



**DSPT**  
Better Security.  
Better Care.



**Digital**  
Care Hub

# Going online - what people with learning disabilities said

## What is good and how it could be better



This is an Easy Read version of: Online but Unsupported. What people with learning disabilities said about going online.

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# About the research



This research was done by Cyber Champions for the Digital Care Hub.



The research was about helping adults with learning disabilities use the internet safely.

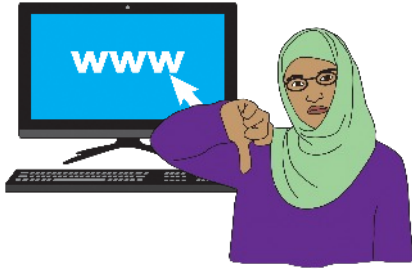


Cyber Champions talked to lots of different people. People with learning disabilities, family carers, support workers and organisations.



They wanted to find out:

- what is good about going online



- what problems people had going online



- what support people need to go online



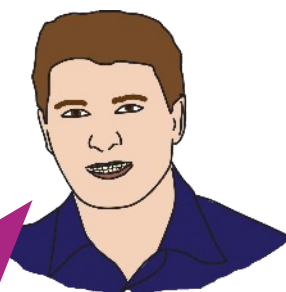
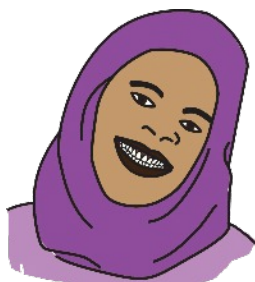
- what needs to happen next.

# What people said about being online

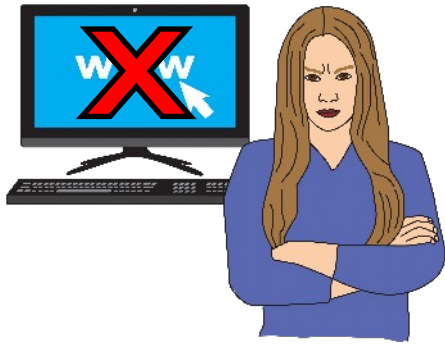


People said going online was very important to them.

**“Going online is a massive part of socialising and human connection.”**

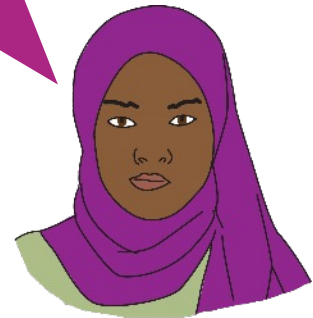


**“People with learning disabilities have a life and deserve to live that life as full as anybody else.”**



People said they would not like it if they could not go online.

**“There’d be no music and that makes me feel gutted.”**



**“If I had no internet, I’d be pulling my hair out and not be able to contact my mum.”**



**“I’d be depressed- the internet makes me happy because I can talk to my friends.”**

# Good things about going online



Most people said they have their own phone or tablet and use it to go online.



People used the internet to:

- talk with friends or family



- watch films and listen to music



- go on social media



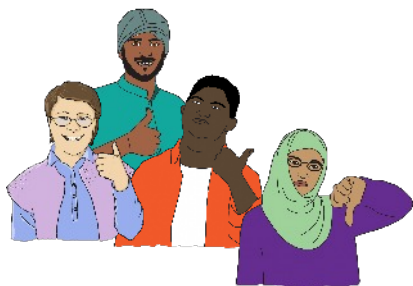
- play games



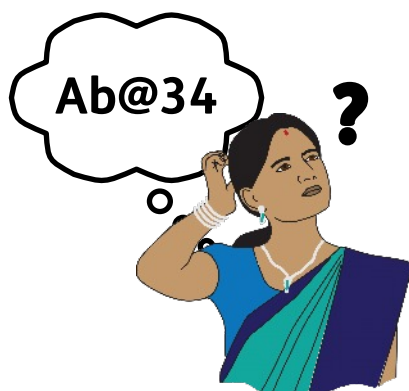
- look up things they like.



# Problems going online



Many people felt ok going online but there were some problems.



## Passwords and keeping safe

Forgetting passwords or not understanding the steps to keep safe.



Using face or fingerprints to get online can be hard.



## Lots of words and hard websites

Some websites have too many words and are hard to read.



There is not enough speaking or picture support.

## Feelings



Some people get angry or sad when they cannot go online or do not know what to do.



Some people felt left out.



Some people were scared of doing something wrong.

## Dangers going online

People said they had seen or had gone through:



- **scams**

A **scam** is a trick played on the internet.



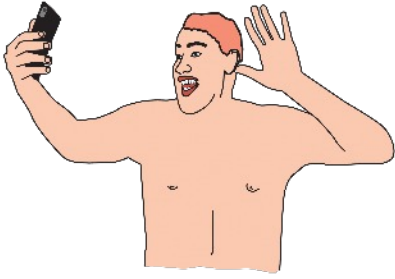
- bullying or being picked on



- **grooming or sexting**

**Grooming** is when a person pretends to be your friend so they can ask you to do sexual things.

**Sexting** is sending or getting texts, photos or films of sexual things.



- being asked to send pictures they did not know was wrong



- not being able to get into their accounts.



Sometimes people do not know what they have done was wrong.

This can get them into trouble.

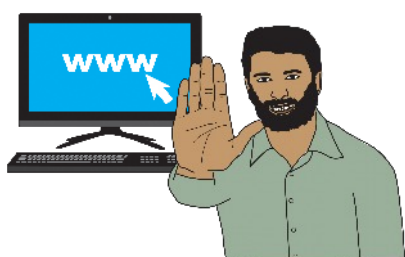
# What families and carers said



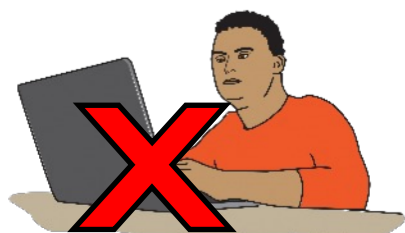
Lots of families and carers said they did not know how to keep safe online.



Some people had been scammed or lost private information.



Some carers stop people with learning disabilities from going online because they are worried.



This can lead to them missing out and not being able to go online or use a computer.



Carers want more training and support to help people go online.



**“It’s hard for parents who don’t know about social media, there needs to be more of a focus on educating parents.”**

# What needs to happen

## 1. Make Easy Read guides on how to use the internet safely

The guides should have information about:



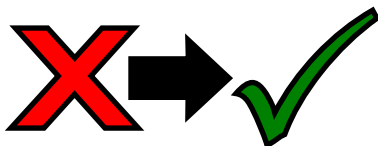
- password safety



- keeping away from scams



- using apps safely



- what to do if something goes wrong.

## 2. Training just for people with learning disabilities

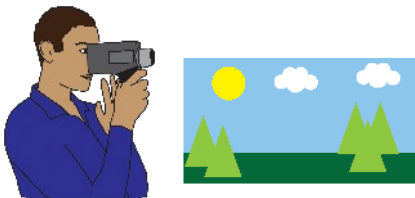


The training should:

- use things from real life



- teach in a short Easy Read way



- use pictures and videos



- have workshops and talk together





- use stories from people who know.



The training should match what people are interested in.



Lots of people with learning disabilities said this training would help them.

### 3. Training for support workers and care organisations

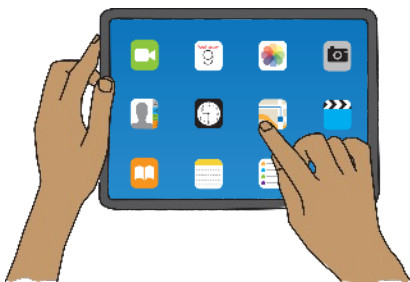


Carers and staff need training to:

- help people to use the internet safely



- learn about scams and how to keep safe



- support people with new apps and websites.

The training for care staff and care providers could include:



- videos and online workshops



- checklists



- sharing ideas



- face to face training



- how to help individual people.

## 4. Training for families and unpaid carers



Families want help to:

- know about social media



- talk about keeping safe online



- set up phones and apps.



Some families want help from another person in a place they know.



## 5. Share ideas often

Do not do the training once, keep the training up to date.



Share ideas through:

- newsletters



- **podcasts**

A **podcast** is a spoken word programme on a computer or phone.



- online workshops



- real stories from people with learning disabilities.

# Final thoughts



Cyber Champions said that people with learning disabilities want to be online and have fun.



They said people with learning disabilities need the right to support to stay safe and feel ok.



We all need to work together to make this happen.



**“If you don’t have access to digital you are excluded.”**



You can get a copy of this Easy Read report and read the big report on the Digital Care Hub website at **[www.digitalcarehub.co.uk/OnlineButUnsupported](http://www.digitalcarehub.co.uk/OnlineButUnsupported)**



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