

P4- 14022024

Summary

This participant has a high digital skill level. At their centre they support their community with loneliness, education skills and digital skills. They help with home office applications, court hearings, getting and renewing BRPs and Passports. Their services are interactive; making appointments, helping the elders in their community with doctors and offering translation services as some are illiterate.

The major barrier for this community is literacy in both their mother tongue and English. Some did not attend school. As result the most effective way to communicate is orally.

The participant shared an instance where someone could not work due to not having a BRP and as a result they lost out on 2-3 months of work. They helped them apply for a BRP.

Google search

The second part of the interview was a quick google search. The participant shared the screen and searched 'eVisa for Uk from Nepal'.

The participants understood what an eVisa was after having read the Gov.UK site, they also showed how they would go about searching for more information on it and how they would share that information with their community.

Towards the end of the session the participant shared the best ways to spread the news about eVisa. As the community do not have literacy and digital skills email is not helpful. Routes suggested: Radio, TV, leaflets, videos, through community centres.