

## The Digital Divide - Information for parents / carers and families



With the school closures and missed school through self-isolation since the start of the pandemic, many children have fallen behind especially those who haven't been able to access digital support – laptops, computers and devices. We've pulled together some resources that we hope will be useful for parents and carers to help their children catch up over the summer.

### What is the digital divide?

'The digital divide is the gap between people in society who have full access to digital technologies and those who do not. Concerns about the digital divide have been particularly acute during the Covid-19 pandemic as the internet and digital devices have played an important role in allowing people to access services, attend medical appointments and stay in touch with friends and family.'  
Parliament, Post

### Leicester City Council offer the following support:

#### What digital support is available?

#### Need access to a computer or the internet?

You can get free internet and PC access at any of the following locations:

Digital support session location	Day/time
St Matthews Neighbourhood Centre	Monday: 9am - 11am
Hamilton Library	Monday: 11.45am - 1.45pm
BRITE Centre	Tuesday: 9.30am - 11.30am
Customer Service Centre (Granby Street)	Tuesday: 1.30pm - 4pm
Pork Pie Library and Community Centre	Wednesday: 9am - 11am
New Parks Library	Wednesday: 12pm - 2pm
Beaumont Leys Library	Wednesday: 3pm - 5pm
Belgrave Neighbourhood Centre	Thursday: 2.30pm - 4.30pm
Central Library	Friday: 9.30am - 11.30am

### Digital support sessions

If you need support to make a Universal Credit claim or to manage your account/journal – Leicester City Council can help. They are running two-hour sessions to provide digital support for Universal Credit, My Account, Housing Online and other online or digital services.

For more information on digital support sessions call Leicester city Council on: [0116 454 1900](tel:01164541900).

## Register your interest for a digital taster session

Select 'Universal Credit digital taster session' to tell them which course you wish to attend. You can also refer on behalf of the claimant.



## Not on Universal Credit yet but want to improve your general IT skills?

If you are not yet moving onto UC but would like to improve your IT skills to gain confidence, Leicester City Council are able to offer courses locally to help you do this. The courses are designed to help you to find your way safely around the internet, set up personal email addresses (essential if you have to apply for UC in the future) - sign up and make the most of going online.

Free sessions are available at the following libraries: Beaumont Leys, Belgrave, Central, New Parks and Westcotes.

## Useful websites

**Parentkind** offer a great resource for parents – loads of support for learning, free resources, advice [www.parentkind.org.uk](http://www.parentkind.org.uk) [Parentkind - Supporting Learning](#)

**The Learning Foundation** have teamed up with Dixons Carphone to tackle digital poverty and support digital learning working with schools. [digitalaccessforall.co.uk](http://digitalaccessforall.co.uk)  
[Digital Access for All](#)

This is a website that gives advice on where you can get a free or cut-price laptop or computer. [Are you eligible for a free or cheap laptop or tablet? \(choose.co.uk\)](#)

See how **Leicestershire Cares** have been supporting people overcome the digital divide:  
[www.leicestershirecares.co.uk](http://www.leicestershirecares.co.uk)  
[Bridging the digital divide. | Leicestershire Cares](#)

## Courses in computing

See the digital skills courses offered by **Leicester City Council**: [www.leicester.gov.uk/schools-and-learning/adult-skills-and-learning/learning-for-work/computing-and-digital-skills/](http://www.leicester.gov.uk/schools-and-learning/adult-skills-and-learning/learning-for-work/computing-and-digital-skills/)  
[Computing and digital skills \(leicester.gov.uk\)](#)  
LCC general enquiries [0116 454 1000](tel:01164541000) (Mon - Fri 10.30am - 3.30pm)  
email: [customer.services@leicester.gov.uk](mailto:customer.services@leicester.gov.uk)

**Leicestershire County Council** offer a range of digital courses:  
[Adult learning courses - GoLearn! | Leicestershire County Council](#)  
County Hall Switchboard: 0116 232 3232 Monday to Thursday 8.30am to 5pm, Fridays 8.30am to 4.30pm

The WEA (Workers Educational Association) run courses in digital skills and computing. These include using the internet, digital confidence and protecting yourself online. Please visit the website [www.wea.org.uk](http://www.wea.org.uk) or ring for details: Tel: 0300 303 3464