

Family Device Loan Scheme

Frequently Asked Questions



What is the Digital Loan Scheme?

This scheme will provide your school with a number of devices, which can be loaned to children and families on a short-term basis. The devices that we provide will use the same operating system that you have in school (either Microsoft Windows or Google Chrome OS).

Why are you doing it?

Research shows that those who would benefit most from access to digital resources and skills are often the hardest to reach. We operate a similar scheme in libraries across Norfolk, and to increase its visibility to those in the community who would benefit most from it we conducted a limited pilot in schools in 2022. This is now being extended to all schools in Norfolk.

How much does it cost?

The device scheme is funded by Norfolk County Council and there is no setup, ongoing cost or financial liability to either the school or the borrower.

How many devices can I have?

The number of devices that we issue you with will depend on our availability but will be initially determined by the size of your school. If you find that uptake is high, and you are having more requests on a regular basis than you are able to provide, please let us know.

What happens if the device is lost, stolen or damaged?

There is no liability for the school or borrower in cases of lost or damaged devices, but you should report any events to [email address to report] in order that the device can be remotely erased. If you need a device repair or replacement, please get in touch with us and we will do our best to help, however our ability to issue replacements will depend on our current stock of available devices.

Who is eligible?

Any appropriate member of your school community is eligible to request a loan device.

What's on the devices?

Devices will come preinstalled with an internet browser and filtering software. For both Microsoft Windows and Chromebook devices, free versions of office applications are available once users

have created an account. Links to the relevant pages can be found on the device desktop. There are also links to a range of free learning resources, including Digital Literacy and other areas of learning. These are provided through our Adult Learning service, and can be accessed as a PDF on the devices desktop [insert file name here]. This information is also contained in your pack and can be printed and given to the borrower if this would be more useful.

Can I use them in my school?

Devices will have filtering software installed so that they will work both in school and at home. However, the primary purpose of the device loan scheme is to support family learning and we respectfully ask that they are primarily issued to families, rather than used in school. They can of course, be issued to children to support home learning, in the case that children are not able to access a device at home, or in the case of illness, exclusion or other absence from school.

How does it work?

Through our pilot, we found that while teaching staff or leaders often had a good understanding of needs of children and families, school office staff were often best placed to administer the scheme. It has been designed to reduce as much administrative burden as possible and to give schools as much freedom to run the scheme as they need.

We have provided posters in both digital and print format that you can use to promote the scheme in this pack. The poster can also be attached to any newsletters or other publications. There is also an A5 leaflet that you can print and give to any families that you feel would benefit from the scheme.

When you have identified someone who would benefit from access to a digital device, either through your own school understanding of needs or through an enquiry, there is a simple process that you can follow:

1. Agree a loan term – the length of time that you agree will depend on what the borrower might need. They might only need to borrow the device for a weekend to complete a job application or may want to use it to develop their digital skills, in which case they may need it for a longer period. You will know best the appropriate length of time to issue a device for, taking into account the needs of the borrower. There is a template loan agreement in the pack which you can use to make a note of the agreed loan term and agree acceptable use of the device.
2. Issue the device – devices come with a charger, which is all they should need to get started. If a borrower has any particular accessibility needs, please get in touch with us at [best email here] and we will do our best to make any adaptations that might be possible to support.
3. On return, contact ICT Solutions to remotely wipe the device – all devices will be restored to its original state between uses (either by your internal IT technicians, or remotely by ICT Solutions). This is an important step, as it avoids retaining personal information between uses. You do not have to keep the laptop on for it to be restored, as the device will be issued with a remote command to reset the next time it is powered on.
4. Store the devices safely between uses – it is a good idea to leave the devices charged between use, but they do not have to be kept plugged in while stored.

What information do you collect about the devices?

We do not collect any information from the devices that are issued. We keep a log when we issue remote reset commands to the devices, from which we will be able to estimate use patterns. We will occasionally send a survey to your school, which will ask you about use patterns (if we do not already have that data, for example if you are using your own IT technicians to reset the devices). This information is important to help us to ensure that the scheme is as effective as possible and to gather feedback about any improvements we can make.

Who do I contact for any queries about the scheme?

If you have any technical questions, please email ict@norfolk.gov.uk. For any other questions about the scheme, please email jonathan.nice@norfolk.gov.uk.