

Our Right to be Techy!

Executive Summary Easy Read Version

Introduction



In 2022 the Scottish Government Technology Enabled Care programme gave SCLD money to do a project.



They asked SCLD to find out how digital technology can change the lives of people with learning disabilities for the better.



Lots of people with learning disabilities are digitally excluded.



During the Covid -19 pandemic everyone was using technology more.



If digital technology does not work for people with learning disabilities digital exclusion will be worse.



But digital technology can make people's lives better if they have support and access to it.

Why did we do this project?



SCLD wanted to do a few things with the project. These were:



Find out how people with learning disabilities are using digital technology right now.



Find out what people with learning disabilities want from digital technology.



Find out what digital technology exists to help people with learning disabilities.



Find out how people with learning disabilities are being supported to use digital technology just now.



Find out how people with learning disabilities can be supported to use digital technology in the future.

How did we do in the project?



The different things we did for the project were:

The Digital Navigator Board



The Digital Navigator Board is a group of people with lived experience made up of 15 people with learning disabilities and 5 supporters.



The Digital Navigator Board helped to write the questions we asked people for the project.



The Digital Navigator Board told friends, family, support workers, and colleagues about the project.



The Digital Navigator Board decided the aims of the project.



Some Digital Navigator Board members were trained as co-researchers and helped with some of the research.

Focus Group and Surveys



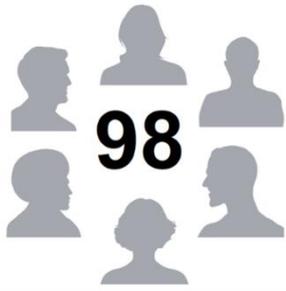
SCLD held 4 focus groups.



The co-researchers led these focus groups.



People First Scotland held 4 more focus groups with their members.



98 participants took part in the focus groups.



We made an accessible survey for people to complete by themselves or with a supporter.



There were 16 responses to the survey.

Research Findings



There were 5 themes that lots of people told us in the focus groups and survey answers.



The themes are based on what the participants mentioned most often.



The 5 themes are listed below.

Theme 1: More technology use since Covid-19



People with learning disabilities started using technology a lot more during the Covid-19 pandemic.



The technology people said they used most often include:



Smartphones



Tablets



Laptops



Smart home devices



The apps people used most were social media apps like Facebook, Twitter and WhatsApp.



The video-calling app which was used by the most people was Zoom.

Theme 2: Digital technology is good



Participants said using digital technology has made their lives better.



Some of the different ways that digital technology made people's lives better were:



Helping people communicate with others.



Helping people to stay in touch with friends and family.



Giving people access to information.



Making people feel more independent.



Making people feel safer to live independently.



Giving people access to entertainment.

Theme 3: Challenges and barriers to accessing digital technology



People talked about barriers that made it hard to use technology.

These were:



Websites and apps not designed for people with learning disabilities to use.



The cost of technology can be too high.



Not everyone has the skills to sort technology when it goes wrong.



People worried about safety because of online bullying, cyber crime, and remembering passwords.

Theme 4: What made it easier to access digital technology



People said it was easier to access digital technology if they had the skills and confidence to use it.



People said things were a lot better when they knew how to use software which makes technology more accessible.



Some people said that they got more skills to use technology through accessible training.



People said it is important supporters have the digital skills to help people access and use technology.



Supporters mean both family members and paid support staff.



Staff who were taking part in the research agreed they need to get more digital skills

Theme 5: Limited use of specialist technology



Not many people used specialist technology.



Some people said they used a telecare service, like a fall alarm.

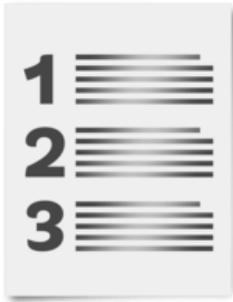


A few people mentioned the PAMIS Digital Passport



A few people talked about other things like screen readers and speech to text software.

Recommendations



There are 4 things we think the Scottish Government should do to help people with learning disabilities.

Recommendation 1



The Scottish Government should fund **learning disability digital inclusion coordinators** across Scotland.

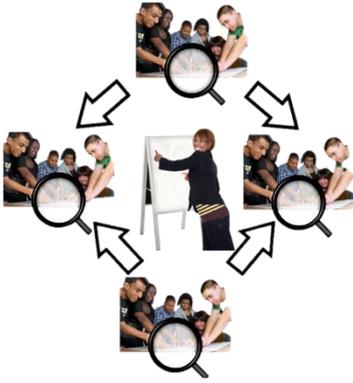


Learning disability digital inclusion coordinators would bring together different groups of people who want to help those with learning disabilities become more included digitally.



These groups would include:

- Self-advocacy groups
- Support and day services.
- Health and social care services.
- Digital inclusion services.



Learning disability digital inclusion coordinators would help these groups connect with each other so that learn they best way to make sure people are digitally included.

Recommendation 2



The Scottish Government should fund a **learning disability lived experience board** focused on digital health and social care services and technologies.



The **learning disability lived experience board** would help the Scottish Government with their plans in the digital health and care strategy.



This board must be involved at every stage of designing digital services that might affect them.



This board must be included in important plans like designing the Scottish Government's new health and care app, 'the Digital Front Door.'

Recommendation 3



The Scottish Government should support a **learning disability pathfinder project** to make it easier for people to interact with health and social care services.



This **learning disability pathfinder project** will let people with learning disabilities store information about themselves in a digital app which can be shared with others when it is needed.



This can be information about health and the care a person needs.



Health and social care services could access this information and know what they need to give the person good care and support.



People with learning disabilities and their families must be involved in the project.

Recommendation 4



The Scottish Government must work with Public Health Scotland and NHS Boards to get better at collecting information about people with learning disabilities.



Knowing more information about people with learning disabilities will help with plans to improve health and social care outcomes.

