



BASP Conference 2015

**“Digital access to public services:
making sure everyone’s included”**



Welcome

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The aims:

- To understand ‘Best Practice’ and the national picture
- To explore what’s being delivered and what can be improved
- To understand the key issues for our communities **AND** develop action

Setting the scene

From Basingstoke and Deane Resident's survey:

- **89%** of respondents **access** the internet by some means, **increasing to:**
 - at least **98%** of those aged **15-54**
 - and **99%** of households with **at least one person under 16**
- **11%** of respondents **do not access** the internet, **increasing to:**
 - **39%** of those **over 65**
 - **32%** of **retired** respondents
 - **22%** of those who **own** their **homes outright**

Setting the scene

Laptops provide the **most popular** means of access, used by **51%** of respondents,

increasing to:

- **67%** of **25-34 year olds**
- **74%** of those from **ethnic minorities** and
- **68%** of those in **private rented accommodation**

and **dropping to:**

- **25%** of people **over 65**
- **28%** of **retired people**
- **38%** of those who **own their homes outright**
- **38%** of those living in **small villages, hamlets and isolated dwellings**

Setting the scene

Nearly **10%** use a **smartphone or tablet** as their most popular means of access to the internet,

increasing to:

- **28%** of those aged **18-24**
- **18% / 20%** of those in **social/private rented accommodation**

and **dropping to:**

- **Less than 2%** of those aged **over 55**

Workshops

During the workshops we will be asking you to consider 3 questions:

1. Is this a problem we need to address?
2. What are the barriers people face?
3. What can we do about it?