

Digital inclusion and mental health

AKA

‘Keep taking the tablets!’

Leanne Rowlands and Mark Smith

- Background and context
  - Your skills and opinions
  - What is digital inclusion?
- Benefits of being online
  - In general and with regard to mental health
  - Being careful
  - What you've said
- Where to get help
  - Communities 2.0
  - Case studies

A little bit about us....

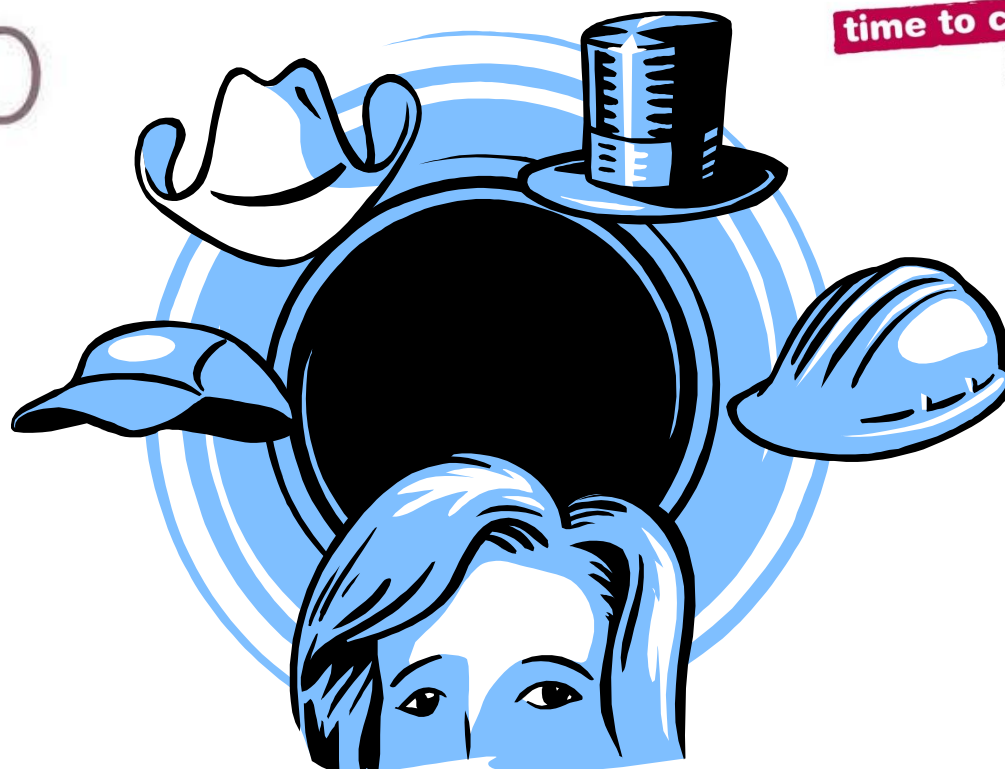


Communities  
Cymunedau 2.0



**GIG**  
**CYMRU**  
**NHS**  
**WALES**

Bwrdd Iechyd Prifysgol  
Cwm Taf  
University Health Board



let's end mental health discrimination

**time to change**

**Wales**

rhown ddiwedd ar wahaniaethu ar sail iechyd meddwl

**amser i newid**

**Cymru**



What about you?

How 'digitally included' are you?



Are you online?

Do you have an e-mail address?



Are you using a  
smartphone or tablet?





Are you using and uploading content to social media?



A bit of context...

**The Ford Explorer Launch  
on facebook  
generated —  
more traffic  
than a —  
SUPER BOWL AD —**



**Get your gadgets out!**

**Go to**

**[www.mhtodaywales.wordpress.com](http://www.mhtodaywales.wordpress.com)**

# What is digital inclusion?

- Various definitions....but, essentially, it's:

“Helping people to do more with digital technologies,  
in ways that improve their lives”

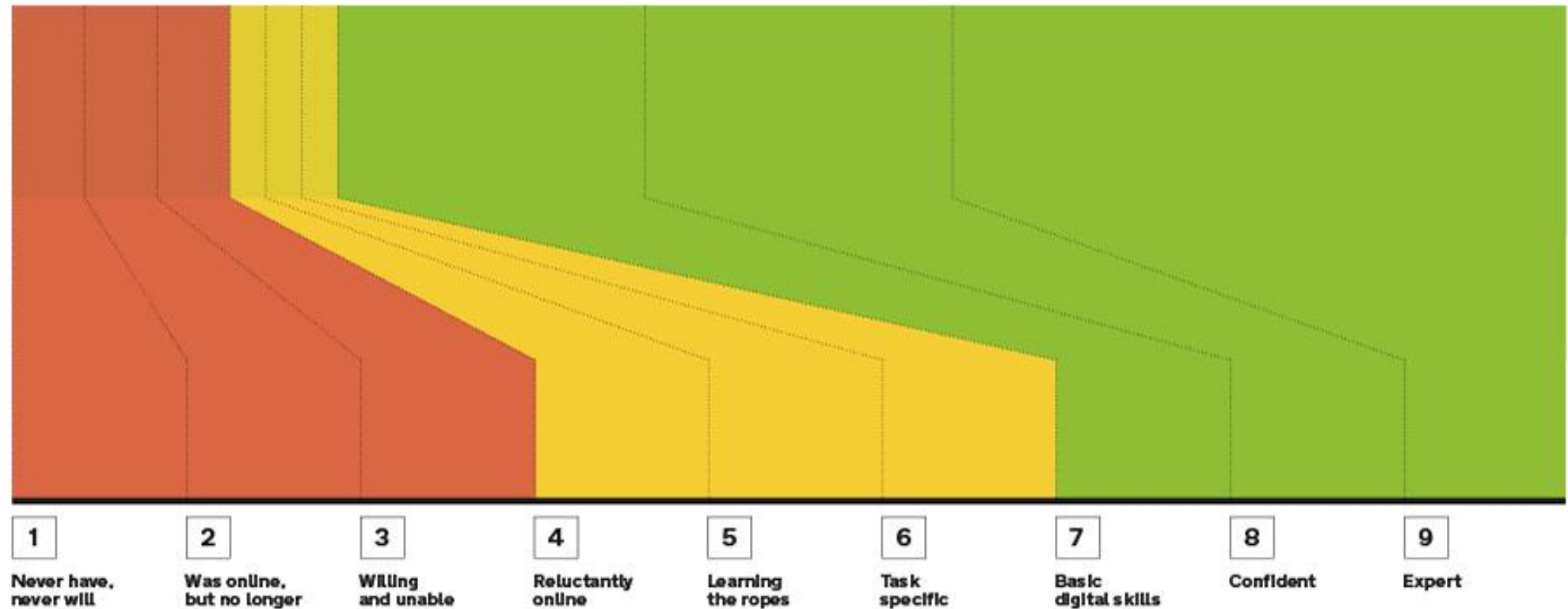
# UK population

Recent BBC/Go On UK Survey

14%

7%

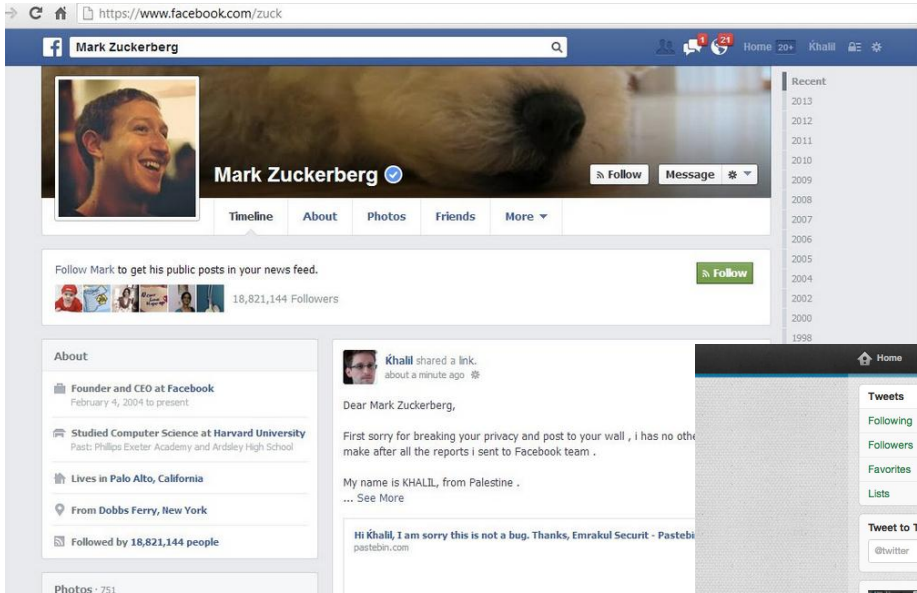
79%



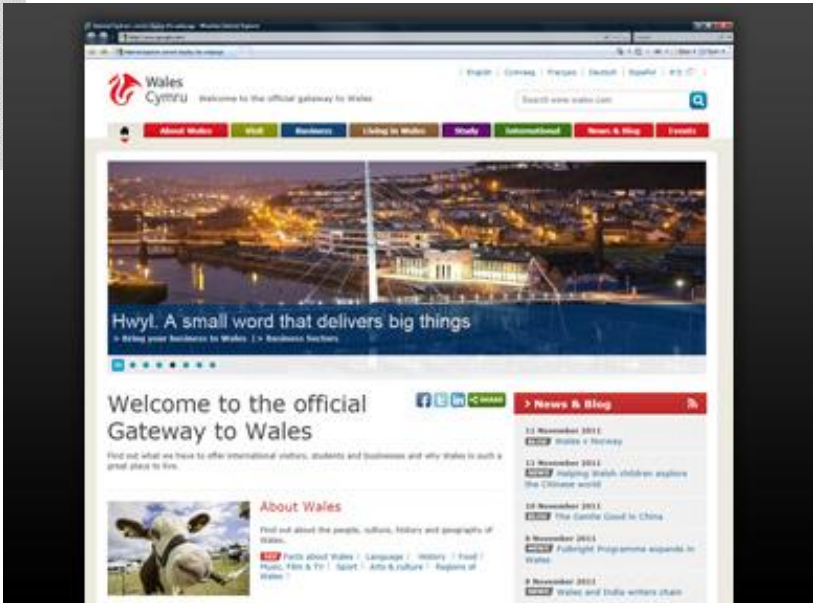
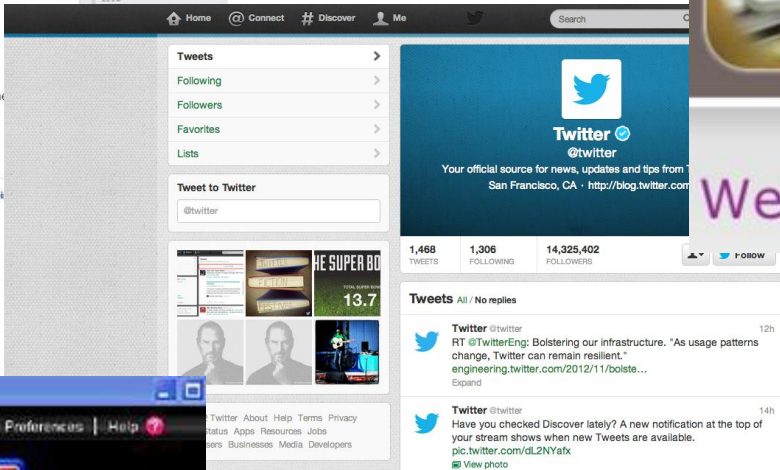
## Digital inclusion scale

# Benefits of being online

- Communication
- Saving money
- Learning
- Making new friends
- Entertainment
- Information
- Accessing services



Welcome to Money Made Clear Wales





## Service > Finding a Job

### Find a local job with Universal Jobmatch

Search for full or part-time jobs in Great Britain and abroad.

Job title

Postcode, town or place

Skills (optional)

Search >

on Universal Jobmatch

Directgov

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[Home](#) | [Profile](#) | [CV](#) | [Jobs](#) | [Messages](#) | [Application history](#) | [Activity history](#)

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Any job title

Any skills, keywords or Job

in city, county, or postcode

[Search](#)

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Resize text: [A](#) [A](#) [A](#)

### Search results ?

#### Search results

[Save this search](#)

★ Jobs you have saved

● Jobs saved by your adviser

#### Your search criteria:

[Clear All](#)

#### Refine results

##### Posting date

[All](#)

[Today](#)

[Yesterday](#)

[Last 3 days](#)

[Last 7 days](#)

[Last 14 days](#)

[Last 30 days](#)

##### Job types

[Full time](#)

[Part time](#)

Jobs 1-25 of 376977

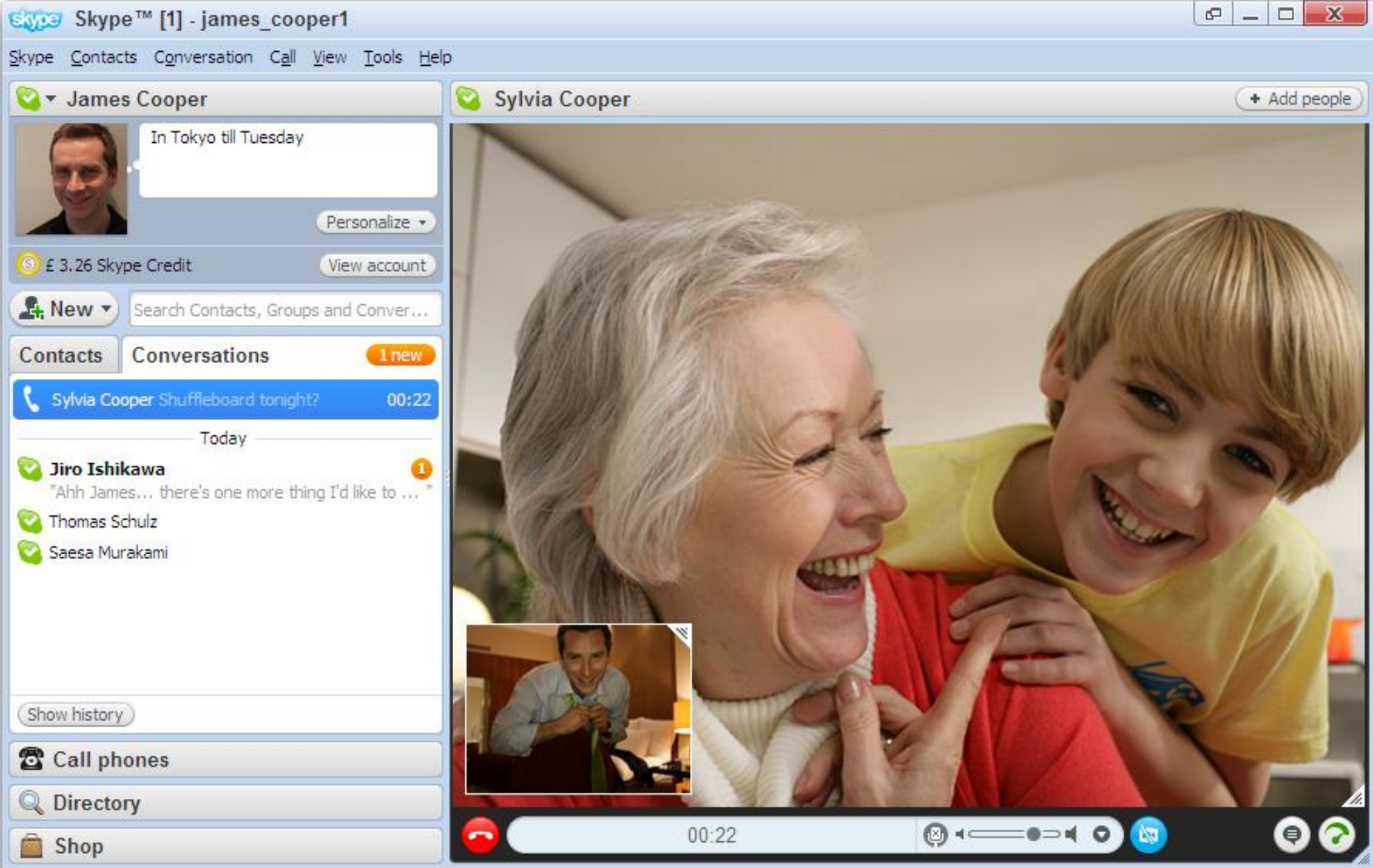
[1] [2](#) [3](#) [4](#) [5](#) [6-10](#) [Next](#) Page 1 of 40

Date	Job title	Company	Location
07/07/2013	<a href="#">Head Chef</a>	CV Library (Job Warehouse Only)	London-Enfield
07/07/2013	<a href="#">Regional Manager Nursing RGN</a>	CV Library (Job Warehouse Only)	Yorkshire-York
07/07/2013	<a href="#">Private Client Asset Manager</a>	CV Library (Job Warehouse Only)	NW-Manchester
07/07/2013	<a href="#">Internal Sales Metals</a>	CV Library (Job Warehouse Only)	NW-Oldham
07/07/2013	<a href="#">Tax Advisor</a>	CV Library (Job Warehouse Only)	NW-Chester
07/07/2013	<a href="#">PLC/SCADA Systems Engineer</a>	CV Library (Job Warehouse Only)	MID-Nottingham



# Online with a mental health problem

- Social networking (elefriends)
- Research (symptoms, medication)
- Services (New Horizons directory)
- Security
- Accessibility
- Affordability
- Online counselling?
- Mood journal
- 5 ways to wellbeing
- Enhancing existing interests







[Home](#) | [Service Directory](#) | [Event Calendar](#) | [Media](#) | [About the Forum](#) | [Feedback Form](#) | [Contact Us](#) |

You are here...Category Resource Centres

Click on the A-Z or the categories below to find the organisations you are looking for.

A-Z ▶

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

ADVOCACY ▶	CRISIS RESOLUTION ▶	LOCAL AUTHORITIES ▶	SENSORY IMPAIRMENT ▶
ADVICE ▶	DEMENTIA SUPPORT ▶	LOCAL HEALTH BOARDS ▶	SERVICE USER INVOLVEMENT ▶
BEREAVEMENT ▶	DOMESTIC ABUSE ▶	MENTAL HEALTH ▶	SUBSTANCE MISUSE ▶
BULLYING ▶	EATING DISORDERS ▶	PEER SUPPORT ▶	SUICIDE PREVENTION ▶
COMMUNITY HEALTH COUNCIL ▶	EQUALITY AND DIVERSITY ▶	PHYSICAL HEALTH & WELLBEING ▶	TRAINING OPPORTUNITIES ▶
CARERS ▶	FAMILIES ▶	RECOVERY & SELF MANAGEMENT ▶	VETERANS ▶
COMMUNITY SUPPORT ▶	FAMILY SUPPORT ▶	RESOURCE CENTRES ▶	VOLUNTEERING ▶
COUNTY VOLUNTARY COUNCILS ▶	HOUSING ADVICE ▶	SELF-HARM ▶	WELFARE RIGHTS ▶
COUNSELLING ▶	JOBS ▶		

## Resource Centres

New Horizons



Address

Telephone: 01685 881113

# KOOTH.com

FREE ONLINE SUPPORT FOR YOUNG PEOPLE



Change wallpaper ▼



## Online Chat

Get real time help with friendly, qualified counsellors.

[Join Kooth Now](#)

Free. Safe. Anonymous.  
Who can use Kooth.com?

## Need to talk?

We're **online** right now to help until 10pm today

Joined Kooth? Login Below

Username

Password

Location ▼

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## What can i do on Kooth?



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[She is now just my f...](#)





Compatible with:



iPhone



iPad



iPod  
Touch



Available on the  
**App Store**

## Share something

Post a photo or a video. Write a little note.  
Tell us how you're feeling. Be real. We're here for you.



Type something here...

## Your activity feed



The Elephant

10 minutes ago

[Report](#)



The Ele's feeling inspired by Ellie's blog - "When it seems like everyone else in the world is seeing life through rose tinted glasses and I didn't get a pair, I get the brightest colours I can find and create my own visual utopia."

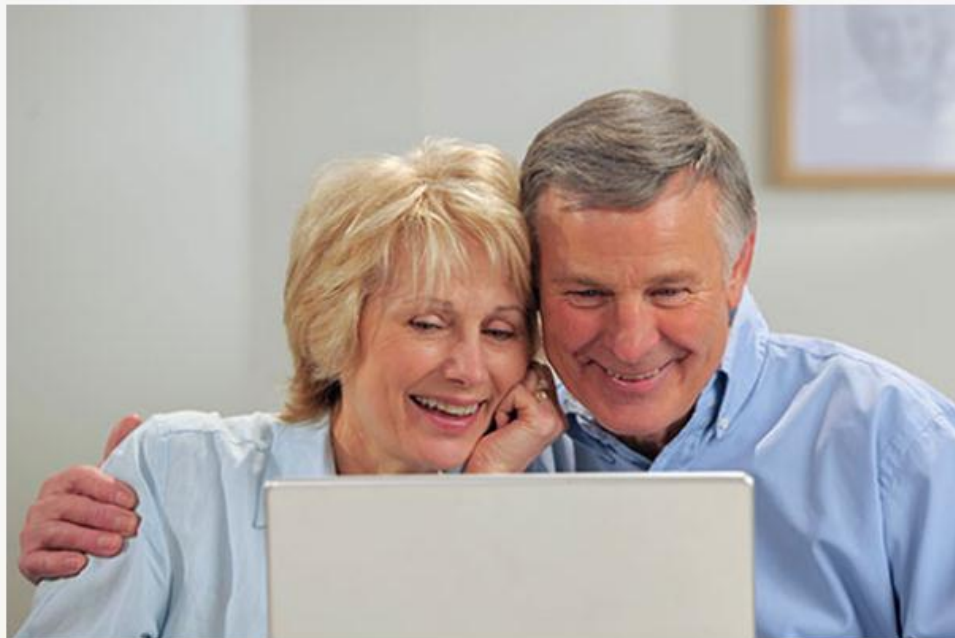


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**Get Online @  
Home offer: £24  
PC & broadband  
from £2.99**

## Categories

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[digitalskills.com](#)

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## Twitter

Tweets



Follow

## Welfare Reform and getting online

- Universal credit currently rolling out (Wales due for 2015)
- Need a bank account and to be able to get online to claim UC
- Newport City Council have been part of a pilot to find out what support people may need throughout the change
- NCC pilot looked raising awareness of online services and providing support to help people get online
- Biggest barriers we found stopping people getting online:
  - Confidence
  - Lack of skills and not knowing where to get support
  - Not having access to equipment or broadband connection
  - English as a second language
  - Literacy barriers

Voices of  
experience....

## Computer Courses Near You

Find computer courses

## Communities 2.0

Helping communities and small enterprises make the most of the internet.

We want to break down the barriers to using technology, inspire people, build confidence and create opportunities.

### Help people get online



Why is getting online so important?

### Enterprises and groups



Help with technology is available for enterprises, community groups and voluntary organisations.

Learning and training

### 'How to...' guides



Guides and toolkits for absolute beginners to more advanced users

### New enterprises



Are you setting up a micro-enterprise that will rely on the use of technology? We could help.

Micro-enterprise start-ups

### Digital inclusion



What is digital inclusion and how is Communities 2.0 addressing it?

Meet our team

### Computer Courses Near You

Find a computer course in Wales.

Town or Postcode:

SEARCH

### Communities 2.0

- Home
- News and events
- Computer Courses Near You
- Help people get online!
- 'How to' - user guides
- Learning and training
- Help for groups and enterprises
- Who have we worked with?
- About Communities 2.0 and digital inclusion
- Contact us
- Search




### Computer Courses Near You

Do you provide a course or manage a centre? Please [Register](#) and [Login](#)

Find a computer course near you in Wales Town or Postcode:  Search

Advanced search:

Drop-in centre: ☐ County:

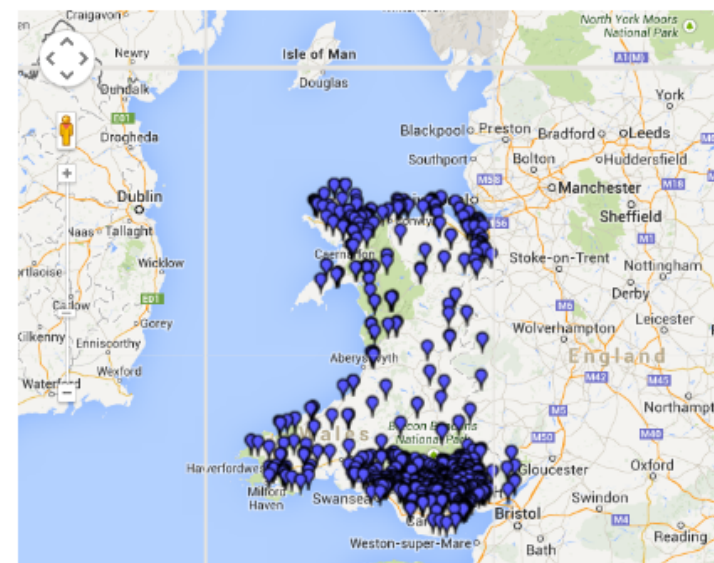
Computer courses held here: ☐

Broadband internet: ☐ Centre name:

Available for hire: ☐

Accessibility software and/or hardware available: ☐

Search



### Communities 2.0

- Home
- News and events
- Computer Courses Near You
- Manage your centres
- Computer course search widget
- User guide - Computer Courses Near You
- Help people get online!
- 'How to' - user guides
- Learning and training
- Help for groups and enterprises
- Who have we worked with?
- About Communities 2.0 and digital inclusion
- Contact us
- Search

### Courses and events

### May 2014

M	T	W	T	F	S	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

< April | June >

### Contact Communities 2.0:

0845 474 8282  
Email: [communities2.0@walescooperative.org](mailto:communities2.0@walescooperative.org)

### Login

☒ Remember Me

[Password Reminder](#) [Register](#)

### Key to icons

- Drop-in centre - this centre has computers you can use. Please check if you need to book.
- Computer courses are held at this centre.







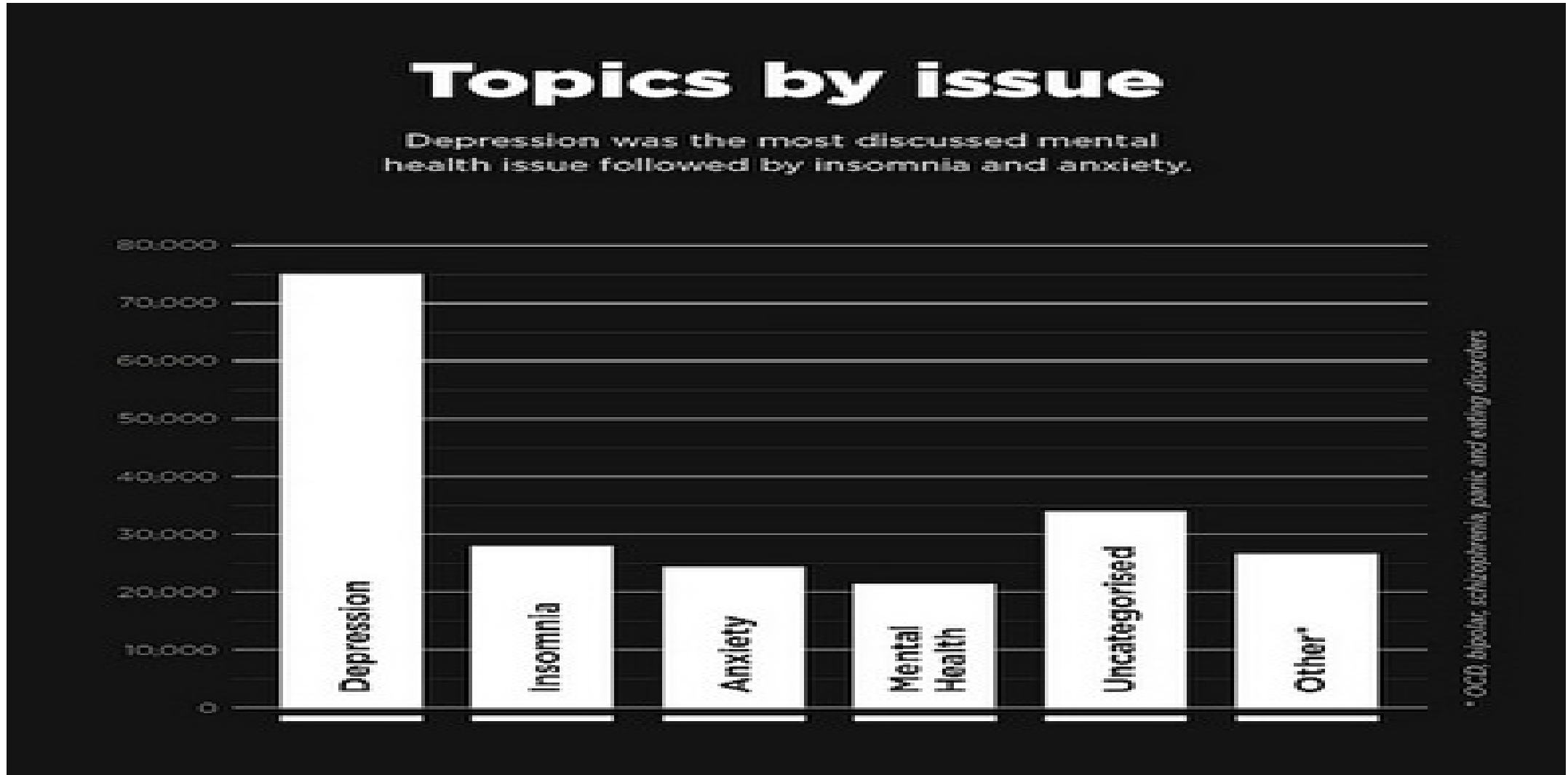
## Communities 2.0 support to Hafal in Aberaman, RCT

- Help needed to support people who were finding it difficult to retain information
- A fun activity, based on common interest, was delivered – digital photography
- Skills and interest grew from there e.g. finding images online, uploading photos to the computer, setting up an e-mail address, sharing images
- A member of the group grew in confidence so much, he started to look for work and volunteering opportunities
- Group supported to set up a blog site, so they can share their photos with a wider audience on a regular basis

## Communities 2.0 support to 'CAVS' and community mental health team in Carmarthenshire

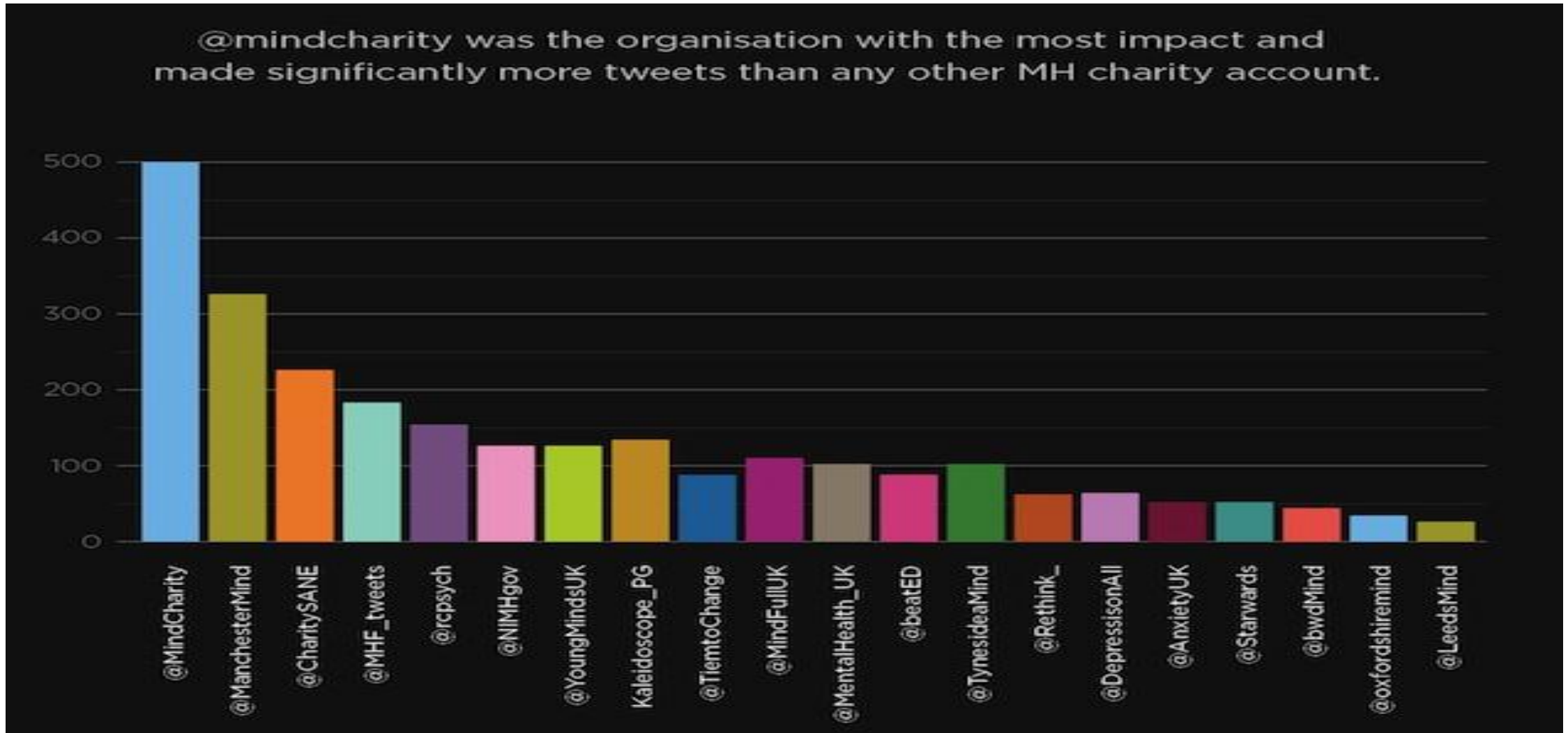
- Initiative set up, so outreach workers from Carmarthenshire Association of Voluntary Services (CAVS) could work through other organisations to deliver computer classes in the community
- One of the groups came as a direct result of referrals from the community mental health team in the area
- Group members were supported to learn new skills, including e-mail, Skype, searching for jobs and using an iPad
- Members have experienced an increase in confidence and improved self-esteem

# What is in it for organisations?



Source: Brilliant Noise

# What is in it for organisations?



Source: Brilliant Noise

‘Service user’ becoming the expert  
through digital technologies?

Thank you for listening – any questions?

Leanne Rowlands - 01633 851560, [leanne.rowlands@newport.gov.uk](mailto:leanne.rowlands@newport.gov.uk)

Mark Smith – 01443 742143, [mark.smith@walescooperative.org](mailto:mark.smith@walescooperative.org),  
@MarkSmithWales

Communities 2.0 0845 474 8282  
[www.communities2point0.org.uk](http://www.communities2point0.org.uk)