

Theme Report 5: Computer and Smartphone Use

August 2016

Community Survey

2015 Community Insight

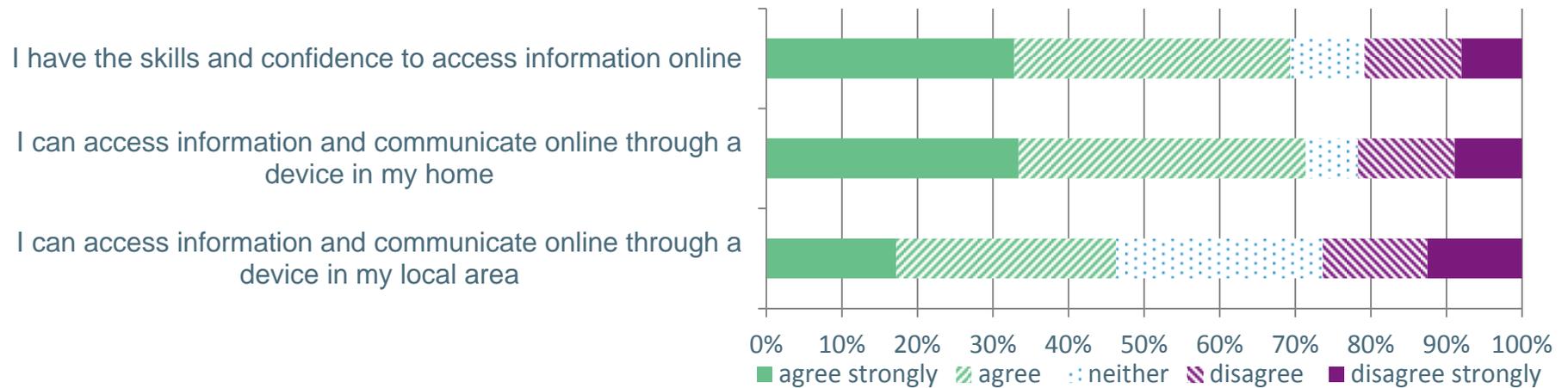


Links to Better Together outcomes – Connected: Businesses will grow and people will benefit from digital opportunities.

Performance Result:

I have the skills and confidence to access information online.	69% agree	
I can access information and communicate online through a device in my home.	71% agree	
I can access information and communicate online through a device in my local area.	46% agree	

Computer and smartphone use



Inequalities Identified

This was one of the areas where there appeared to be very strong relationships between categories and level of agreement with statements (although a response from younger people was much lower).

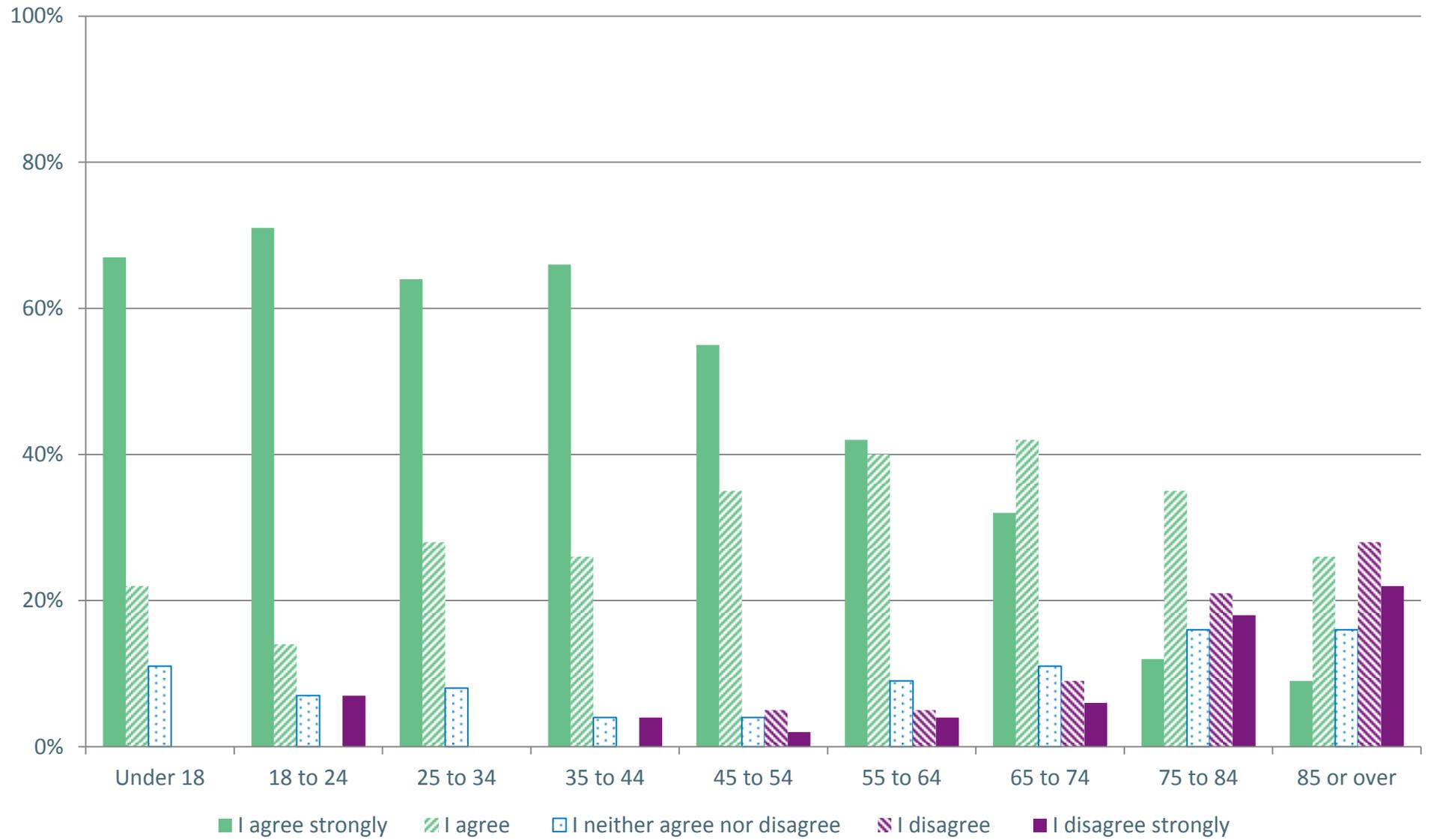
For each of the statements there was overall agreement up to the 35 to 44 age-band. When asked whether they had the confidence to access information online overall there was agreement, with those in the younger age-bands strongly agreeing and no under 18s disagreeing. However, the agreement tails off, with those in the older age groups more likely to disagree. A similar pattern is observable for the other two questions, with those over 75 more likely to disagree, although a significant proportion still agreeing.

Disabled people or people in poorer physical health disagreed significantly more to each of these questions, whilst those who said they weren't disabled were more likely to agree. However, a number within these groups agreed they had the skills. Some could not use community devices because of disability access issues (access to the building or lack of accessible hardware/software).

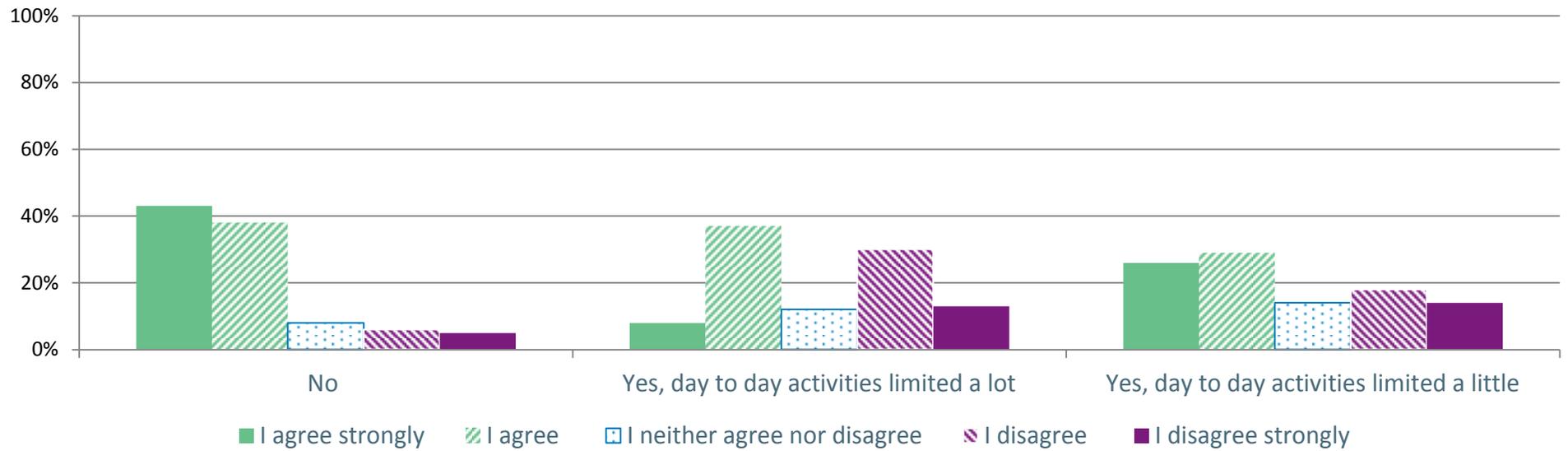
No significant difference was seen for carers, whilst those with children tended to agree more than those without.

Respondents in a town or city agreed more that they could access information and communicate through a device in their local area, although there was little difference for accessing from a device in their home.

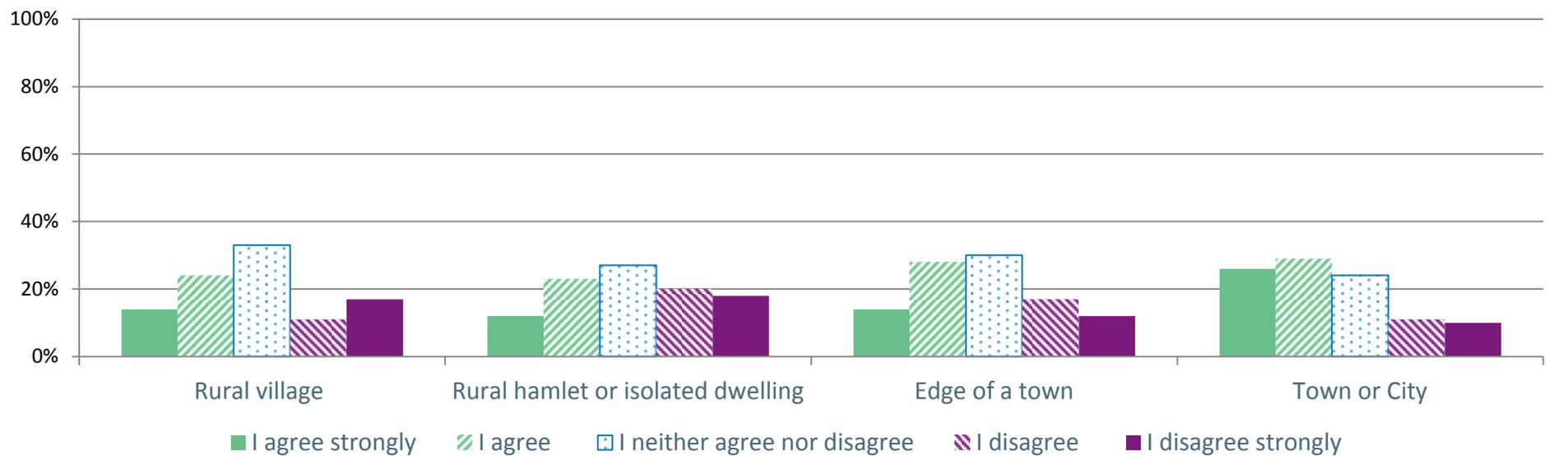
I have the skills and confidence to access information online by age-band



I have the skills and confidence to access information online by Disability (day to day activities limited)



I can access information and communicate online through a device in my local area by rural/urban



Comments on skills and confidence to access information online

Many respondents were in the older age bands and said that they were not computer literate, some of these indicated that they wished to learn, whilst a few said they could not, or would not, access information online. A few respondents indicated that due to their age they were needing assistance to get online: "We oldies need help to access...". Online did not always mean it was easier to access information: "I can sometimes but would prefer to use the telephone to speak to someone. I am not clever with the computer and find it a trial". A few users with specific access issues, such as visual impairments, said they found it difficult to access online information. There may also be social reasons for seeking alternative channels: "Using computers for information is very isolating, especially for carers like me. A friendly voice on the end of a phone line can provide motivation and reassurance; not just information". A few users also mentioned lack of confidence due to security concerns: "Don't trust internet security. Not willing to put personal details on the web."

Would love to learn more on my computer!

I have no IT skills, as I am over 69. There should be local classes to teach us.

If you want everyone to become digital, provide the facilities to give the training and support, face to face training.

In my late 60s IT skills are limited and I object strongly to the heavy reliance on the internet.

We silver surfers need local classes where we can take our OWN tablets and learn how to use them - please!!

Age means I am not confident on computers.

I am blind - can't access computers. Never got on with them.

I don't use a computer or go online due to my poor sight.

Comments on accessing information and communicating online at home or in the local area

Apart from not having the skills and confidence to access information online, speed of connection and not having a device to get online were evident. A number of people said that they found their local library useful to get online, but some said the library was difficult to access (too busy, no wheelchair access or too far away) or lacked text to speech software.

Some said they could not afford to get online.

The speed of broadband was a big issue for a number of respondents, not just in rural areas, but some within a town or city. The speed reduced the ability to access information or services, with a few users saying they gave up trying to use it.

Fewer suggested that they just did not want to go online. Whilst the internet may be an issue for some - "I have no desire to have a computer. Just another item to go wrong for an OAP" - others saw it is invaluable: "The internet is a lifeline to me as I am housebound...".

Some flagged privacy issues in using library or internet café devices. Having a device in the local area was a help to those on low incomes, although mention was made of reduced opening times of libraries impeding access.

Some concerns were raised that there appeared to be an over reliance on online information and an assumption that everyone had access to this: "I know many people who do not have a computer or the skills to access information. There is an over-reliance on computers!".

It is slightly ironic that when I phone my broadband provider in India they can't believe there is no mobile coverage and less than 1Meg Broadband speed.

Broadband is far too slow in parts of the town, why is superfast broadband not widely available?

Our village, although only 5 miles from Exeter, has not yet got superfast broadband...

Not everyone has a computer, I am one of those.

Better Broadband in rural areas would make this easier - it is dreadful currently even though CDS/BT has upgraded.

Cannot afford internet or TV.

I do not have a computer but feel I would probably use one as my brain is still active.

Nearest online device is 3 miles away.