Explore Digital Inclusion
April 2014 –May 2015

Projects Undertaken

Explore Computers
Free one-to-one computer support for those who are new to computing or returning to the digital world after a hiatus. Run at all Explore centres on a weekly basis. Volunteer supported.

Explore the Internet
Free five-week course for groups of up to eight learners who are new to the internet or returning to it after a hiatus. Session utilise tools provided by UK Online. Run at all Explore centres on a weekly basis. Volunteer supported.

Explore Tablets & E-Readers
Free drop-in taster sessions for people who are considering purchasing a tablet or e-reader. Attendees given the chance to experience a wide range of technology including iPads, Galaxies, Kindles, Kobos, Thinkpads and more. Volunteer supported.

Explore Tablets Plus
Hour-long one-to-one support for people who have purchased a tablet and would like more help. Sessions have been raised from £10 to £15 after high demand between Dec 14 and Apr 15. All brands of tablet supported.

Explore Digital Days
Monthly universal digital support at our gateway libraries. Communities invited to come along and learn about such digital services as Ancestry.com, NHS Choices, Explore E-library and website, CYC services, Windows 8, tablets and e-readers, Universal Jobsearch and much more. Volunteer supported.

Universal Credit Support
Weekly one-to-one support for new UC claimants. Set up as part of citywide UC rollout and support network.

CYC Online Services Support
Working towards establishing a support network between CYC and Explore to ensure all local people can gain access to help with CYC's online services. Explore to play major role in providing bookable and drop-in support with all aspects of CYC remote services.

Tang Hall/Osbaldwick/Derwenthorpe Digital Interventions
Working with Joseph Rowntree Foundation to provide a series of digital intervention sessions at public places in Tang Hall, Osbaldwick and Derwenthorpe. People from those communities invited to take advantage of free support to get themselves connected and discover online services. Part of the "Big Local" initiative.

York 50+ Festival
Worked with York Older People's Assembly to provide digital support to people over the age of 50. Including support with Twitter, Skype, NHS Choices and more.

New Earswick Digital Clinics – Isolation
Working with JRF and York Carers Centre to provide sessions to tackle isolation in our communities. The sessions at the NE Folk Hall have provided social interaction for the elderly and unwell. Explore have provided all the digital support as part of this, demonstrating laptops, tablets and e-readers and various online services.

Explore Digital Care
UK Online funded project. Worked with York Carers Forum and York Carers Centre to provide series of free six-week digital courses for local carers. Sessions held at times and locations, and using range of technologies, which were most suitable for carers.

Job Hunting Online
UK Online funded project. Worked with York Learning to provide free support to job seekers and other digitally excluded people to help them discover vital online services over six months.

NHS Online Support
UK Online funded project. Worked with York Learning to provide free support with NHS services online.

Citywide Digital Inclusion
Continuing to work with CYC and partners to create a network of digital inclusion support services across the city.

Minecraft Sessions
Hosting regular "Mastercrafter" sessions, particularly within school holidays, to support digital creativity amongst local children. This will be a main strand of our continued work with younger people, especially when it comes to our "hackspace" sessions.

Generational Digital Support
CYC funded project. Working with Manor School and CYC Sheltered Housing to provide generational support between school students and elderly people in Acomb. New Hudl 2 tablets and a mobile wifi kit have been purchased for use at these events.

Foster Carer Support
Working with CYC to provide support for foster carers in our communities. Explore centres will host support sessions utilising UK Online tools.

CYC Sheltered Housing Digital Support
Working with CYC to provide ongoing support for local sheltered housing staff and residents. We plan to provide drop-in support at our centres as well as outreach events at the housing schemes themselves.

Get Online Week
Provided a week of events in October, using UK Online tools, to provide support with such digital aspects as Skype, online banking, Ancestry.com, Explore E-library and more. Volunteer supported.

Be Online Fortnight
Provided a fortnight of events in Feb/March, using UK Online tools, to provide support with such digital aspects as job hunting online, Twitter, Fantastic Fiction, Instagram and more. Volunteer supported.

Spring Online
Working with Digital Unite to provide a week of digital events for the over 50s in York including support with Cloud Storage, Streaming Media and Snapchat.

Safer Internet Day
Provided free support sessions with online security and safety as part of this nationwide initiative.

Adult Learners Week
Providing a series of free digital beginners session in June to help members of our communities discover the benefits of cloud computing, social networking, online banking and shopping online.

Gateway to Archives Social Media Support
Continuing to run sessions with the Archives team to provide support to local groups looking to further their social media and online interaction skills.

Health Hubs
Working towards providing definitive support with digital health resources such as Dementia apps, stress & anxiety resources and mindfulness and general wellbeing tools.

Hackspaces
Working with our Arts & Culture Officer to provide pop-up Hackspaces across the service which will enable customers to socialise and collaborate through various digital and electronic hack media.

iMac Support
Preparing to support beginners with one-to-one sessions in using iMac.

Our Digital Partners

UK Online/Tinder Foundation
Digital Unite
City of York Council Benefits
City of York Council Housing
City of York Council ICT
York Job Centre
Joseph Rowntree Foundation
York Learning
York Carers Centre
York Carers Forum
York Older People's Assembly
Manor CE School

Quarterly Digital Figures

The following tables show total number of people supported across our service points and at outreach events since April 2014:

Jan – Mar 2015	
Get Started with Computers & the Internet	77
Get Started with Tablets & E-Readers	304
Events and Informal Help	1,680
Total Helped to Get Online	**2,061**

Oct –Dec 2014	
Get Started with Computers & the Internet	162
Get Started with Tablets & E-Readers	358
Events and Informal Help	1,002
Total Helped to Get Online	**1,522**

July – September 2014	
Get Started with Computers & the Internet	151
Get Started with Tablets & E-Readers	227
Events and Informal Help	1,165
Total Helped to Get Online	**1,543**

April – June 2014	
Get Started with Computers & the Internet	55
Get Started with Tablets & E-Readers	135
Events and Informal Help	1339
Total Helped to Get Online	**1,529**