Evaluation of the Digital Lifelines Scotland (DLS) Programme

SUPPORTING EVIDENCE REPORT

Prepared for the Digital Health & Care Innovation Centre

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There are many people that we would like to thank for their help with this project. Without their support we would not have been able to gather so much valuable data.

Most importantly, we would like to thank those people who gave up their time to offer their views and experiences, whether through completion of a survey, participation in an interview, or one of the evaluation working groups.

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Finally, we would also like to express our gratitude to our Project Advisory Group for their support and advice throughout the evaluation.

Who this report is for, and other supplementary reports

This version of our report is our **Supporting Evidence Report** which provides all our supporting evidence for the main evaluation report in a series of appendices. It should be read alongside our full and **Final Report** of the evaluation of Phase 2 of the DLS programme. There is also a standalone **Evaluation Summary**.

Additionally, we have written a shorter **Supplementary Briefing Report** which is aimed at policymakers, commissioners, and funders at both local and national levels. This report will be made available via the DLS website in due course.

Language considerations

The world of drug use treatment is full of jargon and abbreviations. We have chosen to use 'people-first' language which emphasises the individuality, equality, and dignity of people rather than defining people primarily by a problem or issue. We want to emphasise the importance of language in helping to challenge and reduce the pervasive stigma that is still attached to being a person who uses drugs.

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Appendix I: DLS funded organisations by funding round

Organisation Name	Connection to Programme	EA1 Funded	EA2 Funded	Follow on Fund	Small Grants 2022	Small Grants 2023	EA3
Digital Health & Care Innovation Centre (DHI)	Lead						
Scottish Council for Voluntary Organisations (SCVO)	Core delivery partner						
Simon Community Scotland (SCS)	Core delivery partner		x	x			
Drugs Research Network Scotland (DRNS)	Former delivery partner						
Angus Alcohol and Drugs Partnership		x		x			
Community Health and Advice Initiative		x					
East Ayrshire Council		x					
Fife Alcohol Support Service		x					
My Support Day		x		x			
People Know How		x		x			
Scottish Recovery Consortium		x					
Shine (SACRO)			x	x			

Organisation Name	Connection to Programme	EA1 Funded	EA2 Funded	Follow on Fund	Small Grants 2022	Small Grants 2023	EA3
Grassmarket Community Project			x	x			
Glasgow City Mission			x				
Salvation Army			x				
Turning Point Scotland			x				
Bethany Christian Trust			x				
Recovery Scotland			x				x
Glasgow Housing First			x				
Recovery Enterprises Scotland		x	x				
Recovery Ayr					x		
Irvine Sports Club					x	x	
East Ayrshire Churches Homelessness Action					x	x	
Red Chair Highland					x	x	
Duke of Edinburgh's Award - Perth and Kinross					x		
Input					x		

Organisation Name	Connection to Programme	EA1 Funded	EA2 Funded	Follow on Fund	Small Grants 2022	Small Grants 2023	EA3
Zone Out Partnership					x		
Recovery Ayr					x		
Restoration Fife					x		
South Lanarkshire Council							x
Blue Triangle (Glasgow) Housing Association							x
Cyrenians							x
Liber8							x
The Marie Trust							x
Access to Industry							x
Harbour Ayrshire							x
Moving on Inverclyde							x
Transform Forth Valley							x

Appendix II: Evaluation methods

Introduction

This section describes the methods used to compile the evidence appendix for the Digital Lifelines Scotland (DLS) evaluation. All included data, whether secondary or primary, directly supported the final report's conclusions.

Overall approach

A mixed-methods design, aligned with the programme's logic model, underpinned the collection and analysis of all evidence sources. The evaluation team first reviewed and synthesised secondary data to establish a contextual baseline, then collected and analysed primary data to capture more detailed perspectives on implementation, outcomes, and sustainability. Throughout the process, a consistent coding framework was employed to ensure that evidence could be traced reliably back to the logic model.

Secondary data collection

Monitoring summaries (see Appendix III)

- **Data scope:** Summaries included records of device distribution, digital training events, and participant engagement metrics reported by project leads.

- **Collection process:** The evaluation team requested monthly and quarterly updates from implementing partners, which were then collated into a consolidated data log.

- **Analysis approach:** Quantitative indicators (e.g., number of devices distributed per region, frequency of digital support sessions) were reviewed for patterns such as reach, uptake, and intensity of engagement. These indicators were compared against expected targets to contextualise the scale of programme delivery.

Impact survey – spidergrams (see Appendix IV)

- **Data scope:** Spidergrams depict key outcome areas (e.g., confidence in digital skills, sense of inclusion/connectedness) as visual profiles.

- **Production and analysis:** Survey scores were converted into standardised scales, plotted across various outcome dimensions, and displayed in spidergrams. This facilitated quick comparisons of performance or perception changes over time and across different participant groups.

Impact survey – qualitative matrix (see Appendix V)

- **Data scope:** This matrix consolidated open-ended responses from various impact surveys administered throughout the programme, capturing participant experiences and reflections.

- **Data extraction:** Relevant text responses were filtered from the original survey datasets and grouped by thematic category (e.g., digital skills gained, perceived barriers).

- **Coding process:** A thematic analysis was applied using the logic model to identify key themes, subthemes, and any contradictory data points. Patterns emerging from these qualitative insights were cross-referenced against the quantitative findings (see Section 5).

Primary data collection

Stakeholder 'starting points' matrix (see Appendix VI)

- **Data scope:** This matrix captures baseline insights from project leads, programme staff, and partner organisations regarding the programme's initial aims, resources, and assumptions.

- **Collection process:** Short scoping interviews and email questionnaires were used to gather perceptions of how DLS interventions were expected to function from an early-stage viewpoint.

- **Analysis approach:** Responses were transcribed and summarised under headings aligned to the logic model (inputs, activities, external factors). This facilitated ongoing tracking of how expectations evolved as the programme progressed.

Qualitative data table: focus groups, surveys, and real-time text message study (see Appendix VII)

- **Data scope:** A single table compiles qualitative input from multiple sources, focus group transcripts, open-ended survey responses, and the real-time text message study.

- **Collection process:**
    - Focus groups: Conducted with selected participant cohorts, using a semi-structured format to explore lived experiences, challenges, and suggestions.
    - Open-ended survey responses: Collected alongside quantitative items, allowing respondents to elaborate on programme processes and benefits.
    - Real-time text message feedback: Deployed with a smaller subgroup for immediate reflections on device usage and digital support.

- **Analysis approach:** The combined dataset was thematically analysed to identify consistent or divergent trends across different participants and timeframes. By merging these sources, the evaluators gained richer detail and confirmed recurring themes.

Sustainability interviews matrix (see Appendix VIII)

- **Data scope:** This matrix summarises thematic results from in-depth interviews with senior organisational leaders, focusing on the degree to which digital inclusion had become embedded in long-term practices.

- **Interview design:** Semi-structured guides targeted themes such as organisational readiness, funding dependencies, and leadership engagement. Interviews typically lasted 30–45 minutes, with audio recordings transcribed verbatim.

- **Analysis approach:** Thematic coding highlighted enablers and barriers to sustainability. Findings informed the programme's contribution analysis by clarifying how much of any positive outcome was due to effective management versus short-term funding.

Quantitative survey results

Client surveys (Appendix IX)

- **Data scope:** Surveys administered directly to participants assessed perceived reductions in acute risk, stigma, and changes in inter-agency working facilitated through digital.

- **Analysis approach:** Responses were cleaned and coded, then analysed for descriptive statistics (e.g., frequency distributions, means, percentages). Results are used to complement the qualitative findings and verify reported outcomes.

Professionals surveys (Appendix X)

- **Data scope:** Professionals and service providers completed surveys assessed perceived reductions in clients' acute risk, stigma, and changes in inter-agency working facilitated through digital.

- **Analysis approach:** Responses were cleaned and coded, then analysed for descriptive statistics (e.g., frequency distributions, means, percentages). Results are used to complement the qualitative findings and verify reported outcomes.

Impact surveys – quantitative results (Appendix XI)

- **Data scope:** This appendix features the numeric outcomes derived from the same impact surveys whose qualitative responses are in Appendix B.

- **Analysis approach:** Key metrics, such as perceived changes in digital skills/ confidence or service access, were tabulated and graphed. By pairing these metrics with the qualitative matrix, the evaluation team triangulated how survey participants rated programme effectiveness both numerically and narratively.

Data analysis

- **Coding framework:** A consistent coding framework rooted in the DLS logic model was applied to all qualitative data. Analysts used iterative coding procedures to refine categories and subcategories, enabling precise alignment with the programme's core elements.

- **Statistical review:** Quantitative data were scrutinised for potential outliers or missing values and subjected to descriptive statistics and cross-tabulations, ensuring a thorough examination of frequency patterns and variances.

- **Triangulation:** Thematic insights from qualitative sources (e.g., interviews, focus groups) were cross-checked against relevant numerical trends (e.g., survey indicators) to reinforce or challenge emerging conclusions. Contradictory findings were explored further, increasing the reliability of the final interpretations.

- **Contribution analysis:** Identified outcomes were mapped back to the logic model domains, factoring in external influences (e.g., broader policy shifts, organisational contexts) to assess how far DLS interventions contributed to observed changes.

Conclusion

By systematically reviewing secondary data first and then collecting detailed primary data, the evaluation team assembled a comprehensive evidence base for the DLS programme. Each appendix presents analysis evidence, ranging from monitoring summaries to combined qualitative tables, that underscores the final report's conclusions. This layered approach, integrating both qualitative and quantitative findings, enabled a nuanced understanding of the programme's processes, outcomes, and sustainability.

Appendix III: Monitoring report summary tables (by fund)

Monitoring report summary table: Early Adopters 1

Organisation	Local Authority	Project Summary	Delivery Summary	Groups Supported	Outputs (collapsed)	Outcomes & Impact	Case Study	What Worked Well	Challenges / Unexpected	Future Impact
East Ayrshire ADP	East Ayrshire	Targeted digital inclusion for isolated drug/alcohol users in rural East Ayrshire (e.g. Dalmellington and Auchinleck), delivered via community partners and peer outreach workers.	Provided phones, tablets, MiFi, top-ups and broadband through outreach. Built ongoing engagement through digital peer contact, weekly walking group and contact with family.	Highly vulnerable individuals with substance use issues, often isolated due to geography, stigma, and disconnection from services.	20 people supported; 12 phones, 10 laptops, 12 MiFi devices, 15 top-ups, 6 broadband connections.	Improved and sustained engagement with clients. Clients used devices to reconnect with family and peers, reduce isolation, and access services and education.	A young man began engaging via phone contact, reconnected with mum and gran, and now attends weekly peer café and walks.	Local, trusted grassroots partners enabled access to disconnected populations. Peer workers built trusted relationships.	Recruitment delays and high support needs of partner orgs. Project had to expand reach due to small population sizes.	Plans to expand to older alcohol users who need training and support with digital devices.
CHAI (Digital Case Support Worker)	Edinburgh & Midlothian	Embedded digital inclusion support worker within benefits advice service, aimed at reducing relapse risk by improving digital and financial stability.	Provided phones, set up SIMs, online banking, UC accounts, and attended Jobcentre/bank with clients. Offered tailored in-person digital help.	Two cohorts: 1) in tenancies with some stability, and 2) chaotic, homeless or temporarily housed clients with high complexity.	30 people supported; 7 phones, 1 laptop, 3 top-ups.	Clients accessed UC, opened bank accounts, avoided sanctions, and improved financial/emotional stability. Increased empowerment	51-year-old woman assisted to claim UC and stabilise finances. Now abstinent and linked with mental	Face-to-face, immediate support with digital tasks (e.g., UC logins). Trusted relationship-building.	Most chaotic clients struggled with follow-up. Repeated support often required.	Strong interest in continuing role if funding allows; caseworker was vital to DDTF project success.

Organisation	Local Authority	Project Summary	Delivery Summary	Groups Supported	Outputs (collapsed)	Outcomes & Impact	Case Study	What Worked Well	Challenges / Unexpected	Future Impact
						and reduced relapse risk.	health support.			
CHAI (Devices & Connectivity)	Edinburgh & Midlothian	Delivered handsets and connectivity to digitally excluded individuals accessing DDTF advice project, particularly those in temporary accommodation or post-prison.	Devices issued at drop-ins; helped clients re-access UC, contact DWP/NHS/support workers, and reconnect with families.	Chaotic clients with substance use issues, many illiterate or digitally excluded; mostly men; often sanctioned or disconnected from benefits.	55 people supported; 20 phones, 1 laptop, 5 top-ups.	Short-term: benefits reinstated, hardship payments accessed. Long-term: reduced survival sex/theft, improved health and housing outcomes.	58-year-old man, homeless and illiterate, reconnected to UC and opened bank account after receiving phone and support.	On-the-spot phone issuance and real-time support enabled effective, immediate problem-solving.	High phone turnover (lost/stolen); older clients resistant to tech; many struggled with online banking.	Digital access is essential for this group; plans to continue integration in outreach advice delivery.
Fife ADP - Restoration Fife	Fife	Enhancing digital inclusion for at-risk and vulnerable individuals including those leaving prison, domestic violence survivors, and those in recovery, using	Distributed phones, Chromebooks and mifi devices; one-to-one training offered; support delivered face-to-face and at recovery cafes; partnership working	People in recovery, discharged from hospital, prison leavers, domestic abuse survivors, pregnant women, socially	61 individuals supported; 30 phones; 38 data top-ups.	Increased engagement, reduced isolation, improved access to services and peer support; participants felt connected and supported.	Man in late 40s with social anxiety received digital devices, reduced isolation, detoxed from alcohol,	Partnership working, digital champions offering hands-on setup and support, holistic engagement during distribution.	High demand for setup support, unexpected resource strain, mitigated by using recovery cafes and existing staff.	Work to continue using remaining stock; project integrated with two ongoing local funds and digital champions.

Organisation	Local Authority	Project Summary	Delivery Summary	Groups Supported	Outputs (collapsed)	Outcomes & Impact	Case Study	What Worked Well	Challenges / Unexpected	Future Impact
		digital champions and partnerships.	expanded reach.	isolated individuals.			engaged in treatment and support services.			
Fife ADP - FASS Action, Adapt Project	Fife	Providing vulnerable and chaotic clients with digital devices to maintain contact with services and loved ones, and support ongoing engagement.	Devices distributed via triage, counselling, hospital liaison and overdose response teams across FASS programmes.	Highly vulnerable people using substances, including pregnant women and those with co-occurring mental health conditions.	77 individuals supported; 45 phones; 10 tablets; 10 mifi; 77 data top-ups.	Maintained contact with clients, supported mental health and substance use recovery, helped clients stay safe and connected to services.	Pregnant woman with history of 11 near fatal overdoses was supported with device; now no longer substance dependent and engaging with fewer services.	Timely support during the pandemic, integrated work across services, strong multi-agency coordination.	Chaotic lifestyles meant devices were lost/stolen; created secondary contracts with clients to increase accountability.	Exploring further funding due to success; digital tools seen as crucial for engaging high-risk groups.
Fife ADP - Frontline Fife	Fife	Providing digital connectivity to homeless people moving into temporary	Delayed start due to staff absence; engagement underway with	Homeless individuals, especially those in or moving into	5 individuals supported.	Too early to determine full impact, but early conversations	Not detailed separately.	Previous digital inclusion project built staff	Underestimated cost of SIM cards; project overspent due to delays and	Project to continue as part of recovery planning

Organisation	Local Authority	Project Summary	Delivery Summary	Groups Supported	Outputs (collapsed)	Outcomes & Impact	Case Study	What Worked Well	Challenges / Unexpected	Future Impact
		accommodation to aid recovery and engagement.	small first cohort.	temporary accommodation.		support self-directed activity and increased agency.		confidence and digital skills, supporting successful delivery.	procurement learning.	and personal support goal setting.
Scottish Recovery Consortium	South Lanarkshire	Digital Inclusion Support Strand for CoRNFO project to aid people at risk of overdose with rapid access to residential rehab and holistic aftercare.	Delivered devices and training to people entering or exiting rehab; laptops supplied to The Beacons hub for recovery activities.	People recovering from near fatal overdose and entering residential rehab; marginalised and stigmatised individuals.	6 individuals supported; 6 phones; 2 tablets; 12 data top-ups.	Improved engagement with services, enhanced recovery journey, increased digital confidence and reduced anxiety.	Group outcome: increased digital literacy and connectivity enabled access to benefits, mutual aid, recovery and community support.	Partnership delivery with bespoke digital support and training for recovery context.	Covid-19 caused 12-month delay; affected compliance with SCVO pilot timelines.	Project ongoing; additional participants to be supported and offered further training along the pathway.

Monitoring report summary table: Early Adopters 2

Org name	What they did	Outputs	What difference did your project make?	Case study	What worked well?	What didn't work well?	How has this impacted future work?
Shine	Mentoring support for women in the justice system, distributing devices at point of release to enable connection	2 staff trained; 205 direct and 3 indirect women impacted (prison release); 1 tablet delivered; 40 phones; 1 laptop; 1 connectivity	Improved engagement at high-risk point of release. Provided tools for contacting mentors and services. Highlighted importance of tailored digital support to meet women's individual needs.	Woman accessed tablet to complete a construction course and has since enrolled in a data science course at college	Flexible device offer; partnership with Good Call; pre-paid contracts; learning community; mentor feedback; support from funders	Staffing gaps caused process confusion; unclear criteria for device distribution; difficulty forecasting volume due to responsive nature of service	Reinforced importance of digital inclusion; informed best practice; created an evidence base for future delivery
Shine	Continued device provision for women post-prison or on community orders	1 staff trained; 155 direct and 300 indirect women impacted (prison release); 3 phones; 2 tablets; 155 connectivity delivered	Enabled access to AA meetings, benefits, banking, and services. Supported mental wellbeing, social connections, and service engagement.	Woman co-hosts AA meetings using a Digital Lifelines laptop; 9 months sober	Strong mentoring relationships; partnerships with EE and National Databank; clear access processes	Court releases sometimes prevented access to phones at property	Highlighted critical role of digital access in supporting transition and recovery
Simon Community Scotland	Delivered 'A Digital Approach to Harm Reduction' for women using substances in Glasgow and Edinburgh, with co-production, education, and harm reduction content creation	65 staff trained; 36 direct (Glasgow), 15 direct (Edinburgh); 27 phones, 19 tablets, 46 total devices; 156 direct, 91 indirect (homelessness); 1 connectivity (hospital)	Improved connection to services and networks; supported mental health and wellbeing; encouraged education and personal development; co-produced harm reduction resources; supported women's empowerment and future employment/education pathways	Amanda used a phone to access benefits, support and secure a new tenancy. She re-enrolled in college and feels more confident engaging with services	Iterative learning from pilot; co-production at heart; paid participation; robust delivery model; relationships and trust key	Some devices lost/stolen/sold due to poverty; transitions between accommodation affected engagement	Project driven by women's voices; enabled development of Women's Centre; embedded digital inclusion and harm reduction; next phase includes expanding By My Side app and

Org name	What they did	Outputs	What difference did your project make?	Case study	What worked well?	What didn't work well?	How has this impacted future work?
							gendered MAT resources
Simon Community Scotland	Provided 84 new device connections and 14 replacements; bridging Early Adopter to Follow-On fund work	30 staff trained; 84 direct beneficiaries; 84 phones, 15 tablets, 2 laptops, 75 connectivity	Enabled access to services, reduced isolation, and supported harm reduction through 'By My Side' app. Enabled continuation of service across fund cycles.	"Martin" is now doing a college course thanks to a Chromebook from the project; he's continuing his education, which would not have been possible otherwise.	Person-centred approach; pre-installed apps (GC app and By My Side); devices, data and digital champions used together; strong skills framework	Rising device costs reduced number of people supported; mitigated with better connectivity deals with Vodafone	Ensured service continuity between fund phases; launched next project phase; ongoing use of proven model and partnerships
Grassmarket Community Project	Delivered 200 hours of IT skills workshops; created weekly "Got the Flow" workshop; distributed 16 devices and supported digital skills with drop-ins	22 staff trained; 61 direct, 33 indirect; 5 phones, 4 tablets, 7 laptops, 1 other; 3 tablets, 27 connectivity for hospital discharge	Improved digital inclusion for socially isolated people. Enabled access to benefits, social networks, education and community connection. Boosted confidence and enabled volunteering and peer support work.	Individual in recovery, with one arm amputated, used a tablet to access services and apply for peer support job. Now regularly attends GCP activities and uses device to stay connected.	Flexibility to meet individual needs; volunteers as Digital Champions; weekly digital drop-ins; changes in device procurement to meet access needs; consistent group learning	Limited supply from original provider (Remakery) delayed device provision; budget delays in spending connectivity funds	Enabled expansion of workshops and increased engagement; improved accessibility; strengthened partnerships (e.g. Bethany); created sustainable digital support infrastructure and

Org name	What they did	Outputs	What difference did your project make?	Case study	What worked well?	What didn't work well?	How has this impacted future work?
							inspired future planning
Recovery Enterprises Scotland CIC	Provided digital access and skills training to prison leavers, people experiencing homelessness, and families. Supported emotional wellbeing, communication, and reintegration	12 staff trained; 87 direct, 44 indirect; 18 phones, 10 tablets, 8 laptops, 10 connectivity; 19 hospital discharge, 5 each of tablets, laptops, connectivity	Empowered people leaving custody by reducing digital poverty and enabling reintegration. Improved family connection, emotional support, and reduced recidivism. Families benefited from maintaining relationships and managing finances.	Supported family after prisoner's father passed. Provided devices and connectivity to maintain contact with loved one in custody, supported grieving, helped mother reconnect socially and emotionally.	Needs-led approach; digital literacy training; one-to-one assessments; participant feedback embedded; holistic model for individuals and families	Sometimes needed to issue analogue phones for safety (e.g. risk of selling smartphone for drugs); staff had to carefully manage risk on release	Strong case for expanding prison-based staffing and post-release digital literacy; future work includes increasing pre-release support and employability skill-building; aims to work with local employers and scale service impact
Glasgow City Mission	Provided technology to people at risk of drug overdose to support digital inclusion, including phones and tablets.	2 staff trained; 28 direct; 7 phones, 9 tablets, 1 connectivity (homelessness)	Improved communication, access to online support, family connection, reduced isolation, and increased quality of life through entertainment. Staff able to maintain better contact and remind individuals of appointments.	Individual received an iPad and Disney+ subscription, which helped him reconnect with his child and manage downtime constructively	On-site tech support enabling frontline staff to focus on primary tasks effectively.	Initial reluctance of staff in giving out high-value devices; risk assessment around individuals using drugs. Expanded scope to former drug users	Increased commitment to digital inclusion; better understanding of practical device distribution.

Org name	What they did	Outputs	What difference did your project make?	Case study	What worked well?	What didn't work well?	How has this impacted future work?
				between split shifts at work.		improved staff acceptance.	
Bethany Christian Trust	Offered digital drop-ins, provided individual devices, and hosted Lunchtime Plugin group supporting digital skills, social connection, and wellbeing.	3 staff trained; 50 direct, 15 indirect (homelessness); 26 phones, 4 tablets, 15 laptops, 43 connectivity (homelessness); prison release: 2 direct, 2 phones, 2 laptops, 4 connectivity; hospital discharge: 1 direct, 1 indirect, 1 phone, 1 connectivity	Improved access to appointments, family contact, employment opportunities, mental health resources, housing applications, and community integration. Groups reduced isolation and provided vital emotional support beyond digital skills training.	Sheila, a kinship carer recovering from severe mental health issues, was given a laptop that enabled her grandson to secure employment, significantly improving family stability and reducing Sheila's stress and isolation.	Providing meals at sessions, consistency of sessions, holistic support beyond digital skills, leveraging frontline relationships, empowering confident participants as digital champions.	Struggled initially with the specific 'at risk of drug death' targeting criteria. Expanded scope beyond original target improved effectiveness and participation.	Broader awareness of digital support across organisation, strengthened internal partnerships, recognition of the community team as organisational digital champions.
Recovery Scotland	Devices distributed through attendance incentives at structured drop-ins, providing access to digital and recovery	2 staff trained; 8 direct (homelessness); 3 phones, 1 tablet, 5 connectivity; prison release: 3 direct, 2 indirect, 2 tablets, 1	Increased engagement of previously isolated or disengaged individuals. Enabled better service access, reduced drug use and provided a platform for learning coping strategies.	BH regularly attended the drop-in post-prison, eliminated street drug use, attends recovery community	Devices as attendance incentives created secondary benefits such as social	Minor issues with participants getting locked out of devices; resolved by maintaining secure, encrypted	Positive outcomes support replication of the incentive-based model in other communities and future drop-ins.

Org name	What they did	Outputs	What difference did your project make?	Case study	What worked well?	What didn't work well?	How has this impacted future work?
	support services and online groups.	laptop, 1 connectivity; hospital discharge: 1 direct, 1 indirect, 1 phone, 1 connectivity	Device incentivisation created sustained attendance and community connection.	activities, and contributes actively to online and in-person sessions.	connections; careful handling of devices by recipients prevented loss/theft.	login information storage.	
Glasgow Housing First	Delivered tailored digital support with devices and one-to-one coaching. Used a phased scoping, training, distribution, and follow-up model.	16 staff trained; 81 direct (homelessness); 32 phones, 7 tablets, 7 laptops, 69 connectivity; 5 staff (prison)	Clients accessed harm reduction, mental health, and support services. Staff and clients trained in digital use. Enabled communication, learning, and service engagement.	One client reconnected with his son via Facebook after receiving a phone. Another used a MiFi device to access recovery meetings from home. A third used a laptop for recovery volunteering and music lessons.	Phased preparation; one-to-one coaching; accessible guidance materials; cross-team collaboration; external provider partnership; client-centred device distribution.	Procurement challenges with major providers; navigating internal processes; delays in sourcing and distributing devices.	Digital skills embedded into long-term support planning; monitoring of client progress planned every 3 months; future Saturday virtual meetings planned; exploring sustainability and external funding.
Turning Point Scotland	Identified digital champions across three services; distributed phones and MiFi devices to	13 staff trained; 48 direct (homelessness); 13 phones, 20 connectivity; 4	Helped reduce relapse risk, improved connection with family and services, supported 24/7 access to support. MiFi devices in	"D" used MiFi and phone to maintain contact and access online support after	Staff and service user digital skills higher than expected; MiFi had strong	Only 3 of 5 services participated due to capacity; initial delays in device	Learnings to inform wider organisational strategy; plans to incorporate digital

Org name	What they did	Outputs	What difference did your project make?	Case study	What worked well?	What didn't work well?	How has this impacted future work?
	reduce isolation and promote digital connection.	phones, 4 connectivity (prison); 16 phones, 16 connectivity (hospital)	particular supported service engagement, independence and mental health, especially post-prison or after overdose.	relapse. It helped him feel less isolated, supported mental health, and allowed control over when/how to seek support.	impact; local apps promoted; clear targeting criteria for device distribution; devices retained by users.	delivery; staffing changes (sick leave and turnover) impacted project delivery.	skills into support planning; exploring alternative funding to scale beyond current contracts.

Monitoring report summary table: Small grants 23

Organisation	What Did the Project Do?	Outputs	Case Study	What Difference Did It Make?	What Worked Well?	What Didn't Work Well?	How Has This Impacted Future Work?
Irvine Sports Club	Delivered 64 in-person training sessions, 98 online digital training sessions, and 139 warm room sessions offering food, support and outreach. Provided trauma support via telephone and digital literacy. Supported people in recovery	- 165 direct participants - 389 total supported incl. indirect - 284 laptops - 6 lost, 4 replaced	*Michael, bereaved and struggling with addiction, was supported intensively. A digital device brought him in, and trauma line support helped prevent a fatal overdose. He now engages positively with services.*	Improved mental health, reduced overdoses and self-harm, better access to services, improved financial situation, and family wellbeing.	Trauma line and holistic wraparound support enabled continuous care and behavioural change.	Limited number of devices and network restrictions (Vodafone-only) created barriers in some areas.	Tech Drive and partnerships with other networks have extended reach. They plan to sustain the support, expand initiatives, and provide long-term digital inclusion infrastructure.

Organisation	What Did the Project Do?	Outputs	Case Study	What Difference Did It Make?	What Worked Well?	What Didn't Work Well?	How Has This Impacted Future Work?
	and their wider families.						
East Ayrshire Churches Homelessness Action	Provided phones, tablets and MiFi to support digital inclusion. Devices used for social connection, entertainment, and accessing services. Developed a digital library with laptops to help complete forms.	- 3 direct + 8 indirect homelessness impacted - 5 phones, 4 tablets, 15 connectivity - 4 devices lost, 3 replaced	*Young man isolated and lonely received a tablet + MiFi and reported improved mental wellbeing and reconnected with friends.*	Maintained social and emotional connection, addressed isolation, helped people complete housing forms.	Digital library and using tablets as TV replacements in hostels worked well.	People queuing for phones required structured engagement periods before issuing devices.	They will continue prioritising phones/tablets and monitor device use to keep a consistent supply based on popularity and impact.
Duke of Edinburgh's Award – Perth and Kinross	Opened a Digital Community Hub for young people with ASN, facing or at risk of homelessness, drug harm, or exclusion. Provided internet access, laptops, digital literacy, and employability training. Developed a distance learning platform with accessible formats.	- 67 young people supported - 12 staff trained - 12 tablets, 23 laptops, 47 connectivity (hub-based)	*Adden, isolated due to disability, gained digital skills and confidence. Found mental health support and is now studying animation. His mum says it gave them hope.*	Enabled vulnerable young people to access digital learning, mental health support, accredited courses, and employment pathways.	Accessibility tools (Google, headsets) and having enough devices for group use made sessions engaging and inclusive.	Delays in project start and attendance issues due to complex home lives.	The Hub is now a permanent part of their offer, with extended reach to criminal justice-affected youth and other local groups. Plans for curriculum expansion and deeper partnership work are underway.

Organisation	What Did the Project Do?	Outputs	Case Study	What Difference Did It Make?	What Worked Well?	What Didn't Work Well?	How Has This Impacted Future Work?
Input	Distributed refurbished devices and connectivity to digitally excluded individuals and families. Trainees refurbished devices and developed soft skills.	30 phones, 30 tablets, 2 laptops; 12 hospital discharges (direct); 6 devices lost	A housebound grandfather received a smartphone with WhatsApp and photos of his family. This enabled him to easily connect with his granddaughter and great-grandchildren, improving his mental wellbeing.	Provided access to services, education, employment opportunities. Trainees gained confidence and achievement through refurbishing devices for real-life use.	Close work with referral organisations and use of a referral system to ensure need-based distribution.	High initial demand caused confusion. Clarified criteria and created a referral form to resolve.	The device support service is now a permanent part of the project, providing digital access and life skills for trainees.
Red Chair Highland Ltd	Distributed 62 smartphones with 6 months' data to people affected by homelessness, criminal justice, or hospital/rehab discharge. Set-up and optional digital support provided.	62 smartphones; 18 homelessness (direct), 19 prison release, 25 hospital discharge; 2 devices lost	A woman released from prison used the phone to manage benefits, housing, and stay in daily contact with her support worker and family. This helped her avoid relapse and move toward stability.	Improved access to services, safety, and independence. Enabled users to manage finances, appointments, and reduce isolation.	Devices and SIMs ready for urgent referrals; support for set-up; second SIMs extended connectivity; valued by partners.	Some recipients (43%) did not re-engage—due to relapse, relocation, or having sufficient digital skills.	Will continue to prioritise smartphone and SIM provision to those in crisis across the Highlands.
Zone Out Partnership	Trained peer educators in digital skills and virtual delivery of peer-led	12 peer mentors supported; 7	A reluctant participant with low self-belief was supported via 1:1 "training forward"	Increased confidence, employability, digital competence, and	Tailored training, interactive delivery methods, and use of laptops	Some tech issues and varied participant motivation. Needed to address	Ongoing digital upskilling is now core to peer educator development. Plans

Organisation	What Did the Project Do?	Outputs	Case Study	What Difference Did It Make?	What Worked Well?	What Didn't Work Well?	How Has This Impacted Future Work?
	SQA education. Provided laptops and tailored 1:1 coaching.	laptops delivered	sessions, which enabled them to contribute fully and confidently in the group setting.	quality of virtual peer education. Helped reduce isolation and raise aspirations.	as symbolic "tools of the trade" to build identity.	engagement challenges through flexible support.	for regular training and broader digital inclusion efforts.
RecoveryAyr SCIO	Provided mobile phones and tablets to people affected by addiction, homelessness, and recent prison release to maintain recovery, access support, and reduce isolation.	52 phones; 38 prison release (direct), 11 hospital discharge (direct); 17 devices replaced	John, recently released from prison, used his phone to maintain support contact, access housing services, and rebuild his life. He's now in secure housing, studying at college, and using his device confidently to maintain structure in his recovery journey.	Helped individuals maintain recovery and access key services. Enabled faster connection to support networks and improved digital confidence. Built relationships with referring agencies and ensured rapid device turnaround.	Efficient referral and ordering process; SIMs from Vodafone provided 6 months of free data, reducing cost burden. Fast device turnaround within 24–48 hours enhanced engagement.	Difficulty locating some individuals post-referral; required assertive outreach in partnership with referrers.	Increased referrals and awareness among partners. RecoveryAyr's visibility and role within the wider recovery support ecosystem has grown as a result.
Restoration Fife Ltd	Supplied digital devices and connectivity to people in recovery or at risk, including those homeless or transitioning from	16 phones, 4 tablets, 2 laptops; 15 connectivity packages; 26 hospital	DH, a high-risk individual recently out of custody, received a burner phone and later a smartphone with MiFi. This allowed him to access	Reduced isolation and barriers to accessing recovery. Enabled digital access for those in high poverty and chaos, especially in	Flexibility in device provision (e.g. Argos pick-up for emergency phones), effective outreach partnerships, and	Ad hoc model worked well for phones, but bulk ordering of larger devices (laptops/tablets) would have been more efficient. Some	Plan to improve internal organisation of device distribution and digital learning. Inspired to explore own app development and

Organisation	What Did the Project Do?	Outputs	Case Study	What Difference Did It Make?	What Worked Well?	What Didn't Work Well?	How Has This Impacted Future Work?
	custody. Included emergency phone provision, tailored support via in-person, home setup, and community outreach.	discharge (direct)	support services, foodbank, and rebuild a relationship with his son, also in active addiction. Both now attend recovery groups, and DH was accepted onto the SDF peer programme.	rural Fife. Supported reconnection with services and family. Beneficiaries felt valued and included. Some moved on to education and volunteering.	learnings from community of practice (e.g. Vodafone SIMs, digital safety, training resources).	SIM misuse occurred. Staffing pressures affected ability to deliver structured digital inclusion training.	adopt models like Forth Valley Recovery Community for structured education. Planning staff visits and future collaboration to enhance impact.

Monitoring report summary table: Follow on fund

Organisation	Project description	Outputs (devices & reach)	Case study	What difference did it make?	What worked well	What didn't work well
People Know How	City-wide digital inclusion project providing drop-ins, one-to-ones, and helpline support. Works across housing, homelessness, recovery, justice, and mental health contexts. Uses trauma-informed, person-centred approach. Provides tailored digital skills support using mobile management systems and embedded apps.	- **Homelessness:** 122 people (21 phones, 48 tablets, 23 laptops, 76 connectivity, 18 other devices) - **Prison release:** 27 people (11 phones, 10 tablets, 5 laptops, 21 connectivity, 2 other devices) - **Hospital discharge:** 5 people (2 phones, 6 tablets,	*Women's group in East Lothian increased digital confidence, financial independence, social connection, and empowerment via training and apps like Canva, Experian, Bumble.*	- Increased confidence and independence - Improved access to education, employment, services - Greater financial control, social inclusion, and recovery engagement - Devices tailored to support wellbeing,	- Word-of-mouth referrals grew rapidly - Adaptability to individual needs praised - Women-only groups increased comfort and engagement	- Difficulty with M&E due to people experiencing multiple forms of disadvantage (used homelessness as default category)

Organisation	Project description	Outputs (devices & reach)	Case study	What difference did it make?	What worked well	What didn't work well
		8 connectivity, 1 other device) - **Training:** 9 Digital Champions, 15 staff/volunteers		reduce isolation, and support transitions		
Recovery Enterprises Scotland CIC	Expansion of digital inclusion for people pre- and post-prison, and people in hospital, residential care, or experiencing homelessness. Focuses on reintegration, family connection, addiction recovery, and crisis response. Strong pre-release coordination.	- **Homelessness:** 27 people (12 phones, 5 tablets, 3 laptops, 13 connectivity) - **Prison release:** 91 people (49 phones, 8 tablets, 7 laptops, 14 connectivity) - **Hospital discharge:** 7 people (16 phones, 3 tablets, 3 laptops, 5 connectivity) - **Training:** 10 Digital Champions, 10 staff trained	*Man fearful of release after long-term imprisonment supported with device, housing, food, benefits, and later reconnected with son. Now engaged in recovery and family contact.*	- Access to housing, benefits, and healthcare maintained - Enabled parenting and reconnection with children - High engagement among people with complex needs - Crisis support (e.g. domestic violence) enhanced by access to emergency contacts and services	- Successful pre-release digital support - Effective collaboration with prisons and community - Empowered service users to manage recovery, housing, finance	- Challenge sustaining data/connectivity beyond initial support - Mistrust of technology among some users - Need for longer-term funding and support for ongoing digital engagement
Angus Alcohol and Drug Partnership (ADP)	Building on prior success to extend digital access across rural Angus. Used in outreach recovery settings, justice, adult learning, hospital transitions. Devices also include Breaking Free Online access. Supports harm reduction, digital inclusion, and recovery engagement.	- **Homelessness:** 85 people (51 phones, 27 tablets, 85 connectivity, 25 other devices) - **Prison release:** 23 people (10 phones, 12 tablets, 28 connectivity, 6 other devices)	*DT, discharged from hospital after near-fatal overdose, supported with phone. Reconnected with family, managed finances and appointments, joined recovery groups. Described device as "lifesaving".*	- Reduced isolation, improved digital confidence - Re-engagement with services, education, and family - Positive mental health and recovery outcomes	- Online application process streamlined referrals - Effective partnerships (e.g. Liaison Nurses, Adult Learning,	- Early staffing delays impacted delivery - SIM/network connection issues (O2) - Impact survey return rates were low; improvements

Organisation	Project description	Outputs (devices & reach)	Case study	What difference did it make?	What worked well	What didn't work well
		- **Hospital discharge:** 21 people (9 phones, 12 tablets, 21 connectivity, 6 other devices) - **Training:** 3 Digital Champions, 9 staff trained		- Reduced staff time on admin, increased focus on meaningful support	Justice) - Integration with structured learning and recovery tools	suggested via structured follow-up
Simon Community Scotland	Expansion of the *Get Connected* model and *By My Side* app, targeting 140 new people and reinforcing with existing digital harm reduction staff. Provides digital devices, unlimited connectivity, person-led digital support, digital rights advocacy, and harm reduction information. Emphasises digital health, entertainment, finances, services, and social connection.	- **Homelessness:** 356 people (275 phones, 75 tablets, 6 laptops, 353 connectivity, 3 other devices) - **Training:** 36 Digital Champions, 5 staff trained - **Devices lost/replaced:** 58 lost/stolen, 63 replaced	*'S', in Edinburgh, used the phone to reconnect with family and a laptop to complete college courses. Credited the support with helping him avoid relapse.*	- Life-changing support during trauma - Reduced worker stress due to stable communication - Increased digital access and confidence - Better continuity of care and engagement	- Device choice & unlimited data increased dignity and digital engagement - Trusted relationships (same staff) led to better outcomes - No fixed 'curriculum' – person-led priorities respected	- Protective cases would reduce breakages - Recognised need to expand thinking beyond devices (e.g. smart home tools, broadband) - Demand remains high as funding nears end

Organisation	Project description	Outputs (devices & reach)	Case study	What difference did it make?	What worked well	What didn't work well
Grassmarket Community Project	Builds on Phase 1 to embed digital inclusion within GCP's holistic support model. Prioritises people experiencing drug harms, homelessness, prison or hospital discharge. Provides tailored 1:1, 1:2 and group IT support and digital inductions. Includes wellbeing activities, creative sessions, and housing/employment support.	- **Homelessness:** 32 people (12 phones, 6 tablets, 12 laptops, 14 connectivity) - **Hospital discharge:** 6 people (4 phones, 2 tablets, 4 connectivity) - **Training:** 7 Digital Champions, 7 staff trained - **Devices lost/replaced:** 3 lost, 1 replaced	*Individual referred from Salvation Army after prison and homelessness. Received phone, learned video calling, email, job search skills. Reconnected with brother overseas and joined GCP art and wellbeing sessions.*	- Devices + connectivity helped 38 people overcome exclusion - Drop-ins and IT groups supported digital confidence and job readiness - Participants accessed wider GCP support (benefits, groups, counselling) - Developed accessible digital signposting resource	- Personalised approach (1:1 induction, tailored device use) - Follow-up IT training boosted confidence - Created user-friendly, easy-read digital signposting PDF - Strong links with partners (e.g. Streetwork, Royal Edinburgh)	- Slower-than-expected engagement - Device delays and overlap with other support offers - Outreach to most at-risk groups was limited; addressing this in next phase - Some budget remains (£2842) for final device rollout by end of March

Monitoring report summary table: Small grants 2024

Organisation	Project Type	Outputs (Devices & Reach)	Case Study	What Difference Did It Make?	What Worked Well	What Didn't Work Well
Irvine Sports Club	Community-based digital inclusion and harm reduction support via TimeToTalk project for	*Planned:* 25 mobile phones, 15 mobile-connected tablets, 6-month Vodafone	*No case study included in submission*	Aims to reduce social isolation and increase skills and motivation among people with	Not yet reported	Not yet reported

Organisation	Project Type	Outputs (Devices & Reach)	Case Study	What Difference Did It Make?	What Worked Well	What Didn't Work Well
		SIMs. **Outputs not yet reported**		complex needs, supporting mental health and risk reduction.		
East Ayrshire Churches Homelessness Action (EACHa)	Rural and urban digital support for people affected by substance use, homelessness, or justice involvement	**Homelessness:** 24 people – 20 phones, 8 tablets, 1 laptop, 26 connectivity **Prison release:** 23 people – 18 phones, 10 tablets, 24 connectivity **Hospital discharge:** 11 people – 9 phones, 2 tablets, 12 connectivity **Training:** 2 Digital Champions, 6 staff trained	*John – released from prison, homeless, reconnected with family, joined online recovery group, accessed CBT apps and secured housing via digital access.*	Reduced social isolation, improved digital access to health, recovery, benefits, and housing. Enhanced long-term reintegration and personal stability.	- Reconnection with family and support services - Peer-led outreach and tailored support effective in building confidence and digital engagement	- Initial barriers due to low digital literacy and mistrust of services - Addressed via group training and peer outreach
Red Chair Highland Ltd (w/ Apex Highland)	Smartphones and training for people at risk of drug-related harm or recently released from prison	**Homelessness:** 5 people – 5 phones, 5 connectivity **Prison release:** 38 people – 38 phones, 38 connectivity **Hospital discharge:** 9 people – 9 phones **Training:** 7 Digital Champions, 4 staff trained	*INDV 001 – prolific offender released from prison. Used phone to maintain recovery support, access services, and later secured rehab place after relocating. Ongoing digital contact sustained support.*	Supported reconnection with services, family and peers; improved mental health and independence; enabled relocation and rehab access.	- Strong referral pathway and collaboration with Apex - Robust systems for follow-up and support - Continued support via digital tools helped maintain recovery	- Staffing changes at Apex caused minor delays - 3 devices lost/broken (2 replaced) – minimal and within acceptable range

Organisation	Project Type	Outputs (Devices & Reach)	Case Study	What Difference Did It Make?	What Worked Well	What Didn't Work Well
RecoveryAyr SCIO	'BuDS' programme delivering phones and training to people in recovery, particularly those in transition (hospital, prison, rehab, homelessness)	**Homelessness:** 48 people – 48 phones, 48 connectivity, 8 other devices **Prison release:** 84 people – 84 phones, 84 connectivity, 15 other devices **Hospital discharge:** 47 people – 47 phones, 47 connectivity, 1 laptop **Training:** 5 Digital Champions, 5 staff trained	*X – referred via homeless pathway, early recovery stage. First smartphone provided. Used it to join recovery groups, manage benefits, contact housing and services. Increased confidence and engagement.*	Strengthened referral pathways, enabled rapid digital support for recovery and self-management. Increased connection, stability, and autonomy.	- Fast referral-to-device turnaround (often same-day) - Embedded support from digital champions - Effective collaboration with services	- End of Vodafone SIM scheme caused temporary delays - New SIMs sourced through partner support – now resolved

Monitoring report summary table: Early Adopters 3

Organisation	Project Type	Outputs (Devices & Reach)	Case Study	What Difference Did It Make?	What Worked Well	What Didn't Work Well
Liber8 (Lanarkshire Ltd)	Community-based mental health and recovery support (no devices delivered)	No data provided (N/A across all output fields)	N/A	No response submitted in survey	N/A	N/A
Transform Forth Valley	Housing First support for people with complex needs (homelessness, addiction, trauma)	**Homelessness:** 51 people – 27 phones, 13 tablets, 39 connectivity, 7 other devices	*Male in his 50s with alcohol and drug dependency, multiple hospital admissions, previous homelessness and imprisonment. Provided with phones and regular support to*	Devices helped maintain contact with services, reduced isolation, and supported housing stability. Digital access enabled	- Tailored 1:1 digital harm reduction support - Basic phones often more	- Devices broken during crisis moments - Some clients uncomfortable with

Organisation	Project Type	Outputs (Devices & Reach)	Case Study	What Difference Did It Make?	What Worked Well	What Didn't Work Well
		Prison release: 9 people – 6 phones, 3 tablets, 8 connectivity **Training:** 2 Digital Champions, 8 staff trained	*access health, benefits, housing and family. Had setbacks due to mental health and substance use but fewer A&E visits and stronger social connections.*	engagement with national harm reduction resources and safer use information.	suitable than smartphones - Training embedded into worker roles - Use of national digital resources (e.g. SDF)	smartphones - Realised too late the benefit of robust phone protection (cases/screen protectors)
The Marie Trust	Digital and literacy support for people facing homelessness, addiction, trauma, and exclusion	**Homelessness:** 57 people – 36 phones, 5 tablets, 41 connectivity **Prison release:** 7 people – 2 phones, 2 connectivity **Hospital discharge:** 3 people – 3 phones, 3 connectivity, 3 other devices **Training:** 9 Digital Champions, 17 staff trained	*Charles – rough sleeping, complex mental health, addiction and trauma history. Received phone and digital support for contacting crisis services, health providers, and emergency accommodation. Reported that having a phone was a "lifeline" and helped reduce thoughts of self-harm. Reconnected with services and now has a trusted relationship with The Marie Trust.*	Digital literacy increased access to housing, healthcare, and social connection. 81 people supported with online skills; many used devices for GP access, benefit claims, family contact, job applications. Significant impact on mental wellbeing and autonomy.	- Group delivery supported peer trust - Use of Citizen Literacy app + tactile materials - Volunteers with lived/literacy teaching experience - Open-door, trauma-informed approach to engagement	- Low digital dexterity slowed some learners' start - Shame and stigma around literacy took time to overcome - Limited capacity to be visibly available in café daily - Program demand exceeded scope—high potential for scaling
Access to Industry Ltd	Employability & digital inclusion support for people in recovery from alcohol/substance use in Dundee	**Homelessness:** 30 people – 30 laptops, 30 connectivity **Prison release:** 2 people – 8 connectivity **Hospital**	*P – was previously sporadic in engaging, only using mobile for job searches. After receiving Chromebook, began prioritising meetings, applying for jobs, completing qualifications.*	Laptops and connectivity have enabled clients to build digital confidence, complete training, and engage with support. Reduced isolation, improved employability, and enhanced relationships	- Laptops ready to be distributed at point of need - Online college participation increased - Digital skills	- Difficulties completing impact assessments: low confidence, fear of mistakes, avoidance of

Organisation	Project Type	Outputs (Devices & Reach)	Case Study	What Difference Did It Make?	What Worked Well	What Didn't Work Well
		discharge: 11 people – 18 laptops, 18 connectivity **Training:** 1 Digital Champion, 1 staff trained		(e.g., with children through homework).	improved DWP access, banking, and confidence	formality due to trauma
Moving On Inverclyde	Recovery support for people with substance use and justice involvement; digital access for rehab leavers and people in custody	**Homelessness:** 20 people – 6 phones, 6 tablets, 13 laptops, 28 connectivity **Prison release:** 33 people – 15 phones, 10 tablets, 13 laptops, 31 connectivity **Hospital discharge:** 28 people – 6 phones, 3 tablets, 7 laptops, 15 connectivity **Training:** 4 Digital Champions, 6 staff trained	*LS – woman working to regain custody of her daughter. Given a laptop, MiFi, phone, and new number. Enabled video calls with daughter, supported emotional wellbeing. After a traumatic incident, was supported again with replacement phone and continued care.*	Provided a lifeline to those with no previous digital access. Enabled contact with services and family, boosted confidence and engagement post-rehab or release. Also supported meaningful activities (music, online learning, peer support).	- Providing multiple devices (e.g., phone + laptop) was helpful - Digital skills sessions increased independence - Enabled people to develop new hobbies and social networks	- Initial concerns from staff about device misuse, but no issues occurred - Risk assessments required in cases where having devices could pose safety risks (e.g., potential targeting)

Organisation	Project Type	Outputs (Devices & Reach)	Case Study	What Difference Did It Make?	What Worked Well	What Didn't Work Well
Blue Triangle (Glasgow)	Digital inclusion and harm reduction for people experiencing homelessness, addiction, or justice system involvement across multiple areas	**Homelessness:** 63 people – 24 phones, 20 tablets, 16 laptops **Prison release:** 7 people – 7 phones, 7 tablets, 4 laptops **Hospital discharge:** 13 people – 4 phones, 3 tablets, 3 laptops **Training:** 7 Digital Champions, 6 staff trained	*JMcC – woman in her 60s with health issues. Used device to join recovery and social groups online. Training to become SMART Recovery facilitator remotely.*	Digital skills increased independence, wellbeing, and reduced isolation. Supported access to services and community connection. Exposed participants to digital learning, recovery spaces, and hobbies.	- Devices well received, especially phones - People engaged in recovery groups, SMART training and hobbies online	- Staff struggled with uploading surveys, requiring manual data input - Staff transition impacted continuity of project feedback

Appendix IV: Impact surveys (quantitative)

Average Feedback Scores
Average scores of all rounds of provided feedback.

Number of Organisations surveyed: **8**
Number of Individuals surveyed: **199**
Number of surveys recorded: **521**

Experience

Question	Using the scale rate where you think you are just now in the folllowing areas	Baseline	Round 1	Round 2	Round 3	Round 4
Confidence in Overall Digital Skills	My overall digital skills and confidence	2.43	3.22	3.63		
Confidence Connecting with People Online	Communicating with other people online or using social media	2.61	3.43	3.77		
Confidence Finding Important Information	Searching and finding information online	2.48	3.26	3.60		
Confidence Managing Money Online	Managing my money online	2.15	3.07	3.56		
Confidence Accessing Entertainment/Learn	Accessing entertainment or learning online	2.69	3.56	3.86		
Confidence Accessing Health Services	Accessing services that help me to manage my health and wellbeing	2.44	3.29	3.60		
Confidence Keeping Safe Online	Keeping myself safe online	2.49	3.30	3.72		

Impact

Question	Using the scale rate where you think you are just now in the folllowing areas	Baseline	Round 1	Round 2	Round 3	Round 4
Feel Connected to People Important to Me	I feel connected to the people that are important to me	2.40	4.19	4.60		
I Feel Independent Accessing Services	Being able to access services and information makes me feel more independent	2.70	4.18	4.49		
I Feel Independent Managing My Money	Being able to manage my money makes me feel more independent	2.83	3.97	4.47		
Positive Effect - Access Entertainment	Being able to access entertainment or learning has a positive effect on my wellbeing	2.92	4.24	4.65		
Manage Health - Access to Info & Service	Being able to access health information and services helps me manage my health and wellbeing	2.75	4.08	4.63		
I can find opportunities in my community	I can find new opportunities in my community	2.58	3.96	4.51		
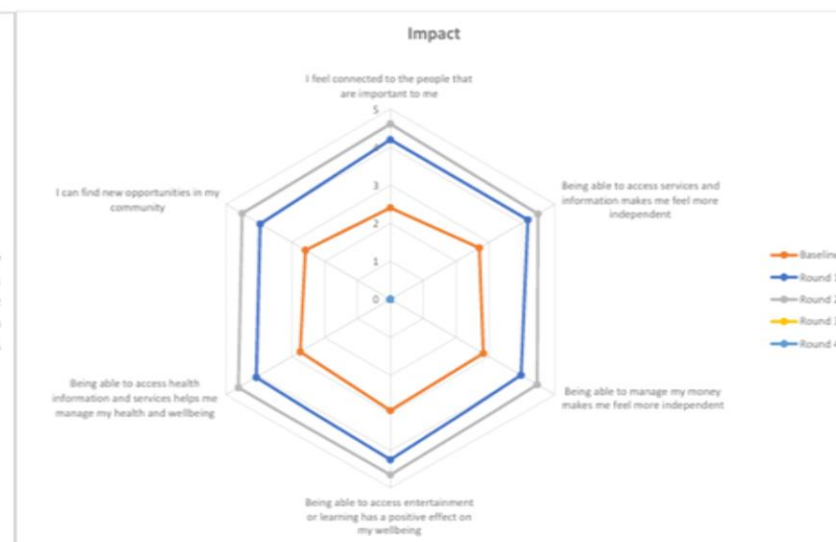
Appendix V: Impact surveys (qualitative matrix)

Why is it important for you to get online?

Theme	Theme summary	Data extracts
Social Connectivity and Communication	**Digital access is essential for maintaining personal relationships, reducing isolation and fostering connections with family, friends and wider support networks.**	'Being able to manage my journal, maintaining contact with family and friends'; 'Keeping connected with family, benefits agencies and health'; 'To stay in contact with my support work in online help freely'; 'family contact pictures of his children job hunting making doctors appointments, Reading books'; 'maintaining contact with family , health and support services'; ' Being able to still work on my recovery, even when my anxiety is high, my worker will help me with finding apps that I find easy to use to keep in touch with friends and family and recovery community. The big screen'; 'Speak with friends and family whenever I want, go online to find things I need'; 'Using social media browsing internet/access to google contacting family and friends sorting practicalities out'; 'Keep in touch with family and friends'; 'Keeping in touch with friends and family Access Job centre Access Support Services'; 'I don't have any way of keeping in contact with family or friends and struggle to find things to do without any digital device. This is the most important thing for me.'; 'Keeping in contact with support workers, using for personal safety. staying in contact with family'; 'Connecting with family and friends to reduce social isolation.'; 'Staying connected to his support workers and others that support him. He works also so maintaing contact with his employees'; 'staying connected to others'; 'Connecting with family and friends. Engaging with recovery and mental health services.'; 'Social connection and engage with mental health services.'; 'Social connection. Engaging with services. Managing my mental health.'; 'Reconnecting with my family who all live in [name of country] and my friends who live in a different city.'; 'Connecting with people and recovery services.'; 'Social

Theme	Theme summary	Data extracts
		connection to help manage my mental health.'; 'Connecting with my support network.'; 'Engage with mental health services. Reconnect with family after a spell in prison.'; 'Keeping in touch with family, getting access to internet to find ways to spend time more meaningfully, keep in touch with support'; 'Keeping in touch with family and friends'; 'Keeping in contact with family and key workers'; 'Keeping in contact with support workers'; 'Keeping in contact with key workers'; 'Keep in contact with friends, family and key workers'; 'Keep in contact with friends family and key workers when in rehab'; 'Keeping in touch with friends, family and support workers'; 'Keep in touch with friends, family and appointments'; 'Stay in contact with others'; 'Being able to speak to family and friends, look up what's on around me'; 'Keeping in touch with my daughters'; 'Keeping in touch with daughter'; 'Connecting with family and friends'; 'Keeping connected with family'; 'Staying connected to my son who stays in [name of town]'; 'Manage bills, people, family + my workers'; 'I wish to stay in contact with my family and daughter'; 'To connect with my family'; 'Connecting with family'; 'Keeping in touch with friends and staff'; 'Talking to friends'; 'Speaking with friends and family and communicating with my workers'; 'Keeping in contact with my mum, sister, and my workers which include my CJSW & Shine Mentor'; 'Keeping in contact with my children and family in [name of country]'; 'Be connected with family'; 'Connected with family and friends'.
Accessing Support, Recovery and Health Services	**Digital connectivity is vital for accessing remote support, recovery groups and healthcare services, thereby assisting with**	'Being able to find resources I need, go onto teams meetings involved in my support'; 'Being able to apply for jobs, take part in Teams calls for meetings to do with my support, look up things in the area'; 'Benefits, youtube, zoom calls for CA [Cocaine Anonymous]'; 'To stay in contact with my support work in online help freely'; 'Sorting our benefits, housing, contacting children'; 'Being able to access my universal credit journal, to be able to maintain contact with benefit agencies, council services, support services, family and friends';

Theme	Theme summary	Data extracts
	mental health, physical wellbeing and essential care.	'Committing to online recovery meetings, finding like minded people, managing my money online'; 'Getting connected in recovery for support with WhatsApp groups and Zoom. Being able to have my stage coach app and communicate about my new accommodation.'; 'As I live in a rural area it isn't easy to get to live meetings as much as I would like to. Having my phone and tablet lets me get onto Zoom calls for I can keep going with my recovery. I can also keep in contact with my new friends in recovery through wh'; 'Accessing recovery meetings online and staying connected on what app groups. Being able to watch my TV though connectivity. This is good my my mental health.'; 'Having access to my midwife notes (badger notes), connecting with services, recovery, workers, family and banking'; 'Contacting nhs services for appointments and universal credit'; 'Maintaining contact with family, Universal Credit and Support services'; 'Maintaining contact with support services, family and friends'; 'Being able to keep in touch with family and friends, and to go online to find groups, training and resources to help my recovery'; 'I have limited mobility but need connection to support my recovery, This will help me achieve this and engage more'; 'Being able to access recovery support as my health restrict my ability to do this in person'; 'Recovery Journey New city on release to rehab'; 'Accessing recovery and health resources online'; 'I need to be able to ensure my personal safety and support my recovery with positive networks, and will use this device to do so'; 'Connecting with people and recovery services.'; 'Engage with mental health services. Reconnect with family after a spell in prison.'; 'Looking up recovery programs online.'; 'To access after care/ outreach online meetings and AA and NA [Alcohol/Narcotics Anonymous] meetings, carry on job searching'; I would also like to utilise the device to keep a journal of my daily life as this helps with my mental health'; 'Connecting with family, mental health support, distraction'; 'Rely on mental

Theme	Theme summary	Data extracts
		health groups - don't go out much'; 'Keeping in touch, letting them know I'm alright.'
Employment, Education and Skill Development	**Digital access supports opportunities for job searching, career advancement, further education and the development of practical digital skills.**	'Being able to apply for jobs, take part in Teams calls for meetings to do with my support, look up things in the area'; 'Job hunting'; 'Contacting job centre and claiming benefits making appointments'; 'Help get back to normality contact with job centre'; 'My old phone had a cracked screen which I could not afford to fix and the phone just kept switching off as the battery life was very poor. I am at college just now and I was struggling to keep up to date with class chat and was missing out. I felt I was f*****'; 'Access Job centre'; 'Have to access everything online nowadays. Job search mainly'; 'Contact the job centre - online journal contact with family'; 'Job searching calendar to ensure making appointments Universal credit journals'; 'Keeping in touch with family and friends'; 'To be able to support my training that I have started'; 'Online banking Employment is set up recovery - using WhatsApp groups'; 'Job searching, journal'; 'Keeping in touch with friends and family'; 'Contact friends and family Job centre and job hunting'; 'Getting my life in order keeping in touch with friends and family and support services'; 'Accessing courses online and making a CV'; 'Making CV's and looking and applying for jobs.'; 'Applying for jobs and making CV's, taking part in training courses.'; 'Making connections with people and attending the digital course within moving on. Learn new skills and how to use a laptop.'; 'Making CV's, Finding out about volunteering opportunities in my local area.'; 'Job searching, making CV's, further education and training courses.'; 'Applying for open uni degree and making a CV for job searches.'; 'Take part in SDF training and take part in online smart meetings.'; 'Taking part in SDF training and applying for courses.'; 'Applying for houses as he is currently living within a homeless shelter, also wants to look up college courses and begin to job search.'; 'Wants to find work and join the SDF (Scottish Drug Forum) needs a device to get online to apply for

Theme	Theme summary	Data extracts
		the courses and receive emails, also wants to keep in touch with family and friends after rehab.'; 'Applying for training courses and college'; 'Getting online to take part in training courses and further his education.'; 'Starting a college course'; 'Got a placement in college and is going to use the laptop to further her education'; 'Wants to register for college and take part in online training programs. Keep on top of his universal credit journal'; 'Writing and recording music and taking part in digital class within moving on'; 'Job search'; 'To look for jobs'; 'Looking for jobs'; 'Being able to contact employers & apply for jobs; being able to look into recovery supports'; 'Search Jobs'; 'Learning how to use device and becoming confident in this area.' 'Scared of online banking but think it might be a good thing to learn. Want a tablet to enlarge fonts in order to see. Want to learn how to install iPlayer and WhatsApp video.'
Practical Life Management and Daily Tasks	**Digital connectivity enables the management of everyday administrative tasks, including benefits, banking, appointments and local information for daily living.**	'Being able to find resources I need, go onto teams meetings involved in my support'; 'Being able to access my universal credit journal, to be maintain contact with benefit agencies, council services, support services, family and friends'; 'managing my journal'; 'Contacting nhs services for appointments and universal credit'; 'Accessing benefits, contact with family, will relieve stress from cost of living crisis'; 'Contacting job centre and claiming benefits making appointments'; 'Online banking'; 'Access to bus timetables, help travelling - Google Maps'; 'Filling in time sitting browsing internet.'; 'Job Centre, contact social work'; 'Run own business'; 'Manage bills, people, family and my workers'; 'Log in to benefits and such like'; 'Connecting with family and accessing benefit related journals and banking'; 'To access Universal Credit and to contact my social workers'; 'I need a phone for my Universal Credit journal and appointments'; 'To be able to access emails and fit notes for benefits'; 'Being able to access emails.'

Theme	Theme summary	Data extracts
Entertainment, Leisure and Information Seeking	Digital access offers avenues for leisure, cultural consumption and information gathering, helping to alleviate boredom and support mental wellbeing.	'To look at you tube and access local events'; 'Documentaries, entertainment'; 'Listening to music as it helps keep me calm'; 'Music, banking, gaming'; 'Being able to watch my TV though connectivity. This is good for my mental health.'; 'Feel connected to other people online, playing games when in his house.'; 'Keeping online while in rehab and being about to watch things.'; 'Reading books'; 'Watching news'; 'Talking to friends and family, watching movies, news'; 'Listening to music and searching Google'; 'For entertainment and social media'; 'I want to use a tablet to browse the internet and catch up with people I know.'

Support workers' comments

Theme	Theme summary	Data extracts
Device Access and Digital Resource Usability	Digital devices and internet connectivity are provided to overcome limitations of outdated technology, enabling access to online meetings, resources and self-managed usage.	'[Name] has access to online resources on her mobile but this is an outdated model so can be limited. [Name] is delighted with her new laptop as she can access teams meetings for support needs or recovery online meetings which often don't work on her mobile.' 'Individual has knowledge of using technology but had no access online except from mobile phone. Having a laptop and internet connection will provide opportunity to be more involved within community and to access Teams calls for meetings regarding her support' 'Supported person is learning how to use his new tablet and is now able to access online journal without staff being present. This helps keep him up to date and actively involved in anything he is required to provide etc. He is also using apps such as Yout.'

Theme	Theme summary	Data extracts
		'We were having to comminate with [name] through his partners phone initially which was very challenging. Once we met with [name] and provided him with his device the work we cold do with him got much better. [name] life changed very quickly within two weeks of having.' '[Name] is confident in using digital device's but has no WIFI and will benefit from this.'
Enhanced Social Connectivity and Communication	**Digital devices enable service users to maintain contact with family, friends and support workers, thereby reducing isolation and fostering inclusion in community and recovery networks.**	'This has been very useful in helping our supported person to access health and wellbeing resources in the community, as well as financial advice regarding housing situation. She has also been able to keep in contact with family which has been a big support.' 'The service users has been able connected to family friends and services and has enjoyed watching documentaries which he finds entertaining and informative, leading to a improvement in his overall mood.' 'Being contactable has been of benefit to the service user and has provided some peace of mind for family members.' 'This young man has used this device in a positive manner as he has outlined very well above, he has been able to reach out for support when necessary to other agencies, his family and friends and text support workers when he hasn't felt comfortable speak.' 'Having this device will allow the user to maintain contact with family friends and support services, which will aid the recovery journey and mental wellbeing.' 'Being able to support the client and if they need support quickly or in a crisis then they have access to get this and don't feel as alone or isolated as they did.'

Theme	Theme summary	Data extracts
		'Being able to contact client and the other way about has had a positive effect on their mental health and wellbeing.'
		'My patient has found it difficult to remain in contact with myself over arranging appointments due to not having a working phone. He now has this and I already can see a marked improvement in his contact.'
		'Overall Impact - being able to have more connection to my son.'
		'Will help improve relationships which will benefit his recovery.'
		'[Name] was digitally competent and though he did not require much support to use his device he was delighted to be able to engage with his father.'
		'Individual states that having this device will make them feel more settled. Family is extremely important and being able to connect with them on my own will be hugely beneficial. Follow up one to one session booked for next week.'
		'[Name] uses the device to mainly keep in contact with family and staff.'
		'[Name] relies on her device for linking in with family and friends via calls text and social media. [Name] also uses her device for watching Netflix and accessing medication via YouTube which helps with her mental health.'
		'Having the phone helped [name] to engage with myself and look up the organisations that we were discussing could help her for example. Talk Now & Cruse counselling, having the phone allowed [name] to look these up to decide if she did want me to link her in.'

Theme	Theme summary	Data extracts
Impact on Recovery, Confidence and Mental Health	**Digital inclusion is contributing to improved recovery outcomes, increased confidence, reduced anxiety and enhanced mental wellbeing among service users.**	'This has been really beneficial in allowing our service user to access online groups and training resources. She is working to develop professional skills to help with employment and has enjoyed being able to access this in her home instead of using library.' 'Our supported person has very little confidence both on or off line. Due to his extreme anxiety and addiction, this supported person will really benefit from this devise in starting to learn to take control of his life and recovery.' 'There has been a great improvement with this supported person with confidence, finding himself and getting out more in the community. His poems have been selected to be read out at local events which he loving.' 'We are absolutely over the moon for [name]. He was ready to change his life and took on every opportunity we put in his path. He is now an asset at [name of project] helping the younger generation with a vison and hope of life in sobriety.' 'This supported person feels more confident and having help and support being navigated into the right networks.' '[Name] is doing fantastic with his commitment to his recovery on line. Due to where he lives, he isn't able to attend as many live meetings as he would like. His devises are absolutely a life line for him.' 'This individual has made leaps and bounds in her recovery journey, and this digital lifelines device, giving her access and inclusion has been a massive factor in reducing the barriers that she has faced in taking the steps towards improving her overall wellbeing.'

Theme	Theme summary	Data extracts
		'[Name] has benefited a great deal and is really appreciative of this support, it has helped her relieve the anxiety she had felt about borrowing phones to make calls, and helped her stay safe in the community.'
Educational, Employment and Skill Development	**Access to digital devices facilitates educational pursuits, employment opportunities and the development of digital and professional skills through training and independent usage.**	'Individual has knowledge of using technology but had no access online except from mobile phone. Having a laptop and internet connection will provide opportunity to be more involved within community and to access Teams calls for meetings regarding her support.'

'We have identified some areas where he feels comfortable with his skills but needs some guidance on finding more positive ways of using his device. As someone who has a pre-existing number which he feels is not of benefit for his recovery.'

'Supported person is learning how to use his new tablet and is now able to access online journal without staff being present. This helps keep him up to date and actively involved in anything he is required to provide etc.'

'This has been so helpful, he recently started a new job and has found confidence from learning how to be safe online.'

'This individual has spoken with writer in advance of liberation date … and will benefit massively from having this device upon liberation whereby he can access support and contact family from the earliest opportunity.'

'This individual hopes to start college next year and this laptop and the support with inclusion has given him increased confidence in his ability to progress this.' |

Theme	Theme summary	Data extracts
		'This individual has been supported by receiving a laptop, phone and MiFi box which has helped her with moving forward in her life and looking to get a job, she has made a CV with the help of the digital class within moving on.' '[Name] has taken a phone and will meet us again over the following 4 weeks to learn how to use the device effectively.' '[Name] is set up with a laptop and will be back for 3 follow up one to one sessions focused on the interests identified.'
Improved Engagement with Services and Practical Management	**Digital devices aid in managing daily tasks and administrative responsibilities while enhancing engagement with support services, appointments and practical life management.**	'This has been very useful in helping our supported person to access health and wellbeing resources in the community, as well as financial advice regarding housing situation.' 'The individual has benefited and been able to engage more effectively with services.' 'Contacting job centre and claiming benefits making appointments.' 'Having this device will allow the user to maintain contact with family friends and support services, which will aid the recovery journey and mental wellbeing.' 'This will make life a lot more easy and more manageable being able to contact support services, family and friends.' 'Improved engagement with services.' 'This will help increase confidence in using electrical device.' 'This digital lifeline has helped this individual to keep in touch with his key workers and keep to his appointments it has also let him build up relationships with his family and friends.'

Theme	Theme summary	Data extracts
		'This individual has been making his appointments on time and now feels so much better for knowing where and when he's to be at appointments.'
		'This individual has improved his mental health and wellbeing by getting a phone he feels more independent with making his own appointments.'
		'[Name] is able to organise his money and bills, Connecting to [name] is important in order to support him.'
		'Supported through sessions to install apps and guide how to use tablet - have reinstated email address and is gaining confidence independently in IT group.'
		'Individual also accessing woodwork and IT skills now as a member.'
		'1:1 sessions for setting up apps and supporting how to use, particularly video call, email and WhatsApp.'
Overall Programme Impact and Project Evaluation	**Support workers consistently describe the project as highly impactful and resourceful, with transformative and life-changing effects for clients.**	'The programme has been greatly impactful.'
		'Very impactful.'
		'The programme has been very impactful.'
		'Greatly impactful.'
		'This device has been changing my person's life day by day.'
		'This is a very good scheme.'
		'This is a very resourceful project. Keep it up.'

Theme	Theme summary	Data extracts
		'This project has been so helpful to [name].'
		'This is a great project. Thank you.'
		'This is a very fantastic project.'
Device Usage and Challenges	**Clients are provided with various types of devices and while most experience positive outcomes, some face challenges such as device loss or careless handling.**	'[Name] no longer has the phone.'
		'[Name] is sometimes reckless with her device and loses or drops it on occasion.'

Overall impact of support received

Theme	Theme summary	Data extracts
Community Engagement and Resource Access	**Digital support has enabled service users to discover previously unknown community resources, local advice and groups that enhance their daily lives.**	'I have been able to access more things in the community which I didn't know about before. I am pregnant and have been able to look up advice and find groups in the area I can go to. I have been able to look up advice about my housing as I had a few issues.' 'Allows me to stay connected to friends, family and the local community.' 'I have been able to go onto the online journal to help keep track of my benefits and money.' 'In temp accommodation so having connectivity really helped access phone numbers and information.'
Enhanced Social Connectivity and Communication	**Digital devices have improved the ability to remain in contact with family, friends and support services, thereby reducing isolation and fostering inclusion.**	'Having these devices have not only allowed me to stay connected to the people important to, me, health and support services but has allowed me to learn more about my interests and hobbies and feel up to date with the goings on in the world.' 'Having a contactable number has allowed communication with housing services and I have now been offered a secure . My family are happy to have the ability to maintain contact especially in times when my mental health is poor.' 'It has been great for keeping in touch with family and friends.' 'Keeping in touch with my family.' 'It has helped me to keep in touch with my family and my support workers.' 'I have been able to stay in touch with family especially my dad.' 'It has helped me to socialise.'

Theme	Theme summary	Data extracts
		'Staying connected to family and friends benefits my mental health in a positive way.'
		'Keeping in touch with friends and staff.'
		'Communicating with my children has been a big positive for my mental and getting in touch with doctors has been very useful.'
		'I have been able to keep in contact with my family.'
		'I link in with friends and family through calls text.'
		'Very positive - helped reconnect with family after many years through social media, helped to find job opportunities.'
		'It has helped me to connect more frequently with my sister and friends.'
		'Contact with family.'
		'Keep in contact with my family, use you tube for music.'
		'I can get online at home and speak with my mum who lives in England.'
		'The best thing is video calling with my son.'
		'Managed to get onto [online system] with support and waiting for housing. Speaking more with friends back home.'
Recovery, Mental Health and Wellbeing	**Digital support has had a positive impact on recovery journeys by reducing isolation, alleviating stress and contributing to improved mental health.**	'I have used this device to support me in my recovery. I have been comfortable using the device and the best thing for me is having my new device and my old phone to use completely separately from one another.'
		'Having my device and connectivity has made me feel part of the world again. It has been crucial for getting into recovery but also crucial for the maintenance of my recovery. Having connectivity at home has really helped me with loneliness.'

Theme	Theme summary	Data extracts
		'Yes the device has made an overall difference upon release. It has been a lifesaver - been able to keep in touch with my social worker.'
		'The device has made a difference upon release. Has 100% made a big difference – feel less stressed.'
		'Feel more safe and connected to help.'
		'Staying connected to family and friends benefits my mental health in a positive way.'
		'It has helped me to improve my mental health.'
		'My mental health has improved.'
		'Improve my wellbeing.'
		'The key difference has been the feeling of isolation - I am now in contact with more people more of the time and also less bored.'
		'Mostly getting support with my recovery and finding things to do to keep busy. it's been great for that. I join groups at nighttime when it's hard.'
Practical Life Management and Empowerment	**Devices empower users to manage everyday tasks independently, including finances, benefits, appointments and overall self-organisation.**	'I have been able to go onto the online journal to help keep track of my benefits and money. I didn't have ways to access this unless I was with my worker before so it's good being able to do this myself and I'm learning more about how to use it in different ways.'
		'Having a phone and data makes staying in touch with family and services easier, It allows me to manage my benefit and complete applications if required.'
		'Just moved out of homeless accommodation into my own flat and having my own phone made it so much easier when I was getting organised for this. I can text or phone my support worker and my family which is good cause I do get lonely.'

Theme	Theme summary	Data extracts
		'I have been able to manage my finances safely now using a banking app which is password protected. I have learned how to use apps safely and feel more secure instead of carrying cash.'
		'I have found it much easier to manage my Universal Credit account and to access my digital immigration status.'
		'I use it to receive email from work.'
		'I moved into my first tenancy 8 months ago and did not have access to a phone. The phone has been a lifeline. I have been able to stay in touch with my support worker and street pharmacist. This has allowed me to stay on my OST script, connect with my social worker.' 'I have been grateful due to getting connected with my friends and workers and being able to manage my own affairs.'
		'I'm still not sure about online banking so looking at this in IT groups with [staff member name].'
Educational, Employment and Skill Development	**Digital support opens up opportunities for education, career advancement and skill development by facilitating job searches, online training and volunteering.**	'I just started a new job which I found from using my tablet. I need to use a computer for some of my work and I like being able to practice at home on my tablet using different websites.' 'The support and direction to further better myself. Finding a new sober friends' group, Having the confidence to attend live meetings and now working towards becoming a volunteer.'

Theme	Theme summary	Data extracts
		'The device has made an overall impact upon release. Was able to get a full time and permanent job within 6 weeks of liberation thanks to the phone. It allowed me to get job search and I had an interview over Zoom.' 'The programme and support has allowed me to continue my education.'
Entertainment and Leisure	**Digital access offers a range of leisure activities, enhancing quality of life through media consumption and online engagement.**	'Using the internet on a computer makes a big difference - watching movies and websites. Using email and video calls to speak with friends is great.' 'Keep in contact with my family, use YouTube for music.' 'A lot. I don't always like going out. Can do online shopping. Can read books. Keep engaged with people who help me. Saves me money as don't have internet in house so use the sim card data allowance. Can carry it about with me.'
Employment and Economic Impact	**Digital access supports economic participation by enabling job searches, work communication, and even facilitating job opportunities, thereby enhancing financial independence.**	'Help looking for jobs. I'm coming to IT classes now too and Wednesday meal. It's good to be around people.' 'I got a job this summer at music festivals so I was able to speak with my friends and also get on apps while travelling. I wouldn't be able to afford this stuff.' 'Very positive - helped reconnect with family after many years through social media, helped to find job opportunities.'
Overall Life Impact and Independence	**The support received has been transformative, resulting in life-changing improvements, enhanced independence, and a broader positive impact on overall quality of life.**	'It has changed my life as I can now make some use of my time and contact old friends and family.' 'My life has changed.' 'Life changing.'

Theme	Theme summary	Data extracts
		'I worked on my poetry over the past few weeks and I have a chance to read at the next members showcase at GCP. It's been great for my wellbeing.'

Appendix VI: Stakeholder interviews (qualitative examples)

Macro theme	Micro theme	Qualitative examples
Starting points	**Pandemic context and impact**	'When the pandemic hit, there was a necessity... the only way you're going to be able to get a service or speak to your family... is through digital.'
		'We were in the pandemic, so we were right in the middle of the pandemic. There was a much greater focus on digital inclusion more generally, so we had the Connecting Scotland programme that was launched really in May 2020.'
		'Taking into account, particularly that factor of COVID and the impact of COVID, just on staff availability and all the rest of it, is a curveball that is huge and massive and knocks you off course at every opportunity it has.'
		'We hadn't really defined what the programme was, other than how can we increase digital inclusion and look at getting more, getting people more connected because they were, this was in Covid really and making sure people were connected to reduce the risk. I mean that was the level of it.'
		'...but it never really got much traction, and I think again, what happened was, in the December of that year ... we got that next wave of COVID. So, it had a massive impact on frontline staff, on TPS, on everybody. ... everyone was so thinly spread and ... numbers of sickness was going up constantly...'
	Drug deaths crisis and urgency	'The figures keep going up in terms of drug deaths.'
		'And on the back of the then latest set of rather horrendous figures around drug deaths...'

Macro theme	Micro theme	Qualitative examples
		'…and then at the same time, the drug death task force had been established and the huge problem of the drug deaths in Scotland was really a focal point…'
	Digital prioritisation	'Interestingly, it did bring digital inclusion or exclusion much more to the fore.'
		'Digital inclusion became a key part of addressing the needs of vulnerable populations during the pandemic.'
		'We were interested in the digital stuff generally and the use of tech. And then it was my, well it was pre, it was before [name], [name] was, and obviously she was leading one of these government groups around, I can't remember what the names are all now, but it was her, it was [name]. Yeah, [name], who came to us as DRNS at the time and said, you know, maybe there's an opportunity here, we've got a bit of an underspend, maybe there's something here we could do.'
		'…and seeing how much there was an issue with people not having access or connectivity and being quite isolated…'
		'…from the perspectives that we were coming from nationally, it was getting in the way potentially of sharing really interesting approaches…'
	Government influence and support	'There was also the First Minister, she launched a need for urgent action, so there was this real sense of we need to do this across government.'
		'They engaged in the premise of this approach... that gave us a fair bit of cover as well because we knew we had that sort of support and less exposure.'
		'When government decided last year that DLS shouldn't sit in government, and it should be elsewhere, I then had to navigate where could we position DLS.'
		'…government does need to be a bit careful that they don't over... yeah, control, because they're getting over-controlling across other things, telling ADPs exactly what they should do...'
		'…we've always had good support and cover at the political end … They actually were quite strong in pushing back. So, that gave us a fair bit of cover as well…'

Macro theme	Micro theme	Qualitative examples
		'...I was navigating the internal conversations. So, we were engaging obviously within digital health and care with our drugs policy colleagues … getting a sense of there was support …'
	Funding landscape and dynamics	'There was a lot of money that the drug death task force had been giving out, and Corra Foundation had just been given quite a significant contract, so we were almost fighting for the same people to try and get them to do similar things.'
		'Often when sizeable chunks of money become available, statutory are at the front of the queue and you talked about that competitive nature and you were trying to avoid that and that's one of the barriers that came down.'
		'About Connecting Scotland funding being stopped. So, that £10m that was earmarked to provide devices has had to go.'
		'There was funding available for work in this area or in other areas.'
		'There was a much more agile way of building up a case for investment because there was money being directed, in particular, to support digital access and digital support.'
		'There was opportunistic money.'
		'...a smallish pot of money was made really quite big because of underspend and then the task force actually had an underspend... it was a really big pot... we hadn't really defined what the programme was...'
		'About Connecting Scotland funding being stopped. So, that £10m that was earmarked to provide devices has had to go...'
	Competitive landscape & organisational culture	'...there's an important assumption from the outset, whether the assumption was that actually, these organisations are used to working together, that would all be okay whereas actually there were challenges with that because of that competitive marketplace and stuff.'

Macro theme	Micro theme	Qualitative examples
		'…it's not an experience I'm used to in my past roles. You normally find that people very much protect their own work.'
	Complex needs and siloed responses	'…issues of housing… mental health… everything other than drugs. And I said, is it even possible for ADPs to lead on this agenda when those dominant issues are not actually in their power to lead on?'
	Charged political climate	'…we weren't going to put our head up and start waving flags and saying here we are …'
External factors	impact of Covid wave	'…but it never really got much traction, and I think again, what happened was, in the December of that year … we got that next wave of COVID. So, it had a massive impact on frontline staff, on TPS, on everybody. … everyone was so thinly spread and … numbers of sickness was going up constantly…'
	External pressures on staff availability	'…taking into account, particularly that factor of COVID and the impact of COVID, just on staff availability and all the rest of it, is a curveball that is huge and massive and knocks you off course at every opportunity it has.'
		'…[name of organisation], I think, for various reasons around staffing … they ended up not being able to deliver what we had hoped … so, [name of organisation] sort of came on as a representative lead partner…'
	Funding uncertainty	'…because now, well, it's coming close to the end of phase two.'
		'…they've replied to the Scottish Government for funding but the way Scottish … I just know that's not looking good. So we're sort of preparing for the worst…'
	Government repositioning	'…when government decided last year that DLS shouldn't sit in government, and it should be elsewhere, I then had to navigate where could we position DLS and DHI was already a very active partner and I had a good relationship with them. So, I had to broker all of that to make sure that we sustained the integrity of DLS…'

Macro theme	Micro theme	Qualitative examples
Inputs and activities	**Previous funding and partnerships**	'There was a much more agile way of building up a case for investment because there was money being directed, in particular, to support digital access and digital support.'
		'So, I think there was funding available for work in this area or in other areas.'
		'Going back we'd funded some work with the DRNS ODART way back in 2020... an opportunity that had arisen...'
		'I'd need to track back and find the paperwork that resulted in that funding that went out in 2020, but there was that funding that went to ODART.'
		'...that was where ODART was identified, so ODART being Overdose Detection, Alert & Response Technologies, identified through that and I was able to say ... that it had a good opportunity to get funding and it duly did.'
		'...there was a bit of that, of targeted conversations with people that represented various areas that we knew would be of relevance to the programme...'
		'...having identified the key partners in the work and identifying what their roles were ... this is the job of this bit and this is the job of that partner ...'
		'...looking at a number of projects that had been funded by the task force and seeing what opportunity there was for digital to enhance what they were aiming to achieve...'
		'At that point, our delivery partner for the sector was [name of organisation]. ... they tried to set up a – it wasn't a reference group, but it was to be representatives from the sector, to talk about what are the challenges ...'
		'A good percentage of it is probably on ALISS anyway. Now I looked at a couple of sample areas and Alice had the stuff that By My Side had on it plus it had a lot more.'
		'...we were constantly saying we're not looking for loads of stuff from you guys. ... from the perspectives that we were coming from nationally, it was getting in the way potentially of sharing

Macro theme	Micro theme	Qualitative examples
		really interesting approaches and getting everybody moving in a similar direction and participating collaboratively.'
	Funding transparency	'...our willingness from the outset to be completely transparent about the money and to share it. So, DRNS got upfront funding … Turning Point got half a million to support their work … we needed them to be pulling together all of the partners from across Scotland, to be convening that, to be supporting it.'
	Coordination of workstreams	'I ran a workshop at lunchtime where I got some of the people … to do presentations about it. And then basically asked the rest of the audience, is there anything similar that they're aware of? And then started to build up a log of developments … and from that we did some analysis against that log …' '…if they get a list off Ayrshire of 20 local services, rather than put the 20 on there, you would just go to ALISS … that cuts down and gives them the ability to move faster in rolling it out …' '...so what we're asking those partners to do is when they're handed to people that they also talk to them about BuddyUp, show them how to download it, explain what it is …'
	Website development	'...the dedicated website was developed on the back of that trying to find a bridge between the third sector who were doing most of the work and government … we pretty much built on the Taskforce's own website and developed the name of Digital Lifelines…'
	Partner training & instruction	'...so what we're asking those partners to do is when they're handed to people that they also talk to them about BuddyUp, show them how to download it, explain what it is …'
	Connecting Scotland	and they described the Connecting Scotland programme that had been set up over that time and how that worked in terms of providing devices and connection for individuals, who otherwise weren't able to obtain it…'

Macro theme	Micro theme	Qualitative examples
		'…they had the Connecting Scotland kind of fund going, that made them think about what can we do in this population group. … making sure people were connected to reduce the risk. I mean that was the level of it honestly.' We were in the pandemic … we had the Connecting Scotland programme … We had developed and implemented a digital inclusion programme for care home residents…" 'We also had things like procurement sorted because that was all done as part of the wider Connecting Scotland programme, so we were able to piggyback on quite a lot of work that had already been in train and a lot of experience gathered.'
	User-centric design	'So, at that time, it was principles of the Scottish approach to service design. It was about looking to build a programme that put people right at the centre of it …'
	Opportunistic funding and financial flexibility	So, going back we'd funded some work with the DRNS ODART way back in 2020 and that was again, I think, an opportunity that had arisen where there was – at that time the tech programme, I guess worked with a set agreed programme but we also were considerate of opportunities that would present themselves." 'There was a much more agile way of building up a case for investment because there was money being directed, in particular, to support digital access and digital support.' 'The funding that we got, largely non-recurring funding that we got in 2021 came from digital health and care, the drugs policy division and the Taskforce and that became the programme money.' 'Before we knew it a smallish pot of money was made really quite big because of underspend and then the task force actually had an underspend which is kind of a bit shocking to see. So that was contributed to the pot and before we knew it, it was a really big pot. It was like a million, I think it was about a million or something.'

Macro theme	Micro theme	Qualitative examples
		'...we got a bit of an underspend, maybe there's something here we could do. And because they had the Connecting Scotland kind of fund going, that made them think about what can we do in this population group. So that was kind of where it started from...'
		'...a smallish pot of money was made really quite big because of underspend and then the task force actually had an underspend... it was a really big pot... we hadn't really defined what the programme was...'
	Opportunity in crisis	'...and then at the same time, the drug death task force had been established and the huge problem of the drug deaths in Scotland was really a focal point ... and there was a recognition of the opportunity to try and improve the offering ... through the digital lens...'
	Stakeholder engagement and collaboration	'...we recognised what we weren't getting at that stage was enough of the sector involvement and the voices coming through. ... we started to have the conversations around forming the community of learning ...'
		'There's engagement with ADPs... we did work with our drugs policy colleagues who do have regular engagement with ADPs.'
		'we were working with services or that was the way in terms of commissioning, but there was also some of those grassroot organisations and services, they're building some peer networks. So, I think, again, there's certainly some evidence through some of the stories we've heard around somebody who is using a service, bringing somebody else with them. So, the people who are in this situation will be engaging with people in similar situations.'
		'So, there was some quite close liaison with the task force then, so hence some of Catriona's involvement?'
		'We had the Scottish Government, Connecting Scotland and I think [name] did a lot of the work behind the scenes to secure the actual funding that could go with this while I worked with those partners to develop what it might look like, what this might look like.'

Macro theme	Micro theme	Qualitative examples
		'We thought about how we can engage through, not just SCVO and the work that they had established for the mechanics of delivery, but also that broader engagement with third sector partners.'
		'It was joining the dots. Ultimately it is about joining the dots... [Name], you and I would both say that's what we were good at.'
		'I think one of the gaps that we do still have and I do wonder whether, had we done things differently … is maybe some of our stakeholder engagement. … really getting the statutory service …' 'You don't have to reinvent the wheel every time that there's that baseline level is raised of trust.'
	Digital integration workshops and coordination	'…if they get a list off [name of area] of 20 local services, rather than put the 20 on there, you would just go to ALISS … that cuts down and gives them the ability to move faster in rolling it out …'
		'…the thing that [name] always said about digital integration, it's a sort of work stream … we all try and integrate … I speak to a CVO … promoting BuddyUp … and then looking at ways we can roll out BuddyUp to more organisations across Scotland.'
		'…putting all that information, gathering that together, links to websites and such like that and putting that on By My Side. … then what I say, moving forward, if they're going to go through the whole of Scotland doing that, they've got to keep putting all that information …'
		'I ran a workshop at lunchtime where I got some of the people … to do presentations about it. And then basically asked the rest of the audience, is there anything similar that they're aware of? And then started to build up a log of developments … and from that we did some analysis against that log …'
		'…the other one is with By My Side … hosting each other's apps … so that people who are using BuddyUp you go to By My Side for harm reduction information …'
		'You don't have to reinvent the wheel every time that there's that baseline level is raised of trust.'

Macro theme	Micro theme	Qualitative examples
	Governance set up and strategic direction	'We set up... what did we call it then initially? I think we called it the steering group... and we also established a reference group at that point.'
		'...looking at who our key stakeholders were, thinking about who else we needed to reach out to, thinking about what governance we needed to wrap around the programme to ensure that we had the right voices feeding into it and opportunities to guide... the direction of travel.'
		'...looking at who our key stakeholders were, thinking about what governance we needed … So, we set up... what did we call it then initially? I think we called it the steering group. … and we also established a reference group at that point.'
		'...if you have the right foundations of a programme, you've got the right governance and all of that … the strength of the team … robust partnerships and committed personnel …'
		'...about the early-stage timing since probably I and [name], the Programme Manager put together the timelines … You don't know what you're going to encounter … you're combining the need to think ahead … with the flexibility to adjust that as you go through.'
	Programme management & monitoring	'…the products that were then in the products and services work stream were a legacy from phase one. … Scotland which was the pilot of the Brave app in Aberdeen. It was the By My Side app enhancement … then I had the OLE work … and then there was a further project called Rescue which was a wearable.'
		'So I've been set up regular meetings with the project teams, got plans off them of what they were planning to do when and basically checked in with them at least once a month and got highlight reports of them for reporting to the Portfolio Board.'
		'...we were meeting pretty regularly by this point because we knew that we had a fair wind here, but we needed to march. Disappearing into the background for six months was not going to be acceptable.'
		'But mostly we succeeded in our objective from about February through to when we launched the website and then followed on with early adopters two, calls to maintaining that – get your house in

Macro theme	Micro theme	Qualitative examples
		order first. Get all the partners motoring before we had to explain what we were doing and why we were doing it.'
		'I think for me there's something about that continuity and succession planning. … I had to broker all of that to make sure that we sustained the integrity of DLS …'
	Evaluation & reporting	'I've got a meeting with … to discuss what we basically did … we wrote an end of project report, we took the lessons learned …'
		'I will reflect on it as well and come back to you if there is other things that come to me, but I think I struggle to answer it in a way, because we have been a learning programme. … we have tried to be quite reflective and … having those conversations …'
		'…we made up a kind of evaluation plan which we really put together in a hurry… there was an element of us designing, being part of designing the programme and then evaluating it. So we kind of split into… [name] and [name] were doing more on the designing the programme… I took over… leading the evaluation side of it…'
		'I would do it all again. I think the delivery bits are like early adopters one, we weren't quite firm enough about making sure we got data back from them …'
	Targeted recruitment	'…there was a bit of that, of targeted conversations with people that represented various areas that we knew would be of relevance to the programme…'
		'We had to make sure we managed that transition.'
		'It's amazing how, you know, these kind of programmes are shaped by certain individuals.'
	Third sector involvement	'Why would you not really invest in third sector in these sort of initiatives because they can move at speed, a key criteria through the pandemic.'

Macro theme	Micro theme	Qualitative examples
		'We thought about how we can engage through... SCVO and the work that they had established... but also that broader engagement with third sector partners.'
	Discovery work, iterative learning, and knowledge sharing	'...we knew that there was a whole lot of discovery work that had to happen, but we also were conscious of timelines and wanting to start having an impact... it was a very reflective, constantly reflective period of are we involving the right people, are we making the right progress...'
		'...we needed to create a safe space for them, and... this is what we're all signing up to and this is what we're trying to get out of it... we're all working in silos to an extent... if we share some of our challenges, then we're going to more quickly find a solution... opening the very first community of learning... really did break down some of the barriers.'
		'...the workers had flagged their concerns about what if I give them that and they go and sell it... there is that bit about it coming down to individuals who are working with the people that are being allocated the devices to do that wrap around support.
		'Trying to have conversations with other funders so that we could do... We could make something of the jigsaw...'
		'Extend what you're doing and give us some feedback.'
		'I ran a workshop at lunchtime where I got some of the people … to do presentations about it. And then basically asked the rest of the audience, is there anything similar that they're aware of? And then started to build up a log of developments … and from that we did some analysis against that log …'
		'They go through this kind of elaborate process of identifying, you know, what are the issues. And I mean for me it was a bit frustrating... They were people who didn't know, who were techie, know the field and spent ages getting to know... what are drugs and what are the risks...'

Macro theme	Micro theme	Qualitative examples
		'I certainly remember sitting there in person in meetings in [name of city] round the table having chats with people.'
		'So, we were very focused in that early stage of doing two things. One is building our understanding which was the work that was taken forward by DRNS in looking at the end of things…'
	Early adopters and targeted programme development	'We had developed and implemented a digital inclusion programme for care home residents in the late-summer, autumn of 2020.'
		'The programme focused on developing approaches to support individuals at high risk of exclusion, such as those leaving prison or experiencing homelessness.'
		'We were wanting to build that picture and build a set of approaches that would give us some learning about how it could look.'
		'The people who are in this situation will be engaging with people in similar situations...that issue about the people that are at most risk are the people who've fallen out of services.'
		'Early Adopters 1, working title... identified a number of organisations who already had funding...'
		'We'd just start by saying, 'Okay, let's get some money out to people that are doing things...''
		'We thought about how we can engage through... SCVO and the work that they had established... but also that broader engagement with third sector partners.'
		'It became evident very early on... that the only way to reach people who use drugs was through the services that are already in contact with.'
		'...they had the Connecting Scotland kind of fund going, that made them think about what can we do in this population group. ... making sure people were connected to reduce the risk. I mean that was the level of it honestly.'
		'...we had early adopters one, where what we did was to say look, we've got money now. We have opportunity. We will provide short-term funding, relatively modest from memory, but enable those

Macro theme	Micro theme	Qualitative examples
		who want to, to continue to operate and as an exchange, they would be asked to come in and share their learning with us.'
	Device distribution community of learning and playbook development	'We were dropping things on people's doorstep...' '...the phones and getting enough cash to give, so it was, it wasn't, it was kind of felt a wee bit hard work.' 'The community of learning was mandatory, and we gave people £5,000 to be involved in six or seven half-days or full days.' '...another element of the DLS programme... we've seen some positives as a result of that and that's the community of learning where actually what people have said to me is it's been really beneficial but actually I've only gone along because it was a requirement of our contract... '...things like for our organisations in the community of learning, having a guide of some of the basic principles... readily available, so things that since then have been developed as the playbook to meet those needs.' '...the playbook covers a variety of topics around things that they need to consider when they're working through... we can tell them the things that they should be working around, but we can't ultimately make that decision...'
	Balancing structure, flexibility, and pushing for progress	'You're combining the need to think ahead and have some structure to where you think you're going and how long it's going to take with the flexibility to adjust that as you go through.' 'We've always tried to build in an element of flexibility that allows for them to flex it, to meet the needs of the people they're supporting...' 'We had an approach...to keep the pressure on, to push, push, push because speed is important...but also to recognise the point at which it just couldn't go.' 'We mustn't rush just throwing money out the door. We must do this and we must do this properly.'

Macro theme	Micro theme	Qualitative examples
		'Get your house in order first. Get all the partners motoring before we had to explain what we were doing and why we were doing it.'
		'We succeeded in our objective from about February through to when we launched the website and then followed on with early adopters two, calls to maintaining that.'
		'We made up a kind of evaluation plan which we really put together in a hurry and all a bit rushed and but we didn't know what we were evaluating, so there was an element of us designing, being part of designing the programme and then evaluating it.'
Assumptions influencing DLS	Digital inclusion	'Did we make assumptions that digital inclusion and doing this work is going to just be a positive?'
		'Digital I always thought of as being sort of an optional extra... there's a stronger view on it now.'
		'And that's part of the problem with all of this... it's always these siloed approaches because we label it the National Mission on Drugs. We can only spend it in certain areas because it's related to drugs...'
	Risk considerations	'Was there consideration of well actually are we putting digital stuff in the hands of people that might be used for purposes where it's not a positive?'
		'But that helps to just test out whether you got the foundations right, whether the assumptions were right, whether you'd considered fully the risks that were there.'
		'It absolutely was considered. We have risks still that sit in our programme risk log around all those things that you've described and the way we have mitigated against through that, is through... this isn't just about putting devices in people's hands. This is about digital inclusion, and so that means sitting with an individual and doing that wrap around support...'
		'We found things like, in some organisations... and the workers had flagged their concerns about what if I give them that and they go and sell it and then they end up dead because of a decision that I've made ...'

Macro theme	Micro theme	Qualitative examples
		'...that came up a couple of times through media reports … the evidence is that the vast majority of people really value the devices …'
		So, I guess, as [name] said, that work that DRNS had done and the research. [Name] had done was beginning to identify digital exclusion as being an issue and people's challenge of being able to access digital. The issue about the risk around people being given devices and then selling them, I suppose there was a bit more of a risk appetite at that point because it was a pandemic. I think the First Minister described the drug deaths as being a national disgrace and there was this call for urgent action.'
	Device misuse	'We found things like, in some organisations… and the workers had flagged their concerns about what if I give them that and they go and sell it and then they end up dead because of a decision that I've made… so, there is that bit about it coming down to individuals … to do that wrap around support.'
	Funding and strategic alignment	'There was opportunistic money.'
		'That was where ODART was identified... that would have a good strategic fit... if they submitted a proposal, it had a good opportunity to get funding and it duly did.'
		'Phase one was meant to be very focused on reducing risk of drug death and overdose. So, but actually what we found was they weren't necessarily, they were going out through homeless services to people who weren't used to drugs...'
		'And that's part of the problem with all of this... it's always these siloed approaches because we label it the National Mission on Drugs. We can only spend it in certain areas because it's related to drugs...'
		'...if you were to broaden out the national mission, you know, and not label it as drugs, then people would... have to be more accountable for how they're working across those areas.'

Macro theme	Micro theme	Qualitative examples
	Partnerships and collaboration	'We already knew from our work elsewhere on digital inclusion addressing digital exclusion, that the staff were a key part of that.'
		'All of those same principles of true partnership, collaborative, share the money, transparency... with good strategic oversight.'
		'Whether the assumption was that actually, these organisations are used to working together, that would all be okay whereas actually there were challenges with that because of that competitive marketplace...'
		'If we could turn back the clock and factor in right from the start, actually, there were going to be challenges with organisations working together, how are we going to mitigate for that...'
		'...there's an important assumption from the outset, whether the assumption was that actually, these organisations are used to working together, that would all be okay whereas actually there were challenges with that because of that competitive marketplace and stuff.'
		'I think one of the gaps that we do still have and I do wonder whether, had we done things differently ... is maybe some of our stakeholder engagement. ... really getting the statutory service ...'
		'...another element of the DLS programme... we've seen some positives as a result of that and that's the community of learning where actually what people have said to me is it's been really beneficial but actually I've only gone along because it was a requirement of our contract...'
	Governance and strategic planning	'There was this assumption that actually we need to do everything we can to stay out of the press, out of the headlines... rather than being forced to make rushed decisions or being reactive to the headlines.'
		'The money was just being thrown out the door without the strategic thinking behind it, without the plan... it's literally just let's get the money out there.'
		'We mustn't rush just throwing money out the door. We must do this and we must do this properly.'

Macro theme	Micro theme	Qualitative examples
		'…we've always tried to build in an element of flexibility that allows for them to flex it, to meet the needs of the people they're supporting, because they just know better than we do.'
	Establishing sustainability of digital inclusion	'Going forward, the ownership needs to be that sense of it's not a little box programme. It's a way of working and there is a concern around sustainability particularly when we look at digital inclusion.'
	Digital inclusion as a right for all – not just PWUD	'…there should be a serious plan now as to if this is something that is needed, and I think the evidence is yes and clear on that then actually how are you going to embed this across the system you know and if you look at it through that right space lens then actually... setting criteria as to who can get devices... is absolutely not the way to do it.' 'I sometimes wonder whether... if you bring that stigma question into this whether we do ourselves a disservice by just making this a program around drug users... whereas actually if there was that national ambition across the board for digital inclusion, then you're not picking on any particular groups...'
		'And that's part of the problem with all of this... it's always these siloed approaches because we label it the National Mission on Drugs. We can only spend it in certain areas because it's related to drugs...'
Outputs	**Network building and integration**	'…they've been able to access information via me … it's another added value to them in Scotland that I can put them in touch with the likes of [name of organisation] … and start to build that network …'
	Community of learning	'…another element of the DLS programme... we've seen some positives as a result of that and that's the community of learning where actually what people have said to me is it's been really beneficial but actually I've only gone along because it was a requirement of our contract...'
	Device distribution	'Phase one was meant to be very focused on reducing risk of drug death and overdose. So, but actually what we found was they weren't necessarily, they were going out through homeless services to people who weren't used to drugs...'

Macro theme	Micro theme	Qualitative examples
		'That was daft... we struggled to get data plans... we couldn't get quite enough... it just got in the way really of... being able to do what it was we were trying to do.'
	Evaluation	'...the evaluation is really a bit looking at what devices, who took it on... how did they use it? And what are the kind of training... that literacy aspect...'
	Digital champions	'...the concept of the digital champion came up... So, yeah, so where do you get these digital chan... So that did allow us at least... there is opportunities there in promoting digital champions...'
		'...people had got their devices. We knew more what was needed now in terms of training for staff using Digital Champions... a community of practice... people were sharing ideas and things... that seemed to go down quite well.'
Outcomes	Implicit impact of Supportive measures	'...they're still physically connecting them but at the point they're meeting them where they are, and that's enough to basically provide a lifeline for that night, that person needs somebody to check in with them … and then they build the relationship and the people can progress through that journey...'
		'...the benefit of having access to Wi-Fi and being able to watch some movies or to talk to people... those were the things that were so protective for them at those times of isolation...'
		'...those were the things that were so protective for them at those times of isolation... a wee bit of escapism let's face it to be able to just go online...'
	The value of the community of learning & playbook	'Certainly, one of the things we had, … things like for our organisations in the community of learning, having a guide of some of the basic principles of what we're doing, readily available … could have allowed them to hit the ground running a bit earlier.'

Macro theme	Micro theme	Qualitative examples
		'...people had got their devices. We knew more what was needed now in terms of training for staff using Digital Champions... a community of practice... people were sharing ideas and things... that seemed to go down quite well.'
	Reflection on funding partnerships and value	'I think it's due to that research earlier about what else was happening out there … pulling people together … we spent almost £50,000 on a six-month extension … I don't know whether we actually got the value out of that extra £50,000 …'
	Enhanced integration and network building	'...they've been able to access information via me … it's another added value to them in Scotland that I can put them in touch with the likes of [name of organisation] … and start to build that network …'
	Expanded service availability	'[Name of organisation] have recently upped their operating hours … they're now open … from 6 o'clock Friday night right through till Sunday at 12 at noon … they're looking to keep pushing with that to get to 24-7 if they can.'
	Device distribution and reach	'That was daft... we struggled to get data plans... we couldn't get quite enough... it just got in the way really of... being able to do what it was we were trying to do.' 'But what we did manage to do was get some devices out there. And that was what it was about.'
	Low digital literacy (clients and staff)	'...that literacy aspect of sort of digital literacy really because we found that to be really pretty low in both staff and... So we were able to identify training needs.'
	Unintended outcomes	'One phone was lost or stolen. He got a new phone, was lost or stolen... he's got a new phone now, it's just a, it's not a smartphone... So he's got no Wi-Fi, he's lost his email Wi-Fi access... he's somebody that was doing quite well a few months ago.'
	External recognition and validation	'Interestingly, Digital Lifelines was one of three case studies … Audit Scotland saw Digital Lifelines as being a good example…'

Macro theme	Micro theme	Qualitative examples
	Programme effectiveness	'I think what you're picking up here is that [name] and I, who've been at this for a long time, are proud of the approach. We think that by the time it got to programmes like Digital Lifelines, we got it, we understood about how to go about programmes which might have started with funding from government, from central government, but had a realistic chance of achieving change in an area of very great significance.'
Sustainability	Flexibility and responsiveness	'…and we've always tried to build in an element of flexibility that allows for them to flex it, to meet the needs of the people they're supporting…'
	Future planning and shutdown considerations	'This is one of the things we're discussing just now is like we don't know if there's going to be a phase three … so we're sort of preparing for the worst … and I'm working out how we shut down the program by March when a lot of the deliverables…'
		'…the concern for me is that funding streams came to an end at the end of December and they're hopeful of getting a factory funding pot but actually that gap between December and when they get the next funding means a lot of the work will have just dissipated away.'
	Extended service support to meet need	'Cranston have recently upped their operating hours. So they're now open … at the weekend … they're looking to keep pushing with that to get to 24-7 if they can.'
	Sourcing devices/connectivity beyond DLS funding	'She was telling me last week that they are now getting phones and kit from other places as well. They're trying to self-sustain themselves.'
	Mainstreaming and embedding	'…the mainstream and statutory services need to have access to a digital funding stream for sure. It's more than just… giving out devices, it has to be the way that we operate as services.'
		'I can't really think of anything else, I mean I think that is the question, it's a bit mainstreaming rather than necessarily a phase three…'

Macro theme	Micro theme	Qualitative examples
		'...by the end of the phase one, it did feel like we had a defined programme, a plan for phase two, and we got something out of phase one... so I mean, you know, that was the gist of where we got to. And then it moved into this next page and it all felt a lot more controlled...'
		'If you're going ahead with phase three, absolutely fine, but you know, in the meantime, you've really got to look seriously at how this is embedded within, you know, service specifications, how you... make it happen.'
		'...the concern for me is that funding streams came to an end at the end of December... there should be a serious plan now as to if this is something that is needed... how are you going to embed this across the system... setting criteria as to who can get devices... is absolutely not the way to do it.'
		'You've got to raise the ambition... you can't just keep going from one round of DLS funding to the next round to the next round. You've actually got to set your stall out for the long term...'
		'Yes but yeah, yeah I think that's the point we're at, isn't it? ...there should have been enough done in the last four years to get to a point now it becomes main.'
		'...when government decided last year that DLS shouldn't sit in government, and it should be elsewhere, I then had to navigate where could we position DLS and DHI was already a very active partner and I had a good relationship with them. So, I had to broker all of that to make sure that we sustained the integrity of DLS'
	Risks to sustainability	'...the concern for me is that funding streams came to an end at the end of December... there should be a serious plan now as to if this is something that is needed... how are you going to embed this across the system... setting criteria as to who can get devices... is absolutely not the way to do it.'

Appendix VII: Evaluator qualitative data matrix (focus groups, surveys, text message)

Macro theme	Micro theme	Qualitative examples
Immediate risk reduction	**Risk reduction and safety**	'Having the phone meant that there was a safety mechanism for her. She could contact somebody if she had to... even if it was to call me to let me know where she was, what was happening.'
		'The police put a marker on her phone so that if she called them, they'd respond quicker.'
		'She's got the Ring doorbell... as a safety measure... so she can see who's at her door.'
		'I had started taking really bad seizures due to alcohol withdrawal, and I was too frightened to get help because of the stigma. If I hadn't had my phone and Vary checking in, I wouldn't have gone to the doctor, and I'd probably be dead.'
		'I'm not sure, maybe the cameras around the streets and of course my phone is in my pocket constantly for easy access in case of emergencies.'
		'They helped with keeping me updated about online hazards such as scams and malware which made me more confident in avoiding apps/sites that look suspicious.'
	Facilitating high-risk transitions	'Even on a basic level, helping them get home from prison... a phone is so essential for that.'
		'Our team of mentors start that work pre-release... and ideally meet them on the day to take them to their appointments.'
		'The phone helped her find directions and contact services. Something as simple as that made her feel more confident.'
		'The phone is so important for them... it helps them contact people they need or look up directions.'

Macro theme	Micro theme	Qualitative examples
		'I had a three-week gap between detox and rehab, and I had to reach out because I had nothing else. Having a WhatsApp group and online Zoom calls kept me going.' 'When I came out of rehab, I wouldn't leave the house. Having the tablet and WhatsApp groups helped me build up the confidence to get out.'
	Relapse prevention	'Sometimes just having a new number... your drug dealer can't contact you on this number, your ex-boyfriend can't contact you on this number.' 'When you're struggling, you can reach out to somebody, even if it's a text. I wasn't really phone savvy, but I learned, and now I can connect with people. It doesn't have to be just to Harbour. Fellowship and all that stuff. That's been a massive stronghold in my recovery.' 'I went in for a week detox, and then they let me out for three weeks before I went into rehab. My head was everywhere. I didn't have any other recovery supports except Harbour. They put me in Zoom calls, got me connected. I didn't even know what they were, but I was doing it just to participate and keep me busy. That was a lifeline for me.' 'Without the WhatsApp groups, I would have been completely alone. The women in the group kept me going.' 'Helped me build up the confidence to leave the house and go to a face to face meeting. On days when I felt like using and there wasn't a meeting on at that time I could video call or reach out to other members that are all in whatsapp groups and zoom calls. These platforms have saved me from using multiple times.'
	Digital inclusion enough?	'I recently had somebody coming out of custody, she had a shine phone, I went and packed her up and she was using it in the journey back home. She asked me to drop her somewhere else and then,

Macro theme	Micro theme	Qualitative examples
		so she was going to be dealing with the rest of the day herself and it turns out that thereafter I couldn't get a hold of her on the phone and she ended up sleeping rough in the snow. 'We couldn't actually get a hold of her to say if there was actually accommodation available for her so she was sleeping rough for a few days out begging—that's basically started with not having access to a phone.'
Perceived stigma reduction	**Exclusion and discrimination**	'If you don't have a phone, you're facing barriers... exclusion is a form of stigma, really.' 'She said, 'I don't have a phone,' and they said, 'Well, how do you expect us to contact you?'' 'The system's just set up for people with homes, whether it's universal credit, benefits, housing, health.' 'And it's like, well, send a letter to her address, you know, like there are other means to be able to contact rather than just using a mobile number.' 'And that sense of belonging like, that is so disrespectful in terms of that expectation piece, you know, as a society around that and not actually seeing the person in terms of them and understanding the circumstances, so that fits into that massive stigma piece as well.' 'When I was taken to hospital after seizures, the nurses were against me. They blamed me for my own problems. I came out feeling worse than when I went in. It made me want to die.' 'But then I went to a [name of service] meeting. I walked out on a high. I was laughing. I had hope. The difference between the medical world and the recovery world is night and day.' 'I'm actually not sure how to answer this, I just feel it has been reduced/stigma around addiction and getting help certainly feels reduced'

Macro theme	Micro theme	Qualitative examples
		'I think just by social media stigma and discrimination can be a problem for some people and can actually affect people'
	Identity reformation	'Sometimes just having a new number... your drug dealer can't contact you on this number, your ex-boyfriend can't contact you on this number.'
		'I could identify myself as an addict for years, but I had no identity beyond that. Getting my bank account sorted, learning to use Zoom, and getting involved in digital meetings gave me a new sense of who I was—someone rebuilding their life, not just someone in addiction.'
		it's actually been a good experience as I put my recovery journey on (digital platform). It gives people hope and also get encouraged'
	Creating non-judgemental digital communities	'I couldn't face live meetings. With Zoom, I could have my camera off at first. Then, when I was ready, I turned it on. Now I go to meetings in person, but I wouldn't have had the confidence without that gradual build-up.'
		'Without digital inclusion, I would still be sitting in my house thinking my life was over. Now I take a one-hour bus ride to a meeting, and I don't think twice about it.'
		'But then I went to a [name of service] meeting. I walked out on a high. I was laughing. I had hope. The difference between the medical world and the recovery world is night and day.'
		'Being able to reach people or services on line means I don't need to see lots of people in the beginning and I can speak with the person direct.'
		'I am seeking help from those who have been in my situation.'

Macro theme	Micro theme	Qualitative examples
		'I am speaking to people who have been through the exact same situation as me. They are not going to judge me.'
		'Yes as the first group I attended was a ladies only and I felt so part of and included. They just get it.'
		'Due to my past I always feel judged but online it seems little less so because not face to face.'
		'Sometimes meeting new people.'
		'Yes. No one needs to know its me.'
		'Sometimes it's easier to use tech than meet in person. Depends if I'm feeling sociable enough to be around people.'
	Combatting self-stigma	'I was embarrassed to ask for help. I believed I was the only woman who drank through pregnancy. But when I heard other women share the exact same story online, I forgave myself a little. That gave me hope.'
		'I feel it reduced my feelings of stigma as the online recovery community is massive and made me feel more comfortable speaking about it.'
		'No impact - I was bad with stigma when I first came about recovery. I' more at peace with myself now. If it wasn't for digital technology, then I wouldn't be clean off heroin 9 months. Digital technology has improved my life so much. There's still room for improvement within myself and my recovery which i'm dealing with through digital and face to face meetings.'
Enhanced inter-service	Joined-up working through digital	'They [name of service] would give her almost like homework to do… and they knew she was able to access things in an emergency.'

Macro theme	Micro theme	Qualitative examples
communication and coordination		'The police put a marker on her phone so that if she called them, they'd respond quicker.'
		'When [name] needed a bank account, we had to coordinate between doctors, housing, and the bank. Without digital tools, this wouldn't have been possible. He had no ID, no bank account, and his money was going into his family's account, causing tension.'
		We hold multi-agency meetings on Teams. Everyone involved introduces themselves, states their role, and then we create a plan that works for the individual. The supported person gets to say, 'That's too much for me,' and we adjust accordingly.'
		'I came through [name of service], which was a six-week stopover rehab, then got referred to Harbour. Having digital communication between them meant I didn't fall through the cracks.'
		'I had no ID and no bank account. [Name of service] helped me get in touch with doctors and housing to get that sorted.'
		'Before, I couldn't contact social work or addiction services properly. Now I just text them, and they text me back and call.'
		'It was important for services to speak without me sometimes, so they could figure out what was really going on.'
		'[Names of services] supported meat a retreat and made a plan up going forward. - phone and email between each other and keeping me updated in the same way.'
		'My sponsor tried to video call me on WhatsApp twice and couldn't get a hold of me I was attending to my disabled brother and my sponsor got worried I was using as I didn't pick up the calls and he

Macro theme	Micro theme	Qualitative examples
		contacted another person in recovery who I speak to daily on WhatsApp and also our support group on messenger to ask if someone else could try and contact me in any other way.'
	Multi-agency coordination	'We had a case where a woman with a newborn had multiple services involved—social work, midwives, health visitors. We structured it so they only contacted her two days a week instead of overwhelming her. Otherwise, she would have vanished off the face of the earth.'
		'My social work meetings changed completely once [name of service] was involved. Before, they were negative, but when they saw I was engaged and getting support, their whole attitude changed. It made a massive difference to how I was treated.'
		'[Name] was on the road out, we were on the road to losing him, but his criminal justice worker and I had a meeting—one that we wouldn't have had without digital inclusion—and that meeting saved his life. It allowed us to have a completely different conversation with [name] that changed his trajectory.'
		'In a case I had this week, a woman had just given birth and was overwhelmed by services contacting her. Because we had a multi-agency Teams meeting, we structured it so that all services only contacted her on two days a week. If we hadn't done that, she would have disengaged completely.'
		'Services work well together. My social worker and [name of service] kept in touch and made sure I was actually following through on my recovery.'
		'Without digital access, I would have been overwhelmed with different services all coming at me at once. Now, they coordinate and only contact me on certain days.'
		'Services normally work well together and communicate with me through text and emails.'

Macro theme	Micro theme	Qualitative examples
		'I'm receiving support for mental health check ins, [name of service], coordinating with a mutual aid group representative. I receive support through phone calls. They are extremely good at keeping up to date with the communication thanks.' 'I was just trying to get a travel pass harbour and social work working together through phone.'
	Business as usual	'When she doesn't have her phone... it's like a needle in a haystack trying to find her... I end up at the chemist or contacting police for welfare checks.' 'By the time I meet the women, if they've not been online with their journals, you want to see the amount of their rent arrears that they've got because it's not tallied up. They've not been able to go on and change their details and everything.' 'Sometimes benefits are sanctioned because you haven't given them the accurate address or your updated phone number or whatever.' 'If they can sit in the housing office, like the building closes, and they say, we'll phone you back. So if they didn't have that phone, like, how would they know?'
Improved service reach and accessibility	**Business as usual**	'The amount of services that would say like, well you can't come without an appointment, and how do you get an appointment? You have to call, or you do it online.' 'Even their UCs, their journals are online.' 'And they get penalised for not updating addresses and stuff like that when they maybe can't, if they don't have a phone they may not be able to get online to change their address.'

Macro theme	Micro theme	Qualitative examples
		'We have a shine free phone contact number, so [names of staff] man that phone as part of our administration support so people can contact us for free as well.'
		'The ones who've been given a phone and have disappeared—I don't think they'll get in touch again. But the ones who are still active? Absolutely.'
		'I had no ID and no bank account. [Name of service] helped me get in touch with doctors and housing to get that sorted.'
		'Before, I couldn't contact social work or addiction services properly. Now I just text them, and they text me back and call.'
		'I used to be too scared to email people, but now I send professional emails and organise things online.'
		'Through digital inclusion, I've gone from being a service user to a helper, to a volunteer, and now I'm working towards employment.'
		'I'm learning how to use Teams and Zoom for training. Without that, I wouldn't be able to do my job.'
	Digital check-ins	'We check in every other day, do house visits, and monitor engagement in community groups and WhatsApp. If I see a change in someone's routine, it prompts me to check in, sometimes even go to their house.'
	Coordination at transition points	'And it's really helpful then if there are people who are getting out and don't have a mentor on the day. They can call us to try and link back in and it's a free phone so they can use that from the phone box or anywhere else if they don't have a means of contact.'

Macro theme	Micro theme	Qualitative examples
		'Our prison-based champions are that first point of call to be able to support someone to have that access, but it is for on-release rather than getting that set up and training and everything whilst they're in.'
		'For folk coming out of prison, you have a small window where they want to change. But if they don't have a phone, a plan, or a way to stay connected, that disappears fast.'
Improved support networks		'When I came out of rehab, I was scared to leave my house. I thought people were after me. I wouldn't even go to the bus stop. But having the tablet from [name of service], getting into Zoom meetings, and being in WhatsApp groups gave me the confidence to get out. Without that, I don't think I'd even be out of the house today.'
		'I hadn't spoken to my dad in 20 years. I now have my family back, and my brother—who is disabled and needs 24-hour care—can be left alone with me for the first time. My family trust me again.'
		'I can phone one of the practitioners, it doesn't even have to be a unit, I can phone another volunteer... I never used to do that in the past.'
		'I got threats over Facebook messages, but nothing ever came of it. I was so paranoid I just didn't want to leave the house. The online stuff helped me push past that.'
		'I wouldn't have survived if it wasn't for online meetings and chats. It was my only connection when I felt everyone else had given up on me.'
		'When I hear other women online speaking about the same struggles, it makes me forgive myself a bit more.'

Macro theme	Micro theme	Qualitative examples
		'I wake up at 5 or 6 am and say good morning in WhatsApp groups. It helps me feel connected every day.'
		'I can also reach out to other who are struggle and help them.'
		'Use it to find where meetings in the community are.'
		'Looking into learning to play to guitar again and keeping in touch with my home group in Alcoholics Anonymous.'
		'Communicating my emotional and seeking guidance.'
		'I am finding out so much good information which is helping me understand myself more.'
		'Helped me build up the confidence to leave the house and go to a face to face meeting. On days when I felt like using and there wasn't a meeting on at that time I could video call or reach out to other members that are all in WhatsApp groups and zoom calls. These platforms have saved me from using multiple times.'
Increased digital literacy		'And it's really helpful then if there are people who are getting out and don't have a mentor on the day. They can call us to try and link back in and it's a free phone so they can use that from the phone box or anywhere else if they don't have a means of contact.'
		'Our prison-based champions are that first point of call to be able to support someone to have that access, but it is for on-release rather than getting that set up and training and everything whilst they're in.'
		'Before, my money went into my brother's bank account, which caused tension. Sorting my own bank account through digital tools meant my family started to see me as independent again.'

Macro theme	Micro theme	Qualitative examples
		I experienced no discrimination from [name] who helps me with my computer and digital skills. He's a great teacher. The only discrimination was from my children who still can't believe that I'm not as good or quick as them - but all in good jest.'
Wellbeing outcomes	Social connection and engagement	'I wouldn't have survived if it wasn't for online meetings and chats. It was my only connection when I felt everyone else had given up on me.' 'I can also reach out to others who are struggling and help them.' 'Use it to find where meetings in the community are.' 'Looking into learning to play the guitar again and keeping in touch with my home group in Alcoholics Anonymous.' 'Communicating my emotions and seeking guidance.' 'Helps me to interact.'
	Enhanced recovery and personal growth	'This helps me every day and I now feel part of life. Before all of this I feel I didn't have a life. It was just an existence. Now I have a life because of this phone and where it has taken me.' 'Helped me focus on my recovery.' 'Maintains my recovery.' 'I am finding out so much good information which is helping me understand myself more.' 'The technology has been fantastic, it couldn't be better really, took my recovery to the next level.'

Macro theme	Micro theme	Qualitative examples
		'Having the technology to access online recovery meetings helps with my addiction and mental health.'
	Practical and material benefits	'Able to buy new clothes and health care supplements and better costing.' 'The life we live is getting going to the shops and something to help, and having the phone helps me speak to other people in the same predicament.'
Unanticipated consequences	**Empowerment and autonomy**	'Just having a new number, so your drug dealer can't contact you on this number, your ex-boyfriend can't contact you on this number, your friends, or maybe one really good friend, can't contact you on this number, is also really helpful in rehabilitation for people, even if they are familiar with phones. Just having that fresh start can be great.' 'Your phone is part of your identity, and that's great, whether you have one and how you use it and how you connect in your relationships through that. It's all so critical.' 'I sometimes prefer speaking to people on the phone... I used to just text and hope they wouldn't phone me back.' 'I was able to talk to folk with my camera off and didn't need to look into their eyes.' 'Harbour helped me download an application form and write a CV. Now I'm doing my SVQ level 2 and a traineeship.' 'I'm going to college in January for a digital skills programme. Before, I couldn't even use a spreadsheet.'

Macro theme	Micro theme	Qualitative examples
		'I volunteer in a mental health café, and now I use my phone for work, logging things and keeping track.'
	Everyday independence	'Before, my money went into my brother's bank account, which caused tension. Sorting my own bank account through digital tools meant my family started to see me as independent again.'
	Education, employment and skill development	'I went from being a supported person to a helper, to a volunteer. Now I'm on the National Traineeship with the Scottish Drugs Forum. [Staff member name] helped me do my CV, fill in the application, and now I'm doing my SVQ Level 2.'
		'I'm training with [name of service]. I write up risk assessments, log case notes, and help email prisoners to build relationships before they're released.'
		'I'm starting college in January … which will help with spreadsheets and digital skills. Six months ago, I wouldn't have even been able to open a bank account. Now I'm volunteering, studying, and planning for a career.'
		'Every day, I learn something new. That's thanks to [name of service]. Digital inclusion has given me the tools to build a future.'
		'I used to be too scared to email people, but now I send professional emails and organise things online.'
		'Through digital inclusion, I've gone from being a service user to a helper, to a volunteer, and now I'm working towards employment.'

Macro theme	Micro theme	Qualitative examples
		'I'm learning how to use Teams and Zoom for training. Without that, I wouldn't be able to do my job.'
	Transformative impact and sustainability	'For our own organisation, [name of service] will come to an end at the end of March, and so we know that's kind of our time period to continue this current service delivery and it's something for future models and stuff to think about because, as we know, digital is critical in any of that support provision.'
		'[Name of service] is a phenomenal service and actually the resource is really stretched as it is in terms of supporting the amount of people that we need to coming out of custody and in the community.'
		'We make use of things like the National Data Bank to be able to access Sims for free as a registered charity so that's something that we would continue to do.'
		'It's really interesting to reflect and flip that and think about what it would be like for people now, people who didn't have the resources we have to support them because then that's your gap deficit piece.'
		'I know that we celebrate the change in impact it can have, but actually the detrimental consequences which are even more far reaching now, I guess, and not having it for some of the examples that the team have said, is significant.'
		'It's completely central to how we deliver now. I mean, face-to-face is still our core model, but it's enhanced by digital because that's the way the world is now.'
		'We still have a supply of devices, and we have a stock that will support us over the coming months so we're not ending this now and that we can continue that provision.'

Macro theme	Micro theme	Qualitative examples
		'It's really helpful then if there's people who are getting out and don't have a mentor on the day and they can call us to try and link back in and it's a free phone so they can use that from the phone box or anywhere else if they don't have a means of contact.'
	Overreliance on digital support	'If they don't have a phone, they're cut off to those services or opportunities.' 'I used to be too scared to email people, but now I send professional emails and organise things online.' 'Through digital inclusion, I've gone from being a service user to a helper, to a volunteer, and now I'm working towards employment.' 'I'm learning how to use Teams and Zoom for training. Without that, I wouldn't be able to do my job.'
	Inequitable access	'It's really interesting to reflect and flip that and think about what it would be like for people now, people who didn't have the resources we have to support them because then that's your gap deficit piece.' 'I know that we celebrate the change in impact it can have, but actually the detrimental consequences which are even more far reaching now, I guess, and not having it for some of the examples that the team have said, is significant.' 'The world is moving online. Why should people in recovery be left behind?'
	Negative effects of online access	'My social media was absolutely shocking. [Name of staff member] sat with me and went through it all—we had to delete loads of things, including old memories that kept coming up and triggering me. That was a huge risk I hadn't thought about.'

Macro theme	Micro theme	Qualitative examples
		I think just by social media stigma and discrimination can be a problem for some people and can actually affect people.'

Appendix VIII: Sustainability interview matrix

Macro theme	Qualitative examples
Scalable models for digital integration	'So with regards to [name of service] … I've set it up running like a business, how I'd effectively like to run a business. So all the projects that we've done before digital inclusion, I funded all the projects through my own business, personally. And that meant there was no red tape.'
	'I think we could probably get other organisations to pilot how we set ourselves up with the digital inclusion.'
	'Not every third sector, in fact, very, very few third sector organisations has gone that. So what we're doing is unique…'
	'But what we would like to do, I think, is absolutely embed it within our curriculum, but also take it out there and go into the communities, go to homeless accommodations, go to different places, go to the recovery hubs and give people the opportunity to be part of something like this and train people with lived experience to become digital literacy tutors.'
	'We recruited for somebody who was interested in digital, who'd be able to support people to be able to access online and be willing to be trained as you go and learn as you go. So that's what our approach was.'
	'It just doesn't finish in December when it finished. We can keep it going longer. We've got the opportunity to do that as well, but it would have been just great to be able to take it out and be able to work with people in the recovery cafes.'
	'When DLS came up we kind of felt actually we could do something a bit more specific around women and that was our entry into the space to say well let's do something that focuses specifically on women.'
	'Had we not been in that space with DLS funding that connection with Andigital, well we'd have probably done something else … but we wouldn't have focused it on women and we wouldn't necessarily focus it on an app.'
	'From a digital perspective, the plan is that By My Side will be adopted nationally.'
	'We are getting money from DHI to drive By My Side to become a national platform.'
	'We started creating lots of these kind of resources… we're still doing some just now actually, we've just commissioned another three to be developed over the next couple of months.'

Macro theme	Qualitative examples
	'...we made up a kind of evaluation plan which we really put together in a hurry and... we were looking at what devices, who took it on, different services, contacts and people and the services and service providers. What did they get? What did it mean to them? How did they use it? And what are the kind of training...'
	'...the kind of concept of the digital champion came up because it kind of emerged in some services... So [name of organisation] is a good example. And the two girls here who led on that development of the biometric side or what it was called, the app. So, yeah, so where do you get these digital champions... So that did allow us at least... there are opportunities there in promoting digital champions and focusing effort in that and then they can bring people along locally.'
	'...we were then actually running a project under phase two the Here for You in [name of city], so under the digital products line.'
A cultural shift towards digital inclusion	'Digital inclusion's been, you know, where it's opened the door to their new life.'
	'She's thriving on this and she loves it and she would love to develop it further and take it more and be more engaging.'
	'She lives and breathes this stuff.'
	'She knows the benefits of coming through, because when the lockdown happened, [name] came in through the Zoom meetings and fellowships. So she knows the impact that can have on your journey.'
	'Yeah, you can do it. We can all learn. Aye, of course you can.'
	'I said to him, I think literacy worries people about teaching people literacy, especially if you're spelling grammars no great yourself. And if you're not a reader, I think that's a real barrier for people, but it's getting over that and to be more engaging and interactive kind of thing.'
	'I said to him, I think literacy worries people about teaching people literacy, especially if you're spelling grammars no great yourself. And if you're not a reader, I think that's a real barrier for people, but it's getting over that and to be more engaging and interactive kind of thing.'
	'I think for [name], it's been such a learning journey. Like he was terrified at the beginning. He was like, you know, I can't teach people, you know, and they're like, yes, you can, yes, you can.'

Macro theme	Qualitative examples
	'When DLS came up we kind of felt actually we could do something a bit more specific around women…'
	'Digital life has spawned a commitment, a lot of expertise and knowledge and a bigger impact beyond the digital effect.'
	'...but there's a literacy issue for organisations in terms of their workforce, stuff around supporting people to be digitally literate.'
	'...is that a journey, [name], as an organisation towards just this becoming the norm in terms of supporting people…'
Sustainability of benefits	'When it came to the one year funding, that's the challenge... we've got five of the eight positions filled for another year funding.'
	'If you are to sustain this in the long term. What's that going to need?... In an ideal world we would get, you know, multiple years funding and then we could put real structure behind it.'
	'We've secured year two funding.'
	'If there was a shortfall there was unrestricted funds where Harbour would be able to dip into.'
	'We're trying to get a reserves policy put by as well just for any unforeseen challenges.'
	'So we know the government's and everybody's banging on about we need multi-year funding, that has to come through, but if you're talking about the money coming through the ADPs, that creates another issue … I think [name of area] gave us seven grand last year and four grand this year.'
	'And that's all we've had after ADPs. So if the money's going to come through the ADPs, it's going to cause challenges … then I believe a more effective way of doing that would be just bringing it through a SCVO or CORA.' 'I think you've given me what I need at this point. I've just got an understanding of some of the challenges and it's all around the funding … we need to get much better at really putting funding through into the recovery world, into then digital.'
	'We didn't want it to be something that we did for a year and then went, right, that's great, the money's finished, we can't do it anymore. You know, we felt like it really had to be embedded for us to be able to support people longer term.'
	'But we're still continuing it, we're delivering it every Friday and we're going to continue to do that until we can try and get funding to be able to do it.' (

Macro theme	Qualitative examples
	'I think a bit long term sustainability for people, people having the skills. I don't think giving devices alone can support people long term. I think it needs to be more than that…'

'For us going forward, you know, we would love to be able to have a digital work full time again for a full year. That would be massive.'

'Well, we got the funding, we employed the member staff full time for the project, and then we upskilled somebody as part of it because we knew the money was going to run out.'

'And I think if we don't look at embedding it within our organisations, then it'll just fall away and we'll forget about it.'

'For digital, you know, for funding to be a bit more out there so that people, more people can apply and I would like to see that happening as well. The next phase needs to be more strategic. It needs to be planned.'

'...we've lost our funding for digital inclusion and we've lost our staff, we've had to, well we didn't make them redundant, one left, one was redeployed but we brought the team to an end…'

'Has reduced, two of them have reduced their hours. And we're not scrambling around but we're having to work really hard now to chase down opportunities…'

'...there was no revenue attached to that. So we are funding that part of it to keep us in that space.'

'...for all that Scottish Government have got this strategic plan and recognise digital inclusion's importance…'

'...we're still trying to work with the private sector, we're still trying to find sources of funding that can support that.'

'...our reserves are, we don't even carry three months running costs… that's a big challenge. It's not at scale.'

'I think I'm minded to just have a look at that in my report and see what I can put in that might give a bit of leverage.'

'...it is going to be reliant on organisations trying to fund it themselves or whatever.'

'...if you don't have a long-term commitment … we're really going to struggle to mainstream it.' |

Macro theme	Qualitative examples
	'I think the concern for me is that funding streams came to an end at the end of December and they're hopeful of getting a factory funding pot but actually that gap between December and when they get the next funding means a lot of the work will have just dissipated away.'
	'…you've got to raise the ambition, you've got to raise that level of that, you can't just keep going from one round of DLS funding to the next round to the next round. You've actually got to set your stall out for the long term and say this, you know.'
Embedded organisational change	'We sit around the table, we decide what's right for the charity, what's right for the people we're supporting, all the funders, and collectively we make a decision and we run with that.'
	'We didn't want it to be something that we did for a year and then went, right, that's great, the money's finished, we can't do it anymore. You know, we felt like it really had to be embedded for us to be able to support people longer term.'
	'We've got a new board in place and we've always, always tried to get board members from the college… we've got a new chair of the board who is the head of business at [name of college]. And so [name] just came on board just before Christmas and [name] is now a chair of our board which means as well that strategic wise for us developing our new strategy, you know, learning and digital literacy will be absolutely embedded in whatever we do.'
	'We've started making wee small changes there so that we're not overwhelming the team… even if somebody's coming for counselling you'll be asked about your literacy or your digital or both and if you have any support needs with them.'
	'And I think if we don't look at embedding it within our organisations, then it'll just fall away and we'll forget about it.'
	'Our DLS journey, I believe, started around how we were already doing stuff with the Scottish Government and the Good Things Foundation and JP Morgan … around digital inclusion.'
	'…that was our entry into the space to say well let's do something that focuses specifically on women and that's kind of had a bit of a cascade for us in terms of harm reduction and how digital fits into that world.'
	'I think there's two really critical issues, one which is the workforce literacy, which we've mentioned, but also the organisational literacy here in terms of really understanding and being committed to a journey.'

| Macro theme	Qualitative examples
	'I think if you went back … if we lost the funding, those staff positions go … that's a real threat to the ongoing journey of trying to really embed digital in here.' '...what it comes down to is making sure that if you take on new funding, you drag all that legacy with you … not just creating something new and leaving the old behind.' '...by the end of phase one, it did feel like we had a defined programme, a plan for phase two, and people had got their devices. We knew more what was needed now in terms of training for staff using Digital Champions, and these [community of practice] workshops where people were sharing ideas... People enjoyed those.'
Community impact	'She's getting to see drastic changes. Some of her case studies are amazing... they've became that example in the community.' 'Turning their life and getting into a strong recovery... we all fully engage these people into the recovery community and the fellowships.' 'It was a tear in my eye actually, because I know the boy as well. It's fantastic.' 'The impact that digital inclusion has had on the support we were able to provide … once you get them the digital inclusion, that's not the end goal for us either.' 'That's not [name]'s outcome. [name]'s outcome is that's the very start of it. And then they go through the process of getting involved within the recovery practitioners in that local area and then hopefully get them to join meetings and start volunteering … massive gateway for us to get people in proper recovery.' 'For some people … even that has an impact on people's well-being because they're getting connected through digital inclusion … the people that [staff member name] is supporting are still getting to experience recovery and that's what digital inclusion is all about.' 'For the people, you know, because one of the men ended up being part of a drama class and reading from a script, you know, and couldn't even put together a paper, you know, like six, seven months ago.'

Macro theme	Qualitative examples
	'And actually for the benefits of the volunteers as well, do you know, we had two volunteers and one person with lived experience and her journey was great, you know…'
	'When people have been getting involved… we're seeing people who've come in who are not able to put pen and paper, and other people who have absolutely no confidence in using their phone and getting online when they touch anything at all, to be able to see them kind of flourish and move on to lots of different things.' 'It was honestly, it was fantastic. The project was absolutely brilliant. For the people who engaged in that whole class learning base, we really seen the impact it has for them. And that was really worthwhile.'
	'...that was our entry into the space to say well let's do something that focuses specifically on women. And that's kind of had a bit of a cascade for us in terms of harm reduction and how digital fits into that world.'
	'...there was a large engagement piece with women about what was missing and how we'd create some of those kind of resources.'
	'...we've got a huge impact if we get 10 devices that give people in flats access to broadband; it's a huge impact for those 10 people.'
	'We actually opened up a women's centre last year in [name of city].'
	'One of the projects that we did last year … was to use Google Nest hubs … so they'd be able to access YouTube videos, set calendar reminders and alarm settings … that tackled things like loneliness and isolation.'
	'...the influence and the legacy goes beyond just the original … and this allowed us to kind of stretch into areas that I think have had much bigger impact and reach in terms of, you know, and women we support in Scotland and internationally.'
	'...I've talked to other people as part of this and, you know, one story comes to mind of somebody on their journey to reducing the drug harms in their life, sitting in isolation at home, not having access to, you know, how actually the benefit of having access to Wi-Fi and being able to watch some movies or to talk to people...'
	'...if you look through a rights-based lens, I'm running a service where I'm being selective on, you know, who I can give these devices to...'

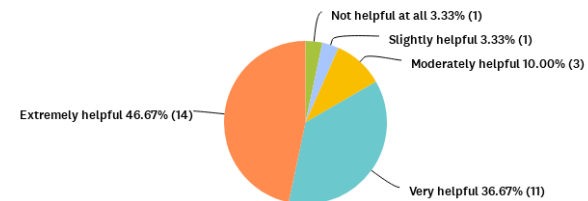| Macro theme	Qualitative examples
Product of direct funding	'I funded all the projects through my own business, personally.' 'If there was going to run out of funds, right, we weren't going to hold [name] back.' 'Well, we got the funding, we employed the member staff full time for the project, and then we upskilled somebody as part of it because we knew the money was going to run out.' 'For digital, you know, for funding to be a bit more out there so that people, more people can apply and I would like to see that happening as well. We came across this by sheer accident. We just didn't know this fund was available.' '...we're still trying to work with the private sector, we're still trying to find sources of funding that can support that.'
Sustained reductions in harm	'Turning their life and getting into a strong recovery.' '...that was our entry into the space to say well let's do something that focuses specifically on women. And that's kind of had a bit of a cascade for us in terms of harm reduction and how digital fits into that world.' 'So approach to harm reduction has taken us into a worldwide stage in terms of women and harm reduction and substance use…'
Spill-over effects on digital inclusion in other drug services	'Anybody else that's asked for advice for digital inclusion from other organisations, we've invited them to the Monday morning meetings.' 'When they put out contracts and sign services up, there's nothing in those contracts about digital.'
Contribution to reducing social inequalities	'If you go to a bank, if you go to an office, you go to a hotel, there's always guest Wi-Fi there that you can sign into. Well, why shouldn't we have that, you know, in drug services? … equalizing and normalising digital across the piece.' 'Which isn't really fair because everybody that comes in contact, they should be able to get access to the devices.' 'The criteria that was set down for them through DLS, you know, meant that they could only give devices to certain people…'

Macro theme	Qualitative examples
	'...we've always known much, it's been a huge barrier for people and our crisis intervention service working with people who are living very unstable lives and lives in crisis a lot… and nobody ever talks about digital, nobody ever talks about literacy at all.'
	'And the evaluation was really big because we had so much learning that we wanted to share. We really wanted them to listen, to say it's more about phones. It's really more about phones, it's about people's identity and all the barriers they're trying to overcome.'
	'When DLS came up we kind of felt actually we could do something a bit more specific around women…'
	'...there was very little [resources] available for women in that space … there was a large engagement piece with women about what was missing and how we'd create some of those kind of resources.'
	'...and this allowed us to kind of stretch into areas that I think have had much bigger impact and reach in terms of, you know, and women we support in Scotland and internationally.'
	'I think I'm worried … if a programme of funding that funds people to give out devices ends, then you're really going to lose all that work … and it will just fade away.'
	'I sometimes wonder whether when you bring that stigma question into this whether we do ourselves a disservice by just making this a programme around drug users because of the way people look at it, whereas actually if there was that national ambition across the board for digital inclusion, then you're not picking on any particular groups in itself.'
	'I think we have the wrong national mission. You know, we should never have a national mission on drugs because drugs aren't the problem. It's a national mission, should be a national mission on inequalities.'

Appendix IX: Client surveys (quantitative)

Q2 Have you used your phone, tablet, or computer to get help during a difficult time or crisis?

No 6.45% (2)

Yes 93.55% (29)
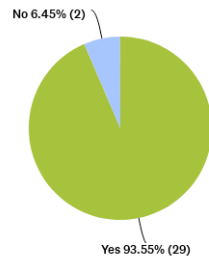
Q3 How helpful is it for you to access support whenever you need it, including outside of regular hours?

Not helpful at all 3.33% (1)
Slightly helpful 3.33% (1)
Moderately helpful 10.00% (3)
Extremely helpful 46.67% (14)
Very helpful 36.67% (11)

Q4 Have you joined any online support groups or communities?

Not yet, but I'm interested 20.00% (6)
No 10.00% (3)
Yes 70.00% (21)
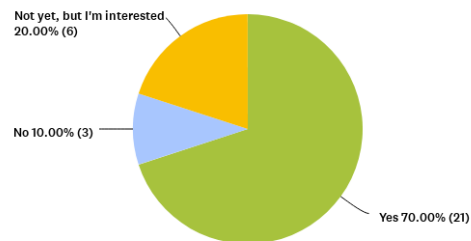
Q6 Has using digital technology made you feel more comfortable seeking help or support?

Not sure 6.67% (2)
No 3.33% (1)
Yes 90.00% (27)
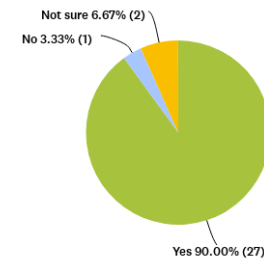
Q7 Do you feel that accessing support online reduces feelings of being judged or stigmatised?

- (Optional: Please explain if you like) 26.67% (8)
- Yes 53.33% (16)
- Sometimes 6.67% (2)
- No 13.33% (4)
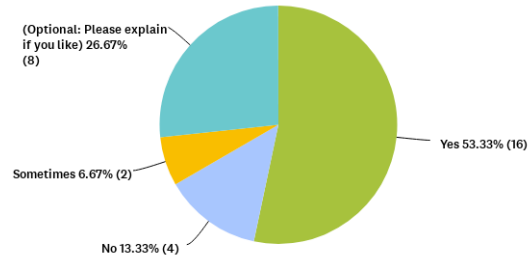
Q8 Have you used your device to access services or support that you couldn't access before?

- Not sure 6.67% (2)
- No 6.67% (2)
- Yes 86.67% (26)
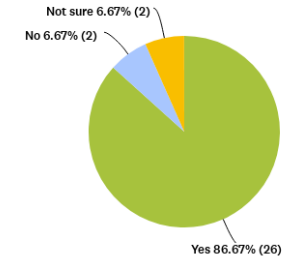
Q9 If yes, which types of services have you accessed? (Tick all that apply)

- Healthcare services (e.g., online...) 86.21%
- Mental health support 75.86%
- Educational resources or courses 58.62%
- Employment services or job searches 48.28%
- Financial services (e.g., online banki...) 68.97%
- Other (please specify) 24.14%
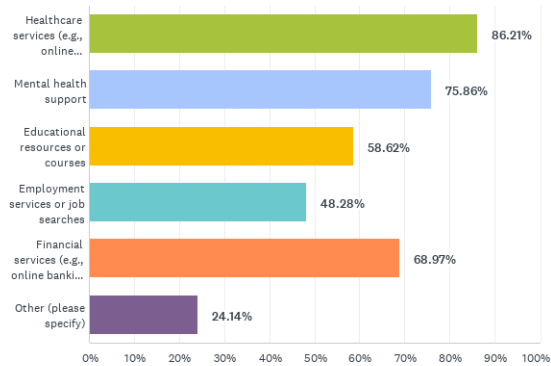
Q10 Has accessing these new services helped you in your daily life?

- (Optional: Please explain if you like) 16.67% (5)
- Yes, a little 13.33% (4)
- Yes, a lot 70.00% (21)
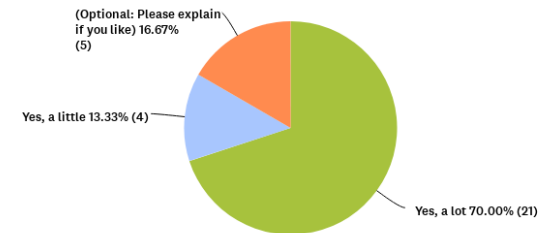
Q11 Please indicate how confident you feel using each of the following devices:

	Smartphone	Tablet	Laptop computer	Smart watch	Other device (please specify)
Very confid...	40.00%	25.00%		15.79%	11.11%
Confident		29.17%	44.00%	26.32%	44.44%
Somewhat ...		16.67%	12.00%	15.79%	22.22%
Slightly con...	36.67%	20.83%	24.00%		22.22%
Not at all c...	16.67%	8.33%	8.00%	42.11%	
	6.67%				

Legend: Not at all c... | Slightly con... | Somewhat ... | Confident | Very confid...

Q12 Which of the following digital skills do you have? Please tick all that apply, or select 'None of these' if you do not have these skills.

- None of the above
- Sending emails — 93.33%
- Using messaging apps (e.g.,... — 93.33%
- Making video calls (e.g., Zoom, Skype) — 66.67%
- Browsing the internet for information — 96.67%
- Using social media (e.g., Facebook,... — 90.00%
- Online shopping — 86.67%
- Online banking — 76.67%
- Setting up accounts and passwords — 63.33%
- Recognising and avoiding online scams — 66.67%
- Using apps to manage health (e.g., NHS... — 60.00%
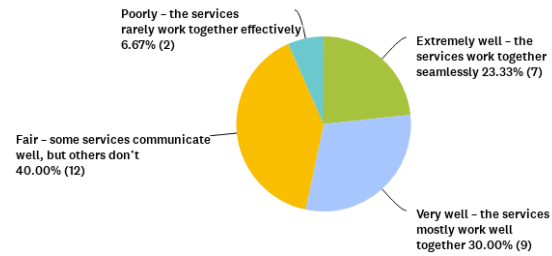- Streaming music or videos — 86.67%
- Using online maps or navigation — 50.00%
- Other (please specify) — 10.00%

Q13 Has using digital technology positively affected your overall wellbeing?

Yes, a little 23.33% (7)
Yes, a lot 76.67% (23)

Q14 If you answered yes, in what ways has it affected your wellbeing? (Tick all that apply)

- Feeling less isolated — 93.33%
- Accessing entertainment or hobbies — 76.67%
- Managing health and wellbeing — 83.33%
- Connecting with friends or family — 90.00%
- Other (please specify) — 40.00%
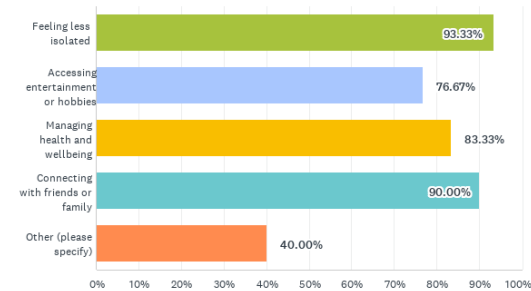
Q15 How well do the different services (e.g., healthcare, housing, recovery support) involved in your care communicate and work together to support your needs?

Poorly – the services rarely work together effectively 6.67% (2)

Extremely well – the services work together seamlessly 23.33% (7)

Fair – some services communicate well, but others don't 40.00% (12)

Very well – the services mostly work well together 30.00% (9)

Q16 How often do you have to repeat your personal information or situation to different services (e.g., healthcare, housing, addiction support)?

Frequently – almost every time 20.00% (6)

Never – they already know my information 23.33% (7)

Sometimes – more often than I'd like 33.33% (10)

Rarely – only occasionally 23.33% (7)
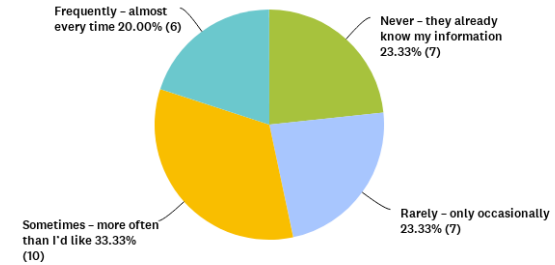
Q17 Have you experienced any unexpected benefits or challenges from using digital technology?

No 36.67% (11)

Yes 63.33% (19)
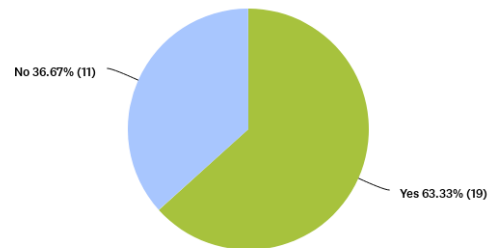
Appendix X: Professionals' surveys (quantitative)

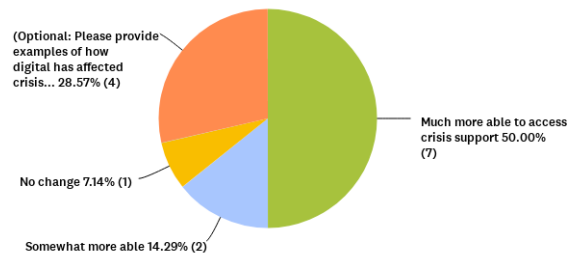**Q2 Are you a volunteer or paid member of staff?**
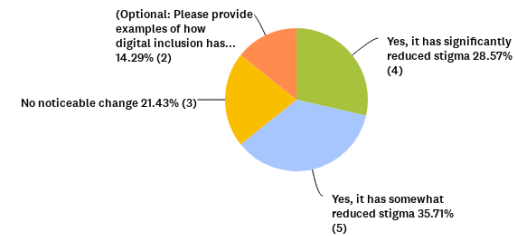
Volunteer 14.29% (2)

Paid member of staff 85.71% (12)
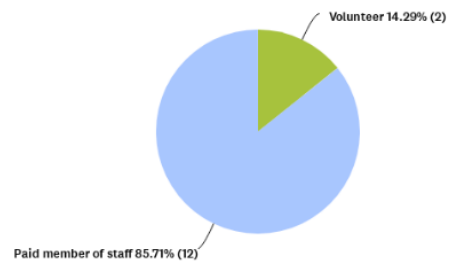
Q3 How have you observed changes in risky behaviours among your clients since they began using digital technology through the DLS programme?

(Optional: Please provide examples or details of risks reduced or new... 21.43% (3)

No change 7.14% (1)

Significant reduction in risky behaviours 35.71% (5)

Some reduction 35.71% (5)
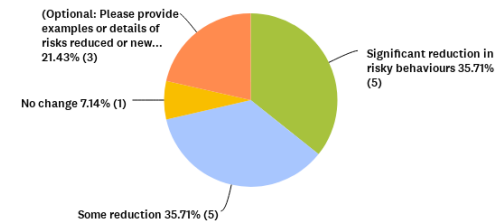
Q5 How do you view the role of digital technology in helping clients access crisis or out-of-hours support?

(Optional: Please provide examples of how digital has affected crisis... 28.57% (4)

No change 7.14% (1)

Much more able to access crisis support 50.00% (7)

Somewhat more able 14.29% (2)

Q7 From your perspective, has the use of digital tools reduced the stigma clients experience when accessing services?

(Optional: Please provide examples of how digital inclusion has... 14.29% (2)

No noticeable change 21.43% (3)

Yes, it has significantly reduced stigma 28.57% (4)

Yes, it has somewhat reduced stigma 35.71% (5)

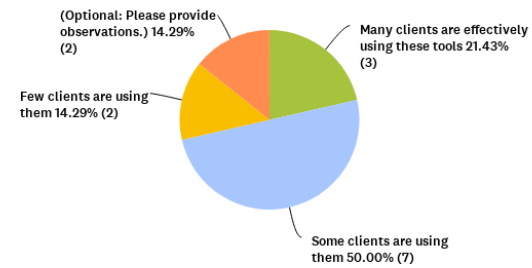Q9 How has digital technology affected the quality and/or frequency of communication between you and your clients?

(Optional: Please provide details on how digital inclusion has... 7.14% (1)

Communication has somewhat improved 21.43% (3)

Communication has significantly improved 71.43% (10)
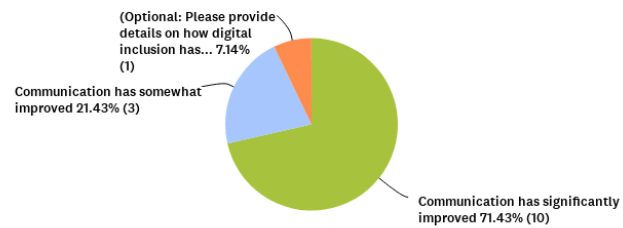
Q10 How effectively are clients using digital tools (e.g., calendars, reminder apps) to manage their appointments and medications?

(Optional: Please provide observations.) 14.29% (2)

Few clients are using them 14.29% (2)

Many clients are effectively using these tools 21.43% (3)

Some clients are using them 50.00% (7)

Q11 How would you describe the use of digital communication (e.g., emails, shared platforms, secure messaging) between your service and other support services (e.g., healthcare, housing, substance use recovery support) in coordinating care for clients?

'There is little to no digital communication between services... 15.38% (2)

'Digital communication is used, but there are occasional gaps ... 7.69% (1)

'Digital communication between services happens regularl... 76.92% (10)