



Lincs Digital - **Digital Skills Toolkit**

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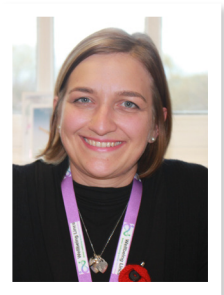
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This toolkit has been developed by TED Ageing Better in East Lindsey, with the assistance of Lincs Digital.

To find out more about the work of TED visit www.tedineastlindsey.co.uk or call 01529 301966

TED Ageing Better in East Lindsey is funded by The National Lottery Community Fund and managed by YMCA Lincolnshire

Welcome



The increasing ageing population means that by 2037, a quarter of the total UK population will be over 65. Lincolnshire, and in particular East Lindsey will continue to have a higher than national average number of older residents. Projections show that by 2041 30% of the Lincolnshire population will be over 65, while in East Lindsey this will be 40%. This presents challenges but also opportunities in terms of how we deliver our services, our businesses and for our local economy.

We believe in supporting people to live and age well in East Lindsey and beyond, and to constantly find ways in which to do that across all of our services and partnerships. Similarly, we know that there is fantastic work happening elsewhere across the county and beyond.

Supporting people across all of our communities to live and age well is important for so many reasons. Wellbeing, independence, physical health, mental health, financial wellbeing, prosperity, inclusion, happiness, comfort....the list goes on. The TED programme is working in numerous ways to reach out to those in the community to become engaged in activities and events to help them feel more connected and supported.

East Lindsey District Council has made a commitment to support people to live well for longer and is part of the UK network of age friendly communities.

Michelle Howard
Assistant Director for People
East Lindsey District Council



As an elected member at East Lindsey, I am proud to have been involved with the development of TED Ageing Better in East Lindsey from the start of the programme. In my role as Older Persons Champion at East Lindsey, it is wonderful to see TED reaching its aim of reducing social isolation and loneliness, improve connections and access to community resources. East Lindsey is fully committed to ensuring we provide an inclusive and age-friendly environment for residents and visitors, of which Age-friendly businesses play a pivotal role.

This commitment has also resulted in East Lindsey employing its first Age-friendly Principal Officer, co-funded with TED, with the aim of achieving Age-friendly Community Status as recognised by WHO.

I am delighted to be the Executive Councillor for Better Ageing, a newly created Portfolio. Through my role, I will ensure the legacy of TED continues for the benefit of our community.

William Gray
Portfolio Holder for Better Ageing and Older Persons Champion
East Lindsey District Council



TED Ageing Better in East Lindsey



TED Ageing Better in East Lindsey is one of fourteen partnership programmes funded through The National Lottery Community Fund - Fulfilling Lives: Ageing Better Programme, each of which is exploring creative ways for people aged over 50 to be actively involved in their local communities, helping to combat social isolation and loneliness.

TED is a partnership of older people and voluntary and public sector agencies, led by YMCA Lincolnshire, working closely with East Lindsey District Council to reduce social isolation and loneliness that many older people in the district experience.

The overarching outcomes of the TED programme are:

- ▶ Older people will be better connected with volunteering, social, leisure and health improving activities leading to an enhanced quality of life.
- ▶ More older people will report that they do not feel lonely or isolated.
- ▶ Older people will feel positive about the opportunities that getting older presents.
- ▶ Older people will have more opportunities to influence the design, delivery and evaluation of services and businesses available to them.

TED has developed innovative and creative ways for people, aged over 50, to be actively involved in their local communities, and have created a significant number of new volunteering opportunities. Having worked with over 500 volunteers who have collectively contributed over 8000 hours of their time. These volunteers have additionally reported a range of benefits to their own health and wellbeing as well as the development of new skills, and a greater appreciation of social isolation and loneliness in their communities.

TED has taken a test and learn approach to identifying and designing services and solutions to meet locally identified needs. As a result TED delivers services across East Lindsey through a combination of direct delivery from the team and commissioned partners. These services include:

► **Friendship Groups (YMCA Lincolnshire TED team)**

TED's self-sustaining, volunteer led Friendship Groups are designed to bring people together in a social setting. TED sees the benefit for older people getting together in groups as this enables friendship to develop and the ability to share ideas and support each other.

► **Age-friendly Business Awards (YMCA Lincolnshire TED team)**

TED has developed an Age-friendly Business accreditation for businesses that meet the strict criteria designed by TED in co-production with older people from across East Lindsey. Successful businesses receive an accreditation certificate and sticker to go on their window to show people they have achieved the quality award.

► **Men Do - Male Carers (Carers First)**

TED Men Do works with male carers and offers creative ways for them to be more social and actively involved in their local community. Using a personalised approach, Men Do develops the confidence of male carers using befriending, mentoring and buddying initiatives.

► **Befriending (Age UK Lindsey)**

The TED Gateway to Friendship Befriending Project offers one-to-one support and friendship to vulnerable and isolated older people.

► **Gateway to Friendship Lunch Clubs (Age UK Lindsey)**

The TED Lunch Clubs are aimed at those older people who may have been missing out on regular social contact, serving fresh, home cooked food. They are a key part of our work to relieve loneliness and prolong independence in later life by providing a meeting point for older people in the community.

► **Digital Skills Training (Lincs Digital)**

The TED Digital Skills project offers outreach digital support sessions which include an awareness of online safety, finances, communication and shopping. Sessions are designed around the needs of those attending and often differ between venues.

► **Fitness, Food and Friends (Magna Vitae)**

The TED Fitness Food and Friends project offers outreach sessions which bring people together to learn about ways in which they can help themselves to improve their physical and mental wellbeing.

► **CHAPS (Magna Vitae)**

The TED CHAPS project recreates traditional social and working men's clubs with a view to engaging men in Mablethorpe, Skegness and Winthorpe. Using sport as a theme, weekly sessions offer opportunities for men to meet and socialise whilst doing familiar and popular working class past times including playing darts and dominoes, and watching sport and talking about sporting memories.

► **Specialist Advice (Citizens Advice Lindsey)**

TED offers a range of advice, casework and specialist support including support with complex financial, debt and housing issues. Our goal is to help people find a way forward, whatever problem they face by empowering them to make decisions and change their circumstances for the better.



Learning is a key feature of the programme and regular learning reports are produced and publicly available on <https://tedineastlindsey.co.uk/learning/>

Key areas of learning include:

- The role of housing in reducing social isolation and loneliness in East Lindsey
- Increased inclusivity and reaching and engaging people who are LGBTQ+
- Engaging lonely/socially isolated older people
- Age-friendly and Accessibility
- Engaging Businesses
- Supporting and engaging older men in East Lindsey
- Supporting male carers in East Lindsey
- The role of Friendship Groups in tackling isolation and loneliness
- Communication
- Working in Partnership to tackle isolation and loneliness

Ageing Better in East Lindsey

East Lindsey is a large, sparsely populated district with a higher than average ageing population where 29% of people are aged 65 and over, with a predicted annual growth rate of 1%, double the national average. Although the last 40 years has seen continuous growth in life expectancy, this is not generally reflected in levels of good health, with healthy life expectancy decreasing, and the gap between healthy life expectancy and life expectancy widening. High numbers of older people move to East Lindsey in their retirement years and many have multiple chronic health conditions and few social and familial connections locally. Public transport across East Lindsey is poor and therefore accessing services can be challenging, especially for older adults.

These challenges present significant issues in relation to health and social care, increasing isolation. Local services are having to change to support this ageing population, yet have decreasing financial resources.



50% of people over the age of 75 live alone, with many reporting that television is their main form of company.



17% of older people stated that they go for a week without speaking to a friend, family member or neighbour.



11% reported that they can go for more than a month at a time without any form of social interaction.



Loneliness has been linked to an increase in risk of death by 29%



East Lindsey District Council has pledged its commitment to be a member of the UK Network of Age-friendly Communities. As the first District Council member, East Lindsey joins the growing movement to make places more age-friendly.

In conjunction with the Centre for Ageing Better, the programme looks to foster healthy and active ageing making it possible for people to continue to stay in their homes, participate in the activities they value, and contribute to their communities, for as long as possible.

TED has also begun to identify links between those who experience loneliness and isolation and an increase in ill health, an increased risk of mortality, higher rates of emergency admissions, re-admittance to hospital and earlier entry into care homes. Loneliness and isolation are also linked to depression and poor cardiovascular health.

But there is hope, as TED impact analysis indicates that our interventions aimed at reducing social isolation and loneliness have the potential to have significant impact, including:

- 76%** of individuals have more social contact following particiPaulaion
- 75%** increasing their particiPaulaion in social activities as a result of TED
- 70%** of TED participants feel better connected to others



Together, East Lindsey District Council and YMCA Lincolnshire via TED Ageing Better in East Lindsey have formed a unique partnership and are working towards achieving Age-friendly Community status for the East Lindsey District, as recognised by the World Health Organisation (WHO) Global Network for Age-friendly Cities and Communities.



“Delighted to welcome East Lindsey as the first district council to join the UK Network of Age-friendly Communities. East Lindsey has joined a growing movement of cities, counties, towns and city regions across the UK who are committed to putting older people at the heart of plans to make their place one where people are able to live healthy and active later lives. We look forward to working alongside East Lindsey to ensure that people are in safe, accessible homes, have the opportunity to stay in fulfilling work and live in connected communities, and where importantly, no one misses out on enjoying a good later life.”

Anna Dixon

Chief Executive of Centre for Ageing Better



“This is impressive news for the residents of East Lindsey. Becoming a member of the Network builds on the excellent legacy of TED and creates a positive transition when the project concludes in 2022, which will enable the important work to be continued in preparing communities to age better. It is imperative our residents are part of this journey and their input will be beneficial in informing our strategies and projects.”

Councillor **William Gray**

Portfolio Holder for Better Ageing and Older Persons Champion
East Lindsey District Council



“We are thrilled that our collaboration with ELDC to create an Age-friendly Community is being recognised nationally. Membership of the Age-friendly Communities Network will enable us to share learning and best practice with other communities whilst supporting us to progress our work towards East Lindsey becoming the first Age-friendly district in the UK.”

Amy Thomas

Communities Director
YMCA Lincolnshire

What is Age-friendliness?

An age-friendly world enables people of all ages to actively participate in community activities and treats everyone with respect, regardless of their age. It is a place that makes it easy for older people to stay connected to people that are important to them, and it helps people stay healthy and active even at the oldest ages and provides appropriate support to those who can no longer look after themselves.

The World Health Organisation (WHO) have identified eight ‘domains’ each of which should be looked at through the lens of age-friendliness in order to ensure equality of access to services.



Outdoor Spaces and Buildings



Transportation



Housing



Social Participation



Respect and Social Inclusion



Civic Participation and Employment

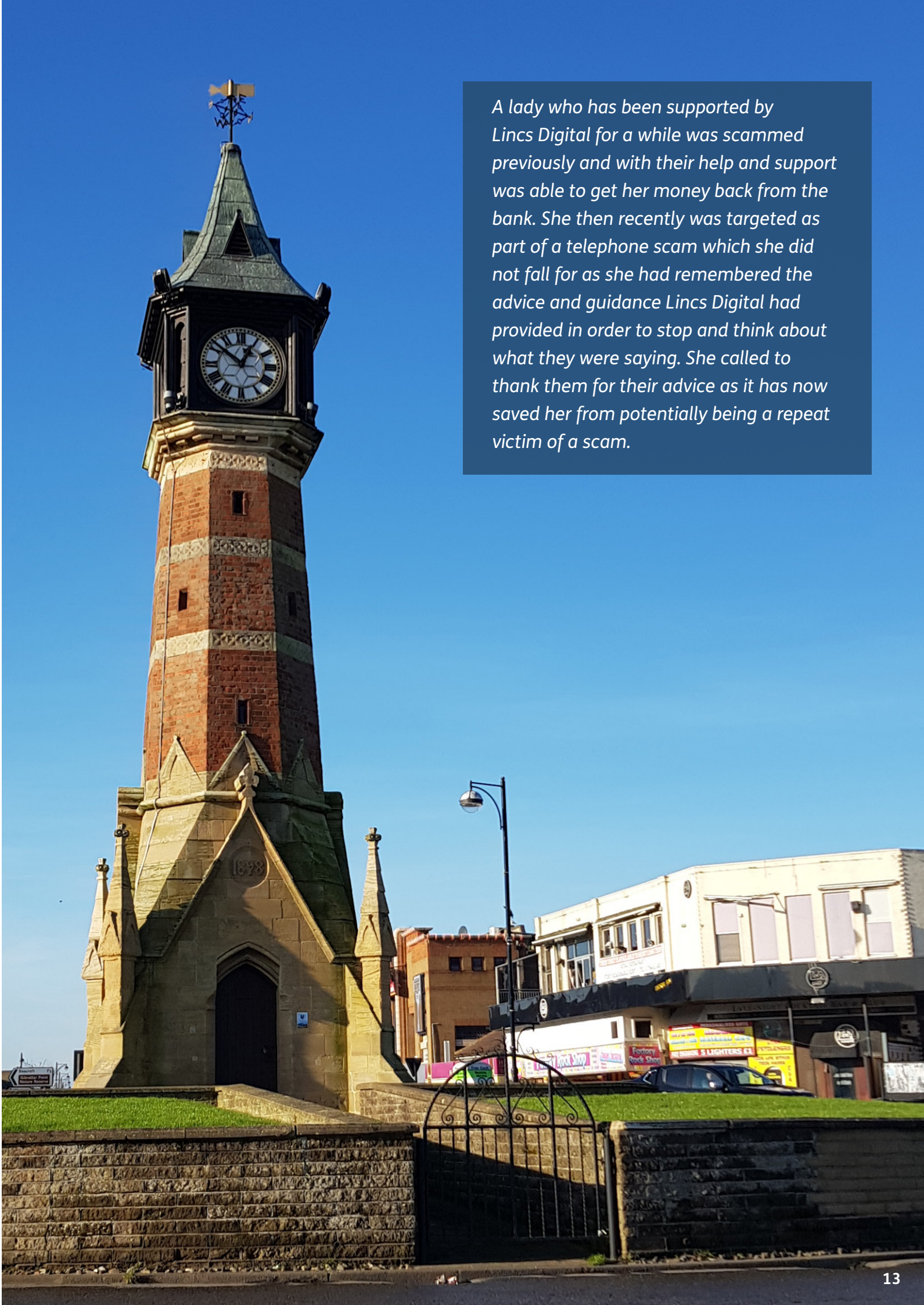


Communication and Information



Community and Health Services

A lady who has been supported by Lincs Digital for a while was scammed previously and with their help and support was able to get her money back from the bank. She then recently was targeted as part of a telephone scam which she did not fall for as she had remembered the advice and guidance Lincs Digital had provided in order to stop and think about what they were saying. She called to thank them for their advice as it has now saved her from potentially being a repeat victim of a scam.



About this toolkit

We understand that all groups are unique and therefore this toolkit has been designed to support you on your journey towards setting up inclusive Digital Sessions for individuals over 50.

The toolkit includes some inspiring case studies, hints and tips on how to set up successful Digital Skills Training Sessions.

Our templates will support you to develop a framework through which to improve your delivery, and has been designed to help you begin asking the right questions to support over 50's to become more active online.



To deliver essential Digital Skills to meet the needs of the individuals attending each venue, topics covered will always include

- Online safety and scam awareness.
- Keeping in touch
- Online service awareness
- General internet searching
- Use of Amazon Echo
- Social Media
- Other topics as required

There are many aspects of delivering digital sessions, and this toolkit provides some practical examples to help you start your sessions.



'A Gentleman that we had been supporting for many weeks, phoned to say he had made his first zoom call on his own with the how to guide and guidance we had sent him. He was delighted to have spoken to family and seen them for the first time this year.'

Delivering Digital Awareness Sessions with the Flexibility to meet needs of the Individuals.

Lincs Digital

Lincs Digital was formed by a small group of like-minded individuals who wanted to support the local communities of rural Lincolnshire. With over 30 years’ experience in the Adult Education sector, Health, Retail and Community Volunteering a Community Group was established in order to apply for funding opportunities.

Lincs Digital deliver several different projects across Lincolnshire aimed at offering digital awareness and support to rural communities. This allows for a range of subjects to be covered and the facility to signpost to other projects to meet the needs of the individuals. The outcomes vary depending on the funding body.

We cover a variety of topics such as:

- ☐ Safety Online and Offline including scam awareness
 - ☐ General use of Internet searching
 - ☐ Filling in online forms
 - ☐ Online shopping (Groceries)
 - ☐ Best deals for utilities and insurance
 - ☐ Keeping in touch:
 - ☐ Zoom
 - ☐ Skype
 - ☐ FaceTime
 - ☐ Messenger
 - ☐ WhatsApp
 - ☐ Email
 - ☐ Media on your device:
 - ☐ Music
 - ☐ Video
 - ☐ Photos
 - ☐ TV and Radio
 - ☐ Books
 - ☐ Technology to assist eg. Amazon Echo (Alexa)
- ☐ NHS website and awareness of other health related topics:
 - ☐ NHS App
 - ☐ What3Words
 - ☐ Booking GP Appointments and Prescriptions
 - ☐ Awareness of Online Banking and Finance

This is an example of topics we cover but it is important to be flexible and be able to change your content as required.

Where

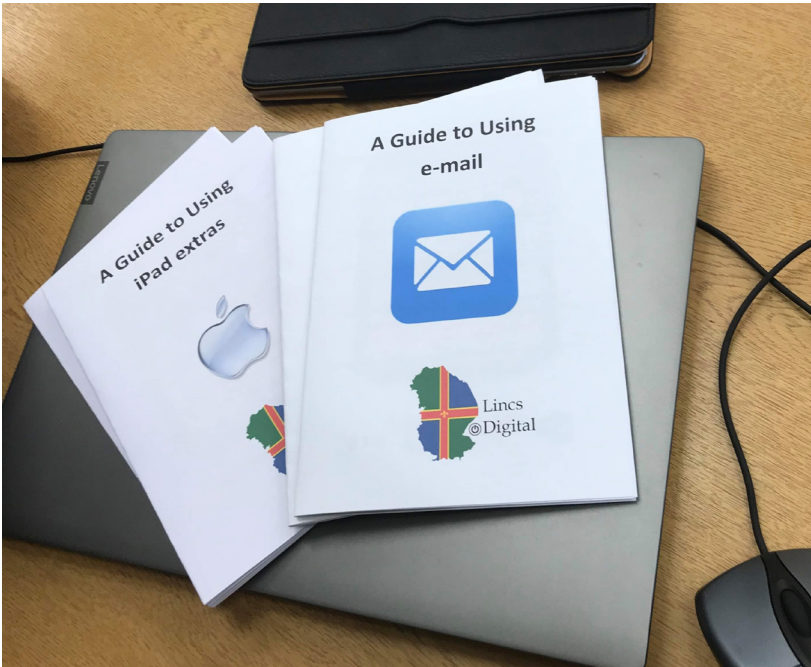
This project relies on delivery taking place in local community venues to overcome issues around transport. We take the learning to the individuals at a place and time convenient to both parties. We identify groups who are looking for help often by word of mouth from other sessions we have delivered or by referrals from partners.

The Venue

Wherever possible we use a venue known by the individuals attending our sessions. These are usually Village Halls, Community Rooms, Church Halls, Libraries, Housing Association Communal Rooms or similar.

It is good practice to visit prior to your event and do an initial risk assessment to check suitability. Things to look out for include:

- ☐ Accessibility external and internal:
 - ☐ Car Parking
 - ☐ Within walking distance
 - ☐ Public transport
 - ☐ Level access
 - ☐ Ground floor room or lift to upper floors
 - ☐ Room is large enough for easy movement
 - ☐ Accessable and clean toilet facilities
- ☐ Is there a place for refreshments during a break
 - ☐ Kitchen facilities or be prepared to take refreshments with you
 - ☐ Is the lighting within the premises suitable?
 - ☐ Can you adjust the room temperature if required?
 - ☐ Is broadband available?
 - ☐ Does mobile broadband work at the venue?
 - ☐ Adequate electric points
 - ☐ Adequate tables and chairs to allow distance between individuals to work comfortably
 - ☐ Emergency procedures in place and understood
 - ☐ Covers for cables across the floor



How

The above sections are important to successful delivery but how you deliver is probably the key to having enjoyable, memorable and informative outcomes. There are a number of factors to take into consideration.

Preparation

We prefer to meet the group prior to starting our sessions to discuss what we are able to offer and to get an understanding of the prior knowledge of those who will be attending. This also allows us to meet each other and for us to put together a weekly learning plan. From experience meeting the group beforehand puts all parties at ease before the first session.

We find having the information session usually leads to a successful delivery because we have an idea of the main content, that we can cover each week. Remember this may have to change and is an important factor we look at later. Sessions are advertised locally in the form of posters and leaflets because the target group may not be online yet, therefore a more traditional style of promoting is required. We also use website, newsletters, partner newsletters and social media to reach those who are online or relatives of people who may wish to attend.

At this point you need to explain what you can and probably more important what you cannot do during the sessions ahead. It is much easier to manage expectations at this stage rather than have a disappointed individual at the end. We always explain that we will help with whatever we can but always point out we are not a repair service and do not know how every device works. This is probably one of the most important things to have in place from the beginning; otherwise your time will be taken up with individuals having a fault they need help with.

Equipment

We setup a mobile classroom at the sessions we deliver and have a selection of equipment available for this:

- iPads
- Android Tablets
- Amazon Tablets
- Windows Tablets
- Laptops
- Smartphones
- Projector
- Screen
- PA System
- Printer
- Digital Cameras
- Range of Amazon Echo devices
- Cleaning wipes for keyboards and screens
- Handouts for learners
- Trolleys for transporting equipment
- Cable covers for floors
- Extension reels
- Refreshments for learners

"A lady we had helped improve her wifi access around the house, phoned us back a few days later and said her husband had been on the device and she was delighted. She wanted us to know what a difference it had made to her and her husband"

Delivery

Our delivery consists of an information session as mentioned previously, followed by 8, 2-hour sessions usually at weekly intervals. Each session is split with a refreshment break halfway through to allow for social time and time away from the screens. This is also key to forming friendships beyond our sessions and to sustain the groups beyond the project.

It is important to know that we do not just deliver a course over an 8-week period. We have an outline plan of content after our initial discussions with individuals which usually covers:

- Online Safety and registration paperwork
- How to search the internet
- Google maps
- Online Forms and Shopping
- Keeping in touch
- Media on your device
- Amazon Echo, YouTube
- NHS and other useful Apps/websites

Working with this outline in mind we make sure we introduce each session and inform those present of the expected outcomes. This is where we feel that we differ to other providers, always having the ability to change the content as we go in order to react to the learners understanding and questions that may arise. Having the ability to interact with those attending, and recognise if something is or isn't working without it being obvious to the learners.

It is also important that Tutors and Volunteers delivering the sessions have the knowledge and confidence to cope with this rather than just deliver a set course outline. You also need to consider the ability of those attending the sessions and make sure the content is being delivered at a level they understand.

The Tutor needs to be able to react to questions and observe how the individuals are interacting. It may be necessary to go over a point several times and have the ability to change how something is being described to make sure everyone understands. Allowing time for people to practice, what is being discussed and to ask questions. Patience is the main point to remember and do not move on unless all individuals feel confident.

You also need to consider the people you are helping and be aware of barriers to learning and try to overcome these wherever possible. Some common barriers we encounter are:

- Lack of confidence
- Frightened of technology
- Cost of equipment if they want to purchase their own
- Connectivity cost and location
- "It's not for me"

How can we help to overcome these barriers?

Lack of confidence should be resolved as the sessions progress and you prove that they are able to take part and do things.

Being frightened is not an issue and show how things can go wrong even when you have some knowledge of the subject. It's good if someone asks a question that you are unable to answer. Admit that you don't know but try and find out for the next session. This will help boost the confidence and respect of those attending. Show you can't do any real damage unless you drop the actual device.

Delivery

We always have a selection of equipment across all price ranges. We would all like a top of the range iPad Pro but show how a £50 Amazon Fire Tablet can do most things anyway. We usually compare this to a car. An old run around will still get you out and about in the same way a top of the range supercar will do. Yes maybe a little slower and it doesn't look so smart but the end result is still the same. Remember to make sure everyone feels included and respect whatever equipment they may have now or want to purchase in the future.

There are many issues with connectivity in our area. The cost is the main barrier for some, and we have to be realistic and explain that unfortunately there is a cost implication to being online. Explain the options available from broadband, mobile data and satellite options and the associated benefits.

For sessions to be successful you need reliable Tutor/Volunteers and we have a strict policy on who we will allow to take a session. All of our delivery staff are trained to level 2 or 3 in the subject being taught and also have a package of training and qualifications alongside. This includes, Customer Service, Information Advice and Guidance, Teaching/Assessor awards, Business Admin, Equality and Diversity and Safeguarding. CPD is supported and encouraged by everyone taking part in our delivery. All team members have enhanced DBS checks for all delivery we partake in with different working partners. We rely on many volunteers, but we will only use people that have come through our learning groups and know how we work before we allow them to help with actual delivery. We are pleased to work with other volunteers who can help with the social side and have time to mix and talk to individuals and help with refreshments etc. This comes together to form an excellent working package.

We find the main barrier is still "It's not for me" and we have to find something of interest to show that the internet, digital devices and being online

can be of benefit. Try things like finding their house on Google Maps and "walk" down the virtual street. Find a favourite singer on YouTube, show the information found by Google on their hobby, ask Alexa a question or do a video call with friends and family.

Due to the current situation across the world we feel fully justified that everything we have covered in sessions will be helping individuals from home and once we are back out and about delivering again more older people will now be saying "It is for me" and will want to learn how to do all the activities they have been missing out on.

Why

Today, 11.3 million adults in the UK still lack the essential digital skills that are necessary for life and work. And in just ten years almost 7 million adults in the UK – 12% of the adult population – will be left behind as a result of digital exclusion. With more and more services moving to digital platforms to save money, the digital literacy needed to use these services is not keeping pace. Those without digital skills are likely to be the most vulnerable and excluded.

Providing everyone in the UK with the essential digital skills they need by 2028 will lead to a benefit of £15 for every £1 invested, and a net present value of £21.9 billion.

Although Government and other organisations are prioritising digital inclusion, we know more can be done, and more quickly, with greater commitment and by working in partnership across sectors.

That's why we're working with other organisations to commit to get everyone in the UK online by 2028 – in order to realise these £21.9 billion of benefits. By working together, we can make the UK the first 100% digitally included nation in the world.*

** Bridging The Digital Divide: Online Centres Network, Good Things Foundation. Source: The economic impact of Digital Inclusion in the UK, CEBR*

"We operate our courses in a unique way where we customise the courses to the individual/group's needs. This way of learning is very successful and one that works very well within a group. It is a very difficult way to operate for ourselves as we need more tutors with wide range of expertise available to deal with the group's needs. We also like to end each learning session with a refresher on what we have been doing and the use of handouts where we feel appropriate and helpful."

Lincs Digital



Case Studies



National Trust Volunteer

Jean* has been attending our computer sessions. A conversation with her about her volunteering work revealed that she was going every week to the National Trust but never claimed any expenses as everything had gone online. I was astonished and asked her why she never claimed. She felt it wasn't worth it, as the amount would be so small.

I asked her how many miles it was she travelled each time, approx. 9 miles. I explained to her this would work out around £8 to £10 per journey depending on the mileage rate. She was astonished but still protested to doing it as she felt that the time taken to learn how to do her expenses wasn't worth the struggle to learn the National Trust expenses claiming system which all her colleagues had told her was extremely difficult to use. I explained to her that I would be surprised if it was that difficult and in my experience of these systems, they calculated the cost for you.

She also told me she was considering stopping volunteering as they had now put all the rotas online and since this had happened, her usual Wednesday afternoon slot had been taken by other volunteers.

This was causing her some issues as when she saw the supervisor in charge of booking slots she explained to Jean that most people were now booking online and therefore she only had a few slots left.

When she looked with Jean at the slots that were left, they were all late slots and times when she wouldn't be able to drive the distance and be back to meet her other commitments. She told her supervisor that she didn't think she would be able to carry on volunteering. The supervisor asked her to reconsider as her experience and knowledge was invaluable to the historic house, the rest of the team and the visitors. She said she would spend some time with her showing her how to use the system, but Jean was afraid this wouldn't happen as she was so busy.

I suggested first we look at the email that she had been sent by the National Trust letting her know that all claims for expenses were now going online. When we looked it had a login code for her to use. We loaded the link and looked at what was needed. Once we broke down into small steps what she needed to do and that the miles would calculate against post code it was clear this was going to be easier than Jean first thought.

We started by filling in her basic details and the code for the house that she volunteered at. As we went over each section, Jean made notes. She would then have them to refer to next time.

Once each section was completed the system calculated the amount owed to Jean. She was surprised to learn it was nearly £10 per session. Over the month it was amounted to £40+. This would be a huge help to Jean who was on a limited budget. This money would not only cover her petrol costs, but would go towards her vehicle repairs. We worked out over the period of time she hadn't claimed was a loss of in excess of £140. Jean was shocked and surprised at this. This made her more determined than ever to make sure she claimed.

We checked over her notes to make sure that they were correct, and she would be able to carry on claiming each time. She started a system of writing in her diary and when she had claimed on the computer ticking the entry in her diary.



As we were on a high, I suggested we look at her rotas. The booking diary was open for 12 weeks hence. We looked at the dates that Jean wanted to work and booked ahead. She was delighted that she could book the days she had previously volunteered and at the times that worked in for her.

Again we made notes to make sure that she would be able to do this herself. Jean was delighted at the difference this would make to her; we agreed that we would look again next week and add her mileage on every week for her to keep track of it.

On week 2, Jean worked from her notes and made the claim against her mileage. She could then see the running total of how much she would be able to claim. She told me that her supervisor was astonished that she had been online and booked in her working hours. She asked her how she had done this, she explained to her that she attended computer class and they had helped her.

The confidence that this has given Jean and the ability to be able to carry out this task for herself has been lovely to see. She has also signed herself up for emails for National Trust volunteers and has been opening and reading them weekly.

She showed me weeks later that she was attending an open evening at the house she volunteers at as they were going to make many changes to the grounds.

By reading the email and looking at the drawings she had many queries, and wanted to voice her opinion at the volunteers meeting. Something had she not been going onto the system she would have known about. She was well read on the subject and therefore felt she could speak with confidence at the meeting with her fellow volunteers and not feel silly.

She told me after the event, not only did she speak, but the Manager of the house valued what she had to say due to her years' experience and valued her taking the time to read and research everything she had discussed. This has now driven Jean to help other volunteers get online and make their claims and book their sessions online. Without Jean volunteers would have been lost, including her.

Her new found skills and the clear enjoyment are a pleasure for us all to see. The confidence that she has gained has given her the drive to take on more things within her personal life. Being part of this journey has made us all feel proud and has developed an easy friendship between Jean and ourselves.

**Names have been changed to protect their identity*

Getting Online

We first met Jim* when he came to a project at their village hall, with his wife.

He made it clear he was there to support Paula* as she wanted to learn how to use a computer. Their grandson had lived with them for some years and had done everything they had needed online but he had now moved away and they had no family within a 77 mile radius. They were both starting to feel isolated although they had lived local for a few years they had never integrated into society as they had each other. Paula had come to the point where she wanted to be able to use the computer to be able to shop, book things online and just do general browsing.

Arriving at the session they didn't know anyone and sat together at the front. They both had a computer to use that we had already set up before their arrival. The way we operate at Lincs Digital is to offer what the learners want and need, we do this by meeting with the group in advance of week 1 and discuss what everyone wants and what they want to get out of coming to a group learning session. Everything was done as 'teach and learn' for part of the session as this was the process that they preferred. We found that during these times Jim sat watching very intently. At the break when we all have a drink and biscuit, I would wander from table to table checking how everyone had got on. Although he was there to support Paula, he was interested in what was being shown and was then having a go on the Lincs Digital computer. He was asking questions and as the weeks went on, he was then keen to have his own email address.

He was learning so much as the weeks were going that he decided to get a laptop for himself as Paula had one at home. He brought it into us still in the box. We set the whole system up for him and got everything ready so he could just use it. He was thrilled going over everything with us.

Setting up a computer can be a very scary process. To have this done for you at no extra cost not only helps financially, but also makes sure that everything is working correctly for them. Including having all the appropriate safety measures in place.

We were coming to the end of our sessions and Jim said he was sad not to be coming each week. We told him we still had classes running in another venue. He was thrilled and said he wanted to come. He wanted to learn online banking next. After discussion we decided that we would do some one to one training with him on internet banking as dealing with people's personal details has to be dealt with very differently to a normal class situation. They were both so pleased.

During these sessions I really got to know Jim, he was an ex miner from a family of miners, he told me so much about mining and everything around the colliers. With the relaxed atmosphere that we had created Jim continued to thrive. We enrolled him on some online banking training that we have access to. He started doing this training a few times a day, getting himself used to it until he felt confident.

Jim had been into the bank with Paula some months before and had been shown the basics on how to bank online, but they had come away feeling very confused and not sure they would ever get to grips with it. After some weeks of training and explaining and going over the process Jim had been into the bank and had reset up his online banking. He was so confident with the process and talking to people within the group about how it was helping him and the next things he wanted to learn. He is sending emails and showed me a conversation he had been having with a company about a product he was trying to buy and where it was available. He had googled the shop where it was available and even told me there were road works ongoing as he had seen it online. For a man who had no interest months previously he was now using the internet as part of everyday living.

He now weekly attends another session we run as a drop-in and gains in confidence and skills every week.

The person who came to us at the beginning of September and the man who comes to us today, full of confidence and vigour is testament that being digital can change lives in so many ways. His family are really proud of him and he is so keen to let everyone know what he has achieved. He will be back in the New Year and wants to continue learning so he can do more things and become more computer literate.

Jim is a pleasure to talk to and to have around. IT learning is invaluable for the older communities, not only for isolation, but for people to be able to live and function in the computerised world we live in. Jim is making a list of the next things he wants to learn for the new year so he can learn further.





Local Treasurer

Steve* attended to improve his skills with a laptop. He recently took over the treasurer role for a community organisation and was struggling to do the required accounts with his old machine.

We explained that unfortunately the older versions of windows do become outdated and Microsoft stops supporting them. Rather than try to upgrade an old machine it actually becomes more cost effective to invest in a new machine. We explained the options available to him and advised him on the options, along with a wireless printer because he needed to scan and photocopy also.

Helping people with new equipment is now a key part of what is needed at many of the outreach locations. We have no connection with any stores and therefore remain impartial and our aim is to find best value for money for learners. We also help them setup the new equipment which also saves extra costs.

Steve arrived at the second session with a new laptop and printer which we setup for him. This included email, office, Facebook and antivirus along with connecting his printer.

We were then able to assist him with connecting to the online portal for his charity group. Documents were downloaded and together we discussed the best combination of folders to store his files to make the job easier.

The following week we investigated the documents required and found word and excel to be the main areas of support required. Steve is now able to fill in the word forms, reports and member applications and file them as required. The accounts were a little more complex and we spent some 1:1 time with Steve explaining how they work and the formulas hidden behind the sheets. Steve was eager to learn and picked up on the system very quickly and was not afraid to have a go and ask questions. He went away with confidence to return the following week with spreadsheets completed and word documents filed.

Steve realised that he was lacking bank information to be able to balance the monthly sheets and had to wait for statements to arrive. We suggested online banking and explained it was possible for a charity group to have access with signatories in the same way they run the paper based system. I helped Steve to register for Business online banking with Lloyds and explained the importance of keeping his passwords and usernames private because they were individual to him. Steve is now able to log on, download and print statements as required. This has been a great success and we have been able to help an individual benefit a local charity by becoming digital and making his work load much easier and enjoyable.

Steve then decided to expand his digital knowledge for personal use and started using Facebook which we had setup for him. He is now in contact with friends and family worldwide. He continues to develop his skills and now scans and sends photos by email or Facebook.

He is a key part of the group attending sessions at Chapel. We hear many stories of growing up at Goathland on the Yorkshire Moors and his broad Yorkshire accent needs to be heard. Everyone is a friend to Steve and he is a key member attending the sessions.

The social aspect is just as important as the digital skills because people are making new friends and enjoy coming along each week for a catch up over tea and coffee alongside the learning.

Characters like Steve make the theory behind the sessions become reality and it is a pleasure to see positive results and progression. Moving forward we plan to do Digital Champion Training with Steve because he is always willing to help others. We are very proud to have supported Steve and congratulate him in all he does.



Staying Connected

Paula* joined our get online course. She lives with her husband, and they both retired and thought living nearer the coast within a village would be the perfect retirement for them. What they soon found was they had no social network and found it hard to make friends due to the small spread out population within the village where they were living. They regularly spoke to their children and grandchildren who were all still living in the town where they had all grown up. Her computer experience was limited and her husband who had no computer experience. What she had been taught was from her children and grandchildren. She had an old computer a family member had given her.

We started by talking to her and seeing what she wanted to be able to do on a daily/weekly basis. Contacting her family was very important as she felt she was missing out on her older grandchildren’s lives. She also wanted to be able to shop online thinking ahead in case they were in the position where they couldn’t drive or get out.

We started by looking at the basics, learning what the keys were and what they did. If they use the sheet produced by ourselves, which is in simple layman’s terms, we find it makes the continued learning and practice easier when they are at home. This approach to learning really worked for Paula. She was practicing every day and at night times she was talking online to her children and grandchildren.

With Paula being able to text we looked at how she was texting and making sure she was using her phone correctly. When we showed her FaceTime and she could see and talk to one of her children she was delighted. Paulas’ learning has continued and she has just bought a new tablet. We have set the tablet up for her so everything is correct and safe.

Often when people buy devices they end up buying extras within stores which are not necessary. We are firm believers in looking at deals that are around for the individual’s budget and then making sure they aren’t sold unnecessary packages. By extending knowledge to them, this helps them when they go looking for a device. Paula has now moved to learning online banking, and has been joining another group we run on a weekly basis. She finds our relaxed community approach with time for each person works for her.

Her confidence has grown and continues too. She is talking to others and seeing what other social activities they all do during the week. Being part of the community and understanding our target group is what helps to make our learning groups successful. Everything is done with our learner at the centre of our group and to make sure that they have achieved what they wanted to do.



Venue Assessments

Criteria	Yes	No	N/A
Venue has clear access to the premises.			
Customers with limited mobility are able to access the premises easily, either by their own means or with staff assistance.			
Is lighting within the premises adequate/suitable?			
There is adequate space within the venue for all customers to move around freely, or alternative help is readily available.			
Care is taken to ensure that trip hazards are removed or clearly marked. (Cable covers)			
Flooring is on one level, or slopes and steps are clearly marked.			
Desks are well spaced and positioned			
There is a place to sit and rest.			
Refreshment area available			
Toilet facilities are available, clean and accessible.			
Staff members take appropriate action when customers are unwell or need additional help.			
Information on signs and printed material is clear and easy to read and understand.			
Where the business has control, publicity materials are easy to read and websites are easy to navigate.			
Publicity materials either portray a positive image of older people or are age neutral.			
Staff members are visible or readily available.			
Staff members are courteous, helpful and patient.			
Staff members talk to customers about what they like/dislike/want from the sessions.			
Volunteers and Staff available			
There is no pressure to purchase equipment, everything is supplied to use during sessions			
Older people are represented in the staff team and/or the business is positive towards older workers.			
Do you engage with other businesses in the community to promote what it means to be Age-friendly?			
Is there a way for customers to provide feedback?			
Advertisement Boards available			

Session Plan Guides

Session Title:

Date and Time:

Participants will be able to:

- 1.
- 2.
- 3.

Materials and Equipment required:

Estimated Time	Content / Key Points	Teaching Method

Resources & Contacts

TED Ageing Better in East Lindsey

Telephone: 01529 301966

Email: ted@lincsymca.co.uk

www.tedineastlindsey.co.uk

East Lindsey District Council

Telephone: 01507 601111

Email: customerservices@e-lindsey.gov.uk

www.e-lindsey.gov.uk

YMCA Lincolnshire

Telephone: 01529 302466

Email: office@lincsymca.co.uk

www.communitylincs.com

Age UK Lindsey

Telephone: 01507 524242

Email: info@ageuklindsey.co.uk

www.ageuk.org.uk/lindsey

Carers First

Telephone: 01522 782224

Email: hello@carersfirst.org.uk

www.carersfirst.org.uk/lincolnshire

Citizens Advice Lindsey

Telephone: 0808 278 7904

www.citizensadvice.org.uk

Lincs Digital

Email: lincsdigital@outlook.com

Magna Vitae (Meridian Leisure Centre)

Telephone: 01527 607650

Email: info@mvtlc.org

www.magnavitae.org

Dementia Friends

www.dementiafriends.org.uk

World Health Organisation

www.who.int

Centre for Ageing Better

www.ageing-better.org.uk

Sensory Trust

www.sensorytrust.org.uk/information

Business in the Community

www.bitc.org.uk/what-responsible-business

Design Council's Principles of Design

www.designcouncil.org.uk/resources

Action on Hearing Loss's Guide for Employers

www.actionhearingloss.org.uk/how-we-help



Some of our learners took part in the research for these useful guides:

https://www.onlinecentresnetwork.org/sites/default/files/a6_your_guide_to_helping_older_people_use_the_internet.pdf

https://www.onlinecentresnetwork.org/sites/default/files/a6_your_guide_to_using_games.pdf

<https://tedineastlindsey.co.uk/helpful-guides/>

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Community Fund and managed by YMCA Lincolnshire



YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

SUPPORT & ADVICE

ACCOMMODATION

FAMILY WORK

HEALTH & WELLBEING

TRAINING & EDUCATION