# Transcript: Top tips for boosting your digital skills, with BT Group and Age UK - AbilityNet Webinar

ANNIE:

Hello everyone, welcome to today's webinar, welcome back from a busy summer.

It's just gone 1 o'clock. I'll just give everyone a chance to join.

Feel free to drop into the Q and A box and say hi.

We have disabled the chat feature as we’ve discovered it can cause problems for some people that use screen readers, but the Q and A option is still live.

We'll give it a few for moments for people to join.

Feel free to say hi "Q" and "A" box.

Hi, glad you could make it today.

So, I think we'll make a start now.

Hello everybody, welcome to the webinar, which is top tips for boosting your digital skills with BT Group and Age UK.

I'm Annie Manion, and digital manager at AbilityNet, I'll run you through the session.

To go through housekeeping, we have live captions provided by Denise at MyClearText, thank you Denise. You can turn on the captions using the control camel and there's captions via stream text.

We have slides available at slideshare.net/AbilityNet and you can also access via the website.

If you have technical issues or you need to leave early, you'll receive an email in a couple of days’ time with the recording, transcript and slides, and depending on how you joined the webinar, you'll find the Q and A window.

If you would like to ask questions to the panel, drop them into the Q and A area.

And any we are unable to cover we'll answer and add to the website at Older People Tech as well.

For those joining a bit later, we switched off the chat feature as we discovered it can cause problems for some people using screen readers. Please do use the Q and A for any comments.

We have feedback survey that you'll be directed to at the end, complete that if you are able.

Okay.

So, for those of you who are not familiar with AbilityNet, we are celebrating our 25th year this year. And we support older people and disabled people living with any disability with impairment to achieve goals at home, work or education, we do this by providing accessible advice service, digital accessibility testing, training, and free information like the fact sheets and a webinar like this.

So, moving on to today's topic. We'll discuss how to ensure that senior citizens and disabled people are not left behind in the digital revolution, and how tech can benefit everybody with everyday tasks. It's a timely session as today is end digital poverty day. It's a reminder that we can support those that lack digital access and provide help to develop skills.

Today we have joining us Amy Caton, who is Senior Manager for Digital Talent and Impact at BT Group. And Kathleen O'Donnell is Digital Inclusion Learning Manager at Age UK. And Alex Barker Disability Consultant at AbilityNet, he's been with AbilityNet for 20 years, nearly as long as we have been operating.

I want to start with a poll before we begin to find out about you all. I'll launch the poll.

I want to find out your best reason for attending today.

If you can choose one option.

I'm here to learn how tech can help me, I'm here to learn how tech can help someone I know - a relative or friend, I'm here as a professional to learn how tech can help a client I work with, I'm here to learn more about tech and accessibility in general or I'm here for another reason.

Feel free to drop it in the Q and A, depending how you join you may not see but respond in the Q and A area.

I'll leave it for everyone to have a chance to vote.

Okay.

I see a lot more of you choosing now a few more people to vote.

All right.

I think I'm going to stop the poll now and share the results.

So, we have the highest volume of people on the webinar are I'm here as a professional to learn how tech can help a client I work with, that's 49%.

40% - I'm here to learn more about tech and accessibility in general.

Then I'm here to learn how tech can help someone I know, 6%.

4%, here to learn how tech can help me.

And no other reasons cited.

Joining the webinar today.

So, it's useful to gauge the experiences of people joining us, and today's speakers will be able to offer great insights.

Alex Barker so he'll be sharing some great ideas for Tech adjustments that you can make and the kind of apps and assistive technology out there that can make a difference to some older people and disabled people's lives over to you Alex

Alex: Good afternoon, everybody and thank you for that introduction, Annie so I just want to thank you with some of the really useful uh alterations and challenges you can make to your system to make it easier to you. Next slide please.

Okay so in today's session we're going to be addressing lots of different disabilities so its sight loss, hearing loss, motor skills and cognitive disabilities. Can we have the next slide please.

Okay so one of our Flagship offerings on the website is something called My Computer My Way and basically this helps you set your device or your computer up your particular reasons, um your particular requirements when a device comes out of the factory is built for a standard person. If there's one thing that we are not it's not standard. My Computer My Way can help you change the settings if you've got a cognitive impairment, if you’re visually impaired or if you've got motored impairment or if you've got hearing loss. Next slide please.

So here are some sight loss tech tips. So, if you’ve got access to a smartphone, you have got a lot of built-in technology and a lot of apps that you can download. So, Seeing AI is a wonderful app you'll be able to point it at a document and have it read out, you can even ask it to um take a picture of your surroundings and it’ll tell you what uh what your surroundings are. Actually, let me just let me bring it up and I will get it to point to my window.

I think it's a real game changer

Seeing AI is for Apple devices, Look Out it's for Android devices. And Be My Eyes can put you into contact with volunteers all over the world and who can identify what something is. So, for example I've got a bottle, I've got a bottle here of a water and I could do Be My Eyes if I was visually impaired, and someone could tell me okay move a little bit yeah and you can get your bottle of water or right or whatever. So, it's a real it's a real Aid to help you be more independent.

Now on to the screen yeah it's just like um Magnifying screen, it's built in and of course you can go to My Computer My Way and get the information that you're going to want and to be honest it's got some step-by-step information if you are very new to computing or it's got through more more general information if you've got a bit of experience for changing your settings.

Can we have the next slide please.

Okay so um one of the most often common queries is, how do you want to make text bigger on the mac or on a computer in general and My Computer My Way has got step-by-step information on how to do that so you can see that it's got lots of screenshots we've helped arrows that are pointing to your right section that you've got to click on. Sometimes when you get a list of settings it can be very interrogating and are always thinking which setting do I need to change.

My Computer My Way can help you make the changes to your system that you need. Can I have the next slide please.

Okay so what are we're going to do if you're hearing impaired. Yeah, so again there are lots of apps, there's Apple Live Transcribe, and app that is built into Apple phones.

A really good point to make is that uh you need to be running a fairly new iPhone to make this work, if you’re running an older iPhone, you don't get that uh ability to run that built-in software. There's also Google Live transcribe uh and I'm always amazed at how good that is.

Now for hearing aids some have Bluetooth functionality and can connect to mobile phones in the setting or can be used for phone conversations.

Uh so doorbell technology, so this is a doorbell that's got lights on it uh you can also get mobile alerts to your smartphone to tell you who's at the door and you can get flashing or vibrating ring doorbells. So, you can read upstairs and if someone knocks on the door or rings the bell you can see on your phone there they are and whether you want to go down and see them or not. And of course, there are also hearing loops, this makes it easier to hear in busy areas such as post offices, train stations, cinema. Just make sure your settings are set to continue.

Next slide please.

ANNIE: Alex, its Annie here sorry just to jump in if it's possible to switch your camera on I think that'd be really useful for some people.

ALEX: Yeah of course

ANNIE: Thanks

ALEX: Of course.

Okay so um what do you do if you've got motor skills? So, motor skills there's quite a lot of different areas. So, slowing the mouse down can often be really useful. I actually saw a stroke survivor last week, they was using a mouse but found it too quick. So, what we did we slowed the mouse right down, so it took a bit more movement into getting the mouse to go anyway.

Of course, there are a lot of alternative keyboards and alternative mice's and pointer devices. So, um I don't know if you can see this. Let me just turn it round. I've got a compact keyboard because I only have two fingers on each hand, so I want to be able to see, I actually want to be able to use the keyboard more effectively, so I find that useful.

Yeah, also larger keyguards with three guards so for example if someone's got Parkinson's or someone has trouble with their coordination, isn't what it was, you can certainly get a larger keyboard with larger keyguard.

Of course, one of the main issues as you get older is that you might have more and more difficulties with clicking the mouse. Well, there's software for Dwell Clicker Software, it costs about 10 pounds, and it will enable you to move the cursor to wherever you want the click to take place. And just take your hand away from the Mouse and you can set the software up to click because you don't have to do any clicking, let the software do the clicking for you.

We often get lots of queries about people using mobile phones especially ones that go “My grandma's 78 and she needs help using a phone, I want to get her one that she can use”. The are quite a lot of phones out there of course. We like the Doro smartphone because the Doro range has been built specifically for older people that might not want all your best bells and whistles on a smartphone, yet younger people do. But yeah, there is a range of smartphones for older people, and you can always contact us for more information. Can we have the next slide please.

Okay so one of the most useful top tips is Filter Keys. This is really really useful for anyone who's got Parkinson's. So, with Parkinson’s it might help key presses, so you don't get lots of characters. You can switch Filter Keys on, on a Windows computer, or slow keys on a Mac where you can slow the keyboard right down and it will make your Computing use a lot more effective and again just spending five minutes is gonna make a real difference to what you've got to do. Next, next slide please.

Okay so as we get older our cognitive ability may decrease. Hopefully it won't but what do you do if it does. So yeah, several things that I just wanted to point your attention to um if you've got a family member who might have tendency to wander because they’ve got dementia, you can have a GPS tracker, to track where they are.

But of course, this requires them to have it on their arm, they might leave it in there their room or whatever look. You can put a smart sole into your shoes or trainers, and it'll tell you where your number one is. You can also your smart phone to see where your loved one is but of course that that requires your loved one to take their phone with them when they go out, and sometimes that's not going to happen now.

Smart technology, like Amazon Alexa or Google home device are really useful because if you can't remember when you've got to take your pills you could get a pill reminder skill which would say “David take your take your pills it's 2 30 P.M”. Can we have the next slide please.

Okay so if you've got an Amazon show you've also got a little uh picture and it might have someone taking a pill, what a picture of a pill.

Now on here we've got quite a number of smart tech. 2 is Smart plugs, so you can put a light or a fan into a smart plug. 3 is a smart door lock. 4 is a smart watch. 5 is a smart coffee maker. 6 is a smart hoover. 7 is a smart light bulb. 8 is a camera. 9 is a smart thermostat and 10 is a location tracker. And all of these devices can be used by people who have got disabilities and or people that have got dementia and it's all about making people more independent in their health because at this stage where they still have functions, that they can still control in their home.

Next slide please.

ANNIE: Thank you, Alex.

Some good idea, the flavour of the tech adjustments and tools out there that can help with daily activities and common issues that you may need assistance with.

Thank you.

We'll share resources and links to more information about some of the tools that Alex has highlighted in the follow-up email that you'll receive on Thursday this week.

So, I'd now like to welcome Amy Caton, of BT Group, and she'll highlight the senior skill program across the U.K. and initiatives including tea and tech.

AMY: Thank you, that was a great session. I learnt stuff that I will pass on to my older relatives.

If I can have the first slide, please, I want to start off by addressing why BT Group cares about digital skills, particularly those for over 65.

There are two main reasons, the first that it's baked into our values, and the BT Group manifesto, saying that we want to accelerate growth through technology, but it's not at any cost.

It's growth that has to be responsible, inclusive and sustainable.

Our work on the senior skills program fits into the exclusive pillar, and we are committed to making sure the technology and systems, software and hardware developed going forward is inclusive and means as many people can use and benefit as possible throughout society.

We realize that we have a responsibility to help those who are digitally excluded, to come in and be able to boost their confidence.

And use the technology as well.

The second reason that makes it timely for us to be doing this work is the roll out of the digital voice, which, if you have not heard of it already. You will, it's industry wide.

Not just BT and it's a move from analogue to digital down lines, essentially to make them more efficient, more energy efficient, more sustainable.

And able to cope with the demand of life today.

We are working on rolling this out region by region, and we had 2 million customers switch to date. It's going well so far.

We need a good start. We have a great support from the Digital Voice Advisory Group, which Age UK and AbilityNet are members, and the Department for health And Social Care, and a lot of people informing the decisions and giving feedback as we roll out the program.

We met a lot of people through different roadshows that tell us once they have the conversation, once they learn about the switch over, they are feeling confident in making the change, which is brilliant.

Just to set aside and alleviate concerns, we are not initially going to contact customers with additional needs. The health care depends, people without broadband or a mobile phone signal.

Where we have that information, we'll save those people for later, working closely with the healthcare providers, burglar alarm providers to make sure those organisations are ready as well.

We are taking extra steps to support those customers over 70. So just extra support for them in making the switch. Also, you know, allowing customers to nominate a family member, friend or carer, who can manage the shift on their behalf. Trying to be, again, as inclusive as possible.

All of this means it felt like a great time and opportunity for us to help people build their confidence around tech and digital more broadly, and so that's why we have launched this program.

If I can have the next slide, please. Thanks.

So, we are working with AbilityNet, and its fairly early days, we are thrilled to have launched this dynamic campaign earlier in the year. We have already extended and added a new location to the focus areas. Which is really positive.

So, we are going to be onboarding new BT Group volunteers to support AbilityNet, Edinburgh, Glasgow, London in the south-east, Cardiff and the south-west, Manchester and Birmingham, all over.

If we have a BT person who wants to get involved not in those locations, we are encouraging them to Bolster fantastic AbilityNet volunteers that we are working with.

And really harnessing AbilityNet's tried and tested methodology of introducing people to technology, building confidence, helping them thrive in the digital world with small group learning or one to one.

We are confident that we'll help people feel better able to use technology, feel confident about digital in general. Better able to participate in activities, and find information, whether it's money saving, entertainment. What is going on in the local area, the whole gambit and feel more independent and able to manage life day to day, which is so important. You know, I think we are aware that there's an increasing number of aspects of life that are more difficult.

If you don't have those digital skills, for example, making a doctor's appointment.

Banging online is more important, as I say, fewer branches on the high street.

Not to mention people just having access to entertainment.

Contacting family and friends, all those important things that can make life easier and more fun.

So, yes, exciting to be rolling this out.

Working with lots of different community groups in these areas as well.

If I can have the next slide, please.

To support this work, we wanted to create a hub, a bit of a repository of some self-serve information that is completely free and open to everybody.

So, you have the website at the top.

It's straightforward BT.com/seniorskills.

The top left image is the landing page, the top of the page that you see.

Then different information as you scroll down telling awe little about the partnership with AbilityNet, a little bit about Digital Voice, and you get to the links to our fact sheets.

That is the second image you see on the left is just all of the different topics that we have listed.

There's about 20.

There are two versions of each.

These are the examples you can see on the right.

Just chose a Digital Voice one here.

One is "helping your learner move to digital voice - BT's home phone service", hoping your learner is if you are a volunteer, someone in community group care home or you want to help your aunt or next-door neighbour and support them on the topic.

The one a says "moving to digital voices", if you want to be an individual, signpost someone to self-.

We have two version, they say the same stuff, same thinks and information, just phrased slightly differently.

We have about 20 different topics.

They range from learning how to use your device from scratch.

How to stay safe online, how to navigate social media, how to set up and use an email address, shopping online, banking on loan.

Podcasts.

TV streaming, a range of things, and they have links to further learning, and a lot of links back to the AbilityNet site as well.

That is there and I would encourage you to take a look and spread the word.

It's free.

We'd love the resources to be used as widely as possible.

And I will have my final slide please, if I may.

Then the final piece is to raise awareness and promote the work, we run a few pop-up tech cafes, or BT rooms, we like the pun.

Particularly aimed at over 60.

We are inviting everybody in these areas, you can see we have Birmingham, Glasgow and Bournemouth over the next sort of six weeks or so.

We would love people in the areas to come alone, with a partner or as a small group and enjoy a free tea or coffee and cake - cannot stress that enough.

May be no up thing as a free lunch, there's a free piece of cake on us in this situation.

And choose what learning session they'd like to take part in.

We have the topics, sessions on Get Started using left.

Get started using the Internet four, staying safe online, online shopping, video calls and social media.

They are intro session, there'll be other people in the cafe there for the same reason, wanting to learn, whether it's dipping a toe in for the first time or building confidence, learning a little more.

And just kind of extending.

We were trying to get people into ability groups, encouraging people to bring their own devices to test things outs in the moment.

Learn how to do it.

Lead with a new skill, we'll have devices if people want to play around with something different.

If they are considering, getting a tablet or a smartphone or something like that.

We'll have stuff on hand for people to use.

Unfortunately, we have a slight technical glitch with the sign-ups for this, I'll pop my email address in the Q and A, and I'm happy for people to contact me whether you are an individual based in the area and would like to come along, or if you have clients or other people that you would like to recommend this to.

We'd love you do spread the word and be part of this.

I'll share my contact details, and then as soon as that website is up and running, in the next couple of days, we'll share that and get people along.

We have worked closely with AbilityNet to select the topics that they felt would be the most useful.

Hopefully they'll serve as a positive early introduction, whet people's appetites and get people out there with boosted confidence ready to try new things with digital.

That is, it for me.

I'll pass back to Annie.

ANNIE: Thank you so much.

Free cake sounds good.

There's a lot of questions that come through during your session, to highlight.

We'll share links and how to get further information in the link you receive in the follow up email at the end of the week, there will be links in there to find out further information.

So now, over to Kathleen O'Donnell from Age UK charity, to describe some of the work it's doing to bridging the digital divide.

And Kathleen will play a short video at the end.

KATHLEEN: Thank you, brilliant BTtea room.

I love that.

Thank you, Annie, and net your for having me along.

I'm Kathleen, I work at Age U.K.

I will talk about little about older people and digital inclusion and a handful of resources to help relieve this.

Next slide please.

First of all, digital exclusion in older people.

As we know, the world is changing, particularly in a post pandemic society.

As a result, many services and businesses turned increasingly to technology.

For some people this changed the way they worked, access key services, keep in touch and generally live and enjoy their lives.

Not everybody can or wants to use the internet.

Here we have digital exclusion definition referring to the people that are offline, and who are, therefore, excluded from the many benefits that it can bring.

We see that figure here.

Digital exclusion is prevalent amongst older people.

Not only are they less likely to go online, but those also using the Internet are likely to carry out fewer activities.

Next slide, please.

Why is this?

Let's take a look at some of the barriers that older people in particular way face.

First of all, they may not have access to the technology they need to get online, whether it's a device such as a laptop or smartphone or have access to connectivity, wi-fi in their home or data on their phone.

They may not have the skills or knowledge to use the Internet.

A lack of skills from basic functions like switching on a device or not confidently navigate the online world.

They may not have the confidence to be able to use the Internet and stay safe online, they may not trust online services, and have concerns about the dangers such as online scams, and this can make going online scary and daunting.

Older people may not have the motivation to get online, if you don't know about the benefits that the online world can bring you, it may not be necessary or interesting.

It may be easier to continue doing things the way you did offline.

Last but not least.

They might have additional accessibility needs.

Hearing or sight impairment that can make getting online a little more difficult.

So, we know that being connected in the online world can bring around so many advantages for older people.

That's why Age Uk has created a Digital Champions program, do get involved.

Funded by an anonymous donor, it aims to tackle digital exclusion by recruiting and training digital champion volunteers supporting older people to improve digital skills and providing loan technology to those without access.

Next slide please.

What does that look like.

Here is our model.

The Digital Champion model is made of four components addressing many main barriers mentioned.

If you click, awareness raising is about the benefits of digital inclusion and skills development for older people, family and friends to combat those uncertainties and worries around getting online.

Click again thank you.

The programme provides loan devices and connectivity for those wanting to learn about being digital but not have any access.

The recruitment and retaining of Digital Champions who support and deliver digital skills sessions to older people.

Finally, the fourth piece of puzzle is the digital skill sessions themselves.

To where the digital champion works with the holder person to identify their learning journey and develop digital skills and confidence.

So, we are currently in the home stretch of the counter delivery cohort with the digital program running in these 24 areas until November 2023.

They started in June last year, if you are interested tore live near the places, get in quick.

Information about how to do this - I have on the next slide.

If this is not available in your area, not to worry, in June next year, more local educators will commence to deliver this model.

Keep your eyes peeled on the age UK website for more information closer to the time.

If you would like to get involved as a volunteer or if you are interested to speak to someone about getting support yourself.

You can check out the Age U.K.

website or ring the support line to find out more information here.

So, moving on from the counter service, we have several resources which are also available to you.

So, this is really in support of older people, service providers, friends and family, we have created a series of these resources, designed to develop skills and build confidence online, they are available for free on the age UK website.

Make the most of the Internet guides, there's a collection of 12 online easy to use guides and cover topics such as the A-Z online terms, and using social media, they are suitable for Digital Champions or friends and family of older people to help guide and support them through the different topics.

Age UK created offline resources - the digital inclusion guides, covering 10 topics.

They walk through common activities step by step.

They are written for beginner, intermediates and advance learners, it makes it simple for older people to use and teach themselves, they are available to down road for free on the Age UK website.

Next slide.

And we have created our awareness raising videos.

These are designed to expire and motivate older people to get online, we hear from Gene and Lauren, all sharing stories about how technology made their lives a little easier and funnier, these are available on YouTube and used by anyone as parts of awareness raising activities, I believe we are about to watch one of these just now.

I'll hand back to you Louise.

Video Audio:

I first got online 20 years ago. I had one of those big computers with the wires going up the stair's. Grandchildren used to come around and my mouse was going like this and I'm saying “Oh careful, careful you’ll break it”

My family helped me to get to grips with my mobile when I first got it helping me

set it up putting the contacts on and setting up a WhatsApp group so we can text and speak and send photographs to one another.

I use technology all day long really. I do Pilates every day online, I wouldn't go to a class because it takes a long time to go out there. I've got Parkinson's. My consultants reduce my medication because I'm doing Pilates, and it's improved me, I had a Kindle. I get lost in a book and I’ve got over 120 books. I think I'm on my third time now going through them. I find it easier to read a book because I don't have the weight in my hands, I don't have to keep turning the pages over. I couldn't live without my iPad I'll look at the weather then I play games Banking, book tickets to the theatre cinema food shop because I hate going around the supermarket was very tiring and this way it comes to my door sometimes, they bring it into the kitchen and unpack it for me. I've got an Alexa I can listen to music. Also get to remind me to take my medication because I have to take it every three hours. If I have an accident, I can get it to ring my daughter. Every evening I watch television online, catch up because my husband has different things to me and so we sit here ignoring one another with Headphones on. I think it's important for older people to get online, because they’ll be left behind, especially if they're on their own. It's nice to have something to do you can do whatever you like on it. if someone elderly actually came and asked me how to get online, I would say ask your family first, Age UK or any other organisation like that. Don't be frightened of it just do it the world is there and it will come to you, and someone comes in your house for a few minutes, and it's done. Simple. life before technology was boring, I think I don't think I could live without it now and I'd be lonely I think without It.

[ Video played]

KATHLEEN: Fabulous, I hope you enjoyed that video from nanny Jean.

My final slide was to say thank you for listening.

And a list of the resources where you can get a bit more information.

I think another video is still playing.

Contact details and more information it up there.

They'll be available after the session too, thank you.

ANNIE: Thank you so much.

Excellent encouraging words of advice from you and Jean.

So, do check out the other video, in the series.

We'll share the links with you.

So now I just wanted to check in again with everybody to find out about your confidence with tech, having heard the ideas from our guest speakers, here is another poll before we head into the Q and A.

I'll launch that now.

So, are you now feeling inspired to share or try out some the of the tech or adjustment ideas.

There's yes, I'm going to try some of your suggestions from today.

No, I'm still not confident.

I'm not sure I'm going to think about it or not applicable.

So, depending on how you join the webinar, you can respond in the Q and A if you can't see the poll.

So do that if that's the case.

Can see over 75% of you responded.

Just leave it a couple more moments.

Okay.

I'm going to end the poll and share the results.

So, a whopping 76% of you have said yes, I'm going to try some of your suggestions from today.

Fantastic.

I hope that goes well for everybody.

We have 16% say it's not applicable.

And 8% aren't sure, they are going to think about it.

The good news is no, I'm still not confident had no responses.

I hope there's good tips that you discovered today, and we'll share more in the follow up.

So, I know that you all have a lot of questions that you'd like to ask.

If you have a question, please do fire away in the Q and A window.

I doubt we'll cover everything right now.

But we'll capture unanswered questions and put the responses on the website in the next couple of days, you'll receive a link to access them.

So, if I can welcome back the panel.

Great, we have a lot of questions coming through.

I'll read out a few at random.

One question for you Amy - there has been a few questions saying when the BT rooms are going to come to other areas.

Northern Ireland or Derbyshire, Manchester - if you have any info on that.

AMY: I saw a few questions about location.

If we are not currently in an area near you, I'm really, really sorry.

Hopefully Age UK has something more local to you.

The way we decided on our call locations, core areas of focus, we tyke the steer from AbilityNet, and they kind of said they are the areas where we have the biggest pull and need.

So, we felt that was important to go where there was that desire, and people wanting the skills to kind of help.

The ambition is to keep growing, as I said at the beginning we added an area, and so my hope and the intention is that we'll keep building on that and add more locations.

If it's not now, sorry, but hopefully there'll be, and some of the locations that people mentioned are areas where we have hubs of people were BT group.

It would make sense for us in terms of volunteering populations, that consideration as well.

We may set something up in those locations, but not yet though.

Sorry.

And I saw there was another question about age.

Again, yes, there are - there's so many people that we would love to support with the skills.

We felt that age was an important one, sometimes thinking about demographic of a BT custom may be older generations, so someone - and in particular, people that may be thrown and concerned by a digital voice switchover, that's what drove our motivation to support people of 65 plus, and we have other programs to support families, and younger people, so that is what drove it again.

Fully appreciate that there's people that we love to support, really wanted to go deep and focus on a group to get the deeper impact.

ANNIE: Thank you, hopefully that answered a few of the questions in one.

Thank you.

If you do have any further follow up questions on that, we can cover that in the follow up email that comes through.

So, question for you Alex.

If you - if you are able to describe a bit more about what the smart door lock does, please.

ALEX: So, a smart door lock is connected to your smartphone.

An example, a man from a well-known supermarket.

I'll not name it.

Knocked on the door.

So, it has opened it.

Now, if we were deaf or upstairs, (a) we wouldn't hear the doorbell or know who it was.

What happens is you can actually say Alexa unlock the front door or Alexa lock the front door.

And that means that without you having to go to the front door you can see on your smartphone who is at the front door and whether you want to let them in or not.

It's really, really useful for people who may not be able to get out of the bed.

For example, if a carer comes, you'll see on the smartphone "oh, it's Janice the carer, great. I can let her in", or it may be someone you don't want to let in.

It's about just giving that modicum of independence back to someone where their disability might restrict them from doing things.

ANNIE: Thank you.

Hopefully that answered your question.

So, there's a question for Kathleen - are you able to describe the trainings for the digital volunteers, what that entails.

KATHLEEN: Absolutely, educate this year produced a training suite to all Age UK staff and volunteers, it's a sweet of nine training modules available online and covers a host of different things you may think are appropriate to be able to deliver this.

Practical guidance for running session assist a big one, that's around finding the goals for the older person and working out a useful plan to move the journey forward.

We have topics on online safety, and looking out for things that look funny or Dodgy, and who do contact if you think something is amiss.

All the way through to a brief introduction to the typical topics that people are likely to be interested in at the beginning of their learning journey.

I wouldn't list all nine, they take about 20 minutes to complete, they are interactive and available to the Age UK network.

ANNIE: There's a separate question coming in before the webinar from someone that couldn't attend live. And it was do you have any suggestions on how to persuade reluctant relatives about using tech.

KATHLEEN: I can pick it up.

Awareness is a big part of the delivery model at the moment.

What we have taken to understand is you need to find the hook.

You need to find that thing that the person is interested in or wanting to learn.

It's not about a lesson, learning something dry or dull.

It's about connecting with your family in Australia.

It's about having the simplicity of having your groceries delivered to your doorstep.

Whatever your interests are, I would find that and lean into it if possible.

ANNIE: Good points.

AMY: I agree, that's the same approach.

Find that - what is going to be the motivator for that individual rather than learning to its own sake, what is the end goal that they can get out of it. Face Timing that person in Australia or being able to listen to music on Spotify or any other streaming platform, and, yes, find the motivator.

ANNIE: Alex, you may be on mute.

ALEX: It's the motivation.

If they want to see cute puppies, go on YouTube.

It's something to hook them in.

And I think once people start to see the benefits, slowly but surely, they'll get more engaged.

It's trying to engage in the initial stage that is important.

ANNIE: Absolutely.

We probably have time for one or two more questions.

There's a few tech questions so another one for Alex.

The app that is you mentioned, can they be downloaded and used offline.

Someone said they use a couple, others look great.

A question about that.

ALEX: I'm pretty sure you might be able to use See AI offline, but I'd need to go away and have a play.

My eyes would not work online, it needs someone to come to your aid.

What I will say is that if the concern is that it's going to use a lot of data, whereas doing AI or Be My Eyes, I don't think that's a valid concern.

I think that the time that you use it, it wouldn't use that much data.

What I will do is I will go away and do some research and find an answer.

It might be useful for whoever made it to put in the chat why they may want to use it offline.

Normally you wouldn't go offline to use those sorts of apps, I am sure you could if you needed to.

ANNIE: Thank you.

So, I think we'll end the Q and A there, like I say we'll gather up the responses to the remaining questions and add to the webinar recording page, you should receive your response.

Thank you ever so much Amy, Kathleen, Alex, Denise, Louise and Freya in the background from AbilityNet, for joining us today.

I just wanted to share a bit more information that may be of interest about AbilityNet.

As mentioned, we offer free I.T. support at home and online.

Tech related fact sheets and webinars, you can call the helpline.

You can look at the website.

If you have tech skills and you'd like to share them as a volunteer, we'd love to hear from you, so you can access information at forward/volunteer.

If you are part of an organisation, it's an organisational survey, we are on the third annual attitudes to Digital Accessibility survey, open to responses from now until 30 September.

We are looking to gauge what the organisational approach are to digital accessibility.

If you can complete the survey that will be okay.

On the next slide information about the online training sessions on digital accessibility and includes.

You can find out more at abilitynet.org.uk/training.

If you use the code, you can save 10%.

We have embedding accessibility, and accessibility for copy writers.

And options for staff training via e-learning, complete online any time.

And in particular, a focus on helping you help yourself produce accessible content.

Check out the resources.

Finally, you can sign up to a newsletter for the latest announcements about digital accessibility, we have accessibility services for all types of organizations, and don't forget the next free webinars.

We have how would artificial intelligence change accessibility testing, and tech tools for dyslexia at work, in education and at home on 3 October.

That's it from me.

Thank you again to everybody who joined us, please complete the feedback form that you'll be directed to, and we'll be in touch with you soon.

Bye everyone.