family voice peterborough

together improving services

for children and young people with disabilities and additional needs

Digital Access

This report details basic findings of a survey looking at digital literacy and poverty

Family Voice Peterborough

Introduction

This survey is a follow up to a small scale survey conducted in 2021, with the questions being amended based on responses to the original survey. Additional questions have also been included relating to tele health. This survey also looked at not only digital poverty but literacy as well. Areas have also been broken down into access to the internet and access to digital devices.

The number of respondents although small still represents an increase on the last survey and any findings are useful as they provide an indication of what may be impacting on access to services where there is a digital medium element.

Respondents

31 parent carers took the survey, and from fig. it can be seen that they represent households with a mix of CYP with needs and without. Fig.2 shows that the majority of respondents were for this survey self-reported as 'White British'.

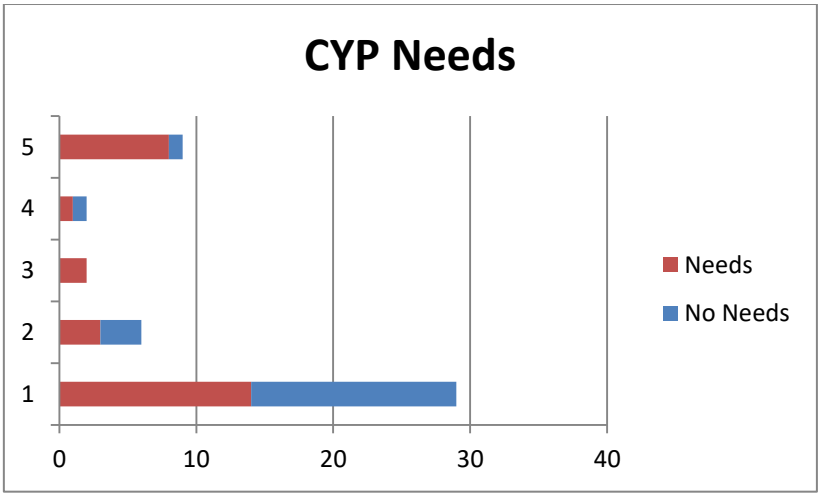

Fig. 1 Number of CYP with needs or without per respondent

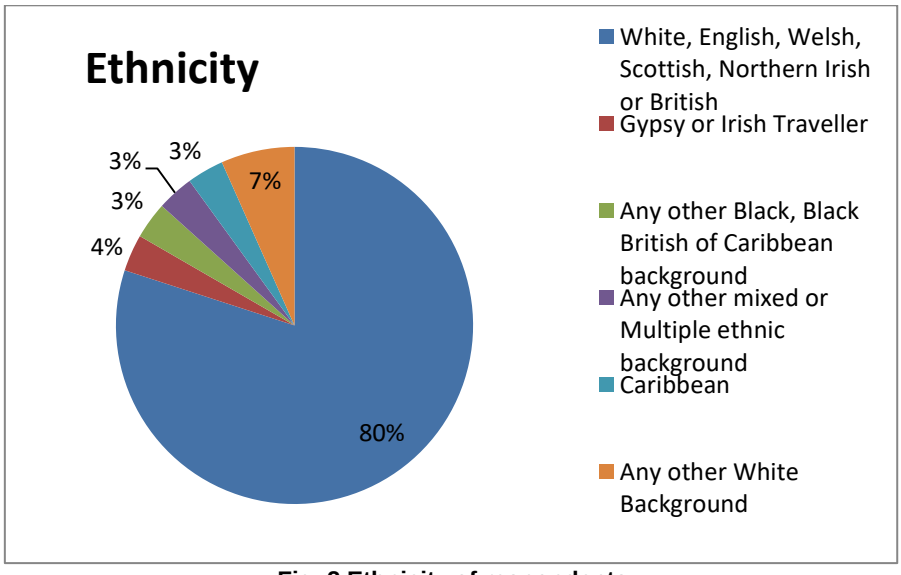

Fig. 2 Ethnicity of respondents

Main Findings

The questions in the survey have been broken down into five main areas; internet access, device access, digital literacy, digital access barriers and telehealth. The results from the survey are quite mixed overall with a range of factors being seen linked to overall digital literacy and poverty.

Internet Access

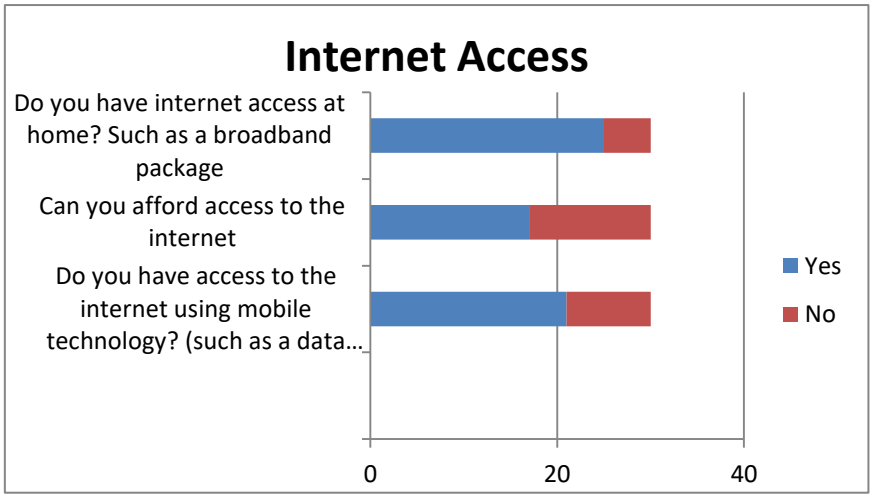

Fig.3 whether respondents have internet access

Fig.3 shows that although the majority of respondents had access to the internet either via mobile technology or home broadband affordability was still a concern. It would be worth following this up with parent carers more generally. Other surveys looking at the cost of living have highlighted internet affordability as a concern.

Device Access

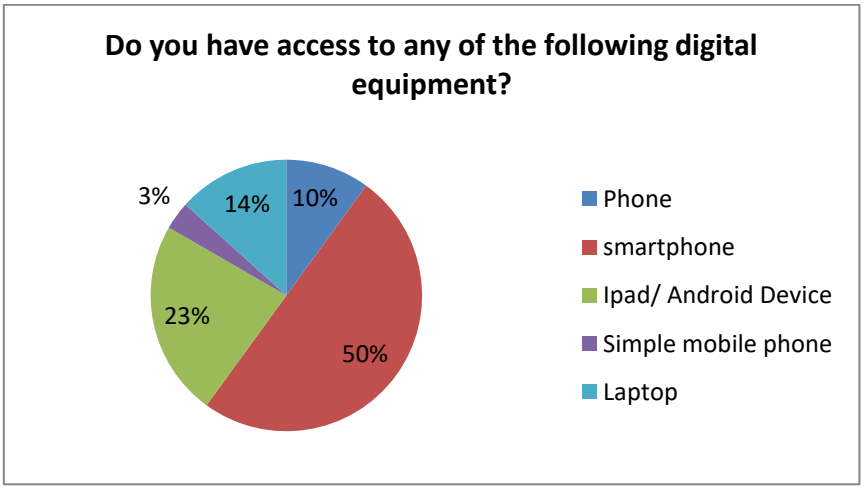

Fig.4 whether respondents have access to digital equipment

Access to the internet was also looked at in relation to whether people had access to any form of digital equipment. From fig.4 it can be seen that across the board people do with the preferred device being a smart phone at 50%.

Digital Literacy

From fig.5 it can be seen the majority of respondents reported they do know how to use technology (digital devices) which would imply a level of digital literacy. However the majority was not significant.

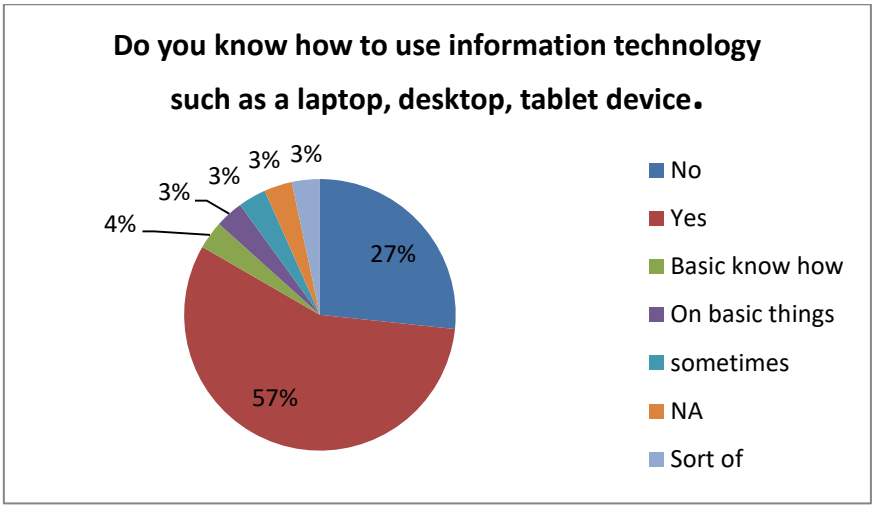

Fig.5 Ability to use digital equipment

Digital Access Barriers

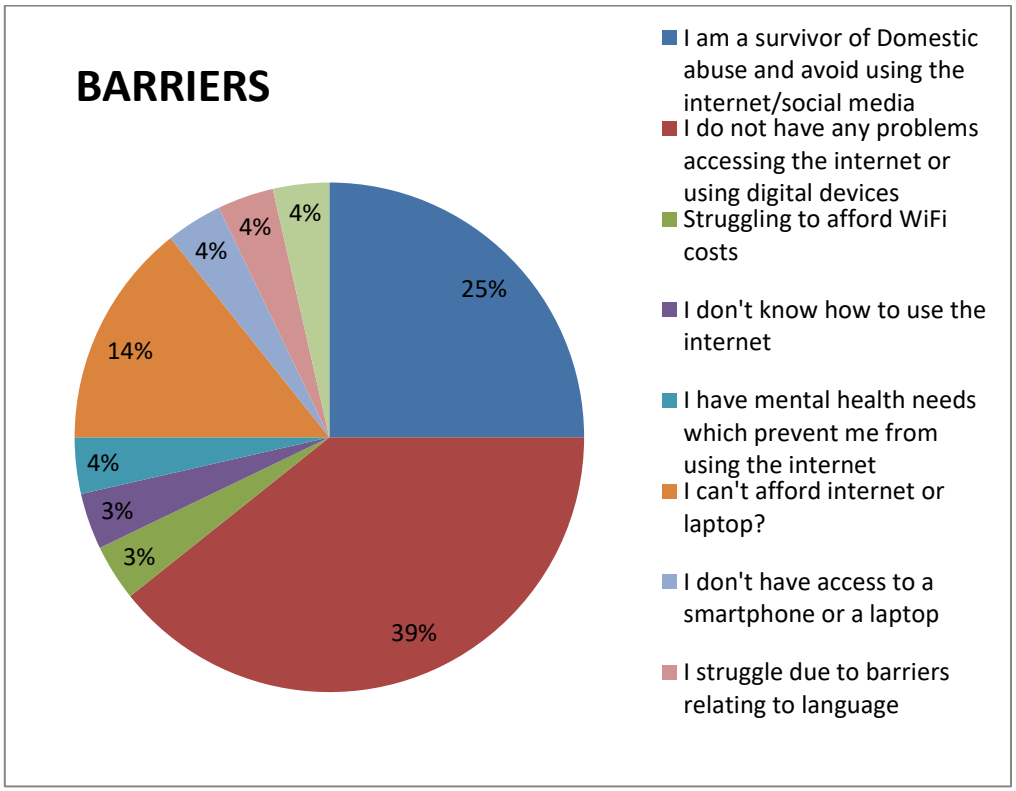

Fig.6 Barriers to digital access

Fig. 6 above shows those experience barriers to digital access are in the majority and that the barriers are multifaceted.

Tele Health

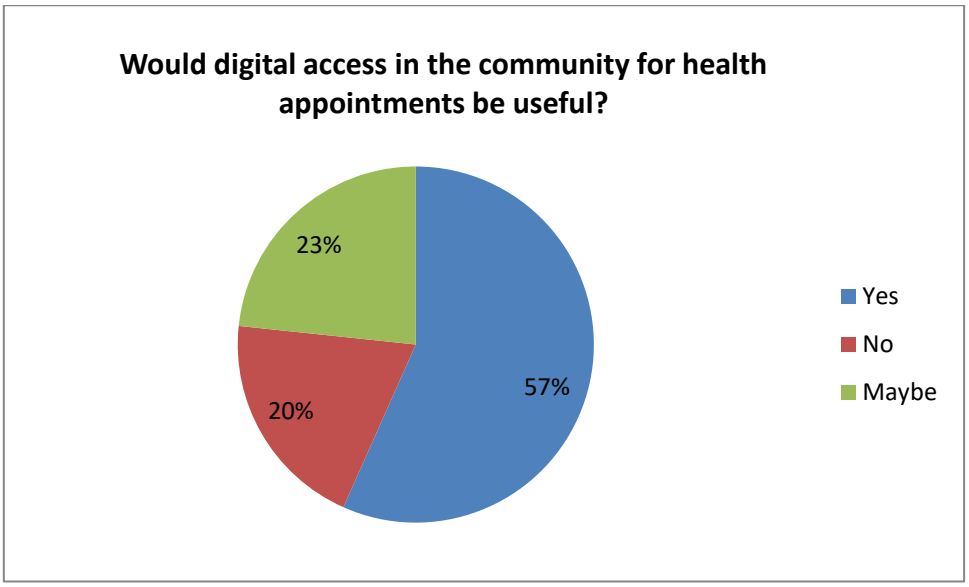

Fig. 7 accessing health appointments digitally

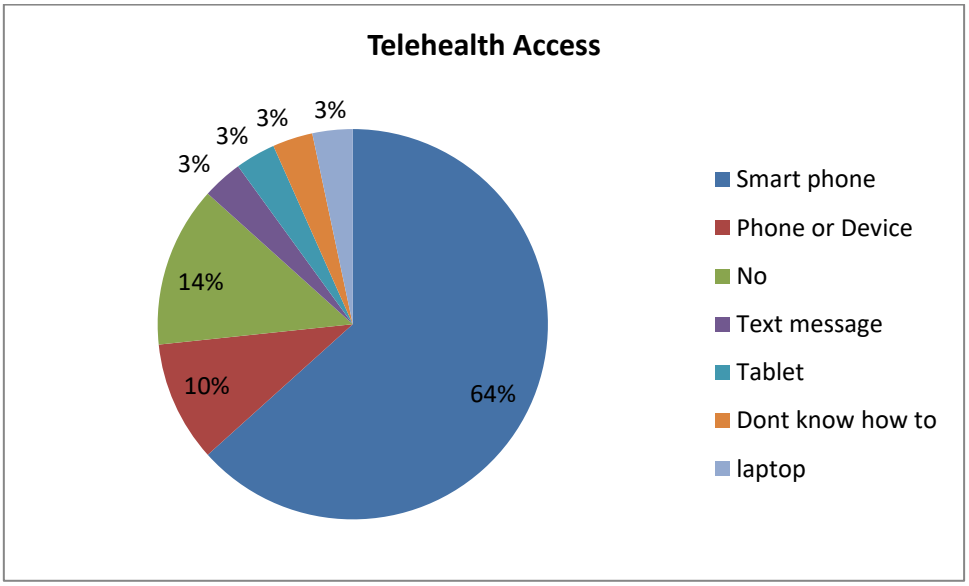

Fig. 8 How telehealth is accessed

It is interesting to note that despite barriers to digital access respondents are still accessing health digitally using a variety of devices.

Final Comments

Digital access in general is impacted by digital literacy and digital poverty which need due consideration in a move towards utilising telehealth. Specific barriers are multi-faceted and affected by cost, understanding, language and access to appropriate devices.