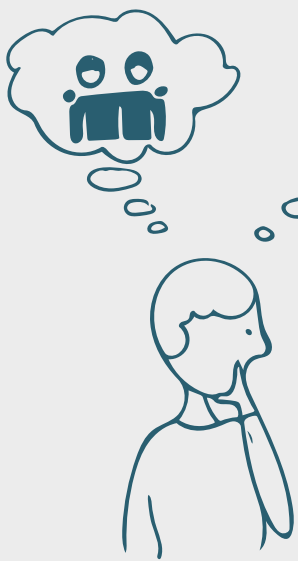


I say...  
*"I don't have the  
right support"*





**When I say...**

*"I don't have the right support"*

**What I might mean...**

*I think I need a qualified tutor to get me going*

1

### Who am I?

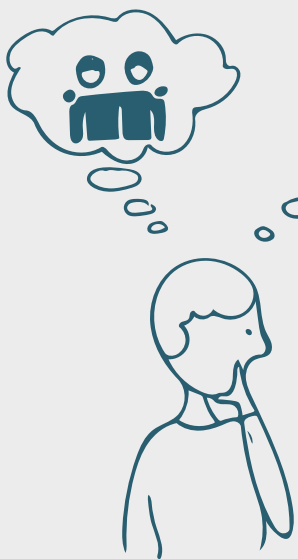
- 40+
- I left education at 16 and have low academic achievement
- I am long term unemployed but looking to retrain
- I have a complicated day to day life
- I have older children who still live at home

### What will help me...

- I don't know where to start so I need my family to slowly show me how to use technology for myself rather than them doing it for me. Without being made aware of what is possible, I won't know what I am missing out on
- Encouragement to try new things would also help me to do independent learning in an informal environment

““ You need support from someone who's trained, and has knowledge”

““ You need someone like a tutor, or an instruction booklet”



**When I say...**

*"I don't have the right support"*

**What I might mean...**

*Aside from using digital, I need additional help or extra support*

2

#### Who am I?

- 50+
- I struggled with education and left at 16
- I am long term unemployed and unable to work
- I have specific accessibility needs
- I live alone

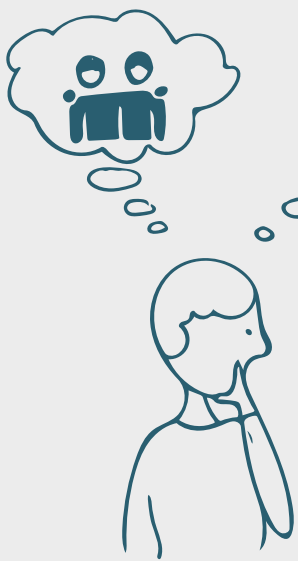
#### What will help me...

- Bespoke one to one support that incorporates my additional needs or access to other services as well
- I need patience and time from digital champions as it might take me longer to get to grips with the internet

“ [I need] screen reader software”

“ I want to learn any smart technology because I search RNIB”

“ Interpreter: “She wants to understand it and learn it... she knows everything is internet based now.”



**When I say...**

*"I don't have the right support"*

3

**What I might mean...**

*I don't have my own equipment but I can use someone else's*

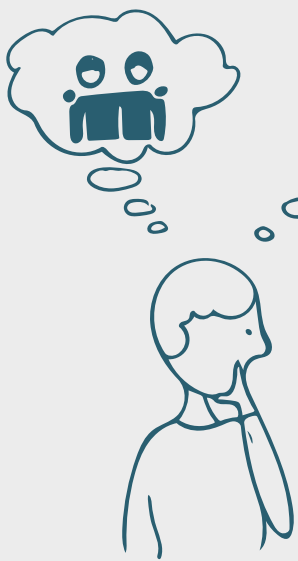
#### Who am I?

- 40+
- I am unemployed and looking for work
- I live alone but see my family multiple times a week

#### What will help me...

- I need my family or friends to slowly show me how to use the technology so I feel confident enough to do this myself
- Support in the community needs to be flexible, accessible and without restrictions so I am welcome to drop in whenever I need to
- Knowing a helping hand is nearby in case I need additional support, would reassure me

“ I [don't] own a smart mobile but I use my sister-in-laws”



**When I say...**

*"I don't have the right support"*

**What I might mean...**

*I have a smartphone but I do not see it as the internet*

4

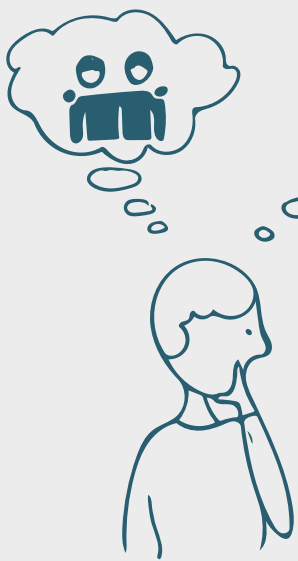
#### Who am I?

- 60+
- I left education at 16 so I'm not confident with my literacy abilities
- I work part time but I am looking for full time work using the google app on my phone
- I live alone

#### What will help me...

- Ongoing support from my family that shows me what I can do on my smartphone and how it makes use of the internet
- I need to know what is out there so I can understand how I can use the internet for myself

**“ I don't use my smartphone to access the internet or for Facebook or anything like that, I only use it to ring my friends and speak to them on Whatsapp”**



**When I say...**

*"I don't have the right support"*

**What I might mean...**

*I can't get to the support offered*

5

#### Who am I?

- 70+
- I am retired
- I left education before the age of 16
- I have limited mobility so I am reliant on public transport

#### What will help me...

- Outreach one to one support from digital champions would help me
- Support that is embedded in the community and easily accessible

“ I have elderly friends, they are quite distressed when say the Council says they have to apply [...] online and they have to physically go to someone in the library and ask to help them”



**When I say...**

*"I don't have the right support"*

**What I might mean...**

*The 'go to' places for support can't give me the specifics of what I need*

6

#### Who am I?

- 40+
- I am currently unemployed but looking for work
- I want to start using the internet but I don't know where to start or who can help me

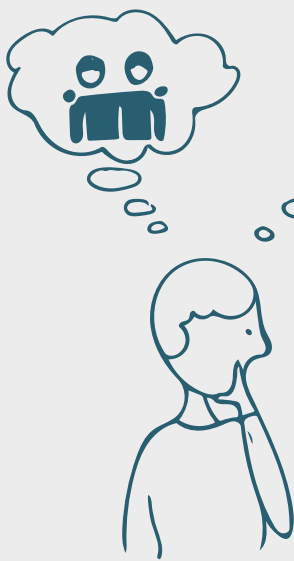
#### What will help me...

- A digital hub within my local Jobcentre Plus or at least in close proximity
- Coordinated referral route from services to community organisations that provide digital support
- A drop in space with digital champions who can answer my specific queries

““ No support at job centre to set up email, ended up going to Doncaster Council and someone created one for me”

““ I used to go to an internet cafe and every question I asked in there, they didn't know how to help”

““ It seems like it's all geared towards people who use computers and nothing for people who don't use computers...with no alternative. It's like you're forced to use it.”



**When I say...**

*"I don't have the right support"*

7

**What I might mean...**

*I have the support I think I need from people at home but it's still not clicking and I feel disempowered*

#### Who am I?

- 50+
- I left education at 16 and I'm not confident in my literacy abilities
- I work full time in manual labour
- I live with my family

#### What will help me...

- Patience and time from my family to show me how to use the device in our household rather than them using it on my behalf
- I need ongoing support as it will take me a while to feel confident enough to use the internet independently

“ I've got my nephew sometimes but I get stuck, he's in London, I phone him and I ask him what to do, my nephew helps me a little bit on the phone”

“ My daughter came and supported me with [iPhone] because I only had that old, that very, very old big phone...so she gave me her old iPhone...and she talked me through things.”

“ Proxy: “It was easier for me to do it rather than get him to do it. I mean he's got no patience at all my dad”