



# Transforming Local Infrastructure IT Cluster

## Case Study Base 25

Base 25 is an information and advice centre for 11-25 year olds and has been established for over 10 years. As well as a daily drop in, its services include counselling, gender based groups for boys and girls, an anger management programme, a self-harm group, a young dads programme, and sexual health clinic.



When Base 25 first contacted the IT Cluster they had just cancelled an expensive IT contract, and were convinced they could get better value for money.

With the support of the IT Cluster Lead they selected an alternative internet service provider and with some practical help and a little technical know-how they were able to reconnect to the internet.

### Group buying scheme

They also made use of the group buying scheme sourced by the IT Cluster to make significant

savings on computers and software. They also 'borrowed' a member of staff from TLC College to carry out a complete IT health check. As a result of this work, he is now helping Base 25 to make improvements to their health and safety and data protection arrangements.

### IT and safeguarding

Working with young people means that internet filtering is an essential responsibility. The IT Cluster was able to identify and install a free filter for Base 25. Since then, several organisations have asked for the same thing and the information has been circulated.

### The benefits of IT support

Jean Lloyd, Office Manager at Base 25, explains how they benefited from the support received:

*"Getting support from the IT Cluster was a great help to us. We were able to resolve a number of issues that had been bothering us for a while, and source solutions from within the sector which was important to us. We were also reassured that our IT problems weren't uncommon, and felt less isolated as a result."*

Base 25

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