

## National Survey for Wales, 2012-13 Internet use

### Introduction

In 2012-13, the National Survey for Wales asked a number of questions about access to the internet and how people use the internet. Respondents were asked whether they had internet access at home, whether they used the internet themselves, where they accessed the internet, and which devices they used. They were also asked whether they visited government websites or other public service websites. The full questionnaire is available on the [National Survey web pages](#).

To enable comparison against targets the analysis presented in this bulletin is based on those aged 18 and over only. Tables containing information for adults aged 16 and over can be accessed via [StatsWales](#).

### Key findings

- 73% of households in Wales reported accessing the internet. This equates to approximately 79% of people aged 18 or over having internet access.
- 96% of households containing two adults with children had accessed the internet.
- Single pensioner households were the least likely to have accessed the internet (33%).
- Around three quarters of households in private rented accommodation (75%), and a similar proportion of owner occupier households (76%), accessed the internet, compared with just over half of those in social housing (54%).
- 76% of respondents said that they personally used the internet at home, work or elsewhere; this varied by characteristics such as gender, health and qualifications.
- 67% of 18 to 24 year olds accessed the internet from a mobile phone or smartphone.
- Of those who use the internet, 81% had accessed government or other public service websites within the past 12 months.
- 20% of people aged 18 and over reported that they had never used the internet. Of these, the majority said they didn't want or need to use the internet. However, 27% stated a lack of skills as the reason.

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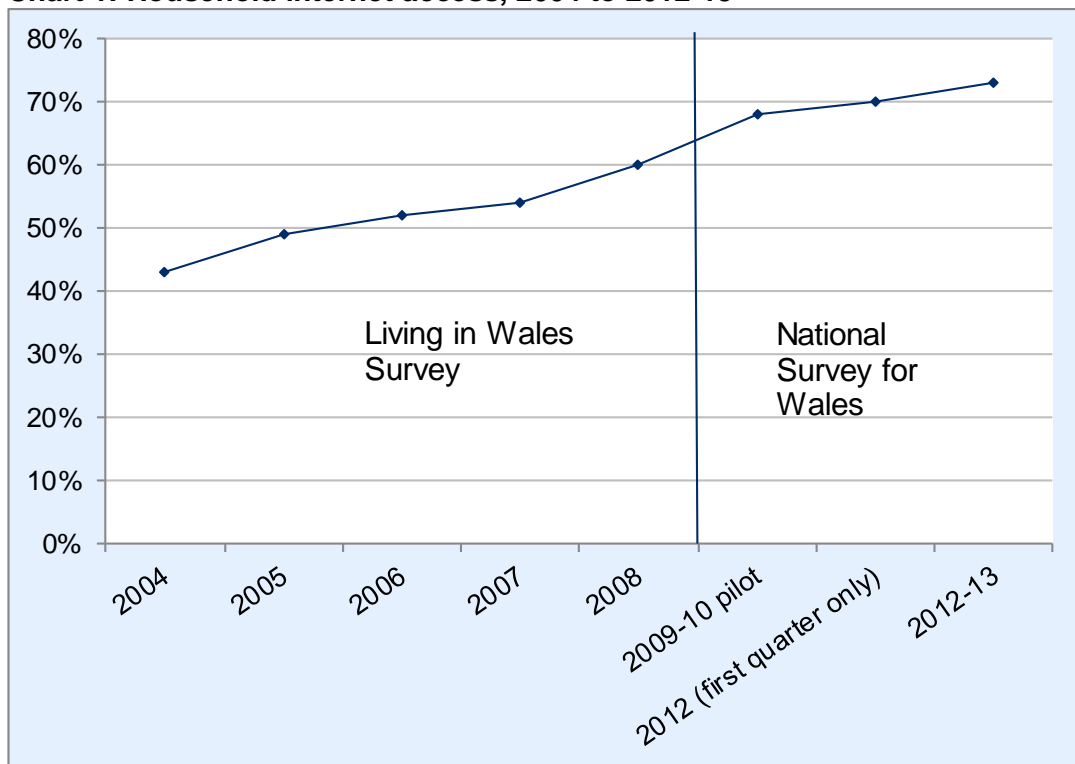
## Household internet access

Welsh Government's [Digital Inclusion policy](#) focuses on the number and type of people that do not use the internet and therefore miss out on social and economic opportunities the internet offers.

The Welsh Government is therefore interested in finding out the proportion and description of those households with and without internet access. In the National Survey for Wales 2012-13, people were asked whether their household had access to the internet. The same question was included in the Living in Wales Survey from 2004 to 2008 (although the way the respondent was selected differed between the surveys) so it is possible to track trends in internet access in Wales since 2004.

The baseline year used for the digital inclusion policy was 2007, when [Living in Wales](#) 2007 results showed that 61% of people aged 18 and over in Wales were internet users. The latest figures from the National Survey for Wales 2012-13 show that 73% of households in Wales have internet access. This has increased from 43% in 2004. Chart 1 shows the increasing trend of household internet access over nine years using data from both the Living in Wales Survey and the National Survey for Wales.

**Chart 1: Household internet access, 2004 to 2012-13**



The 2012-13 National Survey found that households containing two adults with children were most likely to have access to the internet (96%), and single pensioner households were the least likely to have access to the internet (33%). In terms of individuals (as opposed to households), around 90% of people aged 18-24 and 25-44 have household internet access, whereas only 31% of people aged 75 and over have household internet access.

Around three quarters of households in private rented accommodation (75%), and a similar proportion of owner occupier households (76%), accessed the internet, compared with just over half of those in social housing (54%).

36% of households in the 10% most deprived areas in Wales did not have access to the internet. In comparison, 24% of households in the 50% least deprived areas did not have internet access.

UK-wide surveys have reported slightly higher results for the UK to the Wales average found in the National Survey. The [OfCom 2013 survey](#) estimated that 80% of UK households have internet access, and the 2013 [ONS Omnibus Survey](#) found that 83% of UK households have internet access.

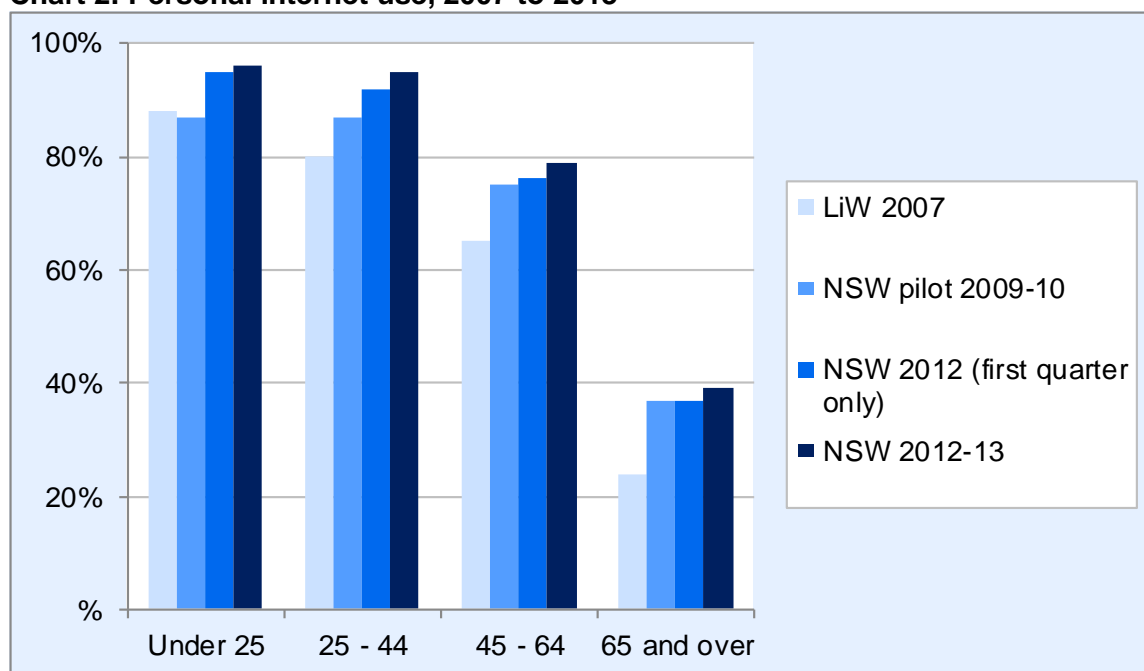
### Internet users

The Welsh Government’s report [Delivering Digital Inclusion: A strategic framework for Wales \(2010\)](#) states that ‘*The way that society is moving means that there is increasing use of online technologies in everyday aspects of our lives. The ability to use these technologies is now becoming as important as reading and writing. Individuals who do not have the skills to get online, or see it as irrelevant, are likely to become increasingly economically and socially excluded (p1)*’.

The National Survey included questions on individual usage of the internet. The survey asked ‘Do you personally use the internet at home, work or elsewhere?’ 76% of people stated that they used the internet at home, work or elsewhere; these are reported as current internet users in this report.

Chart 2 shows that since 2007, the proportion of internet users has increased in all age categories. The smallest difference across categories is seen in those aged under 25, where internet use has remained fairly constant but is already very high. A higher proportion of people under 45 years old used the internet than those aged 45 or over. Over the last 6 years, the biggest increase in internet use has been among people aged 65 or over. Similarly to the National Survey, the OfCom 2013 survey found that 91% of 16-24 year olds and 25-34 year olds were accessing the internet, whereas only 31% of those aged 75 and over were accessing the internet.

**Chart 2: Personal internet use, 2007 to 2013**



Personal internet use varied by a number of other demographic and economic factors:

- Gender: 79% of men reported that they were current internet users compared with 73% of women.
- Health issues: 58% of people with a long-standing illness, disability or infirmity used the internet compared with 83% without a long-standing illness, disability or infirmity.
- Employment status: Of those aged 18 and over, 91% of those 'in employment' reported themselves as current internet users, compared with 58% 'not in employment'.
- Qualifications: Of those with no qualifications 36% used the internet, whereas, of those within National Qualification Framework levels 4-8, 92% were internet users.
- Tenure: The tenure type with highest personal internet use is private renting (87%), compared with owner occupied and social housing tenancy (77% and 61% respectively)

### Location of internet access

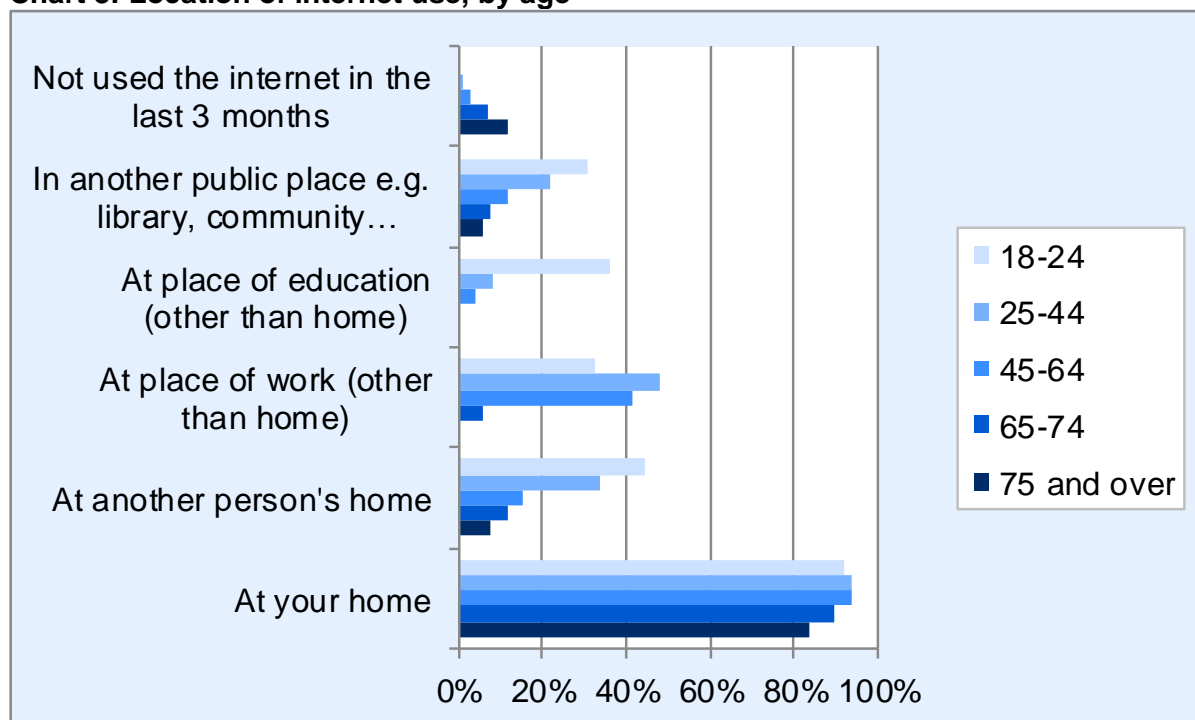
The National Survey asked about the location where people have used the internet within the last three months. 93% of people indicated that they accessed the internet at home. Almost four in ten people (37%) used the internet at work, while a quarter (26%) used the internet at another person's home.

Chart 3 shows that for 2012-13 the home is by far the most common place that the internet is used for each age group. Over four in every ten (44%) of internet users aged 18-24 had used the internet at another person's home in the last three months. The proportion decreases for older age categories, with only 12% of internet users aged between 65 and 74 and 8% aged 75 and over having used the internet at another person's home recently.

The proportion of internet users that have used the internet in public places (e.g. internet cafes or libraries) in the last three months is relatively small. The highest percentage is in the age group 18-24 (31%) falling to only 8% of those aged 65 to 74 and 6% of those aged 75 and over.

Unsurprisingly, internet use at a place of education is highest in the 18 to 24 year old age group (36%), while internet use at work is higher among those aged 25 to 44 (48%).

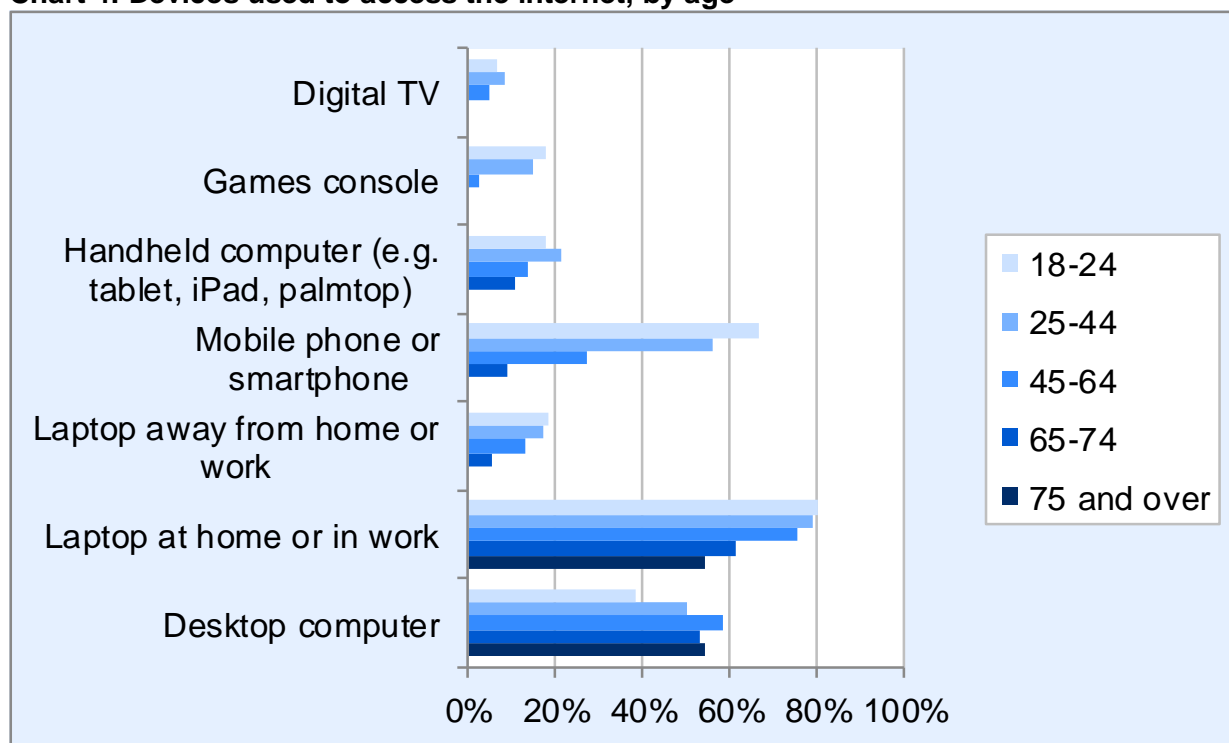
**Chart 3: Location of internet use, by age**



## Devices used to access the internet

The National Survey also asked about the devices that people accessed the internet on. The two most commonly-used devices to access the internet on were a laptop at home or in work (75%) and a desktop computer (52%), followed by 41% using a mobile phone or smartphone. Chart 4 shows that the devices used varied by age. 18-24 and 25-44 year olds were most likely to use a laptop at home or work (80% and 79% respectively). Those 75 and older were more likely to use a desktop computer than those aged 18-24 (54% and 38% respectively). No question on devices used had been included in either the Living in Wales survey or the National Survey for Wales pilot 2009-10 so trend data is not available for this question.

**Chart 4: Devices used to access the internet, by age**



67% of 18 to 24 year olds accessed the internet from a mobile phone or smartphone. The proportion of people who used a mobile phone or smartphone declined by age to only 9% of those aged 65 and over.

Men were more likely to access the internet from a mobile phone or smartphone (44%) compared with 38% of women. Furthermore, men were more than twice as likely to access the internet from a games console as women (14% and 5% respectively).

## Government and public service websites

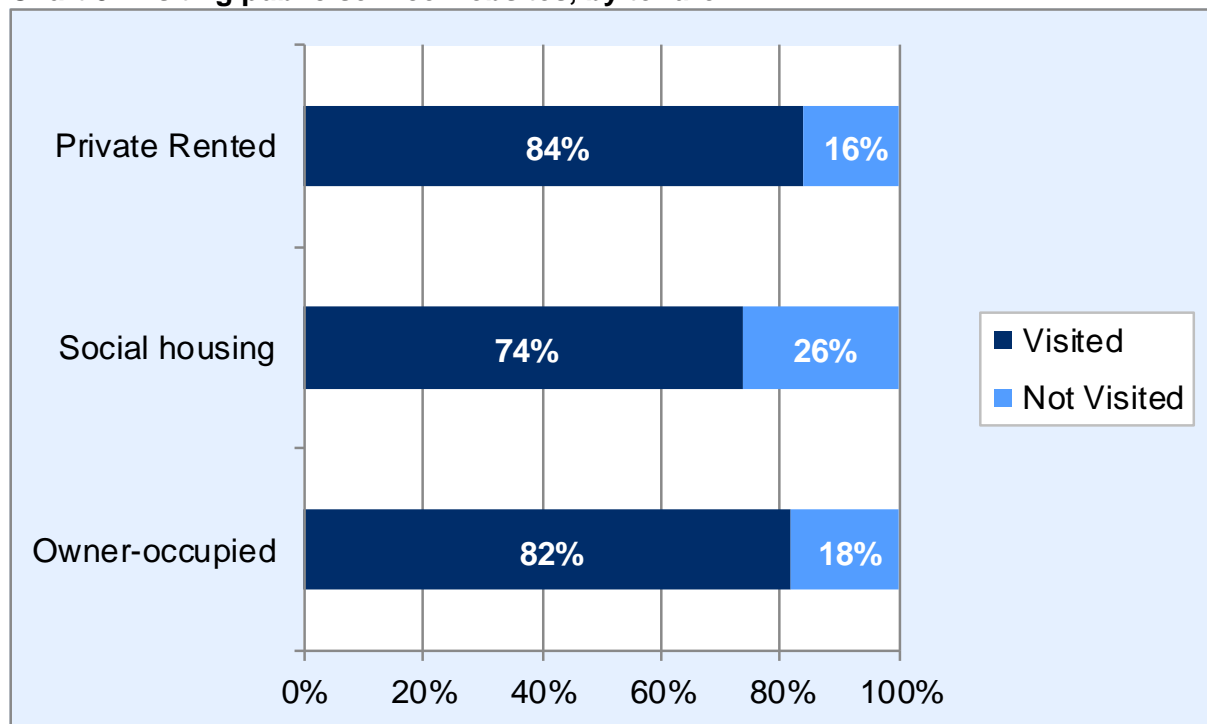
The Welsh Government's report 'Delivering Digital Inclusion: a strategic framework' states that *'with increasing pressure on public expenditure, significant long term savings and efficiencies can be made through increased use of public services online. In order to maximise the online use of public services, it is necessary to engage the adult population who are not currently using the internet, not least as they are likely to be amongst the heaviest users of public services.'*

The National Survey asked if people had accessed government or public service websites within the past 12 months; 81% of respondents who use the internet stated that they had. Younger people

were more likely to have visited a public service website (86% of those in age groups 18-24 and 25-44) compared with those people in older age groups (67% of those aged 65-74 and 53% of those aged 75 and over).

Chart 5 shows that the proportion of people who visited government or public service websites by tenure. People living in privately rented housing were most likely to have visited government or public service websites in the last 12 months (84%). Respondents in social housing were the least likely to have visited a government or public service website in the last 12 months (74%). People living in social housing were also the least likely to have internet access at home (54%).

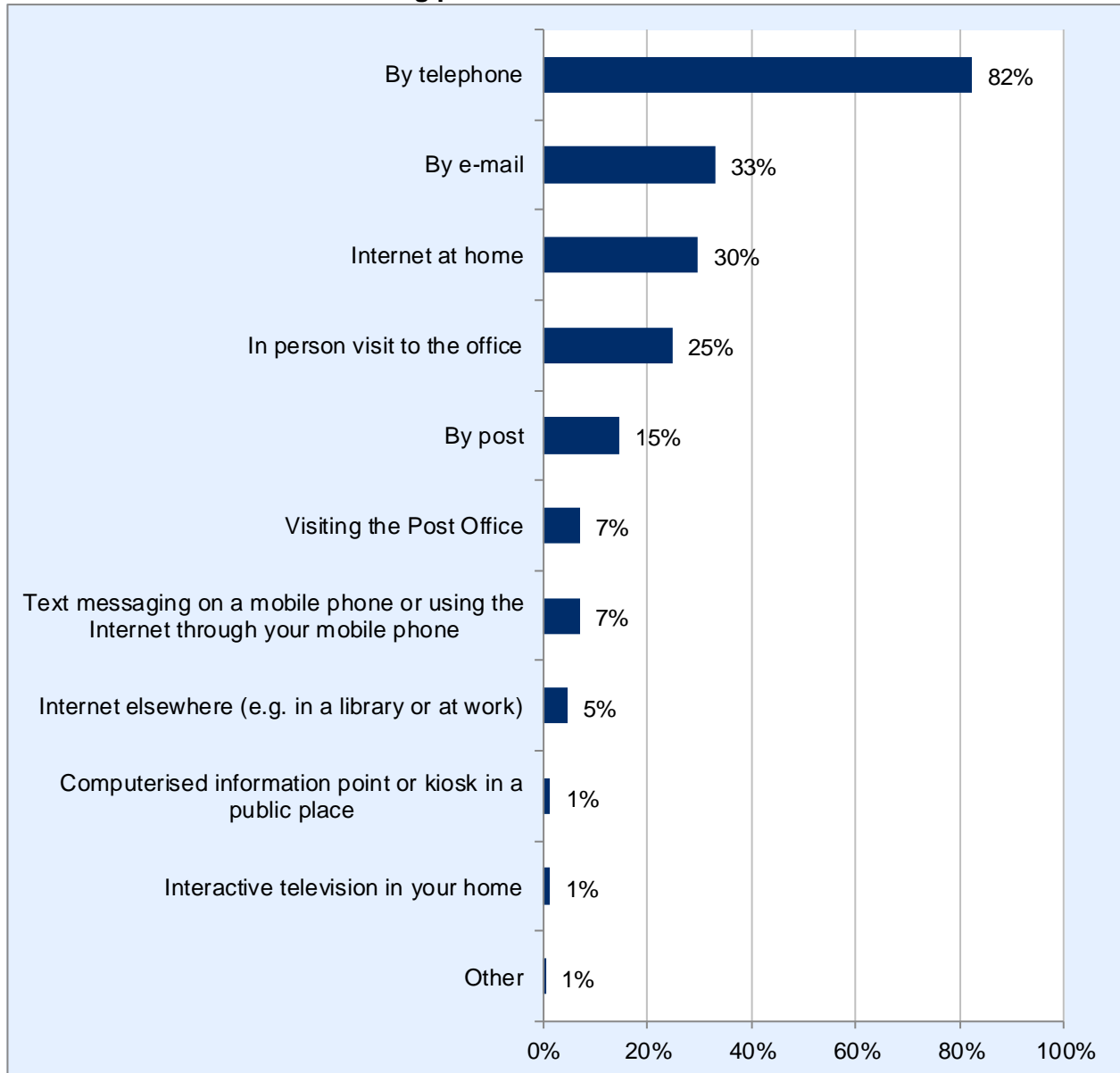
**Chart 5: Visiting public service websites, by tenure.**



The National Survey asked those who had not visited a government or public service website in the last 12 months (19%) their reasons for this. 78% of respondents said they had no need to visit government or public service websites. 5% said they would prefer to access the services in other way, such as telephone or in person, and 3% said they found no benefits over the way they currently deal with the government.

The Welsh Government is interested in knowing whether there is a demand for more online public services. Accordingly, the National Survey asked people about their preferred way of contacting or using public services, from a list of possible methods of contact. Chart 6 shows the results collected. 82% of people stated that they preferred to contact public services by telephone; just over a third said they preferred to contact public services by email (33%) or via the internet at home (30%). These last two categories could be capturing the same people as the internet is needed to email.

**Chart 6: Preference for contacting public services**



The preferred method for contacting public services varied by age, with 90% of those aged 75 and over preferring to contact public services by telephone, compared with 77% of people aged between 18 and 64. The second most popular method of contact for those aged between 18 and 64 was by e-mail (43%), closely followed by internet at home (40%).

There appeared to be little demand for people to contact public services using interactive TV or computerised information points/kiosks, with only 1% selecting each of these methods.

### **Digitally excluded people**

In 2010, the Welsh Government estimated that 34% of adults were digitally excluded (i.e. not currently using the internet). The Welsh Government's report 'Delivering a Digital Wales (2012)' states that infrastructure is no longer a major reason for people to be digitally excluded since it is estimated that 99% of homes in Wales potentially have access to broadband. The aim of the Welsh Government's [Digital Inclusion Delivery Plan](#) was to reduce digital exclusion among all adults aged 18 and over in Wales to 30% by 2012 and 25% by 2015. Given that the 2015 target has already



been achieved, this target will be revised as part of a 'Refreshed' Delivery Plan, which is due to be published in May.

Tackling digital exclusion involves looking at the range of other barriers facing people wanting to access the internet. Those who are socially and economically excluded are also unlikely to access the internet.

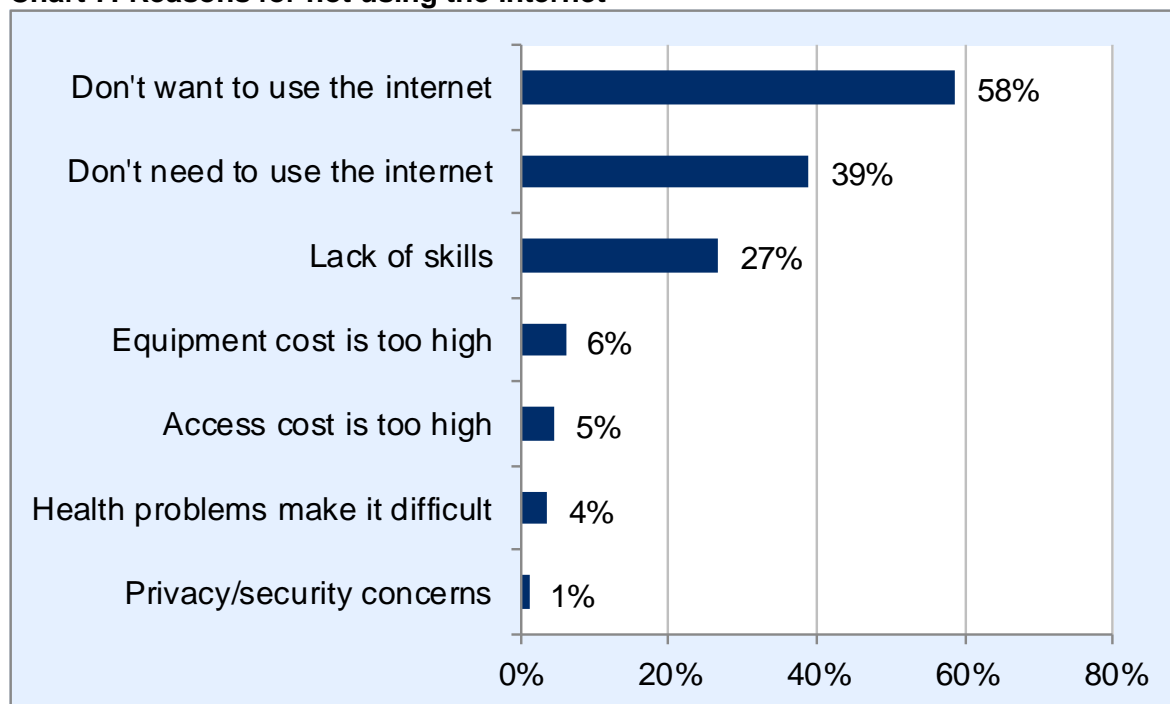
The 2012-13 National Survey found that 24% of people aged 18 and over reported that they were not currently using the internet, and so were digitally excluded.

Analysis of the National Survey results show that age, rather than gender, was the key indicator for those that are digitally excluded. 61% of those aged 65 and over were not currently using the internet compared with only 12% of those under 65.

### Reasons for not using the internet

Digital exclusion does not just refer to people who do not own a computer or have an internet connection; it can also include those who have a lack of interest or skills or those who do not have opportunity to access it outside the home. Chart 7 shows a breakdown of reasons that people gave for not personally using the internet. The majority said their reason for not doing so was due to personal choice: 58% didn't want to, and 39% didn't need to use the internet.

**Chart 7: Reasons for not using the internet**



Digital disengagement from personal choice tends to be found in older people. Out of the respondents aged 75 and over who don't personally use the internet, 67% don't want to and 44% don't need to. Digital disengagement in younger people tends to be due to the cost. 18% of 25-44 year olds said the equipment cost is too high and 19% of 25-44 year olds said access costs were too high.

The reasons for digital disengagement also vary by type of household tenure. For all tenure types (owner occupied, private rented, social housing) the most common reason given was that they

don't want to use the internet. Owner occupiers were the most likely type of householder to say they didn't want to use the internet. Those in privately rented accommodation were more likely to give cost of access and equipment as a reason for not using it, whilst those in social housing were more likely to report that lack of skills is the barrier.

## Key quality information

### Background

The National Survey is carried out by TNS-BMRB and Beaufort Research on behalf of the Welsh Government. The results reported here are based on the sample of addresses issued to interviewers between April 2012 and March 2013. Addresses were chosen randomly from the Royal Mail's Small User Postcode Address File. Interviewers visited each address, randomly selected one adult (aged 16+) and carried out a 25-minute face-to-face interview with them. A total of over 14,500 interviews were completed, with a response rate of 70%

### Internet questions

The internet questions were asked of all adult respondents aged 16 and over. Respondents who did not use the internet were asked why they didn't use the internet. Those who did use the internet were asked a series of questions about where they used the internet, what devices they used and what activities they used the internet for. For comparability with the Welsh Government's Digital Inclusion strategy this bulletin only reports on respondents aged 18 and over.

The full questionnaire is available on the [National Survey web pages](#).

### Sampling variability

As a sample survey, the National Survey is subject to a margin of uncertainty, because different randomly-selected samples of the population of Wales will give different results. Confidence intervals are therefore used to provide an indication of the precision of these estimates.


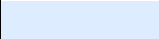
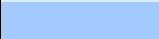
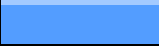
A selection of the results discussed in the bulletin is presented in the Annex along with their 95% confidence intervals. A confidence interval can be calculated around a survey estimate and gives a range within which the true value is likely to fall. In 95% of survey samples, the 95% confidence interval will contain the 'true' figure for the whole population (that is, the figure we would get if the survey covered the entire population). In general, the smaller the sample size the wider the confidence interval.

Confidence intervals can also be used to help tell whether there is a real difference between two groups. As a rough guide to interpretation, when comparing two groups, if the confidence intervals around the estimates overlap, it can be assumed that the estimates are not statistically significantly different – this approach is not as rigorous as doing a formal statistical test, but is straightforward, widely used and reasonably robust.

The 95% confidence intervals shown in the Annex were calculated using the statistical package Stata. These intervals have been adjusted to take into account the design of the survey and are larger than they would be if the survey had been based on a simple random sample. Confidence intervals for a range of key estimates from the survey are available in Chapter 7 of the [technical report](#).

To ensure that the National Survey estimates quoted in this bulletin are robust, we have also calculated the coefficient of variation (CV) for each estimate. The CV is calculated as the standard error multiplied by 100 and divided by the mean. Estimates with a CV of 20 or more are not considered reliable for practical purposes.

The results presented in the Annex have been colour coded according to the CV for each result as follows.

	Estimate is precise	$0 \leq CV < 5$
	Estimate is reasonably precise	$5 \leq CV < 10$
	Estimate is considered acceptable	$10 \leq CV < 20$
	Estimate is not reliable	$CV \geq 20$

## Quality Report

A summary [quality report](#) is available, containing more detailed information on the quality of the survey as well as a summary of the methods used to compile the results.

## Technical Report

More detailed information on the survey methodology is set out in the [technical report](#) for the survey.

## Revisions

For more information on our revisions policy please see:

<http://wales.gov.uk/statistics-and-research/about/statement-of-compliance/revisions-errors-postponements/?lang=en>

## Release policy

Information about the process for releasing new results is available from the Welsh Government's [statistics web pages](#).

## Availability of datasets

The survey dataset for April 2012 to March 2013 is now available via the [UK Data Archive website](#). For more information, please contact us (see below).

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## **Terms and definitions**

### **Deprivation**

The [Welsh Index of Multiple Deprivation \(WIMD\)](#) is used as the official measure of deprivation in Wales. Deprivation is a wider concept than poverty. Deprivation refers to wider problems caused by a lack of resources and opportunities. The WIMD is constructed from eight different types of deprivation. These are: income, housing, employment, access to services, education, health, community safety and physical environment. Wales is divided into 1,896 Lower-Layer Super Output Areas (LSOA) each having about 1,500 people. Deprivation ranks have been worked out for each of these areas: the most deprived LSOA is ranked 1, and the least deprived 1,896. For this bulletin, we have grouped the people living in the 10% of LSOAs that are most deprived based on WIMD score and compared them against the 50% of the LSOAs that are least deprived.

### **National Qualification Framework**

The National Qualification Framework (NQF) provides an indication of the relative demand of different qualifications. Qualifications in the NQF are grouped together according to their difficulty. They are given a level from entry level to level 8. The levels are based on the standards of knowledge, skill and competence needed for each qualification. Qualifications at the same level can be very different in terms of content and the length of time they take to complete

### **Household**

A household is defined as one person living alone or a group of people (not necessarily related) living at the same address with common housekeeping – that is, sharing a living room or sitting room or at least one meal a day.

### **People**

Within the report, 'people' refers only to adults aged 18 and over.

## Annex: Tables of results, with 95% confidence intervals

A selection of the results discussed in the main text is set out below along with 95% confidence intervals around the estimates. These confidence intervals take into account the design of the survey. More information on confidence intervals and an explanation of the colours used in these tables can be found under [Sampling variability](#) in the [Key Quality information](#) section above.

**Table 1: Household internet access**

	%	Low er Cl	Upper Cl
Yes	<b>73</b>	72	73
No	<b>27</b>	27	28
Total	<b>100</b>		

**Table 2: Household internet access, by household type**

	%	Yes		%	No	
		Low er Cl	Upper Cl		Low er Cl	Upper Cl
Single pensioner (no children)	<b>33</b>	31	35	<b>67</b>	65	69
Married couple pensioner (no children)	<b>62</b>	60	65	<b>38</b>	35	40
Single person, not a pensioner (no children)	<b>72</b>	69	74	<b>28</b>	26	31
Two adult household with children	<b>96</b>	96	97	<b>4</b>	3	4
Two adult household (up to one pensioner) without children	<b>90</b>	89	91	<b>10</b>	9	11
Single parent household	<b>82</b>	79	85	<b>18</b>	15	21
Other households	<b>81</b>	79	84	<b>19</b>	16	21
Total	<b>73</b>	72	73	<b>27</b>	27	28

**Table 3: Household internet access, by age**

	0-18			18-24			25 - 44			45 - 64			65 - 74			75 and over		
	%	Low er Cl	Upper Cl	%	Low er Cl	Upper Cl	%	Low er Cl	Upper Cl	%	Low er Cl	Upper Cl	%	Low er Cl	Upper Cl	%	Low er Cl	Upper Cl
Yes	<b>92</b>	91	93	<b>90</b>	89	91	<b>91</b>	90	92	<b>86</b>	85	87	<b>66</b>	64	68	<b>31</b>	29	33
No	<b>8</b>	7	9	<b>10</b>	9	11	<b>9</b>	8	10	<b>14</b>	13	15	<b>34</b>	32	36	<b>69</b>	67	71
Total	<b>100</b>			<b>100</b>			<b>100</b>			<b>100</b>			<b>100</b>			<b>100</b>		

**Table 4: Household internet access, by tenure**

	%	Yes		%	No	
		Low er Cl	Upper Cl		Low er Cl	Upper Cl
Owner-occupied	<b>76</b>	75	77	<b>24</b>	23	25
Social housing	<b>54</b>	51	56	<b>46</b>	44	49
Private Rented	<b>75</b>	73	78	<b>25</b>	22	27
Total	<b>73</b>	72	73	<b>27</b>	27	28

**Table 5: Household internet access, by WIMD deprivation score**

	%	Yes		%	No	
		Lower CI	Upper CI		Lower CI	Upper CI
10% most deprived	<b>64</b>	61	67	<b>36</b>	33	39
11% - 49% most deprived	<b>70</b>	68	71	<b>30</b>	29	32
50% least deprived	<b>76</b>	75	77	<b>24</b>	23	25
Total	<b>73</b>	72	73	<b>27</b>	27	28

**Table 6: Personal internet use**

	%	Lower CI	Upper CI
Yes	<b>76</b>	75	77
No	<b>24</b>	23	25
Total	<b>100</b>		

**Table 7: Personal internet use, by gender**

	%	Yes		%	No	
		Lower CI	Upper CI		Lower CI	Upper CI
Male	<b>79</b>	78	81	<b>21</b>	19	22
Female	<b>73</b>	72	74	<b>27</b>	26	28
Total	<b>76</b>	75	77	<b>24</b>	23	25

**Table 8: Personal internet use, by limiting long-term illness**

	%	Yes		%	No	
		Lower CI	Upper CI		Lower CI	Upper CI
Limiting long term illness	<b>58</b>	56	60	<b>42</b>	40	44
No limiting long term illness	<b>83</b>	82	84	<b>17</b>	16	18
Total	<b>76</b>	75	77	<b>24</b>	23	25

**Table 9: Personal internet use, by employment status**

	%	Yes		%	No	
		Lower CI	Upper CI		Lower CI	Upper CI
In employment	<b>91</b>	91	92	<b>9</b>	8	9
Not in employment	<b>58</b>	56	59	<b>42</b>	41	44
Total	<b>76</b>	75	77	<b>23</b>	22	24

**Table 10: Personal internet use, by highest qualification**

	%	Yes		%	No	
		Lower CI	Upper CI		Lower CI	Upper CI
National Qualification Framework levels 4-8	<b>92</b>	91	93	<b>8</b>	7	9
National Qualification Framework level 3	<b>92</b>	91	94	<b>8</b>	6	9
National Qualification Framework level 2	<b>81</b>	79	83	<b>19</b>	17	21
Below National Qualification Framework level 2	<b>79</b>	76	81	<b>21</b>	19	24
No qualification	<b>36</b>	33	38	<b>64</b>	62	67
Total	<b>76</b>	75	77	<b>24</b>	23	25

**Table 11: Personal internet use, by tenure**

	%	Yes		%	No	
		Lower CI	Upper CI		Lower CI	Upper CI
Owner-occupied	<b>77</b>	76	78	<b>23</b>	22	24
Social housing	<b>61</b>	59	64	<b>39</b>	36	41
Private Rented	<b>87</b>	85	89	<b>13</b>	11	15
Total	<b>76</b>	75	77	<b>24</b>	23	25

**Table 12: Location of internet use**

	%	Lower CI	Upper CI
		At your home	<b>93</b>
At another person's home	<b>26</b>	25	27
At place of work (other than home)	<b>37</b>	36	39
At place of education (other than home)	<b>10</b>	9	11
In another public place e.g. library, community centre, internet café	<b>18</b>	17	19
Not used the internet in the last 3 months	<b>3</b>	2	3

**Table 13: Location of internet use, by age**

	%	18-24		25-44		45-64		65-74		75 and over					
		Lower CI	Upper CI	Lower CI	Upper CI	Lower CI	Upper CI	Lower CI	Upper CI	Lower CI	Upper CI				
At your home	<b>92</b>	90	94	<b>94</b>	93	95	<b>94</b>	93	94	<b>89</b>	88	91	<b>84</b>	80	87
At another person's home	<b>44</b>	40	49	<b>34</b>	32	36	<b>15</b>	14	17	<b>12</b>	10	14	<b>8</b>	5	11
At place of work (other than home)	<b>32</b>	28	37	<b>48</b>	46	50	<b>41</b>	39	43	<b>6</b>	4	7	-	-	-
At place of education (other than home)	<b>36</b>	32	41	<b>8</b>	7	9	<b>4</b>	3	5	-	-	-	-	-	-
In another public place e.g. library, community centre, internet café	<b>31</b>	27	35	<b>22</b>	20	24	<b>12</b>	11	13	<b>8</b>	6	9	<b>6</b>	3	8
Not used the internet in the last 3 months	-	-	-	<b>1</b>	1	1	<b>3</b>	2	4	<b>7</b>	6	8	<b>12</b>	9	15



**Table 14: Devices used to access the internet**

	%	Lower CI	Upper CI
Desktop computer	<b>52</b>	50	53
Laptop at home or in work	<b>75</b>	74	77
Laptop away from home or work	<b>14</b>	13	15
Mobile phone or smartphone	<b>41</b>	40	43
Handheld computer (e.g. tablet, iPad, palmtop)	<b>17</b>	16	18
Games console	<b>9</b>	8	10
Digital TV	<b>6</b>	5	7

**Table 15: Devices used to access the internet, by age**

	%	18-24		25-44		45-64		65-74		75 and over					
		Lower CI	Upper CI	%	Lower CI	Upper CI	%	Lower CI	Upper CI	%	Lower CI	Upper CI			
Desktop computer	<b>38</b>	34	43	<b>50</b>	48	52	<b>59</b>	57	60	<b>53</b>	50	56	<b>54</b>	49	60
Laptop at home or in work	<b>80</b>	77	83	<b>79</b>	78	81	<b>75</b>	74	77	<b>62</b>	59	65	<b>55</b>	49	60
Laptop away from home or work	<b>19</b>	15	22	<b>17</b>	16	19	<b>13</b>	12	14	<b>6</b>	4	7	-	-	-
Mobile phone or smartphone	<b>67</b>	62	71	<b>56</b>	54	58	<b>27</b>	26	29	<b>9</b>	7	11	-	-	-
Handheld computer (e.g. tablet, iPad, palmtop)	<b>18</b>	14	21	<b>21</b>	20	23	<b>14</b>	12	15	<b>11</b>	9	13	-	-	-
Games console	<b>18</b>	15	22	<b>15</b>	13	16	<b>3</b>	2	3	-	-	-	-	-	-
Digital TV	<b>6</b>	4	9	<b>9</b>	7	10	<b>5</b>	4	6	-	-	-	-	-	-

	%	Male			Female		
		Lower CI	Upper CI	%	Lower CI	Upper CI	%
Desktop computer	<b>53</b>	52	55	<b>50</b>	48	52	
Laptop at home or in work	<b>75</b>	74	77	<b>76</b>	74	77	
Laptop away from home or work	<b>17</b>	16	19	<b>11</b>	10	13	
Mobile phone or smartphone	<b>44</b>	42	46	<b>38</b>	37	40	
Handheld computer (e.g. tablet, iPad, palmtop)	<b>18</b>	16	19	<b>15</b>	14	16	
Games console	<b>14</b>	12	15	<b>5</b>	4	5	
Digital TV	<b>7</b>	6	8	<b>5</b>	4	6	

**Table 17: Visiting government or public service websites**

	%	Lower CI	Upper CI
Yes	<b>81</b>	80	82
No	<b>19</b>	18	20
Total	<b>100</b>		

**Table 18: Visiting government or public service websites, by age**

	%	Yes		%	No	
		Lower CI	Upper CI		Lower CI	Upper CI
18-24	<b>86</b>	83	89	<b>14</b>	11	17
25-44	<b>86</b>	85	88	<b>14</b>	12	15
45-64	<b>81</b>	79	82	<b>19</b>	18	21
65-74	<b>67</b>	64	70	<b>33</b>	30	36
75 and over	<b>53</b>	48	58	<b>47</b>	42	52
Total	<b>81</b>	80	82	<b>19</b>	18	20

**Table 19: Visiting government or public service websites, by tenure**

	%	Yes		%	No	
		Lower CI	Upper CI		Lower CI	Upper CI
Owner-occupied	<b>82</b>	81	83	<b>18</b>	17	19
Social housing	<b>74</b>	71	76	<b>26</b>	24	29
Private Rented	<b>84</b>	81	86	<b>16</b>	14	19
Total	<b>81</b>	80	82	<b>19</b>	18	20

**Table 20: Preference for contact with local authority services**

	%	Lower CI	Upper CI
By telephone	<b>82</b>	81	82
By post	<b>14</b>	13	15
By e-mail	<b>34</b>	33	35
In person visit to the office	<b>25</b>	24	26
Visiting the Post Office	<b>7</b>	7	8
Computerised information point or kiosk in a public place	<b>1</b>	1	2
Interactive television in your home	<b>1</b>	1	2
Internet at home	<b>30</b>	29	31
Internet elsewhere (e.g. in a library or at work)	<b>5</b>	4	5
Text messaging on a mobile phone or using the Internet through your mobile phone	<b>7</b>	6	8
Other	<b>1</b>	0	1

**Table 21: Reasons for not using the internet**

	%	Lower CI	Upper CI
Don't want to use the internet	<b>58</b>	57	60
Don't need to use the internet	<b>39</b>	37	41
Equipment cost is too high	<b>6</b>	5	7
Access cost is too high	<b>5</b>	4	6
Lack of skills	<b>27</b>	25	28
Privacy/security concerns	<b>1</b>	1	2
Health problems make it difficult	<b>4</b>	3	5

**Table 22: Reasons for not using the internet, by age**

	18-24			25-44			45-64			65-74			75 and over		
	%	Lower CI	Upper CI	%	Lower CI	Upper CI	%	Lower CI	Upper CI	%	Lower CI	Upper CI	%	Lower CI	Upper CI
Don't want to use the internet	-	-	-	<b>38</b>	30	46	<b>52</b>	48	56	<b>61</b>	58	65	<b>67</b>	64	70
Don't need to use the internet	-	-	-	<b>28</b>	21	36	<b>35</b>	31	38	<b>39</b>	35	42	<b>44</b>	41	47
Equipment cost is too high	-	-	-	<b>18</b>	12	25	<b>7</b>	6	9	<b>5</b>	3	6	<b>2</b>	2	3
Access cost is too high	-	-	-	<b>19</b>	13	25	<b>7</b>	5	8	<b>3</b>	2	4	-	-	-
Lack of skills	-	-	-	<b>25</b>	17	33	<b>30</b>	27	33	<b>25</b>	22	28	<b>26</b>	23	29
Privacy/security concerns	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Health problems make it difficult	-	-	-	-	-	-	<b>5</b>	3	7	<b>3</b>	2	4	<b>4</b>	3	5