



Case Study: Reducing Isolation, Loneliness and Digital Exclusion

[Kensington Community Learning Centre C.I.C.](#) is a non-profit adult learning centre. They promote learning, development and social inclusion.

A group of people with a learning disability met at KCLC each week to take part in activities and games. For some this is the only opportunity they get during the week to meet other people with similar interests, take part in group activities and chat.

The care providers working with the group put a lot of effort into creating a range of activities that are interesting and stimulating for the group. Part of their remit is to enable the group to make use of available technologies and to reduce the 'digital divide' in areas like Kensington, where not everybody has access to the internet or their own laptops or tablets.

A lot of users had never used a tablet or computer before and they thought this would be something that was out of their comfort zone. Using the [CGA Simulation](#) Loneliness Quizzing and Gaming App gave users the confidence to use the tablets, and some users at KCLC now want to buy tablets to use in their day to day life as they know they have the ability to use them.

One user who suffers from tunnel vision was usually unable to join in with this type of game but was able to view the questions to the quiz by holding the tablet up to his face. He had tried all different types of computers and laptops in the past, and now realises realised that a tablet is the right solution for him as he can easily move it to be within reading distance.

As part of the [Liverpool 5G Health and Social Care project](#), the community centre was supplied with tablets that the group used to take part in the quiz activity. The community building was fitted with 5G, enabling users of the Loneliness Quiz and Gaming App to enjoy the game more effectively, without loss of connectivity.

Alan Tapp, Managing Director of KCLC, said:

“Here at KCLC, we are dedicated to promoting digital inclusion and are delighted to be working on a project like Liverpool 5G Health and Social Care that encourages people in the Kensington area to take advantage of emerging technology. Our groups are getting the chance to use innovative technologies they may not otherwise get the chance to use.”