

DIGITAL SUPPORT DERBYSHIRE



Quarterly Newsletter

FEBRUARY 2024



Welcome

Well, once again, it's been a busy time for Digital Support Derbyshire, we now have 2 pilot schemes running with PCrefurb and Workpays (more on these later).

Our project has now been running for almost 2 years and so our current funding will be coming to an end soon. Please do join us at the Network meeting later this month where we'll be celebrating your wonderful work and everything the network's achieved.

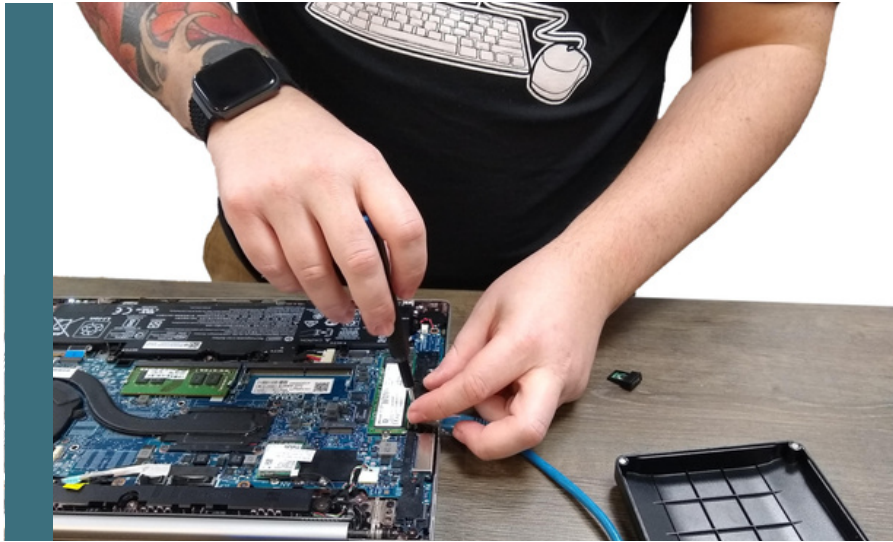
You'll also see that we've also included some 'good news stories' in this newsletter!

The DSD team can help to promote your project, link you in with other members and signpost you on to useful resources.

Please contact Sam Tock s.tock@ruralactionderbyshire.org.uk with any questions, comments or suggestions.



IF YOU SEE ANYTHING THAT IS UNDERLINED... CLICK ON IT, IT'S A LINK!



NEW PCREFURB PILOT WITH DIGITAL SUPPORT DERBYSHIRE PROVISION OF DONATED DEVICES



Since 2018 PCrefurb has been working to combat digital exclusion. This means we support those on the other side of the ever-widening gulf between those who can benefit from engaging in the online world and those who can't.

This matters because digitalisation, or 'digital by default' is increasing at a rapid pace across all sectors and exclusion from the digital world has become a form of societal inequality.

PCrefurb refurbishes donated IT equipment and passes it on to those unable to afford their own, we also supply refurbished digital equipment to charities and community organisations for use by their staff, or IT suites accessible for their clients in-house.

We are currently partnering with Rural Action Derbyshire in a pilot project which extends our provision beyond the High Peak and further into Derbyshire to benefit members of the Digital Support Derbyshire Network. Until the end of March, we will be offering (subject to availability) refurbished laptops, tablets, all-in-one desktops, and small desktops. Members of the Network who deliver digital skills and need devices, or who wish to apply for a device for an individual can contact RAD in the first instance. They will then provide a link and password to our website, for all eligible referrals.

It is wonderful to have this opportunity to expand our provision further into the county and we hope that the work of members of the Network will be enhanced via this pilot project.

To make a referral, please contact Sam Tock:
s.tock@ruralactionderbyshire.org.uk

<https://pcrefurb.org.uk/>

<https://www.facebook.com/PCrefurbCharity>



Newsletter Highlights

New Pilot Scheme with PCrefurb

New Pilot Scheme with Workpays

Good News Stories

- Learning To Shop Online
- Help With Social Media
- Benefits of Getting Online
- Applying For Work Online
- Staying Safe Online
- Scam Awareness
- Increasing Employability

Next Network

Q3 Surveys From The Network

Introduction to FAWG

FAWG Managing Money Tips

Resources



NEW WORKPAYS PILOT WITH DIGITAL SUPPORT DERBYSHIRE DIGITAL EXCLUSION AWARENESS TRAINING

Workpays are a training provider based in Derby/Chesterfield, but in recent years we have spread right across the Midlands.

As part of our Multiply delivery with Derbyshire County Council, we were able to offer taster sessions in Digital Skills, looking at various areas of computer-based numeracy, from online transactions to spreadsheets.

It became very clear, very fast that there was a divide in society; those who were digitally inclusive using computers and other devices confidently, then those who had never been on a computer at all. This was a great concern.

This pilot of offering digital exclusion awareness sessions, which Rural Action Derbyshire and Digital Support Derbyshire have established and has been facilitated by ourselves, Workpays, has been an absolute pleasure to produce and deliver.

With technology and digital devices now being entwined in everyday life, from being able to order prescriptions to manage dentist appointments, it is not surprising some are being left behind.

These sessions will provide an insight into Digital Exclusion; how to recognise the signs, discovering potential audiences, as well as various resources and advice on how to aid others into their digital journeys.

There will be 3 separate, standalone sessions; 2 'in person' and 1 online:

- Friday 1st March, 1pm-2.30pm, Matlock
- Thursday 7th March, 7.00pm-8.30pm, Virtual Session
- Wednesday 13th March, 10.00am-11.30am, Alfreton

To book your place on the workshop, you can follow this [link](#), or contact Rachael Sellors at Workpays: Rachael.Sellors@workpays.co.uk or 07341 864021.

And Updates from the Network!

Thank you to everyone who sent us good news stories and updates from the last quarter, it's wonderful to have these little snippets of how you're getting on and examples of the wonderful work you're doing!

HELP WITH SOCIAL MEDIA AND COMMUNICATION, KINGS ROAD AREA NEIGHBOURHOOD WATCH

Widow around 70 with age related memory issues.

We have helped her with sites and social media access for family on her own phone and tablet, given her a charge lead. She comes every Friday for support and reminders and she is improving.

I watched a man and a woman in their 80s interacting on how to send an email with a photograph attachment and how to check that it has been sent. Both of these started from scratch and now they help each other.

LEARNING TO SHOP ONLINE WITH THE HELP OF PCREFURB

Ethel first came to one of our drop-in Digital Training Groups in Glossop a few weeks ago, after being told about us by a friend in the street. She is a lady in her late 70s who has her own tablet but wasn't very confident in using it and wanted to know how to shop online for convenience and to save money. Suzanne, our Digital Training Coordinator showed her how to connect to the WiFi and went through a few basics.

At her next session, Ethel was keen to set up an online grocery shopping account and Suzanne did this with her and demonstrated how to shop, book a delivery slot and how to pay. Ethel said she would have a go at home but didn't feel confident as she hadn't been brought up using the internet and felt that she's too old and had been left behind. Last week Ethel came along to a session again and told Suzanne that she had managed to do her first online grocery shop and, although there were a few things she was unsure of, she managed to do it herself. She has now also been supported to set up an online shopping app on her tablet too! Ethel's comment on the training she had received was 'Very helpful, I learned how to do an order online and I feel so much more confident'.



INTRODUCING THE BENEFITS OF GETTING ONLINE, RENEW CROSS STREET

We are just starting to find out who among our regulars might benefit from digital support/training and encouraging people to sign up if interested.

We have been provided with a tablet, by Rethink, that can be used to look up information online for regulars and sometimes use our own smartphones to find info for people.

It's been helpful having members of this network to get advice and information from.

HELP APPLYING FOR WORK, ZINK - DISCOVER DIGITAL

A client needed to improve IT skills to move into work after a prolonged health absence. She is now able to apply for jobs online.

STAYING SAFE ON THE INTERNET, DIGITAL HARTINGTON

A member of the community was advised and assisted in dealing with phishing, fraud etc. and as a result this member advised that we used the digital platform to warn others in the village of the scams. The community member was offered access to free wi-fi and one to one support to help tackle any further issues arising.

SCAM AWARENESS AND USING HEALTH APPS, CONNEX COMMUNITY SUPPORT – TEA, TALK & TECH

During this period we have run Internet Safety Presentations through Derbyshire Constabulary and NHS APP presentations/follow ups courtesy of Emma Delaney from The Bureau.

INCREASING SKILLS AND EMPLOYABILITY, WORKPAYS

'Stan' is a learner in his late 50's who has previously been in manual work. His digital experience is limited and he used a basic mobile phone just for calls and messages. After an injury and being made unemployed, the Job Centre referred 'Stan' to a 'Multiply your Digital Skills' course at his local library to spread his job searches into more office based roles.

Stan has recently completed his 4th session at the library and has just enrolled onto an Entry 3 qualification in 'Essential Digital Skills' as he is enjoying it now so much. His confidence has increased dramatically and he is now interested in getting a smart phone and using a computer more.

Save the Date



NEXT NETWORK MEETING

Wednesday 28th February 2024, 10.30-11.30am

Our next network meeting is on the 28th February, with the slightly shorter time of 10.30-11.30am and will be a celebration of everything that everyone within the network has achieved.

We're also delighted to say that **Samantha Hancock, the Cyber Project Officer** from the Cybercrime unit at Derbyshire Police will be joining us to give an overview of what they are seeing and their key messages of the moment.

You might recall that we asked your views on the next network and a slim majority said that online was preferred, please do join us if you're able to! If you'd like to attend and haven't already received an invitation, contact Sam Tock: s.tock@ruralactionderbyshire.org.uk

Q3 Surveys from the Network

Thank you to everyone who completed the Q3 surveys, the information really does illustrate the valuable work that you're all doing!

From a total of 10 projects in Q3 (October -December 2023), a massive 508 people received digital support, with the help of 55 Digital Champions!

Congratulations to Long Eaton & District 50+ Forum, who were the lucky winners of a free device in Q3's draw!

Photo left shows the previous winners from Q2, Kings Road Area Neighbourhood Watch in action!





BOOK HERE

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DIGITAL EXCLUSION AWARENESS WORKSHOPS

Friday 1st March,
1pm-2.30pm, *Matlock*

Thursday 7th March,
7.00pm-8.30pm, *Virtual Session*

Wednesday 13th March,
10.00am-11.30am, *Alfreton*



DIGITAL SUPPORT
DERBYSHIRE

INTRODUCTION TO FAWG

FAWG is a multi-agency group of professionals who meet twice a year to share information, raise awareness of initiatives, plan events and develop resources for both the public and professionals in relation to all aspects of financial abuse. This includes different types of scams, familial abuse, cybercrime and fraud.

Our thanks go to [Katy Pugh](#) (Age UK Derby and Derbyshire) for the following comprehensive information on managing money safely (for yourself and behalf of someone else) and being aware on scams.

Katy chairs the Financial Abuse Working Group (FAWG), which is part of the Derbyshire Adult Safeguarding board.



TOP 10 TIPS FOR MANAGING SOMEONE ELSE'S MONEY SAFELY

FAWG has created this list of vital tips and advice for those who are responsible for managing other people's money.

- 1 Get a power of attorney set up.
- 2 Keep their money and yours separate
- 3 Use systems designed to help you.
- 4 Make a budget and keep a record
- 5 Imagine you are being watched

- 6 Involve the person you support
- 7 Have a plan and manage vulnerability
- 8 Claim all the entitlements
- 9 Do your best
- 10 Be safe

FAWG has provided an in-depth document that explains all of these tips in detail.

Follow the link below to download the PDF.

DOWNLOAD >>



Resources

For more information about the Digital Support Derbyshire project and network, please visit:

www.ruralactionderbyshire.org.uk/digital

There you will find links to the digital inclusion referral map, digital project and champion resources, information about staying safe online and news from the network.

Links to Other Useful Resources:

[Citizen's Online](#)

[Citizen's Online Events](#) – Webinars about Digital Inclusion and how to get involved

[One Digital](#) - Provides Useful information about how to set up a Digital Inclusion Project and the different types of Digital Champion

[The Good Things Foundation](#)

[Learn My Way](#)

[The Digital Poverty Alliance](#)

[AbilityNet](#) - free online resources and a network of volunteers help individuals with any disability, of any age, to use all kinds of digital technology.

[The Online Centres Network](#) – free to join and provide toolkits and handbooks on setting up a digital project and delivering digital skills

[Digital Unite](#)

The Scottish Council for Voluntary Organisations – have created a number of resources to support [Digital Champions](#) and organisations who want to support [Digital Inclusion](#).

[The Digital Venue Toolkit](#)

[The Digital Inclusion Kit](#)

[Make it Click](#)

[Digital 4 Everyone](#)

[Catalyst](#) - is a network helping UK civil society grow their digital skills and processes. They connect charities and supporting organisations with the best free resources and services to make digital easier.

[Third Sector Lab](#) - Free Digital Skills Training for the 3rd Sector

Please let us know of any other organisations and websites that you have found helpful!

