



In The Know

Have a disability or socially isolated?

By getting to know your own digital device, the DIB can support you.





Introduction

In keeping with our mission statement, vision and core values I am delighted to announce the launch of our pilot digital skills initiative, 'In The Know'.

This is being launched by the DIB to ensure that we continue to empower not only disabled people, those with long term health conditions, vulnerable adults and carers, but to ensure those that are currently digitally disadvantaged and unskilled are not left even further behind. The project is designed to eradicate social and digital exclusion barriers which impact vulnerable service users and those already socially isolated due to their lack of technological expertise and online proficiency.

The emergence of COVID-19 and a global pandemic means that 2020 has been a year like no other, and with it, the digital divide and the importance of being able to effectively access, engage and interact with digital devices and online services has never been greater or more important. Indeed, 78% of people agree that COVID-19 has escalated the need for digital skills.*

For those required to shield and stay at home, the importance of being able to get online and video call friends and family has been paramount in nurturing connections which have helped to ease loneliness and social isolation. Having an email account is essential for being able to order groceries, book delivery slots, access health services such as making G.P. and hospital appointments, ordering prescriptions, using the NHS Track and Trace application or for booking a COVID test.

Working from home, we have discovered innovative ways of interacting online and remotely with both colleagues and our clients.

Adjusting to the 'new normal' has been a learning curve for us all. We at the DIB have come out fighting, more determined than ever to go above and beyond in support of the vulnerable and digitally disadvantaged members of our community. Anybody looking for bespoke digital advice and training need look no further. We will be delighted to assist and support you getting 'In The Know' with all of your digital device dilemmas.

Warmest Wishes

Averil Goodier, CEO
Disability Information Bureau

* (Source: UK Consumer Digital Index 2020)

Meet the Team



Mark Williams
Digital IT Support Tutor

I joined the Disability Information Bureau as a volunteer in 2018, after a career in Information Technology. As a volunteer I have supported and led some of the accredited training courses DIB deliver.



Clare McCann
Digital IT Support Co-ordinator

In my roles as Volunteer Receptionist and Digital IT Support Co-ordinator, I often encounter digital dilemmas and queries from our service users. These are wide ranging in nature, but commonly asked questions range from; how best to utilise a personal device (smartphone, tablet, laptop), to how can I safely access the Internet and Online services? All of which 'In the Know' can help with.

I'm involved with various aspects of the project, from taking initial client enquiry details through to arranging, co-ordinating and booking digital training sessions, courses and workshops with Mark, our Digital IT Tutor.

Key Statistics



11.3 million people (21% of population) lack the basic digital skills to use the internet effectively.

Source: Good Things Foundation



11.9 million people (22% of population) do not have the skills for everyday life in the U.K.

Source: UK Consumer Digital Index 2020



By 2030 it is predicted that **4.5m** people (8% of population) will remain digitally disengaged.

Source: UK Consumer Digital Index 2020



People with a disability are **35%** less likely to have essential digital skill for life.

Source: UK Consumer Digital Index 2020



78% of people agree that Covid-19 has escalated the needs for digital skills.

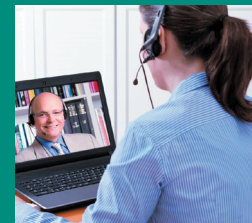
Source: UK Digital Consumer Index 2020

What is 'In the Know'?



On-Line Group or 1-2-1 Digital Workshops

- General training workshops or tailored training based on your digital skills needs



Remote Training

- Digital Workshops & 1-2-1 Conference Training



How Can We Help?

Digital support on how to become 'In The Know'

Know your own device workshop

- General understanding of your own device (*Smart phone, tablet or laptop*)
- How to keep your device secure
- Learn video conferencing (*Zoom/Teams/Skype*)



One-to-One Digital Support

Assistance & support to set-up on-line accounts

- Establish the account(s) you need to set-up
- Have an up-to-date email account (*this can be offered as part of the project*)
- Have a memorable and secure password for account(s)
- IT Tutor will go through step-by-step instructions for YOU to set-up your required account(s)

Would you like to...



'Know How' to set up your Digital Devices (smartphones, tablets and laptops)

Set up an email account, learn how to open it, create, read and reply to emails.



'Know How' to get online and access the internet safely

Learn how to use a web browser, navigate websites and save as favourites.



'Know How' to connect with friends and family

Learn how to video call and chat online with a variety of apps – Skype, Zoom, WhatsApp etc.



'Know How' to how to stay safe online

Protect your data and identity, manage passwords, identify secure websites and identify scam emails phishing for data or containing viruses.



'Know How' to access Wi-Fi

Understand the difference between wi-fi and mobile data, how to safely connect to a wi-fi network.



'Know How' to save yourself money

Use price comparison websites and search engines to save money on domestic utility bills, insurance, shopping and holidays.



'Know How' to complete online forms and applications

DVLA, Council Tax, Blue Badge Applications and Universal Credit.



'Know How' to set up an online bank account

Register safely for your account, check balances and set up regular payments.



'Know How' to manage your own Health & Wellbeing online

Access and navigate NHS websites, NHS Wi-fi, create Patient Access accounts to Access GP Services and request prescriptions, use NHS 111 online, book a Covid-19 test or set-up the NHS Track & Trace App.

Student Feedback

Learning how to use a computer has given me more confidence in myself as well as teaching me useful skills I didn't think possible. My tutor has given me time to learn at my own pace. I have learnt some basic skills, remembering everything is something I expect to achieve in time.

Throughout my learning journey, I have learnt numerous features; which have enabled me to learn certain skills within a word document. I feel a lot more confident at using a computer. The staff have been a great help and I believe I can use a computer with confidence now.

I looked forward to coming to the course on a Tuesday. I have learnt how to log on and log off the computer, how to use the font, the file on save as + save + print. I learnt how to use the keyboard and shortcuts and how to use the tool bar.

I came on this course to help me with using the keyboard keys and computer, I have found the course very good it has helped me to understand the layout of the keypad and feel more confident.

Referral Form

Date:.....

Full Name:.....

Contact Details:

(Mobile/Email or Home Address to confirm appointment)

Address:.....

Email:.....

Mobile No.

Digital Support:

How Can We Help?

Do you have your own device?

Yes (tick below) No

PC Smartphone (e.g iPhone) Tablet (e.g iPad)

Do you have internet?

Yes No

If No, an In-House Workshop/1-2-1 Session will be booked by a Project Coordinator.

Next Steps:

Arrange Workshop / 1-2-1 – In-House or Remotely

Referral onto another provision / Service

Interested in this **FREE** support then get in touch and we will be happy to help you!



01625 501759



info@dibservices.org.uk

What does it involve?

Our “In The Know” Coordinator will call you to find out some initial details. An appointment will then be arranged with our Digital IT tutor to ascertain your current digital skills and plan the next steps which may include a workshop or 1-2-1 tuition either remotely or at Shopmobility. We will be happy to help with several digital problems to get you ‘In The Know’.

Disability Information Bureau
Shopmobility
Churchill Way
Macclesfield
SK11 6AY

Thank you

Through your support we can continue to support the most vulnerable and marginalised members of the Cheshire East community.

To chat about fundraising for the DIB please contact

E: john.boardman@dibservices.org.uk

T: 01625 501759

Donate to: www.localgiving.org/charity/disabilityinformationbureau

For more information about our work please visit

www.dibservices.org.uk

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