

Helping Residents get Online in K&C

A guide for Staff



Digital inclusion is a social issue.

A lack of digital skills and access can have a huge negative impact on a person's life, leading to poorer health outcomes and a lower life expectancy, increased loneliness and social isolation, less access to jobs and education.

People who are digitally excluded also lack a voice and visibility in the modern world, as government services and democracy increasingly move online.

What's more, it's those already at a disadvantage – through age, education, income, disability, or unemployment – who are most likely to be missing out.

You can make a difference.

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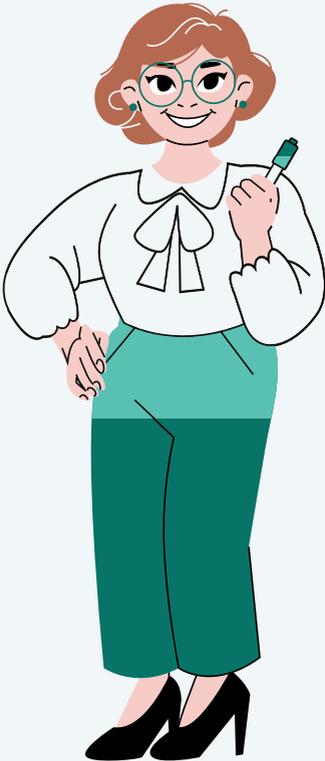
For residents struggling to access online services, please refer them for support to this dedicated website and helpline.

www.rbkc.gov.uk/help-to-get-online

020 7361 2080



Digital exclusion recap



- Digital Exclusion means not being able access or use the internet safely and confidently to meet your needs.
- It is estimated to affect around 12,000 K&C residents
- It can increase social isolation and financial exclusion, reduce health and wellbeing, create barriers to employment, and reduce independence.
- Risk factors include age, disability, and socioeconomic background
- Barriers include access to digital devices and connectivity, often related to financial constraints; digital skills and confidence; motivation and trust; and dependence on others

Key resources are increasingly inaccessible to those who would benefit from them most, from health advice and medical appointments to debt support and housing resources - House of Lords Committee, 2023

Framing the conversation

Understand their challenges

Start by introducing yourself and establishing a personal connection. This means the resident is more likely to be open about the exclusion they are experiencing, and you will be more able to tailor your support/signposting to their interests and needs.

Once the resident is comfortable talking with you, you can start asking questions relating to their access to, use of, and confidence with technology. See some example questions on [page 5](#).

Offer reassurance and encouragement

There is still stigma associated with being digitally excluded, and the resident might express concerns or reservations about using the internet. Remember to offer reassurance - most of us are not tech whizzes and make mistakes whilst we learn! Continue to frame digital inclusion in terms of specific examples that will help them improve their lives.

See the bigger picture

Digital Exclusion is often associated with financial difficulty, social isolation, and other challenges. Remember to consider these challenges when recommending digital inclusion support - could this also be an opportunity to link them to other services which are focussed on related issues such as housing or employment?



First questions to ask

1. Do you have access to the internet?

Internet connection is fundamental to digital inclusion. Find out if they have access to Wi-Fi in their homes, or communal settings, and whether they know how to connect to this. See support options for connectivity on [page 6](#).

2. Do you have access to a digital device?

Does the resident have access to a smartphone, laptop, tablet, or other digital device in the home? Are they aware of and able to get to devices in convenient public locations, like libraries or community centres? See support options for device access on [page 8](#).

3. Are you experiencing financial challenges?

How is the cost of living crisis and financial constraints impacting their digital access? Are they struggling to afford their phone or home broadband package? See support options for financial inclusion on [page 10](#), and free/subsidised internet on [page 6](#).

4. Do you feel you have the skills you need to get the most out of the internet?

Having the knowledge and skills to engage with technology is perhaps the biggest barrier to digital inclusion. Find out what “level” they’re currently at and what skills they want to work on to determine what type of learning would suit them best. See support options for Skills & Confidence on [page 7](#).

5. Do you feel confident using the internet safely?

Fear of scams and lack of confidence in their ability to stay safe online often hold people back from using technology. Engaging with Skills & Confidence support ([page 7](#)) will be key, especially courses and guides focussed specifically on online safety.

6. Do you have any accessibility requirements?

Residents may need tailored support, such as adaptive equipment or accessibility software, to enable them to engage with digital technology. They may need support in the home or at specific times. See [page 9](#) and [10](#).



Internet connectivity support



1 Public access Wi-Fi

All **libraries** have free Wi-Fi and public access devices. Help the resident find their nearest library address and opening times at:

<https://www.rbkc.gov.uk/libraries>

The following sites are 'Digital Community Hubs' with high speed Wi-Fi along with laptops and tablets for public use: **Bay 20, Fit for Life Youth, Response Community Centre, Dalgarno Trust.**

3 Social tariffs

Many providers offer lower cost home broadband. Visit the link below to view available tariffs and see if the resident meets the eligibility criteria:

[ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/costs-and-billing/social-tariffs](https://www.ofcom.gov.uk/phones-telecoms-and-internet/advice-for-consumers/costs-and-billing/social-tariffs)

2 Free SIM cards & Mobile Data for residents:

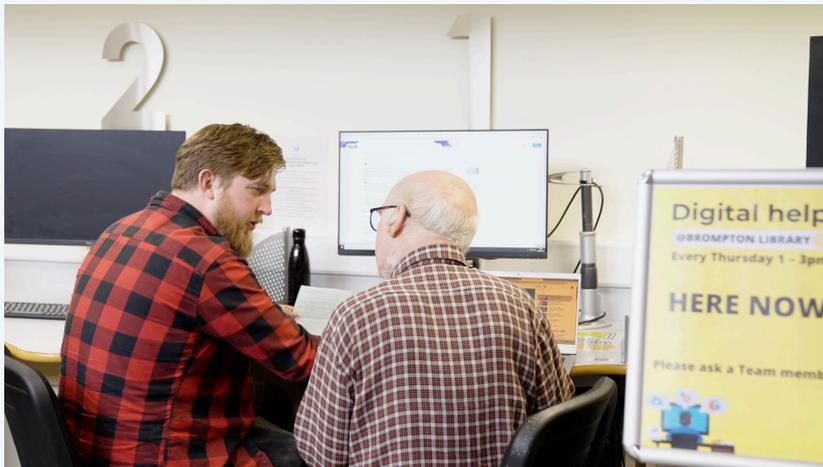
Residents can pop into any of **Virgin Media O2 Stores** and ask for the National Databank. O2 staff will be able to provide eligible residents with an O2 SIM card with 25GB of free data and will receive advice on how to top up for free for the next 6 months.

Money Cafes across the borough provide these to eligible residents. <https://www.citizensadvicekc.org.uk/rbkc-money-cafes>

4 Free Wi-Fi

Slightly shorter: Residents in RBKC housing may be eligible for 12 months free home Wi-Fi. Email their address to FinancialInclusion@rbkc.gov.uk to check.

Digital skills & confidence support



1 Drop-ins

Residents can receive IT support from a member of library staff or trained volunteer at:

- **North Kensington Library** (Tuesdays 10am-12pm)
- **Chelsea Library** (Tuesdays 2pm to 3pm)
- **Brompton Library** (Thursdays 1pm-3pm)
- **Kensington Central Library** (Tuesdays 10am-11.30am)

Please email DigitalInclusion@rbkc.gov.uk to confirm days/times are up to date.

3 Courses

Local adult learning providers regularly offer courses for different levels of digital skills – call Morley College (**020 7450 1889**), Westway Trust (**020 8962 5741**), Nova (**020 8960 2488**) or Open Age (**020 4516 9972**) for info on upcoming courses to share with the resident caller.

2 Helplines

- **Ability Net** helpline, supporting people of any age with a disability or persons over 65 to use IT **020 7361 2080**
- **RNIB Technology for Life**, supporting people with sight loss to use digital **0303 123 9999**
- **Halifax Digital Helpline** - free 1-2-1 training for anyone aged 18+ **03452220333**

4 Guides/e-learning

Learn My Way is a fantastic free platform with bitesize modules to develop digital skills. Printable guides on a range of topics are also available through **Age UK** and **Digital Unite**. Online safety guides and learning can be found on the **Met Police** website. If residents need help accessing/utilising these resources, they can drop-in for support at their local library.

Visit www.learnmyway.com to start learning.

Device access support



1 Libraries

All **libraries** in K&C have PCs available for public use with free internet. Help the resident find their nearest library address and opening times at <https://www.rbkc.gov.uk/libraries>

3 Device gifting

Free devices for high need individuals: The RBKC Digital Inclusion Team are sometimes able to secure recycled devices.

If you are aware of a need for device please email DigitalInclusion@rbkc.gov.uk and the team will let you know if devices are available.

2 Digital Hubs

As well as libraries, **Bay 20**, **Fit for Life Youth**, **Response Community Centre**, and **Dalgarno Trust** are 4 community locations equipped with laptops and tablets for public use. If the resident is unable to access these sites, please email DigitalInclusion@rbkc.gov.uk to enquire about other locations with public access devices.

4 Digital Switchover

The analogue telephone network is due to be switched off by the end of 2025. Residents who rely on a landline should contact their telecoms provider to ensure their home phone is compatible with the new digital network.

Find out more here: [local.gov.uk/our-support/cyber-digital-and-technology/digital-switchover/external-resources](https://www.local.gov.uk/our-support/cyber-digital-and-technology/digital-switchover/external-resources)

Holistic support



1 About DigitALL

DigitALL is a partnership of local organisations led by Open Age providing tailored digital skills support, as well as device and data gifting as needed, to K&C residents. Support can be provided in several community locations or via home visits if required.

3 Who's eligible?

Adults aged 50+ and adults of any age with a learning disability. This may be expanded depending on partners/funding; please reach out DigitalInclusion@rbkc.gov.uk to check the latest criteria

2 What's included?

DigitALL participants will undergo an initial assessment to ascertain their current skills level, needs, and goals. They will then receive 5-7 sessions of personalised support, including a module on using online health services

4 How to refer?

Please email digitall@openage.org.uk or call the Project Coordinator at **07570428756** to receive the referral form.

Specialist support



1 Support for people with disabilities

The **Ability Net** helpline provides 1-to-1 support to help people with disabilities use technology (**020 7361 2080**). You can also request in-person support for the resident from one of their trained volunteers - [abilitynet.org.uk/free-tech-support-and-info](https://www.abilitynet.org.uk/free-tech-support-and-info).

The RNIB technology for life team provide IT support to people with sight loss (**0303 123 9999**). Search **My Computer My Way** ([mcmw.abilitynet.org.uk](https://www.mcmw.abilitynet.org.uk)) for guides on how to utilise accessibility features and adapt your device to meet your needs.

MENCAP run an IT class for people with learning disabilities at St Charles Square on Wednesdays 11-1 (contact **0208 964 0544 73**).

2 Assistive technology

There are a range of technologies available to help residents with different conditions to maintain their independence and live safely at home whilst increasing their connection to information and their social networks. Please guide the resident through the ASC self-referral form if they would like specialist support

3 Financial exclusion and unemployment

Clarion Job Club: access to digital technology alongside employability support. Contact jude.buttle@clarionhg.com to refer someone.

Contact FinancialInclusion@rbkc.gov.uk for information on the 4 monthly Money Cafes running on housing estates, where residents can access financial advice as well as a device and SIM card.



#NoOneLeftBehind

