

# Digital Support

Feedback survey

Age UK Isle of Wight



## Introduction

Age UK Isle of Wight deliver a digital inclusion service for older people across the Island, funded by The National Lottery Community Fund and Age UK.

The digital inclusion service includes a structured 6-week workshop programme in community venues, 1-1 support in people's homes, as well as drop-in sessions at local libraries. The service also loans devices to people in need.

In order to evaluate the success of the support, Age UKIW have sent a short feedback survey to workshop participants and people benefitting from 1-1 support. This report presents the results of this survey, which explores participants' satisfaction with the support as well as how they have benefitted as a result.

A total of 103 people completed the survey; 79% had taken part in the workshop programme, 50% had received 1-1 support, 23% had attended a drop-in session and 10% had loaned a device. Nearly half (48%) had benefited from more than one type of support.



## Satisfaction

Satisfaction rates with the support are extremely high. Reasons for the small numbers of people who were not satisfied were related to people struggling to understand the concepts, and feeling that they needed more 1-1 support or more time to practice the skills they had learnt.

**94%**

Are satisfied with the support they have received

**93%**

Agree that things are explained in a way that it easy to understand

**97%**

Agree that accessing the support is straightforward

**88%**

Agree the support has met their needs

**99%**

Agree the people delivering the support are friendly and helpful

***‘Our courses have been brilliant. Very friendly and helpful tutors. Excellent range of subjects and a lovely group to meet up with. Enjoyable experience.’***

## Impact

The survey demonstrates how participants have benefited from the support, in terms of their skills, confidence and connectivity.

### Improved knowledge and skills

**93%**

Have learnt new things about digital technology

**90%**

Agree their digital skills have improved

*'I have never used digital services before I joined the workshop. It has given me an opportunity to learn about the internet thanks to your wonderful teachings.'*

### Improved confidence

**85%**

Feel confident to practice what they have learnt on their own

**89%**

Feel more confident using digital technology

*'I do not feel afraid with using modern technology. It has opened up a whole new world for me.'*

## Impact

### Increase in use

**75%**

Use digital technology more often

**79%**

Feel safer online

**97%**

Know where to go if they need more help

*‘I can get on Zoom meetings and love WhatsApp with the family. I can access the videos and photos sent to me’*

### Improved connectivity

**81%**

Feel better connected to services

**79%**

Feel better connected to people

As a result of using digital technology

*‘Before I came to the workshops I was naïve about how to use a computer. Now I can search for shopping, maps and emails. I can check my bank account without asking my wife’*

***‘It has given me the confidence to face the future using digital devices and I want to explore more to help live a better life in the future, as so many things are now online. It has been very isolating not being able to use devices’***

***‘It has given me the confidence to use a smart phone and tablet, taken the misconception away that it is difficult and improved my self-esteem. I shall now consider purchasing an upgraded mobile phone and will enjoy taking photos and sharing so much more with family and friends. Thank you for your patience and excellent tutoring/coaching’***

***‘I feel less worried and vulnerable. If I now run into trouble I know where to start looking for help.’***

## Intergenerational working

Some of the workshops are delivered at Isle of Wight college, with students studying IT supporting the workshop delivery. Feedback from workshop participants demonstrates the value of this intergenerational working:

- **Students are friendly and helpful;** they are easy to talk to, are approachable and listen carefully
- **Sharing knowledge and skills;** participants learn from students' expertise with IT, and students are also able to learn from the participants
- **Helping to break down barriers between generations;** and challenging perceptions

***'Breaking down barriers. Showed me younger people share some of my feelings. They are just as human as me, not smart phone holding robots. They too experience stress with modern technology. I thought it was all easy for them and I was a bit dumb. I learnt neither of these statements is true.'***

***'Great to work with younger generation. We learned from each other'***

## Improvements

The main improvements suggested by participants included:

- **More for complete beginners:** an introduction to devices and sessions for those with no experience
- **More dedicated sessions:** Online banking, iPads, online shopping, filing systems
- **More of the same!** Longer workshop programme, more drop-ins and expansion to other areas of the Island

***‘We only knew how to turn the tablet on so we thought that the workshop would have started at the beginning.’***

***‘Further digital support for new issues to do with this subject’***



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# Thank you

If you have any questions please email  
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