

# OUR SUPPORT, YOUR FUTURE.



ENSURING THAT EVERYONE HAS THE ESSENTIAL  
DIGITAL SKILLS NEEDED IN EVERYDAY LIFE.



# ENTERING THE DIGITAL WORLD

Digital is an ever-changing part of the world today and part of all our lives. Never has the need been greater for support and guidance to help us get by in today's digital world.

As a collective group of organisations that have come together to ensure communities thrive, together we have produced this Digital Support Handbook to share with you the digital support available throughout Allerdale and Copeland.

Whether you currently have beginner, intermediate or advanced digital skills, you will discover within this handbook a wide range of organisations that can help you take your skills to the next level. We've also included a selection of online safety tips and digital tricks

provided by Cumbria County Council Adult Learning. You can find details of organisations looking for individuals to share their digital skills through volunteering, this may be a perfect opportunity to share your skills and experiences.

We hope you find this handbook a useful guide to improve your digital life.

**COPELAND THRIVING COMMUNITIES**



# 24%

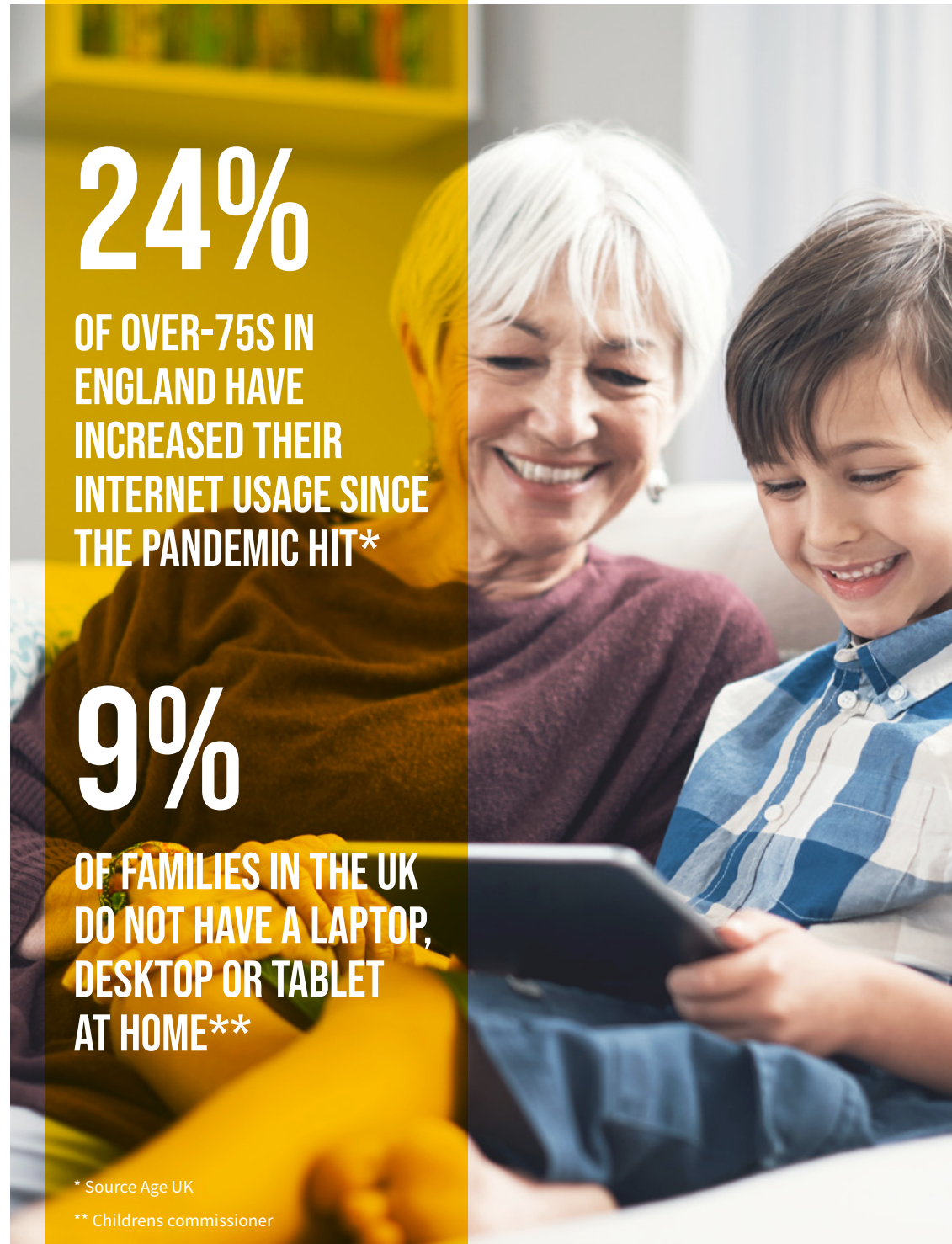
OF OVER-75S IN ENGLAND HAVE INCREASED THEIR INTERNET USAGE SINCE THE PANDEMIC HIT\*

# 9%

OF FAMILIES IN THE UK DO NOT HAVE A LAPTOP, DESKTOP OR TABLET AT HOME\*\*

\* Source Age UK

\*\* Childrens commissioner



# WHERE TO GET SUPPORT...

- Beginner**
- Advanced**
- Intermediate**
- Specialist / Accessibility**

## MILLOM NETWORK CENTRE LIMITED

Beginners | Intermediate



### Covering Copeland

The centre offers 1:1 digital support sessions with a knowledgeable and patient IT expert and Ancestry workshops to help people trace their family tree online. Digital courses are also available at the centre, these are provided by Cumbria County Council Adult Learning.

Computers and free Wi-Fi are available for clients to use whilst within the network centre.

**01229 666025 | enquiries@m-n-c.co.uk | www.m-n-c.co.uk**  
**Millom Network Centre Limited, Unit 3 Devonshire Industrial estate,**  
**Devonshire Road, Millom, LA18 4JS**

#### Digital support:

- Walk-in advice
- 1:1 sessions
- Workshops
- Courses

#### Digital resources:

- Equipment within your centre

## ADULT LEARNING IN ALLERDALE

Beginners | Intermediate  
Advanced



### Covering Allerdale

The Adult Learning in Allerdale team covers the whole of the Allerdale area, including Wigton, Silloth, Cockermouth, Keswick. They provide face to face provision as well as online courses and workshops via Zoom. They support adults aged 19 and above to increase their digital skills with appropriate courses to suit learners needs and abilities.

Friendly and supportive tutors can help learners who are absolute beginners, giving them confidence to use digital devices in their daily lives and in the workplace. Courses and workshops run as group sessions where learners can work alongside, and support each other. More proficient learners, and those who have progressed from beginner courses can attain a recognised qualification in digital skills by enrolling on an accredited skills course, such as the Entry 3 or Level 1 Essential Digital Skills Qualification.

Anyone interested in finding out more about the courses and workshops available are encouraged to contact the team by phone or email. Details about upcoming learning opportunities can also be found on the Adult Learning website.

**01900 706023 | allerdaleadultlearning@cumbria.gov.uk | www.adultlearning.cumbria.gov.uk**  
**Adult Learning in Allerdale, Workington Library, Vulcans Lane, Workington, CA14 2ND**

#### Digital support:

- Courses
- Workshops

#### Digital resources:

- Equipment within your centre



## COPELAND AGE AND ADVICE SERVICE

Beginners



### Covering Copeland

Copeland Age and Advice Service (CAAS), is a Social Enterprise in West Cumbria that provides information, advice and support to individuals over the age of fifty-five in relation to financial matters, housing issues and in enabling people to continue to live safely and independently in their own homes or wherever they choose to live in the Copeland area.

CAAS loan out free digital devices to older adults complete with free data and 4G connectivity. They also have helpful guides and can put you in touch with an advisor who can guide you step by step.

**01946 552166 | referrals@caasteam.com | www.caasteam.com**  
**Phoenix Enterprise Centre, 3-5 Jacktrees Road, Cleator Moor, CA25 5BD**

#### Digital support:

- Digital tablet loaning scheme

#### Digital resources:

- Digital tablets with free data and 4G connectivity

## PHOENIX ENTERPRISE CENTRE

Beginners | Intermediate



### Covering Copeland

Phoenix Enterprise Centre (PEC) is a Community Interest Company based in Phoenix House, Cleator Moor and they operate computer suite outreach centres in Whitehaven and Millom.

PEC operate computer suites manned by trained Advice and Guidance Workers and offer digital support and access to the internet for Copeland residents who are unemployed, at risk of redundancy or on benefits. They can also support people to make and maintain Universal Credit accounts, search and apply for jobs, online interviews and training courses etc.

**01946 813555 | admin@phoenixenterprisecentre.co.uk | www.phoenixenterprisecentre.co.uk**  
**Phoenix House, 3-5 Jacktrees Road, Cleator Moor, Cumbria, CA25 5BD**

#### Digital resources:

- Equipment within your centre
- WI-FI

## SKILLS 4 YOU

Intermediate

### Covering Copeland

Skills 4 You offer a practical course to help people in Copeland gain confidence to enable them to get back into work. They also run courses offering holistic support for the individual – these courses focus on both practical hands-on work along with therapeutic support, advice and guidance.

**01946 814576 | [team.skills4you@gmail.com](mailto:team.skills4you@gmail.com) | [www.skills-4-you.com](http://www.skills-4-you.com)  
Ennerdale Road, Cleator Moor, Cumbria, CA25 5LL**

#### Digital support:

- A range of on line courses in many vocational topics

## ADULT LEARNING IN COPELAND

Beginners | Intermediate  
Advanced

### Covering Copeland

Adult Learning in Copeland offer a wide range of courses from English and Maths, Digital Skills, Employability, ESOL, Family Learning, Health and Wellbeing, Languages and even Arts and Craft. They also offer a range of workshops which are a perfect opportunity to try out one of their sessions. The Copeland Team covers the whole of Copeland, from Whitehaven to Millom and as far out as Broughton-in-Furness. They pride themselves in face to face provision delivered within the Copeland communities, but also deliver courses and workshops online which you can join from the comfort of your own home.

Adult Learning in Copeland are focused on ensuring those 19+ have the opportunity to increase their digital skills, which is one of the Department for Education's key priority. Many people choose to develop their digital skills help them day to day, or to support them getting into or at work. Their digital offer caters for those starting from scratch by offering FREE beginners courses and workshops in a friendly supportive environment where you can learn with others in the very same position. They can take you right up to achieve a Level 2 qualification in digital and they also offer the new, Government endorsed Essential Digital Skills Qualification at Entry 3 and Level 1 for FREE.

Information about the upcoming digital courses and workshops, meet the team, as well as the chance to subscribe to receive the latest news can be found on the website. If you would prefer to have a chat with one of the team, don't hesitate to give them a call and they will be happy to help you find your next learning opportunity.

**01946 506416 | [copelandadultlearning@cumbria.gov.uk](mailto:copelandadultlearning@cumbria.gov.uk) | [www.adultlearning.cumbria.gov.uk](http://www.adultlearning.cumbria.gov.uk)  
Adult Learning in Copeland, Whitehaven Library, Lowther Street, Whitehaven, CA28 7QZ**

#### Digital support:

- Courses
- Workshops

#### Digital resources:

- Equipment within your centre
- Device loaning scheme

## CHRYSALIS (CUMBRIA) LTD

Specialist support for adults  
with learning disabilities

### Covering Allerdale

Chrysalis is a local charity who deliver group, individual and specialist support to adults with learning disabilities across North Cumbria. In partnership with you, they can develop an individual support plan which promotes independence and enables you to access a range of activities, community resources and training employment opportunities.

The Chrysalis Outreach van is a new service provided to adults they support with learning disabilities. They can meet outside your home or at a pre determined location. They also offer a wide variety of activities including digital and respite sessions.

**016973 44751 | [info@chrysalis-cumbria.co.uk](mailto:info@chrysalis-cumbria.co.uk) | [www.caasteam.com](http://www.caasteam.com)  
Chrysalis (Cumbria) Ltd, Leaside, Longthwaite Road, Wigton, Cumbria, CA7 9JR**

#### Digital support:

- Chrysalis's outreach van with IT & WI-FI

#### Digital resources:

- WI-FI
- Equipment within your centre
- Use of devices in the van including laptops and tablets

## ABILITYNET

Beginners | Intermediate  
Advanced | Accessibility

### Covering Allerdale & Copeland

AbilityNet are a UK charity that provides digital support to older and disabled clients either in their own homes or remotely. There are no charges for their services.

Any digital problems can be considered. Anything from computers to televisions and other digital devices.

**0800 048 7642 | [v.ncumbria@abilitynet.org.uk](mailto:v.ncumbria@abilitynet.org.uk) | [www.abilitynet.org.uk](http://www.abilitynet.org.uk)  
Microsoft Campus, Thames Valley Park, Reading, Berkshire, RG6 1WG**

#### Digital support:

- 1:1 sessions
- Telephone support
- Drop-in sessions in Maryport and Keswick

#### Digital resources:

- Equipment within your centre
- WI-FI

## PHX TRAINING

Beginners

### Covering Allerdale & Copeland

PHX Training offer an exceptional range of courses with highly motivated and caring Tutors/Work Coaches who will understand your full requirements to either get you back on the road to employment or to upskill your qualifications for any future goal you may be heading towards.

Digital support ranges from help with job searching to accredited courses.

**01900 233109 | [workington@phxtraining.co.uk](mailto:workington@phxtraining.co.uk) | [www.phxtraining.co.uk](http://www.phxtraining.co.uk)  
The Trades Hall, 39 Brow Top, Workington, Cumbria, CA15 7JF**

#### Digital support:

- Workshops
- 1:1 sessions
- Telephone support
- Walk-in advice

#### Digital resources:

- Equipment within your centre
- WI-FI

## INSPIRA

Beginners

### Covering Allerdale & Copeland

Inspira is a Cumbria based charity providing careers, advice and guidance and personal development support for young people and adults.

Our team of friendly and expert Careers Advisers can offer support in person, in our Centres in Workington and Whitehaven, and over the phone. In addition, we offer a range of online courses to develop confidence and employability skills. Our digital support offer focuses on careers and job search, helping people to manage their online universal account.

**01900 604674 | [Chris.Gibson@inspira.org.uk](mailto:Chris.Gibson@inspira.org.uk) | [www.inspira.org.uk](http://www.inspira.org.uk)  
213 Vulcans Lane, Workington, CA14 2BT**

#### Digital support:

- Courses
- Workshops
- 1:1 sessions
- Walk-in advice
- Telephone support

#### Digital resources:

- Equipment within your centre
- WI-FI

## AGE UK

Beginners

### Covering Allerdale & Copeland

Age UK are an inclusive charity working to support those age 50+ within the community. They offer a wide range of services, many of which are freely accessible such as information and advice, health support and various social outreach programmes.

Digital tablet loan scheme, free data sims for non Wi-Fi connected users, digital befriending, digipals club in Cockermouth and Tablet club Workington. Their tech clubs also run café style drop ins for people to meet and try out new experiences via tablet and computer.

Age UK have an ongoing partnership with Vodaphone, who distribute loan devices within the community- primarily to those aged 70+ and receiving befriending support.

**01900 844670 | [info@ageukwestcumbria.org.uk](mailto:info@ageukwestcumbria.org.uk) | [www.ageuk.org.uk](http://www.ageuk.org.uk)  
The Bradbury Independent Living Centre, Oxford Street, Workington CA14 2AL**

#### Digital support:

- Courses
- Workshops
- 1:1 sessions
- Digital loaning service
- Mixed channel activities using digital

#### Digital resources:

- 15 + tablets for loan, 50 data sim cards for loan, have Dementia friendly loan tablets on a separate line

## THE SETTLEMENT, MARYPORT

Beginners

### Covering Allerdale

The Settlement is a community facility providing a range of activities.

The centres Job Club runs on Monday's & Wenesday's 9.30-10.30. These sessions are free drop-in sessions where users can access job websites as well as their Universal Credit journals. Laptops and Wi-Fi are available and support is given to enable beginners to use the facilities.

**[mail@castlehilltrust.org.uk](mailto:mail@castlehilltrust.org.uk) | [www.castlehilltrust.org.uk](http://www.castlehilltrust.org.uk)  
Castle Hill, High Street, Maryport, CA15 6ET**

#### Digital support:

- 1:1 sessions
- Walk-in advice

#### Digital resources:

- Laptops

## ENERGY COAST UTC

Beginners

### Covering Allerdale & Copeland

Energy Coast UTC is a recognised Apple Regional Training Centre.

Energy Coast UTC run free training sessions to support and develop the use of different Apple software packages such as Accessibility, Showbie/Keynotes, Pages and Numbers. Sessions are available to education sector staff, local employers/industry, parents and the community. Courses are delivered in the evenings at the UTC and last approximately 1-2 hours.

**01900 606446 | [enquiries@energycoastutc.co.uk](mailto:enquiries@energycoastutc.co.uk) | [www.energycoastutc.co.uk](http://www.energycoastutc.co.uk)  
Energy Coast UTC, Blackwood Road, Lillyhall, Workington, Cumbria, CA14 4JW**

#### Digital support:

- Short courses on using Apple appliances

#### Digital resources:

- Equipment within your centre
- WI-FI

## ANTZ

Beginners | intermediate

### Covering All 6 districts

ANTZ is a business led, community driven organisation that works alongside business to impact local communities via a range of programmes.

ANTZ partners with businesses to provide online workshops as part of the New Beginnings programme. We also provide a Digital Lifeline to tackle digital isolation, the programme can provide connectivity and hardware to those most in need. For more information of either programme please contact us.

**0161 989 5290 | [cumbria@antzuk.com](mailto:cumbria@antzuk.com) | [www.antzuk.com/](http://www.antzuk.com/)  
ANTZ, We Works, No.1 Spiningfields, Quay Street, Manchester, M3 3JN**

#### Digital support:

- Online workshops; digital connectivity and hardware

#### Digital resources:

- Connectivity
- Hardware
- Online workshops

## DWP

Beginners

### Covering Allerdale & Copeland

The Department for Work and Pensions (DWP) is responsible for welfare, pensions and child maintenance policy. As the UK's biggest public service department, it administers the State Pension and a range of working age, disability and ill health benefits to around 20 million claimants and customers.

Digital support is available to anyone making a claim to Universal Credit, new style JSA or ESA. Support is also available for someone claiming benefits and making job applications or trying to upload their CV to a job site.

[www.gov.uk/government/organisations/department-for-work-pensions](http://www.gov.uk/government/organisations/department-for-work-pensions)  
**Workington Jobcentre, Simon House, 197-199 Vulcans Lane, Workington, CA14 2BW | Whitehaven Jobcentre, Copleand Centre, Catherine St, Whitehaven, CA28 7SJ**

**Digital support:**

- 1:1 Sessions
- Walk-in advice

**Digital resources:**

- Equipment within your centre;
- WI-FI

## BEC

Beginners | intermediate

### Covering Allerdale & Copeland

BEC are a profit for purpose organisation who build extraordinary communities by reinvesting profits from our property portfolio and working in partnership to deliver lasting regeneration, low carbon and social outcomes that positively impact our communities.

The BEC Digital Eagles project provides one-on-one Digital Upskill. This can be delivered through drop in sessions in their owned buildings or any other destination available to them. They can provide outreach visits to people in their homes, or to local venues such as community centres by arrangement.

They also offer free online digital training via <https://digital.wings.uk.barclays/pathways/digital-eagles-cumbria/>

**01946 595200 | [digital.eagles@discoverbec.com](mailto:digital.eagles@discoverbec.com) | [labs.uk.barclays/digital-eagles-cumbria](http://labs.uk.barclays/digital-eagles-cumbria)  
**Ingwell Hall, Westlakes Science Park, Moor Row CA24 3JZ****

**Digital support:**

- 1:1 sessions
- Drop in sessions
- Free online digital upskill training

**Digital resources:**

- WI-FI

## LIBRARY SERVICE

Beginners

### Covering Workington and Whitehaven

A network of staffed libraries across Allerdale and Copeland form part of the local authority Public Library Service. Membership is free to people who live, work or study in Cumbria and is transferrable between the 12 library buildings in Allerdale & Copeland, along with library links and book drops in smaller communities.

Local libraries provide welcoming environments to visit and their offer is consolidated by a rich online offer including eBooks, audiobooks, newspapers and magazines, local studies and family history resources, driving theory test practice resources and much more.

**01900 706170 (Workington), 01946 506400 (Whitehaven)**  
**[libraries@cumbria.gov.uk](mailto:libraries@cumbria.gov.uk) | [www.cumbria.gov.uk](http://www.cumbria.gov.uk)**  
**Allerdale Libraries – c/o Workington Library, Vulcan's Lane, Workington, CA14 2ND**  
**Copeland Libraries – c/o Whitehaven Library, Lowther Street, Whitehaven, CA28 7QZ**

**Digital support:**

- Courses
- Workshops
- Walk-in advice
- Telephone support

**Digital resources:**

- Equipment within your centre
- WI-FI

## EWANRIGG & NETHERTON COMMUNITY CENTRE

Beginners

### Covering Allerdale

Community Centre providing a range of different community activities.

Computer Club is open to any new members, every Friday, 10-12pm, free of charge. Informal help and advice for beginners provided by volunteers. Laptops and tablets can be borrowed for the session. For more info about computer club sessions please contact Pat 01946 830414.

**01900 818877 | [billtaffshaz@hotmail.co.uk](mailto:billtaffshaz@hotmail.co.uk) | [www.entra.org.uk](http://www.entra.org.uk)**  
**Ewanrigg Community Centre, Ennerdale Road, Maryport, CA15 8HN**

**Digital support:**

- Drop-in individual and group IT support and training. Tablets or laptops can be borrowed for the session

**Digital resources:**

- Equipment
- WI-FI

# INFORMATION ON INTERNET SAFETY & TIPS



## PROTECT WITH A PASSWORD OR PIN

Keep your electronic devices secure by having a pin or password. Never share these with other people.



## LOG-OUT

Remember to log-out of accounts when you are finished.



## PRIVACY SETTINGS

Check the privacy settings on social media accounts to make sure only the people you want to share with can see your information.



## BROWSE SECURELY

When shopping or banking online look for the padlock and double check that the web address starts with <https://>, the s stands for secure.



## EMAIL SCAMS

Always check the sender's email address. Misspellings often mean they are not from real senders.



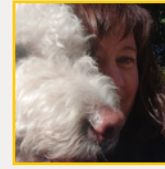
## KEEP PERSONAL INFORMATION PRIVATE

Be careful what information you share. Shared information on the Internet is permanent and cannot be deleted.



## CHOOSE STRONG PASSWORDS

A strong password is one that is unique and complex—at least 12 characters long, mixing letters, numbers and special characters. Choosing family or pet names for a password is not encouraged. However, if you disguise the password in some way then family and/or pet names will be secure. For example, if you have a relation called Holly you could change some of the letters for special characters and add the month and year you set the password, for example H@!!y020222!. When this password expires you can just change the month and year part, for example H@!!y032022!.



Hello, I'm Sam, the Advanced Practitioner for Digital Skills at Cumbria County Council Adult Learning. I've delivered many digital courses such as ECDL, ITQ for IT Users, Applied A level ICT and a wide variety of community learning & skills courses. My lessons are relaxed and friendly with a focus on building learners' confidence and skills.

\*My dog Dougal photobombed my photo. If you don't know what that means you might want to join one of our beginners' digital courses to find out more!



## BE CAREFUL WHAT YOU POST

There is no way for you to "take back" a remark you wish you hadn't made or remove of that embarrassing selfie you took at a party. Don't put anything online that you wouldn't want your parents or a prospective employer to see.



## BE CAREFUL WHO YOU MEET ONLINE

People you meet online are not always who they claim to be. Be as cautious and sensible in your online social life as you are in your in-person social life.



## KEEP YOUR ANTIVIRUS PROGRAM UP TO DATE

Be sure to stay current with your operating system's updates and updates to applications you use. They provide a vital layer of security.



## WATCH OUT FOR PHISHING AND SCAMS

Phishing is when someone tries to trick you into giving them information, like your password. Someone might also try to trick you by saying they can make you famous or that they're from a talent agency. Never click links from emails or messages that ask you to log in or share your details, even if you think they might be genuine. If you're asked to log into a website, go to the app or site directly instead.



## BE CAREFUL ABOUT WI-FI

Avoid connecting to unsecured public Wi-Fi networks and make sure your own Wi-Fi networks are protected with strong passwords.

# DIGITAL TRICKS



Hi, I'm Colin. After working in the insurance industry for 11 years, I escaped and retrained as a teacher in 2010. Since then, I have worked in a variety of school settings across all age ranges in both Greater Manchester and Cumbria. Since leaving prison education, I have worked for Cumbria County Council Adult Learning delivering Functional Skills English, GCSE English and various digital skills programmes across Allerdale and Copeland. The digital courses range from short 2/3-hour workshops involving using your smartphone, to longer digital courses with formal qualifications. I enjoy working with adults from all backgrounds and try to keep my lessons informal, fun, and engaging; a place people want to come and learn.

## SHORTCUTS

Many of the actions on a computer can be done pushing combination of keys rather than the mouse. For example:

- |  |   |
|--|---|
| <b>Ctrl</b> + <b>C</b> : Copies the highlighted text | <b>Ctrl</b> + <b>N</b> : Opens a new web page or file.              |
| <b>Ctrl</b> + <b>V</b> : Pastes the text             | <b>Ctrl</b> + <b>O</b> : Opens the open web page or file dialog box |
| <b>Ctrl</b> + <b>X</b> : Cuts the highlighted text   | <b>Ctrl</b> + <b>P</b> : Opens the Print dialog box.                |
| <b>Ctrl</b> + <b>B</b> : Bold                        | <b>Ctrl</b> + <b>S</b> : Opens the Save dialog box.                 |
| <b>Ctrl</b> + <b>I</b> : Italics                     | <b>Ctrl</b> + <b>U</b> : Underline                                  |

# DIGITAL VOLUNTEERING OPPORTUNITIES

## DIFFERENCE BETWEEN WI-FI, MOBILE DATA AND PHONE SIGNAL

Phone signal is required for normal phone calls and text messages. To use the internet, you need to use either mobile data (4G or 5G) or Wi-Fi. Mobile data is usually limited depending on how much you pay on your contract.

Wi-Fi is more or less unlimited but you need to connect to the network.

Some shops, libraries and council buildings have free Wi-Fi you can use however, these connections are not very secure so it's not a good idea to send sensitive information when connected to these. For example: when using online banking.

## BACKING UP

Make regular back ups of your important files and photos. You can either use a separate hard drive - available at most computer retailers, or use an online service such as Google Docs or OneDrive.

## EQUIPMENT

Don't be encouraged to buy the most expensive laptop or computer in the shop. Unless you are editing photos and videos or playing online games you won't need an expensive computer. Think carefully about your needs and if necessary, get independent advice before you make a purchase.

## YOUR HEALTH

Sitting comfortably: correct posture is really important when using a computer for a long time. Ideally, your feet should be flat on the floor with knees at a 90 degree angle and a straight back. The top of the monitor should be in line with your eyes. If you use a laptop you might need to get a stand to raise the screen, although you may then need an external keyboard.

Take a break: working for long periods of time on a computer can cause eye strain and headaches. Take regular screen breaks in order to rest your eyes.

## ROLL WITH IT

For a bit of fun, go to 'google.co.uk' and type in 'do a barrel roll', it does exactly that!

Volunteering can be very rewarding and a great way to increase your confidence, meet new people and make a difference.

If you have relevant digital skills and would be happy to help others, there are many volunteering opportunities within Allerdale and Copeland. Please get in contact with one of the volunteering organisations listed for further information.

You can find the contact details in the 'Where to get Support' section.

- Millom Network Centre Limited
- Chrysalis (Cumbria) Ltd
- AbilityNet
- Age UK
- The Settlement
- BEC





digital  
support

**Atos**

**Cumbria**  
County Council

**OLIVER**

This Digital Support Handbook has been designed and produced in conjunction with our sponsors.