K&C
Digital Inclusion
Handbook

Third edition, Spring 2025

K&C
Digital Inclusion
Partnership

THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

This booklet outlines a range of digital inclusion support services available in the Royal Borough of Kensington and Chelsea.

It includes helplines, in-person sessions, and online courses and resources. Support ranges from basic digital skills, to specialised support for older and disabled residents, to information on finances.

What is a QR code

QR stands for Quick Response and the black and white squares store information. A QR code works in a similar way to a barcode, and can take you to websites, or share phone numbers, or even open apps.

How do I use a QR Code?

Most smart phones have a QR code scanner in the camera app.

To scan a QR code:

- Start your camera app
- Point your camera at the QR code
  (wait a few seconds or until a yellow box shows up)
- Click the pop up notification

When you scan the QR codes in this booklet, they will take you to the support detailed in the table.

The Digital Inclusion Team have checked these codes to make sure they direct you to a reputable source.

Digital Inclusion Support

Type of need	Type of support	What is it?	How to access it?
Getting started	Telephone helpline	**Provided by AbilityNet**, this is a free digital inclusion helpline that provides friendly, patient support over the phone to people who want to build confidence online and get started using technology.	Call **0300 180 0028** and leave a message. A trained digital champion will call back to offer support.
Getting started	In person drop-in	**IT Help Volunteers** hold drop-in sessions in the Libraries to help a person with basic queries about using their device or how to do things online. Come along with or without a device and ask your questions.	**North Kensington Library,** 108 Ladbroke Grove, W11 1PZ Tuesday 10am to 12pm **Chelsea Library**, Chelsea Old Town Hall, King's Rd, SW3 5EZ Tuesday 2pm to 3pm **Brompton Library,** 210 Old Brompton Road, SW5 0BS Thursday 1pm to 3pm **Kensington Central Library**, 12 Phillimore Walk, W8 7RX Tuesday 10am to 11.30am

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Getting started	**Devices**	**RBKC Library Devices** Libraries in the borough have computers that residents can access and use the internet on.	Ask a Librarian for help. Find the locations of the libraries: **www.rbkc.gov.uk/ libraries**
Getting started	**In person drop-in**	**Lancaster West Estate Digital Support** Support is available for basic IT skills, including sending emails, booking online, and using devices. Simply turn up anytime to ask for help.	Unit 38 Baseline Studios Lancaster West Estate, W11 4AT Contact: **khadra.ibrahim@ rbkc.gov.uk** or call: **07923 381940**
Getting started: no internet connection	**Low cost broad-band and mobile packages**	Many providers offer lower cost broadband and mobile packages based on certain eligibility criteria. Use the QR code to see offers:	Eligibility varies by provider. List of offers available here: **www. ofcom.org.uk/ phones-telecoms- and-internet/ advice-for- consumers/ costs-and-billing/ social-tariffs**

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Digital skills	**Training sessions (online and face to face)**	**Clarion Futures** offer digital training sessions as well as telephone support.	Referral only Call **0300 500 8000** and ask to speak with the Guideline Team, or email: **futuresdigital@ myclarionhousing. com** or **digital@ clarionhg.com**
Digital skills	**In person drop-in**	**The Dalgarno Trust Digital Champions** You can get help to gain IT skills. such as using email, WhatsApp, Zoom, and making bookings online.	**Thursdays from 10am to 3pm.** Available for North Kensington Residents. Just come along or for more information call: **07471 7004738**
Getting started: no internet connection	**Free SIM cards**	Digital Inclusion hubs provide information on various providers and their eligibility criteria for free or low-cost SIM cards. Use the link code to see available offers and find the best option for you.	Use this map to find your local Digital Inclusion Hub: **www.goodthings-foundation.org/ find-support**

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Digital skills and employment	**In person drop-in sessions**	**Love London Working Job Club** You can get access to laptops/computers and Digital support, get guidance from a designated employment advisor to support you through your job search, get support with creating/improving CVs and cover letters, help with completing job applications, and information on training opportunities.	**Thursday 10am to 1pm at Kensington Central Library.** To attend you will need to book a place as spaces are limited. Please contact Jude Buttle, Employment Advisor by phone **07715 051668** or email: **jude.buttle@ clarionhg.com**
Getting started (older adults and adults with learning disabilities)	**Devices, data and training sessions (one-to-one and small group)**	**The DigitALL Project** Provides beginners with the resources and skills they need to become more digitally confident, building a personalised support plan to meet their needs.	Participants can self-refer here, call **07570 428756** or email: **nreilly@ openage.org.uk** to speak to Niall. Must be 50+ to access the project at **Open Age** or **Midaye,** 55+ for Age UK K&C. Adults with a learning disability can access the project at **Equal People Mencap**.

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Digital skills for older adults	**Group Training Sessions**	**Open Age's Tailored Learning Programme** offers classes for a range of different levels of confidence, from 'Getting Started with your Device' up to 'Understanding AI'. An opportunity to learn and practice new skills in a sociable environment across a range of digital topics.	Available to Open Age members (anyone over 50 can join for free). Call **020 4516 9972** for class booking. Visit the tailored section on their website: **www.openage.-org.uk/ adult-community-learning-courses**
Digital skills	**Training sessions (online and face to face)**	**Nova** Students learn about skills for phones, tablets, and laptops. Managing settings, apps and content on user owned and Nova owned devices.	Information about courses: **novanew.org.uk/ roots-community-support/ adult-education**
Access to devices	**Computer sessions**	**Pepper Pot Computer Suite** Residents can access computers and tablets.	Pepper Pot Members Only. 1A Thorpe Cl, W10 5XL **Tuesday 11.30am to 2.30pm**

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Support for residents with disabilities	**In person digital support**	**Mencap** A weekly IT classes for people with learning disabilities.	**Wednesday 11am to 1pm** Contact: **020 8964 0544** 73 St. Charles Square, W10 6EJ
Support for residents with disabilities	**Online digital support Digital Skills Helpline**	**Royal National Institute of Blind People** The Technology for Life team can give you information and support with: • Making the best use of your smartphone or tablet • Using accessibility software such as screen readers or magnifiers • Understanding the specifications of products • Discovering new products that could be useful to you • Troubleshooting and problem solving.	Contact: **0303 123 9999** Technology for Life supporting people with sight loss **www.rnib.org.uk/assistive-aids-and-technology** Scan QR code to see further resources:

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Support for older residents	**Digital Support**	**Open Age Digital Skills** Support classes on using a smartphone, tech support, using your Gmail, and general IT skills.	Available to open age members (anyone over 50 can join for free). Call **020 4516 9972** for class booking details. To register: use the QR code to visit the Open Age website. Check the Open Age Programme for the most up to date classes.

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Support for older residents	**Digital Support**	**Age UK Digital Clinic** Support on using a smartphone, understanding social media, computer for beginners. • **Third Thursday of the month 2pm to 4pm** Kensington Library, Philmore Walk, W8 7RX • **Last Thursday of the month 10am to 12pm** Chelsea Library, King's Road, SW3 5EZ • **Last Thursday of the month 2pm to 4pm** Ormrod Court, 71-117 Kensington Park Road, W11 1NP	Available for residents aged 55+. If you would like to refer someone to the Age UK Digital Clinics, please email: **event@aukc.org.uk** or call: **020 8969 9105**

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Financial difficulty	**In person drop-in**	**RBKC Financial Inclusion Money Cafe** From **10am to 1pm**, residents can get free refreshments, use in-house computers and WiFi, and receive a free mobile data sim card. From **1pm to 4pm**, residents can access 1-to-1 drop in support which includes financial health checks, money advice and support with benefits applications.	In four locations: • **Kensal Resource Centre** Bosworth Road, W10 5EQ First Thursday of every month • **Portobello Court Community Centre** Portobello Court, W11 2DL Second Friday of every month • **Henry Dickens Court Community Centre** 104 St Ann's Road, W11 4DH Second Thursday of every month • **World's End Community Centre** 16 Blantyre Street, SW10 0DS Second Monday of every month.

Type of need	Type of support	What is it?	How to access it?
Support for older residents and residents with disabilities	**Support from a volunteer**	**AbilityNet Tech** Volunteers provide free IT support to older people and disabled people of any age. They can help with anything, including setting up new equipment, fixing technical issues, and showing you how to stay connected to family.	Call **0300 180 0028** to request support, or send an email to: **enquiries@ abilitynet.org.uk**
Support for older residents and residents with disabilities	**Free online resources**	**My Computer My Way** A guide on how to make adjustments to your device based on your sensory needs and the make of your device.	**www.mcmw. abilitynet.org.uk**

Getting Online in Kensington and Chelsea

www.rbkc.gov.uk/help-to-get-online
Contact us: **digitalinclusion@rbkc.gov.uk**