Peer Support App Workshop

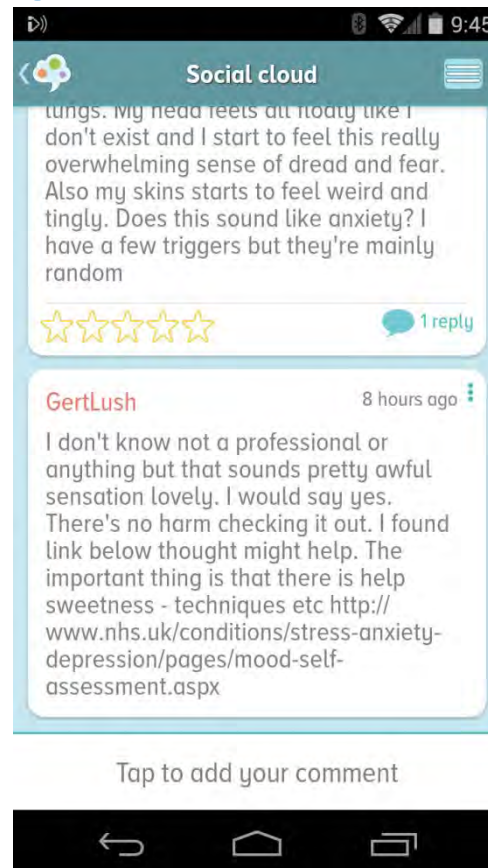# WELCOME

Claire Wickham

What is your experience of apps?

About our app

- Networks of disabled people are important
- Apps are popular (Nesta focus groups)
- Employment focused
  - Seeking work
  - Issues at work
- Mentoring – more structured support from trained disabled people

Examples of apps

⊙ SAM: Social Anxiety Management

http://sam-app.org.uk/

Examples of apps

- Brain in Hand
  http://braininhand.co.uk/

- Health Mapper
  http://vimeo.com/105635826

Developing the ADWUK Community

- Advice, information and support on employment issues
- ADWUK forum

Early Stage Prototype

- Interactive Prototype for ADWUK Peer up App
  https://invis.io/YR3DBCFS8

Consultations and Findings

- - Attendees enjoyed using mobile apps for leisure, work and communication activities;

- - Peer support and mentoring was highly valued and had been experienced by most attendees (both sides of the relationship);

- - Experience with remote peer support was more limited, but attendees rated our suggested app features highly and also suggested their own.

Features

|	
Creating a personal profile	
Privacy settings for each part of the profile	
Profile should include information about my impairments or medical conditions	
Profile should include information about my access requirements	
Ask to be a mentor (receiving training and orientation)	
Ask for a trained mentor	

Features

Ask for an informal "buddy" from the community	
Choose a mentor from a list of those available/suitable	
Creating a personal plan/set of targets to share with mentor/others	
Receive alerts of targets that are due/upcoming	
See a chart of progress toward goals	

Features

Top tips – users share tips on what helped them most (various themes)	
Links to information resources	
Friending – linking to other users within the app community	
Sharing – linking to social network friends (e.g. Facebook)	
Crisis – key information for getting help on an urgent matter	

Rate the features

⊙ Use stickers to select the 5 most important features.

Rate the features: Your results
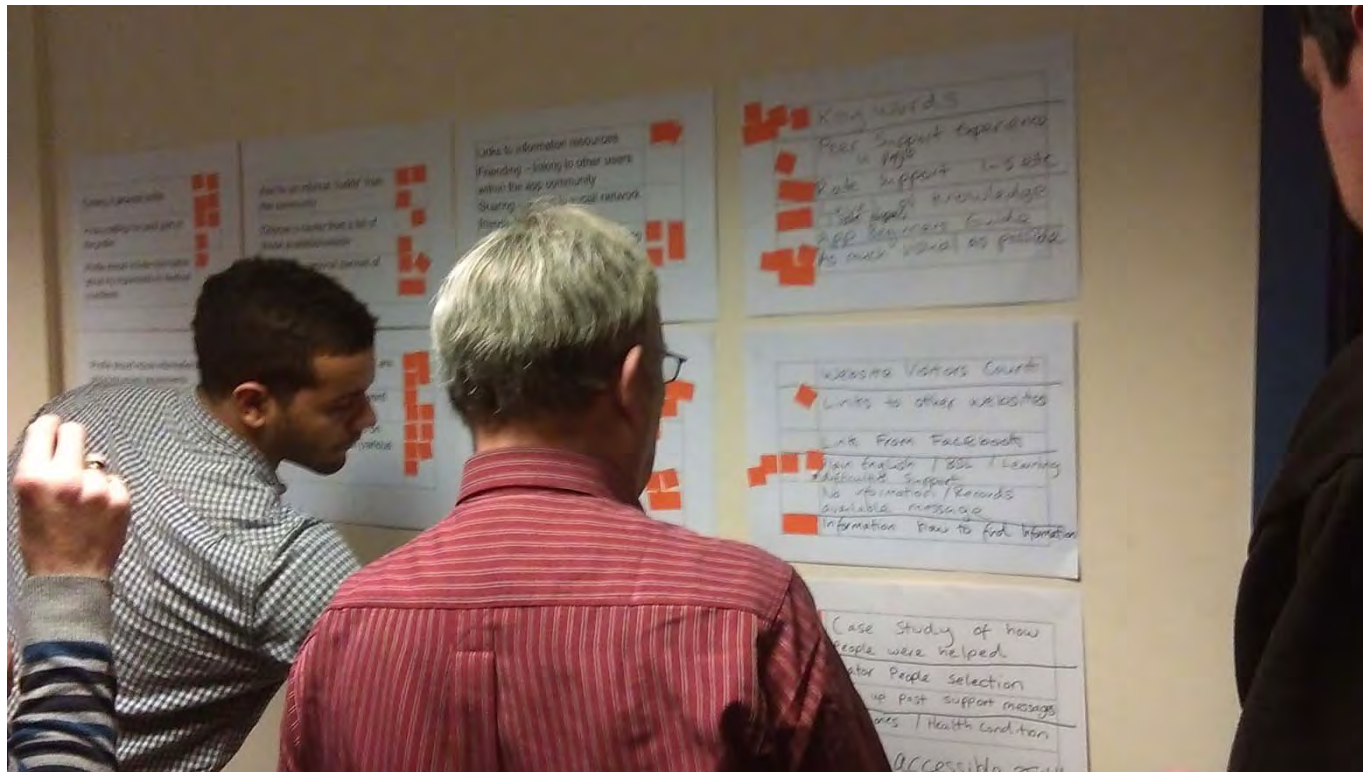
| Feature	BASE votes	BASE Rank	Disabled people's rank
Crisis – key information for getting help on an urgent matter	39	1	2
Privacy settings for each part of the profile	26	2	1
Choose a mentor from a list of those available/suitable	21	3	10
See a chart of progress toward goals	20	4	9
Ask for a trained mentor	18	=5	15
Creating a personal plan/set of targets to share with mentor/others	18	=5	8
Links to information resources	16	7	3
Top tips – users share tips on what helped them most	12	8	4
Receive alerts of targets that are due/upcoming	11	9	7
Creating a personal profile	10	10	6
Profile should include information about my access requirements	9	11	5
Friending – linking to other users within the app community	6	12	17
Profile should include information about my impairments or medical conditions	5	13	13
Ask to be a mentor (receiving training and orientation)	4	14	16
Sharing – linking to social network friends (e.g. Facebook)	2	15	12
Ask for an informal "buddy" from the community	1	16	11

When we compare the results from BASE with those of our focus groups and on-line survey of disabled people, we find that:

- Both BASE participants and disabled people agree that getting help on urgent matters and having privacy settings are the most important features.
- Asking for a trained mentor and being able to choose a mentor are seen as important by BASE participants but much less so by disabled people.
- Features around personal plans and goals are rated as more important by BASE participants.

The last two findings maybe because BASE participants had a clearer understanding of what mentoring is. More investigative work needed here.

What is Mentoring?

- What makes a really effective mentor in a peer support context?
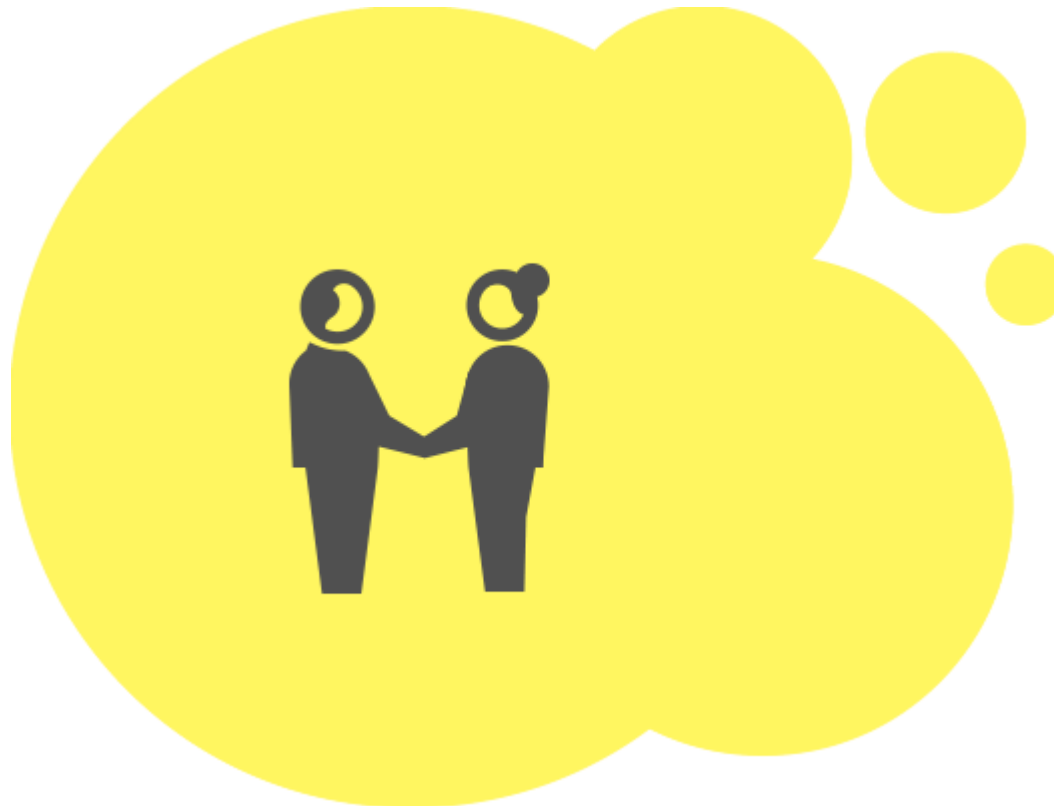
A mentor…………….

◉ BASE workshop participants listed a total of 65 different qualities or skills that a mentor needs!

The most popular choices were:

◉ Empathetic.

◉ Good listener

◉ Empowers others.

◉ Maintains boundaries.

◉ Similar interests.

◉ Experienced – "lived the challenges".

◉ Reliable.

◉ Knowledge of work.

◉ Coaching skills.

◉ Positive.

16

Want to join us?

White labelling: contact
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