Digital Inclusion Survey 2023

About You and your area of residence

Which local authority area do you live in?

Please tell us your postcode, excluding the last 2 letters .e.g RG14 5

Bracknell Forest	Slough
Reading	West Berks
RBWM	Wokingham

Had you heard of the Digital Infrastructure Group before today?   Yes   No

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Have you ever used the internet before?

Yes

No

Yes, with help

What is stopping you using the internet or going online? (Choose all that apply)

Lack of skills	Too expensive
No internet access	Not available in my area
No device to access internet	Bad experience with internet before
Lack of confidence to access internet	Worried about privacy and security

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Day to day

My biggest barrier to going online is:

Age	Living situation	Rural location	Other
Income	Disability	Language Barrier	
Employment Status	Level of education		

What things would you do online if you had the skills or access to the internet?

	Yes	No		Yes	No
Buy groceries from a supermarket chain			Check your email		
Order birthday presents/items from online store			Send or receive emails from friends and family		
Booked a holiday or trip			Do instant messaging (e.g. messenger,WhatsApp)		
Purchased concert or gig tickets			Read newspapers or news		
Order a takeaway food for delivery or collection			Send attachments with your email		
Go online for work purposes			Help Children with their homework		
Do research for a course or learning			Make or receive phone calls, like Skype		
Use your banks online services			Listen or download music online		
Pay your bills			Watch online/download TV programmes or films		
Compare products or services			Place a bet online or via an app		
Search for or find a location			Read a blog or watch a video blog		
Sell things online			Maintain a personal website		
Looking for information on government services			Post messages on discussion or message boards		
Paying your TV license			Check or update a social media like Facebook		
Looking for information about local council services			Send Emails to friends and family		
Paying a local council tax, fine or service			Apply for a job		
Contacted a local councillor / MP online			Book a GP Appointment		
Signed a petition, supported a campaign			Order a prescription		

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Would you use the internet in the future?

Yes   Maybe   Maybe, with training   No

Is your household planning to get access to the Broadband at home in the next year?

Extremely likely   Likely   Somewhat likely`   Not very likely   Not at all likely

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What would be the best place for us to make internet access available? (pick one only)

Libraries   Shopping Centres

Community Centres   High Street

Council Buildings - reception   Other

Schools

If you had internet access would you be able to work from home?

Yes

No

No, my job doesn't allow it

No, my job cannot be done from home

If we could provide a device that let you get online, would you use it?

Yes - Definitely

Maybe

No

Mobile Phones

Do you have a mobile phone and if so does it allow access to the internet, by WiFi or 4/5G?

No - Don't have a mobile

Yes - but not a 'smart' phone

Yes - 4G/WiFi

Yes - 5G/WiFi

I have a phone but not sure of internet access

Has your mobile phone service noticeably improved in the last 6 months*?

No noticeable improvement

Yes - but only outdoors

Yes - at home and outdoors

Yes - but only on the highstreet

*Ignore if answered either of the first two options in the previous question

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About you and your household

The following 'About You and your household' questions will be used to help us determine factors about why the internet may not be used, but also whether groups of people have similar habits. It will also help us to determine whether the 'Cost of Living' crisis is something that affects your choice. These are not mandatory but will help our research and analysis.

What is your gender?

Male   Female   Other   Prefer not to say

Is English your first language?

Yes   No   Prefer not to say

Which of these best decribes your family situation?

Married / Civil partnership

Living with someone (but not married/civil partnership)

Single

Divorced or Separated

Widowed

Prefer not to say

Which age bracket do you fall into?

Under 18	55 - 64
18 - 24	65 - 74
25 - 34	75 and over
35 - 44	Prefer not to say
45 - 54	

Which of these best decribes your employment situation?

Working full-time (30hrs a week or more)

Working part time (<30hr per week)

In education: (Please specify)   Full Time   Part Time

Retired

Looking for Work   Not working

Prefer not to say

Which of these best decribes your family situation?

Upto 12,500	£30,000 < £40,000
£12,500 < £20,000	£40,000 or above
£20,000 < £30,000	Prefer not to say

How many people, including yourself, are there your household?

How many children, under the age of 16, are there in your household?

I consent to the council collecting and processing special category data according to the purposes outlined in its privacy notice?

The following 'About You' questions invite you to provide "special category" data in terms of data protection, e.g. your ethnicity and health. As such, we need your explicit consent to collect and process your responses to these questions. They are not mandatory, and you are free to skip any or all of them if you wish.

Yes   No   If 'No' please ignore these two final questions

What is your ethnic group?

White English, Welsh, Scottish, Northern Irish or British

White Irish

White other

Gypsy, Irish Traveller or Roma

Mixed or Multiple ethnic groups

Asian or Asian British

Black, Black British, Caribbean or African

Prefer not to say

Other ethnic group – please specify

Do you have a disability, long-term illness, or health condition?   Yes   No   Prefer not to say

Final Comments

If you have anything else you would like to add, that you think is relevant to this survey, please leave in the box below:

Thank you from the Digital Infrastructure Group

Thank you for completing this survey. We will now collate all of the returns, along with all of the online submissions, and will share the results on our website (www.BershireDIG.org.uk) and our social media channels Search: @BerksDIG.

Digital copies and paper copies of the final survey results will be available upon request. You can email 'Projectteam@westberks.gov.uk' with the subject line 'Digital inclusion Survey' or by phone by calling 01635 503894 and enquiring about the 'Digital Inclusion Survey'.