

# get online > stay online > improve online

## Torbay Digital Inclusion Network

The Torbay Digital Inclusion Network is rooted in communities and collaboration, grown from experience in connecting and working with those groups more likely to be digitally excluded. It will:

1. Reach those most vulnerable to digital exclusion.
2. Deliver a bespoke 'wrap around' model that supports an individual's long-term digital participation.
3. Be a community-led partnership.
4. Have a communication strategy that promotes the offer and approach to both individuals and stakeholder organisations.



## Network Members' Digital Offer

NAME	DETAILS	CONTACT
<b>Torbay Community helpline</b>	<ul style="list-style-type: none"> <li>- The helpline is addressing people's immediate concerns/needs, currently about isolating, housing, income, mental health etc - with a matching and referral system linked to partners in the Bay.</li> <li>- Community Builders are offering a buddy scheme to people needing assistance - referrals can be taken through the Helpline. This is linked to a wider Good Neighbours Network supported by Community Builders (66 currently across Torbay).</li> </ul>	<p><b>W:</b> <a href="#">Click here for website</a>  <b>E:</b> karenmarcellino@torbaycdt.org.uk  <b>T:</b> 01803 446022</p> <p><b>AREA OF EXPERTISE:</b>  <b>GENERAL COMMUNITY SUPPORT</b></p>
<b>Digital Health Devon</b>	<p>Digital Health Devon offers free guidance showing people (including carers) how they can use the internet to access local health, social care and wellbeing resources such as online consultation services (e.g. eConsult, Patient Access, Attend Anywhere). The website also contains guidance on other areas such online shopping, banking and using SMART Technology.</p> <p>All their e-learning resource pages are open and free to use without the need to register. They also have volunteer Digital 'trainers' who donate their time to helping local people with their digital queries. This could be via regular 'digital drop in sessions' or in some cases even 1-to-1 advice and guidance either over the phone, via email or webchat.</p>	<p><b>W:</b> <a href="#">Click here for website</a>  <b>E:</b> <a href="mailto:info@digitalhealthdevon.co.uk">info@digitalhealthdevon.co.uk</a>  <b>T:</b> 08000 520 029</p> <p><b>AREA OF EXPERTISE:</b>  <b>FREE DIGITAL HEALTH, CARE &amp; WELLBEING SUPPORT &amp; TRAINING</b></p>

<b>NetFriends</b>	<p>NetFriends helps people get on top of technology – the internet, computers, tablets, phones, wi-fi, even TV and smart speakers. Combining home visits and secure remote support, they can help with:</p> <ul style="list-style-type: none"> <li>- Choosing and setting up new devices</li> <li>- Technical problems</li> <li>- Learning new things at your pace</li> <li>- Digital safety and security</li> <li>- Using the internet to connect with people, things to do, and saving money</li> <li>- Potentially donating devices via the 'Digital Donations Project with Eat That Frog'</li> </ul>	<p>W: <a href="#">Click here for website</a>  E: <a href="mailto:john.gerard@netfriends.org.uk">john.gerard@netfriends.org.uk</a>  T: 01803 416229</p> <p><b>AREA OF EXPERTISE:</b>  <b>TECHNICAL DIGITAL COMMUNITY SUPPORT</b>  <b>MAY ALSO DONATE DEVICES</b></p>
<b>Eat That Frog</b>	<p>FREE face-to-face &amp; virtual training and support, including our 'Essential Digital Skills' comprehensive course designed to help you work better in the digital age and our 'Intro to IT course'- 2-day sessions covering vital computer basics including Word, Excel, Email and using the internet. Easy to refer, easy to access with venues in Torbay, Newton Abbot, Plymouth &amp; Exeter.</p> <p>Also running a Digital Donations Project' whereby devices are being donated to Eat That Frog and young people are then fixing donated devices and working with Netfriends to identify people in the community that need them most.</p>	<p>W: <a href="#">Click here for website</a>  E: <a href="mailto:info@eatthatfrog.ac.uk">info@eatthatfrog.ac.uk</a>  T: 01803 551551</p> <p><b>AREA OF EXPERTISE:</b>  <b>FREE DIGITAL HEALTH, CARE &amp; WELLBEING SUPPORT &amp; TRAINING</b>  <b>MAY ALSO DONATE DEVICES</b></p>
<b>Torbay Together</b>	<p>Torbay Together is an online platform run TCDT that aims to be the go-to site for anyone providing or seeking to access community support services and opportunities in Torbay. Part social network, part listings site, Torbay Together enables both individuals and organisations to interact in a way that supports the development of a connected community. At its core is a searchable database of services, events, activities and volunteer opportunities. Members are able to connect with other members with common interests and concerns as well as collaborate in Project Teams on shared goals.</p> <p>Torbay Together has a comprehensive <a href="#">help page</a> to enable you to get started but 1-1 help is also available by contacting Paul Trainer (<a href="mailto:paultrainer@torbaycdt.org.uk">paultrainer@torbaycdt.org.uk</a>). Free help surgeries are offered to show you how to make the most of Torbay Together, either at the Torbay Community Café in Temperance St, Torquay or at your own venue (wi-fi connection required).</p>	<p>W: <a href="#">Click here for website</a>  E: <a href="mailto:paultrainer@torbaycdt.org.uk">paultrainer@torbaycdt.org.uk</a>  T: 01803 212638</p> <p><b>AREA OF EXPERTISE:</b>  <b>DIGITAL COMMUNITY SUPPORT</b></p>
<b>Brixham YES</b>	<p>Brixham YES provide a handy service to people through Staying Put which can assist with setting up routers and equipment.</p> <p>Drop in information and advice services are available by appointment as well as telephone and email consultation around issues such as benefits, housing and employment. Also deal</p>	<p>W: <a href="#">Click here for website</a>  E: <a href="mailto:info@yesbrixham.org.uk">info@yesbrixham.org.uk</a>  T: 01803 851414</p>

	<p>with food parcels a Handy Person Service (DIY tasks for those aged over 50) and Home From Hospital service.</p> <p>We can support you over the phone or on the internet so if you need information, advice or support with a team of trained support workers able to help with; benefit management, employment, housing, digital support, and accessing services.</p>	<p><b>AREA OF EXPERTISE:</b>  <b>TECHNICAL DIGITAL COMMUNITY SUPPORT</b></p>
<b>Torbay Libraries</b>	<ul style="list-style-type: none"> <li>- We offer a safe space with access to PC's and free Wi-Fi across 54 libraires in Devon and Torbay.</li> <li>- We do offer small amounts of support to customers from staff and we also use IT volunteers where the public can book in time with then to have a 1:1 session.</li> <li>- We are working with partners to deliver different training on various IT topics.</li> <li>- You are able to print from our PC's for a small fee.</li> </ul>	<p><b>W:</b> <a href="#">Click here for website</a>  <b>E:</b> <a href="mailto:jay.carter@librariesunlimited.org.uk">jay.carter@librariesunlimited.org.uk</a>  <b>T:</b> 01803 714460  <b>AREA OF EXPERTISE:</b>  <b>FREE COMMUNITY DIGITAL ACCESS AND SUPPORT</b></p>
<b>Carers Services – Family, Carers and friends</b>	<p>If you care for a family member or friend with a health condition, drug, alcohol or mental health issue, a disability or long-term illness, there is a huge range of support for you. This includes 1-1 support, discounts, back-up planning, equipment to help your caring role and much more. Our Carer Support Workers can help you work out what areas you might need support with, or link you with people in a similar situation. If it is digital support that you need, then we work with partners to help you get on-line, stay on-line and improve in-line.</p>	<p><b>W:</b> <a href="#">Click here for website</a>  <b>E:</b> <a href="mailto:signposts@nhs.net">signposts@nhs.net</a>  <b>T:</b> 01803 66 66 20  <b>AREA OF EXPERTISE:</b>  <b>GENERAL SUPPORT FOR FAMILY MEMBERS OR FRIENDS</b></p>
<b>Positive People</b>	<p>Run by Cosmic in partnership with other organisations, they help people over 25 and not in employment to build their confidence and develop their digital skills, offering helpful digital support groups.</p>	<p><b>W:</b> <a href="#">Click here for website</a>  <b>E:</b> <a href="mailto:customer.admin@pluss.org.uk">customer.admin@pluss.org.uk</a>  <b>T:</b> 0800 334 5525  <b>AREA OF EXPERTISE:</b>  <b>people over 25 and not in employment</b></p>
<b>AGE UK Torbay</b>	<p>Age UK Torbay provide a range of care and support services to promote the well being of all older people in Torbay and to make later life a fulfilling experience. Provide an information service including advocacy, benefits advice (with an online benefits calculator), how to deal with tradespeople, etc.</p>	<p><b>W:</b> <a href="#">Click here for website</a>  <b>E:</b> <a href="mailto:reception@ageuktorbay.org.uk">reception@ageuktorbay.org.uk</a>  <b>T:</b> 01803 555 181  <b>AREA OF EXPERTISE:</b>  <b>GENERAL SUPPORT FOR OLDER PEOPLE</b></p>

You can help enable people to **get online**, **stay online** and **improve online** by: identifying people and connecting them into the network, helping us understand and meet your organisational needs, sharing or offering resources and even by joining the Torbay Digital Inclusion Network.