

It's never too late to get online

ICT GUIDE: Making new technology accessible to older people



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Technology has been developing faster than ever before, and there is no doubt that the digital revolution has transformed our daily lives. Access to the internet and digital technology is changing the way people connect and engage with information and support.

With the right advice and support, using technology and the internet can greatly enhance your life in many ways. It offers many positive benefits and can make life a lot easier for you.



How can new technology help me?

One of the common problems of getting older is social isolation and the feelings of loneliness. Keeping in touch with friends and family, and participating in your community, is key for your health and happiness.

Being able to use the internet helps you to maintain and develop social contacts, engage actively in your community, and keep yourself mentally stimulated.

However, the biggest barriers to using digital technology are often a lack of knowledge and confidence in using the internet. This can easily be overcome with the right support.

I communicate by email and Skype with my children and grandchildren who are interested in technology – I can send them birthday wishes and photos of what I've been doing, which makes me feel closer to them. Looking back at my past history through images makes me feel comforted and recognised.

Pauline, aged 77 yrs,
who lives with
Parkinsons disease.



What are the benefits of using new technology?

While digital technology cannot replace human contact, kindness and understanding, it does allow you to connect in additional ways, quickly and easily.

Health:

- Book GP appointments
- Have a consultation with your GP
- Order prescriptions
- Set up 'alerts' which remind you to take your medicine and attend medical appointments
- Download healthy eating tips and recipes, diet and weightloss advice, and exercise programmes
- Get help and support on how to look after your health.
You can find local health services and health information easily and quickly on NHS Choices at www.nhs.uk

Keep in touch with friends and family:

- 'Live' interaction on Skype or Facetime
- Connect with like-minded people in your local area
- Keep in touch via email.

Online shopping:

- Find the best prices for products and services
- With just a few clicks, buy your food, home supplies, clothes, and other items - and have your shopping delivered straight to your home at a time that is convenient to you.

Learning:

- Have access to research, further education, and information.
- How-to videos on Youtube.

The internet has had a great effect on my life - I can now access information sitting in my lounge. I can find out what times buses are coming, and instantly look up any information I want on Google. I can also solve more clues in crosswords, and I listen to a serial radio programme each day whenever I like.

Maria, aged 74 yrs, uses a tablet to access the internet.

Practical day-to-day services:

- Buying insurance, paying your gas, electricity and telephone bills
- Book travel and holidays
- Organise car tax, blue badge renewal
- Find services for your home repairs.

Banking:

- Make payments and transfers
- Check your bank balance

Get involved:

- Participate in debates
- Have your say on issues
- Join local community forums and groups
- Find out about social activities.

News:

- Keep up to date with what's going on in the world or locally
- Check the weather forecast.

Entertainment:

- Watch films
- Watch TV programmes with subtitles
- Read books, listen to music or radio
- Play games to keep your mind active.

I buy my travel tickets online, read BBC news and weather, get information on Council bin collections, and do my bank transactions.

Andrew, aged 75

I use my iPhone, iPad or PC to remind me when to leave the house on time, and I use the Citymapper app to find new places when I'm walking along, or when using public transport.

Brian, aged 72,
who suffers from
Alzheimers

I can do yoga every day by watching videos on my iPad and following the steps.

Catherine, aged 69,
who lives with
Parkinsons

What equipment should I use?

You won't need the latest or most expensive technology to access the internet. There are many different devices that can get you online, including:

Desktop computer

Desktop computers need to stay put in the same place as they are too large to move around easily.

Laptop computer

These are portable and can be taken outside your home and used in different places - though they can be larger and heavier than tablet computers. Laptops work in the same way as a desktop PC and they have a built in keyboard.

Tablet computer, such as an iPad

Tablets have large touch screens and can be used intuitively – no keyboard is required, though you can add a keyboard if you like. Just swipe your hand across the screen, or touch it to select your choices. Adjust text size and volume according to your needs. They are small enough to fit in your bag.

Smart phone

Smart phones can do everything a standard mobile phone does but they are designed to use the internet and a range of other things. Smart phones tend to be much larger than other kinds of mobile phones and have a touch screen like a tablet.



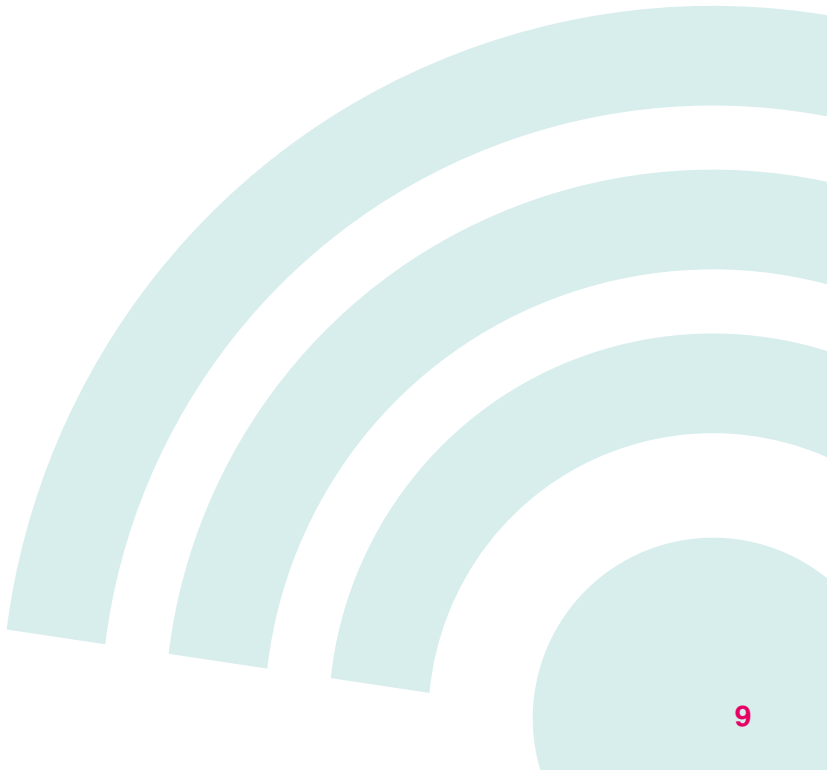


Where can I buy a computer or tablet?

You can find most of the items, mentioned in section 3, in computer and electrical stores (PC World, Comet, Currys or Maplin), large supermarkets, such as Tesco Extra or Sainsbury's, or department stores, such as John Lewis and Bentsalls in Kingston.

You can also buy smart phones and tablets from mobile phone providers.

There is also a range of devices that you can buy online.



How do I connect to the internet?

If you decide to buy one of the devices, mentioned in section 3, you will need access to the internet. You can either get the internet installed at home (broadband) or if you decide to get a tablet or smart phone you might be able to access the internet “wirelessly” - this is called 3G or 4G.

Either way there will be a monthly cost to using the internet.

There are a number of different companies who provide broadband at home, such as BT, Sky, TalkTalk and Virgin Media and mobile phone providers.



Who can help me choose the right option for me?

Staff in store will be able to give you more information about the different options available. They will also give you advice about how to get started, and how to set up your new computer or tablet.

Your family or friends may also be able to give you some tips and help you find the right device for you.

You can find comparisons and reviews online and in print:

Which? Magazine

www.which.co.uk

Tel: 01992 822800

PC Advisor

www.pcadvisor.co.uk

Tel: 020 7756 2800

Other helpful websites:

www.moneysavingexpert.com

www.kelkoo.co.uk

www.ciao.co.uk



Where can I use the internet if I don't have a computer at home?

If you don't own a computer or have an internet connection at home, you'll still be able to use the internet. There is a range of places in the borough where you can use the internet for free, including:

Libraries

We have more than 150 computers available for public use in all Richmond Borough libraries. Free Wi-Fi is also available in all Richmond libraries. Just ask for the password when next you visit a library.

Computer sessions can be booked in advance online or by telephoning your local library.

For more information, please see www.richmond.gov.uk/branch_libraries

Civic Centre Atrium

44 York Street, Twickenham, TW1 3BZ

Three computers are available Monday to Thursday 9am to 5.15pm and 9am to 5pm on Fridays.

These computers only allow you to access the www.richmond.gov.uk website.

Castelnau Community Centre

7 Stillingfleet Road, Barnes, SW13 9AQ

Computers are available Monday to Friday 9am - 5pm.

For more information, please see www.castelnaucentreproject.co.uk



Free Wi-Fi

As a resident of Richmond borough you can now have 30 minutes of free wireless internet (Wi-Fi) access per day, if you use wireless devices such as smart phones, tablets or laptops. You can log on to the 'FreeRichmondWifi' account to receive your free 30 minutes.

Free Wi-Fi is currently available in parts of Twickenham, Richmond and Teddington.

Additionally, you can access three websites

- www.richmond.gov.uk
- www.visitrichmond.co.uk
- www.tfl.gov.uk

on an unlimited basis for free, whilst also having the option to pay for longer use of the Wi-Fi.

For more information about Wi-Fi, please visit www.richmond.gov.uk/wifi

Staying safe online

It is important to be aware of privacy when using the internet, for example when shopping online, or chatting on social networks.

Computers connected to the internet may be at risk from online 'viruses', which can spread via email or downloaded files.

Most of the local training sessions, mentioned in section 10, will give you some advice about staying safe online.

For more information about how to protect yourself online, visit

■ www.getsafeonline.org

■ www.ageuk.org.uk

What training is available?

There are a lot of ways to learn about new technology locally, including one-to-one tuition, courses, drop-in sessions, workshops, and tuition at home, some of which are free to local residents.

What type of training is right for me?

Style of training	Benefits
Tuition and IT help at home	<ul style="list-style-type: none"> ■ Learn in the comfort of your own home ■ Learning is tailored to suit your own needs
Classroom course	<ul style="list-style-type: none"> ■ A structured and planned way of learning with a timetable ■ Equipment is usually provided ■ Sometimes certification/accreditation is provided
Informal workshops or drop-in sessions and clubs	<ul style="list-style-type: none"> ■ Published timetables ■ Structured learning with flexibility to attend when you like ■ Bring your own equipment for specific help
Free taster sessions	<ul style="list-style-type: none"> ■ Short sessions designed to introduce a range of technologies and tips
One-to-one sessions	<ul style="list-style-type: none"> ■ Tailored to suit your own personal needs

Here are some options for local training:

Organisation:	Age UK Richmond (various locations)	Cost
Training provided:	IT help and tuition at home	Paid
	Classroom-style structured course	Paid
	Informal workshop or drop-in session	Paid
	One-to-One sessions	Free
Contact details and how to book:	tel: 020 8744 1965 email: communityservices@ageukrichmond.org.uk website: www.ageuk.org.uk	

Organisation:	Richmond Adult & Community College	Cost
Training provided:	Classroom-style structured course	Paid
	Variety of courses provided	
Contact details and how to book:	tel: 020 8891 5907 email: info@racc.ac.uk website: www.racc.ac.uk	

Organisation:	Richmond Housing Partnership (RHP) (various properties)	Cost
Training provided:	Informal workshop or drop-in session	Free
Contact details and how to book:	tel: 020 3166 2200 (Community Engagement) email: community@rhp.org.uk website: www.rhp.org.uk	

Organisation:	Richmond Information and Reference Library	Cost
Training provided:	Free taster sessions and courses	Free
Contact details and how to book:	tel: 020 8734 3308 email: information@richmond.gov.uk website: www.richmond.gov.uk	

Organisation:	Mortlake Community Association	Cost
Training provided:	One-to-One sessions	Free
	Drop-in clubs	Varies
Contact details and how to book:	tel: 020 8487 5500 email: anita@mortlakecommunityassociation.org.uk website: www.mortlakecommunityassociation.org.uk	

Organisation:	Cambrian Centre, Richmond	Cost
Training provided:	Informal workshop or drop-in session	Free
Contact details and how to book:	tel: 020 8948 3351 email: manager@cambriancentre.org website: www.cambriancentre.org	

Organisation:	Barclays Bank Digital Eagles	Cost
Training provided:	Informal workshop or one-to-one sessions	Free
Contact details and how to book:	Ask inside your local branch tel: 0794 923 8947 website: www.barclays.co.uk	

There is also a lot of help available online:

- www.barclays.co.uk/DigitalEagles
- www.ageuk.org.uk/work-and-learning/technology-and-internet/

Computer Drop In Clubs

Day	Time	Location	Provider
Monday	1.00pm – 3.00pm	Gresham House, TW11	RHP Tel: 0800 0322 433
Tuesday	2.30pm – 4.30pm	Whitton Social Centre	Age UK Richmond Tel: 020 8744 1965 gill.wilson@ageukrichmond.org.uk
Tuesday	10.30am – 12.30pm	Hampton Baptist Church, TW12	Age UK Richmond/ Hampton Baptist Church Tel: 020 8744 1965 gill.wilson@ageukrichmond.org.uk
Wednesday	10.30am – 12.00pm	Barnes Green Centre, SW13	Age UK Richmond Tel: 020 8744 1965 gill.wilson@ageukrichmond.org.uk
Wednesday	11:15am – 1.00pm	Cambrian Community Centre, TW10	Cambrian Community Centre Contact Mary McDonald on tel: 020 8948 3351

Subject to change

Day	Time	Location	Provider
Wednesday	1:30pm – 3:30pm	Twickenham Wellbeing Centre, TW1	Age UK Richmond Tel: 020 8744 1965 gill.wilson@ageukrichmond.org.uk
Wednesday	3.00pm – 5.00pm	Mortlake Community Association, SW14	Mortlake Community Association Tel: 020 8487 5500
Thursday	10.30am – 12.30pm	East Sheen Baptist Church, SW14	Age UK Richmond ESBC (£1 fee) Tel: 020 8744 1965 gill.wilson@ageukrichmond.org.uk
Thursday	11.00am – 1.00pm	Calvert Court, TW9	RHP (£2 fee) Tel: 0800 0322 433
Friday	11.00am – 1.00pm	Redknapp House, TW10	RHP Tel: 0800 0322 433

How to contact Adult Social Care

Telephone:

020 8891 7971

Email:

adultsocialservices@richmond.gov.uk

Website:

www.richmond.gov.uk/access_team

Where to find us

Adult and Community Services,
Civic Centre,
44 York Street,
Twickenham, TW1 3BZ

Our offices are open Monday to Thursday from 9am to 5.15pm and on Friday from 9am to 5pm.

Where to find details of local services:

CarePlace Directory
www.careplace.org.uk

If you have difficulty understanding this publication and would like it in an alternative format such as a different language, audio tape, Braille or large print, please call us on **020 8891 7971**.

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