

Results: Computer and Internet usage survey.

Headlines

- 50% of respondents used the internet daily
- 82 % of respondents with the internet, access it at home
- 53% of those who do not have the internet, do not wish to
- 60% of those who access the internet do so using a computer or laptop
- 44% of respondents access the internet at least an hour a day
- 25% of respondents look for advice on services available on the council website
- 9% of respondents pay for services via the council website

Methodology

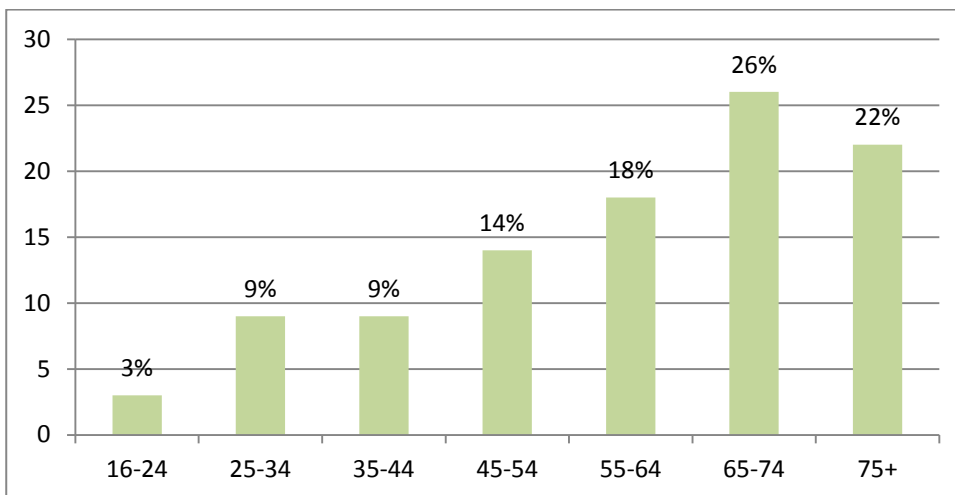
The purpose of the survey is to gather a local picture of how and where people access the internet. Over the last few years there has been a drive by Central Government for services to be available online; in future some will only be available online, such as Universal Credit. It is therefore important to find out how and where people access the internet in the borough and any barriers that may prevent it.

The survey ran from 1st June 2015 to 23rd July 2015. The survey was posted to 1000 random residents in the borough and 131 members of the council's viewpoint panel. An article was also placed in the Boston Bulletin during June and an email link appeared on the website, Facebook and Twitter throughout the period. In total 234 surveys were received.

Summary

234 surveys were received. Of those that filled the survey in 132 were female and 95 male. 6 did not answer. The majority of respondents were between 64-75 years old (26%). Figure 1, shows a full breakdown of age of respondents.

Figure 1: Breakdown of age:

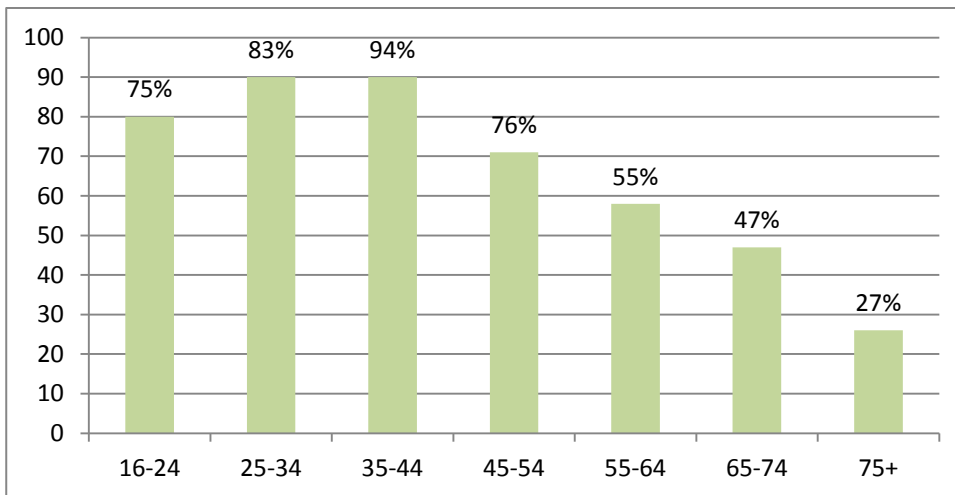


Results

Frequency of Internet Use:

Respondents were asked how often they use the internet. Of those who responded 50% used the internet daily (several times a day/once a day). 20% of respondents said they had never used the internet. Of those that responded 90% of age 35-44 said they used the internet daily and 26% of respondents age 75+ used the internet daily. Figure 2 shows a breakdown of daily internet use by age. A full breakdown of age and usage is shown in **Table 1**.

Figure 2: Daily Internet use (age breakdown)



Internet access at home:

Respondents were asked if they have access to the internet at home, of those who responded 76% said they have access to the internet at home, 86% of 16-24 year olds said they have internet at home and 50% of 75+ have access to internet at home. For a full breakdown of internet access at home, **see Table 2**.

Barriers in having internet access at home:

Respondents were asked what barriers they have when it comes to having the internet at home, of those that responded the most common barrier to having internet access at home was that *'people did not wish to'* (n 40) or *'cost'* (n 19).

When asked if they did not have internet at home - what would help you get online? The common themes when answering was *"needing a computer"*, *"do not understand the internet"*, *"need cheaper line rental"*, and *"better education or training"*. A full list of response can be found in Appendix 2.

Device when accessing the internet:

Respondents were asked what kind of device they commonly use to access the internet, 60% said the most popular device to access the internet on was a computer or laptop. Of those who responded 87% of 75+ access the internet on a laptop 4% of 75+ access the internet using a mobile device. This compares to 67% of all 16-24 who access the internet using a mobile device. A full breakdown of what device people use can be found in **Table 3**.

Using the internet:

Respondents were asked where they most frequently use the internet, 82% said 'at home' and 10% 'at work'. A full breakdown can be found in **Table 4**.

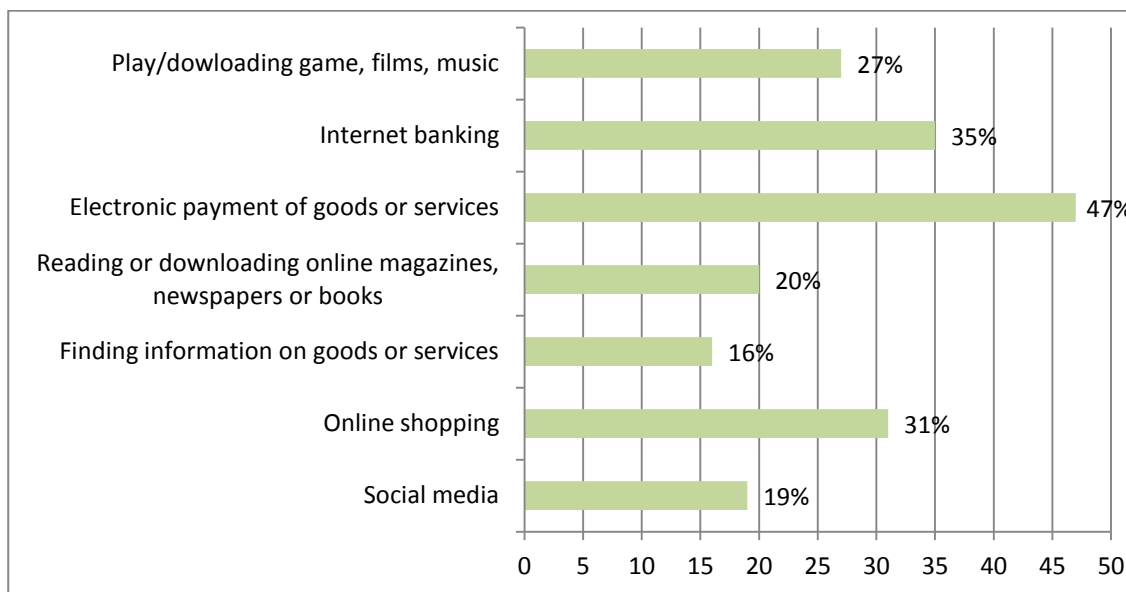
Hours per week online:

Respondents were asked how many hours they spend online each week, 26% said that they access the internet under 2 hours per week. 44% of respondents said they access over an hour a day 7+ hours. 100% (of those who responded) age 16-24 used the internet 14+ hours per week, this compares to 20% of those age 65-74 and 9% of those age 75+. A full breakdown can be found in **Table 5**.

Internet use:

Respondents were asked what activity they usually do to when accessing the internet 47% said it was finding information on goods or services. 35% said they access the internet for online shopping and 31% for online banking. Figure 3 shows a breakdown of activities accessed when online.

Figure 3: activities accessed on internet



Council services

Respondents were asked what councils services they access online, 25% said they look for advice on services available, 9% said they to pay for services such as Council Tax, Care parking permits etc online.

Respondents were also asked what barriers there were in them accessing council services, the main answer was that people did not want to access the internet 9%, 2% said they did not understand the internet, a full list of issues can be found in appendix 2.

Respondents were also asked what other services they would like Boston Borough Council to have online. A number of comments about being and *being able to pay for more services online and get more information* online were received. A full list of all comments can be found in appendix 2.

Respondents were also asked if they do not access council services online what are the barriers, the main answers being, do not want to or have no computer/internet. A full list of all comments can be found in appendix 2.

Table 1: Frequency of computer use by age group

	Daily	Weekly	Monthly	Never used
16-24	6		1	
25-34	19	2		
35-44	18	1	1	
45-54	22	6	1	2
55-64	23	9	2	6
65-74	27	9	5	16
75 +	12	9	4	21
All	127	36	14	45

Table 2: Access to Internet at Home

	Yes	No
16-24	6	1
25-34	20	1
35-44	15	5
45-54	26	5
55-64	34	6
65-74	41	13
75 +	21	21
All	111	33

Table 3: Device to access internet on

	Tablet	Mobile	Computer
16-24		4	2
25-34	2	11	6
35-44	1	11	7
45-54	10	5	14
55-64	7	4	22
65-74	9	2	31
75 +	2	1	20
All	31	38	102

Table 4:

	At home	At work	Library	Internet cafe	Wifi hotspots
16-24	7				
25-34	17	3	1		
35-44	14	1	3		1
45-54	24	4	2		1
55-64	23	8	2		1
65-74	40				1
75 +	22		1		
ALL	147	16	9	0	4

Table 5:

	0-2hours	2-4 hours	4-7 hours	7-14 hours	14-21 hours	21-35 hours	35 hours +
16-24		1	1	2	2	1	
25-34		1	2	5	7	1	4
35-44	3	1	5	3	4	2	2
45-54	7	3	3	8	5	2	1
55-64	7	8	3	4	5	3	3
65-74	11	6	8	9	8	1	
75 +	9	3	1	7	4		
ALL	37	23	23	38	35	10	10

Q6. What are the barriers in having internet access at home? – other responses

1.	The lack of speed is because we have long live issues and we can't be transferred to a closer
2.	More modern exchange, Hubberts Bridge very restricted use.
3.	No working computer or smart phone
4.	No computer
5.	None
6.	For my children to use
7.	Inertia
8.	Do not want online
9.	Have not got a computer
10.	Because I cannot afford it
11.	I am in my 92 nd year. I think it's a bit late in the day
12.	Not interested at my age
13.	Internet web sites sometimes take up to an hour to load at home and often freeze when accessed. Mainly use internet outside of working hours at work for personal use.
14.	Nothing
15.	No need to use
16.	Because we just moved into the property
17.	Don't always have confidence to go use somewhere

Q13. Which council service do you access online – other responses:-

1.	Very occasionally look at planning applications and Local Plan
2.	None x10
3.	Complaints web page
4.	Do not access
5.	Bulky waste collections
6.	Virtual library, otherwise I have no contact at all with the council services.
7.	Council tax paid via bank
8.	Report littering
9.	Checked when brown bin collection restarted.
10.	Do not own a computer
11.	No internet
12.	Library
13.	Waste collection service
14.	Bought a green bin online
15.	I don't look for council services
16.	More time
17.	Application for Blue Badge
18.	Electoral registration
19.	Check on bin collection.
20.	General information on Council home page

Q15. What other services would you like Boston Borough Council to have online?

1.	Contact numbers for all councillors including Boston Borough Councillors
2.	None just never need to go to the services
3.	Information of when BT will update speed of internet
4.	Have no wifi
5.	Local info/dog warden contact/kennels/buses/transport etc contact councillors
6.	Happy as it is
7.	None. Not all of us have a computer
8.	Nothing I can think of as I really like to talk face to face if there is a query or problem

9.	Don't know
10.	To be able to pay for bulk waste collections on line.
11.	View housing and council tax accounts
12.	Local doctors health centre links
13.	I prefer contact in person or by phone other services wouldn't interest me
14.	Cannot use a computer
15.	Can't think of anything
16.	No internet
17.	None
18.	None
19.	None
20.	I don't really use council website – so can't comment
21.	Improved speeds
22.	Have no opinion
23.	Bus timetable
24.	None
25.	Providing copies of documents via emails. Communications with Housing Benefit officers via e-mails
26.	Don't know
27.	I think as many services as possible should be online
28.	Payment of swimming lessons so we don't have to queue up.
29.	Direct links to elected members, reporting problems with Council services i.e. missed bin collection.
30.	Ordering recycling bags 5 in the post is not enough!!
31.	General information about Boston & the surrounding villages.
32.	Area activities
33.	Not sure...think you have most things covered!
34.	More information; for instance, before the election on 7 May I searched the BC website for information about candidates, e.g. names & any party affiliations, but in vain.
35.	Online form with integrated payment for bulky waste collection; online forms to report issues / access services
36.	More info about what's on
37.	Be able to see when next payments will go in account
38.	I'm happy with the service how it is now thank you
39.	None
40.	A record of accounts i.e. payments made and money owing
41.	Not sure as not use much
42.	Anything that can help

Q16. If you do not access our services online, what are the barriers?

1.	Pay at pay points, no barriers
2.	Not wanted.
3.	No computer
4.	I have never needed to access services
5.	No reason to
6.	None
7.	No computer
8.	Have no idea about internet or online
9.	I do not find the internet easy to use. I do use it to email, but this is limited. Would never use it for anything personal like banking. I do not consider it secure enough for private information.
10.	Cannot afford it
11.	Prefer to phone

12.	I dislike using the internet it makes me anxious about identity, security, etc, therefore/choose to use government sites (e.g. DVLA) and well known and trusted company sites as little as possible for business.
13.	Prefer speaking to a person who can give advice and connect with correct department.
14.	Always gets in a loop with internet.
15.	Computer speed too slow to bother despite up to date lap top. Too frustrating, time consuming.
16.	Don't know.
17.	Not needed to do so
18.	Prefer verbal and personal communication
19.	The broadband service at our address is very slow
20.	As above - person to person
21.	Never had the need
22.	Internet very slow and unreliable so not always possible to access and pay online as times out.
23.	Cost
24.	Knowledge of how
25.	I am unable to communicate with a lot of areas because they only want online business. What about those who can't cope or don't have the money? I'm not the only person whose age or possibly mental health issues make it impossible
26.	No computer
27.	Over a certain age understanding is the greatest barrier.
28.	I don't have computer or lap top only mobile phone
29.	Prefer telephones, do not totally trust internet. Government stuff often crashes.
30.	Poor internet connection at home.
31.	No access to internet.
32.	I do not fully understand online services
33.	No internet
34.	Not interested
35.	Do not wish to
36.	None, I don't see a need at present
37.	None
38.	Absence of online
39.	Prefer to talk to someone
40.	No barriers - just not needed to as yet
41.	Prefer face to face or telephone contact
42.	Not applicable
43.	None
44.	No barriers, no requirements.
45.	Housing
46.	Have no need to
47.	Ignorance
48.	Since our computer was hacked and our details taken we only use them for information and don't give our email address to anyone but family
49.	Not competent enough to use a computer
50.	I do not pay council tax online now due to technical error with payment portal payment was not received and caused me to have to pay later than set out in arrangement.
51.	I am a techno-probe
52.	I do not wish to use or have access to the internet I feel it is an invasion of my privacy
53.	I didn't know you could!
54.	I prefer to come in person or phone
55.	Money on my dongle
56.	All of the barriers above to not help me on the internet
57.	Not thought about it!

