A guide to developing a

DEVICE LOAN SCHEME

Contents

1. Project outline

A device loan scheme provides an opportunity for individuals in the local community to borrow a device if they have no access to technology or the internet.

Developing a device loan scheme can help to address digital exclusion and provide an opportunity for individuals to benefit from being online. The Welsh Government National Survey of Wales (2020/21) shows 7% of the adult population in Wales are digitally excluded. Developing a device loan scheme will help to address digital exclusion by providing people with access to tablets and/or other devices, data and connectivity. By addressing digital exclusion, the project will help to address other social issues such as financial and social exclusion.

Today's modern society requires individuals to have basic digital skills to be able to engage with a growing number of online platforms. As the supply and demand for online services continues to grow, research suggests that those who are not online face many disadvantages including deterioration in health or missing out on finance and employment opportunities. For example, the Department of Work and Pensions has introduced digital-only services such as Universal Credit where recipients will need to be online to apply for their entitlement. Bus Pass applications are now online by default.

This device loan scheme guide will outline a step-by-step approach to how to set up your own scheme. The Guide will address all areas you would need to consider, including; types of device, safety & security, the loan procedure, supporting the user, training, promotion and troubleshooting.

2. Developing your device loan scheme

When developing a device loan scheme there are multiple areas to consider, which are outlined below;

2.1 Host organisation

Firstly you must identify who will host and manage the device loans, as this will determine the parameters of the loan, including the eligibility criteria, and the target beneficiaries.

For example, library device loan schemes could be open to all residents of the county, or a loan scheme delivered by Adult Community Learning would target their course participants.

2.2 Identifying your target groups

Be clear who and how many people you are trying to support with your device loan scheme. For example; carers, older people, people with disabilities etc as this will determine the loan scheme model you develop.

2.3 Referral process

Your device loan scheme may require a referral process for other organisations to identify participants. This can be achieved through an online referral form, a telephone booking system, or via a website. Setting up a waiting list linked to the referral process may be a requirement to manage high demand.
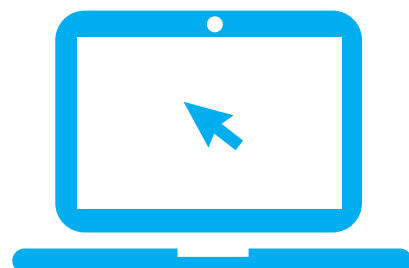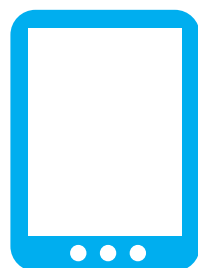
2.4 Devices

Understanding your target audience will enable you to identify the most appropriate devices for your loan scheme. For example, you'd need to work out whether a tablet (Apple or Android) or a laptop/chromebook would be more suitable for your target audience.

Cost will also need to be considered when deciding on your device types. User experience is an important factor as some cheaper devices are limited in their functionality. Balancing the cost of the device against the requirement for ongoing technical support is important. Cheaper devices may require more staff time troubleshooting.

Please see device loan scheme webpage for additional resources.

2.5 Wi-Fi or mobile data

You need to consider if it is important that the devices you are loaning come with data to access the internet, or if Wi-Fi only enabled devices would be sufficient.

If you require data, decisions need to be made about how much data is required and what data options are appropriate.

If you choose mobile data for your tablet this could be done either through individual sim cards inserted into the device or through a mobile Wi-Fi unit (Mi-Fi). Mobile Wi-Fi units allow you to connect up to 10 devices at the same time in the same place. If loaning laptops you can access the internet through a mobile Wi-Fi unit (MI-FI) or a dongle.

2.6 Mobile data options

There are many mobile data options available to consider in selecting the best package for your loan scheme. Sim cards are available online through providers such as Smarty. They can also be bought at supermarkets, from mobile phone providers, or through a telecom network provider. Thinking about these options will help you identify the right package for you at the right cost.

Pooled data is a perfect option if you are unsure of the amount of data required and need to share the data between all the devices. This can be discussed with your network provider.

Please see our device loan scheme webpage for additional resources.

2.7 Branding the device

You might want to consider branding the device to make the ownership clear. In some cases this can be achieved at the point of purchase. For example, Apple offers a free engraving service (tablet only). If loaning tablets, you can also create an organisational logo and message for the home screen. All devices can benefit from additional security by using hologram/security stickers.
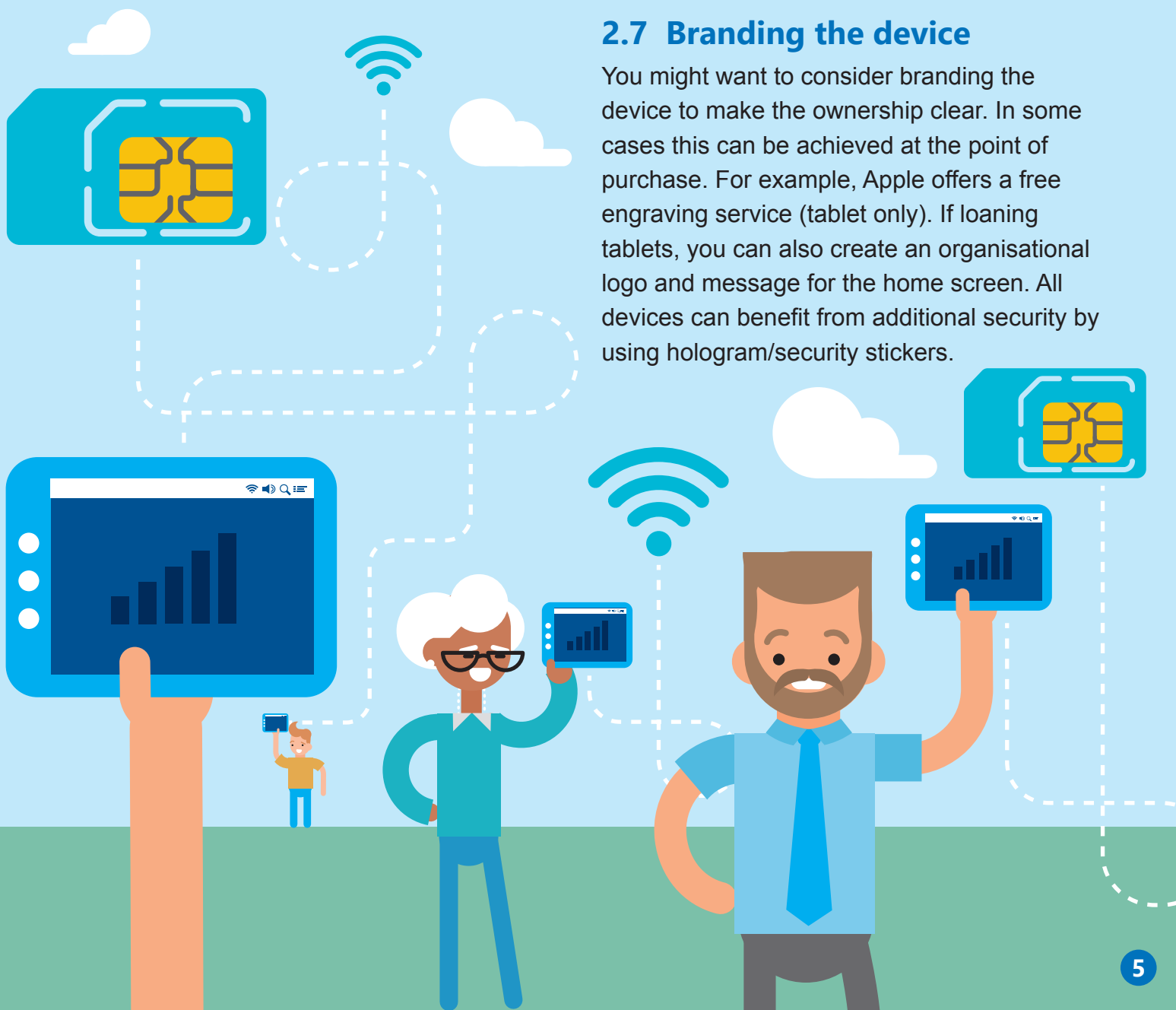
2.8 Managing/securing the devices

Mobile Device Management (MDM) gives you the ability to have full remote access and control over every tablet (Android or Apple).

The MDM will allow you to use tools including:

- Geo-tracking (device location and location history)
- Lost Mode - completely locks the device and can only be unlocked via MDM
- Activate an alarm on the device
- Restart device
- Remote lock device
- Completely wipe the device data
- Push apps to device without icloud account
- Remove apps from device
- Run activity reports ie: most used apps
- Restrict app purchases
- Restrict / block apps and downloads
- Push messages to devices
- Other functions available

There are various MDM providers. It's best to shop around as cost will vary depending on what you require and how many devices you want to manage.

You will need to consider who will manage the MDM.

## 2.9 Setting up the device ready for loan

Before you start the device loan you might want to consider setting up generic email accounts. This would enable people to use the device straight away without learning to set them up first. Pre-loading relevant apps is also a good idea. Make sure the device is fully charged before it is loaned out. It could be helpful to have a remote access app pre-loaded onto the device to enable digital champions / staff to support people remotely.

2.10 Loan procedures

You will need to consider the required loan procedure documentation to ensure individuals are aware of their responsibility for the devices once loaned. This should include acceptable usage agreements and loan terms and conditions. The loan agreement must be signed by the organisation and the loanee. Other documents could include data usage guide and evaluation questionnaires.

2.11 Roles and responsibilities

When planning your loan scheme it is important to consider staff roles. These will include managing the MDM, overseeing the return of devices to ensure they are in full working order and all personal data has been wiped. If there are multiple venues where people can borrow the device from then it is important to have a lead staff member at each venue.
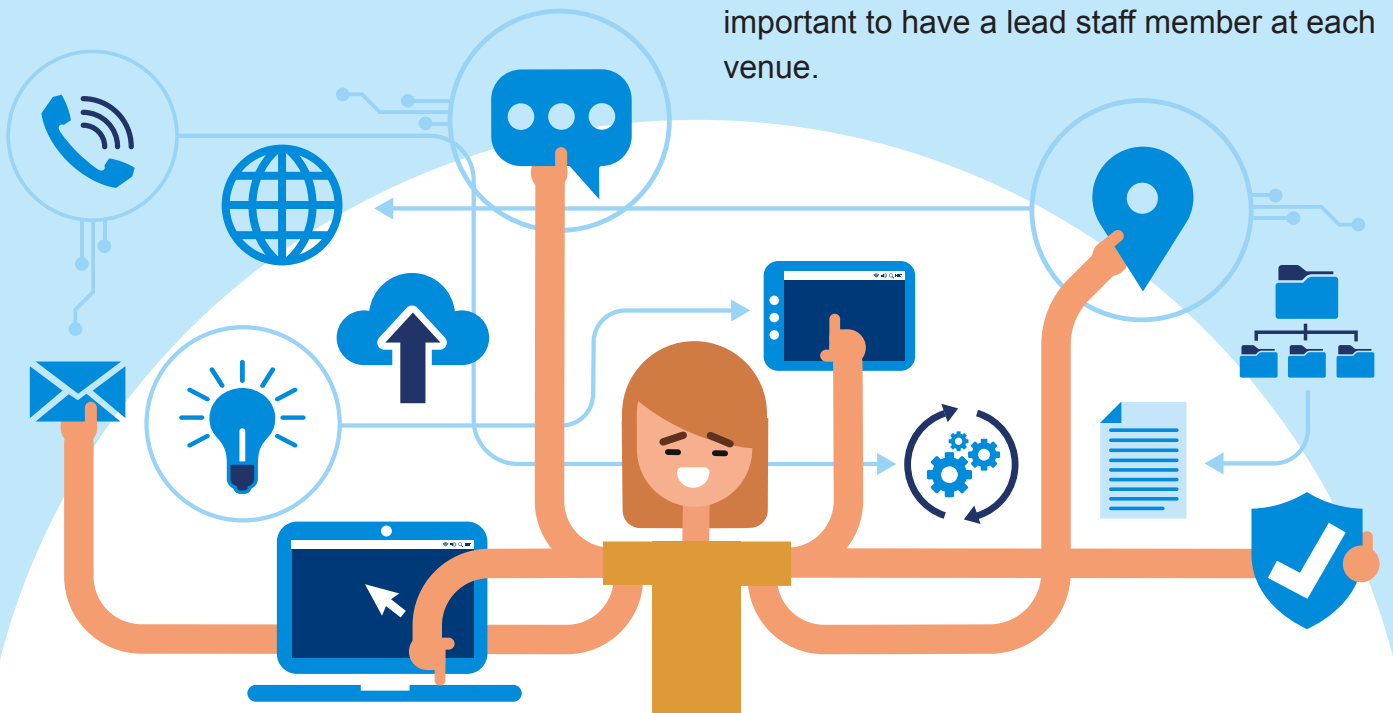
3. Costs

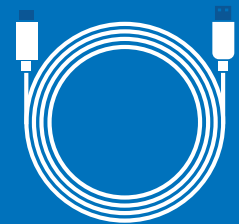Costs to consider when planning your device loan scheme or to support your funding application are:

Cost of devices
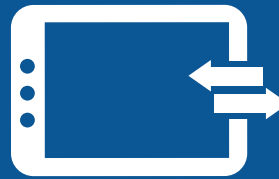
Data

Cables

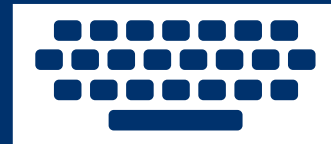**Cases and other useful equipment eg. keyboard, stylus, etc.**

MDM

Insurance

Leasing options

IT Support

Launch of the scheme

Staff time in managing the MDM

Please see our device loan scheme webpage for additional resources.

4. Supporting your users

How to guides

The individuals that will borrow the device will often have limited or no digital skills. They may need support in using the device and it is important to ensure they have the relevant assistance required. This can come in the form of printable user guides or through being linked with a digital champion who can provide personalised support.

Digital Communities Wales has developed a number of user guides to help support people to engage with the device they borrow. There is support on a variety of topics, such as how to download an app or setting up accounts. To access the users guides please click the link to the user guide Padlet below. A Padlet is an online guide.

https://padlet.com/dcwalestraining/User_Guides

Learn My Way

Learn My Way is a website with free online courses to help people develop their digital skills. The website contains over 30 free courses designed to help beginners get started with the online basics, including: using a mouse, keyboard, setting up email accounts and using internet search engines. They also offer inspiration to help people develop their digital skills further. Learn My Way courses are designed to be in line with the Government's essential digital skills framework.

Learn My Way is free for everyone.
https://www.learnmyway.com/

Digital Unite

Digital Unite - Digital Champions Network is a web-based learning platform with over 20 online courses, hundreds of resources and easy-to-use monitoring & reporting tools. Digital Unite also provide 400+ how-to guides covering a whole host of digital topics. The guides are written by subject matter experts and are updated daily. The guides are perfect for supporting others with their digital skills or improving your own knowledge.

https://www.digitalunite.com/technology-guides
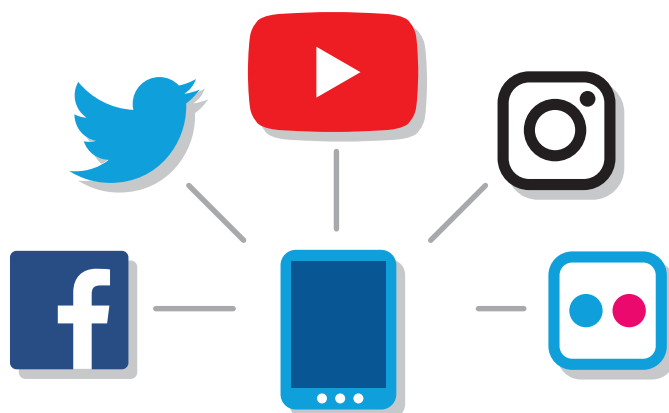
Apps

You might want to consider putting different apps (device applications or tools) on your devices before they are loaned. Understanding your target audience will help to ensure you set up the devices to meet the needs of those borrowing the kit. For example, if loaning a device through a library-loan scheme, library specific apps such as BorrowBox can be preloaded.

Please see our device loan scheme webpage for additional resources.

5. Training

Digital Communities Wales (DCW) Training

Digital Communities Wales delivers a wide range of digital inclusion training to frontline staff and volunteers. Each training module is designed to give them the confidence, knowledge and skills to use technology themselves and help others to do the same.

Free, flexible and fully-bespoke, the training is designed to meet the needs of your organisation. In partnership with the device loan scheme, DCW can provide bespoke training for the staff of partner organisations to enable them to support the individuals who borrow the devices. DCW can also support you to develop a Digital Champion volunteer model to help support your device loan scheme. For example, DCW can provide guidance in developing a digital champion role and bespoke training for both newly recruited champions and the people they aim to support.

Please see our device loan scheme webpage for additional resources.

6. Marketing

Marketing and promotion may be a great way of advertising your project. The methods used will vary depending on the type of device loan scheme you are operating. There are a number of things to consider:

- Launch event - This is a great way to create a buzz about the new scheme and invite key stakeholders and potential users of the scheme.
- Press release - Before you launch your event a good way to let people know is through a planned press release.
- Promotion material / social media campaign - Developing marketing materials, including posters and leaflets to continuously promote the scheme can be useful. Social media is another way to attract interest in the scheme.

Please see our device loan scheme webpage for additional resources.

7. Partners

A device loan scheme can be developed as part of a partnership or by a single organisation, depending on the scale and/or the intended target audience. For example the Vale Tablet Loan Scheme was developed in partnership with Newydd Housing Association, DCW, Vale of Glamorgan Libraries, and Vale Homes.

8. Troubleshooting

As with all schemes you are likely to face some challenges that arise. We have highlighted a few common issues that you may want to consider whilst developing your scheme.

Protecting your device

To prevent the device from breaking or being damaged it is important to provide strong robust covers/cases. It is worth considering having a contingency fund to cover lost/ damaged charging cables and plugs.

Data usage

Running out of data too soon: Most data providers can set an alert when the data used hits a certain limit.

Not returning the tablet on time

The lead organisation is able to use the MDM to send a message to the tablet notifying the user that the loan has expired. By using the MDM the device is able to be locked remotely and located.

Branding the device

Ensuring it is clear who the owner is and how it can be returned can help prevent loss of the device if the loanee ends up going into care or hospital.

9. Existing device loan schemes

There are a number of examples of existing tablet loans schemes in the UK. For information please see the examples below:

Vale Tablet Loan Scheme

Developed in partnership with a number of organisations working in the Vale of Glamorgan to provide tablets with sims and data to support digital excluded residents in the county.

https://www.valeofglamorgan.gov.uk/en/enjoying/Libraries/Vale-Tablet-Loan-Scheme.aspx

Halo Leisure

Developed a tablet loan scheme for carers in Bridgend. Tablets with sim cards and data are loaned to carers to enable them to join virtual online support and exercise groups. The carers are provided with a tablet and are supported to join a Zoom class for the first time. The support is initially provided through a phone call and also when they join zoom.
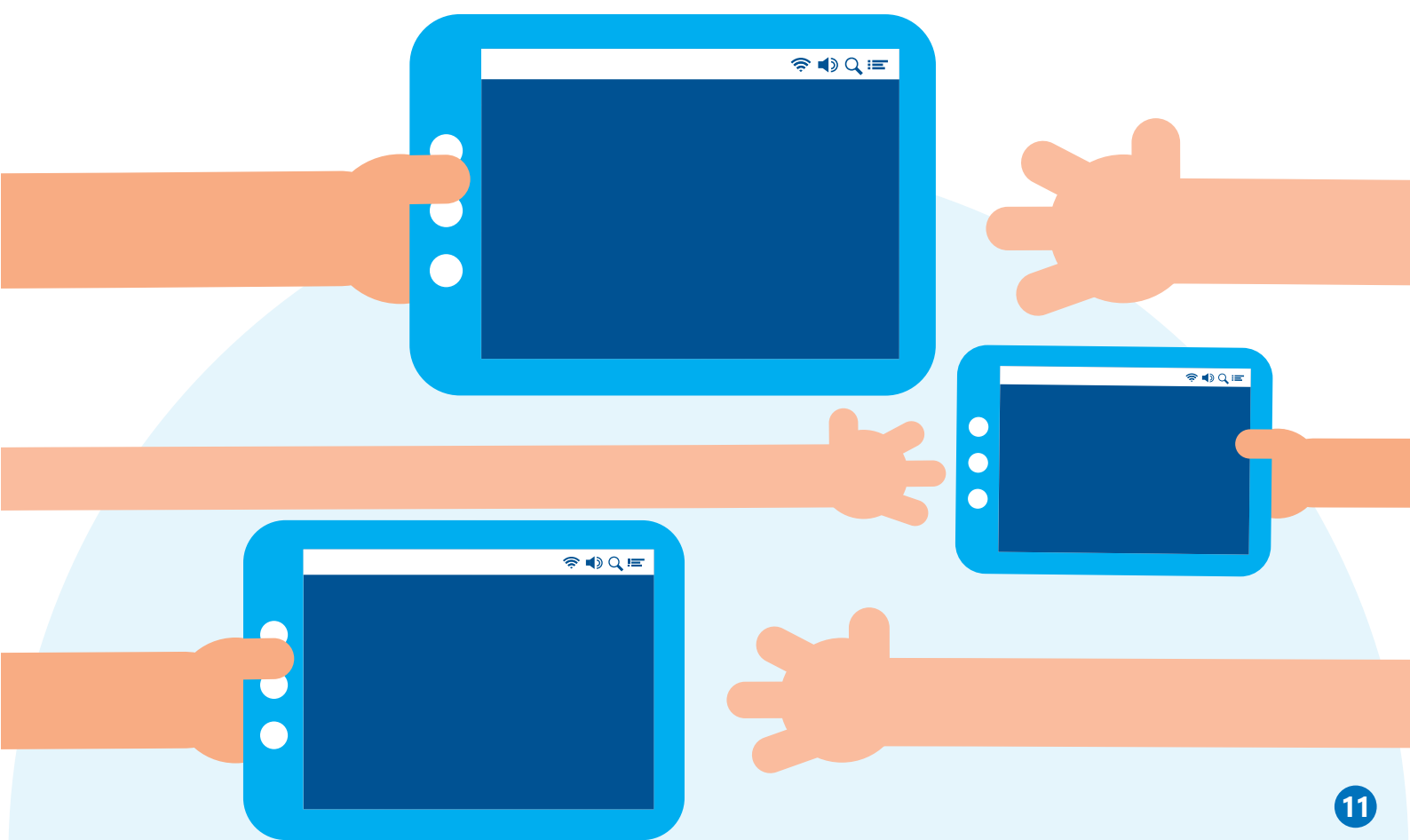
For examples of schemes set up in England please see below:

Lewisham Tablet Loan Scheme

https://www.london.gov.uk/sites/default/files/mi_wifi_self-evaluation_report_2018.pdf

Leeds Tablet Loan Scheme

https://www.youtube.com/watch?v=kN1dMap3dUg

10. Reporting

Developing an appropriate monitoring process will enable you to gather information to document the success of your scheme. This may also help with

1. Upscaling

2. Future funding

3. Evaluation impact

You must decide on what kind of information you wish to collect for the goals of your device loan scheme project, and how you wish to collect this information. Note, you must ensure that any data collected complies with the General Data Protection Regulations (GDPR).

For your data collection you will have to decide on which one, or both, of the following types of data you wish to collect:

- Quantitative data - accurately record a large scale of statistical data.

- Qualitative data - focuses on personal feedback, understanding individual experiences, or collecting insights on a specific context.
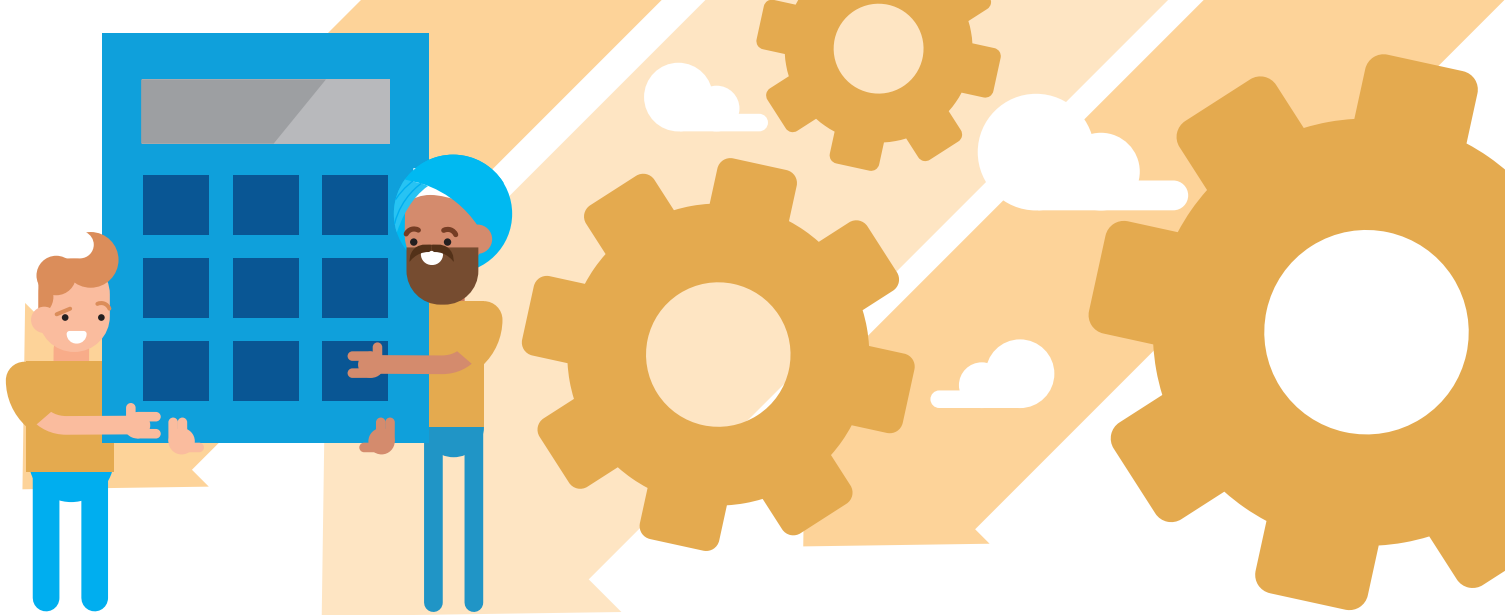
If you have several aims, it is advisable to use both methods to collect the required information.

Methods of collecting information

There are various methods you might want to consider for collecting the information you need. These can include;

- Surveys/questionnaires - this information can be collected at the beginning and end of the loan.

- Interviews with participants

- Case studies/impact reports - using video and photos where appropriate.

What platform you use to develop your survey/questionnaire is down to your preference. Some suggestions include SurveyMonkey or Google forms for surveys. You also might want to have paper copies of the survey available.

If you decide interviews may be more appropriate, video conferencing software may be a good way to do this. We would recommend recording the interview so you have the option to play it back later if needed.

Ensure that any data you collect and data collection services you use follow GDPR regulations.

11. Exit strategy

It is important to consider an appropriate exit strategy which will address the ongoing needs of the individuals once they have to return the devices. We recommend doing this at the planning stage. Some things to think about include making sure information is shared about affordable solutions for individuals to purchase their own kit and also internet access for that individual after the scheme ends.

For further information or support

For further information or to discuss a device loan scheme in your area, please contact your local DCW advisor.

Email: digitalcommunities@wales.coop

Web: https://www.digitalcommunities.gov.wales/

Phone: 0300 111 5050

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