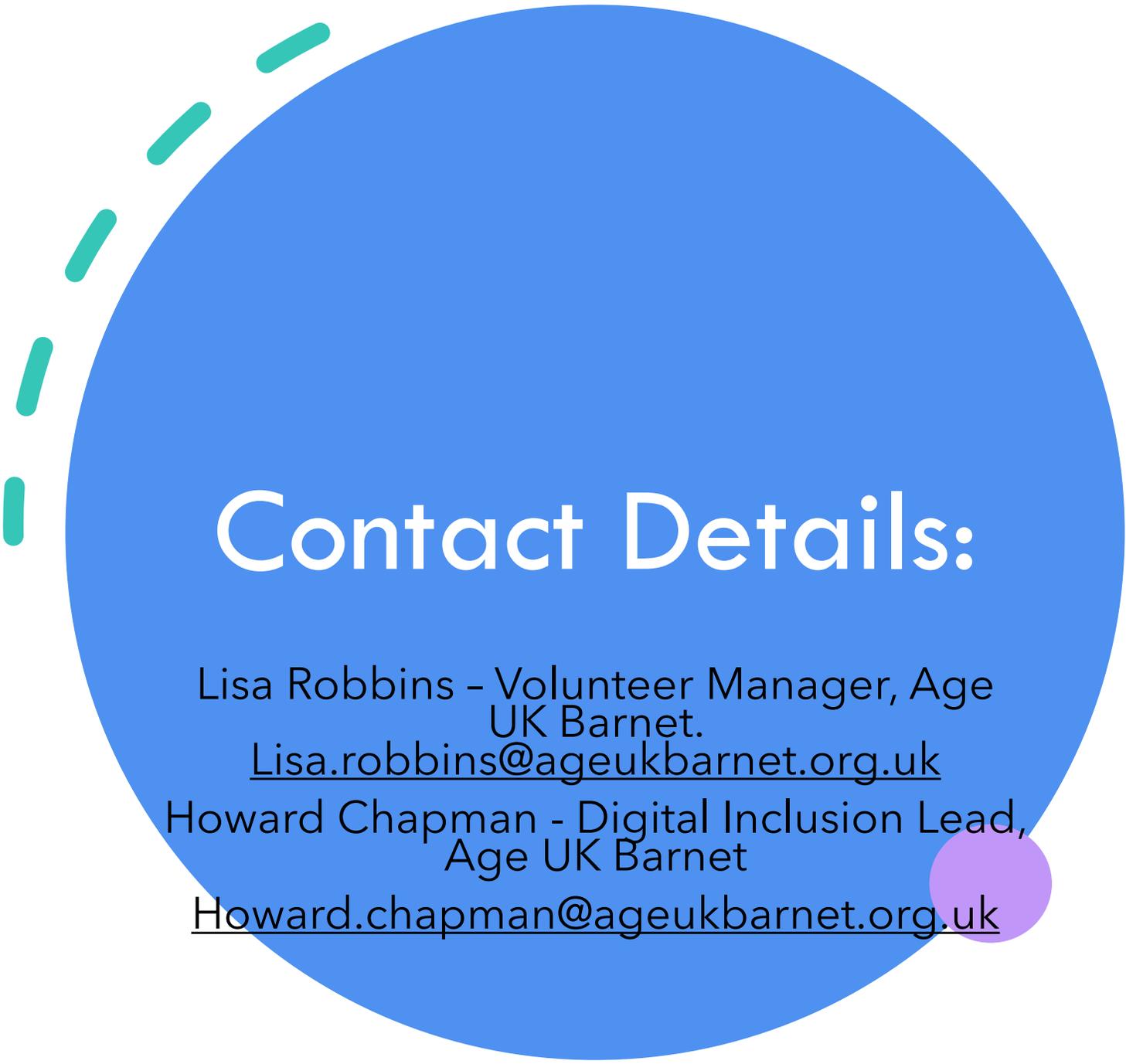




# Digital Inclusion





# Contact Details:

Lisa Robbins - Volunteer Manager, Age  
UK Barnet.

[Lisa.robbsins@ageukbarnet.org.uk](mailto:Lisa.robbsins@ageukbarnet.org.uk)

Howard Chapman - Digital Inclusion Lead,  
Age UK Barnet

[Howard.chapman@ageukbarnet.org.uk](mailto:Howard.chapman@ageukbarnet.org.uk)

# Projects

**DI in the community**



```
graph TD; A[DI in the community] --> B[DI at home]; B --> C[Intergenerational]; C --> D[Laptop loans]
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**DI at home**

**Intergenerational**

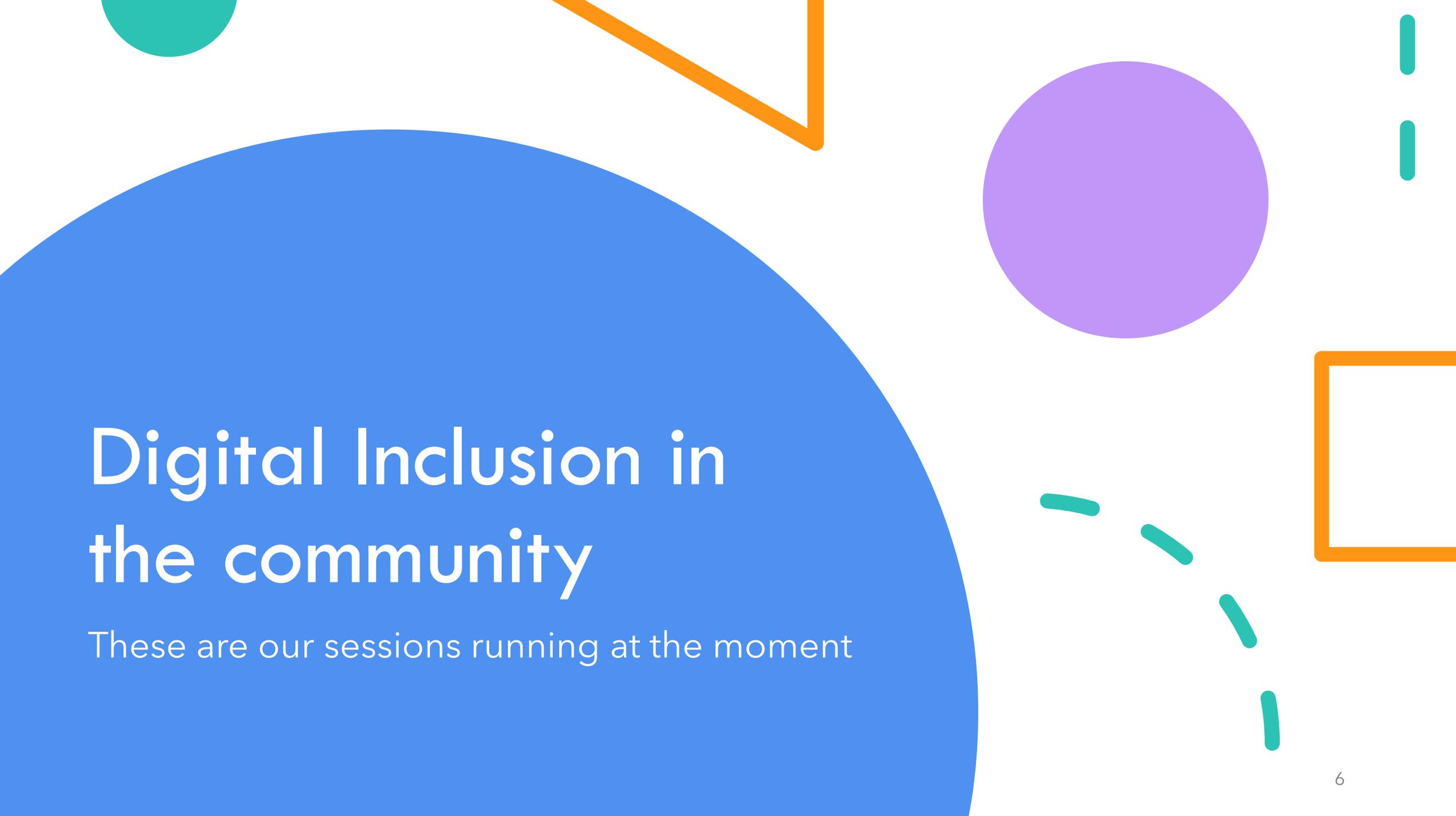
**Laptop loans**

**We are here to help over 55 year olds use computers, improve communication with family and friends, tap into the convenience of online shopping, find out what's happening close to home and around the world or even research a family tree. Use the latest cameras and mobile phones, or download favourite music, books and movies.**

**Whatever their goals, our volunteers are here to help..**







# Digital Inclusion in the community

These are our sessions running at the moment



**East Finchley.** Monday 2pm-4pm at the Ann Owens Centre, Oak Lane N2 8LT. Contact Howard on 0208 432 1415 or email [howard.chapman@ageukbarnet.org.uk](mailto:howard.chapman@ageukbarnet.org.uk)

**Help with laptops and smartphones - Mill Hill.** Wednesday 1pm start with free lunch at 1.45pm. Students from Mill Hill International School will help you with your devices. The address is Milesplit Hill, Mill Hill NW7 2RX. During term times only. Contact Howard on 0208 432 1415 or email [howard.chapman@ageukbarnet.org.uk](mailto:howard.chapman@ageukbarnet.org.uk)

**Help with laptops and smartphones - North Finchley.** From 2 November 2022. Wednesdays 2.45pm - 3.45pm. Students at Woodhouse College will help you with your technology. The address is Woodhouse College, Woodhouse Road, N12 9EY. During term times only. Contact Howard on 0208 432 1415 or email [howard.chapman@ageukbarnet.org.uk](mailto:howard.chapman@ageukbarnet.org.uk)

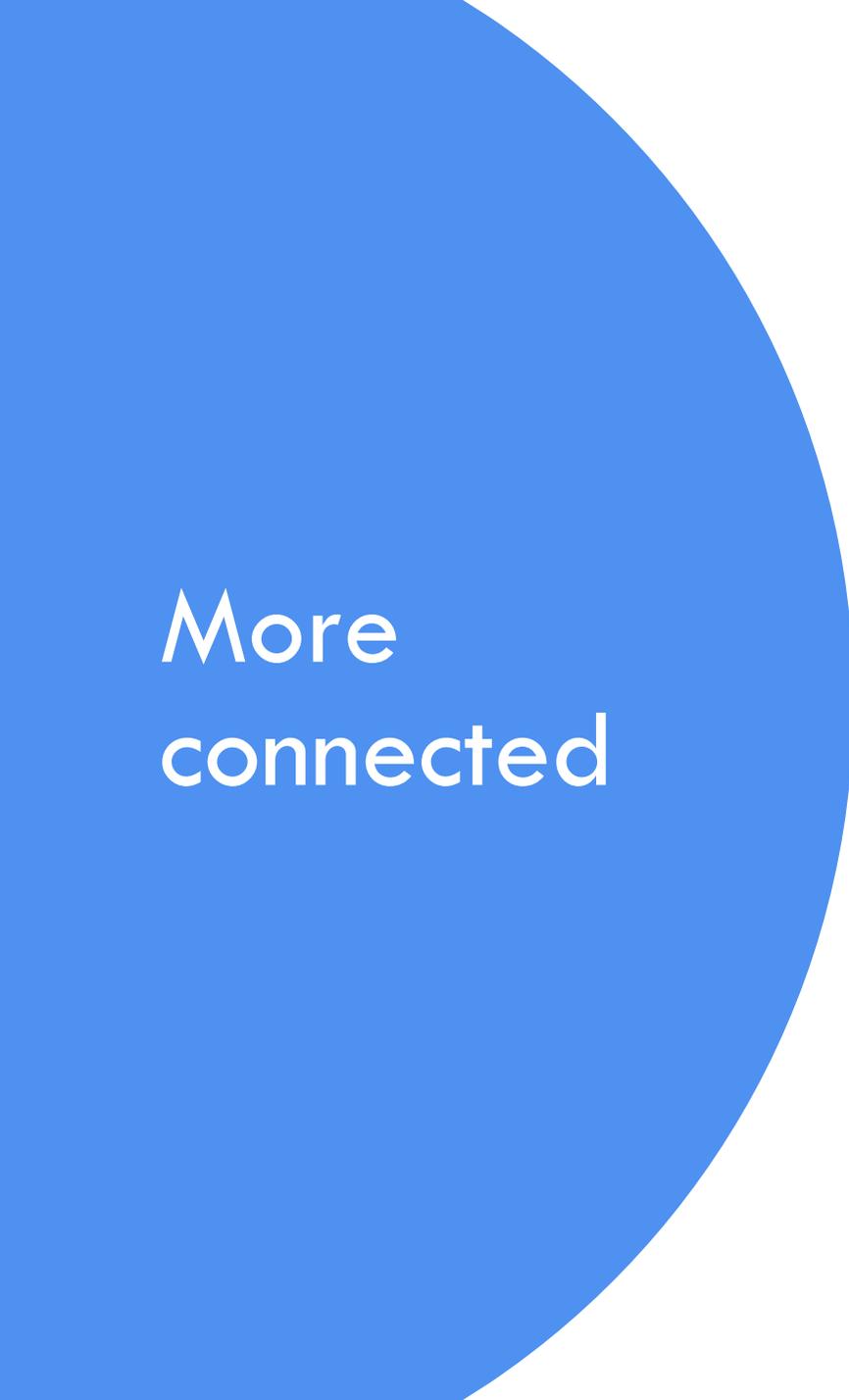
**Mill Hill.** Thursday 10.00-12.00 noon at Hartley Hall, 1 Flower Lane, NW7 2JA. Contact Howard on 0208 432 1415 or email [howard.chapman@ageukbarnet.org.uk](mailto:howard.chapman@ageukbarnet.org.uk)

**Edgware. Drop in Social Group.** Thursday 2.00-3.30pm at St Margaret's Church, 1 Station Road, Edgware HA8 7JE. Help available with your laptop, smartphone or tablet. Contact Howard on 0208 432 1415 or email [howard.chapman@ageukbarnet.org.uk](mailto:howard.chapman@ageukbarnet.org.uk)

**New Barnet.** Saturday 10.30am-12noon. New Barnet Leisure Centre, Lawton Road EN4. Contact Howard on 0208 432 1415 or email [howard.chapman@ageukbarnet.org.uk](mailto:howard.chapman@ageukbarnet.org.uk)

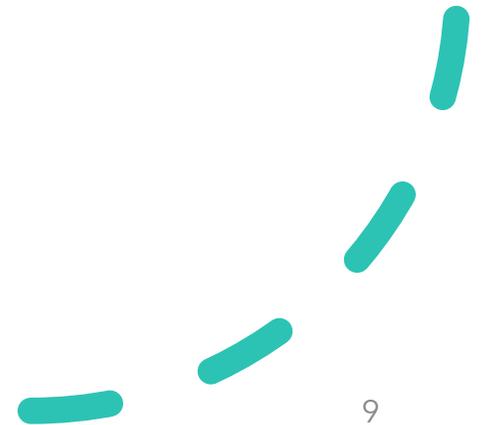
# Saturday morning Digital Inclusion Sessions

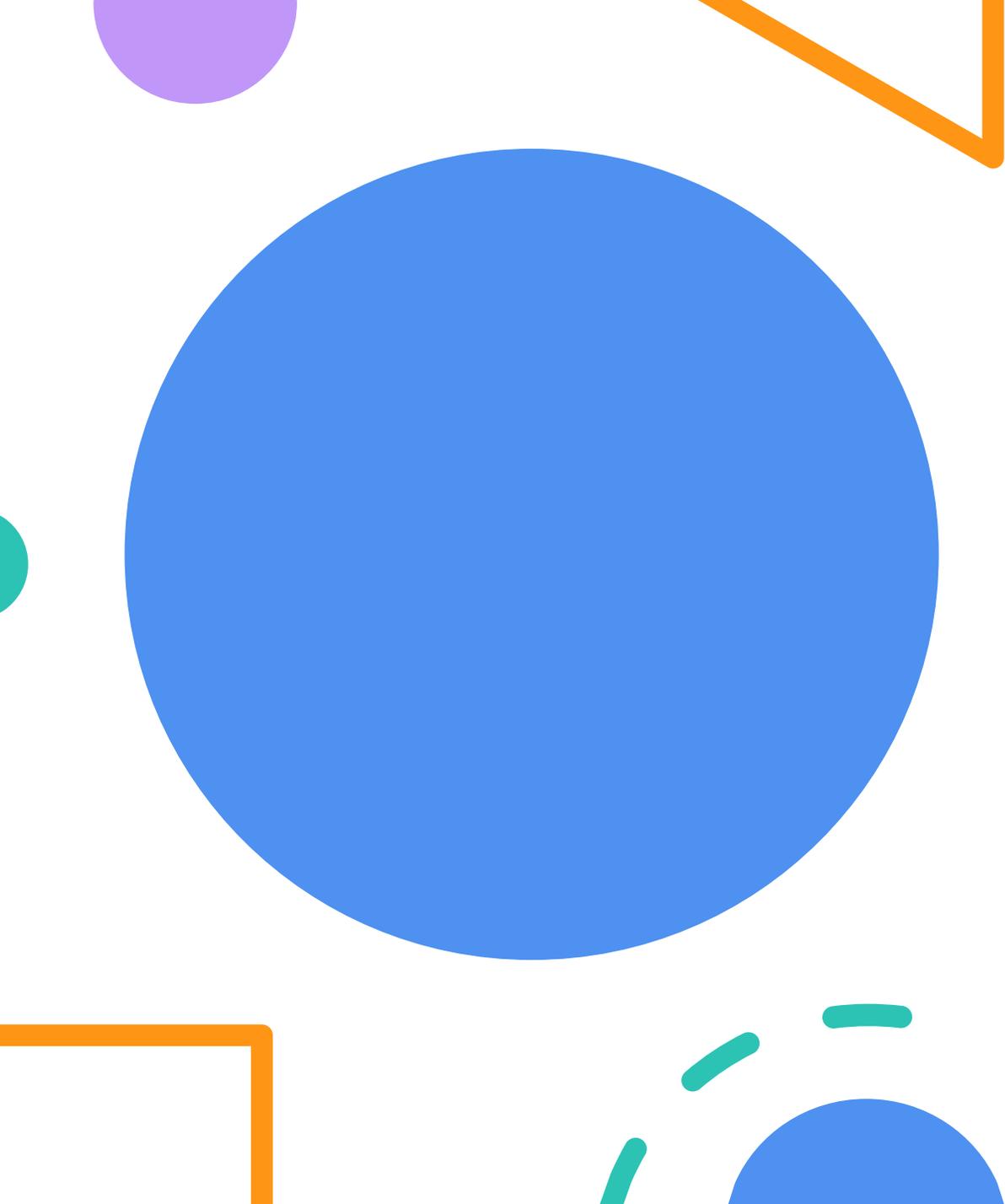
We have some very talented DI volunteers who work full time but are keen to share their knowledge and expertise on a Saturday morning. We have been using a new leisure complex in New Barnet and this is growing in popularity. Again we have taken laptops along and been able to distribute and support at these sessions.



More  
connected

And this client emailed having attended a few of these Saturday sessions.

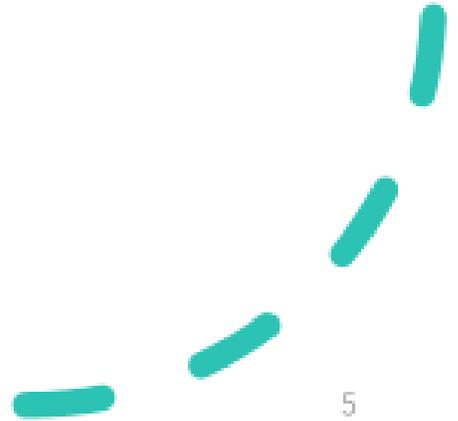




It was a miraculous discovery only three weeks ago I found, such a fabulous resource. I even meet great people too - both the helpers Leon, James this week and a young lady Mashall. The empowerment I gained for myself through just those two sessions made my life so much more hopeful. The class also got me cycling eg much less complicated than two awkward bus routes and I love cycling but don't have cause to go places. Saturday just gone after class, another "pupil" and I had a lovely social together. The point I am trying to make is I loved the whole experience, the park, community, people, children and dogs!



9/3/20XX



## Sheltered housing services

A survey was completed by all our local sheltered housing managers and so far we have run 4 - 5 weekly sessions in 5 of their community spaces. We have taken laptops along and let residents try them out with assistance from our staff and volunteers.



## Getting online, making connections

6 residents are now using donated laptops who otherwise would not have got online. They are using them for paying their rent online, to save a trip to the post office, online grocery shopping and gift shopping, Skype, looking up facts, and online bridge.

# Get Online Week #BarnetGetOnline

Make connections!  
22 - 26 AUGUST 2022



Monday 2-4pm Ann Owens, N2  
Thursday 10-12 Hartley Hall, NW7  
Thursday 2-3.30pm St Margaret's  
Church, HA8

**WONDERFUL AGE UK  
BARNET VOLUNTEERS CAN HELP OVER 55S GET  
ONLINE, GET CONNECTED, HELP WITH  
SMARTPHONES, TABLETS ETC.**

**ALSO, WE CAN LOAN YOU A DONATED LAPTOP,  
COME TRY ONE OUT AT A SESSION  
NO NEED TO BOOK - JUST TURN UP!**

Contact Howard Chapman or Thang on  
0208 432 1415 or email  
[howard.chapman@ageukbarnet.org.uk](mailto:howard.chapman@ageukbarnet.org.uk)





# Help with your laptops, tablets and smartphones

Get Online Week  
17-22 October  
2022



#TryOneThing  
#BarnetGetOnline

Monday afternoons (2-4pm) at the  
Ann Owens Centre, Oak Lane,  
East Finchley N2 1LN



Wednesday Session starts at 12.55 with free  
lunch afterwards at 1.45pm at Mill Hill  
International School, Milespit Hill, Mill Hill  
NW7 2RX.

Wednesday 2.45-3.45pm  
Woodhouse College, Woodhouse  
Rd N12 9EY



Thursday 10am-12noon - Hartley  
Hall, 1 Flower Lane, NW7 2JA.

Thursday 2.00-3.30pm Drop in Social Group  
at St Margaret's Church, Edgware HA8 7JE.  
Occasional IT help available.



Saturday 10.30am-12noon New  
Barnet Leisure Centre,  
Lawton Rd EN4 9BS

Open to all Barnet residents over 55. For details  
call Howard at Age UK Barnet on 020 8432 1415  
or email [howard.chapman@ageukbarnet.org.uk](mailto:howard.chapman@ageukbarnet.org.uk)

# Getting online

- We have also run some group online activities:
- Sporting Memories,
- Current Affairs,
- Green Doctor Energy Advice,
- Mindfulness,
- Menopause talks
- We have found that information- based online sessions have been popular and there is interest in us running more of these type of sessions.

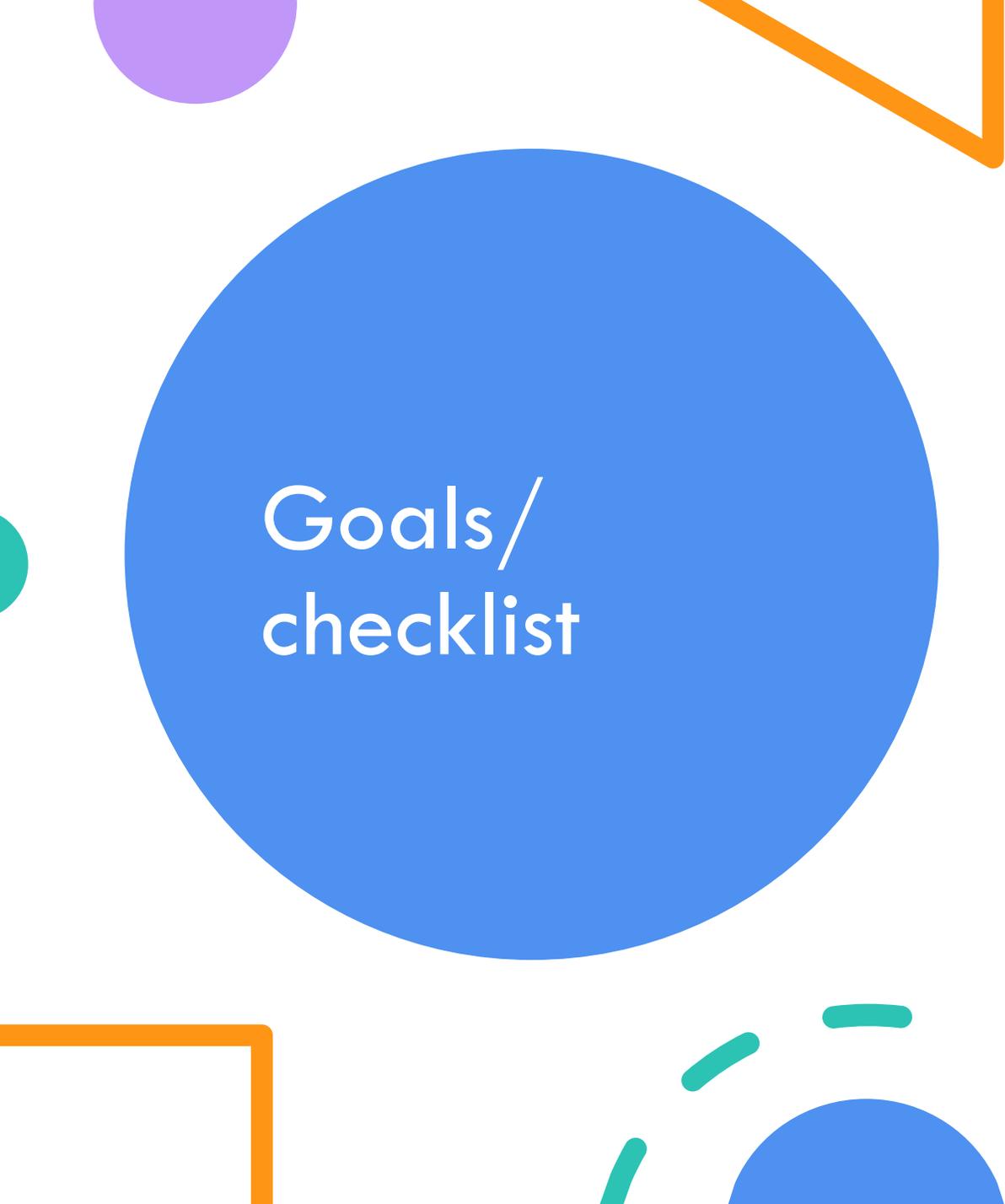
# Information Sessions

We have set up some demonstration sessions about key websites and apps for new users:

- Barnet Council website
- Travel apps
- Library services
- NHS app

## Digital Inclusion At Home

We have 8 volunteers who have been DBSd and are happy to assist clients with their devices in their own homes. This service is for those who have mobility or anxiety issues, are housebound or using a desktop. We offer up to 4 sessions and ideally would welcome a small donation at the end of these sessions.



## Goals/ checklist

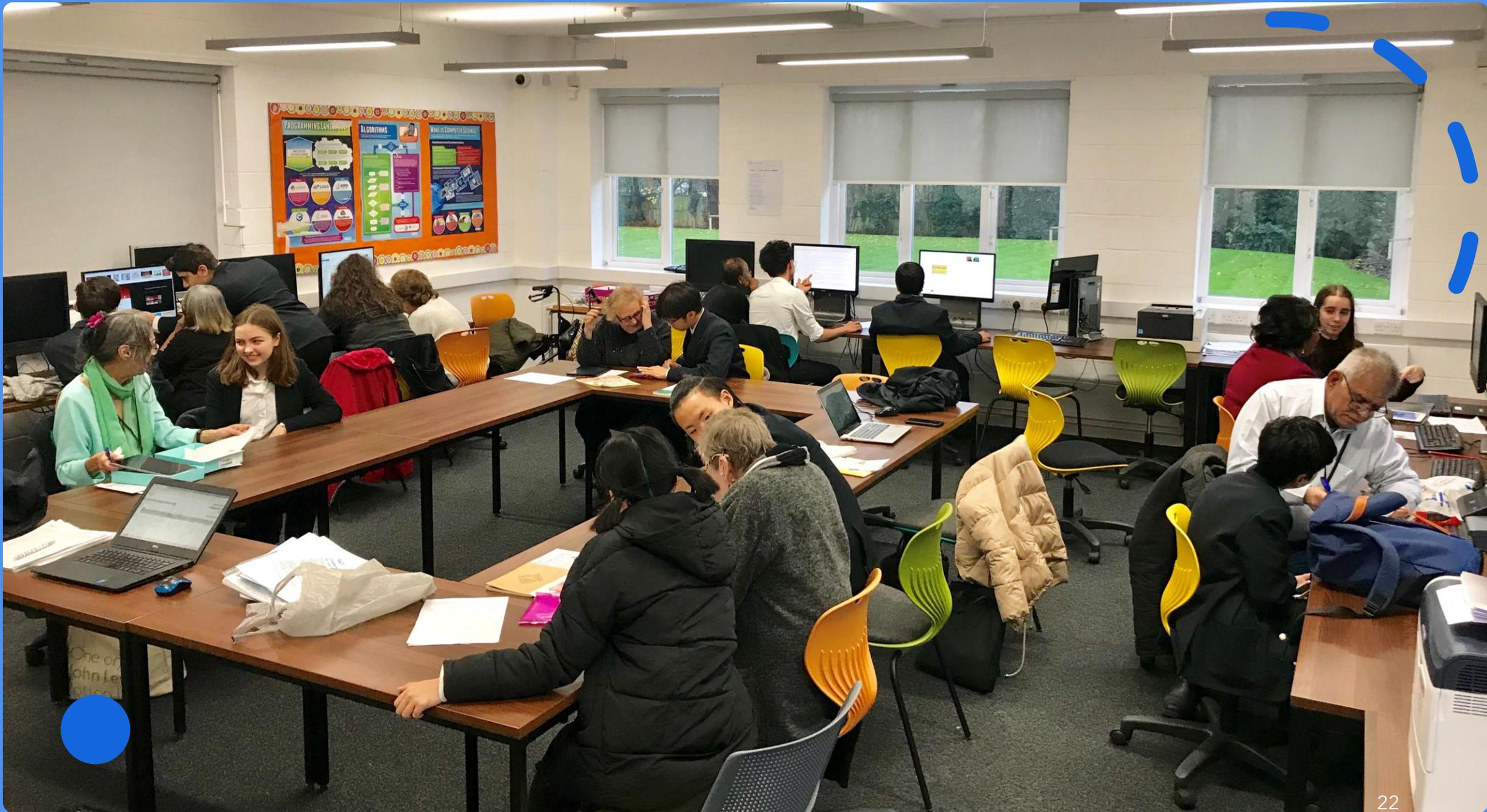
Often clients turn up with a new device and ask what they can expect to be able to use it for. We find this checklist a useful starting point.

<b>I would like to find out about:</b>	<b>Y/N</b>	<b>Microsoft Word</b>	<b>Y/N</b>
<b>Email</b>		Change fonts, size & their colours	
Set up an account- Outlook, Gmail etc		Insert symbols/pictures/tables	
Open an email, reply, forward		Page layout: centre/justify, margins, tabs	
Compose an email, group email, BCC etc		Microphone dictation	
Attach a photo or document		Using files and folders	
Download/save a photo or a document		Cut, copy and paste	
Block emails		Spreadsheets -how to use	
<b>Internet</b>		<b>Pictures</b>	
Choose a browser, find a website		Downloading from camera/phone	
Enlarge image/text on screen		Naming pictures	
Save my favourites, bookmark		Organising albums	
Use Google, search for information		<b>Security</b>	
Use a map, plan a journey, AA, TfL		Why does my device need security? VPNs	
Look at the news, translate text		What are the options? 2 factor authentication	
Learn about shopping online-groceries +		Avoiding scams, fake emails, links	
Use Ebay, Amazon		Creating, storing secure passwords	
Use comparison sites:		<b>Storage</b>	
moneysupermarket, confused.com		USB sticks, Google drive, Dropbox	
Booking appointments online		Onedrive/iCloud. iTunes. Sync devices	
Make a travel booking:train, plane		<b>Mobile Phone</b>	
Video calls: Zoom, Skype, Facetime etc		Texting WhatsApp Telegram Facetime Skype	
Catch up TV/iPlayer, Youtube		Voicenotes, Alarms, Apps. Bus times, TfL	
Listen to the radio on my device		Changing settings:bold font, ringtones, block nos	
Facebook, Twitter, Blogging		Camera, Spotify, Apple/Amazon Music	
Instagram, TikTok		Sending pics, Emojis, Gifs, Memes	

# Micommunity-intergenerational

**Pre-pandemic we worked with 7 schools in the borough, pairing our clients with their students for quality one to one support in a learning environment.**

**Things are slowly getting back to normal and we are back on board with 3 local schools.**







# Laptop Loans



In September 2021 we started a new project which included setting up 80 second hand laptops, donated by Barnet council, and distributing them to those not yet online. We have worked in partnership with 2econd Chance, a local not-for-profit charity that recycles old computers, and provides training and employment opportunities for people with Special Educational Needs. They have been able to do a professional clean of any laptops that we have had returned and wanted to redistribute.

All of these, except 2, have been given out - including 10 to refugees. We've also been able to help some people with connectivity by supplying dongles and free sim cards if they haven't wanted to start a broadband contract. Clients who have received a laptop on loan are encouraged to attend one of our regular Digital Inclusion sessions to help get them started and to realise what they can do with it.







# Case studies

....and quotations

A delightful 97 year lady, living alone, phoned to ask if she had left it too late to see what the internet was all about. She said she loved writing letters so we chatted about emails. I found her a DI volunteer who gave her a few sessions in her home with one of our laptops, tablet and wifi dongle. She loved it, though found the devices a bit too big, and she has now bought her own smartphone.





A lady in Yorkshire phoned to say she had bought a tablet for her best friend who was in Barnet living with, and caring for, his elderly mum. He was not keen at all and she was trying to persuade him that he would love googling topics and watching Youtube videos as he had been a producer of musical theatre in his career. We were able to supply a wonderful volunteer who got him set up with an email address and helped him get confident about researching information online.



Raff, 91, was a complete novice and keen to get to grips with technology. She had always got other people to do any online tasks for her. We have loaned her a laptop and dongle and she attends our Monday afternoon sessions. She is a determined participant and proving to be a great student. She says..

‘I’ve never even understood what a computer can actually do until now – thanks to a lovely volunteer who explained it so clearly’ says 91 year old Raff, who is learning how to use a laptop for the first time. ‘In the past people have just done everything for me online but now I have to do everything myself, and that is really helping!’



Elizabeth, 78, has been attending our Monday afternoon sessions for 6 weeks or so. She struggles with the concept of screen and mouse, and her motor skills are not strong but she really enjoys watching Youtube videos if we help set them up. She has just had a major breakthrough in managing the laptop with the mouse and left a message at 8.30pm the other night, buzzing with enthusiasm at her progress and saying how excited she is about coming back again.





# Nonagenarians

**Five of our star pupils,  
all over the age of 90**



