

## Resources to support your Digital Approach

This library is far from a complete directory of digital tools and resources; it is a starter which we will be adding to as we understand more.

There are many ways that we could have grouped these resources – any suggestions to Ruth Donaldson at [ruth@teigncvs.org.uk](mailto:ruth@teigncvs.org.uk); Ruth is CVS Digital Co-ordinator and is keen to hear from you if you have questions, ideas or just want to comment.



## Linking you / your Organisation with a Digital Expert

- Digital Boost – provides free mentoring, linking you with a digital expert, workshops, courses and content - [www.digitalboost.org.uk/](http://www.digitalboost.org.uk/)
- Digital Candle – ask your question and they will link you up to an expert for an hours consultation and advice - [www.digitalcandle.org.uk/](http://www.digitalcandle.org.uk/)
- DataKindUK - Office Hours – a free service that allows you to book a slot for an hour and talk to an expert about your issue, whether operational, strategic or specific - [datakind.org.uk/what-we-do/office-hours/](http://datakind.org.uk/what-we-do/office-hours/)

### FREE OR DISCOUNTED SOFTWARE

Charity Catalogue details a range of free or discounted programmes, tools and offers for charities and voluntary groups

- **CRMs** (Customer Relationship Management) suitable for voluntary and community groups - [charitycatalogue.com/collection/crms/](http://charitycatalogue.com/collection/crms/)
- Programmes to support **design, photos and creativity** - [charitycatalogue.com/collection/design/](http://charitycatalogue.com/collection/design/)
- How to **present your data** – [charitycatalogue.com/collection/data-visualisation/](http://charitycatalogue.com/collection/data-visualisation/)
- Professional **email newsletters** and marketing - [charitycatalogue.com/collection/email-marketing/](http://charitycatalogue.com/collection/email-marketing/)
- Tools to help you **run events** - [charitycatalogue.com/collection/events/](http://charitycatalogue.com/collection/events/)
- Find free **images and photos** - [charitycatalogue.com/collection/photos-images/](http://charitycatalogue.com/collection/photos-images/)
- Tools to support your organisation in **using and managing social media** - [charitycatalogue.com/collection/social-media/](http://charitycatalogue.com/collection/social-media/)
- **Making a video?** Sound effects and animation - [charitycatalogue.com/collection/video/](http://charitycatalogue.com/collection/video/)
- **Need Volunteers** or want to volunteer? - [charitycatalogue.com/collection/volunteering/](http://charitycatalogue.com/collection/volunteering/)
- **Creating a website** - [charitycatalogue.com/collection/websites/](http://charitycatalogue.com/collection/websites/)

### SOCIAL MEDIA

The Media Trust produce a [Social Media Guide for Charities](#)

Social Media is becoming more and more important to charities as a way of growing their support, promoting their services, campaigning, fundraising and interacting with users.

There are well-known platforms such as:

- **Facebook** - a website that allows users to connect with friends, work colleagues or people they don't know, online. It allows users to share pictures, music, videos, and articles, as well as their own thoughts and opinions with however many people they like.
- **YouTube** – online video and music sharing site, watch, comment, like and share content
- **Twitter** - allows you to send and receive short posts called tweets. Tweets can be up to 140 characters long and can include links to relevant websites and resources.
- **Pinterest** – an image sharing site to find ideas like recipes, home and style inspiration, and more. When you discover Pins you love, save them to boards to keep your ideas organised and easy to find.
- **LinkedIn** - a social network specifically designed for business professionals to connect.

And more recently embraced by voluntary groups and charities:

- **WhatsApp** - send text messages and voice messages, make voice and video calls, and share images, documents over the internet
- **Instagram** – photo and video sharing – with all or select who can see
- **Snapchat** – share pictures and messages that are deleted after a short period of time

Parishes, Villages and Towns now have their own social media sites:

- **NextDoor**
- **Spotted Facebook**

## SURVEYS AND USER FEEDBACK

- **Mentimeter** is a digital solution that allows you to engage and interact with your target audience in real-time. It is a tool that enables you to set the questions and your target audience can give their input using a mobile phone or any other device connected to the Internet. Mentimeter shows the results in real-time for users to see - [www.mentimeter.com/](http://www.mentimeter.com/)
- **SurveyMonkey** With a Basic (free) plan, you can create and send a survey with up to 10 questions or elements (including question types, descriptive text, or images). You can collect as many responses as you want for free, with view-only access to 40 responses per survey. [www.surveymonkey.co.uk/](http://www.surveymonkey.co.uk/)
- **AskNicely** is a flexible customer feedback software that allows you to survey users via email, a website, or a mobile app, and the simple form interface helps encourage responses. AskNicely also supports automated workflows so you can follow up with dissatisfied customers and add positive testimonials to your website. There is no price quoted – you have to contact the company directly to get a quote for the tools that you want to use- [www.asknicely.com/](http://www.asknicely.com/)

## BOOKING APPOINTMENTS WITH A DIGITAL CALENDAR

- **Calendly** allows clients/users to book one-to-one appointments which are then synchronised to a calendar and booked immediately, which means the user is confident about what is going to happen, and you can pick up the appointment in your calendar. Can connect 6 calendars - [calendly.com/pages/features](http://calendly.com/pages/features)
- If you are using **G Suite** or **Microsoft Office 365**, you can design forms to embed on a website or send out via email or SMS. Results are automatically captured into a spreadsheet.
- **Zoho Calendar** is a free package that, like Outlook and Google, lets you create multiple calendars and manage them from a single dashboard. You can share your calendars and events by sending invites and seal appointments by allowing people to request appointments with you - [www.zoho.com/calendar/features.html](http://www.zoho.com/calendar/features.html)

## STAYING SAFE AND LEGAL

### CYBER SECURITY

- The Open University provide a free course - [Introduction to cyber security](#): stay safe online through their Open Learn programme
- [DigiSafe](#) is a step-by-step digital safeguarding guide, for charities designing new services or taking existing ones online.
- NCVO produce [a 5 steps to cyber security guide](#)
- Women's Aid have a guide to staying safe from [online and digital abuse](#)
- [Me & My Shadow](#) has tips on controlling your data

### DATA PROTECTION / GDPR

You will need to ensure that you have considered all data protection/GDPR implications for your digital services. Charity Comms produce guidance [Five Ways to Make Sure Your Digital Services Comply with GDPR](#)

## PURCHASING SOFTWARE

Charity Discounts can be found at:

- Charity Catalogue - [charitycatalogue.com/collection/discounts/](http://charitycatalogue.com/collection/discounts/)
- Entec - [www.entec.co.uk/](http://www.entec.co.uk/)
- Pugh Computers [www.pugh.co.uk/](http://www.pugh.co.uk/)
- Charity Digital - [www.charitydigitalexchange.org/](http://www.charitydigitalexchange.org/)

## KEEPING YOUR EQUIPMENT CLEAN OF COOKIES AND MAKING SURE OF SPACE

Slow running computers/laptops are often full of old files, have stored [cookies](#), gaps between data stored on your computer and more; a number of clear articles written for technical magazines that provide a step by step guide to keeping Windows 'clean' which will improve speed and performance

- [MakeUseOf.Com](#)
- [Tech Advisor](#)

'Cleaners' can be installed on your computers, laptops, tablets, mobile phones to clean away cookies and old files. These include:

- [CCleaner](#) is a free, well known app and includes powerful tools that clean your history and cookies files with one click
- [SecureClean](#) is a powerful app that allows you to permanently erase temporary, cached, cookies and deleted files regularly. You can do it once or create a schedule so it can automatically delete everything you don't need.
- [Bleachbit](#) is a quick and convenient alternative to CCleaner and users are also allowed to make their own contributions and fix any bugs.

## RUNNING MEETINGS AND EVENTS

There are a range of tools available for holding virtual meetings and events:

- **Whats App** – occasional video calls one to one or one to few
- **Zoom** – share your screen, breakout rooms, free version for limited use; guide to using Zoom available from [The Verge](#)
- **Skype** - video chat and voice calls between computers, tablets, mobile devices, the Xbox One console, and smartwatches over the Internet
- **Google Hangouts** – for those that have Google tools (Gmail, Calendar etc) – no dedicated application to install but quality may suffer with a high number of people on the call
- **Microsoft Teams** – video conferencing for those that already have MS Teams subscriptions with software installed; has been suggested that it may slow your computer down and make it difficult to use other programmes at the same time

### SUPPORT GUIDES

- SLACK have produced a **guide to holding effective and safe remote meetings** – read [here](#)
- The larger providers have produced their own support guides:
  - [MS Teams](#) Video Training
  - [Zoom](#)
  - Google Hangouts – produced by [NCVO](#)

If your organisation needs to apply for funding to resource their technology and would like funding advice please contact David Cox, Teignbridge CVS Funding Advisor at [funding@teigncv.org.uk](mailto:funding@teigncv.org.uk)

For digital Support contact Ruth Donaldson at [ruth@teigncv.org.uk](mailto:ruth@teigncv.org.uk)

## MAKING IT ACCESSIBLE

Tools to ensure your digital approach is accessible and for people to make the most of their technology.

### FOR THOSE THAT NEED SUPPORT:

- [AbilityNet](#) support people of any age, living with any disability or impairment to use technology to achieve their goals at home, at work and in education; they provide specialist advice services, free information resources and by helping to build a more accessible digital world.
- Microsoft have a [Microsoft Accessibility](#) homepage, and a [dedicated resources page](#), including a Disability Answer Desk where a dedicated Microsoft staff member will answer your questions.
- Apple also provide [accessibility resources](#) for their users; scroll down the page and choose the device you're using to begin.
- **Attending a Video Conference/Meeting** – there is a range of accessibility guides for when you're using the most popular video conferencing and messaging tools. This includes short cuts, as well as details on screen readers and subtitling etc.
  - [Zoom](#)
  - [Microsoft Teams](#)
  - [Google Hangouts](#) (scroll down or search for 'Classic Hangouts')
  - [Skype](#)
  - [Slack – keyboard shortcuts](#)
  - [Slack – using with a screen reader](#)

### PROVIDING SERVICES AND INFORMATION ACCESSIBLY

- [AbilityNet](#) provide a range of factsheets, advice and guidance to ensure you remain accessible
- [Hootsuite](#) produce '9 Inclusive Design Tips' to ensuring your Social Media is accessible
- [YouTube](#) also provides advice and guidance on how to add subtitles and closed captions
- [Mencap](#) has developed cue cards for video meetings
- [Big Hack](#) details the best video conferencing apps and software for accessibility
- [Royal National Institute of Blind People](#) has guidance on making your publications and website accessible.

## ONLINE TRAINING

### Digital Literacy

- **Learn My Way** is a website of free online courses, built by Good Things Foundation to help people develop their digital skills - <https://www.learnmyway.com/>
- **Digital Unite** are a social enterprise that specialises in Digital Champion training and support, achieving digital inclusion through the Digital Champion model. They will help you create and embed a Digital Champion approach - <https://www.digitalunite.com/>
- **Make it Click** is a free collection of training videos around building digital skills - <https://makeitclick.learnmyway.com>
- **Online Centres Network** is made up of over 5,000 grassroots organisations, all working to tackle digital and social exclusion by providing people with the skills and confidence they need to access digital technology. Brought together by The Good Things foundation - <https://www.onlinecentresnetwork.org>

### MS Office

- Microsoft Office Programmes - Guides, shortcuts, and video training resources in all the Microsoft packages including Outlook, Word, Excel, Powerpoint, Publisher, Teams and OneDrive - <https://support.microsoft.com/en-gb/training>

### Digital Marketing

- **Future Learn** - how you can create and sustain engaging online content and learn how to build an effective digital marketing plan - <https://www.futurelearn.com/programs/creating-digital-content>
- **Lloyds Bank** have a range of guides for charities from creating a digital strategy through to creating engaging digital content - <https://www.lloydsbankacademy.co.uk/Learn-for-charity>
- **Google Digital Garage** provide a free basics of digital marketing course accredited by Interactive Advertising Bureau Europe and The Open University. There are 26 modules to explore, all created by Google trainers, packed full of practical exercises and real-world examples to help you turn knowledge into action - <https://learndigital.withgoogle.com/digitalgarage/course/digital-marketing>

### Refurbishing Technology

- [Reboot project](#) offers support to collect unused and unwanted devices, restore them and distribute them to the vulnerable, isolated and disadvantaged.
- [The Restart Project](#) is a network for people wanted to refurbish digital devices