



DIGITAL SUPPORT DERBYSHIRE



Quarterly Newsletter

OCTOBER 2023



Welcome

It's been a busy second quarter for the Digital Support Derbyshire Team, and from your Q1 surveys, it sounds as if you've all been even busier!

This packed issue includes articles about projects around Derbyshire, using Second Hand Devices, information on using technology to support people with dementia and the inside scoop on National Get Online Week.

Everyday the world is using more and more digital technology, but Digital Inclusion projects like yours are helping people not to feel left behind.

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.



PHOTO: Connex Tea, Talk + Tech

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



CONFUSED BY COMPUTERS, TERRIFIED OF TABLETS, OR JUST IGNORANT ABOUT THE INTERNET?

Confused by computers, terrified of tablets, or just ignorant about the internet?

If this is you, then help is at hand from national charity AbilityNet. We offer advice and guidance on computers, mobile phones and tablets.

All of our services are free of charge and you can contact us on 0800 048 7642 or drop us an email to enquiries@abilitynet.org.uk.

We can help organisations and individuals. We've got a comprehensive website at www.abilitynet.org.uk. On our website you will find lots of factsheets on assistive technology. You can also access our webinars. You'll be able to find information [My Computer My Way](#), which helps you to customise your computer or device for your particular requirements.

We also have a network of volunteers in Derbyshire who can come out and provide 1-2-1 support to individuals who might be struggling with their technology. They are very patient and aware of the difficulties that some people have when it comes To learning new things.

We'd love to help you, if you have individuals who could do with 1-2-1 support, or if your organisation needs help please feel free to contact us.

The logo for AbilityNet, featuring the word "AbilityNet" in a white, sans-serif font on a dark teal background. A white curved line arches over the text, and a smaller white curved line is positioned below the "t".



Newsletter Highlights

Confused by Computers?

Discover Digital Workshops at Zink

Switchover to Digital

Advice for Using Secondhand Devices

What is Get Online Week?

The People Behind the Projects

Free Digital Workshops

Using Tech To Support People With Dementia

Resources

The logo for Rural Action Derbyshire. It features the words "Rural Action" in a white, serif font, with "DERBYSHIRE" in a smaller, white, sans-serif font below it. A white, stylized graphic element resembling a bird or a wing is positioned above the text.

Digital Support Derbyshire Surveys

354 People Supported and 41 Digital Champions....Wow!

Look at the huge amount of people who were supported by the Network Members in the last quarter!

This figure is from 9 projects, so the more who can respond in the Q2 surveys, the better! You might notice that the forms have been changed a little– there are less questions and it should be quicker and easier to complete.

As before, you could win a free device! The winner will be picked out of a hat. Congratulations to **Coffee, Tea & IT at Grassland Hasmoor Big Local** (pictured left), who were the lucky recipients of a Geobook last time!



Thank you!

We're grateful to everyone who completed their surveys for the last quarter, it's given us some valuable information and highlighted some topics for support, see below for a brief overview of the main issues you raised and what we're doing:

Need

Promotion

Funding

Reaching more Clients

Cyber Awareness Training

Computer software/tech advice for hard of hearing and visually impaired

Action Taken

Maintaining and updating map/highlighting new projects and promoting services at events. Continue to signpost on enquiries and raise awareness of groups.

October Network theme is 'Resources', with speakers from the CVS (Representing the DDIA), The Good Things Foundation and PCRefurb – see newsletter. We continue to advocate for funding for Digital Inclusion projects at a higher level.

Advice from RAD & other groups. Raise profile of map with organisations.

2x Free Confidence Online training sessions organised with AbilityNet – see newsletter. The online safety section on website is in the process of being updated.

Computer software/tech advice for hard of hearing and visually impaired Signposted to AbilityNet's Free Webinar: 'Top tips for Boosting your Digital Skills', with BT Group and Age UK. Plans to develop information with links on the website page.



The People behind the Projects

Digital Champions support others to learn the basics of computers and the internet in a relaxed, informal setting, enabling them to access the online world.



PCRefurb, a not-for-profit community group based in Glossop, provide refurbished IT equipment to individuals and groups in High Peak and run free digital skills training and advice for anyone who needs help in getting started with IT. They welcome volunteers to assist with their digital skills training projects in a safe and welcoming environment.

Aaron has volunteered as a Digital Champion at their weekly community drop-in group in Glossop for around 18 months. He supports people with basic digital skills. He explains why he likes to volunteer:

"Volunteering at PCRefurb is rewarding to me because I get to give back to my community, work against technophobia, and help keep people connected.

I think it's very important to try and keep up with modern technology basics, and to be able to pass that on to others gives them independence and reduced anxiety.

PCRefurb are a great charity to work for, and are a great middle ground between structure, and passing on my personal experience through my own mentoring methods."

'DISCOVER DIGITAL' WORKSHOPS AT ZINK

Every Thursday from 2.30-4pm, Zink HQ in Buxton hosts 'Discover Digital' a weekly IT workshop for learners at every level. With laptops provided and tutors on hand, the free sessions are open to all and held in Zink's Community Eco Cafe. Some come because they have no IT skills at all, others want to learn something specific like shopping online safely or using social media. They learn at their own pace over a coffee and cake from the cafe.

Zink also runs wellbeing activities, manages High Peak Foodbank, supports long term unemployed people into work and offers an advice service. Zink HQ is host to Buxton Crisis Support and High Peak's Neuro Divergence Hub. The eco-cafe is the hub of Zink, providing meals, cakes, snacks and drinks produced from food that would otherwise have been wasted. It's 50% off for those on benefits and foodbank users get a free voucher.

A diverse range of services at Zink attracts people from many different backgrounds which enhances the experience of all who come and the 85+ who volunteer there. Those attending Discover Digital do so for a number of reasons; to get work, to keep in touch with friends and family, to keep learning or just for fun!

To find out more, visit www.zink.org.uk ring 01298 214926 or call in to Zink HQ, Clough Street (Market Street Car Park), Buxton SK17 6LJ.



Switchover to Digital from Landline Telephones

Telecoms companies in the UK are replacing the technology they use to provide fixed telephone networks (landlines). For most customers, the upgrade is expected to be completed by 2025.

BT, the main landline provider in the UK, has stated that they won't yet switch over customers (where this information is available):

- with a healthcare pendant
- who are over 70
- who only use landlines
- with no mobile signal
- who have disclosed any additional needs

[Digital Voice](#) | [Digital Home Phone](#) | [BT](#)

For a general overview, 'FAQ's' and links to other landline providers; 'The Future Of Voice' website is hosted by the Broadband Stakeholder Group (the government advisory body on telecommunications), with the support of the industry stakeholders: BT, Openreach, Virgin Media, TalkTalk, Sky, Department for Digital, Culture, Media and Sport (DCMS) and Ofcom. [Home Phone Users – Future of Voice – Homepage](#)

Age UK and Ofcom also have helpful guides: [Changes to landline telephones](#) | [Age UK Moving landline phones to digital technology: what you need to know - Ofcom](#)



Safety Advice for Distributing and Using Secondhand Devices

Following a query from one of our network members about the risks of distributing second hand devices, our thanks to Helen Melhuish from [PCrefurb](#) for providing the following comprehensive information:

As well as meeting our own refurbishing standards on all equipment, PCrefurb must follow both hardware, software and security procedures when preparing Windows laptops and desktops for redistribution under our agreement with Microsoft as a Registered Third Party Installer.

PAT Testing

Part of our process includes PAT testing which is both visual and electrical. Laptops and tablets themselves are not electrically PAT tested as they are battery powered, but the 'mains' parts (chargers) are tested. All equipment is visually inspected. Desktops, monitors and leads/cables are also tested. The requirements for PAT testing can be fluid, but for equipment that we distribute, and for equipment we use ourselves, we sign them off for 12 months. HSE advice: <https://www.hse.gov.uk/electricity/faq-portable-appliance-testing.htm>

Disclaimers and Insurance

Please see the link from our website for a sample of the disclaimer that all our recipients have to sign: [EquipmentReceiptDisclaimer Sample.pdf \(pcrefurb.org.uk\)](#)

There are always going to be risks, as once we hand over equipment, we can have no control or responsibility for how it is used and the environment in which it is used. More modern phones and tablets have battery charging protection, but this is not the case for older equipment. If you are distributing older tablets, perhaps your disclaimer would include recommendations on not leaving them charging overnight and not leaving them plugged in for hours on end - basic good practice with Lithium-ion battery powered devices.

Although we have this disclaimer, we do also have products liability insurance. Derbyshire Fire & Rescue Service have some useful [battery safety information on their website](#).



Workpays Free Digital Courses: Various Locations and 'In House'

Workpays are currently offering a variety of free digital and numeracy training courses in Partnership with Derbyshire County Council through the project 'Multiply'.

Multiply is a new government-funded programme to help adults improve their numeracy skills in which we are also combining with Digital Skills. All the courses are free for adults to join and are not just 'classroom-based maths'. We try to do sessions that people relate to so they can see how numeracy and technology is important in day-to-day life and how much we actually use it.

Our course, 'Multiply your Digital Skills' is currently held at various libraries across the region for anybody aged 19+, as follows:

- Mondays – 9.45am to 12pm – Ilkeston Library (Starts 25th September)
- Tuesdays – 9.45am to 12pm – Belper Library
- Wednesdays – 9.45am to 12pm – Alfreton Library

We also put on free sessions in-house and in local venues for employers and employees, in our 'Multiply your online safety including certificate.'

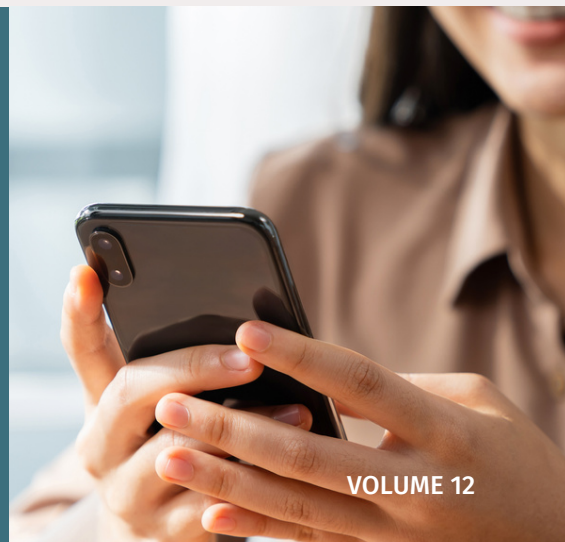
Courses can be completed in a single session or split up over several weeks.

Contact Details

If you would like any more information, have any questions or would like to book in for a session, please contact;

Rachael Sellors
Rachael.sellors@workpays.co.uk
07341864021

Or
Lesley Winnard
Lesley.winnard@workpays.co.uk
07341864021



Derbyshire DIGITAL INCLUSION Network Meeting

Wednesday
11th October
10.00–11.30am



BOOK YOUR PLACE

Speakers

- Bryony Evans and Matthew Moir, The Good Things Foundation
- Sarah Paisley, DDCVS
- Helen Mellhuish, PCRefurb

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What is Get Online Week?

National Get Online Week 16th-22nd October

Get Online Week is an annual campaign run by leading digital inclusion charity Good Things Foundation* who power the National Device Bank, National Databank, Learn My Way and the National Digital Inclusion Network.

For one week in October, community partners host hundreds of free digital skills events to help people to get online safely, confidently and affordably.

Now in its 16th year, Get Online Week has helped hundreds of thousands of people to get online for the first time and improve their digital skills.

Why is Get Online Week important?

Millions of people are still living without access to a device or data to get connected. People are experiencing digital exclusion and are being left behind. This has caused a digital divide between those connected and those disconnected.

Every year Get Online Week enables digitally excluded people to learn the essential digital skills needed to get online through free, friendly and fun local events.



PHOTO: PCRefurb

Get involved: Host an Event

If you're a community organisation or are part of our National Digital Inclusion Network, this is an opportunity to host an event and promote the work you do to your local community. It's easy to get involved, we have plenty of resources to support you!

We have event ideas and guidance for you, as well as a form to register once you have all your event details. For more information, click on this link: [Get Online Week](#)

This year Get Online Week is happening 16th-22nd October.

*The Good Things Foundation will be speaking at our next Network on 11th October, see this newsletter for further information.





BOOK FOR 19TH OCT
BOOK FOR 7TH NOV

AbilityNet



- ✓ Skills
- ✓ Training
- ✓ Confidence

CONFIDENCE ONLINE COURSE

Thursday 19th October
10.30 - 11.30am

Tuesday 7th November
1.30 - 2.30pm

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Using Tech to Support People with Dementia and Memory Loss

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Our thanks go to Lesley Hayes and Matthew Goacher from the University Hospitals of Derby & Burton NHS Foundation Trust for the following helpful advice and links:

TOP TIPS

There are several things you should take into account when working with someone with memory loss:

- There are many degrees of memory loss, particularly within various types of dementia, so no two learners are likely to be the same.
- Repetition is key – you may have to repeat the same instructions for the same actions many times.
- Many learners with memory loss get very frustrated, so make sure you reassure them that you are happy to keep going through things for as long as they need you to.
- Provide clear step-by-step notes – if possible go through the notes with the learner.
- Simplify steps if possible – shortcuts and quick routes are fewer steps to remember.

You'll also need to consider the equipment you're going to use, for example touch screen devices like smartphones and tablets are much simpler and more intuitive to use than conventional computers with a mouse. The ideal scenario is to let the person try out different types of equipment to see what suits them best. However, this may not be possible and you'll need to work with what you have available. Advice on different types of equipment is available from [AbilityNet](#)



The Social Care Institute for Excellence (SCIT) has produced a very useful guide to using digital technologies with learners with dementia, or indeed, any learners who are elderly and have short term memory loss [Using ICT in activities for people with dementia](#)

A lot of people who are elderly and might have dementia like to use smart speakers such as Alexa and Google to help them out. AbilityNet have written [written a factsheet](#) on how smart technology can help.

There are also several apps available:

[Mobile Apps for Alzheimer's patients and their caregivers - DailyWireless](#)

[Alzheimer's app | MindMate \(mindmate-app.com\)](#)

[My House of Memories on the AppStore \(apple.com\)](#)

[Reminiscence Therapy, Dementia, Alzheimers, Learning Disabilities \(bookofyou.co.uk\)](#)

[Dementia Support Forum \(alzheimers.org.uk\)](#)

[My Clever Mind - DIY, Craft & Home Decor Ideas](#)

[Sporting Memories | Reminisce. Replay. Reconnect](#)

[Memory Aids | Arts 4 Dementia](#)

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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.



Resources Continued...

[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!





FAREWELL, JO!

As you no doubt already know, in August, our lovely colleague Jo Peck moved on from her role with Digital Support Derbyshire in order to concentrate her considerable talents in developing a new career as a Mindfulness Practitioner.

We're sad to see Jo leave; she's been an important and intrinsic part of the team, helping us shape the future of digital confidence in the county and building our support network.

We all wish her well in her exciting new venture!

