

Digital Access and Inclusion

Presentation by
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Objectives



- Increase the digital take up of council services
- Embed and strengthen the council's approach to Digital Inclusion
- Transform the way residents access information and Council services
- Raise awareness of the benefits of being online
- We will provide assisted digital support to those who genuinely need it.
- Increase digital inclusion in rural areas

Why Digital Inclusion?



- 15.5% of adults in Chorley have never been online
- Council services migrating to being primarily online
- Universal Credit online service (July 2018)
- Social inclusion as well as digital inclusion

Digital Hubs



Tatton Community Centre

Clayton Brook Village Hall



Buttermere Community Centre

Lancaster Way Community Centre

The internet can be intimidating for those not used to it

Our free drop in sessions will help you navigate the web

Chorley Council in partnership with Citizens Advice has launched a new initiative to help hundreds of local people gain access to benefits and other services via the internet. We can help with...

Internet access
Blue Badge applications
Universal Credit applications
Job searches
Housing applications
Benefit applications

Council Tax
Employment
Save money on your energy bills
Keep in touch with friends and family
Training in digital skills
and much more...

Our Digital Champions will be there to help and guide anyone through any of these online facilities. Whether it's Universal Credit, disability Blue Badge applications, or any one of dozens of other everyday essentials, we are there to help.

Monday	Clayton Brook Village Hall	10.30am – 4.30pm
Tuesday	Chorley Job Centre	9.30am – 3.30pm
Wednesday	Tatton Community Centre	10.30am – 4.30pm
Thursday	Lancaster Way Community Centre, Buckshaw	10.30am – 4.30pm
Friday	Buttermere Community Centre	10.30am – 4.30pm

No appointment necessary, just drop in. If you are making a special trip please call **0344 245 1294**.

More **FREE** computer and tablet courses are available from Chorley Council.
For more info visit chorley.gov.uk/digitalaccess or call **01257 515151**.

ICT Courses



- Working in partnership with Lancashire Adult Learning
- **ICT Functional Skills** – Allows learners to work towards an official qualification up to Grade C at GCSE – Perfect for those seeking employment.

Tatton Community Centre Tuesdays and Friday 09:30-12:30

- **ICT Essentials** – No official qualification, learners can attend for as many weeks as they wish to learn any type of skill from email to skype depending on what they require.

Lancaster Way Community Centre Fridays 09:30-12:30

- **Making The Most of Your Tablet** - 6 weeks course taking learners through basics of tablets, emails, internet, app store and more

Various venues.



Other Courses



- Other Courses are delivered by Chorley Council
- **Making the Most of your Tablet or SmartPhone** – Similar to the LAL course but also allows Smartphones. Extended 7 or 9 week course depending on venue with concentration on public services online, such as the Council’s website, doctors appointments and online prescriptions for example.

Various venues across Chorley and rural areas



Other Courses

- Other Courses are delivered by Chorley Council
- **Computers and the Internet for Beginners** – a Short Course to go through the very basics. Keyboard, Mouse, Internet and Email. Progression courses available.



Various venues



The internet can be intimidating for those not used to it

Our free drop in sessions will help you navigate the web

Chorley Council in partnership with Lancashire Adult Learning are offering FREE computer and tablet courses to Chorley residents. Learn on your own device, or you can use one of ours if you don't have one.

Use email

Search the internet

Save money by shopping online

Save money on your energy bills

Search for jobs online

Keep in touch with friends and family

Use social media

Use public services online

and much more...

Using the internet can be at the heart of all activities. Catch up on the latest news, online banking, book travel online, watch TV or shop online. Doing things online can save you hundreds of pounds too.

Booking is essential. Please call **01257 515151** to book a place or email getonline@chorley.gov.uk

Courses provided by



**Lancashire
Adult Learning**

ICT Essentials

Lancaster Way Community Centre, Buckshaw Village

Fridays 9.30am - 12.30pm

This course focuses on basic ICT skills to enable people to develop confidence in using ICT to support them in everyday life.

ICT Functional Skills

Tatton Community Centre, Silverdale Road, Chorley

Tuesdays 9.30am - 12.30pm

Our FREE ICT courses will help you develop skills for home, work or if you are looking for employment.

Making the Most of Your Tablet

Eccleston Library, The Carrington Centre, Eccleston

Starting January 29th 1.30pm - 3.30pm (6 weeks)

If you are new to using a tablet you may want to expand your knowledge and use more of its features. Come along and learn more about what your tablet can do.

Making the Most of Your Tablet or SmartPhone

Coppull Leisure Centre, Springfield Road, Coppull

Starting January 17th 2018 10am - 12noon (9 weeks)

Age UK Lifestyle Centre, Gillibrand Street, Chorley

Starting January 18th 2018 9.30am - 11.30am (7 weeks)

Mawdesley Village Hall, Hurst Green, Mawdesley

Starting 2018 date to be confirmed. Please call to register.

Current Venues



- 4 x Digital Hubs (Community Centres)
- AgeUK Lifestyle Centre
- Ecclestone Library
- Adlington Library
- Euxton Library
- Mawdesley Village Hall
- Living Waters Church
- Chorley Council Offices
- Coppull Leisure Centre
- Galloways Society for the Blind
- Brother of Charity (InPrint Solutions)
- Charnock Richard (venue tbc)
- The list continues to grow.....

**If you can identify
a venue and
requirements for digital
support sessions in
your ward or
Parish please let us
know.**

Other Offerings



- Partnership Working – Digital Hubs can be hired by partners and other organisation to deliver online training
- Basic online and digital skills training to digitally excluded groups. – Tailored courses can be created such as social media safety or online banking safety, or public services online.
- Tailored courses can be set up for Parish Councils to go through the Council's website (MyAccount system and Planning system)
- Digital Champions – Continue support in venues across the borough
- Increased access points across the borough – Help to provide broadband in rural areas
- Equipment loan scheme

Digital Champions



- Digital Champions currently work out of local libraries to provide residents with assistance completing online computer course “LearnMyWay”
- We are looking to increase our Digital Champion network to provide continuous support from other community venues such as our Digital Hubs, AgeUK and other venues
- This may involve 1-1 support for residents, creation of computer clubs, tablet clubs or coding clubs for the more advanced learners.

Discussion and Questions

