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|  |  | Digital Inclusion Support (April 2022) |  |  |
| Type of need | **Type of support** | **What is it?** | **Who can access it?** | **How to access it?** |
| Getting started: lack of confidence, skills, using technology | Telephone helpline | A free digital support helpline from Citizens Online to provide friendly, patient support over the phone to people who want to build confidence online and want to get started using technology | Everyone | Call 0808 196 5883 and leave a message. A trained digital champion will call back to offer support. |
| Digital skills for beginners | Free online support and courses | **Learn My Way**Free online courses to get started, learn digital skills, staying safe online, accessing health and other services, managing money online, etc. The user can save progress to come back later and cover content in their own time. The courses are on the platform itself so no need to follow links to other websites, which is better for those with low confidence. | Everyone | <https://www.learnmyway.com/>  |
| **Make It Click**Free courses, guides and templates to build digital skills in different areas including basic (email, social media, MS Office and Google docs,..) and more advanced skills (creating a CV, preparing for a job interview, using spreadsheets. The resources are linked and located on reliable websites. | Everyone | https://makeitclick.learnmyway.com/ |
| Support and adaptations for residents with disabilities and older residents | Get support from a volunteer | **AbilityNet**'s Tech volunteers provide free IT support to older people and disabled people of any age. They are all disclosure-checked and can help with all sorts of IT challenges, from setting up new equipment, fixing technical issues, showing you how to stay connected to family and use online services. | Disabled and older residents | Call 0800 048 7642 to request support, or send an email to enquiries@abilitynet.org.uk, or fill in [the online form](https://abilitynet.org.uk/at-home/request-free-it-support-home#home-visit-request). |
| Free online resources about making adaptations to your device | The **AbilityNet** website has free webinars and resources on tech and accessibility.**My Computer My Way** guides you through how to make adjustments to your device based on your sensory needs and the make of your device. | Everyone | [My Computer My Way](https://mcmw.abilitynet.org.uk/)List of [AbilityNet webinars](https://abilitynet.org.uk/free-resources/webinars).  |
| Digital skills for older residents: getting started and using devices | DigitAll Project | Through this project, residents can get access to a loaned device and internet connection through free data SIMs, as well as dedicated skills support that focuses on the person’s individual situation and personal learning goals. The support I delivered through local organisations including Open Age, Age UK and Mencap. | Adults over 50 and adults with learning disabilities | To refer someone who you think would benefit from DigitAll then please complete the [referral form](https://cas5-0-urlprotect.trendmicro.com:443/wis/clicktime/v1/query?url=https%3a%2f%2fforms.gle%2faZRz23sacCf8VPc38&umid=05eb30fa-f2f8-455a-8211-cae7868b4a77&auth=f23bd3b3794c7a5914053bd0a99b1b4837b89b14-a7b29e3d178f438b52dfef153668d3cab0dfe7fb) and the Project Coordinator will contact you.If you have any questions then do reach out to digitall@openage.org.uk or call the Project Coordinator at 07570428756.  |
| Local charities who can help | **Age UK** Digital Clinics are held on the second Friday of the month, 2pm-4pm, at Ormrod Court, 71-117 Kensington Park Road, W11 1NP. The sessions are free but booking a space is required. | People aged 55+, must book to attend | Call 020 8969 9105 and select option 3 for Activities and Events, or email activities@aukc.org.uk to book a space. |
| **Open Age**Classes on using a smartphone, understanding social media, computer for beginners.Class calendar April-July: <https://www.openage.org.uk/sites/openage.org.uk/files//Spring%20Programme%20Apr-Jul%202022.pdf>  | Open Age members (anyone over 50 can join for free). | Call 020 4516 9972 for class booking details.To become a member of Open Age complete [this form](https://www.openage.org.uk/sites/openage.org.uk/files/Open%20Age%20Membership%20Form%202022_1.docx) and return to mail@openage.org.uk or to the Open Age Head Office at St Charles Centre for Health & Wellbeing, Exmoor Street, London W10 6DZ. Head office phone number: 020 4516 9978.  |
| No access to a device | Internet connected devices in the libraries | All the Libraries in the borough have computers that residents can access and use the internet on. | Everyone | Ask a Librarian for help. |
| No internet connection | Social tariffs for broadband from various providers | Many providers offer lower cost broadband based on certain eligibility criteria | Eligibility varies by provider | List of offers here: https://airtable.com/shrPejmyjWsvBttoX/tblR71A2iYOFHEPB |
| Digital skills for residents who own a device | Training sessions (online and face to face) | Clarion Futures Digital offer training sessions as well as telephone support | Customers need to be referred | To refer customers, or for customers to self-refer, call 0300 500 8000 and ask to speak with the Guideline Team, or email futuresdigital@myclarionhousing.com  |