

# Digital Buddies



## THE SLOUGH HUB

The Slough Hub is a Community organization with a mission to support the physical, mental and economic well-being of the residents of Slough. The initiative is part of Community Programme to make people healthier and happier - BOOST

## AUDIENCE

The sessions are free and open to all residents, of all ages, living or working in Slough. People over 50 are especially welcome to attend.

## LOCATION

The workshops and Drop-in Centres are in various locations around the Slough. Regularly check our website to get a list of Venues, dates and times as new ones are added frequently.

T : 077 6 968 2056

E [contact@thesloughhub.org](mailto:contact@thesloughhub.org)

W: [www.thesloughhub.org](http://www.thesloughhub.org)



## INTRODUCTION

Digital Buddies is a Project to help people to learn how to make the best use of their phones, tablets or computers. It is open to all residents of Slough who are not confident with technology or want to know how to make the most from the Internet and online resources. It is an intergenerational project. People of all ages are welcome to join as learners or as tutors and volunteers who want to help others learn digital skills.

## OBJECTIVES

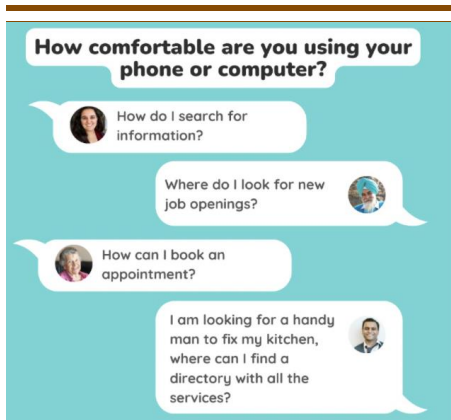
- To increase Digital Literacy in Slough and address the significant issue of Digital Exclusion
- Provide better access to services, including Public Health and Council Services
- Help in combating isolation and loneliness by making people more connected
- Enrich people's lives with greater access to knowledge, resources and services.
- Encourage Volunteering for skills and Personal Development

## APPROACH

**Community Workshops:** They are instructor-led group sessions where participants get step-by-step instructions and practice exercises. The workshops are at different levels, from Basic to Advanced. Participants can choose to attend one or a series of workshops.

**Drop-In Centres:** Any resident of Slough can come to the drop-in centre and get assistance with any digital task. These could be the simple tasks of how to use a smartphone or tablet or more complex tasks like filling out online forms or using different computer packages. The Drop Centre will be open in March.

**Digital Buddies:** Participants in the Digital Buddy scheme are assigned a "Buddy" who they can call anytime they are stuck or need assistance using their devices. The Digital buddy has a specific objective to understand their "Buddy" 's barriers and limitations and help them overcome them while also introducing them to things on the Internet that will enrich their lives.



## THE PROJECT

- Ages 14-110 are all welcome
- 1-to-1 Personalised Training
- Attend 1 session or 20
- Drop-in centres for specific assistance
- Laptops provided for Practice
- Learn to use Smartphone, Tablets or Laptops
- All levels welcome
- Fun and Interactive Group Sessions
- Learn from other people in the same boat
- Excellent Volunteering opportunity

## OUR FUNDERS AND SUPPORTERS



## BASIC LEVEL

- Using a Smartphone
- Keeping in touch with Email, WhatsApp, Facebook and Zoom
- Using APPS on a SmartPhone or Ipad or another Tablet
- Searching the Internet
- Watching Videos and Playing Games

## INTERMEDIATE LEVEL

- Filling out Simple Online Forms on Smartphone, Tablet or Computer
- Making G.P Appointments
- Access Council Services and Carrying out essential everyday tasks
- Creating and Managing Accounts
- Being aware of scams and how to avoid them

## ADVANCED LEVEL

- Shopping on the Internet, Paying Bills and Online Banking
- Job Search Tools on the Internet
- Discovering the world of Social Media
- Online tools to address the cost of living crisis (e.g. using price comparison sites, finding free items)
- Exciting things to discover on the Worldwide Web

## DIGITAL BUDDY VOLUNTEERS & COMMUNITY TRAINERS

Volunteers who want to help people to join as Digital Buddies are welcome. They don't need any formal qualifications or experience. However, they should be comfortable using phones, tablets and computers, enjoy exploring the Internet, and would love to see the difference digital skills can make in changing people's lives. Volunteers can work in the drop-in centres or provide remote assistance via phone, zoom as Digital Buddies to one or more people.

A limited number of paid positions as Community Trainers who lead the workshops are also available.