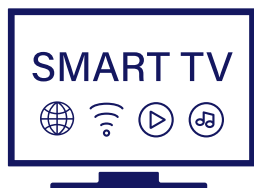




Friendly, Guided Digital Support



Does your community need help to make the most out of their tech?

Are they looking for support with their technology?

Would they like to understand the benefits of being online?

In today's digital world, the possibilities are endless!

Benefits

- Learn how to make the most out of their technology and gadgets
- Feel confident they know how to use the internet safely
- Connect with family and friends
- Find out what's happening in the local community
- Search for activities and things of interest
- Save money through online shopping and promotions
- Have easier access to things like the GP surgery and NHS app
- Feel great about all the things they can do yourself with just a little guidance.

How much will it cost?

- £200 for a two hour session and associated materials (travel time and set up covered within the fee)

01977 552114
Digital@ageukwd.org.uk

Typical help we offer

We can assist with a wide range of tasks to help individuals feel more comfortable using their devices:

- **Online safety and security:** Build confidence and reduce fears around digital safety
- **Improved confidence using devices safely:** Understand how to protect personal information and avoid common online scams
- **Greater independence:** Manage tasks and activities more easily with the support of digital tools
- **Keeping connected:** Stay in touch with family and friends through video calls, messaging apps, or social media
- **Improved mental wellbeing:** Access online resources for mental health support and stay connected with others
- **Better access to healthcare:** Book doctor appointments online; Order prescriptions digitally; Access health resources such as the NHS website or health tracking apps
- **Cost savings:** Save money through help with benefits access, utility bill management, and cost-saving tips for tech
- **Manage your money:** Access online banking, manage budgets, set up direct debits, and check statements to stay on top of finances
- **Fun pastimes:** Stream movies, catch up TV music, audiobooks and games
- **Learning opportunities:** Take online courses, learn new hobbies, and keep their mind active
- **Improved safety and help in an emergency:** Set up emergency alerts and contacts
- **Online groups:** Engage in online communities to share experiences, find support, and join interest groups
- **Getting out and travel:** Use a map app (SatNav) to find directions or plan travel, find bus timetables and routes

Sorry, we can't help with

- Fixing or repairing broken technology

Next steps

We will call you for a friendly chat and quick assessment to make sure we can offer the right support for your community at a suitable time. We can help you to create a poster or PDF flyer to be shared to help advertise the Digital Inclusion session.

Our experience

Our digital team have over 3 years of experience in delivering Digital Inclusion sessions. Over 500 people have benefited from the support and now feel more confident in using their technology in a way to suit them.

We have provided 1:1 training in the homes of numerous Wakefield residents and have run group sessions at:

- Hemsworth, Pontefract & Wakefield Job Centres
- Thorneycroft Miners Charity
- Normanton Town Hall
- Horbury Working Members Club
- Normanton Library
- Knottingley Community Shop
- The Ridings Shopping Centre (Time for Tea)
- Quaker House
- Tesco Hemsworth
- Barclays Bank Pontefract



Don't just take our word for it

“It has really changed my life, I no longer feel excluded from things and I am even passing on things I have learned to others!”

Maurice

“My Digital Trainer was very clear, spoke in normal ways to explain things that we could all understand. He gave many examples like, it is the first time driving a car, you don't know but you will learn. I never felt stupid or thick and we were taught things we wanted to know about. I now search everything on Google if I do not know anything about it. I look at shops online but do not buy anything, as I like to go out shopping while I can.”

Gwen

“Each week I was overwhelmed by the topics I wanted to learn but, I soon realised that I could do what I had been taught. Every week things seemed to fit in and it was soon like a concertina where it all folded in to place for me. I feel like I am truly a part of society now where before I felt like an onlooker, an outsider. My Digital Trainer has given me my confidence back and I will be forever grateful for that. I feel part of society again, something I haven't felt for such a long time.”

Carole

**To find out more or have a friendly chat
about next steps, please give us a call on
01977 552114 or send an email to
Digital@ageukwd.org.uk**