

  **Community Development Alliance Scotland**

**Case Study Template**

* WHY community development?
* Exploring how community development happens
* The impact on communities.

The aim of gathering examples of good practice case studies is to demonstrate how your organisation utilises community development in order to impact on the improvement agenda with and for communities. In our appendix we have included some prompt questions which you may wish to consider but not essential.

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| **Name of organisation:**  ACE IT Scotland |
| **Aims and objectives of organisation:**ACE IT is an Edinburgh charity which supports people over 50 to use computers and other digital devices through tailored, free, one-to-one coaching. Older people are at risk of being excluded from our digital society. Devices can be complicated and technology can be daunting. ACE IT teams also regularly visit care homes to help residents learn and use digital devices for independence, inclusion, to help improve their wellbeing and for leisure. ACE IT also provides courses for specific groups in the community, for example people returning to work, or community organisations.Word count 100 |
| **Community Development is a cross cutting discipline.** Please tick boxes below that demonstrate your impact |
| **Health and Wellbeing** | **x** | **Economic Regeneration** |  |
| **Cost of Living Crisis / Social Justice** |  | **Climate Justice** |  |
| **Democratic Participation** |  | **Learning and Education** | **x** |
| **other** |
| **Please provide details of your project/s showing evidence of impact**Within the last year, ACE IT has been able to expand further into the community through our outreach work, targeting disadvantaged areas and people in other parts of Edinburgh and the Lothians. ACE IT works to help older people access the digital world through tailored, free one-to-one coaching which, until the end of 2022, took place exclusively at our city centre premises. Increased funding allowed us to hire two extra Outreach Workers who have worked with existing staff to massively expand our services into communities. We have worked with nine different community organisations with ongoing one-to-one support currently available at four community locations across the city.Numerous case studies and testimonials have shown that our outreach work within communities has had a positive impact on older individuals. Across all ACE IT projects we have delivered over 3,000 sessions in the past year. Within that, 500 sessions have been part of our community outreach programme, helping over 200 older individuals to improve their digital skills. Recently, we have been helping about a dozen Ukrainian refugees at three of our outreach projects, with the help of translators. To our knowledge, there are no other organisations in Edinburgh doing this sort of work.  Word count 200 |
| **What does community development mean to you? – please tell us why you adhere to the core values, ethics and principles? Some guidance** [**HERE**](https://www.communitydevelopmentalliancescotland.org/community-development)Making sure that older people are supported to become active participants of their communities is key, especially as so much of this participation now takes place online. Digital inclusion is a human right, so working in partnership with other community organisations helps us to address the digital divide.word count 50  |

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If you have any **visual/ digital evidence,** please attach it with your email.

**Please email to Colette McGarva at** **cdascotland@gmail.com**

**Appendix : Guidance and Prompt Questions**

There are sixteen National Outcomes and CDAS is keen to use the [**National Performance Framework**](https://nationalperformance.gov.scot/) as a guide to measuring the impact of our collective practice along with other frameworks.

**Challenge questions from How Good is Our CLD?**

[**2.1 Empowered communities | Performance and Outcomes | How good is our CLD | HGIOCLD | National Improvement Hub (education.gov.scot)**](https://education.gov.scot/improvement/hgiocld/how-good-is-our-cld/performance-and-outcomes/empowered-communities/)

1. How well are community organisations responding to and addressing local issues?
2. How influential are community organisations and activists involved in decision making structures and processes?
3. How strong is the sense of belonging and pride in their community amongst community members?
4. How do we know we are identifying and supporting those who are marginalised or at risk of being isolated in our community?
5. How well do we support community members to feel engaged and involved?
6. How do we know if community involvement is informing and affecting positive change?

**Challenge questions**

[**How good is our third sector organisation? - Evaluation resource (education.gov.scot)**](https://education.gov.scot/media/0rfhmcds/frwk3_hgiothirdsectororganisation.pdf)

**Impact on communities**

1. How well do we support communities to be strong, resilient, supportive, influential and inclusive? What difference is this making?

2. What evidence do we have that the people and communities we work with are more confident, skilled and active as a result of our input? Are they more influential? What is the evidence of this?

3. What positive impacts are we having on the communities we support or affect? How do we know?

4. How successful is our organisation in supporting the people we work with to deliver services in their communities based on identified need? How well do we work with communities to deliver services which meet the needs of the people we work with?

5. How well do we support community groups and organisations to plan, manage and evaluate their work, be inclusive and value social and cultural diversity? What progress are we making with this? How do we know?