

Intergenerational Digital Project: Resource Pack

Outline for digital project application in other localities within Wiltshire

Key considerations -

- **Assess the need**
- **Agree the purpose**
- **Design the project**
- **Discuss with potential partners including a 'round table' planning session**
- **Explore the options – venue, resources, stakeholders**
- **Plan the skill-sharing opportunities**
- **Publicise and recruit - share the necessary information**
- **Agree and put in place the logistics and communications across the team.**

Meanwhile – keep it simple – aim for efficient and effective use of resources of all types.

Purpose – Plan the benefits:

e.g. increased inter-generational interaction, how to access forms and reference websites and stay safe online. This latter aspect is extremely important and additional expertise can be accessed via the **Wiltshire Police Cyber-crime team**, who are the local experts in understanding and minimising risks and keeping us safe online.

Purpose - share knowledge and understanding and help older people to get more out of their technical equipment. Practical coaching can take place within planned sessions and can be enhanced and supported by members of **Wiltshire Online** digital champions.

Plan the main route for knowledge-sharing to be achieved with a group of students (e.g. Year 8, local senior school) tutoring local seniors in small groups or 1:1.

Methodology – Plan to provide facilitated sessions in the selected locality to enable seniors to learn how to maximise safe use of (their own) computers and hand-held devices. Aim to teach people to become capable of access to 'gateway services' such as online shopping, access to statutory forms and direct digital communication e.g Skype, Facetime.

Key aspects of the plans:

- Optimal timing of sessions, the venue and the logistics need to be considered and agreed
- Venue – senior school or similar setting with a computer laboratory or equivalent safe and conducive layout
- Client group – clients / participants recruited through local knowledge, societies, clubs, libraries, or referring agencies such as AUK Wiltshire and Wiltshire Online
- Schedule – 4 to 6 weekly sessions at a fixed time, maximum 60 minutes, clients can attend for multiple sessions or just one, could bring own device where feasible,
- Logistics – Administration via a central point, e.g. AgeUK Wiltshire
- Safeguarding - students to have appropriate adult present (from the school),

- Safeguarding - arrangements also to be in place for senior participants
- Simple registration process in place, contacts details in case of need to contact between sessions (e.g. unforeseen cancellation of a session) - links to selection/design of recruitment and registration process e.g. via AgeUK Wiltshire. Links to privacy and safeguarding also.
- Are simple refreshments considered necessary?
- Outcomes – Administration to include feedback forms and other measures of success using Wiltshire Online record process. Seek feedback from participants.
- Post series, hold a discussion of lessons learnt.

Resources required	Essential	Desirable	Comments
Project proposal	At least one proposer within community and link with school	Some local information on need within the target group	Preferably find clear quantified detail of need to support the development plan and justify the required effort
Coordination and liaison	Identify liaison resource – share contact details.	Key contact at the school, ask clients for their perceived needs	Advisable to have a contingency plan for unexpected issues, includes need for short notice communications
Administration	Put in place a simple registration process – telephone contact as a priority, plus email contact where possible	Summarise all relevant information clearly – for participants and facilitation team	Contingency plan here also
Transport need	Consider options here – links with access to chosen venue	Have an outline plan and capacity	Depends on clientele requirements
Refreshments	Non- essential	Probably not needed for routine sessions	Consider necessity, practicalities and cost
Facilitation and review	Plan to sweep up information following delivery of teaching sessions	Discuss effectiveness and efficiencies with partners	Form view on need for more – follow up sessions for first clients group – need in new clientele group?