



OneDigital

Online safety & security

Research presentation



Community of Practice

Working partners for research

Centre for Ageing Better

Good Things Foundation

Plus many thanks to all the project partners
who joined & shared good practice
experiences



Online safety & privacy – working definition

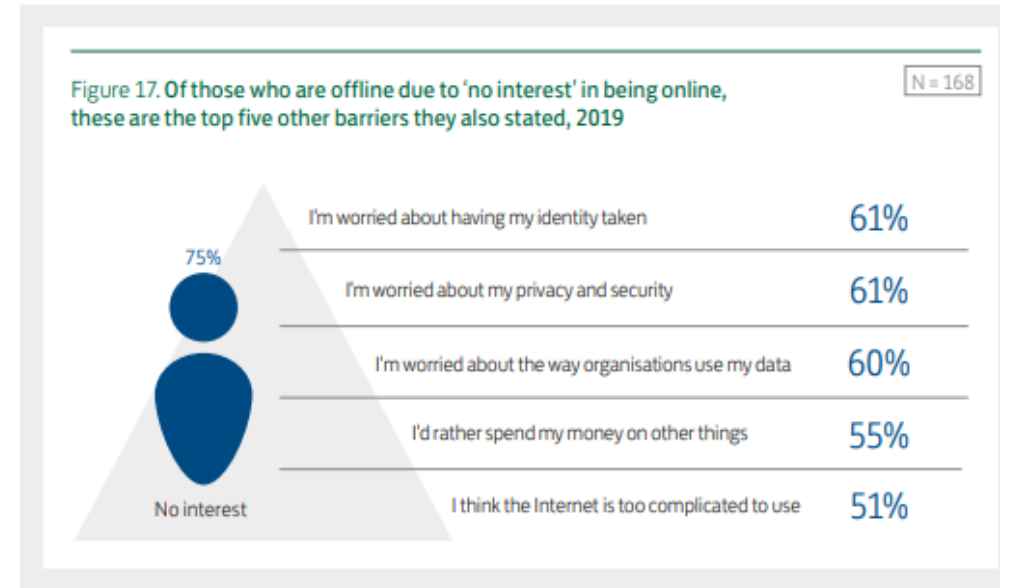
- **The need to develop skills to keep your computer and yourself safe online**
- **Including being able to recognise and manage risks and the knowledge of how to keep your data secure**
- **Skills – as defined in the Essential Digital Skills Framework (for life)**
 - **Password security**
 - **Authenticate online accounts**
 - **Privacy settings**
 - **Secure websites**
 - **Recognise suspicious links**

Identified questions for Community of Practice activity

- How to provide guidance/reduce this as a barrier
- Key messages that we want projects to share & how to keep them simple
- Resources that are suitable for particular groups of disadvantaged learners
- Digital Champions specific queries
 - Role boundaries
 - Privacy in public places

What does research tell us'

**People who are not online –
main reason given – it's not for me**
**Secondary reasons are primarily linked
to lack of trust/not being safe**
Ofcom - 19%
**Lloyds CDI (2019) – 58% who have not
used the internet in last 3 months**



Cybersecurity concerns underpin motivational barriers to being online

The data has illustrated that the main barrier preventing people from going online is motivation (figure 16: 'no interest'). Of the 75% of the Offline who gave this answer, 89% stated more than just 'no interest'. Figure 17 shows the top five other barriers given by this group. The top three are cybersecurity related; identity theft, privacy, and concern over the way their data may be used.

This suggests that while a lack of interest may be the perceived barrier, underpinning this is a strong set of concerns revolving primarily around cybersecurity.

After cybersecurity related barriers, 55% say there are other things they would rather spend money on and 51% say they are also offline because they lack the knowledge and capability to use the Internet, were they online.

Resources

- **Information Commissioners Office – Your data matters**
- **Get Safe Online**
- **ThinkUKnow**
- **Age UK internet security**
- **Haddington CAB**
- **Digital Unite – Tech Guides & e-learning courses/session plans**
- **Learn My Way**
- **Carnegie - Libraries**
- **Barclays Digital Wings**

Online safety behaviours

- Are new users limiting their usage/remaining narrow users?
- 75% of the UK public are at least fairly concerned about privacy & security – 72% self-report confidence. Little research of actual skills
- Is there growing apathy about ability to stay safe online?
- Privacy paradox – people are concerned, but actions do not reflect this
- Multiple interrelated behaviours needed to stay safe online
- Reasons for non-compliance are complex
- Environmental, social and personal factors all impact

Non-compliance

- People want to be always connected
- Convenience wins over security
- Costs of security – financial & effort
- Knowledge & skills
- Downplaying risks
- Social etiquette
- People delegate responsibility
- Threat/fears used by attackers
- Habitual behaviours
- People don't recognise how their behaviours will benefit their security
- People forget
- People don't believe they are susceptible & over-estimate their ability to respond
- People don't see the links/ consequences

Practice implications

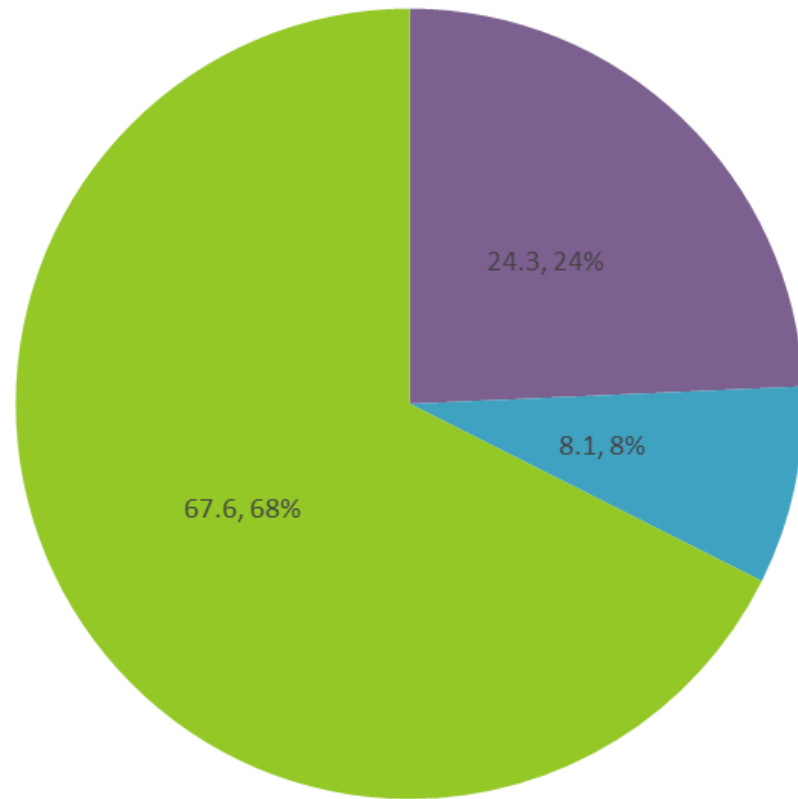
- Keep messages on online safety short & simple – **digital nudges** – triggers for more secure behaviours (threat + coping)
- Online safety as **core training** for all Digital Champions –
 - Concerns can be overwhelming
 - Can limit engagement
 - Integrate into all learning
- Check device security
- Leadership
- Build security messages into new apps and online services

Online safety & privacy
questionnaire

Final Results

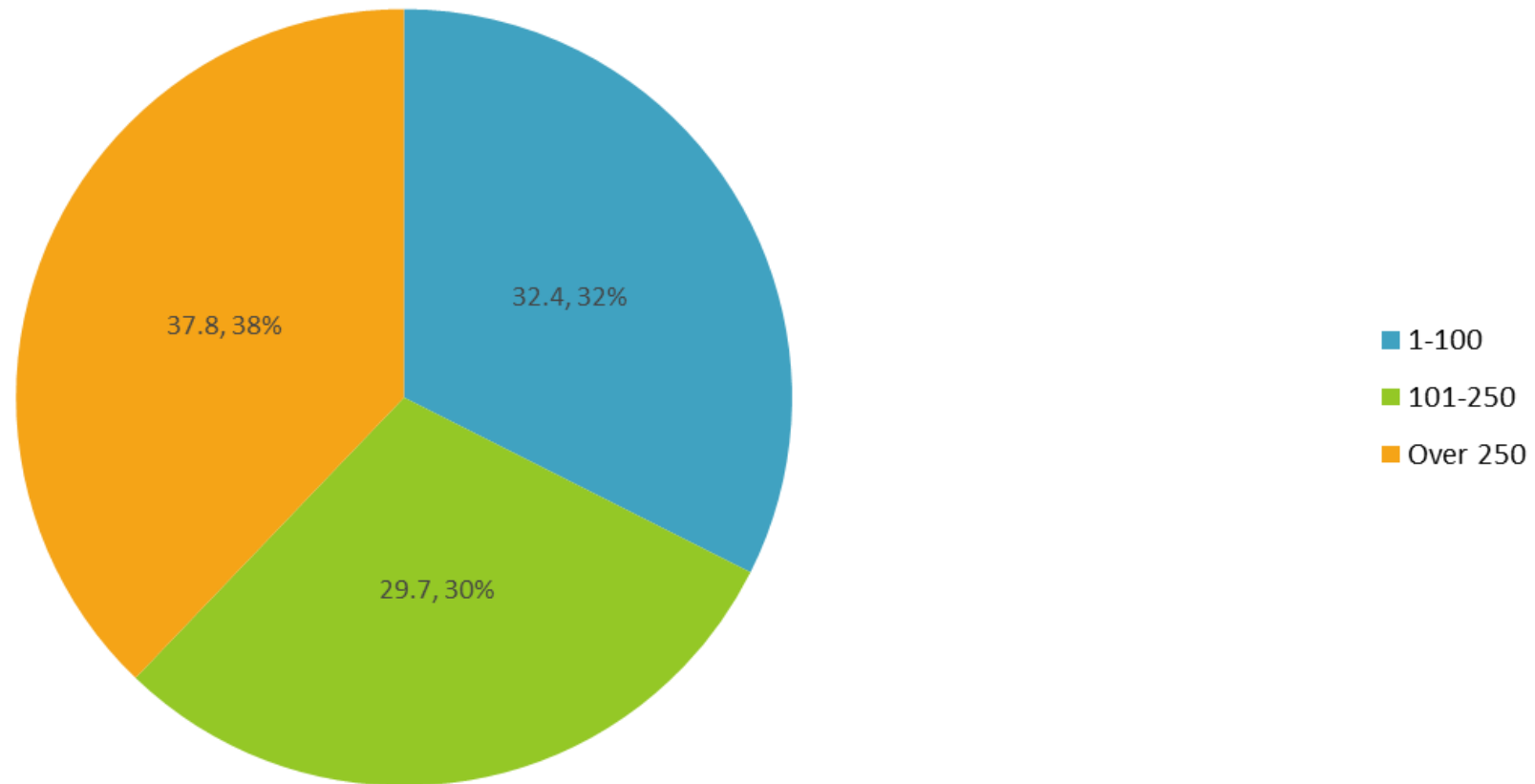


Partners – 26 responses

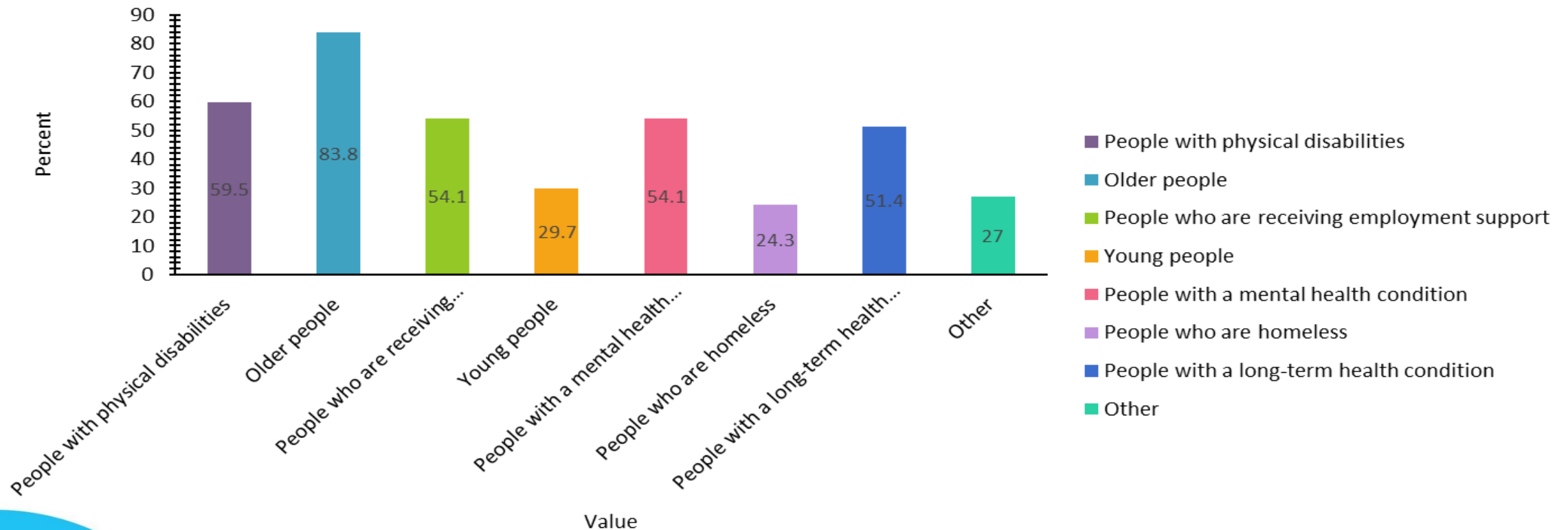


- an Online Centre
- working with the One Digital project
- other partner

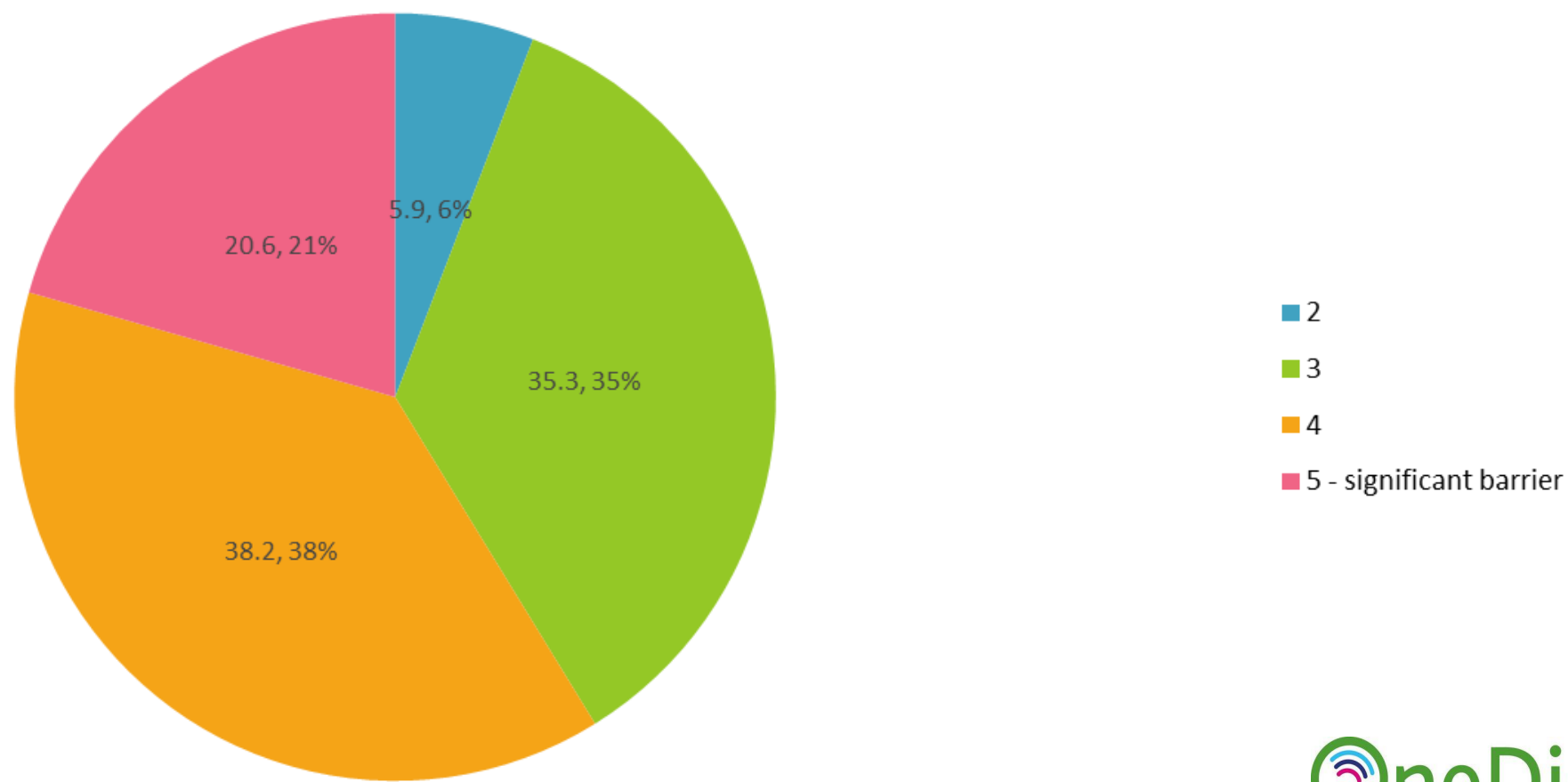
Learners supported in a year



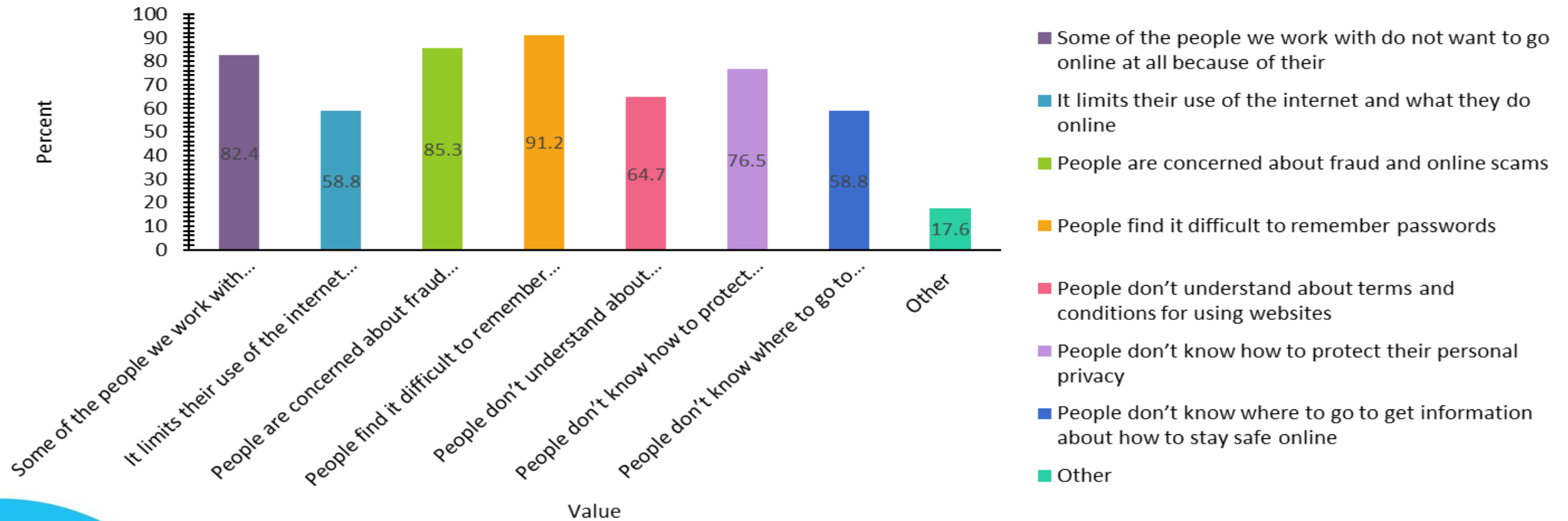
People supported by the responding projects



Extent to which online safety is a barrier



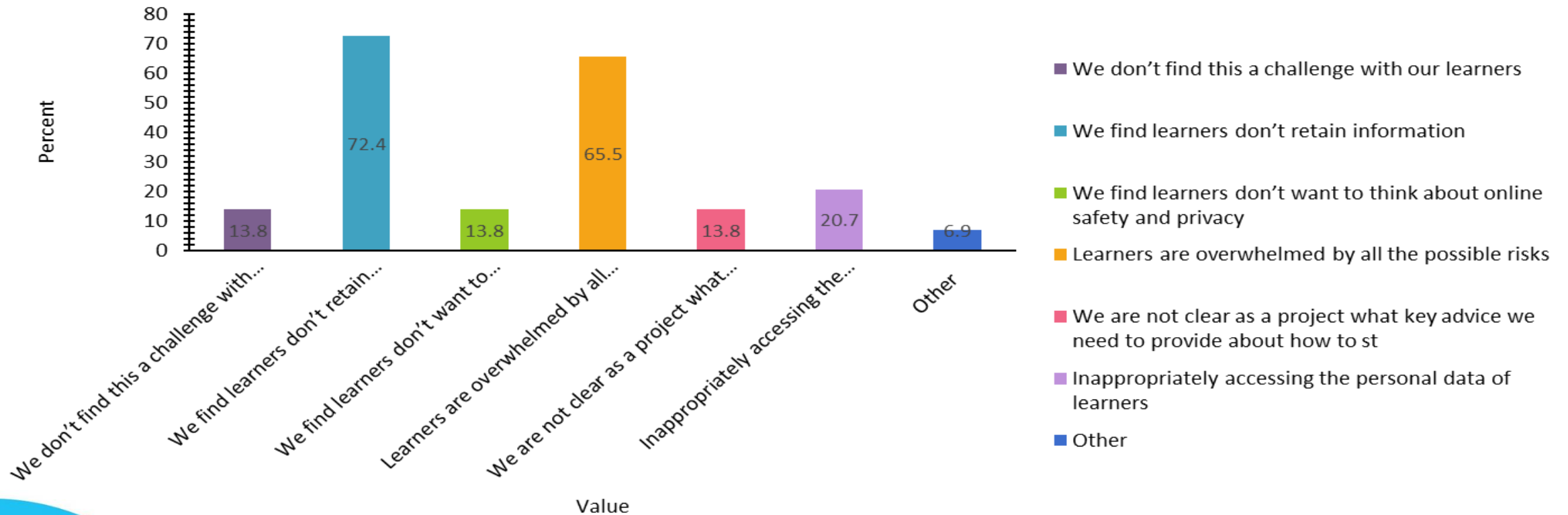
Learner concerns about online safety



Key advice & guidance

- **Password advice / two factor authentication**
- **Safe websites**
- **Safe behaviour for financial transactions**
- **Don't panic/ask for advice/offer training / advise learners to change behaviours**
- **Email safety**
- **Phishing/scams**
- **Social media**
- **Safety messaging / parental guidance**

Challenges to supporting people



How projects overcome the challenges

- **Train Digital Champions – e-learning & face to face (from training sites & in-house materials)**
- **Listen to learners concerns**
- **Repeat online safety learning & keep it simple**
- **Provide notes/handouts on key messages**
- **Demonstrations of online safety steps**
- **Providing specific sessions for learners on online safety**
- **Recommend password keepers**

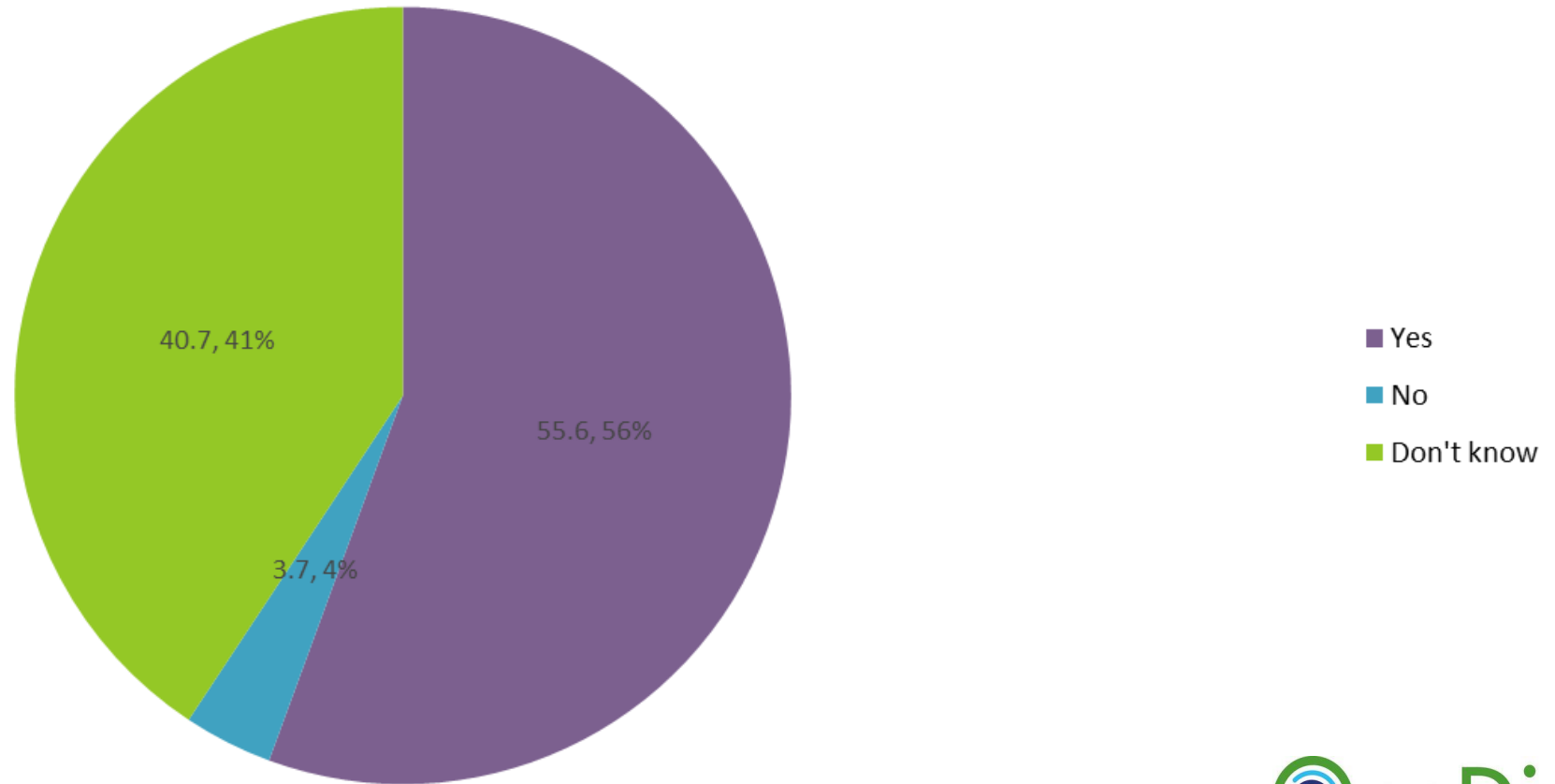
Passwords

93% of projects say retaining password information is a concern when working with learners

Solutions

- Writing down password hints & securely writing down passwords
- Methods for creating passwords /random password constructions
- Password managers such as Last Pass
- Carer/family support
- Advice to Champions on not accessing information & learner passwords

Digital Champions confidence to support online safety (as assessed by the projects)

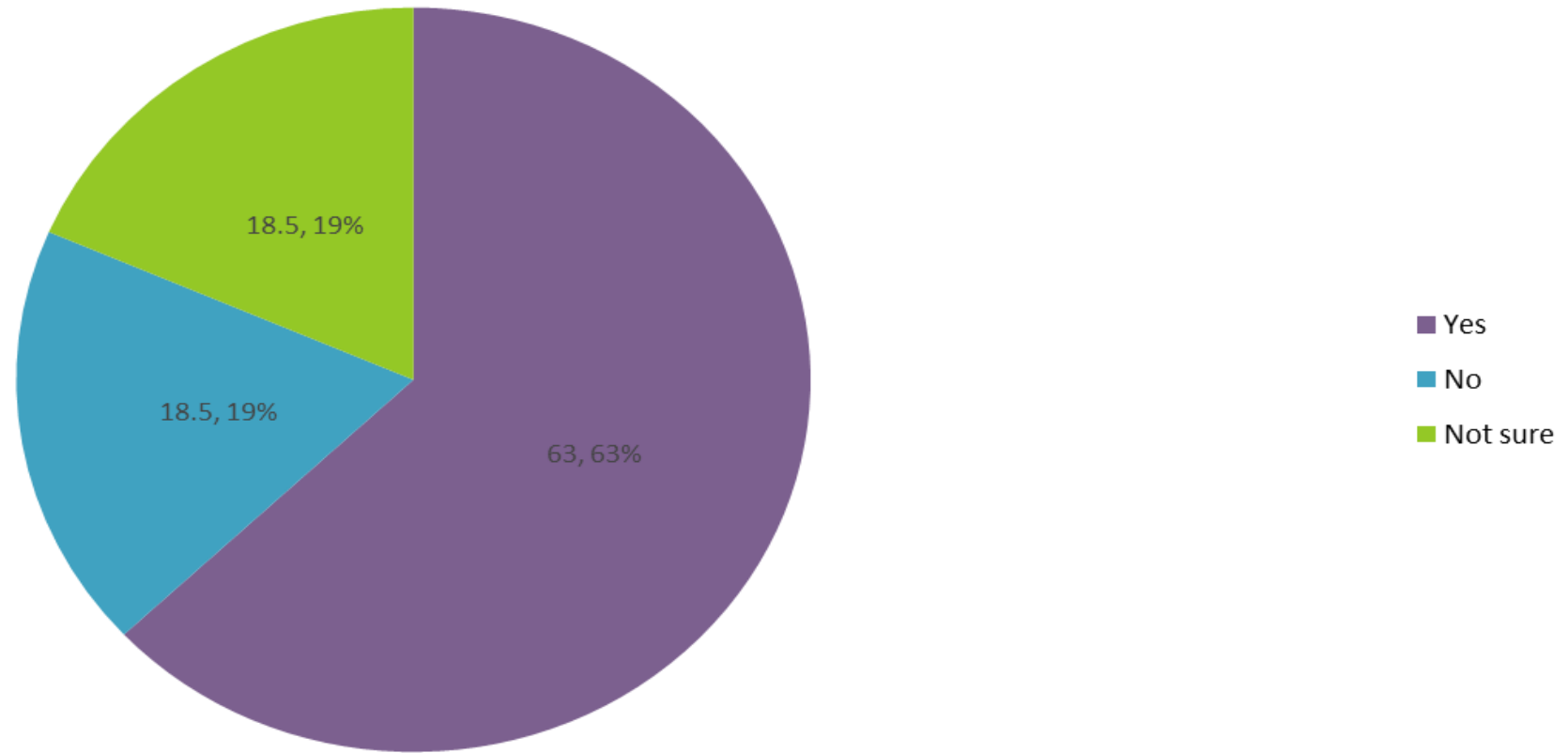


Confidence drivers for Champions

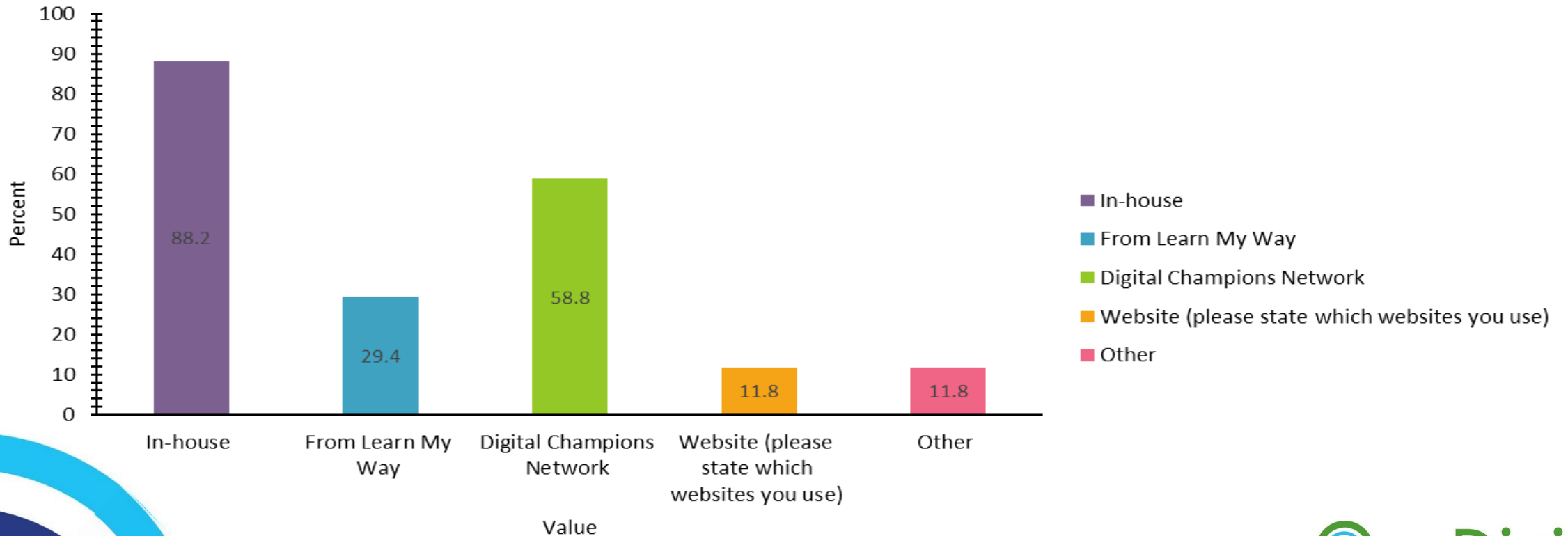
- **Specific inputs from trainers / training courses**
- **Supervision/guidance**
- **Knowledge of best practice around online safety**
- **Using the Essential Digital Skills Framework**



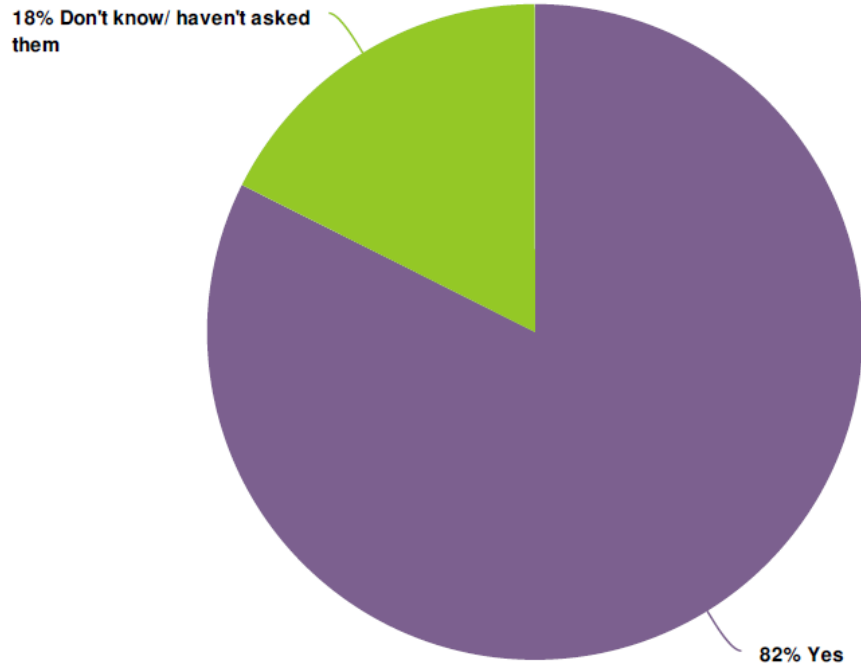
Specific training on online safety is provided



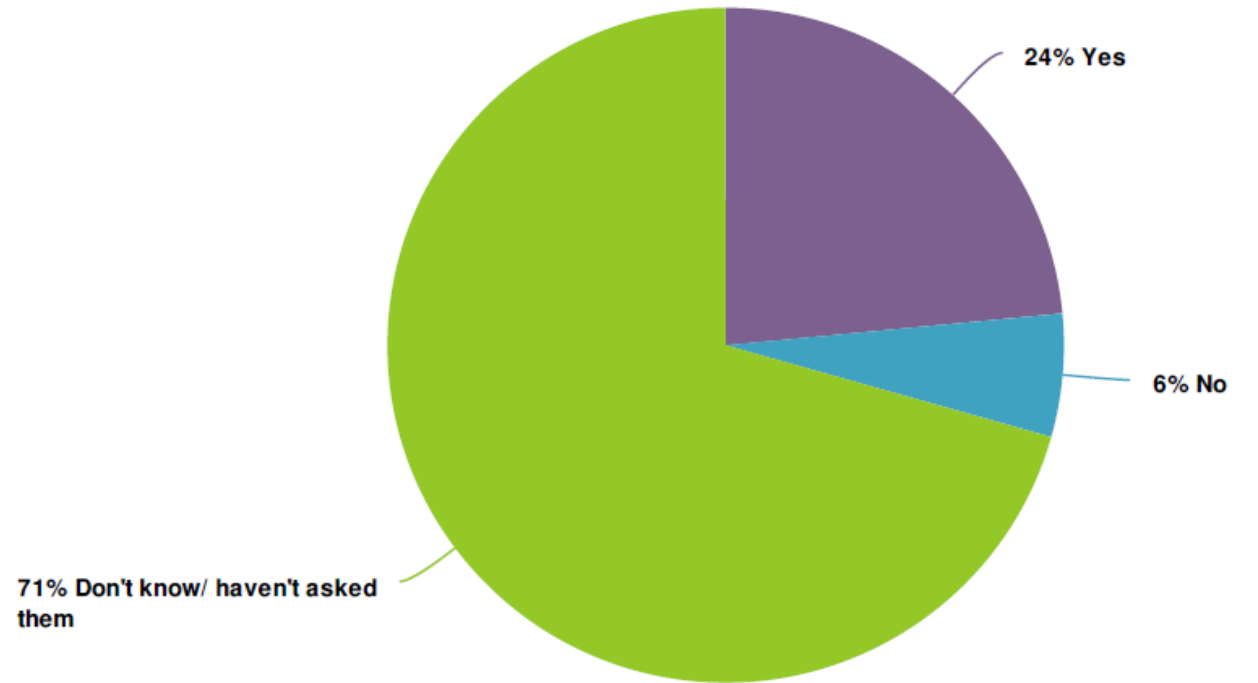
Training provided



Have Champions found training useful?



Would Champions like training improved?



What else would projects find helpful?

- **Video tools on online safety – for learners**
- **Written resources/booklets for learners – that are accessible and not technical**
- **Advanced courses for Champions**
- **A recommended password keeper/manager**
- **More tablet/laptop loan schemes**
- **Legislation on digital rights**
- **Knowing where to signpost for more advice (especially important for people working in rural areas)**
- **Case studies – positive stories on online safety**

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