



**Basingstoke Area
Strategic Partnership**
Working together for our communities

How to get online and improve your digital skills



- Never used the internet before?
- Need help to get started?
- Know a bit but want to learn more?
- Looking to gain an IT qualification?

A range of support is available in Basingstoke and Deane to help you make the most of the internet.

One to one or group support to help you learn the basics or improve your existing skills.

There are a number of friendly and informal sessions running across Basingstoke and Deane where you can get help to learn the basics if you've never used the internet before, improve your skills and confidence and discover a whole new world.

Age Concern Hampshire

runs friendly and informative one-to-one sessions to help you get online. Learning ideas include basic IT skills, emails and the internet, social media, online shopping and banking. Sessions are offered weekly in South Ham and Chineham Libraries. They are open to anyone over 50 (they ask for a suggested donation of £5 per one hour session).

To check times and to book a place call Age Concern Hampshire on 01256 423874.

Basingstoke College of

Technology runs a variety of courses from introductory IT to more advanced professional IT qualifications. Basic skills courses may be available free of charge.

To find out course details, fees and times call 01256 354141 or go to www.bcot.ac.uk

VIVID in partnership with Hampshire Libraries offers friendly one-to-one support through volunteer digital mentors at Basingstoke Discovery Centre. To book a session with a digital mentor contact the Basingstoke Discovery Centre by calling 01256 478670, emailing basingstoke.discoverycentre@hants.gov.uk or pop in and ask a member of staff.

RCS run beginners and intermediate IT courses throughout the year in various locations across Hampshire. To find out if there is a suitable course running near you call 01256 841024 or go to www.rcsservices.org.uk

Housing Associations offer a range of support to their tenants. If you live in social housing and are claiming Universal Credit it is always worth contacting your landlord to ask about help to get online.



Online courses you can do in your own time

There are some really useful guides available on the internet that take you step-by-step through things like how to set up an email account, how to stay safe online, how to use the internet to keep in touch with friends and family and how to save money by buying online. There are also sites providing information on assistive technology designed for disabled people.

www.digitalunite.com/guides

www.rnib.org.uk/rnibconnect/technology

www.learnmyway.com

www.bbc.co.uk/webwise

www.abilitynet.org.uk

The Festival Lounge, Festival Place

offers printing services and free 30 minutes mobile phone charging.

Places you can go for free internet access in the community.

If you don't have internet access at home or need to get online while out and about, there are a number of places across Basingstoke where you can log on.

Libraries

All Hampshire libraries have free public Wi-Fi and there are more than 50 computers for you to use free of charge - you just need to be a library member to get access and it's free to join. There are small costs for printing/scanning and a limit on how long you can use the computers.

Libraries with IT facilities in Basingstoke and Deane are:

Basingstoke Discovery Centre,
Festival Place, Basingstoke

South Ham Library,
Paddock Road

Chineham Library,
Chineham District Centre

Tadley Library,
Mulfords Hill

Overton Library,
High Street

Whitchurch Library,
Gill Nethercott Centre,
Winchester Road

Contact Hampshire libraries on 0300 555 1387 to check availability and opening hours at your local library.



Free Wi-Fi is available throughout Basingstoke Town Centre at the Top of The Town, Festival Place or the Malls. You'll need to register your details the first time you log on.



Free Wi-Fi is often also available in some cafés, restaurants and banks. Look out for the logo.

Community Centres

A number of community centres can help you get online. Some offer free Wi-Fi for you to use with your own equipment and some have computers or laptops you can use there. Contact the relevant centre in advance to check opening times, availability and any costs for printing/scanning.

Centre	Free public Wi-Fi	Laptops/desktops	Printing available	Scanning available
Carnival Hall, Basingstoke 01256 464031	✓			
Fieldgate Centre, Kingsclere 01635 298497	✓			
Hatch Warren Community Centre 01256 811262			✓	
The Link, Tadley 0118 9814538	✓	✓	✓	
Melrose Community Hall, Popley 01256 420676	✓	✓	✓	✓
Oakridge Hall for All, Oakridge 01256 475 844	✓	✓	✓	
Popley Fields Community Centre 01256 414494	✓		✓	
The Ridgeway Community Centre, Buckskin 01256 470665	✓	✓		
Sherfield Park Community Centre, Sherfield-On-Loddon 01256 883 967	✓			
Sycamore Community Halls, Winklebury 01256 335893	✓			
Westside Community Centre, South Ham 01256 464571	✓			
Chute House, Basingstoke, 01256 322751			✓	

Support with finding a job or claiming benefits online

Basingstoke and Deane Borough Council

There are two computers available for existing or new benefit customers to use at the Councils Civic Offices on London Road. These are provided specifically for people to make new or repeat benefit claims and also can be used to support job seeking activities.

The offices are open from 8.30am to 5pm Monday to Thursday and 8.30am to 4.30pm on Fridays. It is advisable to pre-book by contacting 01256 844844 and let them know if you would like help to use them.

Basingstoke Jobcentre plus

There are 10 computers available for existing or new benefit customers to use at Basingstoke Jobcentre Plus on Winchester Road. Two are provided specifically for people to make new or repeat benefit claims and the remaining can be used to support job seeking activities.

The Jobcentre is open from 9am to 5pm Monday, Tuesday, Thursday and Friday and 10am to 5pm on Wednesdays. It is advisable to pre-book via your work coach and to let them know if you would like help to use them.

RCS run weekly job clubs in various locations where you can get help to update your CV and search and apply for jobs online:

Tuesday 9.30am to 12.30pm
at Basingstoke Discovery Centre
Wednesday 9.30am to 3.00pm
at Basingstoke Discovery Centre
Thursday 9.30am to 12.30pm
at Oakridge Hall for All
Friday 9.30am to 12.30pm
at Westside Community Centre

Salvation Army Employment Plus

provide a local centre where unemployed people can find information and guidance on their journey into employment, within a supportive environment. Attending an E+ Local is entirely voluntary and is available to any unemployed person who is looking for work. Sessions in Basingstoke are at the Wessex Close base on Mondays, Wednesdays and Fridays from 10am to 12pm. There is no charge and you don't need to book. For more information call 01256 6328178.

How to get online at home:

The cost of home broadband can vary depending on length of contract, download speed and download limit so it's important to shop around. An alternative is to use mobile broadband either via a mobile that fits into your laptop, tablet or PC. This is available on pay-as-you-go to give more control over how much you spend but again it is important to read the small print to understand the limits.



Ofcom's website has advice on phones and broadband services as well as a list of accredited price comparison sites to help you get the best deal.

www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers

Some companies offer lower cost and refurbished laptops, desktops and tablets and broadband packages to those in receipt of certain benefits. Check the eligibility requirements and be aware that if your circumstances change the cost of your package may increase.

www.getonlineathome.org/

www.happus.eu/

www.btplc.com/inclusion/ProductsAndServices/BTBasic/index.htm

www.germinate.net/mission/computers-for-rural-people/



**This leaflet is produced by the
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<http://basp.basingstoke.gov.uk/employment-and-skills>

