



Digital inclusion. Using digital technology positively and safely



Why read this?

This is to help you when you use technology, the internet and social media.

You can read this by yourself or you can ask someone to help you when you read this.



Hard words

In this guide we show hard words in **bold**.

We explain these harder words as we go. We also explain them at the end of this guide.



Who has written this?

This guide was written by people who have a learning disability, a learning difficulty, autism, or all of these.

They are sharing their experiences with you.



What is digital inclusion?

Digital inclusion means we can use technology, the internet, and **social media**.

Social media means places online where you can connect with other people. You can share messages and post pictures and videos. This might be Facebook, Twitter, Instagram, TikTok, WhatsApp, or Snapchat.

It also means that we are safe from harm when we do this.

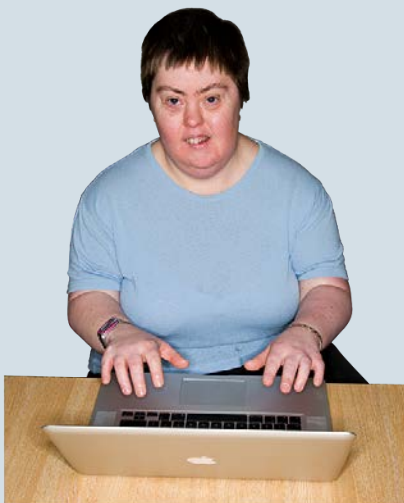


Why is this important?

If we can use technology safely and in a way that makes us happy, it can make our lives better.



The workers who support us should be able to help us use technology safely.



We might use technology for lots of different things.



We can use technology for talking to friends and family.



We can use technology for posting on social media.



We can use technology for sending emails.



We can use technology for watching videos.



We can use technology for buying things. This is called online shopping.



We can use technology for dealing with our money. This is called online banking.



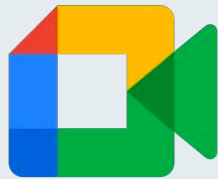
We can use technology for online dating.



We should always be asked by our support worker if we need help with technology.

Support workers should be patient with us when we use technology.

They should repeat things to us to make sure we understand.



There are lots of different ways of talking to people online. These are sometimes called **platforms**.

Platforms we might use include Zoom, Microsoft Teams, Skype, or Google Meet.

We should be asked which one we like best when we are talking to our support worker.



We can use technology by ourselves.

What might stop us using technology?



Even if we know how to use technology by ourselves, we can always ask for help when we need it.



We might not be **confident**.

Being **confident** means that we feel we can do something well.

If we are not **confident**, it may be because we are afraid that something bad might happen if we use technology.

It might also be because we have not used technology much or not at all.

We worry that it is too hard.



We might not have the right skills.

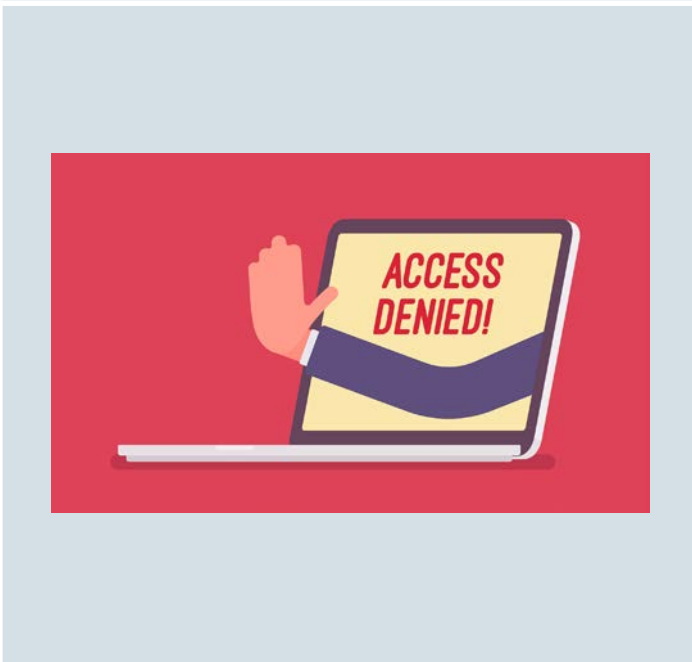
This means we do not know how to use a computer, laptop, tablet or a smartphone etc.

It also means we might not know how to use certain websites or **platforms**.



We might not want to use it.

We might not think it will improve our life. We might even think it will make our life worse.



We might not have **access**.

Access means that we are able to do something and that there is nothing in our way.

It might mean we don't have technology, like a smartphone, tablet, or laptop.

It also means we might not have a good internet connection.

How can we get more confident in using technology?



We can get training in online skills. We can ask our support worker to help us with this.

There is lots of easy read information on the internet to help us.



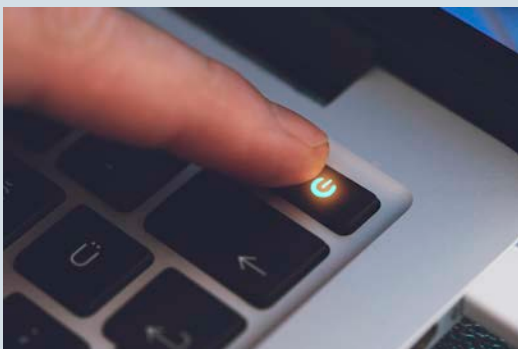
We can spend some time with our support worker looking at our hobbies online.

This will mean that we get used to the internet and like using it.



The more we practice using technology, the more **confident** we will feel.

Confident means that we feel we can do something well.



Remember that if you feel worried you can always turn off the laptop, phone or computer.

Keeping safe online



There can be problems when we use the internet.

We may be worried about **scammers**. **Scammers** are people who try to trick you into giving them money or information.



There may be fake news and information.

There may be people who want to take advantage of people with learning disabilities or autism.



We might feel under pressure to do things that make us feel uncomfortable.

This might be:

- > Sending a naked picture.
- > Talking to people we do not know about personal things.
- > Sending money.
- > Watching videos and looking at photos when we do not want to.

If you are worried, talk to someone you trust.

Top tips for keeping safe online



Do not click on 'pop-ups'. They might tell you that you have won something, or that you are a special customer.

They might tell you that you have been hacked.

If something seems too good to be true it most likely is. Do not click on links like this.

Ask someone you trust if you are not sure.



Things you write or post online or on **social media** will be there forever.

Be really sure before you post something online.



If you have a mix-up with a friend online, try to sort it out on the phone or when you see them in person.



If you get a friend request on **social media** from someone you do not know, be careful.

It is not a good idea to accept friend requests from people you don't know.



Even if you are careful, **scammers** can pretend to be someone you know.

Do not just look at their picture and name. Send your friend a text message or email to check it is really them.



Privacy settings are things to help you keep safe. It puts you in control of what people see or don't see about you, and what you post when you are on social media.

You can choose to:

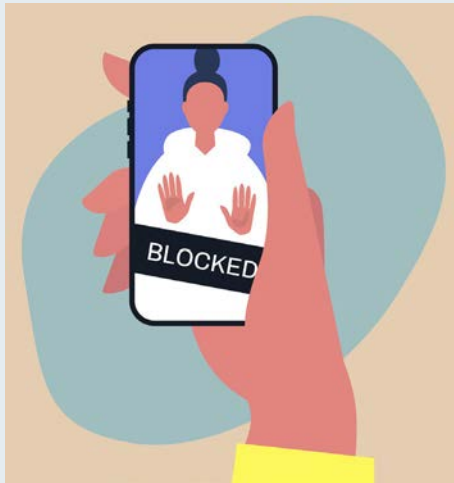
- > Only show your friends certain things.
- > Keep private personal details, like your birthday and where you live.
- > Stop people you don't know from sending you messages.

Ask your support worker to show you how to use **privacy settings** if you are not sure.



Do not send money to people you don't know online.

Do not give out your bank details to people or companies you don't know / trust.



You can report and block anyone who is sending you horrible, upsetting or offensive messages.

When you block someone on Facebook, Messenger or both, it means they can't send you messages or see your profile.

Ask for support to show you how to block someone if you are not sure.

Sex and relationships online



We need to know about sex and healthy relationships.

We should be given clear information about sex and relationships.



Many people use the internet for dating, relationships and sex.

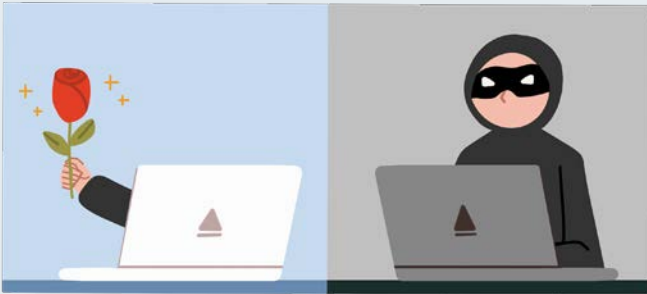
This can be a good way to meet people we like.



There are risks with dating online. Be aware and **cautious**.

Cautious means being on your guard.

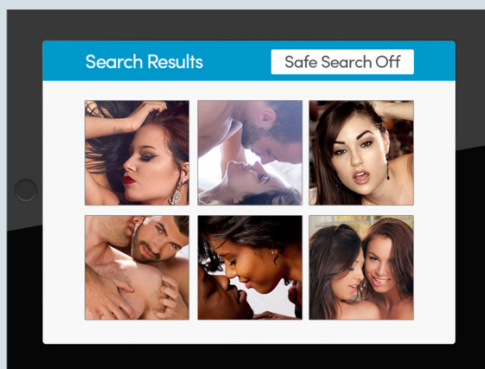
If in doubt, speak to someone you trust.



One type of risk is called **internet grooming**.

Internet grooming means people are tricked or pressured into a relationship or sex.

If you meet up, always take someone with you or meet in a public place where you feel happy.



Another type of risk is called **revenge porn**.

Revenge porn means posting or sharing a naked picture of someone without their knowledge.

This can happen after an argument or break-up and is usually done by a partner or ex-partner.

This is a crime and should be reported to the police.

You can keep safer online by not sharing naked or sexy pictures of yourself.

If you are asked or forced to do this, speak to someone you trust.



Remember, going online should be fun!

It should make us feel happy.

If it is not fun, you can always switch it off.

Hard words

In this guide we show hard words in **bold**.

We explain these harder words here.

Access means that we are able to do something and that there is nothing in our way.

Cautious means being on your guard. It also means being careful.

Confident means that we feel we can do something well.

Digital inclusion means we can use technology, the internet, and social media. It also means that we are safe from harm when we do this.

Internet grooming means people are tricked or pressured into a relationship or sex.

Platforms mean different ways of speaking to people online on a video call. This might be Zoom, Teams, Skype, or Google Meet.

Privacy settings are things to help you control what people see about you when you are on social media.

Revenge porn means posting or sharing a naked picture of someone without their knowledge. This is a crime and should be reported to the police.

Scammers are people who use the internet to trick people into giving them money or information.

Social media means places online where you can connect with other people. You can share messages and post pictures and videos. This might be Facebook, Twitter, Instagram, TikTok, WhatsApp, or Snapchat.

You can read more about staying safe online in **Keeping Safe Online** from CHANGE.

This is easy read. It is for people with learning disabilities.

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Cover photo: Riska

Research in Practice is a programme of
The Dartington Hall Trust which is a company
limited by guarantee and a registered charity.
Company No. 1485560 Charity No. 279756 VAT No.
402196875

Registered Office:
The Elmhirst Centre, Dartington Hall, Totnes TQ9 6EL

ISBN 978-1-911638-82-7

www.researchinpractice.org.uk

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