

Tell us your views about living in a digital world

Increasingly the world is going digital. Although people of all ages use the internet and digital technology, older people are less likely to than younger age groups. At Age UK we would like to hear your views. Does this provide great opportunities or do you feel you are being left behind?

Do you use the internet – if so how often? (please tick one)

Yes - most days	<input type="checkbox"/>	Yes – once or twice a month	<input type="checkbox"/>	I have used it in the past but not any more	<input type="checkbox"/>
Yes – once or twice a week	<input type="checkbox"/>	Yes - less than once a month	<input type="checkbox"/>	No – I have never used	<input type="checkbox"/>

If you use the internet what activities have you used it for ? (please tick all that apply)

Sending and receiving emails	<input type="checkbox"/>	Social contact eg Facebook, Skype	<input type="checkbox"/>
Browsing the net and finding information	<input type="checkbox"/>	Internet banking	<input type="checkbox"/>
Reading or downloading news/magazines	<input type="checkbox"/>	Playing or downloading games, films, music	<input type="checkbox"/>
Arranging travel or accommodation	<input type="checkbox"/>	Making a doctor's appointment	<input type="checkbox"/>
Buying goods	<input type="checkbox"/>	Applying for a benefit or service eg from the local authority or DWP	<input type="checkbox"/>
Other – please add			

If you use the internet where do you access it? (please tick all that apply)

At my home	<input type="checkbox"/>	At work	<input type="checkbox"/>	At a voluntary organisation	<input type="checkbox"/>
At the home of family or friends	<input type="checkbox"/>	At the library	<input type="checkbox"/>	When I am out and about	<input type="checkbox"/>

How do you access the internet? (please tick all that apply)

Desk top computer	<input type="checkbox"/>	Laptop	<input type="checkbox"/>	Tablet	<input type="checkbox"/>	Smart phone	<input type="checkbox"/>
-------------------	--------------------------	--------	--------------------------	--------	--------------------------	-------------	--------------------------

If you do not use the internet – why not (please tick all that apply)

I don't know how to use it	<input type="checkbox"/>	I am concerned about security and fraud	<input type="checkbox"/>
It's too complicated	<input type="checkbox"/>	I would rather do things without the internet	<input type="checkbox"/>
It's too expensive	<input type="checkbox"/>	I am not interested in it	<input type="checkbox"/>
I have a disability or health condition that would make it difficult	<input type="checkbox"/>	Other	<input type="checkbox"/>

What would help you start to use the internet and digital technology, or use it more?
(please tick all that apply)

If it was cheaper		If I had ongoing support for example when things go wrong	
If I could be sure it was safe		Nothing I would rather do things without the internet	
If I had help to learn about it		Nothing – I am not interested	

Do you ever find it frustrating or difficult to do things because you do not use the internet?

For example this might be finding out information, contacting companies and organisations, applying for a benefit or service, buying goods or booking a holiday?

Often		Sometimes		Occasionally		Never	
-------	--	-----------	--	--------------	--	-------	--

Please give one or more examples

If you use the internet regularly what difference does it make to your life?

Immediate access to information- more regular communication with distant family via Skype- browsing for goods services etc

About you

Age	Under 50		65-74		85 or over	
	50-64		75-85		Prefer not to say	

Gender	Male		Female	
---------------	------	--	--------	--

If you would be happy for us to ring you to talk more about this, please give us your name and telephone number

Thank you

Thank you for completing the survey. If you have given your name and number we will only use this to follow up your responses and we will not contact you about anything else. Your answers will help us ensure that people can access the services and support in a way that suits them.

Please return by **30 June 2015** to:

Sally West, Policy Team, Age UK,
Tavis House, 1- 6 Tavistock Square,
London, WC1H 9NA

email policy@ageuk.org.uk

N/A