

Who we are

YOU provides people with the help they need to realise their dreams of independence, security, stability, happiness and freedom. We help people in our communities who need care, support and advice due to poverty, homelessness, disability, age, ill health or abuse to have the life they want.



Client involvement

Clients' views and opinions inform and underpin what we do and how we do it. Opportunities to get involved include:

- First Point Working Together group (forum where you can have your say)
- Feedback through questionnaires
- Taking part in interview panels
- Telling us openly how we work and how we can improve.
- Or come and volunteer!

YOU is committed to providing high quality care and support services for all people who use our services. If you have any concerns or questions, please call us on the

IMPORTANT NUMBERS AND INFORMATION:

Telephone: 01256 423 805

Email: FirstPoint-Basingstoke@theyoutrust.org.uk

Address: The Orchard, White Hart Lane, Basingstoke, RG21 4AF



Search for "Basingstoke First Point Floating Support"

This brochure can be produced in a number of different formats and languages. If you would like to receive this brochure in another format, please speak to a member of staff.



The YOU Trust is registered in England no 1898188 and is a registered charity no 291489. The YOU logo is a registered trade mark.

Registered Address: South Wing, Admiral House, 43 High Street, Fareham, PO16 7BQ

www.lifeyouwant.org.uk



first point

DIGITAL INCLUSION PROJECT



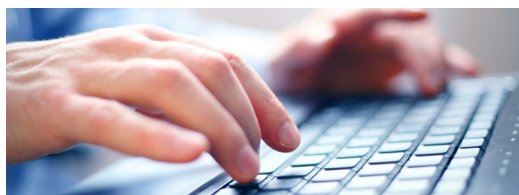
Providing Digital Support and Training for you in Basingstoke and Deane

In partnership with:



What is Digital Inclusion?

Digital Inclusion is about giving everybody the opportunity and ability to access communication and information technologies. Increasingly more and more services are moving online, but what if you struggle to get out of your home and have no computer?



Our aim

Our aim is to undertake targeted, digitally focused work with you, to give you the skills and technological access you need to increase your independence. We will visit you at home and provide you with a computer (if you do not already have one) and teach you the basic skills.



Skills

The Digital Inclusion Support Worker will take you through the online learning programme known as 'Learn My Way' which can be tailored to give you the skills to achieve your own goals. Some examples might include:

- Using a search engine
- Making online purchases
- Access Health and Social Care information and services
- Completing an online job application
- Internet Banking
- E-mailing
- Make online friends
- Accessing social media
- Using Homeswapper or Homebid
- Completing an online benefit claim
- Pursing hobbies and interests

How can I be referred?

You can contact us yourself (please see contact details on the back), or you can be referred by Basingstoke Council, your Housing Officer, Care Manager, Social Worker, Mental health practitioner or Probation Officer.

We can provide a Referral Form if you need one or just visit our website.

“I have been given so much information and help ... I can't thank you enough.” Sue, client

How is support delivered?

The Digital Inclusion Support Worker will visit you in your home to talk to you about your digital needs. Support will range from weekly or fortnightly visits depending on what your needs are for up to 6–8 sessions .

- We will link you with other digital hubs in your local community so that you know where to get help when your support ends.
- We will link you with people in the same situation as yourself and hope to form a small supportive community of digital learners.
- We will encourage you to access the local community by arranging appointments in public places when you feel ready.

