# Norfolk Factsheet 7

# Access to computing

## Contents

For details of all Age UK Factsheets, go to
**https://www.ageuk.org.uk/norfolk/**

If you would like Age UK Norfolk to search any of the websites listed in this factsheet on your behalf, please contact the advice line on 0300 500 1217

## Q & A

**Do I have to have previous knowledge about computers to go on a course?**

No, there is a wide range of very basic beginners' courses available throughout Norfolk. No previous knowledge about computers is required - you don't even need to know how to type.

**What kinds of courses are available?**

Courses range from 'taster' sessions where complete beginners can try out a range of computing activities and gain a basic understanding of how to operate a computer. More specific beginners' courses that concentrate on one particular area of computing are also available. For example, emailing and the Internet, word-processing, desktop publishing or researching the past - looking at your family tree and tracing your ancestors!

**Are there any computer courses available just for older people?**

Yes, if you would prefer to learn alongside other older people, there are a number of specialised courses available for older people throughout the County. Large screens are also available at some venues for those with sight problems.

**How much will I pay?**

Some courses are completely free, others may offer concessionary rates for those in receipt of benefits.

**Where can I go to use a computer once I've learnt how to use one - if I don't want to buy a computer of my own?**

Many centres are available to give people access to computers, for example:

**The People's Network:**
This scheme started as a national project to give high speed access to the web for everyone, delivered by England's public libraries, managed by the Museums, Libraries & Archives Council and supported by lottery funding. For information about online services from Public Libraries, go to www.peoplesnetwork.gov.uk

**Norfolk Library and Information Service:**
Through the use of computers, software and online sites, libraries in Norfolk can help you to communicate, research, learn and have fun. For information, go to www.norfolk.gov.uk/libraries-local-history-and-archives/libraries/your-local-library/computers-and-wifi

Every library in Norfolk offers:
- Free internet access (including free web-based e-mail services)
- Free internet and IT taster sessions
- Access to online help and online subscriptions via our information service - our selection of quality information sites
- Computers with Microsoft Office (word processing, spreadsheets and presentations)
- Computers with multi-card reader and USB ports
- Screen magnification and screen reader software

- Photo-editing software
- Colour printing (A4 only in some libraries).
- Printing over Wi-Fi.
- Scanning facilities.

There are 560 computers across our libraries, including 100 at the Norfolk and Norwich Millennium Library at the Forum, and there are staff on hand to help.

**Every library offers the following on at least one computer:**
- A4 scanners
- Adobe Photoshop
- Assistive keyboards and mice

**Accessibility**
We use appropriate technology and equipment to ensure that no customer faces an unnecessary barrier to accessing any of our online services.
All of our public PCs have access to the built in screen magnification and test to speech functionality that comes as standard as part of the Windows 7 operating system.

**Computer courses**
If you wish to learn some basic computer skills, check out Learn My Way.

Your local library will offer a range of support with IT skills. Ask staff for more information, or visit our webpage I connect.

The Information Team can help with research and information on any subject, and more complex library related enquiries. You can use their 'Ask a Librarian' online chat service or call the Library Information Service on:

- 01603 774785 or
- email askus@norfolk.gov.uk

**Norfolk Electronic Library Online PC Booking Service:**
NCLS have public computer terminals available for booking in all their libraries. The standard session length is 120 minutes. Computer usage is subject to Norfolk County Council's terms and conditions. If you have no special requirements about which PC you use, you can book the next available computer in any library. For information, go to pcbookings.norfolk.gov.uk/

**Open Libraries:**
A system to allow self-service customer access has been installed at a number of libraries. At some times during the week, there will be no staff present in the libraries so you will need to be specially registered in order to be able to gain access to the library during these periods.

For information, go to https://www.norfolk.gov.uk/libraries-local-history-and-archives/%20libraries/your-local-library/open-libraries or contact your local library.

**How can I find out about local computer courses?**

The following organisations can provide details of a range of computer courses:

**Norfolk County Learning Services (NCLS):**

NCLS provides an online catalogue of courses. Their computing courses are a great first step for people who would like to develop their skills and increase their confidence in using a computer or tablet. Learn about email, internet and spreadsheets, along with creating and saving documents in a friendly and relaxed environment with help from experienced and dedicated tutors.

Your local library may also offer basic IT skills through taster sessions and Surf's Up sessions for people over 60 wanting to learn about using the internet. These sessions offer training and support for older people to search the web, use email, shop and stay safe online. They help them to become computer literate and to enjoy the benefits of digital technology. No previous knowledge is needed and there is no upper age limit.

To find current course details at your local libraries including 'Computing for beginners' and 'Get Digital Tablet Course', go to

https://www.norfolk.gov.uk/education-and-learning/adult-learning/courses/business-accountancy-and-it-skills/%20computer-courses

or contact your local library.

For information on any of the above Norfolk County Council Services, call the Learners Services team on 0344 8008020 or email information@norfolk.gov.uk

**Local computer courses (cont):**

**Resource centres, day centres and luncheon clubs:**

Some have set up local computer access points. Keep an eye out in your local council magazine or newsletters for details of computer learning centres in your area.

**Age UK Norwich:**

Age UK Norwich offers volunteer-run computer sessions to help older people to get into computers, to stay in touch with families, to shop online or just to do some research on the internet.

Flexible face-to-face help means that we are able to offer individual appointments, with skilled IT volunteers. Because we all learn at different rates, have different equipment and want different things from a class, we believe that one-to-one appointments, advice and training are more useful than group tuition.

If you think you or a friend would like to learn how to use computers, call Natasha Farr on 01603 496333 or email Natasha at natasha.farr@ageuknorwich.org.uk.

**Apple Store, Chapelfield Mall, Norwich:**

Provide one-to-one workshops for their range of Apple products – iMac computers, iPhones and iPads. They offer a range of hourly sessions including iPad basics, iPhone basics, How to edit and mix music on Mac, How to organise your photos etc. For information or to make a booking, either call the Norwich store on 01603 216600 or go to https://www.apple.com/today/

(online bookings). Their 'Today at Apple' section shows all the current workshop sessions available to book in the Norwich area.

**Barclays Digital Eagles:**

Provide 'Tea and Tech' sessions across the UK. If you're looking to get more from the internet, they can give practical and helpful advice. They provide tea and coffee and a place where you can ask questions about technology, supporting you in using computers and the internet. You can book sessions in branches with their Digital Eagles. They also provide online courses and downloadable easy-to-use guides. For information, go to https://www.barclays.co.uk/digital-confidence/eagles/ or contact your local branch.

**Norfolk & Norwich Association for the Blind (NNAB):**

Tablet & Telephone support for people with sight problems.

Do you have a tablet or smartphone and would like to get to grips with it?

Here at the NNAB we are running informal Drop-in sessions to help you get the most from modern technology.

For dates and times please contact**:**
Norfolk & Norwich Association for the Blind, The Bradbury Centre, Beckham Place, Norwich NR3 3DZ.

Call 01603 629558 or email edbates@nnab.org.uk

**The University of the Third Age (U3A):**

U3A is a nationwide self-help organisation which offers retired or semi-retired people the opportunity to share creative, social and learning opportunities within their local community. There are a number of U3A organisations in Norfolk. For information, go to https://www.u3a.org.uk/find which lists all their Norfolk group's contact details. Some of these provide group sessions on computer training – contact your local U3A for details of any local computer groups that may be available.

**UK Online Centres Network:**

Brought together by the Good Things Foundation, this network is made up of 5,000 grassroots organisations to tackle digital and social exclusion by providing people with the skills and confidence they need to access digital technology. These centres are a network of community internet access points which provide people with free or low-cost access to computers and the internet, together with help and advice on how to use them.

Their Specialist Older People Network offers help and support to enable older people to access all the benefits of digital. Older people can face accessibility, motivational and skills barriers – but the benefits of getting online include social inclusion, and better access to health information and services.

The Online Centres Network uses the Learn My Way online courses to support and teach computer beginners. To find out details of your nearest UK online centre and their free and low cost computer courses, call their helpline on 0800 771234 or use their online search, go to https://www.onlinecentresnetwork.org/ournetwork/find-centre#/map

**Learn My Way:**

This is the online learning website provided by the Good Things Foundation (a charity that supports digitally and socially excluded people to improve their lives through digital) for Online Centres Network learners and it's designed to make getting online easy. It's perfect for those without basic online skills, or for those looking to improve their existing digital knowledge.

The website comprises a series of free online courses, guides, and activities tailored to the individual user based on their needs and abilities. Learn My Way courses are grouped by subject into a series of packages. Each subject group is also supplemented with a series of additional resources from other websites to help users consolidate their skills and find the information they need to learn more.

For information, go to [www.learnmyway.com/about-us](www.learnmyway.com/about-us)

**Learn Direct:**

Learn Direct is an e-teaching organisation which provides online courses covering a range of subjects and operates a network of learning centres in UK. The Learn Direct Advice Service provides information, advice and guidance to support adults in making appropriate decisions on a full range of learning opportunities. You don't need any previous experience. Their friendly staff is there to help you out and will support you by telephone, email or at one of their local centres.

To find out about their local courses, call on 0800 10190l or go to [https://www.learndirect.com/](https://www.learndirect.com/)

(online contact form) or contact one of their local training centres at:

GREAT YARMOUTH – 20 Market Place – Tel: 01493 855971

NORWICH – 48 Prince of Wales Road – Tel: 01603 762276

A text relay service is available for learners who are deaf, hard of hearing or speech impaired.

**Is it possible to arrange courses for older people's clubs and groups to take place in their own venues, local community centres etc. or even in people's own homes?**

Yes, some organisations work with local groups to arrange courses in places that are most accessible and convenient. These could include village halls, community centres, clubs and groups, day centres and residential homes. Depending on the size of your group it may be possible to arrange courses in people's own homes. For example, the following organisations take computer-training sessions out to groups and clubs:

**Digital Unite Community Training (DUCP):**

Digital Unite specialise in supporting older people to use digital technologies, from the internet and email to social networking and blogs. They offer a structured training programme for groups and communities. The DUCP works for all kinds of groups with mixed skills levels. They teach a group of people IT skills and help to set up the equipment to start off with intensive training and thereafter provide regular training sessions, online support and access to learning materials.

A range of 'how-to' technology learning guides are available online including 'Computer Basics' (written by subject matter experts) which are ideal for supporting

others with digital skills or improving your own knowledge. For information, go to https://www.digitalunite.com/

(online enquiry form) or call on 0800 2289272, email: du@digitalunite.com

**We Are Digital:**

This network (formerly Silver Training) provides bespoke courses working with housing associations, companies and charities to deliver basic digital skills group courses, digital champion workshops and one-to-one home training. For information, go to https://www.we-are-digital.co.uk/ or call on 03333 444019. Email: info@we-are-digital.co.uk

## Useful Websites:

**AbilityNet - https://www.abilitynet.org.uk/about-abilitynet**
This is a national charity helping disabled people of all ages to use computers and the Internet by adapting and adjusting their technology. Downloadable factsheets are available which provide advice and information about how computers and other digital technologies can help people with a range of conditions and impairments. Written by their specialist team of assessors and accessibility consultants, they include information on a range of assistive technology, services and related organisations. Many give a step by step guide to help you set up your computer and software (assistive technology) to meet your individual requirements.

**Age UK- https://www.ageuk.org.uk/information-advice/work-learning/technology-internet/**
They help you to get the most out of your computer with their online guides which include ''Staying safe online' and 'Making the most of the internet'.

**BBC Webwise - http://www.bbc.co.uk/webwise/0/**
Webwise offers a beginner's guide to using the internet. Find out how to use computers and the web to get the most out of life online.

**Get Safe Online - https://www.getsafeonline.org/**
This is a public/private sector partnership supported by HM Government and leading organisations in banking,retail, internet security and other sectors. Their website provides practical advice on how to protect yourself, your computers and devices against fraud, identity theft, viruses and other problems encountered online. It also contains guidance on related subjects including how to perform backups, how to avoid theft or loss of your devices, safe online shopping, gaming and dating.

**GCF Learn Free** - **https://edu.gcfglobal.org/en/**
Worldwide online courses covering technology, online literacy and maths skills. Courses are interactive and supported with articles and videos. For those new to computers, their tutorials cover Computer Basics.

**Gransnet - https://www.gransnet.com/**
Gransnet is a social networking site for the over 50s. Their Gransnet technology page includes 'The Gransnet guide to the Internet', 'How to avoid and deal with scams' and 'Apps for grandparents'. **https://www.gransnet.com/life-and-style/technology/the-gransnet-guide-to-the-internet**

**Meganga - http://www.meganga.com/**

Offers computer training for older people, beginners and computer novices and free online video lessons for Microsoft Office, Word, Powerpoint and Excel.

**Microsoft Accessibility -  https://www.microsoft.com/en-us/accessibility**

Includes tips for older people on how to change screen settings to make the computer easier to use. .

**OpenLearn - https://www.open.edu/openlearn/free-courses/full-catalogue**

Produced by the Open University, a world-leader in open and distance learning. They offer many free courses which include an intermediate course on 'Computers and computer systems'.

**Royal National Institute for the Blind (RNIB)**

**https://www.rnib.org.uk/?gclid=EAlaIQobChMIovKv58GV4AIVRJ3VCh1VWg50E AAYASAAEgKNGPD_BwE**

This website includes a page on 'Making computers accessible' with information about keyboard shortcuts and improving the way you use the internet. There is a series of information sheets about technology for blind and partially-sighted people and online 'Beginners Guides' (including to computers, laptops and tablets) For information, or to find out about their free assistive technology support service, call their helpline on 0303 1239999 or email helpline@rnib.org.uk

**Silversurfers - https://www.silversurfers.com/**

This is an informative lifestyle and social network site for everyone over 50.

Their 'Best of the Web' section includes helpful guides to find websites you can trust when browsing online.

## Useful Publications:

**Age UK:**

**Their information guide 'Internet Security – staying safe online' (IL4)**

can be downloaded at https://www.ageuk.org.uk/services/information-advice/guides-and-factsheets/ or call for a hard copy on 0800 1696565.

**RNIB:**

**'Confident living – Technology series' (ref PR12368)**

This is an introduction for beginners to mobiles, smartphones, computers, tablets, eBooks and getting online with brief explanations about accessibility features for people who are losing or have recently lost their eyesight.

https://shop.rnib.org.uk/reading-and-learning/publications/confident-living-technology-1.html

Available in print, braille or audio CD. To order online go to shop.rnib.org.uk/ or call on 0303 1239999.

**Which?:**

'Computing' magazine helps you to make the most out of your computer, tablet or phone, plus one-to-one support from their Computing Helpdesk. For information, go to https://www.which.co.uk/reviews/desktop-pcs/article/guides or call on 01992 822800.

Age UK Norfolk has been in existence since 1947

The mission of the charity is

"To support older people in Norfolk to enjoy the opportunities and meet the challenges of later life".

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