Get online in K&C handbook

Digital support for all
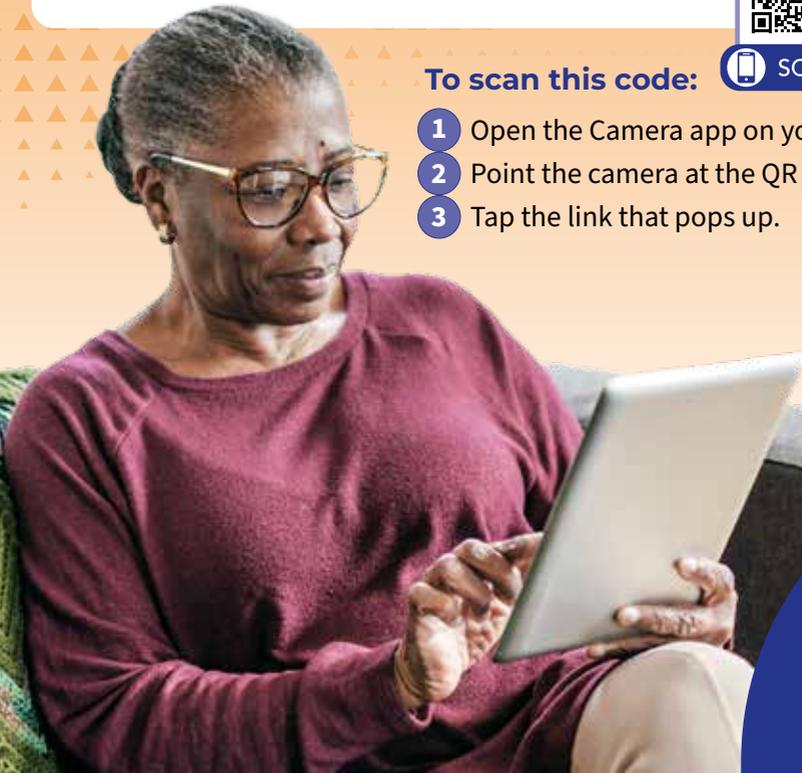
Get online in K&C

Find out more information on
www.rbkc.gov.uk/help-to-get-online
or scan the QR code.

SCAN ME

To scan this code:

1. Open the Camera app on your phone.
2. Point the camera at the QR code.
3. Tap the link that pops up.

THE ROYAL BOROUGH OF
KENSINGTON AND CHELSEA

Directory of support featured in this handbook

Name of organisation	Contact name	Phone number	
Age UK Kensington and Chelsea	Ximena Chiesa	**020 8969 9105**	
Dadihiye Somali Development Organisation	Osman Yusuf	**07496 848301**	
Dalgarno Trust	Ouafae El Mansouri	**07466 880913**	
French African Welfare Association (FAWA)	Marie Tameze	**020 8761 9397 07538 082886**	
Healthwatch Kensington and Chelsea	Charlotte Williams	**020 8968 7049**	
Lancaster West Neighbourhood Team	Khadra Ibrahim	**07923 381940**	
Neighbourhood CHUMS	Jill Brown	**07407 258738**	
Nucleus Legal Advice	Megan Redhouse	**020 7373 4005**	
Open Age	Niall Reilly	**07570 428756**	

i Support, times and locations may change – please check with the organisation for up to date information.

Address	Website
1 Thorpe Close, W10 5XL	www.aukc.org.uk*
Unit H, 1 Thorpe Close, W10 5XL	http://dadihiye.co.uk
1 Webb Cl, W10 5QB	www.dalgarnotrust.org.uk
Canalside House, 383 Ladbroke Grove, W10 5AA	www.fawauk.org
The Stowe Centre, 258 Harrow Road, Marylebone, W2 5ES	www.healthwatchrbkc.org.uk
Unit 22, Baseline Studio, Whitchurch Road, W11 4AT	www.wearew11.org
Marley House, Henry Dickens Court, St Anns Road W11 4DJ	N/A†
298 Old Brompton Road, SW5 9JF	www.nucleus.org.uk
The Second Half Centre, St Charles Centre for Health and Wellbeing, Exmoor Street, W10 6DZ	www.openage.org.uk*

*Support for older residents only – contact to find out more.
†Older and vulnerable residents of the borough only.

Directory of support continuation

Name of organisation	Contact name	Phone number	
Pepper Pot Centre	Michael Ochwa	**020 8986 6940**	
Prospects (Kensington) Ltd	Joanna Edward	**020 8969 1777**	
Restart Lives	Tess	**07840 006931**	
SMART	Kara Kyle	**020 7376 4668** or **020 7376 4667**	
Westway Trust	Grazia Mereu	**07842 425366**	

*Support for older residents only – contact to find out more.
**Support for homeless and temporarily housed people only.

Libraries and Archives

📞 **020 7361 3010**

✉ **libraries@rbkc.gov.uk**

🌐 **www.rbkc.gov.uk/libraries-0**

Brompton – 210 Old Brompton Road, SW5 0BS

Chelsea – Chelsea Old Town Hall, King's Road, SW3 5EZ

Kensington Central – 12 Phillimore Walk, W8 7RX

North Kensington – 108 Ladbroke Grove, W11 1PZ

Address	Website
1a Thorpe Close, W10 5XL	**www.pepperpotcentre.org.uk***
145 Acklam Road, W10 5YX	**https://prospectskensington. weebly.com**
35-47 Bethnal Grn Rd, E1 6LA	**www.restartlives.org****
The Basement, 15 Gertrude Street, SW10 0JN	**www.smartlondon.org.uk**
1 Thorpe Close, W10 5XL	**www.westway.org**

Adult Learning providers

✦ **Morley College London** – ☎ **020 7450 1889**
North Kensington Centre – Wornington Rd, W10 5QQ
Chelsea Centre – Hortensia Rd, SW10 0QS

✦ **Nova New Opportunities** – 2 Thorpe Close W10 5XL
☎ **020 8960 2488**   ✉ **info@novanew.org.uk**

✦ **Open Age** – Adult Community Learning
☎ **020 4516 9972**   ✉ **aclbookings@openage.org.uk**

✦ **Westway Trust** – 1 Thorpe Close, W10 5XL
☎ **020 8962 5720**   ✉ **info@westway.org**

Face to face help and support

Are you looking for support to get online?

1 **Find computing and digital inclusion courses by K&C Adult Learning Service**

These courses can help you:

✦ learn how to use a computer and the internet for work or everyday life

✦ update your computer skills

✦ gain Information Communication Technology qualifications recognised by employers

We offer courses for complete beginners through to more advanced users.

For advice or to enrol, contact our delivery partners directly. You can find contact details in Directory on page five.

MORLEY COLLEGE LONDON

nova❋
welcome to a better world

OPEN AGE
life's just begun

WEST WAY TRUST

ⓘ Support, times and locations may change – please check with the organisation for up to date information.

2 Find Digital Help at Libraries and Archives

Brompton Library

IT Help Session on Thursdays, weekly, 1pm to 3pm.
Delivered by trained volunteers and overseen by library staff.

Chelsea Library

IT Help Session on Tuesdays, weekly, 2pm to 3pm.
Delivered by trained volunteers and overseen by library staff.

Digital Clinic with Age UK on last Thursday, monthly,
10am to 12pm (noon). Delivered by Age UK.

Kensington Central Library

IT Help Session on Tuesdays, weekly, 10am to 11.30am.
Delivered by volunteers and overseen by library staff.

Digital Clinic with Age UK on third Thursday,
monthly, 2pm to 4pm. Delivered by Age UK.

North Kensington Library

IT Help Session on Tuesdays, weekly,
10am to 12pm (noon) and 5.30pm to 7.30pm.
Delivered by volunteers and overseen by library staff.

Digital Clinic with Age UK on last Thursday, monthly,
2pm to 4pm. Delivered by Age UK.

Libraries' Digital Help includes a wider programme of courses.
Ask staff at your local library to see what is scheduled.

3   Find support at Community Organisations

Organisation	Name of the activity	How to access	
Age UK Kensington and Chelsea 	**Digital Clinic**	In person Drop-in	
Dadihiye Somali Development Organisation 	**Drop-in advice support, supp school, sewing class**	In-person Drop-in Group activity Online Drop-in advice	

ℹ️ Support, times and locations may change – please check with the organisation for up to date information.

For address see directory on **pages 3** and **5**

Get Online in K&C

When	Digital skills and support offer description
Every third **Thursday** of the month 2pm to 4pm at Kensington Library. Last **Thursday** of the month 10am to 12pm at Chelsea Library. Last **Friday** of the month 2pm to 4pm at North Kensington Library.	Whether you've never used a mobile phone, want to learn how to send a text message, or need help downloading the latest app. Our friendly, one-to-one sessions remove the stress of technology and replace it with a sense of achievement and fun.*
Monday to **Friday**: 9.30am to 5pm. Supplementary school on **Tuesdays**: 5pm to 7pm. Sewing class and women group sessions on **Tuesdays** from 10am to 4pm and on **Thursdays** from 11am to 1pm. Youth activities and digital support programs on monthly bases depending on funding.	Digital Support Programs on monthly basis – contact us to find out about current provision.

*Support for older residents only – contact to find out more.

3 Find support at Community Organisations

Organisation	Name of the activity	How to access
Dalgarno Trust	**Regular and ongoing activity**	In-person Group activity Drop-in
French African Welfare Association	**Health wellbeing advice and support**	In-person Drop-in By appointment Group activity By referral
Healthwatch Kensington and Chelsea	**Information, advice and signposting service**	In-person Online Telephone

i Support, times and locations may change – please check with the organisation for up to date information.

For address see directory on **pages 3** and **5**

Get Online in K&C

When	Digital skills and support offer description
Fridays: 10am to 11am	Free digital skills support for Kensington and Chelsea borough residents. Learn computers, smartphones, tablets, emails, online services, NHS App, and more. Build confidence, save time and money, and enjoy the benefits of being online.
Monday to **Friday**: 10am to 5pm	We help older residents to use the NHS and other apps to access services.*
Sessions are advertised in our newsletter and on our website. Our service can also be accessed online and through our advice line.	We are your local champion for health and social care. We deliver an information, advice and signposting service through online and through our advice line. We also regularly attend health settings.

*Support for older residents only – contact to find out more.

3 Find support at Community Organisations

Organisation	Name of the activity	How to access	
Lancaster West Neighbourhood Team	**Digital Ambassador Drop-in Support**	In person Drop-in By appointment Group activity	
Libraries and Archives	**Digital Help**	In-person	
CHUMS Resource Centre	**CHUMS Resource Centre free IT Hub support**	In-person Drop-in	

When	Digital skills and support offer description
Weekly every **Thursday**, 9am to 1pm. One-to-one sessions available by appointment, tailored to individual availability and Digital Ambassador availability.	Free weekly drop-in sessions offering digital support to residents. Our trained Digital Ambassadors help with getting online, using the Learn My Way platform, and provide one-to-one guidance tailored to individual needs.
Check **page 7** for detailed information.	IT Help Session for people struggling with digital. Delivered by trained volunteers and overseen by library staff. Come along with or without a device and get help with using the internet and more.
Monday to **Thursday**: 11am to 1pm	Free access to computer plus provision of basic IT/computer skill training and ongoing support for beginners.*

ⓘ Support, times and locations may change – please check with the organisation for up to date information.

*Support for older residents only – contact to find out more.

For address see directory on **pages 3** and **5**

3 Find support at Community Organisations

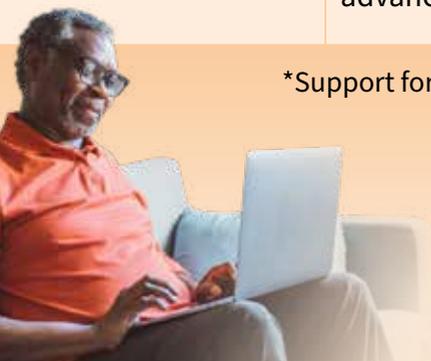| Organisation	Name of the activity	How to access
Nucleus Legal Advice	**Drop-in advice**	In-person Drop-in
Open Age	**Regular and ongoing activities**	In-person By appointment Drop-in
Pepper Pot Centre	**Drop-in tech help for older residents**	In-person Drop-in By appointment Group activity
Prospects (Kensington) Ltd	**Internet Access Support and Digital Skills training**	In-person By appointment Group activity

ℹ️ Support, times and locations may change – please check with the organisation for up to date information.

When	Digital skills and support offer description
Every week on a **Tuesday** and **Thursday**: 10am to 12.30pm	Advice on situation. Get free expert legal advice for all things related to social welfare.
Monday to **Friday**: 10am to 5pm	Open Age offers one-to-one and small group support for the most digitally excluded residents. Residents can choose from activities such as tailored digital learning courses and short digital drop-in sessions.*
Tuesdays: 11am to 2pm	One-to-one digital support for older residents, helping build confidence with smartphones, tablets, laptops, and online services through friendly drop-in sessions.*
Monday to **Friday**: 11am to 7pm	We provide one to one help for people with little or no digital skills to access the Internet. We also provide beginners to advanced digital skills.

*Support for older residents only – contact to find out more.

3 Find support at Community Organisations

Organisation	Name of the activity	How to access
Restart Lives	**Digital Inclusion Support**	In-person Online By appointment Drop-in
SMART	**Digital Inclusion Support**	By appointment
Westway Trust	**Getting started in Digital Skills**	Group activity Attend an initial assessment session

When	Digital skills and support offer description
Any day and time	Supporting homeless and temporarily housed individuals with access to SIM cards, charging cables, and digital tools for job seeking, social connection, and health. We also offer monthly laptop access for job searches, writing CVs.*
By appointment	Support for people affected by mental ill health to access specialist support and training.
Weekly on **Mondays** and **Wednesdays**: 1.30pm to 4pm for EDSQ E3** Weekly on **Thursdays**: 9.30am to 3pm for EDSQ L1† Weekly on **Mondays**: 5pm to 7.30pm for Excel. Weekly on **Tuesdays** and **Thursdays**: 1.30pm to 4pm for Digital Skills for the workplace.**	Our offer supports the digitally excluded who need to get started on using a computer, a smartphone and navigate the internet, but also individuals who would like to study on an accredited course to pursue further study or gain employment.

i Support, times and locations may change – please check with the organisation for up to date information.

Stay Safe Online

How can you stay safe online?

What can you do if you think you are a victim of online crime?

Stay safe online – simple tips for everyone

Be aware of scams
Scammers often create urgency ("act now!"),
ask for secrecy, or pretend to be someone you trust.

Common scams include
- ✦ **Fake calls from banks or police –** they will never ask for your PIN or to move money.
- ✦ **Romance scams –** sudden intense relationships, requests for money, or secrecy.
- ✦ **Investment scams –** promises of high returns or pressure to invest quickly.
- ✦ **Don't overshare personal details online –** scammers use these to guess passwords.

Where to find help and advice

Cyber Aware – **ncsc.gov.uk/cyberaware**

Stop! Think Fraud – **gov.uk/stopthinkfraud**

FCA ScamSmart – **fca.org.uk/scamsmart**

Easy steps to protect yourself

✦ Use strong passwords and turn on **two-step verification**.

✦ Keep your phone and computer updated and install antivirus protection.

✦ Think before you click – don't open links or attachments from unknown sources.

✦ Check your social media privacy settings regularly.

✦ If something sounds too good to be true, it probably is – take your time and ask someone you trust.

If you think you've been scammed

Don't panic – act quickly

1. Contact your bank immediately.

2. Report to Action Fraud:

🌐 **actionfraud.police.uk**

☎ **0300 123 2040**
Textphone: **0300 123 2050**

Call **101** for non-emergencies or **999** if the crime is in progress.

3. Forward scam emails to **report@phishing.gov.uk**
Forward scam texts to **7726** (free)

Extra support

✦ **Victim Support**   ☎ **0808 1689 111** (support line)
✦ **Met Police Fraud Prevention Team**
   ☎ **020 7175 9997**   ✉ **FraudPrevention@met.police.uk**

Safeguarding children/vulnerable adults

NSPCC

Practical guides for parents on device setup, parental controls, and safe social media use.

🌐 **nspcc.org.uk**

Internet Matters

Step-by-step parental control guides and advice for families.

🌐 **internetmatters.org**

Safeguarding Adults Executive Board

Local guidance, resources and ambassador programme. Find out more and access resources on:

🌐 **www.saeb.org.uk**

If you are concerned about an adult, please raise a safeguarding concern by calling:

📞 **020 7361 3013**

You can access a series of short videos from the Safeguarding Adults Executive Board Learning Programme

▶ YouTube

1 **Top Ten Tips to Stay Safe Online**
🌐 https://q.me-qr.com/9g0595l0

📱 SCAN ME

2 **Romance Fraud Webinar**
🌐 https://q.me-qr.com/zh7l7in2

📱 SCAN ME

3 **Safe at Home – Doorstep Scams**
🌐 https://q.me-qr.com/4ubdiq6h

📱 SCAN ME

4 **Safe at Home – Mail Scams**
🌐 https://q.me-qr.com/d9kjfr1h

📱 SCAN ME

5 **Safe at Home – Phone Scams**
🌐 https://q.me-qr.com/jiifof5j

📱 SCAN ME

Online learning resources

Could you be improving your digital skills by practicing online?

Could you be using these online resources to support a loved one?

There are various online platforms that you can use to develop your own digital skills or to support someone else.

✦ Learn My Way

🌐 **www.learnmyway.com**

Offers bitesize digital learning. Is easy to digest, and works across multiple devices. Allows learners can pick and choose content to meet their needs Supports people with the basics including using your device, starting to go online, staying safe and using email; through to working online, using social media and managing your health and money online.

✦ Internet Matters

🌐 **www.internetmatters.org**

Guides to help parents and carers to keep children safe online. A wealth of practical tips, from age-specific online safety checklists to comprehensive guides on setting parental controls. Discover the knowledge and tools you'll need to help your children safely and confidently explore the digital world.

✦ Ability Net – My Computer My Way

🌐 **mcmw.abilitynet.org.uk**

How to guides that offer step by step instructions on how to adapt your phone, computer or tablet to meet your needs.

You can search for a specific need (e.g. making text larger) or filter the guides based on your symptoms (e.g. hand tremor) or condition (e.g. dyslexia).

✦ Technology Guides by Digital Unite

🌐 **www.digitalunite.com/technology-guides**

Written by subject matter experts and updated regularly, the guides are perfect for supporting others with digital skills or improving your own knowledge. Now also includes a section of specially prepared Easy Read guides!

✦ Digital Wings – Barclays

🌐 **https://digital.wings.uk.barclays/learning**

Offers free online courses on basic digital skills, including for at home and in the workplace.

Support for residents living with disability

Do you need additional support with getting online?

Digital Access at Libraries and Archives

Libraries Archives
Kensington and Chelsea

✦ Large print keyboards for blind and partially sighted people at every library site.

✦ Hearing loops for deaf, deafened and hard of hearing people at every library site.

✦ Microsoft accessibility features on some public PCs including the magnifier app, making part or all of the screen bigger to see words and images better.

Comfortable Zones at Kensington Central Library

Free areas with desktop computers ready for use. The zones are wheelchair accessible with electric, height adjustable desks, equipped with ambidextrous mice for ease, and arranged with large print keyboards. Accessible equipment for partially sighted residents is also available. To get in the zone you must be a library member. Ask staff about this area, or how to attend IT Help Sessions.

Home Library Service

For people who find it hard to get to the library, physically.

📞 **020 7641 5405**

Action Disability Kensington and Chelsea

An organisation run by and for disabled people. Address: ADKC Centre, Whitstable House, Silchester Road, W10 6SB.

☎ **020 8960 8888** ✉ **adkc@adkc.org.uk**

Equal People Mencap

Weekly IT classes for people with learning disabilities. Wednesdays, 11am to 1pm at 73 St Charles Square, W10 6EJ.

☎ **020 8964 0544** 🌐 **www.equalpeoplemencap.org.uk**

National support and resources

RNIB – Technology for Life Team

Help for people with sight loss: using smartphones/tablets, accessibility software (screen readers, magnifiers), product advice and troubleshooting. ☎ **0303 123 9999**
🌐 **www.rnib.org.uk/assistive-aids-and-technology**

AbilityNet

Telephone helpline: friendly digital support for anyone struggling with tech. Tech volunteers: free one-to-one IT help for older people and disabled people of any age. Set up new equipment, fix problems, stay connected. ☎ **0300 180 0028**
✉ **enquiries@abilitynet.org.uk** 🌐 **www.abilitynet.org.uk**

My Computer My Way

Free online guide to adjust your device for sensory or physical needs. 🌐 **https://mcmw.abilitynet.org.uk**

Help with affordable broadband, Wi-Fi and mobile data

Could you be getting online for less money?

Free SIM cards and mobile data

Over 60 organisations across the borough are part of the **National Databank** – a programme like a foodbank but for mobile data. They can provide free SIM cards with free mobile data to thise who need it.

Organisations part of this scheme include amongst others: Open Age, Dalgarno Trust, Westway Trust, Restart Lives and Lancaster West Neighbourhood Team.

Ask your local organisation today if they are part of the scheme, providing free SIM cards with free mobile data.

Also available at Virgin Media O$_2$ Stores

Residents can pop into any of their stores and ask for the National Databank. O$_2$ staff will be able to provide eligible residents with an O2 SIM card with 25GB of free data and will receive advice on how to top up for free for the next 6 months.

Scan the QR code or visit:

🌐 **www.rbkc.gov.uk/help-to-get-online** to find your closest Databank in our interactive online map.

SCAN ME

Cheaper broadband for benefit claimants

Could you be switching to cheaper broadband? You could be eligible for cheaper broadband if you receive Universal Credit or other benefits.

A social tariff is a reduced cost broadband package, offered by broadband companies to eligible benefit claimants. On average, these tariffs could be saving you up to £200 annually.

Contact your internet provider today to find out if you are eligible for a discounted social tariff.

More information online:

Ofcom

🌐 **www.ofcom.org.uk/phones-and-broadband/saving-money/social-tariffs**

📱 SCAN ME

Available public Wi-Fi

Many organisations have public wifi available to their visitors – ask staff if they can share their Wi-Fi is secure and if they can share the log in details with you.

Libraries: all RBKC Library sites have free wifi, internet access on all library computers, and Microsoft Office on some computers at every library.

Using free computers in the borough

Are you looking for a computer to access the internet?

Digital skills support is available at each **location**

Organisation	When
Dalgarno Trust	**Friday**: 10am to 11pm
Lancaster West Neighbourhood Team	Weekly every **Thursday**: 9am to 1pm
Libraries and Archives	Listed on **page 7**
Neighbourhood CHUMS	Weekly every **Monday**, **Tuesday** and **Wednesday**: 11am to 2pm
Open Age	Daily. To book please call: **07570 428756**
Prospects (Kensington) Ltd	**Tuesday** to **Friday**: 11am to 7pm
SMART	By appointment – call **020 7376 4667** or email **admin@smartlondon.org.uk**

Get Online in K&C

How to access	Devices offered
Drop in	Computers, tablet
Drop in By appointment	Our hub offers free access to Wi-Fi and 11 desktop computers for residents to use. It's a welcoming public space for job searching, online learning, and digital support.
Drop in	Laptops and tablets available at all sessions
Drop in	All in one PCs, keyboard and mouse
By appointment	Please contact Niall for questions or advice about accessing a loaned tablet for further skill support.
By appointment Set classes	Computers, mice, keyboards, headphones
By appointment	We currently offer access to devices and data through the Good Things Foundation

Computers at Libraries

Libraries operate an automated system for using our computers for library members, however you can book a computer in person. You will need your library membership number and PIN.

Printing and photocopying is also available in all libraries.

And...don't let a lack of confidence in digital hold you back in exploring our Digital Library. The Libraries staff are here to help.

Digital Library at Libraries and Archives

Libraries Archives
Kensington and Chelsea

The Digital Library comprises enriching online resources that cater for eclectic tastes, interests and topics from family history to alternative music streaming. As well as apps to access an e-library of books, audio and more including a popular category where you can access: **Ancestry**, **Borrowbox**, **FindMyPast**, **Libby**, **Pressreader**, **Times Digital Archive**, and **Lida-Europe**.

Stay up to date with Libraries and Archives

✦ There is a libraries monthly **newsletter**

✦ Social media channels including **Eventbrite**, **Facebook**, **Instagram**, **X** and a libraries **podcast**

✦ Events programme, some of which are online
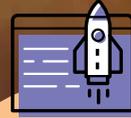
Ask staff
at your local
library for more
information

English

Information from this document can be made available in alternative formats and in different languages. If you require further assistance please use the contact details below.

Arabic

يمكن توفير المعلومات التي وردت في هذا المستند بصيغ بديلة ولغات اخرى. إذا كنت في حاجة إلى مزيد من المساعدة، الرجاء استخدام بيانات الاتصال الواردة أدناه.

Farsi

اطلاعات حاوی در این مدارک به صورتهای دیگر و به زبانهای مختلف در دسترس می باشد. در صورت نیاز به کمک بیشترلطفا از جزئیات تماس ذکر شده در ذیل استفاده کنید.

French

Les informations présentées dans ce document peuvent vous être fournies dans d'autres formats et d'autres langues. Si vous avez besoin d'une aide complémentaire, veuillez utiliser les coordonnées ci-dessous.

Portuguese

A informação presente neste documento pode ser disponibilizada em formatos alternativos e em línguas diferentes. Se desejar mais assistência, use por favor os contactos fornecidos abaixo.

Somali

Macluumaadka dokumentigan waxaa lagu heli karaa qaabab kale iyo luuqado kala duwan. Haddii aad u baahan tahay caawinaad intaas dhaafsiisan fadlan isticmaal xiriirka faahfaahinta hoose.

Spanish

La información en este documento puede facilitarse en formatos alternativos y en diferentes idiomas. Si necesita más ayuda por favor utilice la siguiente información de contacto.

✉ **DigitalInclusion@rbkc.gov.uk**

Get Online in K&C Helpline
020 7361 2080

Get Online in K&C

For residents struggling to access online Council services, please contact the dedicated helpline for support.