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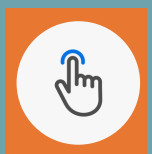
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Welcome!

Welcome to Digital Support Derbyshire Network News! This is the first edition of what we hope will grow and mature into an informative update on the what is happening across the county to tackle to the digital divide in Derbyshire.

The intention is that the newsletter will be a space where network members can promote their work, share key learnings, reach out to others for support, raise concerns and signpost others to useful sources of useful information.

Your contributions and feedback count. Please send us updates on what is happening where you are to help local residents to 'get online', and any suggestions you have regarding the newsletter content.

We would also like to invite you to our **Network Meeting on Thursday 2nd March, 10am**. Click [here](#) for more details.

Many thanks for joining us!



NETWORK NEWS

March 2023

DIGITAL SUPPORT DERBYSHIRE

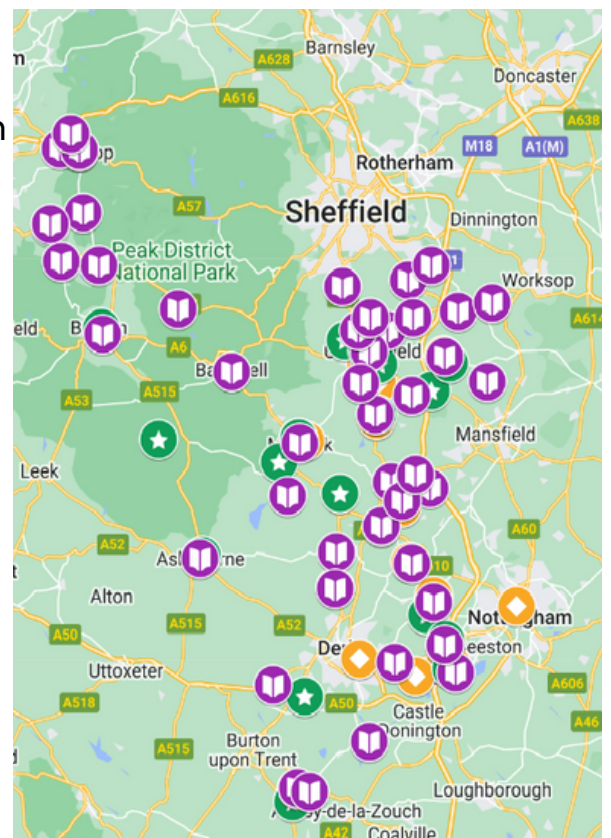
DIGITAL SUPPORT DERBYSHIRE & CITIZENS ONLINE LAUNCH A DIGITAL INCLUSION REFERRAL MAP TO SUPPORT THOSE WANTING TO GET ONLINE

A brand new Digital Inclusion Referral Map has been launched, providing a comprehensive, interactive list of the places where people can get digital skills support across Derbyshire. The map will help referral agencies, community organisations and residents to discover where digital inclusion support is currently available across the county.

In April 2022, NHS Charities Together awarded Rural Action Derbyshire funding to deliver the Digital Support Derbyshire project. While being connected to the digital world is easy for most of us, many still lack access for a variety of reasons including cost, connectivity, lack of skills, confidence or interest. In an increasingly virtual society, these people risk missing out on communicating with friends and family, accessing vital services, and discovering training and employment opportunities. This is especially the case after COVID, which caused more services to move online and become 'digital by default'.

This is what makes the work of Digital Support Derbyshire, and its network of digital inclusion partners, so important. Getting people online can lead to better life experience and opportunities to work, train, socialise and save money. The Digital Support Derbyshire network is committed to working together to tackle the barriers that lead to digital exclusion, by collaborating on awareness raising, community activities, training and information sessions.

The project has collated a number of resources to support groups interested in setting up a digital support offer, including user-friendly training materials for Digital Champions. These resources, together with some funded devices, are currently being trialled in five of the county's Community Pantries.



The pantries are creating mini Digital Hubs within their premises to enable members to carry out online benefits checks, prepare CVs, and search for jobs.

The creation of the Referral Map and the Digital Support Derbyshire Network has also provided vital information about areas of need and gaps in support. It is just the next step in Digital Support Derbyshire's mission to increase access to the internet, affordable devices and digital skills support across the county. For example, the project is currently scoping a pilot which would offer assistance to unpaid carers, including providing access to devices and one-to-one Digital Champion support.

Going forward the project would like to investigate collaborating to assist those with specific accessibility needs, isolated rural residents, those escaping domestic abuse, and those needing support to access work and training opportunities. This would mean significantly increasing the number of paid and volunteer Digital Champions and Ambassadors across the county. These individuals are invaluable in supporting others to become more interested, confident and skilled at accessing the digital services, platforms and information that matter to them.

If you would like to get involved in some way, have an idea of your own, or would like to know more about the work of Digital Support Derbyshire, please do contact Jo Peck the Project Coordinator j.peck@ruralactionderbyshire.org.uk





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Citizens Online

Citizens Online has been commissioned by Public Health in Derbyshire County Council to research Digital Inclusion in Derbyshire and to develop Digital Inclusion Strategy for the County.

The research includes:

- Online survey with 98 people interested in and working on digital inclusion in Derbyshire (done jointly with Rural Action Derbyshire)
- A phone poll with 500 Derbyshire residents about their internet use, confidence & skills
- Creating the signposting map, with Rural Action Derbyshire, that professionals and individuals can use to find out information about places with free wifi, access to devices and/or support with using technology.
- Researching national datasets about digital exclusion in Derbyshire, and creating district profiles about digital exclusion risk in each area.

The digital inclusion strategy and action plan is due to be completed in April 2023.

Contact information:

Email: emma.koivunen@citizensonline.org.uk

Website: Citizens Online

Twitter: @CitizensOnline1



We also have a Free Digital Support Helpline, that can be particularly useful to residents where there are no local projects providing support.

Do you (or someone you know) need help to get started using technology or to build confidence to do more online? If so please call **0808 196 5883** and leave a message. One of our team of trained digital champions will call you back and offer friendly, patient support over the phone.



NETWORK NEWS

March 2023

The Digital Divide

The Digital Divide Project is delivered by the Kings Road Area Neighbourhood Watch in Sandiacre. The project is led by Tony Ford and aims to get people who are digitally excluded online at home, giving them the capacity to enrich their own lives, and make them more manageable.

Going forward, the Digital Divide Project wants to offer local residents one-to-one support within walking distance of their own home. They intend to facilitate the process by loaning equipment and providing mobile internet access for free. By enlisting the support of those who are successful in promoting the benefits of getting online, peer support, and encouraging individuals to recognise their own progress, they intend to tackle digital exclusion by inviting people one-by-one to enter the digital age.

Tony writes " We have been using 10 inch tablets with attached Bluetooth keyboards. This gives the dexterity of touch screen to avoid using a mouse, with a mobile hotspot. The qwerty keyboard is an obstacle to the elderly, but an ABC keyboard app has to be 'on screen' reducing the working space. We have started offering mobile phones to hotspot with fitted Sims. It is a clumsy, if practical solution."

"With older people who are technophobes it has to be kept simple and accessible, not become a worry or a drag. We try to introduce helpful, informative, engaging websites that stimulate. We have got limited, identical equipment for all, but getting equipment, particularly hotspots is a challenge."

Can you offer any additional practical solutions to the issues Tony has raised. Perhaps your project has faced similar problems accessing identical equipment, or finding suitable keyboard applications?

For more information about this project, or to chat to Tony about the concerns he has raised, please contact him on sandiacrenw@gmail.com or 07732562996.

iPAD COURSES FOR OLDER PEOPLE

Delivered by the R J Weston Duffield Charity, these ten-week iPad courses at the Weston Centre in Duffield, aim to help older people gain confidence with the digital world. The small group classes cover all the basics, and notes are provided to accompany each session. If participants do not have their own iPad, they can borrow one for the duration of the course. The course is suitable for complete beginners and those with some experience. There is a fee of £100pp, and tea, coffee, biscuits and a friendly supportive environment all included.

Going forward, the charity is about to start its fifth cohort and welcome people to join the waiting list by contacting Sarah on sarah.adm@westoncentre.org.uk or 01332 840349.



Sarah writes "We are seeking volunteers to help with more general IT support and queries for our older community on Wednesday afternoons."

In addition, Sarah comments "We would like to expand our offer further, but need greater capacity to do so. Collaboration would be carefully considered!"

"For more information about this project, or to chat to Sarah about volunteering or collaborating please contact her on:

sarah.adm@westoncentre.org.uk or 01332 840349.

TEA, TALK AND TECH

Tea, Talk and Tech is delivered by Connex Community Support. It is an informal, social gathering for local residents seeking help with tech. In a relaxed setting, visitors can spend time, one to one, with a volunteer who will assist them in learning new digital skills.



This digital inclusion initiative has been running since July 2022 and has developed a number of digital hubs - the Pavilion in Ashbourne, Eliot Lodge, Hoyle Court, Hurst Farm in Matlock, and imminently, the library in Ashbourne.

They have supported almost 200 visitors helping them to get to grips with technology, enabling them to send emails, keep in touch with friends and family, share photos, pay bills online etc.

All of these skills help them to stay connected and to be part of their local community. Connex would love to support more users and to welcome them to our digital cafés.

Looking forward, Connex Community Support have developed a 12 month plan for 2023 for all Dales services. We will be hosting a range of events for both service users and volunteers, providing ongoing training, and working with external organisations who specialise in specific areas such as online security.

Nicola, the CEO at Connex writes "We would welcome new volunteers, especially in the Bakewell/Matlock area. Our service users benefit the most from people who use tech on a regular basis.

Volunteers don't have to be hugely tech savvy but able to help someone less skilled. "

"For more information about this project, please contact the Tea, Talk and Tech Lea Hayley Beresford teatalktech@connex.org.uk



NETWORK NEWS

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DIGITAL CONNECT NORTH EAST DERBYSHIRE & DIGITAL CONNECT BOLSOVER

As an outreach service, Digital Connect are able to bring their digital support service to the clients by delivering in local community venues. This accessible training focuses on the equipping digitally excluded people with the skills and confidence to effectively use IT safely, including:

- Communicating
- Handling information and content
- Transacting
- Problem solving
- Being safe and legal online.

Clients receive 7 FREE face-to-face (or virtual) training sessions which are tailored to their needs. These sessions may be one-to-one or in a small group. The project also offers easy access to 'Test and Trial' tablets to support the clients' journey, and uses an online education tool to support continued learning far beyond the face-to-face sessions.

Locations where clients can currently access training are in: Ashover, Dronfield, Clay Cross, Killamarsh, Bolsover, Clowne, Shirebrook, South Normanton. Digital Connect are hoping to offer the service within Shirland, North Wingfield, Grassmoor and Heath & Holmewood around April time.

Davina Lucas, the Project Lead, says "We would welcome network support in promoting and signposting our service to increase client awareness and ultimately reach more residents who are digitally excluded.

Similarly, we would be grateful for support with volunteer recruitment. So, if you are an organisation with links within North East Derbyshire who could potentially help us to grow our numbers of digital champions please get in touch. This would support our capacity to deliver to more clients and areas."

For more information about this project, or to provide support with promotion and volunteer Digital champion recruitment please contact:

Project Co-ordinator Martin Staley. Contact details: Tel: 01332 321959

Email: digitaltraining@citizensadvicemidmercia.org.uk or Website:

www.citizensadvicemidmercia.org.uk/digital-training-and-learning-support/

CASE STUDIES FROM ACROSS THE COUNTY

How Digital Inclusion projects are making a difference in Derbyshire



Stepping Stones Community Pantry

A client attended our Food Pantry advising one of our volunteers of an issue with their universal credit payment this month. A Support Worker was able to support the client, explaining how to log on to their account through the available laptops and read/create messages on their journal. Unfortunately, the client had been sanctioned for not attending a scheduled appointment. Our Support Worker was able to show the client how to reschedule the appointment and therefore reinstate payments. The client is now aware of access to the laptops and it is hoped they will make use of in the future to avoid any further incidents like this.



The Digital Divide, Sandiacre

Sarah is in her late sixties and has been caring for her husband, Ed, unsupported for 27 years, following his brain tumour operation. Ed is unable to use his right (dominant) hand and can only be left for a few minutes at a time. He can only say four words. All other communication is through binary response questions. Ed can read but cannot coordinate writing.

Sarah has never engaged with computers and only has a basic mobile phone. As a result of the postal strike, the cheque payment for her mobile phone bill was delayed and she received fines of £8.50. She was also paying £3 to receive paper bills. This situation motivated Sarah to seek support, and we helped her to register for an online account payable by direct debit. However, she is very nervous about online security. With our ongoing support, we have reached the point where her husband can type a simple statement on a computer, but it is painstaking. We are looking for a special keyboard so Ed can talk to her for the first time in 27 years. Our project is trying to engage with the Occupational Therapy and the NHS in order to secure some adaptive technology, but it is a battle. We will keep going though, because we are determined to make this a success story.

(Names have been changed, to protect the identities of the beneficiaries)



Tea, Talk and Tech, Ashbourne

J&P are a couple, aged 79 and 78 living in a remote part of Derbyshire. They have no IT skills, a landline phone and non-smart television.

They first came to Tea, Talk and Tech as their hob had broken and they could only get it fixed online. They approached their phone provider but were told that they could not access the internet at home. We resolved their immediate problem and booked an engineer to repair the hob.

Realising how isolated they had become, they were now curious about accessing the internet. We spent time explaining the options available to get online. Two volunteer students from the Queen Elizabeth Grammar School in Ashbourne explained the benefits of different devices. J&P decided to resolve their landline issue and get online by purchasing a suitable mobile phone. A volunteer helped them find the best deal and suitable network. They chose a provider with a High Street presence so that they could speak face to face. Acquiring a mobile phone was a big step and we helped them make and receive calls.

'We would never have dared to even think about choosing a new phone without the support of Tea, Talk and Tech'.

Now confident with texting, J is able to keep in touch with his brother. J&P continue to access support as they are keen to explore the potential of the internet. This includes searching for UK holidays and checking the weather. J&P said, 'We can't thank you enough, you have opened up our world!'



THINKING OF STARTING A DIGITAL INCLUSION PROJECT?

Here are some Hints and Tips from our Network Members!



It is important not to make assumptions about 'need' and how people prefer to learn. Do your research. Find out who wants to 'get online' and why, and then work out how you might be able to help them.



It takes time and commitment to set things up: make space in your diary to source expert and peer advice, organise funding, establish your team and recruit volunteers.



Have clarity about what you want to achieve. Network to find local people who share your vision. Set the first obtainable goal, achieve it and review, then go again.



Engage with as many third parties as you can as these organisations will most likely refer service users to your project. Promote the project at every opportunity. Network as much as possible.



Remember to investigate and resolve the practical issues: connectivity, access to devices, an individual's ability to travel to a group session.



Start small, test the water.



Go for it! There is so much need out there and it's incredibly rewarding to help people gain confidence and new skills.

If you would like more information about starting a Digital Inclusion Project, be it big or small, visit www.ruralactionderbyshire.org.uk/digital-project-and-champion-resources



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WE HAVE A QUESTION: DO YOU HAVE THE ANSWER?



Where can Derbyshire residents, workers or visitors go to receive support so that they can attend an online interview? They might need access to a digital device, a free internet connection, a private space and/or skills support to take part in a Teams or Zoom call. Please contact Jo at j.peck@ruralactionderbyshire.org.uk



Do any projects in the network have experience of creating a natural process where local people can donate their phones or tablets without fear of data protection issues. The Digital Divide Project in Sandiacre would like to build relationships with local business, so that they could partner with the digital project by becoming collection points for unwanted devices. Any advice would be gratefully received. Please contact Tony on sandiacrenw@gmail.com or 07732562996



When supporting digital learners with online shopping, banking and other password and data sensitive operations, how does your project ensure that private information is not shared between teacher and learner? Digital Support Derbyshire would like to put together 'Best Practice Resources' for the network to share with new projects, digital champions, staff and volunteers around Online shopping and Online Banking. Let us know about the procedures and practices you use to keep everybody safe and secure.



We are frequently asked if there is anywhere in Derbyshire where residents can access free, or very low cost, devices to take home and keep. The High Peak is served by PCRefurb, and there are a handful of other projects that will loan tablets, but do you know of any other supportive offers in your districts? Contact j.peck@ruralactionderbyshire.org.uk



Nicola at Connex Community Support asks "How can we collaborate more on digital inclusion across the Derbyshire Dales, especially in bidding for future funding?" If you have any thoughts on how we might work together more effectively at a district level, please let us know.



How do you measure the impact of your project? Is it in the number of people you have supported, or the hours spent offering help? Perhaps it is the number of drop-in sessions you have provided, digital champions you have recruited or devices supplied. Perhaps your funders set specific KPIs. We are interested in learning more about the 'how' and 'why' of your approach. Contact j.peck@ruralactionderbyshire.org.uk



DIGITAL SUPPORT
DERBYSHIRE

NETWORK NEWS

March 2023

Join the

DIGITAL SUPPORT DERBYSHIRE

Network

The Digital Support Derbyshire Network aims to tackle digital exclusion across the county.

Bringing together individuals, communities, voluntary and statutory organisations, the network seeks to ensure all Derbyshire residents have opportunities to get online affordably, safely and with confidence.



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RAISING AWARENESS

Working together to keep digital exclusion high on the agenda in Derbyshire by:

- Sharing research, data and case studies
- Communicating, influencing, campaigning

LEARNING AND SHARING NEW SKILLS

Bringing together individuals and organisations with the best digital inclusion skills, knowledge and talents to:

- Share best practice, skills and resources
- Improve the outcomes of individual projects
- Have a greater impact within our communities



By bringing together individuals and organisations with the best digital inclusion skills, knowledge and talents, the network will enable the sharing of best practice, skills and resources. This will improve the outcomes of individual projects and ensure a greater impact within our communities.

INNOVATING, COLLABORATING, GROWING

Responding to need by connecting communities, organisations, businesses and individuals to:

- Collaborate and develop innovative, appropriate and accessible digital inclusion projects
- Optimise the reach, impact and sustainability of projects
- Minimise costs and duplication
- Raise funds and secure sponsorship



SUPPORTING THE VOLUNTARY SECTOR

Working together to strengthen the digital resilience and maturity of Derbyshire's community and voluntary sector, including:

- developing digital leadership, culture and skills
- accessing and utilising tools and equipment
- managing digital content, marketing and data
- building cyber resilience and managing online threats



We can all do something to help, big or small. If you are interested and enthusiastic about digital inclusion and would like to get involved, please contact j.peck@ruralactionderbyshire.org.uk for more information.



DIGITAL SUPPORT
DERBYSHIRE

NETWORK NEWS

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TEA, TALK AND TECH IN MATLOCK

Tea, Talk & Tech

Digital Café



**Hurst Farm Social Club,
Farmers View, Hazel Grove, Matlock DE4 3ED**

**Every Friday
10-11am**



Need free help to get online?

Join us for a cup of tea at Hurst Farm where our friendly volunteers will help you get online.

Just tell us what you need.

We can help you get to grips with your digital device, search the internet and more. You can even use our devices if you don't have your own.

To book onto a free session call 01335 348600

Digital volunteers

Are you reliable, calm, patient, friendly, supportive, and have an interest in technology? Then we may have just the role for you. To discuss volunteering to help people access technology please

call **01335 348600** or email

teatalktech@connex.org.uk





DIGITAL SKILLS TRAINING IN BOLSOVER



FREE Digital Skills Training in Bolsover District with Digital Connect

- Are you wanting help to use the internet to support your digital needs?
- Our digital training and learning support team is specially designed to support you in all your online needs.
- Improve your digital skills and your confidence with all aspects of the internet and online activities.

We can support you with:

- Internet safety - being safe online
- Building your skill base to support future opportunities/needs
- How to use a computer/tablet/mobile
- Use of Email, online Banking and online Shopping
- Using social media to interact with friends and family online
- Accessing services online such as booking appointments, ordering prescriptions and virtual appointments
- Accessing information and guidance such as NHS, GOV.UK, comparison sites, local Council and local news
- We also offer a free tablet loaning service, so you can have access to the resources you need.

**Get in touch now to find out where your local venue
is and book your first session!**

Tel: 01332 321 959 **Email:** digitaltraining@citizensadvicemidmercia.org.uk

Website: www.citizensadvicemidmercia.org.uk

We are always looking for local volunteers to support the project so why not become a Digital Champion Volunteer and support your local community? Contact us for more information.

Supported by Healthy North East Derbyshire Partnership,
Citizens Advice Mid Mercia, Digital Connect, North East Derbyshire District Council,
Bolsover Partnership, and Learn My Way.



DIGITAL SUPPORT
DERBYSHIRE




NETWORK NEWS

March 2023

DIGITAL SKILLS TRAINING IN NE DERBYSHIRE




FREE Digital Skills Training with Digital Connect

-  Are you over 50 and want help to use the internet?
-  Our digital training and learning support team is specially designed to support you in all your online needs.
-  Improve your digital skills and your confidence with all aspects of the internet and online activities.

We can support you with:

- Internet safety
- How to use a computer/tablet/mobile
- Use of Email, online Banking and online Shopping
- Accessing services online such as booking appointments, ordering prescriptions and virtual appointments
- Accessing information and guidance such as NHS, GOV.UK, comparison site, local Council and news
- Using social media to interact with friends and family online

-  We also offer a free tablet loaning service, so you can have access to the resources you need.

We support in venues across North East Derbyshire

Get in touch now to find out where your local venue is
and book your first session

Tel: **01332 321 959**

Email: digitaltraining@citizensadvicemidmercia.org.uk
Website: www.citizensadvicemidmercia.org.uk. Digital Training Support

We are always looking for local volunteer to support the project so why not become a Digital Champion Volunteer and support your local community. Contact us for more information.



DIGITAL SUPPORT
DERBYSHIRE

NETWORK NEWS

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TEA, TALK AND TECH IN ASHBOURNE



Digital Connexions Café

Every Thursday 11 AM

We are delighted to invite you to our Digital Connexions Café in the wonderful Ashbourne Sports & Community Pavilion. Every week, we host drop-in sessions, to provide digital support to people in a comfortable environment, while chatting over a cup of tea.

Digital Connexions Café is the perfect place to get free and friendly help, improve your digital skills and get connected both online and offline!

You're welcome to pop in with your questions, or gadgets, or to use our laptops with our support (these devices may need booking to avoid disappointment). Please phone us on 01335 818283 if you'd like some more information or to say hello.

Ashbourne Sports and Community Pavilion, Ashbourne Park, Ashbourne DE6 1EJ

We are also working across the Derbyshire Dales to identify how to get people living in residential care, retirement facilities as well as those living independently connected. The individualised approach is key to what we do, and we try to find which technology works best for each of our clients.

If you would like to get involved, please contact Hayley via teatalktech@connex.org.uk



DIGITAL SUPPORT
DERBYSHIRE

NETWORK NEWS

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FINANCIAL SUPPORT FOR YOUR COMMUNITIES



TACKLING THE **COST OF LIVING**

RURAL ACTION DERBYSHIRE

Rising Rural Costs

The average rural household spends over 10% more on essentials each week than those in urban areas. The price of energy has sky-rocketed in the last 12 months, and the number of households repeatedly relying on food banks has risen by almost 50% since the start of the pandemic. The cost-of-living crisis is affecting those in rural areas more than anywhere else. That's what makes the work of Rural Action Derbyshire so important.

How RAD is Helping

RAD is supporting the most vulnerable through several avenues which tackle the cost of living, with a particular emphasis on energy costs for rural off-gas communities. This includes offering help with:

- Energy costs including oil, lpg and solid fuels
- Other essential household expenses such as white good, furniture etc.

Application for RAD's support is ONLY by referral from services such as:

- Citizens Advice
- Food banks
- Public Health
- Age UK
- Social services
- and more.....

Eligibility criteria for support - individuals need to show they are:

- In severe financial hardship
- On means-tested benefits
- In fuel poverty



DIGITAL SUPPORT
DERBYSHIRE

NETWORK NEWS

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FINANCIAL SUPPORT FOR YOUR COMMUNITIES

HOW CAN I GET HELP?

Rural Hardship Support Fund

With thanks to



RAD can help with household costs through its Rural Hardship Fund. This helps those who are in financial hardship and need help with **critical expenses**. If a car, fridge, cooker or washing machine breaks down for instance many people will struggle to find the money to get it repaired or replaced. Some may need essential furniture or carpets. (Maximum of £300 per household)

Coal Bank

With thanks to



Thanks to the generosity of Homefire and Feeding Britain, RAD is able to provide **supplies of smokeless coal** to those relying on solid fuel to heat their home. Four tonnes of coal will be available for vulnerable households, with **10kg bags delivered** to those who are referred for support. Bags of coal will also be available from some of our Food Banks and Community Pantries.

British Gas Energy Fund

With thanks to



Through the British Gas Energy Fund, RAD can offer a **one-off sum of £150** to pay for oil, LPG, or solid fuel with payments going directly to suppliers.

This fund is for **OFF-GAS** households only, for individuals in fuel poverty who are not in debt with their energy suppliers. One payment per household, until 31.3.23.

Oil Bank



Many people in rural Derbyshire rely on heating oil (kerosene) to keep warm. The price of heating oil can be volatile and costly with the minimum order quantity of 500 litres costing about £450 (as at January 2023).

RAD can help. Our Oil Bank can provide a delivery of **500 litres**. Applications are judged on a case-by-case basis, only one delivery per household and strict eligibility criteria apply.

For more information, please visit our website:

www.ruralactionderbyshire.org.uk



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/RuralActionDerbyshire



@RuralActionDerb

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FOR YOUR INFORMATION



For more information about the Digital Support Derbyshire project and network, please visit: www.ruralactionderbyshire.org.uk/digital

There you will find links to the digital inclusion referral map, digital project and champion resources, information about staying safe online and news from the network.



Other useful sources of information:

- **Citizen's Online** <https://www.citizenonline.org.uk/>
- **Citizen's Online Events** – webinars about Digital Inclusion and how to get involved <https://www.citizenonline.org.uk/events/>
- **One Digital** – Provides Useful information about how to set up a Digital Inclusion Project and the different types of Digital Champion <https://www.onedigitaluk.com/>
- **The Good Things Foundation** <https://www.goodthingsfoundation.org/>
- **Learn My Way** <https://www.goodthingsfoundation.org/learn/learn-my-way/>
- **The Digital Poverty Alliance** <https://digitalpovertyalliance.org/>
- **AbilityNet** – free online resources and a network of volunteers help individuals with any disability, of any age, to use all kinds of digital technology. <https://abilitynet.org.uk/>
- **The Online Centres Network** – free to join and provide toolkits and handbooks on setting up a digital project and delivering digital skills <https://www.onlinecentresnetwork.org/resources>
- **Digital Unite** <https://www.digitalunite.com/>
- **The Scottish Council for Voluntary Organisations** – have created a number of resources to support Digital Champions and organisations who want to support digital inclusion. <https://scvo.scot/support/digital/guides/digital-inclusion>
<https://scvo.scot/support/digital/guides/digital-champions>
- **The Digital Venue Toolkit** https://www.hwrcc.org.uk/downloads/Digital_Venue_Toolkit_Art_Digital01.pdf
- **The Digital Inclusion Kit** <https://digitalinclusionkit.org/>
- **Make it Click** <https://makeitclick.learnmyway.com/directory>
- **Digital 4 Everyone** <https://digital4everyone.co.uk/>
- **Catalyst** – is a network helping UK civil society grow their digital skills and processes. They connect charities and supporting organisations with the best free resources and services to make digital easier. <https://www.thecatalyst.org.uk/>
- **Third Sector Lab** – Free Digital Skills Training for the 3rd Sector <https://thirdsectorlab.co.uk/training/>

Please let us know of any other organisations and websites that you have found helpful!



NETWORK NEWS

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Our free helpline number has changed



From now on, please call us on:

0800 048 7642

We're open Monday - Friday during UK office hours

www.abilitynet.org.uk



Free IT Support at Home

Our friendly volunteers will help older people and disabled people of any age, anywhere in the UK.

Free helpline: 0800 048 7642

www.abilitynet.org.uk/at-home