“I thought technology was leaving me behind. Now, AI helps me do things for myself, step by step.”



Simone felt nervous using the internet after an online scam. But when a letter arrived about Pension Credit, she was determined to try applying on her own.

At her local library, Simone typed her situation into an AI tool, asking for simple help with the process. The AI gave her clear, step-by-step instructions in plain English. It showed her how to verify official websites, guided her through creating an account, and explained how to upload her documents using a library tablet.

With the AI supporting her, Simone completed her application and regained her online independence. And if anything is unclear, she can ask questions until she's confident.

Want to learn how AI could help you?

Scan to visit the AI Gateway or ask a staff member here today to get started.

learning.goodthingsfoundation.org/ai/using-ai/applying-for-benefits

Good Things

“We didn’t have time to shop around for cheaper deals, and we were worried about online scams. AI showed us how to find a cheaper tariff safely in just a few minutes.”



Mark & Sarah are busy parents. They struggled to find time to think about cheap gas, electricity and broadband. Worrying about scams and managing shared devices left them with little time and confidence to switch.

Using a free AI tool, they asked simple questions about low-cost options for households on Universal Credit. The tool explained how tariffs work in plain English and pointed them safely to official provider websites. If they were unsure about anything, they could ask questions until it all made sense.

Now, they save money every month on their broadband bill, giving them peace of mind and more control over their budget.

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learning.goodthingsfoundation.org/ai/using-ai/lowering-household-bills

Good Things

> ***I was nervous about writing emails for office jobs. AI showed me where to start.***



Darren is a single dad moving from warehouse work into a desk-based job with better hours for his family.

When he received an email offering an interview, he wasn't sure how to reply formally. He used a free AI tool to write a clear, professional response, and even used it to practice common interview questions. He could ask as many questions as he needed until it felt totally clear.

The interview went brilliantly. Darren now uses simple AI tools to build his digital confidence and learn new office skills as he steps into his new career.

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learning.goodthingsfoundation.org/ai/using-ai/job-hunting

Good Things

“When I arrived, I felt lost and struggled with hard words. AI helped me translate letters and find free English classes.”



Yusuf came to the UK seeking safety and a fresh start. He wanted to learn English to make friends and feel independent. However, finding local courses and filling in application forms felt overwhelming.

Yusuf used a simple app on his phone to help him. It showed him nearby English classes, explained the registration steps in plain words, and listed what documents to bring. If anything is confusing, he can ask questions until he understands.

Now, Yusuf goes to class every week and feels much more confident taking steps on his own.

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learning.goodthingsfoundation.org/ai/using-ai/english

Good Things

“Council housing websites were confusing. AI helped me understand the process in simple steps .”



Jay wanted to bid for council housing online, but official websites used confusing language. Having little experience with computers made the whole process feel overwhelming.

At a local library support session, a volunteer showed him how to use a simple AI tool on a public computer.

Now, when Jay visits the library, he uses AI to break down complicated council bidding rules. He asks AI to explain technical housing words and guide him step-by-step. If something isn't clear, he can ask follow-up questions until he feels completely sure.

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learning.goodthingsfoundation.org/ai/using-ai/bidding-for-council-housing

Good Things