online services more independently
- Reduce anxiety around technology and online systems
- Increase confidence through structured learning and encouragement
- Provide person centred support using Learn My Way

Intended Outcomes

By the end of the pilot, participants would:

- Feel more confident using digital devices
- Have improved skills across key Learn My Way topics
- Be more able to complete basic online tasks independently
- Feel less isolated and more connected to support
- Have increased motivation to keep learning

4. What We Delivered

The pilot delivered a series of in person sessions using **Learn My Way** as the core learning tool.

Learn My Way allowed participants to work through beginner friendly topics such as:

- Getting started with digital
- Using the internet
- Using email
- Online safety and avoiding scams
- Filling in forms online
- Finding information and services online

Sessions were supported by the facilitator to ensure:

- Participants could access the platform
- The learning was broken down into manageable steps
- People could ask questions without pressure
- Participants could apply the learning to real life situations

Delivery was flexible depending on the needs of each group and individual.

5. Engagement and Attendance

The pilot was delivered across two community venues:

Manchester Settlement

Resonance Centre

Participants were engaged through local promotion and venue referrals, and sessions were accessible for adults who may not engage with formal education environments.

Engagement was strong, and feedback indicated a clear need for supportive digital literacy provision in community settings.

6. What Changed for Participants

Feedback and facilitator observations showed clear improvements across the pilot.

Participants reported:

- Increased confidence with devices and online tasks
- Feeling more able to try things independently
- Reduced anxiety around technology and making mistakes
- Greater understanding of online safety
- Improved ability to access services and information

Learn My Way helped participants feel progress quickly, because the topics were clear, practical, and easy to follow.

7. Participant Feedback and Learning

Overall feedback was positive, with participants describing the sessions as:

- Calm and supportive
- Easy to follow
- Practical and relevant to real life
- Delivered without judgement or pressure

Key learning from the pilot included:

- Many participants needed reassurance more than instruction
- Digital exclusion is often linked to confidence and fear of doing it wrong
- Learn My Way works best when paired with in person support
- Small progress built motivation and trust quickly
- Community venues are ideal environments for learning digital skills

8. Wider Impact

This project supported wider community goals by helping participants:

- Access vital services more easily
- Reduce isolation by improving communication ability
- Increase independence with day to day tasks
- Improve confidence and wellbeing

The pilot also strengthened relationships between BMS Wellbeing CIC and both host venues, creating a pathway for future delivery.

9. Challenges and How We Responded

Challenges included:

- Mixed skill levels within groups
- Low confidence and anxiety around technology
- Some participants forgetting steps between sessions
- Difficulty accessing accounts, passwords, or emails

We responded by:

- Delivering sessions in a person centred way
- Repeating steps calmly without rushing
- Supporting participants to build routines and confidence
- Using Learn My Way topics as a consistent structure
- Allowing participants to learn at their own pace

10. Conclusion

The Digital Literacy Pilot Project delivered meaningful impact across Manchester Settlement and Resonance Centre in 2024.

Using **Learn My Way** as the main learning platform provided a clear structure for participants to improve their digital confidence and build practical skills. Participants left feeling more capable, less overwhelmed, and more able to use technology in everyday life.

11. Next Steps

Following the success of the pilot, BMS Wellbeing CIC will explore opportunities to:

- Deliver additional Learn My Way supported programmes
- Expand delivery to more venues and communities
- Offer small group and one to one support models
- Develop referral pathways through local partners
- Seek funding to extend digital inclusion support long term