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, internet skills, online	www.learnmyway.com

		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

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!