

# 50plus Nottinghamshire

LinkAge Plus

## IT Champions

The project provides training for older people to learn basic computer skills to be an 'IT Champion' and support other people in using a computer and the internet. IT Champions provides free basic support for those aged 50 plus to use computers in care homes, community centres, libraries, clubs and other community organisations such as resource centres.

---

# IT Champions

## Objectives

To train older people to learn basic computer skills and pass on their skills to be an IT Champion and support other people in using a computer and the internet.

## Activity

- Training is delivered mainly in Libraries and community centres.
- Training courses designed specifically for IT Champions.
- Intergenerational provision.

## Achievements against objectives

- Over a period of six months 21 IT Champions have been trained.
- Growing enthusiasm for the project.

## Case study

Jean is aged 63, lives with her husband and is retired. When she retired she bought herself a laptop and printer in an attempt to try and 'keep up with the modern world' as she puts it.

Before undertaking the computer training, one of Jean's biggest problems was confidence, she found using her computer a little daunting. Jean heard about the IT Champions training in a local newspaper and persuaded her husband to join her on the training course.

Following the training Jean reported feeling increased confidence. With her new skills, she plans to use the internet to shop on-line and now that she has an email address she plans to contact family and friends by email. She's also thinking of doing her banking on-line.

Jean was helped to gain computer skills in a group environment and is now even showing her 9 year old grandson a few tips. She also plans to pass on her new found computer skills to her sister Glenda by helping her to set up an email address of her own. Since undertaking the IT champions training she has purchased a mouse to use with her laptop. Jean says 'before I went on the training I didn't even know that you could attach a mouse to the laptop'. Jean suffers from Rheumatoid Arthritis and has found using a mouse rather than the touch pad on the laptop much easier.

*Jean commented 'I really wasn't making the most out of my computer. I hadn't a clue how to print things off and my young grandson knew it all which really didn't help my confidence levels much. I really enjoyed the class and have made new*

---

*friends. I plan to meet up with one lady from the class on a regular basis. I've been on holiday recently and plan to book my next one online - hopefully! I've also found out where to access a cheap chiropodist for the over 60's from someone in the group which is an added bonus!*

## Wider achievements

- Developing a suitable training course for the IT Champions.
- Forging partnerships with libraries by using them as training venues.
- Forging links with the gypsy/traveller community.

## Resources

- The scheme has a part-time coordinator with administrative support.
- Funding is necessary for training and publicity.

## Key lessons learned

- For the training to work older people need to have access to computers afterwards otherwise the training they have received is forgotten.
- More trainers are needed as people need one to one training.
- The importance of using libraries for training as safe places for older people.
- There have been difficulties using colleges as they have to charge for their services.
- Trainers tend to be on the younger end of the age spectrum.
- Schools are willing to let their computers be used but the schools need their IT equipment during the day time. Older people want training during the day.
- The provision is most effective when delivered by voluntary organisations with lots of community contacts.
- The project took a long time to get off the ground as it was truly innovative.
- A whole infrastructure had to be set up before training could be delivered.

## Further information

Jackie Colquitt at RCAN Tel: 01623 727 600

Ref to website: [www.nottinghamshire.gov.uk/home/social\\_care/notts50plusschemes-2.htm#notts\\_50plus\\_it\\_champions](http://www.nottinghamshire.gov.uk/home/social_care/notts50plusschemes-2.htm#notts_50plus_it_champions)

## Related documents

See website above.

