Digital Inclusion Project

Resource Pack

Carers Leeds

Working together to support carers

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Welcome Letter

Welcome to the Carers Leeds Digital Inclusion Project!

We know many things these days rely on technology – from online banking to appointments, and this can often be overwhelming at times. Our Digital Inclusion Project at Carers Leeds provides support on a one-to-one and group basis if you would like an introduction to digital technology or would like support in becoming more confident to use a device and its features.

Being able to go online can open a world of support and resources for you. This might include the ability to access medical information which can save valuable time, or the ability to quickly communicate with friends, family, and support networks which can reduce social isolation.

What areas of digital support are covered?

- Help and support in learning the basics of a device (i.e. tablet, phone, laptop)

- Support in using different apps or programmes (i.e. Zoom, WhatsApp, online shopping)

- Advice on what technology can offer (i.e. using technology for hobbies and interests)

- Support in accessing online support groups and events

- Guidance on how to stay safe online

- Signposting to further/specialised digital support or learning in Leeds

How can support be delivered?

- 1-1 coaching sessions up to an hour long – up to 6 sessions

- Telephone support

- Written resources – 'how to' guides

- YouTube videos – step by step tutorials

- Group digital support sessions – themed sessions focusing on different aspects of technology (i.e. online shopping and social media)

We really look forward to supporting you in going digital and can't wait to see what you enjoy learning!

Holly – Digital Inclusion Co-ordinator 😊

Why get Connected?

Going Digital

Going online can be a daunting thing for many people. If you are reading this, you have already taken the first step, hooray!

Ways to use technology

There are so many ways you can use technology – it means you are not restricted to using a device solely for things like emails, online banking, and appointments. Technology can be used in a variety of ways to celebrate and encourage you to do more of what you love. Some uses of technology include (but are certainly not limited to):

- Phone calls & texts
- Music
- Watching tutorials, movies, and TV shows
- Video calling friends and family
- Joining support groups
- Googling important information
- Puzzles and Games
- Hobbies (i.e. nature, knitting, and colouring)
- Photography
- Health and Wellbeing
- Meditation and Mindfulness
- Emails
- Shopping
- Learning
- Online classes (such as yoga, sitting down exercises, or even dance classes!)
- Sports

There are many organisations out there (including us) that are here to support you along the way and will be happy to introduce you to different uses for technology that you might enjoy.

😊

Digital Support in Leeds

Organisation	Location	Summary of Support	Booking Information
ABA	Face-to-face	iPads for visually impaired BAME community members to support digital inclusion. Offering one to one support in using these devices and enabling people to access group zoom sessions for social activities.	Contact Anisha to book: 07413513123 anishaj@abaleeds.org.uk
Creative Frame CIC: 'Tech Troubles' group	Cross Green Growing Together Hub, Copperfield Mount, Cross Green Every other Wednesday, 7:45-9:45pm (first session Wednesday 6th October)	Digital skills support group meeting every other week in Cross Green. Support on things like eBay, YouTube, using a smartphone. Sessions will take place.	Drop in: no booking necessary
Drighlington Digital	Drighlington Methodist Church, King Street, Drighlington Thursdays, 10-11.30am	Drop-in basic digital support open to all.	Drop in: drighlington.digital@gmail.com
Get Technology Together: Digital Hub in Middleton	Cranmore and Raylands Community Centre Fridays, 10-11am	Drop-in basic digital support open to all.	Drop in: no booking necessary
Leeds City College Community Centres	Beeston, Rothwell, and Seacroft

Morning, afternoon, and evening starts.

Flexible joining. | 45-hour free course that talks through the basics step by step to increase confidence in using devices to access areas safely online. Course modules: using devices and handling information; creating and editing; communicating online; transacting; being responsible, legal, and safe online. | Online form and will be contacted:

We can support you in applying – just ask! |
| Leeds Learning Hub: Leeds Adult Learning | Various venues around Leeds (most virtual now) | A range of first step courses for adults including digital and IT courses | www.leedsadultlearning.co.uk/topics/3 |
| Leeds Libraries: Learn my way | Online IT course | Free IT course online for learning the basics of IT. Modules include keyboard, online basics, office programmes, | www.learnmyway.com |

		internet skills, online safety, finding a job online, improving your health online, managing your money online. Printouts and activities available.	
Leeds Refugee Forum: Bilingual IT Support and Device Loan	Telephone/Zoom digital support (some face-to-face available).	Digital support available in community languages for refugees (TBC if the service is strictly refugees or open to asylum seekers and destitute asylum seekers). Device loan also available.	Call to book (leave name, phone number, and language spoken for a call back). 0113 244 9600 07483 127082 info@leedsrefugeeforum.org.uk
Leonard Cheshire	In-home or at an agreed location.	Free one-to-one digital skills and tech support sessions for people with physical or learning disabilities – allow people to self-identify their disability and don't need access to a formal diagnosis. Must be either be actively looking for employment or interested in a voluntary role where being online will help to secure or deliver the role or planning or enrolled on a recognised qualification. Equipment available.	Email or call to book an appointment. 020 3242 0200 digitalinclusion@leonardcheshire.org
MAE Care	57a Cranmer Bank Wednesdays, 1.30pm – 3pm	Bookable digital support sessions for adults aged 60+. Themed sessions include how to use emails, online shopping.	Call or email to book. 0113 266 0371 info@maecare.org.uk
People in Action: Digi-Drop-In Sessions in Gipton	The Old Fire Station, Gipton Fortnightly Fridays, 1-3pm	Drop-in digital skills support sessions for for autistic and learning-disabled people. Bring your own mobile device and get face-to-face support to get the best use out of it.	Drop in, no need to book. For info: 07393015003 or www.peopleinaction.org.uk/groupsactivities/digi-drop-in/
RHEA Leeds	RHEA Centre0 Richmond Hill, LS9 Drop-ins every Monday 11-12	Digital support sessions for local people aged 55+.	Drop in: no booking necessary
Triple Tap Tech	Telephone and Zoom support (including Zoom drop-ins every Thursday).	Pairing visually impaired individuals with other visually impaired individuals for digital support.	Helpline: 07805353149 info@tripletaptech.org tripletaptech@outlook.com

Trust Leeds: Be Your Own Boss	Online	An online Self-Reliant Group for unemployed individuals that thinks through the considerations of becoming self-employed or setting up your own business, and to have the key features of a business plan in place. Digital inclusion support is embedded throughout and tablets with 4G are available to loan for those who need them.	Email to book. info@trustleeds.org.uk
Speak with IT	Face-to-face	Matching people with aphasia with a trained volunteer who will support the person to work on their goals using a variety of computer therapy programmes, alongside supported conversation techniques. Loan of equipment and software available so people can determine which is best.	01924 888608 info@speakwithit.org
Your Back Yard: Bringing Local Generations Together	Face-to-face	Combining digital inclusion with health and exercise. 'Buddies up' young people from the University of Leeds with older adults across Leeds. Begins with getting to know each other and developing digital skills and confidence before joining a group Zoom café and themed face to face meet ups for themed intergenerational chats and gentle exercise.	Book vis local Neighbourhood Network or contact: 07970903766 kyra@yourbackyard.org.uk

Neighbourhood Networks

What are Neighbourhood Networks?

Neighbourhood Networks are local organisations across Leeds who support older adults in their covered area. They can support you in becoming fully involved within your local community, to live an active and healthy life, and to feel less isolated (i.e. by hosting activities within the local community, offering information and advice, digital support, and more). You can find information below and get in touch if you would like some information or support!

Post code	Name	Address	Contact
LS6	Older Wiser Local Seniors (OWLS)	Headingley Enterprise and Arts Centre, Bennett Road, Leeds, LS6 3HN	0113 369 7077 infoowls@gmail.com www.owlsleeds.org
LS6	STEP (Supporting the Elderly People)	244 Queenswood Drive Leeds LS6 3ND	0113 275 7988 step.2.step@btconnect.com
LS6	Caring Together in Woodhouse and Little London	197 Woodhouse Street, Leeds, LS6 2NY	0113 243 0298 info@caringtogether.org.uk www.caringtogether.org.uk
LS7	Leeds Black Elders Association (LBEA)	3 Reginald Terrace Leeds, LS7 3EZ	0113 237 4332 www.lbea.co.uk
LS7	Chapel Allerton Good Neighbours Scheme (CAGN)	45 Potternewton Lane, Leeds, LS7 3LW	0113 887 3597 leedsyorkhub@royalvoluntaryservice.org.uk www.royalvoluntaryservice.org.uk
LS7	Meanwood Elders Neighbourhood Action (MENA)	45 Potternewton Lane, Leeds, LS7 3LW	0113 887 3596 leedsyorkhub@royalvoluntaryservice.org.uk www.royalvoluntaryservice.org.uk
LS8	Action for Gipton Elderly	5-11 Oak Tree Drive, Gipton, Leeds, LS8 3LJ	0113 240 9784 age.gipton@talktalk.net
LS9	Burmantofts Senior Action	Lower Ground Floor 75a Stoney rock Lane, Leeds, LS9 7TB	0113 248 9191 info@bsaleeds.org.uk www.bsaleeds.org.uk
LS9	Richmond Hill Elderly Action (RHEA)	Richmond Hill Community Centre, Long Close Lane, Leeds, LS9 8NP	0113 248 5200 info@rhea-leeds.org.uk www.rhea-leeds.org.uk
LS10	Belle Isle Senior Action – BISA	Belle Isle Senior Action 26 Broom Crescent Belle Isle, Leeds, LS10 3JN	0113 277 8208 info@belleisle.org.uk

LS10	Middleton Elderly Aid	Middleton Elderly Aid Social centre, Acre Road, Leeds , LS10 4LF	0113 272 1050 info@middletonelderlyaid.org.uk www.middletonelderlyaid.org.uk
LS11	Hamara	Tempest Road Beeston Leeds LS11 6RD	0113 277 3330 admin@hamara.org.uk
LS11	Holbeck Together	The Old Box Office 99 Domestic Street Holbeck Leeds LS11 9NS	0113 245 5553 info@holbecktogether.org.uk
LS11	MHA Communities South Leeds	Old Lane, Beeston, Leeds, LS11 8AG	0113 271 6201 liveathome@btopenworld.com
LS12	Neighbourhood Action for Farnley, New Farnley and Moor Top	307 Lower Wortley Road, LS12 4QA	0113 263 2945 neighbourhoodaction@hotmail.com
LS12	Armley Helping Hands	Strawberry Lane Community Centre, Strawberry Lane, Armley, LS12 1SF	0113 279 9292 admin@armleyhelpinghands.org www.armleyhelpinghands.org.uk
LS13	Bramley Elderly Action	Bramley Community Centre, Waterloo Lane, Bramley, Leeds, LS13 2JB	0113 236 1644 info@bramleyea.org.uk www.bramleyea.org.uk
LS14	Swarcliffe Good Neighbours Scheme	Stanks Gardens, Swarcliffe, Leeds, LS14 5LS	0113 232 6910 swarcliffegoodneighbours@gmail.com www.sgns.org.uk
LS14	North Seacroft Friends and Neighbours Scheme	Kentmere Community Centre, Kentmere Avenue, Seacroft, Leeds, LS14 1BW	0113 232 3662 nsgns1@aol.com www.ssfn.co.uk
LS14	South Seacroft Friends and Neighbours Scheme	Methodist Church, 1081 York Roade, LS14 6JB	01132734979 ssfn@btconnect.com www.ssfn.co.uk
LS15	Crossgates & District Good Neighbours Scheme CIO	Station Road, Cross Gates, Leeds, LS15 7JY	0113 260 6565 admin@crossgatesgns.org.uk www.crossgatesgns.org.uk
LS16	Older People's Action in the Locality (OPAL)	Welcome In Community Centre, 55 Bedford Drive, Leeds, LS16 6DJ	0113 261 9103 admin@opal-project.org.uk www.opal-project.org.uk

LS17	MAECare	57 Cranmer Bank Leeds LS17 5JD	0113 266 0371 info@maecare.org.uk
LS18	MHA Communities Horsforth	The Central Methodist Church Town Street Horsforth Leeds LS18 4AH	0113 259 1511 horsforth.liveathome@mha.org.uk
LS18	South and East Leeds Friends (S.E.L.F)		07701 009199 kabeer.bostan@leedsmind.org.uk www.leedsmind.org.uk
LS19	Aireborough Voluntary Services to the Elderly	Nunroyd Pavilion, Nunroyd Park, New Road, Yeadon, Leeds, LS19 7HR	0113 250 1702 info@avsed.org.uk
LS20	Aireborough Voluntary Services to the Elderley	Nunroyd Pavilion, Nunroyd Park, New Road Side, Yeadon, Leeds, LS19 7HR	0113 250 1702 info@avsed.org.uk www.avsed.org.uk
LS21	Otley Action for Older People	5 Crossgate Otley LS21 3AA	01943 463 965 info@otleyactionforolderpeople.org.uk
LS22	Wetherby in Support of the Elderly (WiSE)	Westgate, Wetherby, LS22 6NL	01937 588 994 info@w-ise.org.uk www.w-ise.org.uk
LS25	Neighbourhood Elders Team (Garforth & Villages)	Dover Street Garforth Leeds LS25 2LP	0113 287 4784 info@netgarforth.org www.netgarforth.org.uk
LS26	MHA Communities Rothwell and District	Suite 2 First Floor Oulton Institute 5 Quarry Hill Oulton Leeds LS26 8SX	0113 288 0887 rothwell.liveathome@mha.org.uk
LS27	Morley Elderly Action	Wesley House 32 Wesley Street Morley Leeds LS27 9ED	0113 253 4484 info@morleyelderlyaction.org.uk
LS28	MHA Communities Pudsey	53 Richardshaw Lane Pudsey Leeds LS28 7NB	0113 256 2717 pudsey.liveathome@mhaorg.uk
LS28	MHA Communities Farsley	Farsley Parish Church Hall New Street Farsley Leeds LS28 5DJ	0113 290 9340 farsley.liveathome@mhaorg.uk

Handy IT Glossary

Here are a few handy IT terms you may come across when using your phone, tablet, or computer!

- **Bandwidth:** The amount of data that can be transmitted in a fixed amount of time – this is usually measured in bits per second(bps) or bytes per second.
- **Browser:** A software programme that allows you to access and display websites on the internet – some examples of web browsers are Google Chrome and Microsoft Edge.
- **Cached Data:** Information from a website used that is stored to increase the performance of your device – it can save on loading time. You can clear cache data on your web browser to free up storage.
- **Cloud:** The 'Cloud' allows you to store and access data and programmes over the internet instead of your computer's hard drive.
- **Cookies:** A small file created by a website that is stored in your computer either temporarily for that session only or permanently on the hard disk – cookies provide a way for the website to recognise you and keep track of your preferences (you can allow or reject cookies).
- **Encryption:** The process of encoding a message (i.e. an email) so that only authorized parties can access it – those not authorized will not be able to access the content of the message.
- **Firewall:** A system designed to prevent unauthorized access to or from a private network. You can implement a firewall in hardware or software form (or a combination of both).
- **Hacker:** An individual who uses computer, networking or other skills to overcome a technical problem. The term *hacker* may refer to anyone with technical skills, but often refers to a person who uses their abilities to gain unauthorized access to systems or networks to commit crimes.
- **HTTPS:** HyperText Transfer Protocol Secure – the underlying protocol used by the World Wide Web and keeps your information safe from hackers.
- **Paypal:** A trusted service that enables you to pay for goods, send money, and accept payments. You link your credit/debit card with your PayPal account and can pay for goods by simply choosing PayPal at checkout.

- **RAM:** Random Access Memory – the memory or information storage in a computer that is used to store running programs and data for the programmes (usually in the form of computer chips). Data in the RAM can be read and written quickly in any order.
- **Phishing:** A cybercrime where a target is contacted by email, telephone or text message by someone posing as a legitimate institution to lure individuals into providing sensitive data such as personally identifiable information, banking/credit card details, and passwords.
- **Programmes, Software and Apps:** These are all often termed as software and are a set of instructions that tell a computer what to do or how to perform a task. Software could be an application (i.e. Zoom) or operating system (Windows 11).
- **Push Notifications:** Push notifications are small messages that can reach you anywhere and anytime (you can allow or deny them). While pop-ups appear only when you are on the site they belong to, push messages are independent of sites. They are associated with web browsers and apps.
- **Search Engine:** A web-based tool that enables you to locate websites and information on the world wide web.
Some examples of search engines are Google, Yahoo!, and Bing.
- **Streaming:** A method of transmitting or receiving data (especially video and audio clips) over a computer network allowing playback to start while the rest of the data is still being received.
- **Upload and Download:** Uploading is the process of putting web pages, images and files onto a web server. Downloading is the process of getting web pages, images and files from a web server.
- **USB:** Universal Serial Bus – a common interface that connects and allows information to be transferred from your external devices (i.e. your keyboard, printer, or smartphone) to your main device (i.e. your laptop or PC).
- **Virus:** A computer virus is a type of malicious software that replicates itself by modifying other computer programs and inserting its own code.
- **WiFi and WLAN:** Wi-Fi and WLAN (Wireless Local Area Network) mean the **same** — they both refer to a wireless network that can transfer data at high speeds.

Apps

What is an app?

Apps are the little icons you see on your iPad, tablet, or phone (i.e. Facebook, clock, or Google). They are software programmes that serve different purposes and act as different things (i.e. a map, book, or a torch) that you can download via the App Store or Google Play Store. There are all kinds of apps. Some app categories might include: social media, health & wellbeing, entertainment, puzzles & games, shopping, or travel!

5 Apps for Puzzles & Games

    Word Search Pro

    Word Collect

    Sudoku: Sudoku Puzzles

    Jigsaw Puzzles Epic

    Solitaire

5 Apps for Carers

    Jointly

    Blue Badge Parking

    My GP

    SAM

    My House of Memories

5 Apps for Entertainment

    Spotify

    Netflix

    Youtube

    Libby

    PlantSnap

5 Apps for Health & Wellbeing

    WorryTree

    My Possible Self

    Daylio Journal

    Yoga for Beginners

    Headspace

Podcasts

What is a podcast?

Podcasts are a series of spoken-word episodes that you can listen to on your device. Unlike a TV programme or video, these are audio only – meaning you can listen on the go, listen whilst you do household jobs, or listen when you're winding down and having a sit down.

What is on a podcast?

Podcasts cover a wide range of genres and categories. Categories might include: true crime, comedy, mindfulness and meditation, self-help, fitness, politics, and much, much more. Think of it this way – if you have a particular hobby or interest, there is probably a podcast for it!

Where can I listen to a podcast?

The most common place you can browse, listen, and subscribe to podcasts is on Spotify. Spotify is a free streaming app (you can download this for free from the App Store, Play Store, or via Google on a laptop). All you need to do is make a free Spotify account using an email and password – then away you go (we can support with this).

Some podcast recommendations?

Specific podcast recommendations for sleep, meditation, and mental health

1. Happy Place
2. Radio Headspace
3. The Daily Meditation Playlist
4. The Mindful Minute
5. Get Sleepy
6. Wake Up / Wind Down
7. Relaxing White Noise
8. Soothing Ambient Sounds
9. Meditation Mountain
10. The Good Life Project
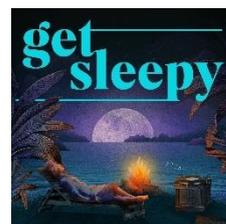
Other genres:

1. News & Politics
2. Comedy
3. Sports
4. True Crime
5. Music
6. Stories
7. Technology
8. Celebrities
9. Educational
10. 'How to'
11. Many more!