

Do let us know if you have suggestions or you're not happy about the way the Club works in some respect. Speak to the Facilitator or contact Mike Ellis, [mike.ellis@tap-into-it.co.uk](mailto:mike.ellis@tap-into-it.co.uk), 0131 228 5716.

[www.tap-into-it.co.uk](http://www.tap-into-it.co.uk)

Tap Into IT Where You Are Ltd (SC420008), a Social Enterprise, Scottish Charity Number SC047766



### Club format from Aug 2018

In response to Club User and Volunteer questionnaires within the last 4 months along with previous feedback and growing numbers (actual and anticipated!), we've come up with a new format for the Clubs. The biggest change will be to split up into groups with volunteers assigned to each. At each Club there will be (-depending on numbers and what Helpers can offer):

- A **'Core Skills'/'Foundation' group** for Club Users who want to build their confidence in the 'basics' of using their device, web search and email. This is likely to include you if you've recently completed 1:1 'beginner' sessions. We'll encourage you to move on when you are ready to explore other things through the 'tasters' and project groups.
- **'Taster' groups** - one or two sessions to introduce you to a range of things that you can do online/with your device.
- **Project group(s)** - these will give you chance to work at something for a longer period, from 5-6 weeks, a whole term or perhaps longer even. The group leaders will work out a programme & what aim to achieve (*-modest* goals) each Club session.
- A **'Freestylers' group** for those of you who want help with something specific or more pressing that isn't catered for within any of the other groups at the time.
- **One to one support** if you have additional needs. We aspire to be inclusive of everyone who can benefit from access to the internet, even

if you're less likely to be able to do so by yourself or only in a very limited way and with help.



We're hoping that the groups will help us provide more consistency and ensure each person gets a fair share of time and attention. Volunteers have been assigned to them in line with the preference put down in the questionnaire, so hopefully are working with you in areas that they are

comfortable with. We aim to keep the goals modest and maintain the fun! We're also working towards **other improvements** which you've suggested to do with the layout and facilities available.

The Club Facilitator will direct you to your group and whoever is leading it will let you know what they plan to cover. The Facilitator will be on hand to help as required. He or she will also be helping new Users and Volunteers settle in and 'debriefing' with group leaders towards the end of each session.

The 'top 3' project groups so far (-responses to user questionnaire):

- Photos - importing from camera>basic editing>organising & sharing
- Music - ways to access it-play it-share it-do stuff with it
- Intro to shopping online

Top 'taster' sessions

- Finding out about local services via the Council website
- Staying safe online - avoiding online/phone scams-phishing-fake website..
- Using the library online-access catalogue, reserve books-borrow ebooks/magazines/papers/audiobooks & other stuff.

We plan to run other project groups and tasters in future weeks/terms as we have volunteers available to lead them. Let us know your preferences if you haven't already done so via the form on the website ([www.tap-into-it.co.uk](http://www.tap-into-it.co.uk) >Clubs >choose a group or taster). Also please complete/update the interests/digital skills gaps questionnaire (-go to [www.tap-into-it.co.uk](http://www.tap-into-it.co.uk) >Clubs menu >Your goals). Help will be on hand as required.

### Other information

- parking restrictions are in place at most locations, so you are advised to use public transport where possible. Visitors to Gillespie require a visitor's parking permit - come & get one on arrival
- if new to the Club, the Facilitator should point out whereabouts of toilets, where to leave coats, brollies, walking aids etc (-important to avoid folk tripping/falling), fire escape. Things can get busy though so please remind him/her if necessary!
- non-VHA - please hand your £3 to the Facilitator at the break. Contributions for tea/coffee (suggested 50p) go in the tin provided.
- where a Club has a considerable number of new Users and Volunteers, please bear with us whilst we go through the process of finding out particular interests so we can plan accordingly.
- The Facilitator will go around the groups towards end (-at coffee time) to find out how you're getting on.

