

TECHNOLOGY TOGETHER

A Project Level Evaluation



Vinal K Karania

Research Manager (Evaluation & Impact)

Research Department, Age UK

Age UK

Tavis House

1-6 Tavistock Square

London, WC1H 9NA

Research@ageuk.org.uk

© Age UK Research Department (January 2015)

Acknowledgements

The author of this report would like to thank the representatives of local Age UK Brand Partners (London, North Craven, Salford, South Tyneside and Wirral), the Technology Together project team (in particular Sarah Stott) and older people participating in the project who shared information for this evaluation.

The author would like to give a special mention to Titilope Adekunle (Research Assistant at Age UK) for supporting the author in carrying out interviews with older people participating in the project.

Author



Vinal K Karania is Research Manager at Age UK with responsibility for Evaluation & Impact. He designs, manages and carries out research evaluation in support of the Charity's objectives. He supports colleagues in the Charity and local Age UK Brand Partners to understand and develop evaluation systems and processes across delivery programmes, ensuring that appropriate methodologies are recognised and used. He can be contacted at Vinal.Karania@ageuk.org.uk or on 020-3033-1182.

Contents

Summary of Key Findings.....	7
How successful was the project in recruiting socially isolated older people?.....	7
Did older people benefit from participating in this project?	7
Did younger people benefit from participating in this project?	7
What factors contribute to successful delivery?	8
1.Introduction	9
2.Delivery Model and Participation Numbers	10
Recruiting Older People	10
Recruiting Young People	11
Delivery Models.....	12
Summary	12
3.Older People’s Experiences & Outcomes	13
Why did older people participate in this project?	13
How did older people benefit from participating in this project?.....	14
How did older people find the experience of participating in this project?.....	16
Summary	16
4.Young People’s Experiences & Outcomes	17
Why did young people volunteer for this project?	17
What did younger people get out from their volunteering experience?	18
How did younger people find the experience of volunteering for this project?.....	19
Summary	20
5.Lessons for effective delivery of model	21

Summary	25
6.Limitations of the evaluation	26
Summary	26
7.Conclusion.....	27
Annex – Sources of Evidence for Evaluation	28
Monitoring Data	28
Older People’s Survey	28
Younger People’s Survey.....	29
Interviews.....	29
Case Studies	30
References	31

Summary of Key Findings

The summary of the key findings should be considered indicative. They are based on a relatively low sample size, whose representativeness cannot be determined. However, these findings are consistent with those of similar other projects.

How successful was the project in recruiting socially isolated older people?

- The project recruited 264 older people onto the project (176% of project target)
- The project recruited 106 young people as volunteers (212% of project target)
- There was variation among local Age UK Brand Partners in how older people were supported and the extent to which recruitment targets were exceeded
- The project did not define what is meant by social isolation and therefore there is no information to understand the profile of older people recruited in terms of the extent to which they are or are not socially isolated

Did older people benefit from participating in this project?

- Older people gained knowledge and skills, and used these to carry out various activities of interest using digital technology and the internet
- Older people enjoyed their experience of participating in the project

Did younger people benefit from participating in this project?

- Young people became more confident and developed their skills
- Young people improved their emotional well-being
- Young people improved their understanding of life as an older person
- Young people enjoyed their volunteering experience, and found it rewarding

What factors contribute to successful delivery?

- Local Age UK Brand Partners having and using a lead in time, preferable a minimum two months, before delivery begins
- Local Age UK Brand Partners having and using the opportunity to meet with each other
- Making sure the venue is suitable
- Making sure the equipment and material are available in a timely manner, and are suitable and accessible
- Tailoring the contents to suit the goals and needs of older people but ensuring, if required, the basics are covered
- Making sure the age group of volunteers wishing to be used fits with the delivery timeline for the project
- Ensuring volunteers have appropriate the social skills
- Having staff and volunteers who are patient and friendly

1. Introduction

- 1.1. Technology Together is a digital inclusion project that was delivered between April 2014 and October 2014 across five areas of England. The project was delivered by five Age UK Brand Partners: London, North Craven, Salford, South Tyneside and Wirral. The project was funded by money raised by Age UK and YouthNet, as the joint Virgin London Marathon Charity of the Year 2013.
- 1.2. The Technology Together project is a collaborative project between Age UK and YouthNet to develop an intergenerational model that uses young volunteers to help older people develop their knowledge and understanding of what is and how to use technology. The project initially ran a pilot between October 2012 and March 2013 that was delivered by Age UK Cheshire East and Age UK Wirral¹.
- 1.3. The aim of the project delivered between April 2014 and October 2014 was to support socially isolated older people to begin to develop the skills to use technology to remain in contact with friends and family, along with providing an accessible way to introduce them to the benefits of the digital world. It was also aimed at providing young people with the opportunity to engage with their community and develop their own personal skills.
- 1.4. This report presents the findings of the evaluation of the Technology Together project. Section 2 of this evaluation report describes the delivery model (including participation numbers). Section 3 discusses the experiences of older people, followed by the experiences of younger people in section 4. Section 5 outlines some of areas that have been highlighted as important to the successful delivery of this type of project. Section 6 describes some of the limitations of the evaluation, and section 7 concludes this report with a summary of the overall assessment of the success this project in meeting its aims.

¹ References to the evaluation of these pilots are mentioned in the *References section* of this report

2. Delivery Model and Participation Numbers

2.1. In this section the evaluation report presents information on the models used to deliver the Technology Together project, including how older people and younger people were recruited.

Recruiting Older People

2.2. Local Age UK Brand Partners used a variety of different avenues to recruit older people to the project. They advertised the project through word of mouth; in local newsletters, shops and clubs; through social media; through older people forums; and through referrals from other services, including day-care centres, befriending services and social services. The avenues used to recruit older people varied among the local Age UK Brand Partners. These recruitment avenues appear to have been successful.

2.3. The local Age UK Brand Partners were expected to recruit 30 older people onto the project, a total of 150 for the whole project. As shown in table 1 the total number of older people recruited onto the project exceeded the target for the whole project (reaching 264) but there was variation between Age UK Brand Partners.

Table 1: Number of older people recruited to project

Age UK Brand Partner	London	North Craven	Salford	South Tyneside	Wirral	Total
Target	30	30	30	30	30	150
Actual	33	32	70	48	81	264
Target Achieved	110%	107%	233%	160%	270%	176%

2.4. All the local Age UK Brand Partners exceeded their individual target of recruiting 30 older people. London and North Craven recruited a little over 30 older people. South

Tyneside recruited almost two-third more older people than the target, with Salford and Wirral recruiting more than double the target number of older people.

2.5. There was no single definition of what was meant by social isolation and therefore older people recruited to this project are likely to have been from all parts of the social isolation spectrum, possibly ranging from those at the very low end (or not socially isolated) to those who are very socially isolated.

Recruiting Young People

2.6. Local Age UK Brand Partners recruited young people to the project through advertising the opportunities on social media and through their networks, and actively approaching educational establishments and local voluntary organisations.

2.7. The local Age UK Brand Partners were expected to recruit 10 older people onto the project, a total of 50 for the whole project. As shown in table 1 the total number of young people recruited to volunteer on the project exceeded the target for the whole project (reaching 106) but there was variation between Age UK Brand Partners.

Table 2: Number of young people recruited to volunteer on the project

Age UK Brand Partner	London	North Craven	Salford	South Tyneside	Wirral	Total
Target	10	10	10	10	10	50
Actual	16	23	26	28	13	106
Target Achieved	160%	230%	260%	280%	130%	212%

2.8. All the local Age UK Brand Partners exceeded their individual target of recruiting 10 younger people. Wirral recruited a little over 10 young people, with London recruiting almost double the target number of young people. North Craven, Salford and South Tyneside recruiting more than double the target number of young people.

Delivery Models

2.9. All the Local Age UK Partners developed and delivered the Technology Together project in their own way. This meant that there was a variety of delivery models located at many different venues: older people received one-to-one support from volunteers or as part of a group; sessions were held at Age UK centres, pubs or educational establishments with some providing refreshments and the opportunity for older people to chat and mingle. In all cases the support was tailored to the needs of older people.

Summary

- The project recruited 264 older people onto the project (176% of project target)
- The project recruited 106 young people as volunteers (212% of project target)
- There was variation among local Age UK Brand Partners in how older people were supported and the extent to which recruitment targets were exceeded
- The project did not define what is meant by social isolation and therefore there is no information to understand the profile of older people recruited in terms of the extent to which they are or are not socially isolated

3. Older People's Experiences & Outcomes

3.1. In this section the evaluation report discusses the experiences and outcomes of the older people who participated in the Technology Together project. The findings are based on a survey completed by older people, interviews with a sample of older people who attended the course and a review of case studies developed by each of the local Age UK Brand Partners.

3.2. The survey was designed mid-way through the delivery of the project by the Age UK Technology Together project team, and administered by the local Age UK Brand Partners. It was expected that the survey would be completed online, and of the 264 older people who participated, 19 completed the survey (i.e. response rate 7.2%). The appendix provides more information about the profile of survey respondents, the number of interviews carried out and case studies reviewed.

Why did older people participate in this project?

3.3. The older people who participated in this project had a range of experience in the use of various technological devices. Some older people previously had no experience whereas others had more extensive experience; and some had previously accessed training whereas others had not. This range of experiences and access to devices meant that the reasons for older people wishing to participate in this project were diverse, and included: *wishing to learn to use computers or different technological devices; wishing to build on existing knowledge to learn new procedures; and meeting new people.*

How did older people benefit from participating in this project?

3.4. The older people participating in this project appear to have benefitted in a variety of ways. The information collected through all three methods (i.e. triangulation of the evidence) suggests that:

- **Older people participating in this Technology Together developed their basic digital skills, including the safe use of the internet and internet related applications:** table 1 shows that of the older people completing the survey, around double the number of older people were confident (after participating in the project) *using a keyboard and mouse, using the internet and using email*; with more than double the number confident *creating secure passwords and identifying threats via websites and emails*.

	Before Participating	After Participating	Change (% points)
Using a keyboard	53%	100%	47
Using a mouse	47%	89%	42
Searching for information using the internet	42%	95%	53
Sending and receiving emails	47%	100%	53
Using a social network (e.g. Facebook)	32%	47%	16
Using Skype (or equivalent)	32%	39%	7
Shopping using the internet	37%	71%	34
Creating secure passwords	33%	84%	51
Recognising secure and trusted websites	26%	63%	37
Recognising and deleting spam and /or potential threats	16%	78%	62

- **Older people participating in Technology Together used their newly developed skills and knowledge to carry out activities of interest:** older people developed the confidence to apply their newly gained skills and knowledge to use technology for a variety of purposes ranging from *keeping in contact with friends and family, to online shopping or banking to pursuing hobbies.*

- *“I found that it was very helpful for me to get in touch with the family...we learnt how get on facebook and it was lovely because they showed me and I got in touch with my grandson in Germany and he got back to me while doing the lesson and that was very nice...and I have a granddaughter in Canworth; I got in touch with her and showed her how to skype ”*
- *“I am feeling more and more confident, as an individual it will help me keep in touch with loved ones and facilitate my need to bank online. I also think I will benefit from using the internet to gain knowledge and information. I was worried about retiring as I thought I’d have nothing to do, but not anymore”*
- *“As well as being able to play on PowerPoint I can now join in on the Age UK local history facebook site. I confidently comment on pictures of the area that I know and recognise”*
- *“It’s enabled me to do the research that I wanted to do...some of the research I wanted to do on the history of my local area, enabled me to do that and look up different things”*

How did older people find the experience of participating in this project?

3.5. The older people appear to have been satisfied with the experience of participating in the project. All survey respondents were satisfied with their experience, with almost 85% very satisfied. Older people looked forward to and enjoyed attending.

- *“We do enjoy it, we have a laugh”*
- *“I’ve been happy with the classes and tuition we’ve been getting”*
- *“It’s a really enjoyable morning – it’s an hour out of the house and it gives you something to look forward to even if it’s a bad day; you get up and get ready to go”*
- *“I really enjoy it here; its somewhere to meet other people of my own age, share a laugh or two and learn something new”*

Summary

- Older people gained knowledge and skills, and used these to carry out various activities of interest using digital technology and the internet
- Older people enjoyed their experience of participating in the project

4. Young People's Experiences & Outcomes

4.1. In this section the evaluation report discusses the experiences and outcomes of the younger people who volunteered to support older people to begin to develop the skill to use technology. The findings are based on a survey completed by younger people at the end of the project and interviews with four younger people.

4.2. The survey was designed mid-way through the delivery of the project by the Age UK Technology Together project team, and administered by the local Age UK Brand Partners. It was expected that the survey would be completed online, and of the 106 younger people who volunteered, 12 completed the survey (i.e. response rate 11.3%).

Why did young people volunteer for this project?

4.3. The young people who participated in Technology Together volunteered for three categories of reasons:

- to develop their skills and knowledge: two-thirds of survey respondents indicated that they volunteered to gain or develop their skills and knowledge
- to increase their chances of employability: half of survey respondents indicated that they volunteered to increase their employability
- to feel part of and/or give back to the community: almost 60% of survey respondents indicated they volunteered to feel part of and/or give back to their community

- *"I was hoping I could learn new skills and also know a lot more about older people in our community"*
- *"I can put it into CV and stuff like that"*
- *"I wanted work experience and this was a good opportunity"*

What did younger people get out from their volunteering experience?

4.4. The young people who volunteered appeared to gain from their participation in Technology Together in several ways, many of these benefits reflecting their initial reasons for volunteering. The young people benefitted by ***becoming more confident, developing their skills, improving their emotional well-being*** and ***improving their understanding of life as an older person.***

Table 3: Volunteers experiencing increase in skills, knowledge and well-being

Confidence	My confidence in my own abilities	91.6%
Skills	My skills (e.g. communicating, working as part of a team, numeracy etc.)	66.7%
	My own digital skills	58.3%
Emotional Well-Being	My sense of self-esteem	66.7%
	My sense of motivation	66.7%
	My willingness to try new things	75.0%
	The sense that I have things to look forward to in my life	58.3%
Community	My understanding of the lives and interests of older people	100.0%
	My sense that I am making a useful contribution	100.0%

4.5. As shown in table 3, the biggest benefits to young people volunteering in Technology Together was an increase in confidence and a feeling of contributing to the community, including understanding older people. All volunteers completing the survey saw an increase in these categories of benefits. An increase in skills and emotional well-being followed with somewhere in the region of two-thirds of survey respondents indicating an increase in these categories of benefits from participating in Technology Together.

- *“During this process I’ve learnt many new things”*
- *“My technical skills have improved a little...being able to talk confidently. And just to be able to say on my CV [that] I’ve done this, that will open doors for me as a person, like in my career as well as in my personality and my social skills”*

- *“Skills developed were to learn how to talk to older people but also to understand what older people face in the community and to understand some technical skills with computers and such other things like that”*
- *“I feel like I have developed lots of social skills...definitely confidence and breaking down barriers between generations”*
- *“[Volunteers] developed in confidence and their appreciation of older people in the aging process and things like that. Through volunteering lost quite a couple because of developed skills, and I think most of it was about their confidence so lost a couple who were able to get employment. There was one particular one who had been unemployed for quite a period of time but through volunteering helped him get the job I think in the end.”*

How did younger people find the experience of volunteering for this project?

4.6. In addition to developing new skills and knowledge, the young people who volunteered for Technology Together appear to have had an enjoyable experience, finding it rewarding and something that they would recommend to other young people.

- *“Enjoyable, possibly inspiring because helping the community build something of a project which doesn’t cost them anything”*
- *“I found it’s been lots of fun, and I felt very rewarding”*
- *“It’s a different experience. It’s something that I think everyone should go through. It kinda of opens up everything that you thought about...all the stereotypes of older people are just gone. I mean people see them as old and boring and smelly or whatever and it’s not true, they’re really lovely people. I’d recommend every single person to do it”*
- *“It was a great experience for me, and I really enjoyed taking part in the sessions and helping others to understand how to use the computers. And I loved listening to stories I was told and just chatting to the people there”*

Summary

- Young people became more confident and developed their skills
- Young people improved their emotional well-being
- Young people improved their understanding of life as an older person
- Young people enjoyed their volunteering experience, and found it rewarding

5. Lessons for effective delivery of model

5.1. In this section the evaluation report discusses the experiences of delivering this model, focusing on the areas that have been highlighted as important to deliver this model effectively. The findings are based on interviewing each of the five local Age UK Brand Partners delivering the Technology Together project and understanding the successes and challenges they faced, along with the interviews with older people participating.

5.2. Through the interviews the following issues were raised as important elements to the successful delivery of the Technology Together project:

- **A lead in time before delivery begins is helpful and preferably one that is at least two months long.** The ability of Age UK Brand Partners to successfully deliver a project is dependent on the infrastructure being in place and the resources being available. Identifying and organising venues, purchasing the required equipment, recruiting younger people to volunteer, and identifying and recruiting socially isolated older people all take time and cannot begin until the funding available is confirmed. Therefore an initial period of time to put the resources in place and build the infrastructure is needed. *“When you apply for funding you often do not know you are going to get the funding until a certain time and then when you hear you’ve got the funding you usually have to hit the ground running. So not knowing you’ve got it and having to work straight away its quite taxing really. So on this occasion when we heard we got the funding and we had a month to get ready, ideally it would be nice to have two months even three but that can’t always happen, at least having some time to establish yourself was better than none.”*²

² Local Age UK Brand Partners were notified of their participating in this project on 7th March 2014, with the training day taking place on 7th April 2014 and delivery expected to begin from May 2014. There was a two month period between notification and expected delivery start day but the impression was that preparation time only began after the training day, hence only one month.

- **Local Age UK Brand Partners having the opportunity to meet with each other.** Age UK Brand Partners tend to have different experiences of delivering intergenerational projects and bringing them together at an early stage enables the knowledge gained through the years – what works, the challenges – to be shared among the network. This can be of particular help to these Age UK Brand Partners who are less established in the field of offering intergenerational projects. *“Very helpful because you could network a bit better...and it never fails to amaze me how many different Age UKs are doing different things but all around the same IT project and its really inspiring when you meet up with people; gives you so many more ideas about how to run things. Very helpful.”³*
- **Make sure the age group of volunteers wishing to be used fits with the delivery timeline for the project.** The delivery of the Technology Together project between the months of April and October meant that in some areas, recruiting the types of volunteers that the Local Age UK Brand Partner wished to was challenging, because of exams and the summer break. *“The timing of the project was really really bad for working with younger people and that was something that came out of the big Mi-Community evaluation... pity that...[when we] got to run the programme that it actually run over the summer months when it is not very good and conducive to work with anybody young or old to be honest....this was a big recommendation that came out of MiCommunity, the optimum time to work with young people is Autumn to Easter.”*
- **Make sure the venue is suitable.** It is important that the venue to be used is suitable and working, especially when working with educational establishments given the safeguarding issues and just managing the interaction between hundreds of children and a few older people. *“Restrictions of the school...things like access to*

³ Local Age UK Brand Partners were brought together on 7th April 2014 at the training day and participated in conference calls; they were also invited in July 2014 to a celebratory event for the completion of other Age UK digital inclusion projects

the full suite of internet things you would normally want to look at as an older person...the whole safeguarding thing which I am completely not going to knock but which was at bizarre bureaucratic levels; for instance we were very much given take it or leave it this is what we do this is when we meet this is what happens this is where we will meet, and thankfully there were enough heads on board to say that if we have to meet here lets come in through a different entrance which will make it much more accessible to older people...don't have to go through piles and piles of corridors at lunchtime."

- **Make sure the equipment and materials are available in a timely manner, suitable and accessible.** The successful delivery of the project is highly dependent on the equipment required to deliver the project being available and working. A fail on this front can significantly impact upon the quality and quantity of the project delivery. For example, the e-platform training material developed by YouthNet was considered by many to have appropriate content and be useful, but the late delivery of the product and the chunkiness of the access meant it was not as helpful as it could have been.

"The content is very useful, it's just a bit clunky the website from getting back after completing one section"

"Platform was possibly quite clunky in terms of loading up each module and it meant something in the schools computer was not going to accept that download"

- **Tailor the contents to suit the goals and needs of older people but ensure, if required, the basics are covered.** Different older people have different levels of experience and skills and wish to learn different things. Therefore to successfully engage older people and develop their knowledge and skill sets it is important to tailor the contents of what is taught to what older people wish to learn.
"Personalised and tailored to the need of older person, I mean obviously we go with some content there if older person aren't quite sure what they want to learn; we

have you know suggested type of content but no try and tailor it to exactly what they want to learn whether it be learn how to email and things like that...we did original go through the basics because think it is important...unless you cover the basics they get frustrated.”

- **Ensure volunteers have appropriate social skills.** Many younger people will already be more technologically literate than the older people they support. Therefore it is important that younger people who are recruited have the social skills to use their knowledge and skills to support older people.

“Patience...interest in the older person so interest in other people, and not necessary computer skills. Interested in working alongside a person to find things out and bring solutions, and the business about - and it’s such a big skill to use - enabling people to learn for themselves...really hard to let people learn at their own speed and that is a massive learning thing for young people and think comes from valuing the older person”

“It didn’t seem to be so much the IT skills, it was more the social skills because all the volunteers could do the basic IT a lot more than the older people could do, but some of the volunteers were a bit shy when they came in and so I think the volunteers more being friendly and approachable, I think they were higher on the skill set than the actual IT skills. They had to make the older person feel comfortable and to make them feel if they made mistakes it was okay”

- **Have staff and volunteers who are patient and friendly.** Every positive experience has been accompanied by positive remarks about the staff and volunteers who supported the older people. Having the right staff and volunteers is crucial to providing a positive experience for older people.

“Everyone is very helpful, the teachers are very good and patient and everyone has a smile on their face”

“The teachers are every so patient and helpful”

“I enjoyed contact with the young people because they were so nice. The one I had who was a young lad when I said great I now know how to do that he was really chuffed that he had taught ne something I could do ”

Summary

- A lead in time before delivery begins is helpful and preferably that is at least two months long
- Local Age UK Brand Partners having the opportunity to meet with each other
- Make sure the age group of volunteers wishing to be used fits with the delivery timeline for the project
- Make sure the venue is suitable
- Make sure the equipment and materials are available in a timely manner, suitable and accessible
- Tailor the contents to suit the goals and needs of older people but ensure, if required, the basics are covered
- Ensure volunteers have appropriate social skills
- Have staff and volunteers who are patient and friendly

6. Limitations of the evaluation

6.1. In this section the evaluation report discusses the limitations of the evaluation.

6.2. The evaluation findings are based on documentary analysis, monitoring information collected by the Technology Together project team, interviews with each of the five local Age UK Brand Partners delivering the project, a survey completed by older people and younger people, interviews with a sample of older people who participated and a review of case studies developed by each of the local Age UK Brand Partners.

6.3. The Age UK Research Team was commissioned to carry out the evaluation of the Technology Together project mid-way through the delivery phase. The Research Team was therefore not involved in the design of the project or the decision on what monitoring data was to be collected. This meant that there was information that would have added insight into the success or otherwise of the project that was not collected as it was not identified as being required at the design phase of the project.

6.4. The involvement of the Age UK Research Team towards the end of the project also meant that resources that could be devoted to the evaluation were minimal and so in-depth work looking at how different models differed in their success could not be investigated in detail, meaning a key element of the evaluation could not be effectively carried out.

Summary

- The evaluation framework should be designed as the project is developed to ensure appropriate information is identified for collection in the least burdensome way
- The evaluation team not being involved at the design stage of the project limited the types of questions that the evaluation could answer, and in particular meant learning on the successes of different delivery models could not be assessed in detail

7. Conclusion

- 7.1. The Technology Together project aimed to support socially isolated people, using an intergenerational model, to begin to develop the skills to use technology to remain in contact with friends and family, along with providing an accessible way to introduce them to the benefits of the digital worlds. It also aimed to provide young people the opportunity to engage with their community and develop their own personal skills.
- 7.2. The project was successful in reaching the target number of older and younger people. Older people enjoyed participating in the programme, including interacting with younger people, and became more confident in using technological devices; gaining knowledge and developing new skills. Younger people similarly enjoyed the experience and developed their confidence and skills, finding it rewarding to support the local community and developing a greater understanding of the lives of older people.
- 7.3. Older people built on their confidence and used the skills they developed for a variety of purposes including keeping in touch with friends and family. The various avenues of recruiting older people, and their enjoyment in interacting with other people and using technology to keep in touch with friends and families, is likely to contribute to reducing social isolation (*ceteris paribus*) for at least some of the older people who participated in the project. However, because the project did not have an agreed definition of social isolation it is difficult to identify the profile of social isolation amongst those older people who participated in the project and therefore the extent to which this project may contribute to its reduction or management.
- 7.4. The project has also identified a number of factors that that are considered important for the successful delivery of an intergenerational type of project, many of which are applicable more generally.

Annex – Sources of Evidence for Evaluation

The findings of this evaluation are based on documentary analysis, monitoring information collected by the Technology Together project team, interviews with each of the five local Age UK Brand Partners delivering the project, a survey completed by older people and younger people, interviews with a sample of older people and volunteers who participated and a review of case studies developed by each of the local Age UK Brand Partners.

Monitoring Data

Monitoring data was collected by the Technology Together project team and consisted of information on the number of older people and volunteers recruited to the project.

Older People's Survey

The older people's survey was created by the Technology Together project team for older people to complete at the end of their participation in the project. It was to be completed online. Nineteen older people of the 264 who participated in the project completed the survey – a response rate of 7.2%. The profile of those completing the survey is as follows:

- 75% are female (number of older people responding, n =16);
- Ranged in age between 61 and 85 (n=14);
- all are retired (n=14);
- almost 85% are White British and almost 8% Arab / Arab British (n=13);
- almost 77% are Christians with almost 8% Muslim (n=13);
- almost 65% have a disability (n=14)
- around 42% had previously received computer and/or internet training (n=19)

Younger People's Survey

The younger people's survey was created by the Technology Together project team for older people to complete at the end of their participation in the project. It was to be completed online. Twelve younger people of the 106 who volunteered in the project completed the survey – a response rate of 11.3%. The profile of those completing the survey is as follows:

- 33% are female (number of older people responding, n =12);
- Ranged in age between 16 and 2 (n=9);
- Almost 82% are English/Welsh/Scottish/Northern Irish and almost 18% Chinese (n=11);
- 33% are Christians with 66% having no religious affiliation (n=12);
- Almost 17% have a disability (n=12)
- Almost 59% are new to volunteering (n=12)
- Almost 42% have previously worked with older people (n=12)

Interviews

The evaluation team carried out 10 telephone interviews – one with each of the local Age UK Brand Partners delivering the project, seven with older people who participated in the project and 3 young people were volunteers. Table A1 provides information on the number of older and younger people interviewed, by the local Age UK Brand Partner that delivered the service to them.

Table A1: Number of Interviews

Age UK Brand Partner	Number of staff interviewed	Number of volunteers interviewed	Number of older people interviewed
Age UK London	1	0	0
Age UK North Craven	1	2	2
Age UK Salford	1	2	1
Age UK South Tyneside	1	0	2
Age UK Wirral	1	0	2
Total	5	4	7

Case Studies

The local Age UK Brand Partners developed case studies of older people who participated in the project. Table A2 provides information on the number of case studies reviewed by the evaluation team evaluation team.

Table A3: Number of Case Studies Reviewed

Age UK Brand Partner	Number of case studies reviewed
Age UK London	3*
Age UK North Craven	3
Age UK Salford	4
Age UK South Tyneside	6
Age UK Wirral	3
Total	19

*case studies taken from Age UK London Progress Report

References

Age UK London (2014) *Age UK London Technology Together Project Report 31st October 2014*, Age UK London, London.

Gaskell-Sinclair, G. & Karania, V.K. (2013) *Technology Together Pilot Evaluation (Presentation)*, Age UK, London. Available at http://www.ageuk.org.uk/Documents/EN-GB/For-professionals/Research/Technology_Together_Pilot_Evaluation-Survey_Findings.pdf?dtrk=true (accessed on 25th November 2014)

Gaskell-Sinclair, G. & Karania, V.K. (2013) *Technology Together Pilot Evaluation (Survey Findings)*, Age UK, London. Available at http://www.ageuk.org.uk/Documents/EN-GB/For-professionals/Research/Technology_Together_Pilot_Evaluation-Survey_Findings.pdf?dtrk=true (accessed on 25th November 2014)

Gaskell-Sinclair, G. & Karania, V.K. (2013) *Technology Together Pilot Evaluation (Outcome & Impact Map)*, Age UK, London. Available at http://www.ageuk.org.uk/Documents/EN-GB/For-professionals/Research/Technology_Together_Pilot_Evaluation-Survey_Findings.pdf?dtrk=true (accessed on 25th November 2014)

Granville, G. (2012) *Connecting Communities through Digital Inclusion: an Independent Programme Evaluation of the MiCommunity Project*, Age UK London, London. Available at <http://www.ageuk.org.uk/brandpartnergloballondonvpp/documents/micomcommunity%20evaluation%20report%20final%20april%202012%20final%20180412.pdf> (accessed 31st December 2014)

Green, M. & Rossall, P. (2013) *Digital inclusion evidence review*, Age UK, London. Available at <http://www.ageuk.org.uk/Documents/EN-GB/For-professionals/Research/Age%20UK%20Digital%20Inclusion%20Evidence%20Review%202013.pdf?dtrk=true> (accessed 1st October 2014)

Karania, V.K. (2013) *Technology Together Pilot Evaluation (Lessons Learnt)*, Age UK, London. Available at http://www.ageuk.org.uk/Documents/EN-GB/For-professionals/Research/Technology_Together_Pilot_Evaluation-Survey_Findings.pdf?dtrk=true (accessed on 25th November 2014)

Stott, S. (2014) *Engaging older people in the digital by default world*, Age UK, London (unpublished)