

# 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

\*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

## · 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.

## · 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.

## · 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.

## · 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 -