

Age Friendly Island Digital Survey

A digital connection is increasingly important in managing our lives, so the Age Friendly Island Partnership would like to hear about your experiences of using digital technology, such as smartphones, tablets and computers, and what help you would like to support you to be more digitally connected. We would like to hear from you whether or not you are a user of digital technology.

We would be grateful if you could complete the survey and return in the FREEPOST envelope provided by Friday 13th August 2021. Alternatively, you can complete the survey online at www.ageukiw.org.uk

1. What equipment do you use regularly (at least once a month)? Please tick all that apply.

- Smartphone
- Tablet e.g. iPad
- Laptop computer
- Desktop computer
- Don't know/not sure
- Prefer not to say
- None of the above (please explain why you do not use any of the above) _____

2. Is the digital equipment you use? Please tick all that apply.

- Your own
- Borrowed from friends or family
- Equipment that you have borrowed on loan from an organisation
- Equipment that belongs to a community setting that you can use when visiting e.g. library
- Do not use any digital equipment
- Prefer not to say

3. Are you able to connect to the internet at home? Please tick all that apply.

- Yes, I have broadband at home
- Yes, I use mobile data at home
- No, I connect to the internet elsewhere
- No, I do not connect to the internet
- Don't know/not sure
- Prefer not to say

4. Which of the following online activities do you currently carry out on a regular (at least monthly) basis and which would you like to be able to do? Please tick all that apply.

	Currently do	Would like to do	Not interested
Talk to friends and family online using video calling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shop online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online banking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Search for information online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attend online meetings and social events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Book and attend virtual GP appointments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Order prescriptions online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Play digital games	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Complete online forms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Send emails	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Send text messages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use social media (e.g. Facebook, Instagram etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access hobbies and activities available to you online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Make a reservation online for example at a pub or restaurant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Book a holiday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online learning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other, please tick box and specify below	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Please specify:			

5. Which of the following problems, if any, do you currently face when using digital technology? Please tick all that apply.

- I don't have internet access at home
- I don't own any devices/equipment (e.g. computer, smart phone, tablet)
- I lack skills/knowledge of how to use digital technology
- I lack confidence at using digital technology
- I am worried about scams/online fraud
- I have health or access conditions that make it difficult for me to use digital technology (e.g. sight, hearing, dementia, learning difficulties)
- My equipment/devices are old and not up to date with current technology
- I don't have any problems using digital technology
- Other, please specify

6. Which of the following challenges, if any, would you face if accessing digital support services?

- I have reduced mobility which would make it difficult for me to access support or training in person
- I have no access to transport which would make it difficult for me to access support or training in person
- Other, please specify

7. On a scale of 1-10, how confident would you say you were at using digital technology? (1 = very low confidence, 10 = very high) Please tick one box.

1	2	3	4	5	6	7	8	9	10
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8. What would help your confidence to improve? Please tick all that apply.

- Support using specific devices (e.g. smart phones, tablets)
- Support using the internet (e.g. searching, setting up accounts etc)
- Support using specific websites or platforms (e.g. social media, Zoom, online banking or shopping etc)
- More opportunities to practice these skills
- A better understanding of how to stay safe online (e.g. do's and don'ts of internet banking)
- Nothing
- Other, please specify

9. Do you know how to keep yourself safe online when using any of the following? Please tick one box for each row in the table.

	Yes	No	Not sure	Don't use
Social media e.g. Facebook, Instagram, WhatsApp etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emails	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Text messages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Websites (ensuring they are secure and genuine)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pop ups (adverts that pop up when we are browsing or using apps)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Games with online chat rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online banking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online dating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. Have you received any support to use digital/online tools?

- Yes
- No

11. If you answered yes to the previous question, where did you receive support from? Please tick all that apply.

- Employer
- College/training organisation
- Local charity
- Friend or family
- Shop where the digital item was purchased
- Bank
- None
- Other, please specify

12. Where would you go to get support to help you with your use of digital technology? Please tick all that apply.

- Search online
- Social media
- Newspaper/newsletter
- Radio
- Posters/flyers
- Public buildings (e.g library, GP surgery, Council one stop shop)
- Bank
- Local organisation, please specify

- Other, please specify

13. How would you prefer to receive support? Please tick all that apply.

- Group class - in person
- Group class - online (e.g. using Zoom)
- 1 to 1 session - in person
- 1 to 1 session - online (e.g using Zoom)
- Following written guidance online
- Watching a video
- Following written guidance in a booklet
- Other, please specify

14. Where do you think we should advertise help and support for using digital/online tools? Please tick all that apply.

- Local radio
- Local newspaper
- Isle Find It website
- Newsletters of local organisations/parish councils
- Noticeboards, e.g. in shops or libraries
- Other local website, please specify

Other, please specify

15. To what extent, if at all, do you agree or disagree with the following statements? Please tick one box for each statement.

Organisations on the Isle of Wight have a good understanding of what support older people need to access information or services online

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/ N/A

My level of skills or confidence at using digital technology affects my ability to access information or support from organisations on the Isle of Wight

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/ N/A

Improving digital skills can help you to keep in touch and feel connected to others.

16. Before the COVID-19 pandemic, how often, if at all, did you feel lonely?

- Hardly ever or never
- Some of the time
- Often

17. As a result of COVID-19, do you feel:

- More lonely
- Less lonely
- The same

18. To what extent, if at all, do you feel that support with improving your digital skills, or access to digital tools, would help to reduce how lonely you feel?

- A lot
- A little
- Not at all
- I don't know

19. What is your age?

- 49 or under
- 50-64
- 65-74
- 75-84
- 85 and above
- Prefer not to say

20. Are you?

- Male
- Female
- Transgender
- Non-Binary
- Other
- Prefer not to say

If you would prefer to self-determine your gender identity, please do so here:

21. Where do you live? Please provide the first 4 digits of your postcode

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Prefer not to say

Thank you for your time. Please return to Age UK Isle of Wight using the FREEPOST envelope provided or send to: Age Friendly Island, Age UK Isle of Wight, FREEPOST, RTGG-LRCS-JRBZ, Newport, PO30 1TY

For further information about the Age Friendly Island Digital Connectivity Project please contact Age UK Isle of Wight on 01983 525282.