

Case Study- Meeting Jack 2020



We first met Jack when he came to Great Carlton on week one which is a TED funded project at their village hall, with his wife Pam.

On the first week of meeting Jack, he made it clear he was there to support Pam as she wanted to learn how to use a computer. Their grandson had lived with them for some years and had done everything they had needed online but he had now moved away, and they had no family within a 77-mile radius which is a two-hour drive away. They were both starting to feel isolated although they had lived local for a few years they had never integrated into society as they had each other. They had both had serious health issues but again they had each other for support. Pam had come to the point where she wanted to be able to use the computer to be able to shop, book things online and just do general browsing.

Arriving at Great Carlton they did not know anyone and sat together at the front. They both had a computer to use that we had already set up before their arrival. The way we operate at Lincs Digital is to offer what the learners want and need; we do this by meeting with the group in advance of week one and discussing what everyone wants to achieve and what they want to get out of coming to a group learning session.



TED is funded by The National Lottery Community Fund and is managed by YMCA Lincolnshire

Unfortunately, they hadn't attended this session, so we gave them a brief overview of the learning plan. Everything at Great Carlton sessions were done on a, teach and learn approach, for part of the session as this was the process that they preferred. We do this by showing everyone something new and then they can do it for themselves with support from the tutor and team members around the venue. We found that during these times Jack sat watching very intently. At the break when we all have a drink and biscuit, I would wonder from table to table checking how everyone had got on. We started to build a rapport up with Jack from week one.

Although he was there to support Pam, he was interested in what was being shown and was then having a go on the Lincs Digital computer. He was asking questions and as the weeks went on, he was then keen to have his own email address.

He was learning so much as the weeks were going that he decided to get a laptop for himself as Pam had one at home. He brought it into us still in the box. Rich explained everything that would need doing, Jack felt that this was too much for him to undertake, therefore Rich set the entire system up for him and got everything ready so he could just use it.

He was thrilled going over everything with Rich. Setting up a computer can be a very scary process. To have this done for you at no extra cost not only helps financially, but Rich also makes sure that everything is working correctly for them. Including make sure they have all the appropriate safety systems in place.

We were coming to the end of our sessions at Great Carlton and Jack said he was sad not to be coming each week. We told him we still had classes running in another venue at Alford... He was thrilled and said he wanted to come. He wanted to learn online banking next. After discussion we decided that we would do some one-to-one training with him on internet banking as dealing with people's personal details has to be dealt with very differently to a normal class situation. They were both so pleased.



At Alford we set up a separate area, so that personal banking could be learnt away from other people and on a 1:1. During these sessions we really got to know Jack, he was an ex-miner from a family of miners, he told us so much about mining and everything around the colliers. With the relaxed atmosphere that we had created Jack continued to thrive. We enrolled him on some online banking training that we have access to. He started doing this training a few times a day, getting himself used to it until he felt confident.

Jack had been into the bank with Pam some months before and had been shown the basics of how to bank online, but they had come away feeling very confused and not sure they would ever get to grips with it. After some weeks of training and explaining and going over the process Jack had been into the bank and had his online banking all ready to go. His first online transaction was a triumph for him and he is a thrilled with his achievements. He was so confident with the process and talking to people within the group about how it was helping. He soon had a plan of all the next things he wanted to learn.

He is sending emails and showed me a conversation he had been having with a company about a product he was trying to buy and where it was available. He had googled the shop where it was available and even told me there were road works ongoing as he had seen it online. For a man who had no interest months previously he was now using the internet as part of everyday living.

He attends weekly sessions at another session we run as a drop-in session at Chapel St Leonards and he gains in confidence and skills every week.



Lincs
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The person who came to us at the beginning of September and the man who comes to us today, full of confidence and vigour is testament that being digital can change lives in so many ways. His family are proud of him, and he is so keen to let everyone know what he has achieved. He will be back in the New Year and wants to continue learning so he can do more things and become more computer literate.

Jack is a pleasure to talk to and to have around. IT learning is invaluable for the older communities, not only for isolation, but for people to be able to live and function in the computerised world we live in. Jack is making a list of the next things he wants to learn for the new year so he can learn further.



About East Lindsey



T.E.D.

Ageing Better
in East Lindsey

East Lindsey is a large, sparsely populated district within the county of Lincolnshire, which includes the popular coastal seaside towns of Skegness and Mablethorpe.

East Lindsey has a higher than average ageing population with 29% of people aged 65 and over. High numbers of older people move to East Lindsey in their retirement years and many have multiple chronic health conditions and few social and familial connections in the region. Public transport across East Lindsey is poor and therefore accessing services can be challenging, especially for older adults.

The overarching aims of the TED Programme are to:

- Reduce social isolation and loneliness
- Help older people to become better connected with volunteering, social, leisure and health improving activities
- Provide opportunities for older people to influence the design, delivery and evaluation of both the services and businesses available to them

We currently have over 1800 registered TED members, and over 100 businesses across East Lindsey hold an Age-friendly Business Award.

Further information...

To find out more about TED or to get involved visit our website www.tedineastlindsey.co.uk or start a conversation and share your views online: Twitter: [@ted_EastLindsey](https://twitter.com/ted_EastLindsey)



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