

# **Summary of 'improving access to info' sub group meeting (26<sup>th</sup> March 2018)**

## **1. Helping older people engage digitally**

- (a) Phil Tomes, Wiltshire Council's Community Librarian (Salisbury), Barry Fitzpatrick and Mike Lennard (local digital champion volunteers) updated the group on how they help older people in Salisbury engage digitally:
- i. Library staff will offer general support to older people using computers in the library, but generally for only 5 minutes at a time
  - ii. Library staff are trained to provide support to universal credit applicants
  - iii. The main support service for older people wishing to engage digitally at the library is provided by the Learning Curve who offer a free, 5 week training support for beginners
  - iv. The other main support for older people in Salisbury is provided through digital champions, of which there are 2 operating at the moment
  - v. The library has the capacity in terms of computer equipment and space if the HWG wanted to recruit more volunteers to help older people engage digitally
  - vi. Wiltshire Online was the programme run by Wiltshire Council in 2012 which helped to recruit and support a team of digital champions and volunteer co-ordinators in many of the county's community areas, including Salisbury – it is no longer funded by the council, and work needs to be done to understand what additional support local digital champions require to enhance this offer of support to older people, e.g. producing some more posters/flyers and generally boosting efforts around promotion
  - vii. Currently drop in sessions are run by digital champions at the Arts Centre twice a month and at St John's Place once a month, additionally the champions will visit people at home to offer help
- (b) The group felt there was merit in trying to get up and running small teams of support and activity in each of the city's divisions – but more needs to be understood as to how
- (c) Salisbury Medical Practice was piloting a monthly techie tea party in partnership with Salisbury 6<sup>th</sup> form
- (d) It was suggested that Salisbury Rotary be approached to organise a techie tea party perhaps at Wilson's or one of the other local solicitors
- (e) There is scope to include some sort of a techy tea party element in some of the celebrating age events

**2. Communicate / improve access to/knowledge of the Older People's Activities List**

- (a) The group looked at the list and were asked to inform Karen of any amendments.
- (b) Karen will also work to make the list more user friendly – perhaps in the form of a simple leaflet
- (c) Enhancements were needed to the list in terms of ensuring groups which appealed to the harder to reach and minority groups were included
- (d) There was some view that, if the Safer Salisbury Group was to appoint a paid co-ordinator role, the management of the older people's activities list could form part of that role's responsibility
- (e) In the meantime, the list would be produced and issued as a hard copy in places around the city, with the help and support of HWG partners, and made available online

**3. Audit where in Salisbury it is possible to place hard copy information about services, projects, events**

- a. ensure all who need to know about the list, have a copy of it,
- b. ensure mechanism in place to keep it up to date,
- c. discuss what more needs to be done to increase the number of outlets and
- d. discuss the quality of the space being offered at outlets and the scope to make improvements

**4. Quick Review of Action Plan and Agree Next Meeting Date – 4<sup>th</sup> June, 11am (room tbc)**