

Guide to
**Digital
Support**
in Bolton

There are lots of opportunities to learn digital skills and access the internet in Bolton.

**Get started
today!**



Contact the DES Team
01204 332853
DES@bolton.gov.uk

**Bolton
Council**



Contents

- 3** **Introduction to Digital Bolton**

- 4-5** **Local Digital Support**
 - Bolton Library and Museum Services - free digital help and internet access
 - Starts With You – free one to one digital help
 - UCAN Centres - free digital help and internet access

- 6-7** **Digital learning and careers** – learn digital skills for life and work
 - Bolton College
 - Digital Skills Bootcamps
 - Starts With You – free 1-1 digital careers advice and guidance

- 8** **Bolton Digital Lending Library**
 - Borrow a digital device via a local organisation

- 9** **National Databank**
 - Free data for people on a low income

- 10-11** **Online digital help**
 - Learn my Way
 - Barclays Digital Wings
 - Bolton DES

Introduction to Digital Bolton



There are lots of reasons why it's good to be online and digitally confident.

An increasing number of services, communications and transactions are now delivered online. These include getting in touch with the council for reporting and payments, applying for jobs, learning new skills, saving money, keeping in touch with people and lots more.

The aim of this support guide is to connect you with local digital help, support you to confidently discover your digital potential and reduce digital exclusion!

There are lots of opportunities to learn digital skills and access the internet in Bolton.

**Knowledge at
your fingertips!**



Local Digital Support

-  **Bolton Library and Museum Services**
All library location in Bolton
-  **Pre booked sessions throughout the week and monthly drop-ins**
-  **www.boltondes.org.uk**
-  **01204 332853**
-  **digitalhelp@bolton.gov.uk**

From learning how to use your computer, phone or tablet to advice and guidance on accessing services online.

We're here to help you make the most of the digital world!

1-to-1 Help with our Digital Helpers

These **free sessions** are provided by volunteers to help people who have not used computers, smartphones or tablets before or need to gain confidence in using them. **The sessions last for an hour and there is an opportunity to book follow up time if needed.**

We aim to provide help tailored to your needs and can support with a wide range of areas including using the internet, social media, setting up email, downloading apps, saving money online, and buying and selling online. We can also help with online job searching and CVs.

To book a session, ask a member of staff at your local library or call
01204 332853

If you are interested in becoming a Digital Helper, please visit our Volunteering webpage at
www.boltondes.org.uk

Free to use computers and Wi-Fi

All Bolton Libraries provide **free access** to computers and Wi-Fi and have printing facilities for anything you would like to print from one of our computers. Print outs cost 10p per black and white A4. Colour printing is available in some libraries.

There is a simple sign-up process required to enable access to our Wi-Fi network. Please ask a member of staff for support.

Digital Drop-ins

Call in to one of our monthly drop-in sessions at your local library to get help with your own device. Our friendly team will be on hand to guide you.

There's no need to book, just turn up!

Central Library	Every Thursday
Farnworth Library	3rd Monday of the month
Harwood Library	2nd Tuesday of the month
Horwich Library	Last Monday of the month
Little Lever Library	Last Thursday of the month
Westhoughton Library	Last Friday of the month


All sessions
2-4pm

Starts With You

 **UCAN and Community Centres across Bolton**

 **Monday to Friday 9am-3pm**

 **www.startswithyou.org.uk**

 **07384 114180**

 **debbie.mercer@startswithyou.org.uk**

Starts With You are an organisation who can help with a wide range of areas including welfare benefits, energy advice, support into work, and digital skills help. Staff at Starts With You provide a bespoke service tailored to customers' needs, including one to one support to use a range of devices including smartphones and tablets, computers and laptops.

Starts With You can help with:

- ↗ Microsoft apps
- ↗ Apple/Android apps
- ↗ email help
- ↗ completing online forms for job applications
- ↗ supporting with Universal Credit accounts
- ↗ online training support
- ↗ social media help



Bolton at Home UCAN centres

There are UCAN centres across Bolton which provide help with a variety of areas including accessing the internet on one of their free to use computers and getting the digital training and support you need. UCAN centres provide free pre-booked appointments and drop-in sessions to give you the opportunity to increase your digital confidence.

Their support isn't limited to Bolton at Home tenants, and you will receive a warm welcome from their team of friendly staff.

To find out where your nearest UCAN centre is and their varied opening times call

01204 328000

or visit **www.boltonathome.org.uk/ucan**

**Bolton
at Home**

Digital Learning and Careers



Essential digital skills are a step towards learning lots of other new things.

Learn digital skills for work, study and daily life.

Bolton College

Keeping up to date with technology is important; good digital skills will not only support you at home, but they'll also aid career progression or help you to find employment! Did you know that all adults in Greater Manchester are entitled to free digital skills learning courses from absolute beginners up to Level 2?

Bolton College have a range of **free courses**, helping you to get started or upskill including:

- Basic Computing
- Basic Computer/Digital Skills for work and life
- Essential Digital and Computer Skills Level 1 (EDSQ)
- Digital skills for ESOL

Courses are held throughout the year at locations across Bolton.

- Bolton College Deane Rd Campus
- Brownlow Fold Adult Community Learning Centre
- Deane and Derby Adult Community Learning Centre
- New Bury Adult Community Learning Centre
- Farnworth Library Adult Community Learning

To find out more and enrol please call **01204 482000**, pop into a centre or book an enrolment appointment by visiting: www.bit.ly/adult-digital

www.mydigitalskills.co.uk

Full course offer can be found here on www.boltoncollege.ac.uk/courses/adult-computing/

Latest adult course guide: www.boltoncollege.ac.uk



Digital Skills Bootcamps

If you're aged 19 and over and looking for work, to change sectors or progress in your current industry, a Digital Skills Bootcamp could be your next step to a better job.

These flexible courses last up to 16 weeks and allow you to gain skills employers are looking for. You will also be guaranteed a job interview at the end of the course.

For most Skills Bootcamps, no previous knowledge in the subject is needed – you just need a good grasp of the English language and the willingness to learn new skills.


There are a huge range of subjects available on the programme including:


- ↗ Cloud computing
- ↗ Cyber security
- ↗ Digital design and marketing
- ↗ Software/web development

To find out more email **DES@bolton.gov.uk** or visit


www.skillsforlife.campaign.gov.uk

Starts With You

 **UCAN and Community Centres across Bolton**

 **Monday to Friday 9am-4.30pm**

 **www.startswithyou.org.uk**

 **07706735103**

 **andrew.strutt@startswithyou.org.uk**

Starts With You are an organisation who can help with a wide range of areas including welfare benefits, energy advice, support into work, and digital skills help.

Staff at Starts With You provide a bespoke service tailored to customers' needs, including one to one support to create and update CVs complete online applications and job searches as well as offering guidance and support related to jobs and careers.

To book your session call Andy on **07706735103**

Starts With You can help with:

- ↗ Guidance on careers and suitable employment
- ↗ Email help including sending CV for jobs
- ↗ Completing online forms for job applications
- ↗ Supporting with Universal Credit accounts
- ↗ Interview skills and confidence improvement



Bolton Digital Lending Library

The Bolton Digital Lending Library was set up by the Digital, Employment and Skills (DES) team with Bolton Library and Museum Services and enables individuals to borrow a digital device via an organisation they work with closely.

The service enables people to use laptops and tablets with internet connectivity provided and is intended to benefit those who don't already have access to a device and/or the internet at home.

If you would like to find out more about the service, please call

01204 332731

or email the Digital, Employment and Skills team

DES@bolton.gov.uk



Greater Manchester Databank

The National Databank allows organisations and charities to distribute free data calls and texts SIMs to ensure those who need it have access to the opportunities being online brings.

The Bolton Digital, Employment and Skills team can provide eligible residents with a free data, calls and texts SIM card for up to twelve months. The data available is donated by Virgin Media, O2, Three and Vodafone.



To be eligible to receive data from the National Databank, you must be:

- **18yrs+ and be from a low-income household**
- **and qualify in one or several of the following statements:**

- **Has no or insufficient access to the internet at home**
- **And/or has no or insufficient access to the internet when away from the home**
- **And/or cannot afford your existing monthly contract or top up**

To find out more call

01204 332731

or email

digitalhelp@bolton.gov.uk

Online learning



There are lots of free resources to help you learn new digital skills for work or pleasure.

Improve your skills without leaving home.

Learn My Way

Learn My Way offers free online courses for beginners, helping you develop digital skills to make the most of the online world.

You'll have access to over 30 free courses designed to help you get to grips with the online basics, this includes:

- Using a mouse and keyboard
- Setting up an email account
- Searching and exploring the internet
- Communicating with friends and family online
- Workplace tools for online meetings, apps for managing projects and tips on remote working

Visit
www.learnmyway.com
to start your online learning journey!



Barclays Digital Wings

Barclays Digital Wings will boost your digital skills and confidence, for free. Find out how to stay safe online, use social media, make your business digital and more.

Choose from a range of free courses once you have created an account:

- Essential digital skills
- Digital skills for home
- Digital skills for work
- Digital skills for business

Visit www.digital.wings.uk.barclays to find out about the full range of courses.

 **BARCLAYS** | Digital Wings

Bolton Digital, Employment and Skills

The new Bolton DES website has lots of handy links to learning websites and resources, covering a wide range of topics.

Visit www.boltondes.org.uk to find out more.

 **Bolton**
Digital
Employment
Skills



Visit the Digital, Employment and Skills website
www.boltondes.org.uk to get support with:

- **Getting a job**
support with CVs and job interviews
- **Digital skills help**
and free to use computers and Wi-Fi
- **ESOL advice and support**
help to access English courses
- **Learning and skills**
find out about the huge range of learning opportunities in Bolton
- **Careers advice**
Get support to find your next career

Get started today! 

Contact the DES team
to get support today!

 **01204 332853**
 **DES@bolton.gov.uk**

