

# IT EXCHANGE – DIGITAL INCLUSION IMPACT REPORT SUMMARY 2026



IT Exchange is delivered with our valued partner, the London Academy of Excellence Tottenham (LAET). Older learners (aged 60+) and trained student volunteers (aged 16-17) come together for 10 weeks of 1:1 digital sessions building digital skills, boosting confidence and bringing the generations together.

IT Exchange demonstrates strong dual impact, delivering meaningful outcomes across digital exclusion, wellbeing, and community cohesion across the generations.

*“If it wasn’t for these volunteers, we would be lost.”* — Older learner, aged 74

**100%**

Young volunteers would recommend volunteering

**100%**

Older Learners satisfied with the project

## Young Volunteers taking part: 32

Improved communication skills	<b>95%</b>
Developed patience and empathy	<b>90%</b>
Felt more connected to community	<b>90%</b>
More positive views of older people	<b>85%</b>
Increased confidence	<b>85%</b>
Gained leadership or teaching skills	<b>80%</b>

*“The best part was hearing I’d changed my partner’s perspective of the youth.”*

— Young volunteer

*“I assumed the generation gap was huge, but we had more similarities than differences.”*

— Young volunteer

*“I was not expecting my communication and teaching skills to improve as much as they did.”*

— Young volunteer

## Older Learners participating: 27

Improved digital skills	<b>85%</b>
More confident with technology	<b>80%</b>
Positive impact on wellbeing	<b>90%</b>
Felt more connected to community	<b>85%</b>
More positive views of young people	<b>80%</b>
Would recommend to others	<b>100%</b>

*“I used to have a phobia of using the computer but now I feel more confident to use it on my own.”*

— Older learner, aged 81

*“It helped me get out and meet young and old members of the community — it cheers us up.”*

— Older learner, aged 95

*“It has given me a more positive outlook and something I look forward to each week.”*

— Older learner, aged 72

To find out more about IT Exchange- please contact Leonie :[generationexchange2@gmail.com](mailto:generationexchange2@gmail.com)