




Supporting people with
everyday digital skills -
guidance for organisations that
support Gypsy, Roma and
Traveller communities

How to use this document

These resources have been collated to support you alongside Digital Communities Wales: Digital Confidence, Health and Well-being (DCW) training.

We have included webpages within this document that contain helpful information for supporting others. We have included these as links in this document. Look out for the **pink link symbol**, which you can select with your curser or finger, to open and view the link. 

If you are viewing a printed resource, either type the website address into a web-browser or scan the QR code to open the webpage.

How to scan a QR code

1. Open your QR code app on your device. On many modern smart phones, this is your camera app.
2. Point the camera at the QR code and ensure all of the code is in the frame.
3. Look at your screen to see if a website link has appeared. If it has, touch it with your finger and it will open the website!



Guidance for supporting people with digital skills

At Digital Communities Wales: Digital Confidence, Health and Well-being (DCW) we aim to inspire communities and organisations in Wales to provide digital skills and support to others to create a digitally included and empowered nation.

This document aims to provide you with useful starting points for helping people get online and resources that are useful for anyone who wishes to improve their digital skills.

With learning any new digital skill, consider who it is you are helping, and their needs. If you ever require more advice and support helping others to get online, please contact Digital Communities Wales.



Helping people to get online

There are a number of key national schemes that can be accessed by organisations who want to offer digital support:

National Digital Inclusion Network

The National Digital Inclusion Network is coordinated by DCW's programme partner: **The Good Things Foundation**. Members of this network gain access to the National Databank and National Devicebank, a crucial support network of free access to data and devices for those who need it.



 <https://bit.ly/4e9hl3o>

DataMap Wales


Welsh Government's DataMap Wales service helps identify places you can visit or signpost to support someone to get online.



 <https://bit.ly/4fcJs27>



Learn My Way

Learn My Way provides bitesize digital skills courses for learners. You could use these in a digital skills support session you are hosting. Visit **www.learnmyway.com** to find out more. 

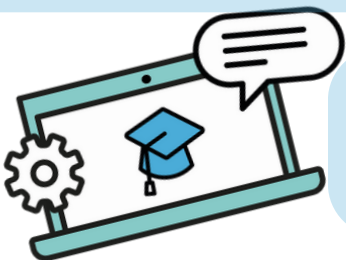
Digital skills are highly transferable

There are lots of digital skills that you learn through different online experiences, and many are transferable to different tasks. The ability to fill out online forms, create accounts and navigate websites are used for many different online services.

By finding inspiring digital activities, we can make learning digital skills a more meaningful experience for someone going online for the first time.

Explore hobbies, interests and activities that provide positive experiences. These activities could be things that people start to do independently, and they could even lead to new experiences. As well as this, these opportunities encourage interest in being online and allow skills to be applied in different ways.

Think about a time when someone has helped you to do something, how did it make you feel?



First time internet users need support and encouragement. Digital skills require time and opportunities to learn.

Use hobbies and interests as a hook and a means to encouraging longer-term digital engagement. You can then signpost individuals to further support or community based options for developing their digital skills.



Building confidence

Sometimes low confidence internet users are unaware of their digital skills and how it relates to different digital tasks. It can be useful to draw on relatable examples to build confidence:

- If you can send a text message... you can use WhatsApp.
- If you can signup to Facebook... you can signup to other accounts.
- If you can watch Netflix... you can also use YouTube or iPlayer.
- If you can search on Google... you can also search online shops.

It is important that you identify engaging topics to make learning digital skills more relatable. From practicing driving theory tests, to accessing videos of someone's home town. These are the elements that will draw attention and engagement.



Create opportunities for digital skills support

Digital skills support opportunities may arise as part of the enquiries you receive in your job role, or they may be new ideas you wish to implement because you recognise a digital skills gap in the area you work in.

For example you may notice that lots of people you support struggle with creating or accessing email. Or that individuals often ask for support with accessing their UKVI share code online.

Just the act of recognising a digital skills gap and providing some informal support can go a long way. Combine this with utilising existing support opportunities and you are now making leaps of progress for digital inclusion.

Some opportunities for digital support could include:


- Set up a device area with Learn My Way available.
- Utilise the National Data bank and Device Bank, in case those you support need help with connectivity.
- Understand connectivity at your venue, and how people can join it.
- Recognise digital skills gaps for specific digital services that you come across in your role. E.g. Accessing UK Visa online.
- Know what digital inclusion support is available locally for signposting or collaborating with.



Monitoring impact

Perhaps you already offer digital skills support, or you want to plan for the future. In any case, considering processes for monitoring impact will be beneficial. This could take many forms, or be a simplified process, it really depends on your time and the appropriateness of the type of monitoring:

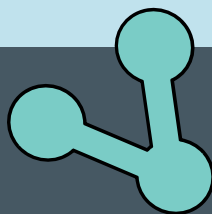
- Simple surveys or feedback buttons.
- Longer term case studies of support provided.
- Photographs of support offered.
- Formal or informal interviews, audio or video recorded.
- Suggestions box, from the communities you support.

The Digital Inclusion Evaluation Toolkit is designed to be a starter point for anyone looking to explore how evaluation can help with their digital inclusion work: <https://bit.ly/4cv7Tr9> 

Use existing support networks

Our guide provides some useful starting points for talking about digital skills. Even just inspiring someone to take an interest in using digital devices more often is a great start.

There are many support networks out there that you can utilise to embed digital inclusion for the longer term. Together, we can make sustainable change and increase digital inclusion.



What next?

To find out more about our support, get in touch:



digitalcommunities.gov.wales/contact-us/ 



0300 111 5050

Find us on



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