

Royal Borough of Kensington and Chelsea

Empowering residents with digital confidence

We're on a mission to give everyone the digital confidence they need so that no one is excluded from our increasingly digital society.

Our [Connect More](#) programme is delivered by our staff volunteers who share their time to build digital skills and confidence, working alongside our customers and community organisations.

In 2023 we partnered with the Royal Borough of Kensington and Chelsea (RBKC) to help boost digital inclusion amongst its residents through our Connect More programme.

So far 51 staff volunteers have delivered 120 hours of volunteering and supported 137 residents.



Helping people with simple online tasks

We provide monthly sessions for RBKC at two trusted community venues:

- [Open Age](#) in Chelsea, which supports older residents to live active and connected lives
- [The ClementJames Centre](#), which empowers the North Kensington community to achieve its potential

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‘It’s been so little work for us for so much value. The personalised digital skills support has been transformative.

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Tim Ellis

Head of Digital Inclusion
and Behaviours at RBKC

Many residents face barriers to getting online so our volunteers provide much-appreciated guidance and hands-on support, helping them with simple online tasks such as buying train tickets, booking doctor's appointments and staying in touch with friends.

We've witnessed firsthand the positive changes that come from building digital confidence.

From helping a resident join a family WhatsApp group to booking a flight back home, the sessions have empowered individuals to reconnect with family and regain control over everyday tasks.

Such examples highlight how digital inclusion is about far more than technology – it's about enabling social connection and reducing isolation too.

Building relationships and trust

The Clement James Centre and Open Age are trusted community hubs where residents feel safe to learn and grow their digital skills.

Many attendees return regularly, building meaningful relationships with our volunteers over tea and biscuits.

It's been really heartening to see the same volunteers and residents coming back. That consistency helps build trust and confidence, which is crucial for learning.

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There was a resident who couldn't join the family WhatsApp group because she didn't know how. Once she learned, it opened up a whole new world of connection with her extended family, spread across the globe.

”

Tim Ellis

Head of Digital Inclusion
and Behaviours at RBKC



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Some people are afraid of being judged. It takes time to build trust and confidence, which doesn't just happen in one session.

That's why we're committed to providing ongoing support.

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Freya Basey

Digital Inclusion Programme Manager at
Virgin Media O₂ Business



Addressing broader inequalities

Digital exclusion often goes hand in hand with other forms of inequality including disability, language barriers and economic hardship.

Addressing this issue contributes to reducing these inequalities and fostering a stronger, more connected borough. For example, our Connect More volunteers can help people apply for jobs online or show them how to use translation tools.

The team at RBKC believes that by supporting residents to get online we're helping make Kensington and Chelsea a fairer place.

Continued commitment to digital inclusion in Kensington and Chelsea

Looking ahead, our collaboration with RBKC continues to thrive.

With sessions planned throughout 2025, we are committed to supporting even more residents on their digital journeys.

Want to help make a difference in your community?

Get involved with our **Connect More** programme to help give people the digital skills and confidence for everyday life.

[Take a look](#)