



itea and biscuits week - 2009

21-25 September

# A guide for event holders

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## Introduction

**itea and biscuits week** is a week-long campaign being held between 21<sup>st</sup> – 25<sup>th</sup> September 2009. The week aims to bring together a variety of organisations from across the country to promote and celebrate digital inclusion and the socially inclusive benefits it provides. During this week, Age Concern and Help the Aged will be developing a network of taster sessions throughout the UK to promote tasters of computer technology to older people.

This guide is to support you in putting together your own **itea and biscuits week**. You do not have to do everything in this guide, or follow it exactly as written to run a successful event. Small and manageable projects are just as great as elaborate ones. The main thing is that the people attending the events enjoy the experience and are motivated to continue their journey into the digital world.

**itea and biscuits week** is not about the technology, but rather about how to ensure that older people are able to live life to the full, to learn new skills, and to ensure that they have access to services and interests which allow them to take the initiative in living their lives the way they want. We hope that the **itea and biscuits week** will help older people discover for themselves what is available and how they can get the most out of computer technology.

Many older people may not have used a computer, mobile phone or digital camera before. Some might be wary of computers, or simply fail to see that it could be of interest to them. Others may want to find out more, but have lacked the opportunity or the confidence to go about finding out for themselves. Even those who are prepared to take the first steps to get involved might experience apprehension about being too old to learn, or appearing foolish or ignorant in front of others.

Your **itea and biscuits week** event will provide taster sessions and guidance, which will help participants to get the most out of the range of opportunities open to them. The sympathetic and instructive support that the **itea and biscuits week** mentor/trainer has to offer is essential in breaking down those barriers, and in challenging others' preconceptions to help prove that age is no obstacle to getting online.

## Planning your itea and biscuits week event

**itea and biscuits week** events can come in all shapes and sizes. The most important thing to remember is that we reach out to as many people as possible. You may have previously hosted a Silver Surfer event and have lots of good ideas on how to develop your event this year. However, if this is the first time you have held an event, we've put together some useful information to help get you started...

### People!

You need to nominate an **event organiser** - they don't have to be a techno-whizz, but they have to be organised! Their task it is to:

- Register the event on [www.ageconcern.org.uk/iteaandbiscuits](http://www.ageconcern.org.uk/iteaandbiscuits) and be the contact for the event.
- Recruit computer mentors (these could be staff within your organisation or volunteers from the local community).
- Get on board someone with technical knowledge of computers and networking to troubleshoot any problems that may arise – a 'techie'.
- Arrange the venue, ensuring there is disabled access, toilets and the opportunity to provide refreshments if possible.
- Undertake administration, produce handouts for the Silver Surfers (including handy hints and next steps), take bookings for the event if using an appointments system and create a rota for volunteers and mentors.
- Promote the event, using the media toolkit to assist with press releases, displaying marketing posters etc.
- Arrange any interpreter needs as requested by a Silver Surfer (eg community languages, sign-languages).
- Co-ordinate refreshments, if you want to offer them and there are facilities at your venue.

Find **computer mentors**. If you haven't got experience with the internet, e-mail, digital photography or computers yourself, find someone who has. Computer mentors can be found everywhere! They may be friends or relatives. They may even be in your own organisation and you may not yet know about their talents. Do an e-mail request to all staff and ask if they will give their time free for the day. If you have secured volunteers from a local business, offer the business publicity, as well as highlighting to them the opportunity to meet local people – a great way to network!

One computer mentor per computer or piece of technology is ideal, but an experienced person could manage up to 5 computers - anything more is likely to be too much. And don't forget – mentors need breaks, so build in time for them to relax between sessions!

If you are providing tasters of computers and the internet, then ideally you will also want to find a computer 'techie' – someone who knows what to do if the internet connection fails or the computer stops working. The computer mentors might be able to take on this role if they have the appropriate knowledge.

If you find that you have lots of willing volunteers to act as computer mentors, but feel that you need some additional **training** to get you ready to host an event or to provide a taster session, training events for will be taking place in September to help with your event. Please contact us at [connectwithit@ace.org.uk](mailto:connectwithit@ace.org.uk).

### Hints and tips from past event holders - helpers:

- Be sure to have lots of ICT literate helpers ready for one to one sessions – there is much demand for this kind of help for Silver Surfers.
- For each session of 10 people, you need at least two tutors – one teaching and one roving to assist the less experienced.
- A host is needed to ask people to sign in and to make refreshments.
- Give people the opportunity to ask questions and provide somewhere to sit after the session so that they can talk about their experience.
- Essential to have mentors - eg one mentor per couple of Silver Surfers.

### Place!

- You'll need a venue with at least one internet-connected computer or an example of the type of technology you are featuring as part of your taster (ie mobile phone, digital camera, mp3 player, etc).

**Remember, if you are holding an event in your own home, only invite people you know.**

- If at all possible, the venue should be accessible and easy to navigate for wheelchair users and people with mobility difficulties.
- You should also ask the owners of the venue for any health and safety information they have and ensure you know the location of the fire exits.

- If you haven't got a suitable venue, ask any local organisation – public, community, business – at worst, they can only say 'no'! Point out to businesses the advantages of inviting in potential new customers and how you will promote them in local media of the event in **itea and biscuits week**.
- You could try contacting the following organisations (you should be able to search for contact details on the internet or try Yellow Pages):

UK online centres, schools, colleges, council offices, museums, libraries, Age Concerns, village halls, community centres, churches, internet cafes, learndirect centres, local businesses, and hospitals.

### Hints and tips from past event holders - planning:

- Organize well in advance – separate those who want advice/support on e-mailing from those wanting to surf the net generally. Include details of different types of sessions in publicity to enable people to choose in advance.
- There is no such thing as too much publicity.
- Be well prepared. Have information packs ready for the day and contingency plans if the technology goes down.
- Allow an hour to set up and instruct tutors about available handouts.
- It is possible to network four laptops to share a dial up connection and still have functioning internet.
- When participants book their session, ask about their level of expertise and what they want to concentrate on.
- When arranging your timetable allow time between slots for tea breaks and sessions which over-run.
- Be prepared for people to arrive who have not booked. Consider arranging an alternative session to avoid disappointment.
- Have different teaching styles from structured learning activities to informal customer-driven activities.
- Go to outlying bases instead of expecting people to make a journey specially to see you.
- When designing feedback forms always put 'PTO' at the bottom of the page, to prevent the form being returned with only one side filled in.

## Disability Access

Don't give up on the idea of holding an event during **itea and biscuits week** because you've got steps or a wheelchair-unfriendly toilet.

Just think, can you open an entrance that avoids steps? Can you borrow a ramp?

Information is available on the DirectGov website [www.direct.gov.uk/DisabledPeople/fs/en](http://www.direct.gov.uk/DisabledPeople/fs/en) and Ability Net [www.abilitynet.org.uk](http://www.abilitynet.org.uk)

## Insurance

Be sure to check that your organisation or the venue where you are holding your event has public liability insurance and that this type of event will be covered. It is a good idea to ring your insurers and advise them what you are doing. By having public liability insurance, you are covered for legal liability to third parties for accidental loss, or damage to property, for death, injury, illness or disease, arising out of the Business.

## Publicising your event

The **itea and biscuits week** media team will be working to generate national media interest in the week. To make the most of **itea and biscuits week**, we are asking you the event holders to publicise their events regionally and promote your services to attract Silver Surfers in your area to attend a taster session. On the following pages we are giving you a few ideas of how to publicise your event. To help you, we have prepared a media toolkit which will give you more specific details on how to work with your local media, as well as giving you a template for a press release – and all you will have to do is insert your local event details.

We have some additional resources, such as an A4 poster with a national call centre number, which enables individuals to find out where their local event is being held. These can be requested when you register or, if you have already registered but would like some resources, please e-mail [connectwithit@ace.org.uk](mailto:connectwithit@ace.org.uk). On the website you can also download a version of the poster, where you can enter your event's details. This means that individuals in your area will be able to see posters connected to your event in a variety of locations.

## Press Releases

There are three press releases (see the media toolkit for a template for **itea and biscuits week**).

1. **Pre-event release** - to help you publicise your event
2. **Photo call release** - to help you invite the media to your event. Please be mindful that there may be other events happening in your area and it may be better to work together to maximise the coverage for **itea and biscuits week**
3. **Post event release** - where you can describe what happened at your event. If you have photography it is a good idea to send this out with this release

Once your press release is ready, it is worth calling the media you are intending to send it to so that it goes to the right person. If you don't have a list of media here are some helpful suggestions where you can get contact details:

- **local radio stations** (may be found in your local telephone directory or via [www.mediauk.com](http://www.mediauk.com))
- **local regional and weekly newspapers** (may be found in your telephone directory or via [www.thepaperboy.com/uk/](http://www.thepaperboy.com/uk/))

- **local TV station** (may be found as above)
- **local 'faith' magazines** (eg parish magazine)

## Posters

You can use the national poster (see the resource section under 'Event Holders' on the website) or make your own poster for your local event (you can use the **itea and biscuits week** logo and the strapline that appears on the national poster and website – see the website to download a copy). For local posters you should try to include:

- What is happening at the event
- Date, day of week, time
- Venue with map, travel options and parking
- Contact information: person/telephone/address/e-mail/website
- Whether refreshments are available
- Details of accessibility (eg wheelchair-friendly toilet, ramps)
- Who can come (eg anyone/only users of your centre/over-50s)
- Any costs involved (eg donation for tea, coffee)

This is a lot of information to include in one poster, so highlight the most important details (ie where, when and who) – people should be attracted to the event if it is clear when it is likely to be and who to contact for further information.

Send copies of your posters in advance to:

- Local Health Centres and GP surgeries
- Retirement homes/flats (contact the Warden)
- Sports Centres
- Community Centres
- Churches and other faith bodies
- Social Clubs
- Pubs
- Chip shops
- University for the Third Age (U3A) Groups
- Age Concerns
- Libraries
- Supermarkets
- Corner shops

Basically, aim to get your posters displayed anywhere that people who might be interested in your event will see them! You could also ring your Council and ask about local 50+ groups that might be willing to display your posters.

## Information leaflets/flyers

Posters need to be eye-catching, clutter free and easy to remember – therefore, it is a good idea to have some leaflets about your event available for people to take away. This saves people trying to find a pen and paper in a busy shop! Also, this provides the opportunity for more information to be given about the event, as suggested above. Try printing it on coloured paper to make it stand out – again, you can use the **itea and biscuits week** logo and strapline.

## Websites

This year your event will be publicised via a database of events on our website at [www.ageconcern.org.uk/iteaandbiscuits](http://www.ageconcern.org.uk/iteaandbiscuits). This will allow individuals to search for an event near to them. It is also the tool that the national call centre (operated by Careers Advice) will use when receiving calls about **itea and biscuits week**. Therefore, it is really important that you register your event at [www.ageconcern.org.uk/iteaandbiscuits](http://www.ageconcern.org.uk/iteaandbiscuits). Remember, our ultimate aim is to introduce at least 8,000 new users computer technology, so the more events we have registered, the easier it will be for us to reach this target!

Search on the website for any local 'What's On' publications or websites (just put the name of your town or village and 'What's On' into Google). If you have an electronic copy of your poster, send this so it could be included on the site.

## Networking

Word of mouth is a powerful tool! Get out and about and spread the message when delivering posters – get the local shopkeepers or staff where you display your posters to act as advocates for this great event.

Use your own networks, social or business, faith group, sports club, hobbies club, local Chamber of Commerce and business groups. Do you have older relations or friends locally who are members of the WI, or Royal British Legion, or who are volunteers for charities that have a lot of older people as helpers?

Get in touch with your local NIACE regional representative. They will have suggestions on a variety of sub-networks you could contact. See [www.niace.org.uk/Regions](http://www.niace.org.uk/Regions) for contact details.

## National call centre

Careers Advice Service is providing **itea and biscuits week** with a freephone number and call centre and they will direct individuals to local events. If they don't have an event listed near to the person, they will collate the information and we will be able to send the enquirer handouts and resources to help them get online. It will also give us a clue as to where there has been demand and hopefully we can extend the event locations for 2010.

**The free phone number for itea and biscuits week is 0800 100 900**

**It is important that the details you provide during registration are correct.**

### Hints and tips from past events – publicity:

- Make sure it's well advertised, well in advance!
- Identify over 50s clubs where the event can be publicized.
- Use own customer base for publicity.
- The direct approach to older people is more productive than posters.
- Do plenty of local marketing.
- Publicity, publicity, publicity!

# Taster sessions

## Preparing for the week

At least two weeks before **itea and biscuits week**:

- Introduce your team (computer mentors, event organiser, 'techie') to each other and brief them together (might be impossible, but good to aim for).
- Ask your 'techie' to make sure the computers, the internet connections and any other equipment work properly.
- Provide your computer mentors with copies of the next section 'On the day itself', especially for those who prefer a clear format within which to work.
- If you want to offer people the opportunity to e-mail, it will not be possible to set up an account and give a comprehensible experience of e-mail in 15-30mins. So, anticipate this by setting up some web-based (eg Yahoo or Hotmail) accounts beforehand. Make one for the student (eg SilverSurfer007@yahoo.co.uk) and one for yourself, so you can let them experience sending and receiving.
- If you are not running appointment slots, prepare sign-up sheets in case you get busy. A simple chart where you can mark out 15-30 minute time-slots with space for names to be added will do. Have just one sign-up sheet per computer and mark it clearly (eg Workstation/computer 1) so it stays with that computer (label the computers too!).
- Handouts: Make copies of 'Ten Hints for Silver Surfers', as well as other handouts that might be relevant for the individual, so they can take them away and use when next on the internet. As well as providing them with the handout 'Website links for the Silver Surfer', identify some local interest websites, eg local council, library, community organisations and create your own handout.
- Produce a handout, listing local opportunities for training and accessing the internet for those interested in learning more, and make sufficient copies to hand out (see page 16 and 17).
- Signposting the event: It is vital the signs are clear and in large print, with large arrows ... and pointing in the right direction! Balloons are also a good fun way of signaling that something is happening. Tie them in bunches along the route and above each computer.
- Make sure the toilets, if you have them, are well signposted.

- Make sure you have enough chairs. If you are not doing one-to-one sessions, ideally you should have three chairs per computer so that a couple plus computer mentor can all see the screen.
- Check out any access issues – see page 7

## On the day itself

This Section is mainly for the computer mentors.

### Welcoming:

- While waiting for people to turn up, ensure that your screens are showing something interesting such as [www.bbc.co.uk](http://www.bbc.co.uk).
- Be ready, bright and breezy, and lead people to a chair.
- Have name badges for all the computer mentors so that people know with whom they are dealing.
- You're offering a taster of computer technology, not a lesson. Think in terms of 15-30 minute slots per person or couple – some people will just want to chat and hover; don't push but include them.
- If a queue forms, write their names down, in pairs if possible, in 15-30 minute slots. Have your sign-up sheets prepared (see page 12).
- Unless you are conducting one-to-one sessions, encourage people to sit down in pairs as they always have more fun learning together.

### Make the student comfortable:

Adjust seats, tilt the screen, and turn the font size up. If you're not sure how to do this, click on:

- Start > Programs > Accessories > Accessibility > Accessibility Wizard

**Quick tip:** If you have a mouse with a wheel in the centre, click on the document, then hold down Ctrl key and simultaneously roll the wheel to make text larger or smaller.

## Health and Safety

Ensure that you adequately address the health and safety needs of participants by double checking the following:

### Desk:

- There should be sufficient space on the desk for the equipment and documents.
- The desk should be of a suitable height and have a non-reflecting surface.

## Chair:

- The height and backrest of the chair should be adjustable for comfort.
- The chair should be stable and in good repair.
- Feet should rest on the floor when the seat height is adjusted.
- Arms should be level from the elbow to the keyboard.

## Display screen:

- The brightness and contrast of the screen should be adjustable.
- The screen should be at a comfortable height and tilt and swivel freely.
- The screen should be free of flicker.

## Keyboard:

- The keyboard should be separate from the screen and of an adjustable height.
- The keyboard symbols should be clear.
- There should be space to rest the hands in front of the keyboard.

## Environment:

- There should be room to change position and vary movement.
- The levels of light, heat and noise should be comfortable.

## Running a taster session

Everyone is different, as are their curiosities and interests. So the first place to start is to get chatting and ask about people's interests about the technology being featured. If your taster is about computers and the internet, some people may want to get straight on to the internet and others are more interested initially in what the computer is all about.

## The basics:

- a brief hands-on introduction to technology – encourage them to use it.
- what the different components of the technology is called (ie monitor, keyboard, mouse, etc).
- what the icons on the desktop or buttons or features of the technology are for (ie, explorer/word/outlook for computers, play/record/stop for cameras, call/contacts/messages for mobile phones)
- clicking and learning some mouse skills (the Solitaire game is good for this – find it in Windows and try it out in advance).

This can be a bit dull – so sense when the learner has had enough and try to move them on.

### The internet:

While opening the internet browser, explain:

- website **addresses** – use the website list in ‘Ten Hints for Silver Surfers’ to help people select one that might interest them.
- the main **features** of the website page displayed.
- how to **scroll** the page - it’s easiest to use the up, down and side to side arrows on the keyboard.
- how to identify and use the **links** to move to another page.
- the **back** button to go back a step.

### Browsing and searching:

Local sites, eg local council, tourist board, community sites, can be immediately relevant to people. It’s worth preparing a list beforehand to supplement the ‘website links for the Silver Surfer’ handout.

When people have a clearer idea of what interests them, you can try using a search facility on the internet - [www.google.co.uk](http://www.google.co.uk) is a good one.

Show the learner how to search for information using keywords. You can try getting people to type in their own names – this is fun as people can see others with the same name, and also look at some home pages.

### E-mail:

Show your student how to type and send an e-mail using the accounts set up earlier (see page 12).

Ask the student if they have an e-mail address (eg of a relative or friend) where they would like to send a message. If they don’t get them to send a message to the address that you set up for yourself.

Teach ‘netiquette’ eg not typing in CAPITAL LETTERS which is often interpreted as shouting! (See handout ‘Chat sites’ for further information).

## E-learning:

The internet is a vast resource for anyone who wants to study, and has sites for all levels from basic skills to degrees. Try:

- [www.bbc.co.uk/learning/](http://www.bbc.co.uk/learning/) or [www.bbc.co.uk/webwise](http://www.bbc.co.uk/webwise)- for all kinds of learning options
- City & Guilds offer online learning advice and guidance for learners, tutors and assessors at [www.smartscreen.co.uk](http://www.smartscreen.co.uk)
- For IT qualifications from City & Guilds visit [www.e-quals.co.uk](http://www.e-quals.co.uk)
- learndirect Advice has a range of online learning at [www.learndirect.co.uk](http://www.learndirect.co.uk)
- Courses about getting online at [www.myguide.gov.uk](http://www.myguide.gov.uk)

## Finding work:

Job-hunting can involve a lot of leg-work but not if you do it by 'mouse'! Show students that you can find various sites devoted to finding work for over-50s. If you sense a student is looking for work, show them:

[www.jobcentreplus.gov.uk/cms.asp?Page=/Home/Customers/Searchforajob](http://www.jobcentreplus.gov.uk/cms.asp?Page=/Home/Customers/Searchforajob)  
or put the following text: 'jobs + over 50s + UK' into [www.google.co.uk](http://www.google.co.uk)

The Third Age Employment Network (TAEN) has advice for older people seeking work at: [www.taen.org.uk/whatyoucando.htm](http://www.taen.org.uk/whatyoucando.htm)

PRIME is a registered charity linked to Age Concern and Help the Aged which helps people over the age of 50 set up their own businesses and offers free information, workshops and business networking events, and can refer you to accredited advisers for free help in writing your business plan. Visit: [www.primebusinessclub.com](http://www.primebusinessclub.com)

## Handouts

It's a really good idea to provide the Silver Surfers who attend your event with some information that will help them surf alone, find out where to learn more and most importantly, good sites where they can have fun and interaction. We have produced a series of handouts, which can be photocopied and given out at your events. They can also be downloaded from the website and printed as individual documents –

[www.ageconcern.org.uk/it](http://www.ageconcern.org.uk/it)

1. Ten hints for Silver Surfers
2. Make surfing easier
3. Setting up an e-mail account

4. Digital cameras – getting in the picture
5. An introduction to scanners
6. Chat sites

### Finally:

Make sure students have left contact details so that you can keep them in touch with new developments or courses that are provided locally.

### Important Note: Data Protection

When you collect contact details you need the visitor's name, postal address, including postcode; telephone number and e-mail address if they have one.

To comply with Data Protection Laws, it must be made clear that this information will only be used for the stated purposes, ie informing them of future events and evaluation of their experience of **itea and biscuits week**, and that storage and processing of the data will conform to the Data Protection Act.

The person should sign a form to agree to this information being kept for these purposes. If they do not wish to provide information, do not insist.

## Hints and tips from past events – people attending the sessions:

- Don't presume that everyone used a computer, seen a mobile phone or digital camera - even moving the mouse can be very difficult for someone over the age of 60 or 70. Allow plenty of time for students to gain experience of using the equipment.
- Students enjoyed the informality of the class. Be prepared for a variety of questions and levels of ability, ie from switching on a computer to learning about search engines and narrowing the search criteria.
- Adapt your event to fit the visitors who attend – not everyone who signs up for a free session turns up
  - a) Ring the participants the day before to remind them about it
  - b) Try to place people into groups by ability to prevent going over things they already know
  - c) Ensure participants realise it is a taster session - not a detailed lesson - and what its content will be.
- Having other 'taster sessions' alongside computer technology made a real event of it for attendees. We had glass painting and silk painting too.
- Learners wanted a longer session than just a taster and so the full 2 hour session was much more successful but only possible because of low numbers.

## Next steps for your Silver Surfers ...

Once a Silver Surfer has had the positive experience of a taster session, it is important to encourage their continued learning. Do some research locally to see what options are available for them and put the information into a handout or create a pack of leaflets that can be given to them on the day of your event. Ideally this should be co-ordinated by the Event Organiser, but 'brainstorm' with all the people involved with the event – there may be lots of options available.

You do not have to supply anything very sophisticated – it could be just an envelope with brochures and business cards inside. Supply details of some of the following providers:

- Yourself, if you plan to provide follow-up courses. Remember to include details of opening times and charges (if any).
- Local Adult Education Courses, or courses at local colleges and schools.
- Courses or drop-in facilities at local libraries.
- Internet cafes.
- Age Concern: [www.ageconcern.org.uk/ITforall](http://www.ageconcern.org.uk/ITforall)
- UK online centres on [www.ukonlinecentres.com](http://www.ukonlinecentres.com)
- For details of other local training initiatives, refer them to learndirect Advice on freephone 0800 100 900 or [www.learndirect.co.uk](http://www.learndirect.co.uk).
- Outreach initiatives: if participants can afford, or be funded for, one-to-one training at home on their own computer, or in their residential home or sheltered housing setting, let them know about any outreach programme you know of.

## Feedback and evaluation

Gaining feedback from individuals at your events and evaluating the success is extremely important. There are a number of reasons why it is good to evaluate your project. It can illustrate the outcome of your event – in terms of numbers (quantitative) and experiences (qualitative) – as well as demonstrate how processes can be improved. Another key factor for ensuring you have a robust evaluation of a project is to facilitate future funding bids.

### Things to think about...

Conducting an evaluation of your project will aid you with future funding bids. An overview of evaluation components should:

- define end result and process involved.
- describe who will be involved.
- define evaluation criteria.
- describe data gathering methods and project monitoring.
- describe process of data analysis.

### National evaluation

As organisers of **itea and biscuits week**, we will be conducting an evaluation to demonstrate how successful the week has been. There are a number of ways in which we will do this:

1. Event holder registration - we are encouraging every event holder to register on the website (see the Event Holders section). By capturing all the taster sessions that are happening throughout the week, we will be able to get a national picture of available resources.
2. Feedback forms – we will be asking you and participants for feedback on our support and delivery of **itea and biscuits week**. This will give us a balanced picture of what we've done well and areas we need to improve to support the campaign.
3. Call centre- data captured from callers to 0800 100 900 will be obtained and analysed as part of our evaluation
4. Press coverage- during **itea and biscuits week**, our media team will be creating a great deal of publicity nationally and with the PR that you (as an event holder) produce at a regional level, we will be able to monitor the activity from the media (press, radio and TV coverage).

## Need some help?

If you haven't been involved in evaluating a project before, or you don't think that there will not be time for every individual participating in your taster session event to fill out the feedback form, participants can always mail it back to us at a later date.

Ideally we would like to receive copies of these handwritten forms to provide the overall evaluation with as much detail as possible – details of where to send them will be at the bottom of the form. As well as a national picture, you will be able to use these forms to build a local picture to help you progress your project or event for next year.

However, if you want specific feedback on your event and the venue etc, we have produced a template feedback form for you to use.

If you have any questions or need some advice on your evaluation – contact [connectwithit@ace.org.uk](mailto:connectwithit@ace.org.uk).

Important: see note on Data Protection on page 17

## Feedback

Just to ensure everyone is kept in the picture and know the results of **itea and biscuits week**, an official report will be available towards by December and will be on the website for you to download. We hope that this leads to many future years of promoting the computer technology during **itea and biscuits week!**

## Contact details

### **Age Concern and Help the Aged:**

Technology and Communications Team

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