

# Abilitynet

**Alex Barker**

**R N I B**



See differently



# AbilityNet

- “A world in which digital services are equally accessible to all”
- 20 years experience
- Supported by IBM and Microsoft
- Other services include DSA and work place assessments and Accessibility consultancy

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The logo for AbilityNet, featuring the word "AbilityNet" in a dark grey sans-serif font. A teal-colored curved line arches over the top of the letters "i", "l", and "y", and another teal-colored curved line arches under the bottom of the letters "t" and "e".

# Advice and Information Line

- Help people identify what technology they need to use.
- Talk to them about software which could make their life easier
- Help them arrange for one of our IT Can Help Volunteers to go and visit them.

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The logo for AbilityNet features a teal-colored arch above the text. The text 'AbilityNet' is in a bold, dark grey sans-serif font. A teal-colored underline is positioned beneath the 'Net' portion of the text.

# We have over 250 volunteers

- From a wide range of backgrounds.
- All CRB checked.
- Confident in using IT.
- With a real desire to help their local community.
- Predominantly older.
- Some volunteers have been with us for over 10 years.
- Can resolve technical issues.
- Can also offer some basic training.

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# Typical case

- Mr S from Lincolnshire has bought a new iphone. He needs help to transfer his data from his old iphone to his new one
- Client is blind so relies on voice over technology.
- Nearest mobile phone shop that could help him is 17 miles away but would take him 50 mins to get there by bus.
- Volunteer should be contacting client within 5 working days to arrange a visit.

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The logo for AbilityNet features a teal-colored arch above the text 'AbilityNet'. The 'A' is large and bold, and the 'i' has a teal dot. The 'N' and 'e' are also bold, and the 't' is smaller. A teal-colored arch is positioned below the 't'.

# RNIB – Online Today

**Gary Brunskill**

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# Why?

- Disabled people, older people and those on lower wages or unemployed are most likely to be digitally excluded.
- Only 22 per cent of people with sight loss, of working age are in paid employment
- Only one in three people with sight loss feel able to make the most of new technology

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# What did we aim to achieve?

- Increased number of people with sensory loss report **positive movement** towards being online which improves their quality of life
- Partners, that have directly supported the local delivery of Online Today, **demonstrate a better understanding** of the accessibility options to support people with sensory loss to get online.

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## What did we achieve?

- Over 80,000 people with sensory loss received assistance to support their journey towards being online
- 82 per cent of beneficiary's report positive movement towards getting (or doing more online)
- 51 per cent of beneficiary's show an increase in knowledge and confidence
- 55 per cent of beneficiary's show an increase in ability

## Cont'd

- 90% who say technology skills have helped them to live more independently
- 48% who say technology skills have helped them improve health
- 25% who have now saved money online
- 45% who say technology has helped them access new leisure activities

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# What did we learn?

- Motivations included wanting to learn about assistive technology, improving confidence and skills and increasing knowledge
- Key enablers to learning included tailored activity, opportunity to try assistive technology and devices, ongoing learning, accessible self directed learning and having support from people with sensory loss.
- Partnership working has been hugely successful, 83 per cent felt Online Today had increased their understanding of assistive technology...and has led to a brand new way of working.

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# What barriers did we identify?

- worries about online safety
- sight loss
- lack of knowledge, confidence and ability
- inaccessibility of websites and applications
- cost of devices and access to the internet
- availability, accessibility and expertise of mainstream technology providers.

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# Questions & Discussion...

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