

The Cambridge Digital Inclusion Directory



Image courtesy of
Cambridge Online

2018 edition

Welcome

Would you like to increase your digital skills?

Are you looking to talk to friends and family online, receive help with completing online forms and paying bills, or looking for cheaper online deals?

This guide provides details of local groups and organisation that can help all types of learners from absolute beginners to those looking to develop their existing digital skills.

In response to demand from local organisations and the general public, this digital service directory has been compiled in collaboration between Cambridge City Council and other local services. The directory provides information on where to access support for a variety of digital issues or how to raise greater awareness of digital issues across the City and the surrounding areas.

We hope it will be used to help refer people to appropriate sources of assistance for their digital needs and as a handy list of local digital projects and services. It can also be used to recruit volunteers or Digital Champions and promote some of the existing collective work on digital access.

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Adult Learn and Train

A range of fee paying courses, training programmes and leisure activities

What we do

We offer a wide range of courses, training programmes and leisure activities in a range of venues across Cambridge City. We help you find the right learning for you whether it is for work purposes, mental stimulation or physical wellbeing.

Contact details

Adult Learn and Train
Parkside Federation Academies,
Coleridge Community College
Radegund Road
Cambridge
CB1 3RJ

Web:

<http://adult-education.parksidefederation.org.uk>

Email: learnandtrain@parksidefederation.org.uk

Tel: 01223 712340

Facebook: www.facebook.com/

[Adult-Learn-and-Train-144013239081230/](https://www.facebook.com/Adult-Learn-and-Train-144013239081230/)

When and where we work

We work across Cambridge and South Cambridgeshire. For information on session locations and timings please visit our website.

Cambridge & District Citizens Advice Bureau

Free information, advice and support for the public

What we do

Cambridge & District Citizens Advice provides information, advice and support to help local people overcome their problems. We help people with a wide range of issues, including benefits, debts, housing, relationships, employment and other questions.

We are a registered charity and the service we provide is free, impartial and confidential. We are a local organisation, helping people who live or work in Cambridge and South Cambridgeshire, and we are members of the national Citizens Advice network.

Contact details

District Citizens Advice Bureau
66 Devonshire Road
Cambridge CB1 2BL

Web: www.cambridgdecab.org.uk

Tel: 03448 487979

Facebook: www.facebook.com/CambridgeCAB

Twitter: @CambridgeCAB

Topics covered

- Applying for benefits
- Universal Credit
- Literacy and numeracy skills
- Financial and money advice
- Using the web for searches
- Safe browsing – e.g. online banking
- Saving money – using comparison sites and getting energy deals
- Self-management – paying bills and making appointments

When and where we work

We work across Cambridge and South Cambs. We are open Monday, Tuesday, Wednesday, Thursday and Friday.

We offer advice in person, over the phone and via email. We are open for drop-ins (no appointment necessary) at our main office and outreach sessions.

DROP-IN AT MAIN OFFICE

Cambridge & District Citizens Advice
66 Devonshire Road
Cambridge CB1 2BL

Monday to Friday, 9.15am - 12.45pm (drop-in)

DROP-IN OUTREACH SESSIONS

Please note that our outreach advice sessions can sometimes change. For the most up-to-date information, please visit:

www.cambridgdecab.org.uk/help-advice/get-advice

MONDAY:

Longstanton Branch Surgery

Magdalene Close, Longstanton
Cambridge CB24 3EG

TUESDAY:

City Council Customer Contact Centre

Mandela House, 4 Regent Street
Cambridge CB2 1BY

Drop-in between 11am and 3pm for general advice and information as well as help with online forms for Home-link, Housing Benefit and Council Tax.

Cambourne

South Cambridgeshire District Council Offices
South Cambridgeshire Hall
Cambourne Business Park
Cambourne CB23 6EA

Every Tuesday between 12pm and 1pm.

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Willingham

Willingham Medical Practice
52 Long Lane
Cambridge CB24 5LB
Every other Tuesday 10.30am – 12pm (drop-in)

WEDNESDAY:

Cambridge North

1 St Catherine's Road
Cambridge CB4 3XJ
Wednesday 11am-3pm (drop in)

Girton Community Room

St Vincent Close
Girton CB3 0PE
Wednesday 1pm- 4pm (drop- in)

THURSDAY:

Trumpington

Clay Farm Centre, Hobson Square,
Trumpington CB2 9FN
Thursday 11.30am - 2.30pm (drop-in)

FRIDAY:

Sawston

John Huntingdon Centre
189 High Street
Sawston CB22 3HJ
Friday 9.30am - 12.30pm (drop in)

ADVICE APPOINTMENTS

We also offer advice appointments for registered patients at Arbury Road Surgery, East Barnwell Health Centre and Nuffield Road Medical Centre. To request an appointment, please ask your GP or a receptionist.

Type of sessions offered

One to one

Facilities & Accessibility

Our main office has full disabled access and an accessible toilet.

There are no refreshments but filtered water is available in the waiting area.

Guide/assistance dogs welcome.

Technology

We have Wi Fi access for people to use in the waiting area which is not connected to ours.

We do not support Apple devices.

We have touch screen self-help units around the City and South Cambs. See the website for locations. For locations, see www.cambridgecab.org.uk/help-advice/get-advice

What to bring with you

Any relevant paperwork if you want to make applications.

Cambridge Ethnic Community Forum

Digital access and support for a range of ethnic groups

What we do

CECF is an umbrella organisation for Cambridge and district that provides racial equality services to individuals and groups. We provide a range of help to people making the most of being online – including helping access local services, completing application forms, training courses, providing translation services and language support

Contact details

Cambridge Ethnic Community Forum
16-18 Arbury Court
Cambridge CB4 2JQ

Web: www.cecf.co.uk

Email: CecfEnquiries@cecf.co.uk

Tel: 01223 655 241

Facebook: www.facebook.com/CambridgeEthnicCommunityForum

Topics covered

- Applying for benefits
- Completing application forms e.g. bus pass
- Accessing local services and events
- applying for social housing

When and where we work

We work in Cambridge; our centre is at 16-18 Arbury Court. We open Monday, Wednesday & Friday from 10am to 1pm. Other times arranged by appointment. contact CECF on 01223 655 241, or email Cecfenquiries@cecf.co.uk

Type of sessions offered

One to one

How to get to us

Parking: Free parking is available next to Budgens and the City Council Offices. Disabled parking spaces are also available.

Cycle: Bike racks available just outside Budgens and outside the Library.

Bus: City 1 Drop off on Campkin Road at Arbury community Centre.

Facilities & Accessibility

There are toilets onsite. A quiet space is available for public use. Tea or coffee is free to visitors. Other refreshments are available to buy from a variety of local shops in very close proximity. Our venue is easy to find from Campkin Road and Arbury Road.

Unfortunately, we do not have a hearing loop system.

Guide dogs are welcome.

Specialist support

We offer support to people who have English as a second language.

Technology

We offer Dell computers for use with our clients. Visitors are free to bring in their own devices.

Other information

One of our key services is the Cambridgeshire Human Rights and Equality Support Service (CHESS). This helps people who may have suffered discrimination. CECF is also developing a refugee service..

Volunteering

We are looking for volunteers with specialist skills. We are also interested in receiving enquiries from partners who would like to support the work or financial donations.

If you are able to assist in any way, please contact Eddie Stadnik: eddie@cecf.co.uk
Phone: 01223 655 241.

Cambridge Community Church (C3)

Advice & support for disadvantaged groups, free internet access and use of equipment

What we do

We offer advice and support to those who are unemployed, providing one to one CV training and support for those making job applications.

We run CAP life skills, a friendly group that gives people the confidence and decision making skills they need to survive life on a low income.

We also provide free internet access for public use. There are two tablets and a laptop for use in the Coffee Lounge. Each user is allowed 30 minutes to use the facilities.

Contact details

Cambridge Community Church (C3)
Coldhams Lane CB1 3HR

Web: www.thec3.uk

Email: hello@thec3.uk

Tel: 01223844415

Topics covered

- Job skills
- Literacy and numeracy skills
- Financial and money advice
- Courses and training
- Emailing
- Social media
- Using the web for searches
- Social groups and managing social networks
- Education

When and where we work

We work across Cambridge, South Cambs, East Cambs, Hunts, Fenland/

Open from 9am - 5pm from Tuesday to Friday.
For information on the group sessions contact C3 Church – 01223 844415 for more details/

Type of sessions offered

Group sessions and public access to the internet.

How to get to us

Parking: C3 centre has car park spaces on site. We are located opposite the large Sainsbury Supermarket on Coldham's lane and the Horizon Resource Centre.

Sainsbury's Supermarket also allows visitors to the C3 Centre to park in the last two rows of their car park. In order to do this, visitors will need to obtain a pass from the C3 reception.

Bus: The last bus stop on Mill road is the nearest drop off point by bus. The stop is a 10 minute walk from the Centre.

Facilities & Accessibility

There are Toilets on site.

Free wifi and laptop is available to use in the coffee shop, which has low background music.

Pets are not allowed, but a guide dog can be brought in with the owner.

Technology

We have Windows based operating systems and Android Samsung Galaxy tablets.

What to bring with you

People who want to sign up to any of our workshop providing advice on Jobs, Debt, Release course and life skills will be advised on what to bring for these workshops/

Other information

We offer services to help those in need from providing a free meal through our open lunch café. CAP debt is designed to help people get out of debt, other CAP workshops also help with issues such as addiction in smoking, binge drinking, gambling or an Internet addiction.

Volunteering

We're looking for general volunteers, equipment donations and financial donations to support the work. If you are interested please contact us.

Cambridge Online

Courses to help people make the most of being online.

What we do

We provide a range of courses to help people make the most of being online – including searching and applying for jobs, literacy and numeracy skills, shopping online, using facebook and socialising online, contacting government and health services, leisure and healthy living – in fact, we will try to help people learn anything they want to do online!

We specialise in helping disabled and disadvantaged people, but our services are open to all.

Contact details

Cambridge Online
Hester Adrian Centre
Hawthorn Way
Cambridge CB4 1AX

Web: www.cambridgeonline.org.uk

Email: help@cambridgeonline.org.uk

Tel: 01223 300407

Twitter: [@CambridgeOnline](https://twitter.com/CambridgeOnline);

Facebook: [/cambridgeonline.uk](https://www.facebook.com/cambridgeonline.uk)

Topics covered

- General advice about digital issues
- Applying for benefits
- Bus pass help
- Job Skills
- Universal Credit
- Adaptive technology advice
- Literacy and numeracy skills
- Financial and money advice
- Health support courses and training
- Learn My Way
- ALISON courses
- Microsoft office

- Emailing
- Social media
- Using the web for searches
- Safe browsing – e.g. online banking
- Social groups and managing social networks
- Projects – e.g. ancestry or cooking
- Photography and video
- Games and entertainment
- Self-management – paying bills and making appointments
- Saving money – using comparison sites and getting energy deals
- Accessing local services and events
- Education, Leisure and holidays
- Local democracy – registering to vote – writing to MP – and the Council – area committees
- Transport
- Digital skills support

When and where we work

Although most of our work is Cambridge based, we also help people from all over Cambridgeshire.

Our main centre is at Hester Adrian Centre, but we also hold several outreach sessions at various locations around Cambridge.

We are open Monday, Tuesday, Wednesday, Thursday, Friday.

For further information telephone 01223 300407 or email help@cambridgeonline.org.uk

Type of sessions offered

One to one and small group sessions.

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How to get to us

Hawthorn Way is at the Elizabeth Way end of Chesterton Road at the junction with the Spar Shop. Cambridge Online is signposted a short distance up Hawthorn Way on the right.

Bus: Bus route citi 2 getting off at bus stop De Freville Avenue out side the Spar shop.

Parking: We have a car park including disabled parking spaces at our main centre. There are also bicycle racks available.

Facilities & Accessibility

There are toilets including wheelchair accessible ones on site.

There is a quiet room that people can use away from our main room.

Pets are not allowed but Guide/assistance dogs are welcome.

Tea, coffee, herbal tea can be purchased for 50p.

Specialist support

Our staff/volunteers have experience supporting people with hearing loss, autism, visual impairments, learning disabilities and mental health needs.

Languages: We have some volunteers who speak languages other than English.

Technology

We offer a wide variety of adaptive technology, including switches, screen readers and voice recognition software.

People can bring their own portable devices if they wish to.

We can support most operating systems and devices.

We have nine standard PCs including touch screen and height adjustable tables.

What to bring with you

Identification, eg bank card, for registration purposes.

Glasses if you need these to read a computer screen.

Volunteering

We are looking for general volunteers and volunteers with specialist skills and for partners to support our work. If you are interested please contact us.

Cam Sight

Training, advice and support for people with low vision and blindness.

What we do

Cam Sight has centres in Cambridge and Wisbech where staff can demonstrate a wide range of low vision equipment. Training, advice and support for the use of technology are available over the phone or in person in Cambridge

Contact details

Cam Sight (Cambridge)
167 Green End Road
Chesterton, CB4 1RW

Cam Sight (Wisbech)
14 Chapel Road
Wishbech PE13 1RF

Web: www.camsight.org.uk

Email: info@camsight.org.uk

Tel: 01223 420033 (Cambridge)
01945 660795 (Wisbech, Mon-Tues only)

Twitter: [@camsight](https://twitter.com/camsight)

Facebook: facebook.com/camsight.org.uk

Our services

Low Vision Equipment Centre

Chesterton: Monday- Thursday 9am-5pm,
Friday 9am-4:30pm

Wisbech: Monday-Tuesday 9:00am-3:30pm

Cam Sight's Low Vision Equipment Centres in Cambridge and Wisbech stock a wide range of demonstration equipment. Our trained staff are on hand to show you what's available and demonstrate how to use it. We can advise on the most useful pieces of equipment and provide support with the purchase. We can also provide information and knowledge on specific pieces of equipment and research items on request.

To find out more about visiting one of the Centres, please contact Clare Palmer for the Chesterton Centre via 01223 420033 extension 20 or Dawn Preson for the Wisbech Centre via 07945 660795.

Technology Service

Chesterton: Monday - Thursday 9:30am-4:30pm

Cam Sight's Technology Service supports people with low vision and blindness to use computers and a range of technologies with magnification, speech and voice recognition. Our Technology Lead can help you explore and choose the technology that works best for you. We provide one-to-one, in person, or over the phone training, advice, and support.

For more information or to book a training session, contact Jerry Gilbert via 01223 420033 extension 19 and jerry@camsight.org.uk.

Other services

Cam Sight supports people of all ages with low vision and blindness to live the lives they choose. Beyond supporting digital inclusion, we run peer support groups for all ages; emotional support; practical advice and assistance; sports and leisure activities; and volunteer support.

Topics covered

- Technical trouble shooting – bring your device and get advice
- General advice about digital issues
- Applying for benefits
- Adaptive technology advice
- Emailing/Using the web for searches
- Digital skills support

When and where we work

We work across Cambridge, South Cambs, East Cambs and Fenland.

For opening hours see above.

Type of sessions offered

One to one and group sessions

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How to get to us

Cam Sight Chesterton

167 Green End Road, Cambridge CB4 1RW

Bus: Citi 2 bus stops directly outside of Cam Sight at Ashfield Road

Cycle: Bike racks are available behind the Cam Sight building.

Car parking: Parking is available behind the Cam Sight building, accessible through a narrow drive way. Visitors can also park in front of the building. There is parking available in nearby residential roads as well.

The building is clearly visible from the road and has Cam Sight logos across the frontage.

Cam Sight Wisbech

14 Chapel Road, Wisbech PE13 1RF

Bus: The 46 bus stops nearby at 'Wisbech North Street (w-bound).

Car parking: Free parking is available at the Chapel Road Car Park, which is 2 minutes walk away.

Facilities & Accessibility

Cam Sight Chesterton

The building is wheelchair accessible, with a ramp leading up to the front door from the pavement.

There is an accessible toilet available.

Guide dogs are welcome in the building, we have dog bowls available and a dog spend pen at the back of the car park.

Tea, coffee, and water is offered to all visitors.

Cam Sight Wisbech

There is step-free access to the office from the road.

Guide dogs are welcome, we have dog bowls available.

Tea, coffee, and water is offered to all visitors.

Specialist support

All staff and volunteers are trained in guiding and supporting people with low vision and blindness.

Technology

We have several examples of assistive technologies available for demonstration, including smartphones, tablets, and desktop computers. These include different operating systems, such as Android, Apple, and Windows.

What to bring with you

If people would like support with one of their own pieces of technology, they are encouraged to bring that with them. Otherwise, nothing needs to be brought.

Volunteering

We are looking for general volunteers and volunteers with specialist skills and for financial and equipment donations. If you are interested please contact us.

Cambridge Women's Resource Centre

Providing a range of support services for Women in Cambridgeshire and Peterborough

What we do

Cambridge Women's Resources Centre provides support through a range of services to women in Cambridgeshire and Peterborough. We also run The Dawn Project for women within the criminal justice system in both Cambridge and Peterborough. Women can access courses, careers advice, one on one sessions with staff and groups. The centre also has free internet access and a computer in our coffee group. We are a women's centre so all services are available to women only. We do not allow men on the premises.

Contact details

Cambridge Women's Resource Centre
10 Signet Court
Swann Road
Cambridge CB5 8LA
Web: www.cwrc.org.uk
Email: info@cwrc.org.uk
Tel: 01223321148
Facebook: www.facebook.com/CambridgeWomensResourcesCentre
Twitter: @CWRCPheonix

Topics covered

- Job Skills
- Universal Credit
- Financial and money advice
- Courses and training (check website and social media for an up to date timetable)
- Social media
- Safe browsing – e.g. online banking
- Self-management – paying bills and making appointments
- Digital skills, development, guidance and open use computer.

- Signposting to services and groups.
- Birth Choices drop in
- Drop in art group

When and where we work

We work in Cambridge and Peterborough.
Monday 9.30am – 4pm
Tuesday – Thursday 9am – 4.30pm
Friday 9.30am – 4pm

Type of sessions offered

One to one
Group sessions

How to get to us

Bus: There is a bus route (Number 3) onto Newmarket Road which is the nearest stop. The Bus Station is 1 mile walk.

Train: The train station is 0.5 mile walk from our current office on Newmarket Road.

Parking: There is limited car parking. We have a disabled parking space available. If you are driving to us the best way to come is from Sturton Street to end up the right side of the barriers splitting the road.

Facilities & Accessibility

There are several toilets onsite which are disability accessible.

We have a coffee room with open access computers on the ground floor.

Specialist support

Currently we don't have any translators accessible to the service. Our staff are trained to work with a wide range of learning and mental health needs.

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Technology

We have 2 free use computers in our coffee room whereby women can pay bills, make appointments, access the internet or do comparison checks for bills etc.

For group sessions we use a number of laptops.

What to bring with you

This would depend on the course. We will advise prior to an appointment or at drop in.

Volunteering

We are looking for general volunteers and volunteers with specialist skills. We are also looking for equipment and financial donations. If you are interested please contact us.

Cambridgeshire County Council

Digital access for public use in a number of locations across Cambridge.

What we do

We provide access and facilities for the public to use the internet, learn new digital skills, scan, print and download e-books. Cambridge Central and City library volunteer on-line demonstrators and 'computer buddies', are available to offer free assistance with: filling in on-line government forms, such as bus pass applications, blue badge applications and help with downloading the library's e-offer. Volunteers can provide general assistance with using tablets and PCs, including internet searching, using emails and other basic operational functions. Volunteers either use the library PC or ipad, or the customer can bring in their tablet, laptop, phone etc. We do not offer technical assistance or help with hardware problems.

Contact details

Cambridgeshire County Council
Shire Hall
Castle Hill
Cambridge CB3 0AP
Web: www.cambridgeshire.gov.uk/library
Email: your.library@cambridgeshire.gov.uk
Tel: 0345 045 5225
Facebook: www.facebook.com/Cambridgeshire-Libraries-134524859924810

Topics covered

- General advice about digital issues
- Bus pass help
- Coding and programming
- Health support
- Learn My Way
- Microsoft office
- Emailing
- Using the web for searches
- Safe browsing – e.g. online banking
- Accessing local services and events

- Help with customer enquiries - general to specific information e.g. local information, statistics, government publications, business, maps, council services, etc.
- Guide customers to health information sources online.
- Free access to online resources 24/7, accessible using your library card and PIN. Our resources include online dictionaries, encyclopaedias, biographies, British Standards, Access to Research, and newspaper archives.

When and where we work

We work across Cambridgeshire.

We are open Monday, Tuesday, Wednesday, Thursday, Friday and Saturday.

Central Library, Cambridge: Volunteers are generally available on weekday mornings, normally between 10-12:30pm. This is a drop in service but appointments are also available. Appointments usually last one hour and there are a maximum of three sessions available per volunteer/customer. Please note these times are subject to change. Check with the library staff for more information, call: 0345 045 5225 or email: your.library@cambridgeshire.gov.uk.

City branch libraries:

Volunteers are also available at the following libraries. Please note times below are subject to change without notice. Please check with branch library staff for availability.

MILTON ROAD: Every other Wednesday, 10:00-12:00pm

CHERRY HINTON: Wednesdays, 10:30-1:30pm, mostly appointments

BARNWELL ROAD: Thursday afternoons, 3:00pm onwards.

ROCK ROAD: 2nd and 4th Fridays of each month, 16:15-17:00

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ARBURY: One Saturday morning per month.

The Information Team, comprised of library staff, is available at Cambridge Central library on a daily basis (subject to staff availability) for drop-in only digital enquiries and to offer digital assistance as outlined above.

Type of sessions offered

One to one

HOW TO GET TO US

Arbury Court Library

Arbury Road
Cambridge CB4 2JQ

Opening Times:

Monday 3pm - 6pm
Tuesday 9am - 5pm
Wednesday Closed
Thursday 9am - 1pm
Friday 9am - 5pm
Saturday 10am - 2pm
Sunday Closed

Computers: Available to library members and free of charge for internet, email and MS Office use.

Free Wi Fi, you don't need to have a library card to use this service.

Printer: A4 black and white, and colour. A scanner and photocopier is available.

Parking: Nearest is at Budgen's store (free). Turn from Arbury Road into Mansell Way, then first left.

Bus: Stagecoach Citi 1 & Citi 2 stop close to the site.

Barnwell Road Library

Barnwell Road
Cambridge CB5 8RG

Opening times:

Monday Closed
Tuesday 10am - 5pm
Wednesday 10am - 5pm
Thursday 2pm - 5pm
Friday 2pm - 5pm

Saturday 10am - 1pm

Sunday Closed

Computers: Available to library members and free of charge for internet, email and MS Office use.

Free Wi Fi, you don't need to have a library card to use this service. A scanner, printer and photocopiers are also available.

Parking: Shared with local parade of shops

Bus: Stagecoach Citi 3 stops near the site.

Cambridge Central Library

7 Lion Yard
Grand Arcade
Cambridge CB2 3QD

Opening Times:

Monday 9.30am - 6pm (library)
9.30am - 5pm (cafe)
Tuesday 9.30am - 6pm (library)
9.30am - 5pm (cafe)
Wednesday 9.30am - 7pm (library)
9.30am - 5pm (cafe)
Thursday 9.30am - 6pm (library)
9.30am - 5pm (cafe)
Friday 9.30am - 6pm (library)
9.30am - 5pm (cafe)
Saturday 10am - 6pm (library)
10am - 5pm (cafe)
Sunday 12noon - 4pm (library)
Cafe closed on Sundays

Computers are available to library members and free of charge for internet, email and MS Office use, usually limited to one hour per day.

Free Wi-fi is available, you don't need to have a library card to use this service. However, printing from personal laptops is not possible.

There is a scanner and photocopier available to use.

Parking: Nearest is the multi-storey public car park in Grand Arcade

Bus : Bus station in Drummer Street is a short walk away. Bus stops in Emmanuel Street, 400 yards away.

Train: Railway Station 1 mile away.

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Cherry Hinton Library

High Street
Cherry Hinton
Cambridge CB1 9HZ

Opening Times:

Monday 3pm - 6pm
Tuesday Closed
Wednesday 9am - 5pm
Thursday 9am - 1pm
Friday 9am - 5pm
Saturday 10am – 2pm
Sunday Closed

Computers are available to library members and free of charge for internet, email and MS Office use.

Free Wi Fi, you don't need to have a library card to use this service.

There is a scanner, printer and photocopier available.

Toilet: Newly refurbished toilets to the right-hand side of the entrance of the recreation ground with disability access, 20p charge.

Parking: There is a public car park in Colville Road opposite Colville School about 75 metres away.

Bus: There is a bus stop 100 metres away, Stagecoach Citi 1 and Citi 3 stop there every 10 minutes. Citi 1 - 300 metres near the Westbrook Centre on Milton Road. Citi 2 - 150 metres, near De Freville Avenue on Chesterton Road. Stagecoach 9 stops nearby on Milton Road.

Rock Road Library

69 Rock Road
Cambridge CB1 7UG

Opening Times:

Monday 9am - 1pm
Tuesday 9am - 5pm
Wednesday Closed
Thursday 9am - 5pm
Friday 3pm - 6pm
Saturday 10am - 2pm
Sunday Closed

Computers are available to library members and free of charge for internet, email and MS Office use.

Free Wi Fi, you don't need to have a library card to use this service.

Scanner, printer and photocopier are available.

There are toilets onsite which have disability access

Parking: On-street parking usually available. Disabled space outside front of library

Bus: Stagecoach Citi 1 and Citi 3 stop nearby.

Facilities & Accessibility

All public libraries have full disabled access.

What to bring with you

To set up a membership you will need to produce identification.

Other information

We have a number of meeting room spaces to hire:

Cambridge Central Library: Conference room, meeting rooms, exhibition and foyer space.

Cherry Hinton Library: Newly refurbished meeting space, equipped with projector and screen.

Rock Road Library: Newly refurbished meeting room, equipped with projector, screen and kitchen.

Volunteering

We are looking for general volunteers to become computer buddies. If you are interested please apply via your local library.

Care Network Cambridgeshire

Provides help for older, isolated and vulnerable people living in Cambridgeshire

What we do

We enable older or isolated people to remain independent and maintain social contact with friends and the community through a variety of services. We equip, encourage and enable volunteers to support local people to lead a happy, healthy and independent life.

Contact details

Care Network Cambridgeshire
18 Broadway House,
149-151 St Neots Road
Hardwick CB23 7XR

Web: www.care-network.org.uk

Email: admin@care-network.org.uk

Tel: 01954211919

Twitter: [@carenetworkcamb](https://twitter.com/carenetworkcamb)

Facebook: www.facebook.com/CareNetworkCambridgeshire

When and where we work

We work across Cambridgeshire. We hold sessions from Monday to Friday at various locations in Wisbech, Ely, Huntingdon, Hardwick and Cambridge. For more information on specific session please contact us.

Type of sessions offered

One to one

CHS Group

Help and support with digital skills to increase inclusion and employability

What we do

We provide person-centred one to one tutoring along with learning resources, aimed at people who are experiencing barriers to being online or need to improve digital skills to help them move towards employability.

Contact details

CHS Group
Endurance House
Chivers Way
Histon CB24 9ZR

Web: www.chsgroup.org.uk
Email: info@chsgroup.org.uk
Tel: 0300 111 3555

Facebook: www.facebook.com/CambridgeHousingSociety/

Twitter: twitter.com/chsgroup

Topics covered

- Technical trouble shooting – bring your device and get advice
- General advice about digital issues
- Job skills
- Adaptive technology advice
- Courses and training
- Learn My Way
- ALISON courses
- Microsoft Office,
- Emailing
- Social media
- Using the web for searches
- Safe browsing – e.g. online banking
- Saving money – using comparison sites and getting energy deals
- Accessing local services and events
- Education,
- Leisure and holidays

- Local democracy – registering to vote – writing to MP and the Council – Area Committees
- Digital skills support

When and where we work

We work across Cambridge, South Cambs, East Cambs, Hunts, Fenland and across Cambridgeshire.

We hold sessions from Monday to Friday. Contact the CHS Community Investment Team on 01223 713768 to ask for information or about other related help we can offer such as New Horizons.

Type of sessions offered

One to one

How to get to us

We can deliver our 1:1 sessions flexibly on an outreach basis - this can be people's own homes, or a community location depending on circumstances.

Specialist support

We can come to learners and can provide some assistance in using accessibility technology with devices.

Technology

Primarily use Windows and Android devices although can offer limited support on Apple devices and support self-learning on Apple devices.

We have a limited range of adaptive technology devices such as trackball, high visibility keyboard, laptop tray.

What to bring with you

We can usually help people with their own devices if they wish to learn on them, we can provide a loan device otherwise.

CHS Group - New Horizon

Providing support to get online, save money and increase employability

What we do

We help people move closer to the job market by helping them feel more confident and in control of their money, by helping them get on-line and by giving them the tools to be able to look for work. We offer up to 20 hours of one to one coaching for anyone not currently in work, including on zero hour contracts. New Horizons is funded by the European Social Fund and the National Lottery, through the Big Lottery Fund.

Contact details

CHS Group
Endurance House,
Chivers Way
Histon CB24 9ZR

Web: www.makingmoneycount.org.uk

Email: info@makingmoneycount.org.uk

Tel: 0300 1113555

Social media: @Newhorizonsbbo @chsgroup

Topics covered

- Financial and money advice
- Help to find courses and training
- Microsoft office
- Emailing
- Social media
- Using the web for searches
- Safe browsing – e.g. online banking
- Social groups and managing social networks
- Self-management – paying bills and making appointments
- Saving money – using comparison sites and getting energy deals
- Digital skills support
- Accessing local services and events

- Education
- Transport
- Voluntary sector and grants funds
- Digital skills support
- General advice about digital issues

When and where we work

We work across Cambridge, South Cambs, East Cambs, Hunts, Fenland, Peterborough and King's Lynn.

We are open Monday, Tuesday, Wednesday, Thursday, Friday.

Office hours 9am – 5pm for further information please get in touch.

Type of sessions offered

One to one either at your home or in a convenient location.

Technology

Chrome Books, tablet and laptops are available to loan to eligible participants, with up to three months of limited (2gb) internet access.

The Clay Farm Centre

Community centre with computers available for public access.

What we do

We offer a library and access to Public Network computers for anyone to use and help with printing documents.

Contact details

The Clay Farm Centre
Hobson Square
Trumpington
Cambridge CB2 9FN
Tel: 01223 457232

Web: www.cambridge.gov.uk/clay-farm-centre
Email: clayfarmcentre@cambridge.gov.uk
Facebook: www.facebook.com/clayfarmcentre
Twitter: twitter.com/clayfarmcentre

When and where we work

The centre is open to users from across Cambridge and South Cambs.

We are open Monday to Saturday.

Monday 09:00 – 18:00

Tuesday 09:00 – 18:00

Wednesday 09:00 – 18:00

Thursday 09:00 – 19:00

Friday 09:00 – 18:00

Saturday 09:00 – 13:00

How to get to us

The Clay Farm Centre is on Hobson Square, at the end of Lime Avenue in Trumpington. The postcode is CB2 9FN.

The centre is a short walk from the Trumpington park and ride, along the guided busway. Alternatively you can take the guided bus route A from the park and ride – Foster Road is the closest stop to the centre.

Facilities & Accessibility

There are toilets on site.

A café and quiet space is also available.

Accessibility dogs only.

Type of Session

Both one to one and group sessions will be available periodically when funding and resources allow. Please get in touch for more details.

Technology

8 Public Network computers, which are free for 30 mins and then £1 thereafter – the fee does not apply to under 18's and job seekers.

People can bring their own devices and use the public wifi.

What to bring with you

A library card to use the Public Network PCs.

Volunteering

We are looking to recruit volunteers to offer help with other IT needs and to help people apply for bus passes etc.

If you are interested please contact us.

Disability Cambridgeshire

Digital support and advice for disabled people

What we do

We give free, confidential and impartial advice on most issues relating to disability via our five-day a week advice line and offer IT support by appointment at our offices in Orwell House.

We can help with problems including: Direct payments or funding for your care Benefit entitlements including what you can and can't claim Attendance Allowance Challenging decisions and appeals to DLA and PIP decisions Employment Our inclusive computer can be used by people with physical and sensory disabilities and we can help people who have additional needs

Contact details

Disability Cambridgeshire
Orwell House
Cowley Road
Cambridge CB4 0PP

Web: disability-cambridgeshire.org.uk

Email: admin@disability-cambridgeshire.org.uk

Tel: 01480212363

Twitter: www.twitter.com/disabilitycambs

Facebook: www.facebook.com/disabilitycambridgeshire

Topics covered

- Applying for benefits
- Bus pass help
- Universal Credit
- Financial and money advice
- Using the web for searches
- Self-management – paying bills and making appointments
- Saving money – using comparison sites and getting energy deals
- Accessing local services and events

- Local democracy – registering to vote – writing to MP– and the Council – Area Committees
- Transport

When and where we work

We work across Cambridge, South Cambs, East Cambs, Hunts, Fenland and across Cambridgeshire.

We are open Monday and Wednesday.

Type of sessions offered

One to one

How to get to us

Map: link to Google maps
<https://goo.gl/maps/LQGH2AtwEVE2>

Rail: Cambridge North railway station is a railway station located in the Cambridge suburb of Chesterton, close to Cambridge Science Park. The station is on the Fen Line

Bus: Take Stagecoach for Milton Road Park & Ride towards Milton and get off near Science Park (on Milton Road). Busway A also stops near the Science Park (on Milton Road)

Facilities & Accessibility

We welcome people with physical, sensory and neurological impairments, their families and carers. Guide dogs are welcome.

There are accessible toilets and plenty of blue badge parking.

Specialist support

We are a user led organisation which means that our staff and volunteers have experience of living with a disability. We offer support to people with hearing loss, autism, visual impairments, learning disabilities and mental health needs.

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Technology

We have a new inclusive IT system offering support to people with physical and sensory impairments. We work with the latest versions of windows and office.

Attendees are welcome to bring their own devices.

What to bring with you

Bring all your relevant paperwork and if applying for benefits, information about your income and outgoings

Volunteering

We are looking for general volunteers and volunteers with specialist skills. We are also looking for partners to support our work and financial contributions. If you are interested please contact us.

Independent Living Service

Offers digital help and advice to increase the financial and social inclusion opportunities available to people over 60.

Whatever your ability our Digital Champions who are friendly supportive helpers can show you simple steps to learning how useful a computer can be. You decide what you want to learn about.

Contact details

Tel: 01223 457199

Web: www.cambridge.gov.uk/olderpeopleshousing

Email: independent.living@cambridge.gov.uk

Topics covered

- Technical trouble shooting – bring your device and get advice
- General advice about digital issues
- Help completing forms e.g. bus passes
- Self-management – paying bills/ making appointments
- Courses and training
- Microsoft Office
- Emailing
- Social media
- Using the web for searches
- Safe browsing – e.g. online banking
- Social groups & managing social networking
- Projects – e.g. ancestry or cooking
- Games and entertainment
- Saving money – using comparison sites and getting energy deals
- Accessing local services and events
- Education, leisure and holidays
- Local democracy – registering to vote – writing to MP– Council – Area Committees
- Transport, voluntary sector and grant funds

When and where we work

Monday 2pm-4pm
Talbot House, Fishers Lane
Cambridge CB1 4JQ

Tuesday 10am-12pm
Whitefriars, Chesterton High Street
Cambridge CB1 1NN

Wednesday 12:15pm-14:15pm
159a Lichfield Road
Cambridge CB1 3SH

Thursday 10am-12pm
Stanton House, Christchurch Street
Cambridge CB1 1HU

Type of sessions offered

Group sessions. One to one support can be offered in some cases depending on group size.

How to get to us

Bus: All four sites are closely situated to a bus stop.

Parking: There is onsite parking at 159a Litchfield Road and Stanton House. On street parking is available at Talbot House and Whitefriars

Facilities & Accessibility

Digital Champions will let visitors to the group into the sites. Each site is entirely accessible for wheelchair users including disabled toilet facilities. There is quiet space available and tea and coffee making facilities. Both Stanton House and Talbot House have a hearing loop fitted.

Specialist support

Wherever possible a translator will be made available if required. Guide dogs are welcome.

Technology

Tablets, laptops, chrome books and a printer are all available to use. Attendees can also bring their own devices.

Make Do and Mend

Digital support for people with mental health needs or at risk of social isolation

What we do

We specifically cater for anyone with mental health needs. We offer a friendly and calm environment where people can come and receive digital support. Our volunteers have very good computer skills.

Contact details

5 Signet Court
Swann Road
Cambridge CB5 8LA

Web: www.makedoandmendinfo.co.uk

Facebook: [@makedoandmendcambridge](https://www.facebook.com/makedoandmendcambridge)

Email: makedoandmendmail@gmail.com

Topics covered

- Technical trouble shooting – bring your device and get advice
- General advice about digital issues
- Microsoft office
- Emailing
- Social media
- Using the web for searches
- Digital skills support

When and where we work

We work across Cambridge, South Cambs and East Cambs

We are open on Friday from 2-4pm at Castle Street Methodist Church, Castle Hill, Cambridge CB3 0AH. Please use the back entrance on St Peters road and ring the bell for someone to let you in.

Type of sessions offered

Group sessions

How to get to us

Bus: Citi 4 stops on Northampton Street and is a two minute walk up the hill to the Church. Citi

5 and Citi 6 stop on Castle Street.

Walking: Twenty minute walk north from the city centre itself.

Parking: Car parking on site

Cycle: Cycle parking available on site

Entrance is round the back on St Peters road and you need to ring the doorbell to have access.

Facilities & Accessibility

We have toilets onsite.

Refreshments are available from the kitchen when required.

Guide dogs are welcome.

There are plenty of rooms but the venue is generally a quiet atmosphere.

Specialist support

Make Do and Mend specifically supports people with mental health needs, we are able to offer a friendly atmosphere and try and be clear in our communication.

Safety concerns have set protocols and will be dealt with seriously.

Technology

People may bring their own devices windows, apple, or android. We provide laptops for people to use.

What to bring with you

New starters will need to sign a membership form once attended.

Volunteering

We are looking for general volunteers and more people to attend the project. If you are interested please contact us.

The Meadows Community Centre

Community centre with computers available for public access and digital skills support.

What we do

We offer access to public network computers. We provide digital advice/ support and help to complete online forms.

Contact details

Cambridge City Council
The Meadows Community Centre
1 St Catharines Road
Cambridge CB4 3XJ

Web: www.cambridge.gov.uk/meadows-community-centre

Email: clayfarmcentre@cambridge.gov.uk

Topics covered

- Technical trouble shooting – bring your device and get advice
- General advice about digital issues
- Help completing forms e.g. bus passes
- Self-management – paying bills/ making appointments
- Job skills
- Courses and training
- Microsoft Office
- Emailing
- Social media
- Using the web for searches
- Safe browsing – e.g. online banking
- Social groups and managing social networking
- Projects – e.g. ancestry or cooking
- Photography and video
- Games and entertainment
- Saving money – using comparison sites and getting energy deals
- Accessing local services and events
- Education, leisure and holidays

- Local democracy – registering to vote – writing to MP– and the Council – area committees
- Transport, voluntary sector and grant funds

When and where we work

The one to one sessions take place in the onsite computer suite; they are open to users from across Cambridge and South Cambs on Tuesday and Friday from 10am-12pm. The PC's in the café area are for independent use, they are available to the public from Monday to Friday between 9am - 5pm. Outside of these times, PC's will need to be booked in advance.

Citizens Advice Bureaux offer a drop in session from 11-3pm on Wednesdays

Type of sessions offered

One to one sessions

How to get to us

The Meadows Community Centre is on the corner of Arbury and Kings Hedges Roads. The front door is at the opposite end to the car park.

Bus: We are very close to the guided busway take bus B. Orchard Park is the nearest bus stop. The City 1 bus stops a little way from us on Arbury Road.

Parking: We have a large car park, with 6 designated disabled bays.

Cycle: There are plenty of bike racks.

Facilities & Accessibility

The whole of the Meadows building is entirely accessible for wheelchair users. Which includes wide door frames, automatic door access, accessible toilets and loop systems in all rooms. We have a café that opens Monday - Friday between 9am - 2pm. The centre welcomes guide dogs, but cannot accommodate any other animals.

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Specialist support

The Meadows staff can provide basic support to customers who speak English as a second language, use British Sign Language Support offered and other language support. Staff can support people with hearing loss, autism, visual impairments, learning disabilities and mental health needs.

Technology

Attendees can bring their own devices. Our pc's run Windows programs. We have 4 PC's in the computer suite, and two in the café area. The PC's in the café area are available to the public Monday - Friday between 9am - 5pm. Out of these times, pc's will need to be booked in advance.

What to bring with you

Attendees do not need to bring anything with them, unless they would like to work on something that they are started on another PC via a data stick.

Other Information

There is a really friendly atmosphere at the drop ins. The tutors are very patient, and there is no such thing as a silly question.

The project is funded by Cambridge City Council, and delivered by Cambridge Online.

Reboot Cambridge Community Interest Company

5 week training courses tailored to the learning requirements of the individual.

What we do

We provide 5 week intensive courses aimed at people who are long-term unemployed or economically inactive. It is open to anyone who is claiming benefits (JSA, ESA, UC) or is economically inactive and is eligible to work in the UK.

The course covers Computer Hardware Refurbishment, Installation and use of Software, Office applications, anti-virus, use of the web, social media, EBay, System installation using both Microsoft and Linux Operating Systems.

The course features work experience elements and employability skills assistance:

Week 1 – Refurbishment Theory, Hardware testing, System Building and Installation

Week 2 – Software Installation, Use of Applications, Employability assistance

Week 3-5 – Optional Modules to suit the participant needs, work experience on live workshop projects.

Topic options may include: Social Media, Web Site building, Linux, Networking, Ebay, advanced application use.

The needs of participants will be discussed at the start of the course and the program will be built around them.

Contact details

Reboot Cambridge Community Interest Company

Unit 9a The Maltings

Millfield

Cottenham CB24 8RE

Web: www.rebootcambridge.org.uk

Email: info@rebootcambridge.org.uk

Tel: 01954 253302

Topics covered

- Job skills
- Courses and training
- Microsoft Office
- Emailing
- Social media
- Using the web for searches
- Photography and video
- Games and entertainment
- Digital skills support

When and where we work

We work across Cambridge, South Cambs, East Cambs, Hunts, Fenland and across Cambridgeshire.

We are open Monday, Tuesday, Wednesday, Thursday, Friday.

We run a 5 week program from Monday to Thursday 9am till 3pm. The program runs from our Cottenham office with group sizes limited to a maximum of 3 participants so early booking benefits.

The dates and details for our courses are all listed on our website at www.rebootcambridge.org.uk.

Alternately ring us on 01954 253302.

Type of sessions offered

Group session

How to get to us

The Cottenham office is within 5 minute walk of the Stagecoach Number 8 Bus service that runs every 20 minutes and is easily accessed from the Guided Busway by changing in Histon. Maps for the location can be found on our website.

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Facilities & Accessibility

There are toilets onsite.

Tea and Coffee is provided. The centre is within walking distance of a Co-Op and general store for lunch.

Specialist support

We have no English for Speakers of Other Languages (ESOL) support.

The course sizes are kept small to accommodate participants with ASD or are diagnosed with Asperger's Syndrome, learning difficulties or mental health issues. We can also make allowances to group sizes for participants that are accompanied by caring assistants.

Technology

Most of the course is offered using recycled hardware donated to us. We mainly deal with Microsoft and Linux machines although we may also have some projects involving Apple machines.

Other information

We are looking for equipment donations. If you would like to make a donation please contact us.

Ross Street Community Centre

Advice and support session to help a range of digital needs

What we do

We offer sessions which are informal and fun. Digital Champions provide advice and support for a variety of digital needs and abilities starting with basic skills. We have scope for developing more advanced support via Cambridge City Council if there is a demand.

Contact details

Ross Street Community Centre
75 Ross Street
Cambridge
CB1 3UZ

Web: www.cambridge.gov.uk/ross-street-community-centre

Email: ross.street@cambridge.gov.uk

Tel: 01223 457000

Facebook: [@rossstcommunity](https://www.facebook.com/@rossstcommunity).

Twitter: [@rossStcommunity](https://twitter.com/@rossStcommunity)

Topics covered

- General advice about digital issues
- Learn My Way
- Microsoft Office
- Emailing
- Social media
- Using the web for searches
- Safe browsing – e.g. online banking
- Self-management – paying bills and making appointments
- Saving money – using comparison sites and getting energy deals
- Accessing local services and events
- Education, leisure and holidays
- Digital skills support

When and where we work

Our sessions are in Cambridge every Tuesday from 9.45am to 11.45am at the Community Centre. Contact Simon Aslett on 01223 457000 for more details.

Type of sessions offered

One to one and group sessions

How to get to us

Bus: Bus routes 2 and 114 stop nearby.

Parking: We have a small free parking area with one designated disabled space. Ample street parking is also available near the centre.

Cycle: Many cycle racks are available.

Facilities & Accessibility

The Centre is fully accessible for disabled people.

There are toilets at the Centre and there is access to a kitchen though refreshments are not provided. A hearing loop is available and the centre welcomes guide dogs.

Specialist support

We provide sessions to help people develop their English language skills.

Technology

We have a number of laptops available which operate on Windows

Free Cambridge Wi-Fi is available for use on personal devices.

We do not have any adaptive technology.

Other information

We want to encourage as many people as possible to attend our sessions.

Wintercomfort

Digital skills support for people who are homeless or at risk of losing their home

What we do

We offer a range of services for homeless people in a friendly relaxed environment. Help and support will be tailored to the needs of the individual, by offering them vital welfare services and opportunities for learning and training. We are a day centre open 7 days a week.

Contact details

Wintercomfort for the homeless
Overstream House
Victoria Avenue
Cambridge CB4 1EG

Web: wintercomfort.org.uk

Email: info@wintercomfort.org.uk

Tel: 01223 518140

Twitter: <https://twitter.com/wintercomfort20>

Topics covered

- Applying for benefits,
- Job skills
- Universal Credit
- Learn My Way
- Microsoft Office
- Emailing
- Social media
- Using the web for searches
- Photography and video
- Digital skills support
- Educational opportunities

When and where we work

Our centre is in central Cambridge, open 7 days a week from Monday to Sunday.

Our drop-in service is open 8.30-2pm on weekdays and 8.30-12pm at the weekend.

Digital lessons are available on the following days:

Monday, Wednesday, and Friday: Digital job skills and help with all aspects of looking for work digitally.

Tuesday 1-3pm: Digital photography for beginners.

Wednesday 1-3pm: IT for beginners, help to find out what you want

All lesson groups are small with lots of support.

Type of sessions offered

Group sessions

How to get to us

We are right next to Victoria Avenue Bridge on the opposite side of the river to Midsummer Common and Jesus Green.

Parking: There is no parking available on site

Bus: the Citi 8, 4 1 and 2 busses stop at bus stop very close to the centre.

Facilities & Accessibility

The Centre can be accessed via steps at the front, or by disabled access at the rear with prior arrangement.

There are toilets, one of which is easy access.

There is free tea and coffee available.

Dogs are welcome.

Access is only available for those who meet our general criteria for use of the service:

all users must be homeless, have a history of homelessness or be vulnerably housed.

Specialist support

Lead staff have training and experience in supporting people with learning disabilities.

All staff have training and experience in supporting people with mental health needs.

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Technology

A computer suite is available in addition to lap tops with mice, we use Windows 10 software.

Nikon D3300s are used for photography classes.

What to bring with you

For photography sessions wear comfortable shoes for outdoor visits

Volunteering

We are keen to recruit volunteers with social media skills to support our service users and hopefully run a class. Volunteers to support the photography class would also be welcome.

If you are interested in volunteering please go to our website and fill in a volunteer application form.

Workers Educational Association

Providing taught courses for adults to increase digital participation.

What we do

We are Government funded and provide courses for adults which support our special mission to provide educational opportunities to those facing social and economic disadvantage. Digital participation – Absolute Beginners IT, Introduction to social media, Staying safe online, Next steps in IT, Digital photography, Film making.

We have 122 branches within the eastern region which offer a diverse range of provision along with our targeted work within the community. Our approach to teaching is learner led and flexible. We work with all concerned to ensure the learning needs of our students are met and in a location with which they feel confident and comfortable.

Contact details

WEA
Floor 2, 27/28 Bridge Street,
Cambridge CB2 1UJ.

Web: www.wea.org.uk

Email: eastern@wea.org.uk

Tel: 01223 417320

Topics covered

- Applying for benefits,
- Job skills and CVs
- Universal Credit
- Learn My Way
- Microsoft Office
- Emailing
- Social media
- Using the web for searches
- Photography and video
- Digital skills support
- How to stay safe online
- Photography and video

Technology

We have a number of laptops available which operate on Windows.

We encourage the Bring Your Own Device approach as we believe you learn and develop skills easier on your own device.

Type of session offered

Group sessions

Where we work

We work across Cambridge, South Cambs, East Cambs, Hunts, Fenland and across Cambridgeshire.

For further information on sessions and availability please telephone 01223 417320 or email eastern@wea.org.uk



Strategy and Partnerships
The Guildhall
Cambridge CB2 3QJ
www.cambridge.gov.uk