

Digital Confidence for the Over-60s

You're not the problem. Technology is much harder than anyone admits.

Delivered by Mathew, Elmswell · Group sessions of 60–90 minutes, up to 12 people, in your venue

Serving Elmswell, Woolpit, Haughley, Thurston, Stowmarket, Bury St Edmunds and surrounding Suffolk villages

DBS checked

Fully insured

25+ years IT experience

ABOUT THE PROGRAMME

Ask Mathew is a digital skills programme for adults in Suffolk who find technology more frustrating than helpful. Sessions run in community settings — village halls, libraries, sheltered housing schemes, familiar places — and are delivered by one person, so nobody has to explain their situation twice.

What makes it different is the starting point. Most digital training quietly assumes the learner is the problem. This programme starts from the opposite position: technology is a skilled trade, and nobody should feel embarrassed for finding it hard. Sessions don't just show people what to press. They explain what is actually happening and why, because that understanding is what survives past the session and builds real confidence.

The goal is not to produce experts. It is to reduce the friction and worry that phones, tablets and computers cause in people's daily lives.

WHAT THE COURSE COVERS

STAYING SAFE

Spotting scams

Recognising fake texts, emails and phone calls, and what to do when one gets through.

Passwords and two-step login

Why everything suddenly wants a code, and how to stop it being a daily battle.

Safe without a subscription

Why the antivirus renewal notice usually doesn't need paying.

Digital legacy

Organising accounts, photos and passwords so families aren't left locked out.

EVERYDAY ESSENTIALS

Phone and tablet basics

Apple or Android, from the beginning, assuming nothing.

Email without the dread

Sorting, deleting, and finding things again.

The apps that matter

NHS App, banking, GP appointments, bus and train times.

Making a device easier to use

Larger text, louder sound, and the accessibility settings nobody is ever shown.

KEEPING IN TOUCH

Video calling

WhatsApp, FaceTime and Zoom, for people who want to see their grandchildren.

What AI actually is

An honest, non-hysterical explanation of what it does and where it turns up.

Topics are booked individually or as a series. If your group needs something not listed here, ask — most can be built.

What people take away. Outcomes depend on the topics chosen, but the direction is always the same: fewer everyday tasks that need a family member, less worry about what a message or a phone call might be, and a device set up around the person rather than the factory default. Every learner leaves with large-print notes written so a relative can follow them too.

HOW IT'S DELIVERED

Small groups

Up to 12 people, though smaller works better. Everyone uses their own device — learning on a borrowed device and going home to a different one is not helpful.

No test language

Nobody is assessed, put on the spot, or asked to demonstrate anything in front of the room. People arrive expecting to be embarrassed but will leave feeling more confident.

Paced for everyone

No prior knowledge assumed, no homework, large-print handouts every time.

What's needed

A room with chairs, tables and plug sockets. Guest Wi-Fi also helps. I bring my own laptop, portable projector and screen, though on-site equipment can be used instead if the room already has a built-in AV setup.

FORMATS AND COST

FORMAT	DETAIL	COMMISSIONED RATE
Single group session	60–90 minutes, one topic covered properly	£250
Three-session course	Same group across three visits, building up	£650
Half-day drop-in surgery	No set topic — people bring their own problem	£450
Half-day one-to-one sessions	For sheltered and residential settings	£450

Includes travel within Mid Suffolk, all printed handouts, and a short written summary afterwards for funders or trustees. Not VAT registered, so the quoted price is the invoiced price. BACS, 30 days.

Voluntary and community groups. WI branches, village halls, church groups and unfunded community associations are welcome to offer a donation instead of the rate above. If the budget isn't there, say so — my aim is to help people, so the session is worth running either way.

A note for social prescribers. Digital isolation turns up constantly on your caseload, and there's rarely anywhere practical to refer it. I take group bookings and individual referrals — ring and we'll work out what's useful.

ABOUT MATHEW

Mathew has over 25 years of professional IT experience, gained supporting organisations with thousands of staff before bringing that work back to the community he lives in. He runs Ask Mathew as a sole trader from Elmswell, and works with people across mid-Suffolk who have been left behind by services that were never designed with them in mind.

**Already working locally**

Mathew volunteers twice a month with **Communities Together East Anglia**, supporting their free tech drop-ins at the Wesley Cafe in Elmswell and at Stowmarket Library.

The next step is a conversation, not a commitment.

Please get in touch and describe who you're working with and what they're finding difficult, there's no cost to the conversation.