

DIGITAL ACCESS FOR ALL

3 out of 4* respondents to our survey had regular access to the internet at home or another convenient location.

However **51% of people** with regular access only used the internet for limited transactions.

Almost **1 in 4** of respondents to our survey have no regular access to the internet at home or another convenient location.

41% of people with no regular access would like the internet at home although cost was the main factor preventing this.

1 in 4 of all respondents would like to know more about free courses to improve their computer skills and where to access computers for free.

In terms of assisted digital **1 in 20** of all respondents found access to some government services by phone difficult for reasons including cost, the frustration of automated systems and difficulty understanding what was said.

This figure jumps to **1 in 6** for those who did not have regular access to the internet.

**Total number of respondents = 344. 263 had access to the internet at home or another convenient location. 81 did not have access.*



WAYS YOU CAN IMPROVE ACCESS

1. IMPROVE INTERNET ACCESS FOR PEOPLE AT HOME OR IN A CONVENIENT LOCATION

How

- Continue the roll out of superfast broadband across all local authority areas.
- Increase the availability of community hubs for free internet access.
- Publicise information about free local access to computers more widely. Local Citizens Advice may have a role in this.

2. INCREASE PEOPLE'S SKILL AND KNOWLEDGE SO THAT THEY CAN BECOME DIGITALLY ACTIVE

How -

- Provide more free basic internet skills courses/support in local areas.
- Provide more training and information about how to keep secure online.
- Publicise information about basic digital skills courses/support more widely. Local Citizens Advice may have a role in this.
- Provide information regarding security measures available to protect internet users when a user accesses any digital service.
- Use the data in the HeatMap to prioritise provision in certain areas.

3. PROVIDE ASSISTED DIGITAL SUPPORT THOSE WHO ARE NOT ABLE TO ACCESS DIGITAL SERVICES

How -

- Make phone helplines free of charge.
- Reduce the complexity of automated systems which require people to choose between options.
- Train officials to better recognise and respond to callers to whom they should be speaking more slowly and clearly.
- Train officials to use more easily understood words and to finish a call by summarising what has been said.

4. PROVIDE PERSONALISED ALTERNATIVES TO THE SMALL BUT SIGNIFICANT PROPORTION OF PEOPLE WHO ARE UNABLE TO ACCESS DIGITAL SERVICES NOR USE THE PHONE EASILY DUE TO A LONG TERM HEALTH CONDITION OR DISABILITY

How -

- Train officials to identify and respond compassionately to people with significant difficulties communicating over the phone.
- Provide more places in the community where assisted digital support can be given face to face.
- Be prepared to provide face to face support in people's homes in some cases.