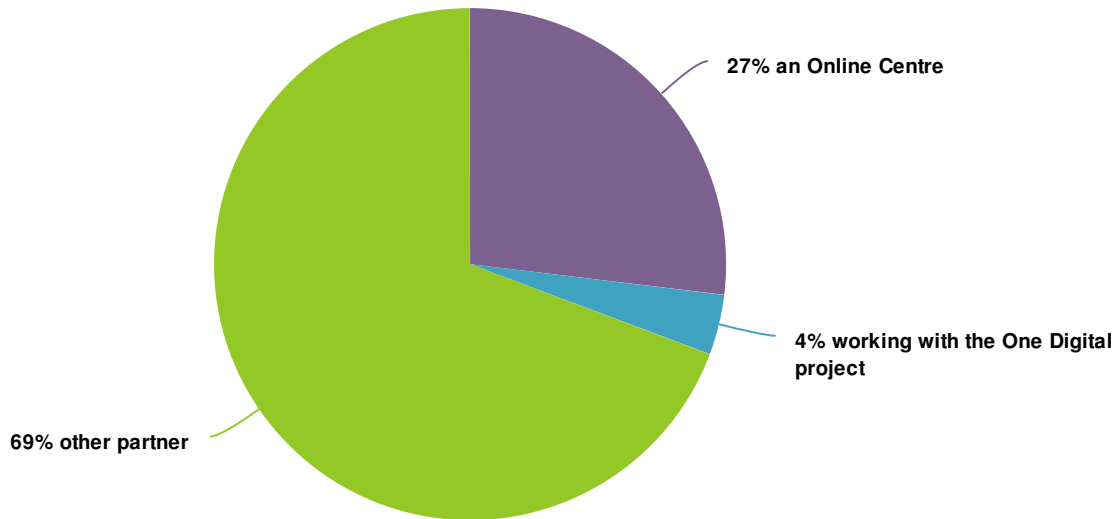


# Report for One Digital survey: Online safety as a barrier to digital inclusion

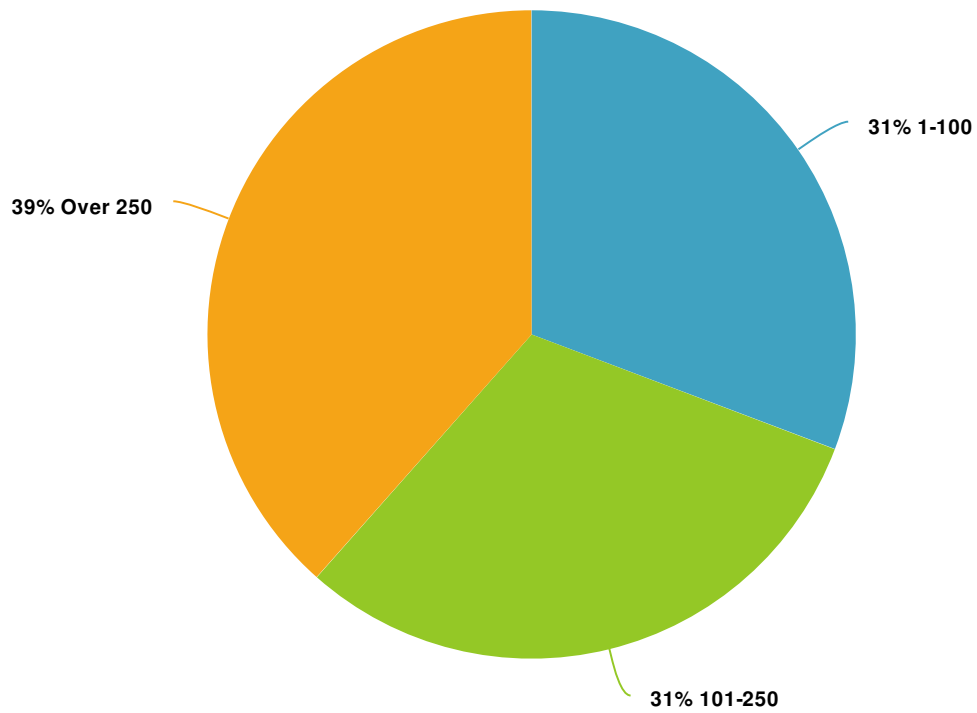
## 1. Are you...






Value	Percent	Responses
an Online Centre	26.9%	7
working with the One Digital project	3.8%	1
other partner	69.2%	18

Totals: 26

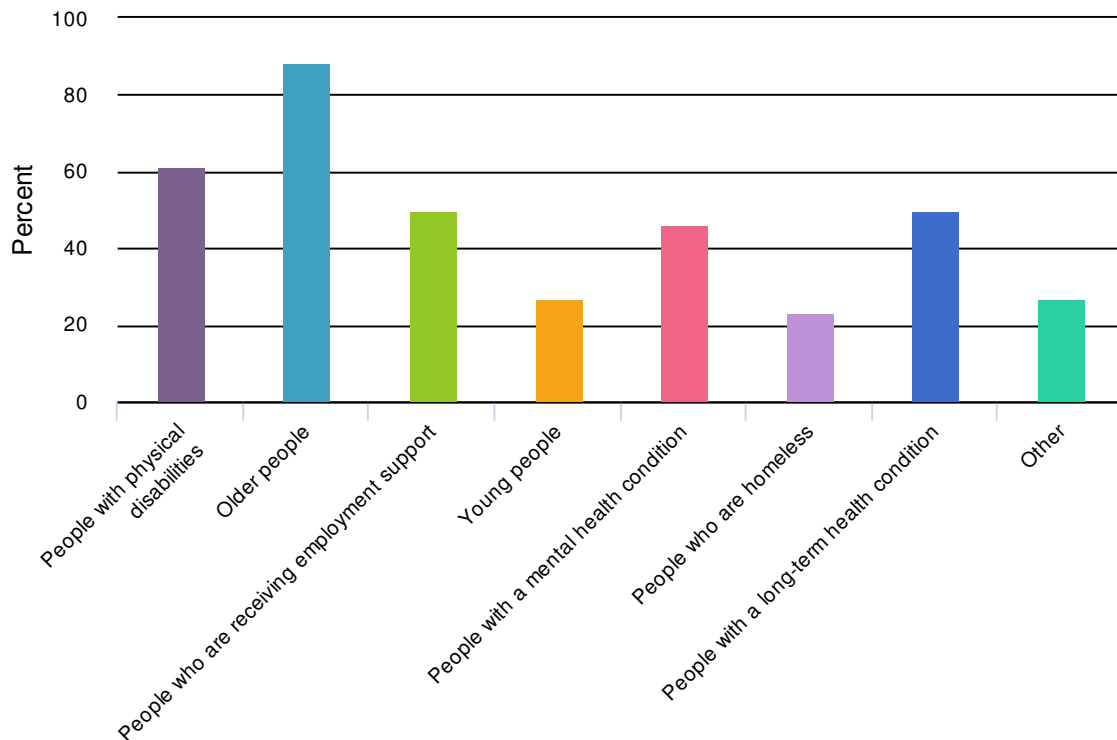
## 2. How many learners does your project support in a typical year?











Value		Percent	Responses
1-100		30.8%	8
101-250		30.8%	8
Over 250		38.5%	10

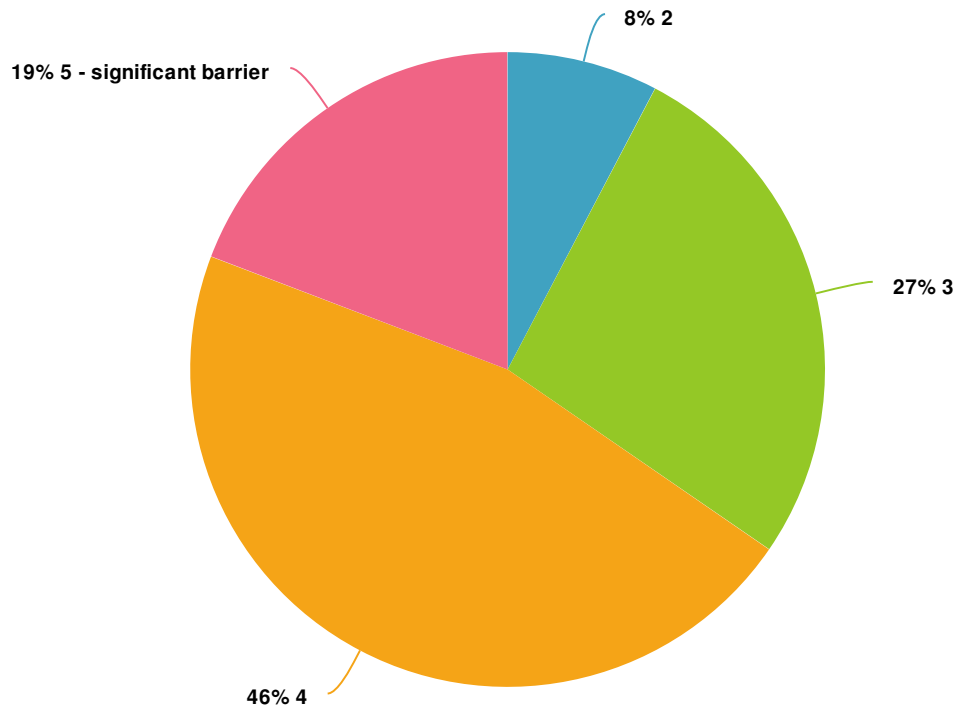
Totals: 26


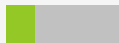


3. Please tell us about the people that you provide digital skills support to (please tick all that apply).



Value		Percent	Responses
People with physical disabilities		61.5%	16
Older people		88.5%	23
People who are receiving employment support		50.0%	13
Young people		26.9%	7
People with a mental health condition		46.2%	12
People who are homeless		23.1%	6
People with a long-term health condition		50.0%	13
Other		26.9%	7

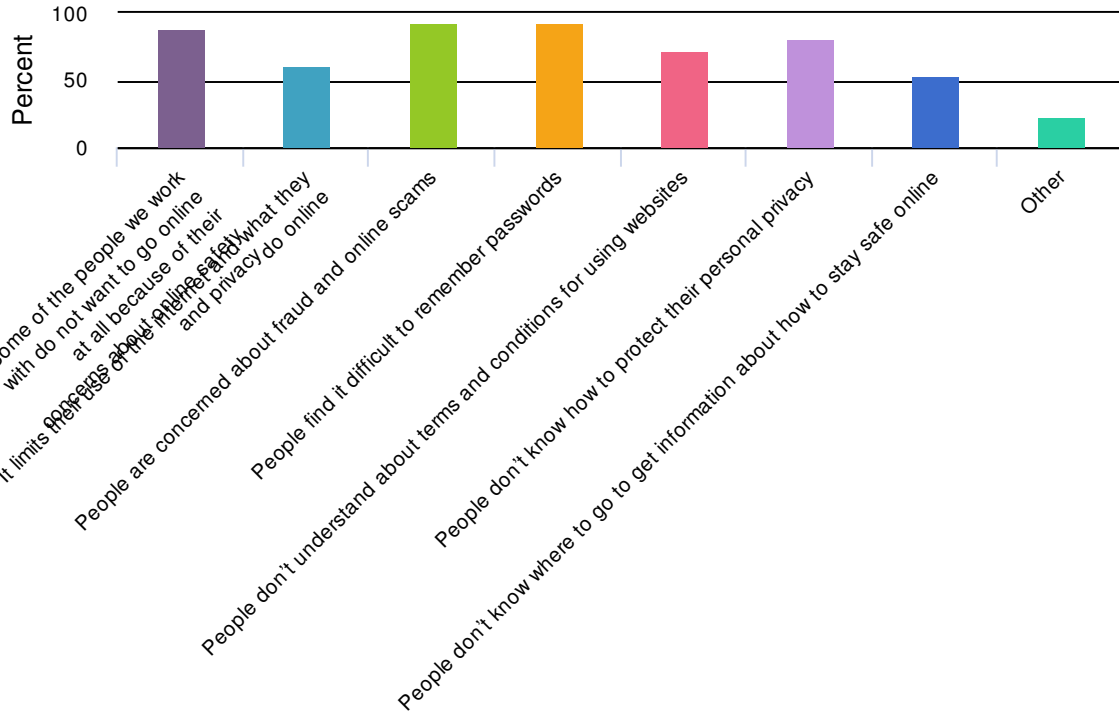
4. Part 1 - Online safety as a barrier To what extent do you think online safety is a barrier to digital inclusion for the people you work with?



Value		Percent	Responses
2		7.7%	2
3		26.9%	7
4		46.2%	12
5 - significant barrier		19.2%	5

Totals: 26

5. What issues around online safety are of particular concern to the people you work with? [Please tick all that apply and add other concerns]

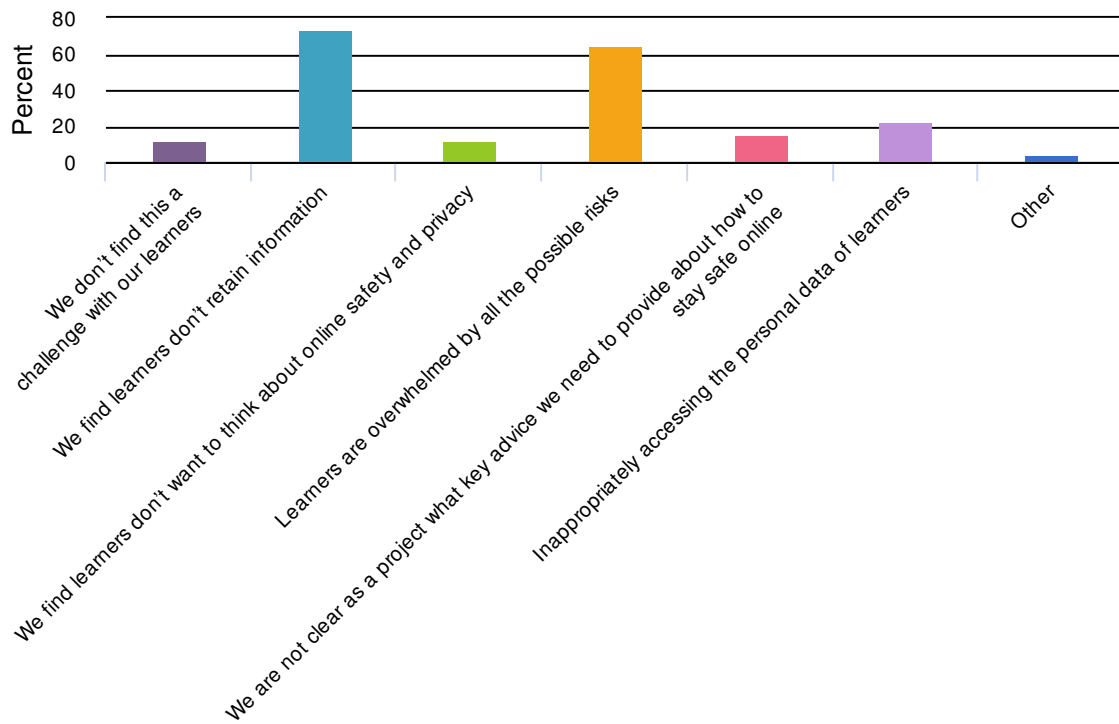


Value	Percent	Responses
Some of the people we work with do not want to go online at all because of their concerns about online safety and privacy	88.5%	23
It limits their use of the internet and what they do online	61.5%	16
People are concerned about fraud and online scams	92.3%	24
People find it difficult to remember passwords	92.3%	24
People don't understand about terms and conditions for using websites	73.1%	19
People don't know how to protect their personal privacy	80.8%	21
People don't know where to go to get information about how to stay safe online	53.8%	14
Other	23.1%	6

6. Part 2 - Support for people to be safe and feel safe online What key pieces of advice and guidance do you give when supporting a learner to stay safe online? What are the key areas that you focus on?

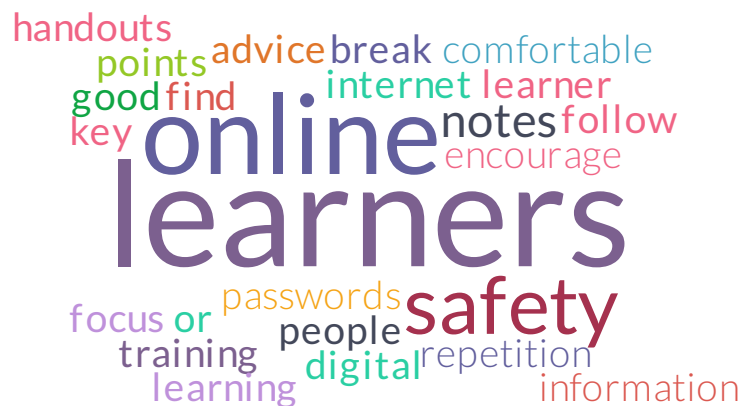


## 7. What challenges do you find in supporting people to stay safe online?



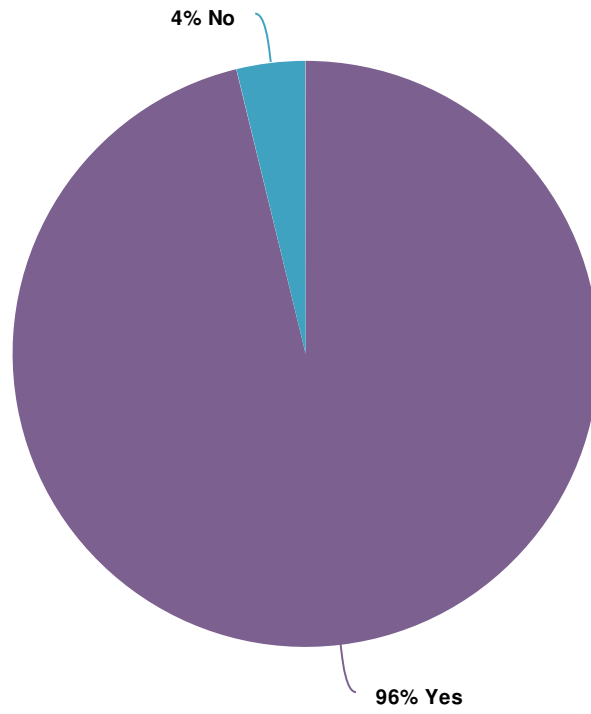
Value	Percent	Responses
We don't find this a challenge with our learners	11.5%	3
We find learners don't retain information	73.1%	19
We find learners don't want to think about online safety and privacy	11.5%	3
Learners are overwhelmed by all the possible risks	65.4%	17
We are not clear as a project what key advice we need to provide about how to stay safe online	15.4%	4
Inappropriately accessing the personal data of learners	23.1%	6
Other	3.8%	1



8. How do you (or did you) try to overcome these challenges?



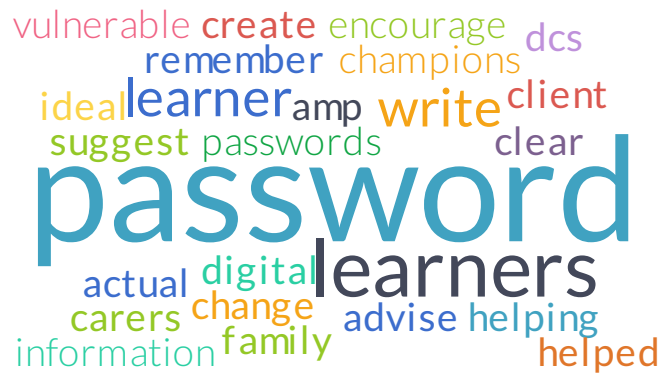


9. Are passwords a concern when working with your learners?

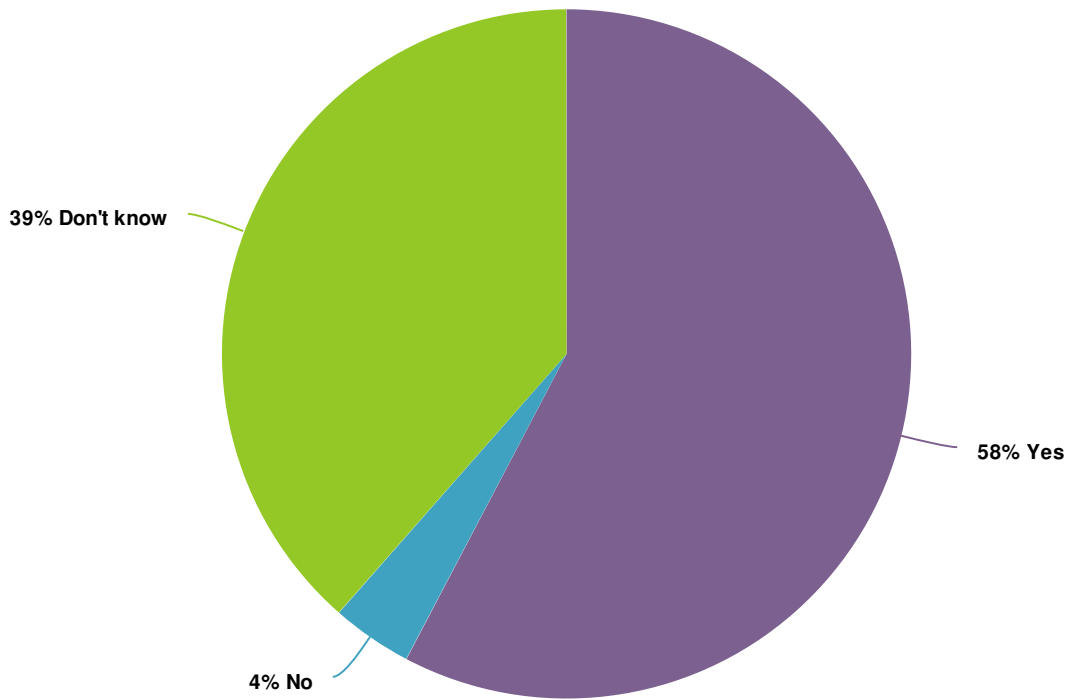


Value		Percent	Responses
Yes		96.2%	25
No		3.8%	1
			Totals: 26

10. How do train your Digital Champions to protect themselves when working with vulnerable learners who often cannot remember their passwords?



11. Part 3 - Support for Digital Champions Do your Digital Champions feel confident to help people stay safe online?



Value	Percent	Responses
Yes	57.7%	15
No	3.8%	1
Don't know	38.5%	10

Totals: 26

12. Can you tell us why they feel confident to help people stay safe online?

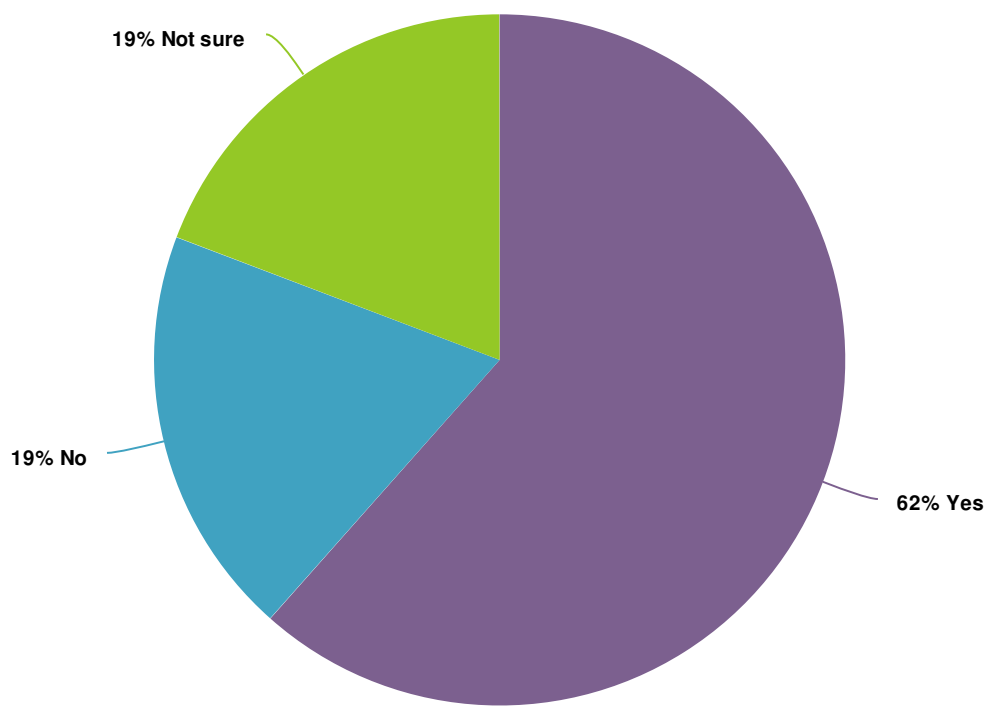


13. Can you tell us why they do not feel confident to help people stay safe online?

A word cloud visualization of responses to the question. The words are arranged in a cluster, with 'weight' and 'internet' being the largest. Other prominent words include 'people', 'trust', 'face', 'encouraging', 'put', 'lot', 'advisors', 'wrong', 'expand', 'blame', 'householders', 'online', and 'shoulders'. The words are in various colors including red, blue, green, orange, purple, yellow, and pink.

weight internet people trust  
internet face  
encouraging put  
lot advisors wrong  
expand blame  
online householders  
shoulders

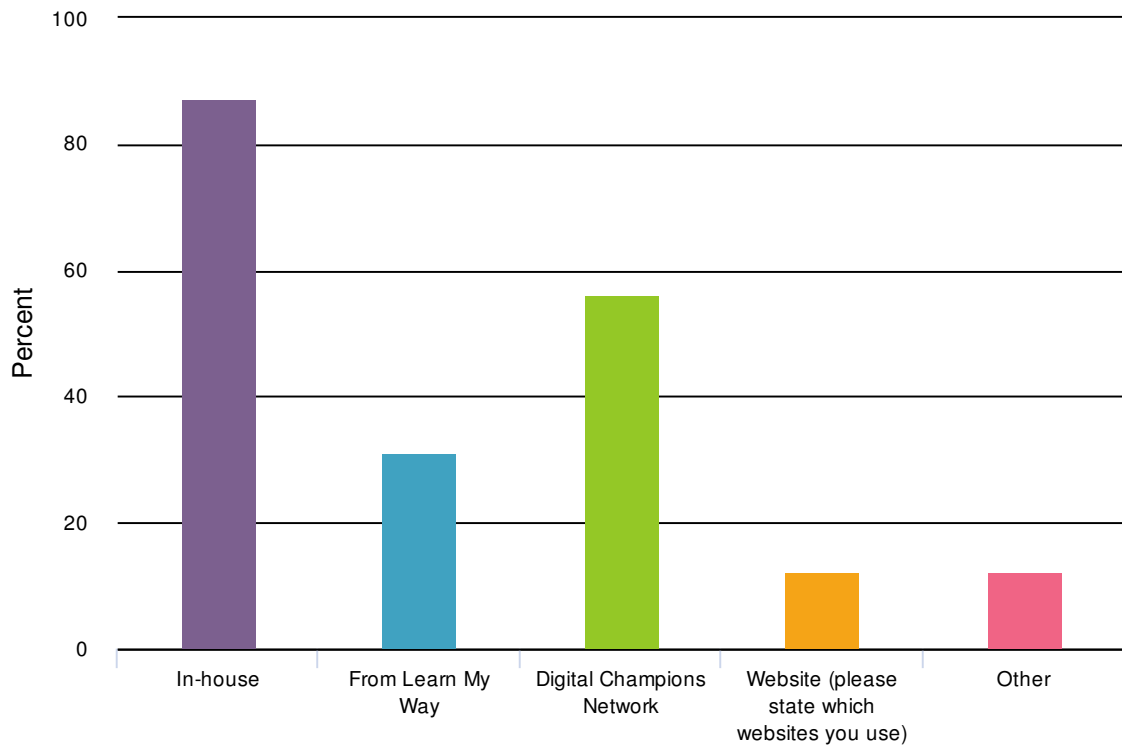
14. Do you provide training and information to your Digital Champions about staying safe online?








Value	Percent	Responses
Yes	61.5%	16
No	19.2%	5
Not sure	19.2%	5

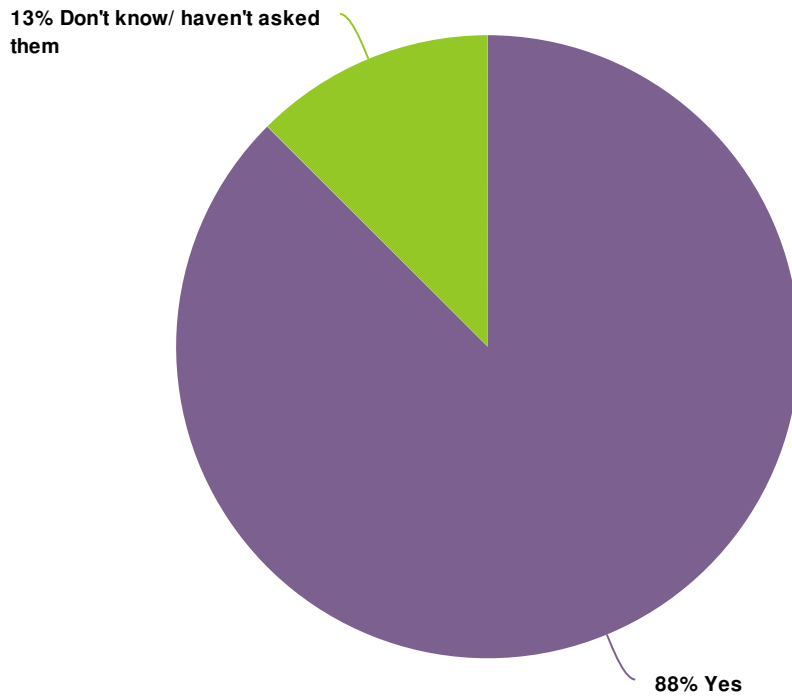
Totals: 26

## 15. What training do you provide?



Value		Percent	Responses
In-house		87.5%	14
From Learn My Way		31.3%	5
Digital Champions Network		56.3%	9
Website (please state which websites you use)		12.5%	2
Other		12.5%	2

### 16. Have your Champions found the training useful?

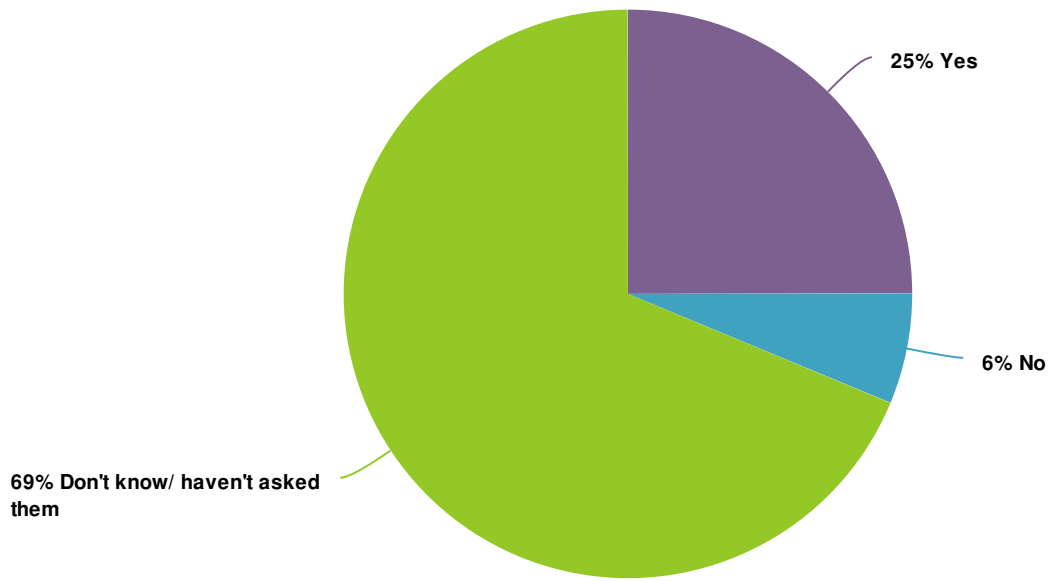


Value	Percent	Responses
Yes	87.5%	14
Don't know/ haven't asked them	12.5%	2

Totals: 16



### 17. Would your Champions like the training improved?



Value	Percent	Responses
Yes	25.0%	4
No	6.3%	1
Don't know/ haven't asked them	68.8%	11

Totals: 16

18. What improvements would they want?



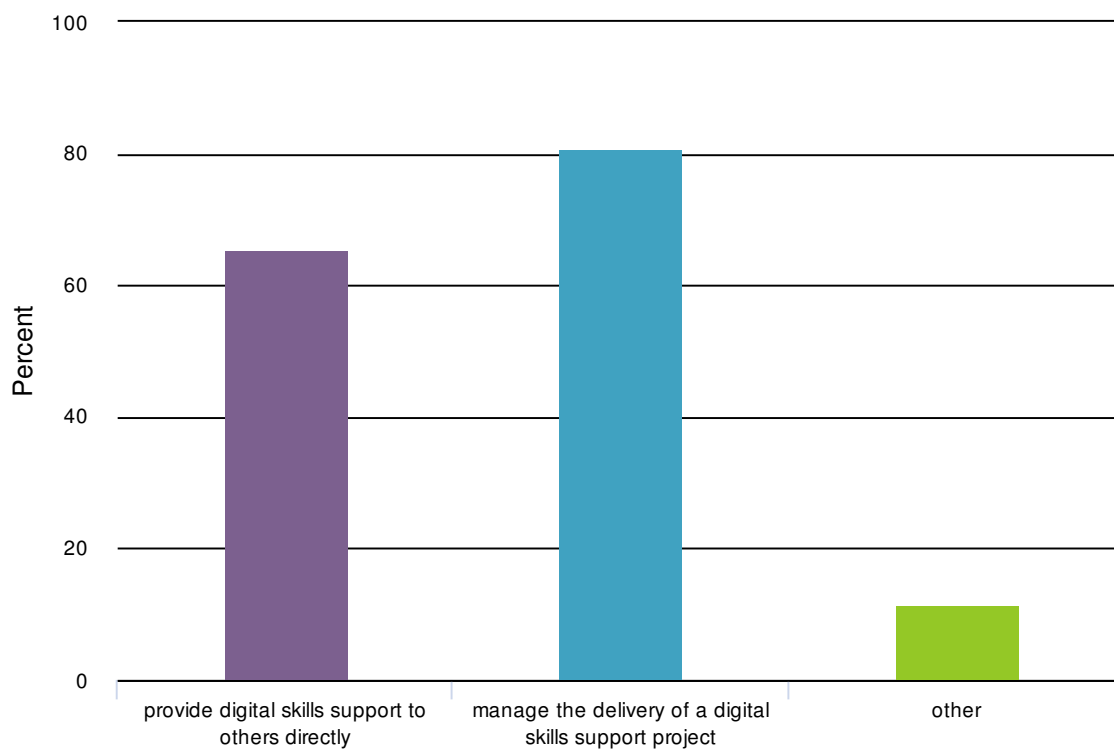
19. Part 4 - Online safety as a barrier to digital inclusion What else would help your project, or your Digital Champions, to support those you work with in staying safe online?





20. Is there anything else you would like to share about this topic?



## 21. Tell us about yourself. Do you...?



Value		Percent	Responses
provide digital skills support to others directly		65.4%	17
manage the delivery of a digital skills support project		80.8%	21
other		11.5%	3