

# **ID+ DESIS LAB**

**DESIGN PARA A INOVAÇÃO SOCIAL . CASOS DE ESTUDO**

# **BTOP & SBA**

## **Broadband Technology Opportunities Program Sustainable Broadband Adoption**



## Fundador

Institute of Museum and Library Services

## Parceria

City of Richmond Public Library Literacy for Every Adult Program in California  
Lindy Boggs National Center for Community Literacy at Loyola University  
Goodwill Industries of South East Louisiana in New Orleans  
Minnesota Literacy Council  
Regional Adult Education Network at Cayuga Community College in New York state  
Literacy Coalition of Central Texas  
South Texas College



## Local

**Orleans Parish Prison (OPP)**, located in New Orleans, Louisiana

# CONTEXTO

These findings are from an **Institute of Museum and Library Services** funded research project that interviewed more than 100 participants within a multi-state Broadband Technology Opportunities Program (BTOP) Sustainable Broadband Adoption (SBA) project.

The BTOP project included six lead partners who developed local networks of community organizations to provide adults with an **opportunity to learn to use computers and the Internet.**

# DESCRIÇÃO

While these networks created a variety of implementation strategies and ways to serve learners' needs, they shared these key features:

- on the Learner Web
- An online platform designed specifically for **adult learners** (which **included digital literacy material** in English and Spanish)
- In-person tutors support the opportunity to work at their own pace and **identify their own goals**

# PROCESSO DE DESIGN

Preference is given to individuals with a **higher risk of recidivism**

The **computer lab** was located in a building **across the street**

The learners are **escorted across the street** from the dorms to the computer lab

The learners get **ready to work on digital literacy skills**

# **TEMÁTICAS**

**Activism and civic participation**

**City and environmental planning**

**Skill training and design education**

# REBOOT UK

improving digital skills





## **Fundador**

Big Lottery Fund

## **Parceria**

Good Things Foundation

Alongside Mind

Homeless Link

Family Fund

Evolve Housing + Support

Elim Connect

Foxton Centre

CoLab Exeter

Inspiring Change Manchester

Seaview Project

Connection at St Martin's and St Mungo's

## **Local**

**United Kingdom**

# CONTEXTO

Reboot UK is a digital skills programme for multiply excluded individuals, focused especially on people affected by **homelessness and mental health problems.**

# DESCRIÇÃO

The project is building a network of organisations and **people who are sharing the skills and confidence people need to get online**, giving them greater choice and control over their lives.

Reboot UK is **changing the way** the mental health and homelessness sector are **delivering digital skills support**.

Over two years the project will show how digital technology can be embedded into organisations supporting people affected by homelessness and mental ill health.

# PROCESSO DE DESIGN

Find the **person needed**

Find the **problem**

Try to **solve**



Digital Inclusion



Social Inclusion



Health and wellbeing



Financial inclusion



Employability & benefits



Essential skills

# **TEMÁTICAS**

**Activism and civic participation**

**Social Interactions and relations**

**City and Environmental planning**

**CHILDNET** make the internet a safe place for children



## Fundador

Will Gardner OBE  
Kate Jones

## Parceria



## Local

London

# CONTEXTO

Childnet International is a UK charity that aims to make the **internet a great and safe place for children and young people.**



# DESCRIÇÃO

Childnet **produce educational resources for children, parents and teachers** about a range of topics, including **cyberbullying, sexting, copyright and grooming**.

These are available for free online or to order from the online shop.

Childnet has a number of websites that provide advice and information:

**Childnet**

**KidSMART**

**UK Safer Internet Centre**

# PROCESSO DE DESIGN

**Create** account

**Pick** a theme



**Young people**

Top tips, games and internet safety information to help young people get the very best out of the internet and stay safe online.



**Teachers and Professionals**

Internet safety resources for teachers and professionals to help safeguard your workplace and the young people you work with.



**Parents and Carers**

Advice for parents and carers to help support children and young people in their safe and responsible use of the internet.



**Book a Childnet visit**



**Childnet Digital Leaders**

# **TEMÁTICAS**

**Activism and civic participation**

**Social interactions and relations**

**Skill training and design education**

# WELLINGTON TIME BANK

time is our currency



# Fundador

Anneleise Hall

# Parceria



# Local

Wellington

# CONTEXTO

*In our community **we look out for each other and embrace diversity.***

# DESCRIÇÃO

*Through exchanging skills, time and knowledge **we foster relationships of trust and reciprocity.**  
We harness the **real wealth of the community** and **the value of each individual.***

# PROCESSO DE DESIGN

Timebank members **make offers and requests.**

An **offer is something that you can do** for someone else.

A request is something that **you'd like someone to do for you.**

**Hours are logged** through their online system.

This keeps **track of all your trading.**

One hour's work = one time credit



# **TEMÁTICAS**

**Activism and civic participation**

**Social interactions and relations**

**City and environmental planning**

**Job creation**

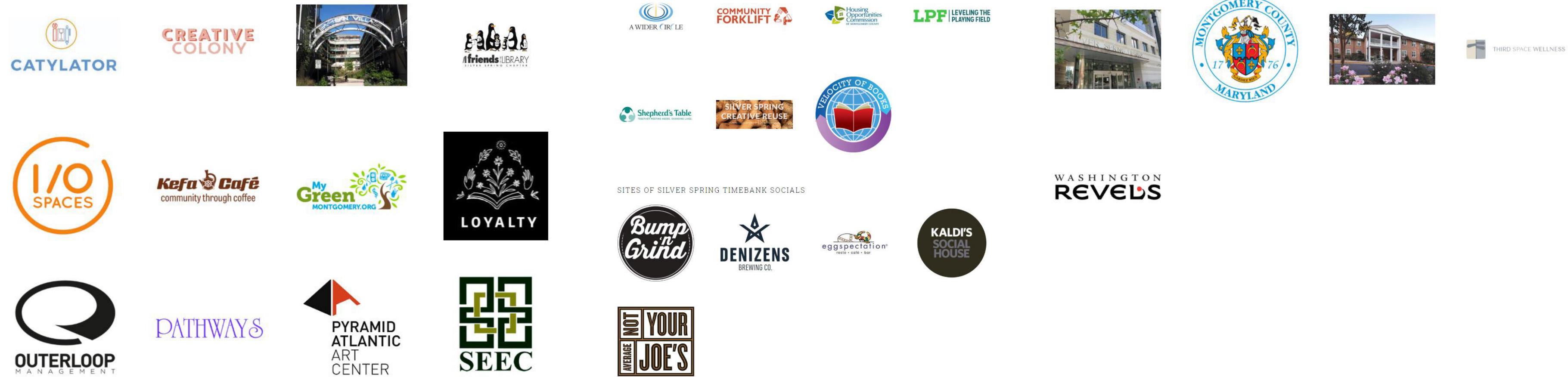
# **SILVER SPRING TIMEBANK** giving and receiving



# Fundador

Jonathan Bernstein  
Mary Murphy

# Parceria



# Local

Silver Spring

# CONTEXTO

The Silver Spring Timebank is open to anyone who lives, works or plays in Silver Spring, Maryland.

**Help a neighbor** with a service and earn a timebank credit for each hour of your service.

In exchange, you can spend your **timebank credits on any of the many services** that other members offer.

Services are exchanged **using time instead of money.**

# DESCRIÇÃO

Using the hourworld software, the Silver Spring Timebank **catalogs the skills and interests of individual and organizational members** in their community, and **members are able to connect with each other to offer and receive services.**

Members record exchanges to **track their total timebank hours.**

# PROCESSO DE DESIGN

Live, works or play in Silver Spring, Maryland.

Have a service and a need



BAKED GOODS meal planning

hiking companion DIY greeting cards TAX ACCOUNTING

LANGUAGE LESSONS YARD WORK home decorating metamorphic massage

GUITAR LESSONS gardening TECH SUPPORT

ELECTRICAL REPAIR gift wrapping

KNITTING LESSONS

# **TEMÁTICAS**

**Governance and policymaking**

**Activism and civic participation**

**Social interactions and relations**

**City and environmental planning**

# CAPE ANN TIMEBANK give a little, get a lot





# Fundador

Edgar Cahn

# Parceria



# Local

North Shore of Boston

# CONTEXTO

The Cape Ann TimeBank is a network of people who show that we care by rewarding people for helping each other. **Their mission is to build an empowered community** among a wide range of residents of the North Shore of Boston that contribute to **each other's well-being through giving and receiving services.**

# DESCRIÇÃO

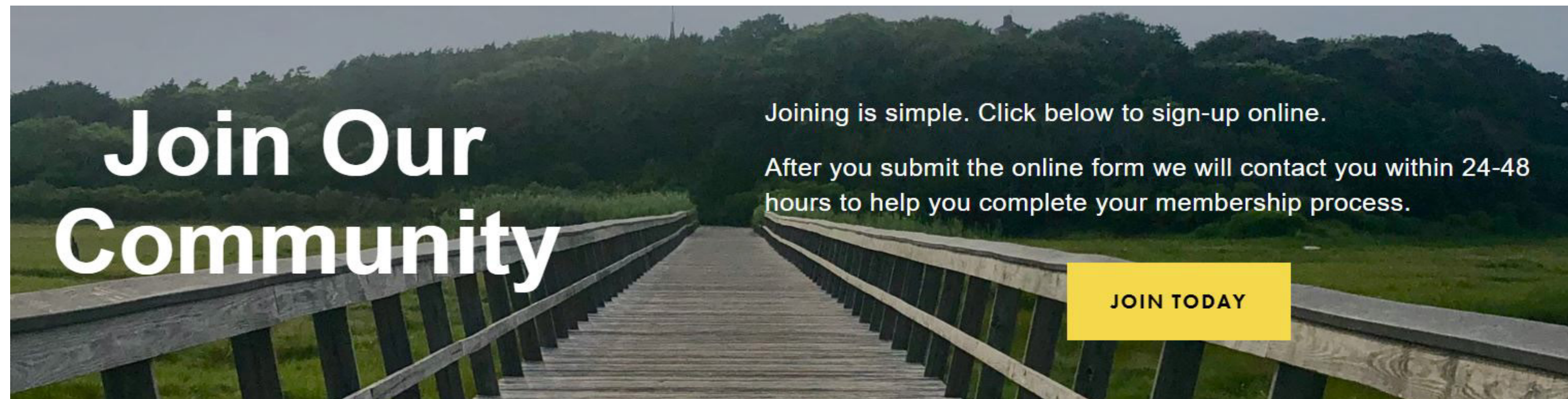
TimeBanks are alternative economies based on time rather than dollars. Members offer services to each other, **earning hours that they can then use to ask for services from other members. Every member's time is valued equally**, so, for example, an hour of a doctor's time is equal to an hour of a dog walker's time.

# PROCESSO DE DESIGN

Live in North Shore of Boston

Have a service and a need

Register



# **TEMÁTICAS**

**Governance and policymaking**

**Activism and civic participation**

**Social interactions and relations**

**City and environmental planning**