REBOOT
UK

Digital Inclusion
Cards

# Digital Inclusion Cards

**The cards were developed by Good Things Foundation in partnership with Mind and Homeless Link.**

This partnership is part of the Reboot UK programme, funded by The National Lottery Community Fund.

Reboot UK is a digital skills programme for multiply excluded individuals, focused especially on people affected by homelessness and mental health problems.

The project is building a network of organisations and people who are sharing the skills and confidence people need to get online, giving them greater choice and control over their lives.

## What are the digital inclusion cards?

These co-designed cards provide creative and inclusive ways of helping people to improve their digital skills.

Each card explains the benefits of an activity, the social and digital skills it supports, and suggests how you might run the activity.

The cards help digital inclusion seem less intimidating for organisations that haven't done it before. They encourage a user-centered approach to getting people to engage with technology, and increase motivation for improving digital skills.

## Who are they for?

These cards are for organisations that want to offer support to improve people's digital skills.

They're a conversation starter for a group of staff or volunteers. They demonstrate that helping people to improve their digital skills can take different forms.

The cards were developed to be used by people who will provide digital skills support, not with the end user.

## How do you use them?

Each card tells you what skills an activity can help people develop, the approximate number of facilitators required and an appropriate group size.

They're colour coded based on how easy it should be to deliver the session. Green cards should just need one or two connected devices and one facilitator. Red cards will need some specialist knowledge or equipment. Orange cards are somewhere in between.

## How could you use them?

1. Lay them out, phrase on top.

2. Ask the group to choose a couple of cards each that catch their attention.

3. Turn the cards over and talk about the activities: would they work for their customers?

# Karaoke

**Singing is free and great with groups. It can help with social skills - and online searching.**

You can buy a karaoke kit or just use a computer with good speakers, and there are lots of free karaoke songs online.

Creating a handout of popular songs that people can look through can help remove the digital barrier. As people gain confidence they can be encouraged to search online for songs themselves.

YouTube karaoke search:
goo.gl/S1t3jj

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**Outcomes:**
Participation
Confidence
Searching

**Recommendations:**
Group size:  3+
Facilitators: 1

# Cooking club

**Preparing and cooking food as a group can help with skills for independent living, task ownership and teamwork.**

At first, get people to search online for simple recipes, the ingredients they need, and even order them online. In later sessions, agree who's going to do what, so everyone has a task, then cook and eat!

Everyone handling food needs to be aware of food and personal hygiene requirements, and any food allergies.

Search:
www.nhs.uk/change4life/recipes
bbc.com/food/recipesfood.gov.uk

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**Outcomes:**
Transacting/numeracy
Independence
Searching

**Recommendations:**
Group size:  3+
Facilitators: 1

# Coding club

**Code is what makes computers do things and learning some of the basics can make using them less scary.**

The Raspberry Pi - a very small, cheap computer - is a great introduction to coding. It uses a simple, user friendly coding language to get people started. In a couple of hours you can learn enough to teach a group the basics.

The website has everything you need to get going, including great introduction guides, projects and downloads.
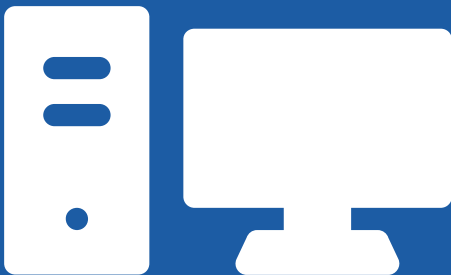
Search: raspberrypi.org/help

**Outcomes:**
Employment skills
Creativity

**Recommendations:**
Group size:  2+
Facilitators: 1

# Digital drop-in

**Drop-in sessions are less formal than group classes, and a great way for people to get one to one support and go at their own pace.**

Set a time and day for the sessions, and tell people they don't need to book a place and there's no fixed content to cover - they can just turn up.

It's convenient for people who can't commit to a regular schedule, so some sessions may be quiet.

Providing one to one support can be more demanding the more people there are. Have some volunteers ready to help.

**Outcomes:**
Basic digital skills
Online problem-solving
Socialising

**Recommendations:**
Group size:  1+
Facilitators: 1+

# Bargain hunting

**The internet makes it easy to compare prices and makes money go further.**

A bargain hunt challenge can help with online searching and numeracy skills.

The product can be anything but it should be something the person can relate to, eg. coat, bicycle, smartphone.

Having a list of a few items will get them looking at a wider range of websites.

If you have a small group you could make it a collaborative session - working together to find the cheapest products, or competing against each other.

**Outcomes:**
Money management
Online searching
Socialising

**Recommendations:**
Group size:  2+
Facilitators: 1+

# Mobile phone comparison

**People with a smartphone often don't know if there's a cheaper option but there are lots of easy to use comparison sites that work for contracts and SIM only options.**

This exercise can help with online searching and budgeting skills.

It also works well with people who already have a smartphone so that they can check what they're paying against what's available.

Is also good for finding cheap options for people without a phone.

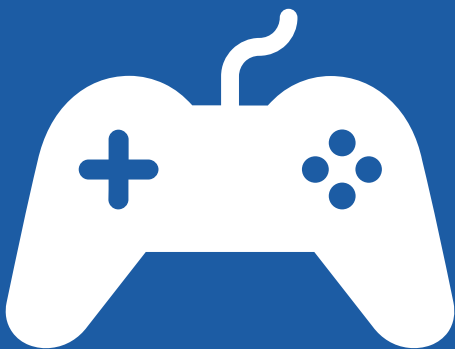www.uswitch.com/mobiles

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**Outcomes:**
Money management
Online searching
Socialising

**Recommendations:**
Group size:  2+
Facilitators: 1+

# Nintendo Wii Sports

**The Wii console introduced a more physical and accessible way to play video games. Available games include bowling, boxing, tennis and golf.**

It's a great way to get people using digital technology without them needing to use a computer.

The Wii has a simple control method, making it much easier to use and it can help with hand-eye coordination, personal fitness and wellbeing.

Games can be played solo but are ideal for competitive, social gaming sessions.

**Outcomes:**
Participation
Confidence

**Recommendations:**
Group size:  2+
Facilitators: 1

# Google Maps

**Google Maps lets people explore familiar places from a different perspective.**

Seeing something familiar, like where you live, makes things easier to relate to. People quickly start looking round the map to see other places they recognise.

This can help with using either a mouse or touchscreen device, and with discovering new places in the local community.

Why not create a quiz? Get people to find the shortest route between two places, or famous landmarks by just a postcode.

*NB. The Maps app pre-installed on iPads is not Google Maps and works slightly differently. Google Maps can be found in the App Store.*

**Outcomes:**
Further digital skills
Participation
Independence

**Recommendations:**
Group size:  1+
Facilitators: 1

# Taking and sharing photos

**It's easy to take photos with a smartphone, and sharing them online is a quick and easy way to stay in touch.**

This can also help with communicating online and understanding online safety.

Get people taking photos and using any built-in editing tools on a phone or tablet, so they can get used to the device and features.

Later, discuss ways to share photos - such as email, messages and social media - and how once a photo has been shared it's hard to make private again, so care should be taken about what is shared and with who.

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**Outcomes:**
Further digital skills
Safety awareness
Socialising

**Recommendations:**
Group size:  2+
Facilitators: 1

# Gardening

**Gardening can help with well-being, responsibility and teamwork. It's scalable and flexible - from growing house plants, or potatoes in a bucket, to volunteering at a local community garden.**

The first session could be searching online what plants can be grown where and at what time of year, then searching where to buy the seeds.

Later, research how to look after the plants and assign tasks like watering, weeding, and checking progress. This could lead to making a spreadsheet showing who is responsible for what and when.

Community gardens: goo.gl/bMEFF9

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**Outcomes:**
Wellbeing
Independence
Searching
Planning

**Recommendations:**
Group size:  2+
Facilitators: 1

# Bird watching

**Bird spotting can be relaxing and give people a focus while out and about. Gardens and parks are all ideal, free places to look and listen for birds of different types.**

Birding can help with observation, listening and online searching skills.

Get people talking about where you can look for birds, equipment you'll need and how to record observations.

Use the RSPB website to identify birds by picture or song, and see which are common at different times of the year.

RSPB - Identify a bird: goo.gl/QgU9io

**Outcomes:**
Wellbeing
Observation
Searching

**Recommendations:**
Group size:  2+
Facilitators: 1

# St John Ambulance First Aid

**Not everyone has easy access to, or is comfortable using traditional health services, but access to first aid info online can make all the difference.**

It can help with health awareness, wellbeing, online searching skills, and confidence in dealing with emergencies.

Use the St John Ambulance website to look at things like dealing with a suspected broken bone or putting someone into the recovery position. Or people could download the app and be helped to use it.

You don't need to be a qualified first aider to provide this advice.

St John Ambulance: goo.gl/d96RTF

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**Outcomes:**
Wellbeing
Confidence
Searching

**Recommendations:**
Group size:  2+
Facilitators: 1

# St John Ambulance injury advice

**Some people really don't like going to the doctors.**

If someone has an injury, they can send a picture of it to their local St John Ambulance who can work out how serious it is, if the person needs to go to A&E, or advise them on appropriate first aid.

This can help with targeted health advice and encourage people to make sure they get help when they need it.

You'll need to develop a good relationship with your local St John Ambulance, and have a device that can send pictures.

Pictures should be anonymous, so make sure the picture is of the injury only.

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**Outcomes:**
Access to healthcare

**Recommendations:**
Group size:  1
Facilitators: 2

# Better online searching

**People usually search online by simply typing a few words into the search bar, but things like keywords, quotation marks and wedge words can help get better results.**

Choose a topic to search for and write down a list of keywords about the topic.

The try putting a minus symbol in front of some words to exclude them. Or try putting some words in quotation marks to search for a specific phrase. Lastly, try adding wedge words such as 'review', 'help', or 'news'.

This just requires a connected device. It can be done 1-1, or as a group activity to get people discussing and sharing their results.

**Outcomes:**
Basic digital skills

**Recommendations:**
Group size:  1+
Facilitators: 1

# Using the mouse and keyboard

**People who can confidently use a smartphone can sometimes struggle with, or be intimidated by a desktop computer or laptop.**

Simple online games can provide practice using a mouse. Printing excerpts from popular stories can help with typing.

**Mouse practise:**
www.drawastickman.com
www.sheepgame.co.uk
www.basicsolitaire.com

**Keyboard practise:**
BBC Dance Mat Typing: goo.gl/SeiRMn
Alice in Wonderland: goo.gl/YbEVn7

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**Outcomes:**
Basic digital skills

**Recommendations:**
Group size:  1+
Facilitators: 1

# Create your face

**Making a picture of yourself can be a simple way to help with self expression and can help with mouse skills and creativity. There are lots of websites to help.**

These pictures, called avatars, can range from face only to full body, or even your own superhero or cartoon character.

It can work well doing it with a group so people can view each others.

After using a website to make an avatar you can show people how to save it, print it or share it.

www.avatarmaker.com
15 Avatar websites: goo.gl/RBQvLU

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**Outcomes:**
Further digital skills
Socialising
Confidence

**Recommendations:**
Group size:  2+
Facilitators: 1

# Digital Storytelling

**Digital Storytelling is used a lot in the mental health sector to help people talk about their lives. Ordinary people use forums, blogs and websites to tell their stories to the world.**

It can help with creativity, typing skills and addressing feelings of isolation.

To start with, print a few examples to discuss, or show a few video stories. Ask people to share their opinions. Next, help people to find stories online. Invite them to discuss what they found.

Later, encourage people to share their own stories online - either written, or videos made with a smartphone.

Sheffield Flourish is a great example of a platform which hosts stories.

www.sheffieldflourish.co.uk/stories

**Outcomes:**
Participation
Confidence
Wellbeing

**Recommendations:**
Group size:  2+
Facilitators: 3+