
Digital Cafe Review

November 2022 - June 2023



What have we done?

During August 2020, the Covid19 Support Kenilworth Group collected data from isolated residents about what they would like to see in Kenilworth once restrictions eased. A common theme was access to **digital support**.

One of our programs of support during the peak months of the pandemic was doorstep communications, enabling isolated individuals to access iPad technology in order to remain in video contact with loved ones.


As **Compassionate Kenilworth** grew and mapped activity and support in the local community, we quickly identified a digital literacy gap which was reinforced in our contact with Social Prescribers, residents of Kenilworth who were attending our groups and contact with Warwick District and County Councillors.

Age UK state that **'25% of people aged 65 and over in the UK don't use the internet'**

Their research states *'in England, the three most common reasons for people aged 65 and over not using the internet were:*

- a. A lack of skills.*
- b. A lack of trust in the internet.*
- c. A lack of access to good enough equipment and/or broadband access.'*

In Kenilworth, we have seen first hand the problems due to high street banks closing and health services becoming automated. Older people who are without digital skills risk losing access to key services such as banking, shopping and health services, as well as communications platforms that keep people connected.



What have we done?

CK investigated similar projects within the West Midlands and registered with Warwick Volunteers at Warwick University and developed our Digital Tech Cafe in partnership with volunteers from Good Neighbours Cheylesmore in Coventry who have been delivering similar support as early as 2014 and the Kenilworth Centre.

Volunteers give one to one tuition on IT devices on Wednesday afternoons at the Kenilworth Centre.


Activities range from teaching the basics to learning how to use a new feature or app.

We started with our first cafe in November 2022 and have delivered over **23** tech cafes with between **6-10** residents, average age range **60 - 85** attending.

Each cafe is managed by **2** Group Leaders (either from Good Neighbours Cheylesmore or Compassionate Kenilworth) and up to **6** student volunteers from Warwick University.

Cafe's are accessible and inclusive for all.

Volunteers help attendees with learning how to:

- Send messages, voice notes & emails
 - Voice to text messaging
 - Set up phone and email accounts and choosing most suitable equipment and packages
 - Use streaming services (Netflix, iPlayer etc)
 - Ensure security and appropriate privacy and firewalls are in place
 - Download apps and set up profiles
 - Navigate NHS services and access online appointments
 - Use online banking services (please note, at no stage any personal financial information is shared, more the process of how to navigate the services available)
 - Any other tech questions that our volunteers can help with...
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Feedback

As with all of our activity, we collect feedback in order to evidence need, effectiveness of the program as well enabling Compassionate Kenilworth to report back to funders about how their money has been spent.

"Sound technical advice provided in a lovely friendly, supportive environment"

"Really enjoy my regular visits to the tech cafe - and the tea and cake is a bonus too"

"Much needed technical advice which isn't available locally anywhere else"

"I go to the Kenilworth Centre and Alex and the crew are very friendly, I am extremely grateful to them for all of their help"

Community Hubs Feedback form
Compassionate Kenilworth wants to find out what you think about Kenilworth's warm hubs

Name & date of today's event: 8/2/2023 TECH CAFE

How many times have you attended? 2

Have you been to more than one hub event? If so, which hubs have you attended? NO

What do you like about the hubs? EDGEMORE IS SO HEAVENLY
AND NICE

Do you feel that attending the hubs have (please tick any that apply):

Increase your confidence?	N/A
Helped you feel less isolated?	YES DEFINITELY
Helped you to make friends/connections?	N/A
Be more aware of how you can keep your living and energy costs manageable	N/A
Opportunity to get out of the house	YES
Opportunity to meet other people or volunteer	YES
Tea/coffee and food	YES
Not having to put my heating on	YES
Access to energy and budget tips and information	N/A
Access to various activities	YES
Learning new skills	YES

How did you find out about the Community Hubs? JON COULTE

Any feedback for the organisers of the Community Hub events?
I GO TO THE KENILWORTH CENTRE AND ALEX AND THE CREW ARE VERY FRIENDLY. I'M EXTREMELY GRATEFUL TO THEM FOR ALL THEIR HELP.

Thank you for your feedback. We will share this with Warm Hub organisers to help with developing future events and activities.
info@compassionatekenilworth.co.uk, www.compassionatekenilworth.co.uk

Next Steps

At Compassionate Kenilworth we are planning the next 12 months of Digital Cafe . We have seen the benefit to our attendees, volunteers and the wider community and want to make this a sustainable program of support, to widen our reach and ensure that those who need this help can access it without cost.

We will continue to work with Warwick Volunteers during their academic year (October to May) and will recruit sixth form volunteers to provide support alongside Compassionate Kenilworth Volunteers for the remainder of the year, enabling us to deliver a further 12 months of Digital Cafe.

We have funded the first 8 months thus far through a series of donations from the Kenilworth community, including Kenilworth Rotary Club and the 2022 Mayoral Fund.

We are looking for sponsorship, donations and grants to enable us to continue to deliver this program of digital support on a weekly basis to the Kenilworth community from September 2023 given the demand.



WANT SOME GUIDANCE ON HOW TO USE YOUR SMART PHONE/LAPTOP OR TABLET BETTER?

Top tips to get the most of your technology!
Beginners welcome - learn from scratch. If you
don't have your own equipment, learn on ours!

Wednesdays from 2 - 3.30pm
the Kenilworth Centre, Abbey End Car Park,
Abbey End, Kenilworth.

TO BOOK A PLACE PLEASE CALL AND LEAVE
YOUR NAME AND NUMBER: 01926 855205

Brought to you by Compassionate Kenilworth, the Kenilworth Centre, Good
Neighbours Coventry & Warwick Volunteers



**TO BOOK, CALL 01926
855205**

