



Digital Heroes: A selection of case studies



01 | CASE STUDY SUMMARY

Ysgol Pencae

School location

Highfields
Cardiff
CF5 2QA

A partnership between Ty Llandaff care home and Ysgol Pencae in Cardiff meant that older people who had never been online found out what the internet could offer them – from primary school children who couldn't imagine life without it.

68% of people who are offline say nothing can motivate them to get online. It's often difficult to inspire people, particularly older people, to try new technology. This can exacerbate issues such as social isolation and loneliness. The Digital Heroes project is helping combat this issue. Thanks to the infectious enthusiasm of young people, older people are encouraged to try technology for themselves.

The partnership between Ty Llandaff care home and Ysgol Pencae is a wonderful example of this. The Headteacher of Ysgol Pencae, Mrs Parry, wanted to create links with Ty Llandaff. Meanwhile, Mel Geoghegan, activities coordinator at Ty

Llandaff, was looking for new things for her residents to try. With support from Digital Communities Wales, the two developed a partnership project based on digital inclusion.

Mrs Parry was very keen for the children at Ysgol Pencae to receive Digital Heroes training from Digital Communities Wales. The training was delivered to 21 pupils aged nine and ten.

Ysgol Pencae then hosted a visit from the Ty Llandaff residents for Safer Internet Day 2018. Three residents visited Ysgol Pencae, where the Digital Heroes showed them how to use digital technology.

The on-going Digital Heroes partnership has had a profound impact on the health and wellbeing of the Ty Llandaff residents and has also allowed the pupils to gain valuable life skills.

The Digital Heroes at Ysgol Pencae gained important interpersonal skills and learnt

01 | CASE STUDY SUMMARY

Ysgol Pencae

what skills are needed to help others to use technology. The children learnt to be patient, as helping someone to get online for the first time can be a slow process. The children also learnt to think about the language that they used, avoiding words that older people might associate with other things, such as tweet, spam and virus.

Meeting the Digital Heroes has had a positive impact on the residents' mental wellbeing and helped minimise the risk of loneliness.

During the digital sessions, the residents and pupils shared stories with other. Jean told one of the children that she had been to Australia, and he informed

Jean that he had been there on holiday. Both were able to use technology to look at the places they had visited in Australia.

When Viv attended the Digital Heroes session she was very reserved to begin with and found it difficult to communicate. However, when Harri showed Viv how to use YouTube and played her some of her favourite music, she was able to read the lyrics and sing along. This had a massive positive impact on Viv and she was then very engaged and chatty. Listening to music had made a big difference to her experience. By the end of the session, Viv was asking if she could take the iPad home with her.

Meeting the Digital Heroes had a positive impact on the residents' mental wellbeing and helped minimise the risk of loneliness.



02 | CASE STUDY SUMMARY

Ysgol Gynradd Gymraeg Llyn-y-Forwyn

School location

Darran Terrace
Ferndale
Rhondda Cynon Taff
CF43 4LG

Children at Welsh medium primary school Ysgol Gynradd Gymraeg Llyn-y-Forwyn are weekly visitors to Ferndale House Care Home where they get involved with a variety of activities. The Deputy Head Teacher Gareth Lucas was interested in developing some digital inclusion activities with the residents and contacted Digital Communities Wales about the Digital Heroes Programme.

Pupils from years 5 and 6 were already supporting parents and grandparents to access the Internet, so they took very little persuading to help out residents at Ferndale House Care Home in the same way.

Digital Communities Wales

advisers delivered Digital Heroes training to the pupils. The following week the pupils attended Ferndale House armed with iPads and VR goggles.

The Heroes taught one of the residents how to use YouTube to watch ballroom dancing, another to research information about his brother who was a chief medical officer in the D-day landings. Another resident was shown how to listen to music online and a lady who previously owned a horse riding school was helped to find videos of show horses.

The Digital Heroes also have plans to support parents and grandparents on a more structured basis.

The Heroes taught one of the residents how to use YouTube to watch ballroom dancing, another to research information about his brother who was a chief medical officer in the D-day landings.



03 | CASE STUDY SUMMARY

Borras Park Community Primary School

School location

Borras Park Road
Wrexham
LL12 7TH

Borras Park School in Wrexham has a close relationship with its local community but staff were looking for new opportunities to make links with community groups. The school’s IT Advisor, Lisa, heard about the Digital Heroes scheme and was keen for pupils to get involved.

As a result, children at the school now take part in intergenerational sessions where they can teach basic digital skills to older people.

With an active school council, eco committee and digital leaders programme, Borras Park School believes strongly in giving its children a chance to make a positive contribution to the local area.

Lisa, the IT Coordinator, knew that the children in her digital leaders programme had good skills and knowledge of technology, but she was keen that they learn about the barriers that prevent some people using the internet and understand how

they could help people get online.

The children took part in Digital Heroes training delivered by Digital Communities Wales. They were asked about how much time they spent online and this was compared to children growing up 10 or 20 years ago. They were then able to think about people who are not online today, why this might be and what the impact is.

The children then had the opportunity to plan a session they could run for local people who are not online.

The children thoroughly enjoyed the training and the school is now working with a number of organisations in Wrexham and Flintshire which are keen to have the children support the development of digital skills in the community.

04 | CASE STUDY SUMMARY

North Wales Police Cadets

Organisation location

7 Rhiw Road
Colwyn Bay
Conwy
LL29 7TF

A group of 14-16 year old police cadets were surprised to learn how their personal digital profiles could affect their future. But having had Digital Heroes training from Digital Communities Wales, they not only know how to keep themselves safe online, but can share their knowledge and skills with other people.

North Wales Volunteer Police Cadets is a two year programme run by North Wales Police. The programme aims to inspire young people to participate positively in their communities and encourage good citizenship.

Cadet Co-ordinator Chris Perkins wanted to provide Cadets in West Conwy with Digital Heroes training so they could help family members and school friends stay safe online. But Chris was also keen to show the

Cadets how their own behaviour online, particularly on social media, could have an impact on their personal safety and employment prospects.

The Cadets received intensive training around different social media platforms and online security. They were shown the potential dangers of sharing too much information online, and how to increase security on specific social media platforms.

The Cadets are now able to protect their personal information and have a better understanding of the impact of their online behaviour.

The session also provided the Cadets with the skills and confidence to deliver digital support in the communities where they live.

The Cadets are now able to protect their personal information and have a better understanding of the impact of their online behaviour.



05 | CASE STUDY SUMMARY

Coleg Gwent

College location

Risca Road
Crosskeys
Newport
NP11 7ZA

Digital Communities Wales started working with Coleg Gwent ahead of Get Online Week 2016 – a national campaign that is designed to support more people to learn how to use the internet, computers and mobile devices. The campaign sees a lot of events take place in libraries and other community venues, with staff and volunteers of organisations helping learners to do more online, and was a natural fit for the aims of DCW and the college.

Teaching staff at Coleg Gwent identified 65 IT students who could help out in their local communities during Get Online Week, as part of their Welsh Baccalaureate Community Challenge.

The 65 students received Digital Heroes training from DCW and

Get Caerphilly Online (Caerphilly County Borough Council) to prepare them for the questions they would be asked during the sessions. They also learnt how to communicate effectively and safely in a community setting.

Coleg Gwent students ran drop-in sessions at twenty-two local libraries and community centres across Caerphilly, Monmouthshire and Newport during Get Online Week. The students' involvement meant that Get Online Week 2016 was the largest held in these counties since it was first run in 2006.

Feedback from the week was excellent, both from the partners who hosted events and from people that were helped by the students. Elaine Haigh from Coleg Gwent said, "I was really pleased that the students got real experience, working with

05 | CASE STUDY SUMMARY

Coleg Gwent

people they hadn't met before, in an unfamiliar environment. They gained confidence, as they were able to demonstrate skills to people who didn't have them. This was a realistic and meaningful project."

Matthew Bevan, from Get Caerphilly Online at Caerphilly County Borough Council reported, "From what I saw personally and have heard from library staff, the behaviour and professionalism of the students was excellent."

It was this experience that led Digital Communities Wales to develop a Welsh Baccalaureate Community Challenge with the WJEC, that could be undertaken by any school or college in Wales that offers the Welsh Bacc. The challenge is for pupils and students at KS4 level and for the Advanced Qualification.

Coleg Gwent students ran drop-in sessions at twenty-two local libraries and community centres across Caerphilly, Monmouthshire and Newport during Get Online Week.



Wales Co-operative Centre
Canolfan Cydweithredol Cymru

Cymunedau
Digidol
Cymru

Digital
Communities
Wales



Rhaglen
Llywodraeth Cymru
Welsh Government
Programme