Guide for Donating Devices

Our key messages to potential donors:

1. We need devices that are fully working (or may need very minor repairs), less than 10 years old;

2. Laptop computers and Android tablets are best but we can also use desktop computers if they have a keyboard, monitor and mouse with them;

3. Ideally, we need all the power cables and connecting cables with any devices donated;

4. Ideally, we want devices with a camera built-in or with a webcam – for video calls;

5. Separately, you can donate a webcam, keyboard, mouse, or monitor as we may be able to match these to other devices – again, ideally with all appropriate connecting cables and power cords;

6. Please also donate 'dongles' that are still functioning to help provide internet access (once loaded with credit);

7. We also welcome donations of Kindles and printers (with cables and any connecting software they require);

8. You may have a laptop or tablet computer that no longer meets your needs but if it still works it can provide the basic services an older person needs, eg email, web access and video calls;

9. Any devices donated will be fully wiped and all data removed before being set up for the needs of the new user;

10. Those in greatest need will be allocated donated devices – especially isolated older people but also younger people and families in need at this time;

11. Anyone who wants to be online and isn't online at the moment purely because they can't afford it will be top priority for receiving a device;

12. We are seeking donations to reuse devices that people or organisations have now, but we will also accept gifts of new devices (laptops, tablet computers and smartphones) if you would like to support this way;

13. Please also make cash donations to Age UK York to give us maximum flexibility (devices, internet access, training, etc) to support those in greatest need;

14. Appropriate training and support will be available for those who are given devices, especially older people who are less familiar and less confident;

15. Further support/campaigns will try to educate around how devices can be used to access services, data security, etc – and family/friends/neighbours providing (peer) support;

16. The Digital Inclusion Strategy is designed around the 4Cs – Connection (digital access), Competence (skills training), Confidence (helping people feel confident) and Choice (everyone, including all older people, should at least have the choice to be online).