

November 2006 Citizens' Panel Report

Connecting Bristol.

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Date: 18th January 2006

Key findings

A very high proportion of respondents from the Citizens' Panel have a computer or internet access (72%). This is nearly as high as mobile phone ownership (80%). There is also high ownership of Digital Cameras (64%). Ownership of these items is similar among men and women. Across the age groups, not surprisingly, ownership declines as age increases.

This high level of ownership of technology is reflected in peoples feelings about technology. When given a list of words that could describe how people feel about technology people were most likely to select 'Essential' followed by 'Helpful' and 'Exciting'.

When asked to suggest any other words not listed that sum up how respondents feel about technology, the most common

was 'frustrating/irritating' (29 comments) followed by 'Challenging' (14 comments).

On the theme of technology ownership, we asked respondents to think of one good reason why people should have access to a computer, the internet and Mobile phones. This was to try and understand what motivates people to own different types of technology.

The most common reason for owning a computer was 'the internet' (72 comments) followed by Communication (66).

There was more overwhelming agreement of why people should have access to 'the internet' with 220 people saying to access information. This was followed by Communication (70).

There was also a lot of agreement on why people should own mobile phones. 209 people said for emergencies, followed by safety (113).

Respondents were asked to rate the importance of some of the things that were being considered for the final Digital Challenge bid. The items rated most as 'Very important' were 'Supporting people who are deaf or visually impaired to gain access to information and services' (69% very important). This was followed by 'Recycling of old computer equipment/phones' (61%), 'Helping people back into employment' (58%) and 'Providing skills/training for people' (57%).

The least important was 'Giving opportunities for people to create their own digital content' which 48% rated as Not very important or not important at all.

Overall, when asked what the top priority should be this was 'Providing skills/training for people'.

Connecting Bristol

Connecting Bristol are the group behind Bristol's Digital Challenge bid, which is a competition that will identify the UK's leading Digital City.

Bristol has already made it into the top ten finalists and now wants to be recognised as the UK's number one digital city – a place where people feel comfortable using new technologies like computers and mobile phones to help them do whatever they want to do. The answers to these questions will help to inform the city's bid.

Background

The November 2006 Citizens' Panel questionnaire went out to 1631 Panel members. Of these, 31 said they no longer wished to take part in the Citizens' Panel. Panel members have the opportunity to complete the questionnaire on paper and online, depending on what they state as their preference. Large print questionnaires are also sent out to those who require them. The questionnaire was due to close on 15th December 2006. After the questionnaire had been open for

three weeks, postal and e-mail reminders were sent out. The deadline was extended to 29th December to encourage more replies. 776 people out of the remaining members responded to the questionnaire. 635 responded by paper and 141 online. The response rate was 48%. In addition, we invited members of our online panel 'Ask Bristol' to complete the questionnaire if they wished. 68 Ask Bristol members responded to the questionnaire online. In total there were 844 respondents.

The following tables show the responses to each question by the number (frequency) and the percentage of the total respondents to that question this represents (Percent). People who did not respond to the question are not included in the calculations.

Where questions are 'tick all that apply' the percentage is worked out against the total number of possible responses to that question (844).

The Corporate Consultation Team

The Corporate Consultation Team is part of Corporate Communications within the Council's Chief Executive's department. The team contributes to the development of council strategy on consultation and provides a wide range of services to council departments and external agencies, including surveys, focus groups, and research management. The team has a proven track record of managing consultation projects and is internationally recognised for its work in the area of online consultation.

50. Which three words best describe how you feel about technology?

The following table shows these words ranked in order of how frequently they were selected.

	Frequency	Percent
Essential	539	63.9
Helpful	387	45.9
Exciting	303	35.9
Complicated	224	26.6
Efficient	216	25.6
Expensive	189	22.4
Fun	145	17.2
Annoying	116	13.8
Scary	104	12.3
Boring	49	5.8

Table 1: Words that describe feelings about technology

- Interestingly, both men and women chose the same words, essential, helpful and exciting, most often.
- Essential was the most common choice across all age groups.

Questions 51 and 52 were free text questions. The responses were coded into themes as follows. Comments grouped as 'Other' are listed in Appendix E of this report.

Q51. Can you suggest any other words that sum up your feelings?

Frequency	Theme
29	Frustrating/ Irritating
14	Challenging
13	The future
10	Useful
9	No/None
8	Uninteresting/No interest in it
7	Interesting
7	Necessary
7	Amazing
6	Innovative
6	Educational
5	Expensive/Can't afford it
4	Difficult
3	Informative
3	Aprehensive
2	Unnesesary
2	Unreliable
198	Other

Table 2: Feelings about technology

Q52a. Can you think of one good reason why people should have access to a computer?

Frequency	Theme
72	Internet
66	Communication
62	Education/Learning/Studying
55	Information
43	Work
37	Essential
32	Knowledge
24	Word processing
18	Fun/Entertainment/games
15	E-mail
24	None
11	Useful
9	Efficient
7	Convenience
6	Helpful
6	Accounts
161	Other

Table 3: Why people should have access to computers.

Q52b. Can you think of one good reason why people should have access to the internet?

Frequency	Theme
270	Information
70	Communication/e-mail
58	Knowledge
48	Learning/Education/ School
32	Opens up the world
23	Research
24	Useful/convenient/ Helpful/Essential
20	No/None
13	Entertainment
12	Shopping
10	Booking tickets/Holidays
6	Paying Bills.
88	Other

Table 4: Why people should have access to the internet.

Q52c. Can you think of one good reason why people should have access to Mobile phones?

Frequency	Theme
209	Emergencies
113	Safety
73	Communication
61	Contactability
43	Keeping in touch
42	No/None
20	Convenience
13	Security
9	Essential
9	Useful
7	Freedom/Mobility
4	Nuisance
4	Business
3	Annoying
2	Travelling
68	Other

Table 5: Why people should have access to mobile phones.

Q53. Some of the things we are considering for the final bid are listed below. Please rate each one on how important you think it is.

The following table ranks aspects of the bid in order of the percentage of people selecting 'very important' for that aspect.

		Percent 'very important'
I)	Supporting people who are deaf or visually impaired to gain access to information and services	68.8
C)	Recycling of old computer equipment/phones	61.2
H)	Helping people back into employment	57.7
D)	Providing skills/training for people	56.9
G)	Making it easier for people to access public services and information on-line or via their phone	39.8
J)	Increasing local democracy and accountability of decision-makers	38.0
E)	Finding a way for people to share their own knowledge/skills with others	37.0
B)	Access to low cost computer equipment and internet for people on low incomes	34.2
K)	Creating better links between local and central government	31.5
A)	Free internet in public places	28.1
F)	Giving opportunities for people to create their own 'digital content'	13.5

Table 6: Importance ranking of aspects of the bid

The responses to these questions are set out individually below.

A) Free internet in public places (table 7)

	Frequency	Percent
Not important at all	44	5.7
NOT very important	170	22.0
Important	321	41.6
Very important	217	28.1
Don't Know	20	2.6
Total	772	100.0

B) Access to low cost computer equipment and internet for people on low incomes (table 8)

	Frequency	Percent
Not important at all	35	4.5
NOT very important	108	14.0
Important	355	46.0
Very important	264	34.2
Don't Know	10	1.3
Total	772	100.0

C) Recycling of old computer equipment/phones (table 9)

	Frequency	Percent
Not important at all	18	2.3
NOT very important	28	3.6
Important	240	30.8
Very important	476	61.2
Don't Know	16	2.1
Total	778	100.0

D) Providing skills/training for people (table 10)

	Frequency	Percent
Not important at all	13	1.7
NOT very important	27	3.5
Important	293	37.5
Very important	445	56.9
Don't Know	4	.5
Total	782	100.0

E) Finding a way for people to share their own knowledge/skills with others (table 11)

	Frequency	Percent
Not important at all	19	2.5
NOT very important	76	9.8
Important	381	49.2
Very important	286	37.0
Don't Know	12	1.6
Total	774	100.0

F) Giving opportunities for people to create their own 'digital content' e.g. videos, photos, websites, blogs, family history sites (table 12)

This is considered the least important aspect of the bid. 48.2% consider giving people opportunities to create their own digital content as not very important or not important at all.

	Frequency	Percent
Not important at all	65	8.3
NOT very important	311	39.9
Important	277	35.6
Very important	105	13.5
Don't Know	21	2.7
Total	779	100.0

G) Making it easier for people to access public services and information on-line or via their phone (table 13)

	Frequency	Percent
Not important at all	24	3.1
NOT very important	72	9.2
Important	361	46.2
Very important	311	39.8
Don't Know	13	1.7
Total	781	100.0

H) Helping people back into employment (table 14)

	Frequency	Percent
Not important at all	13	1.7
NOT very important	29	3.7
Important	273	34.9
Very important	452	57.7
Don't Know	16	2.0
Total	783	100.0

I) Supporting people who are deaf or visually impaired to gain access to information and services (table 15)

	Frequency	Percent
Not important at all	12	1.5
NOT very important	13	1.7
Important	207	26.4
Very important	540	68.8
Don't Know	13	1.7
Total	785	100.0

J) Increasing local democracy and accountability of decision-makers (table 16)

	Frequency	Percent
Not important at all	26	3.4
NOT very important	81	10.4
Important	332	42.8
Very important	295	38.0
Don't Know	42	5.4
Total	776	100.0

K) Creating better links between local and central government (table 17)

	Frequency	Percent
Not important at all	28	3.6
NOT very important	111	14.3
Important	343	44.1
Very important	245	31.5
Don't Know	50	6.4
Total	777	100.0

Q54. Question 54 then asked which of these should be the top priority.

The top priority by 37 votes was D providing skills and training for people (144).

	Frequency
D – Providing skills/training for people	144
H – Helping people back into employment	107
C – Recycling of old computer equipment and phones.	102
B – Access to low cost computer equipment and internet for people on low incomes	100
A – Free internet in public places	88
J – Increasing local democracy and accountability of decision makers	57
G – Making it easier for people to have access to public services and information online via their phone	56
I – Supporting people who are deaf or visually impaired to gain access to information and services	49
E – Finding a way for people to share their own knowledge with others.	27
F – Giving opportunities for people to create their own digital content e.g. videos, photos, blogs, family history sites.	11
K – Creating better links between local and central government.	7

Table 18: Top priority of the bid

55. Which of the following do you have?

(tick all that apply)

	Frequency	Percent
A computer or laptop with internet access	609	72.2
Wireless internet access	205	24.3
A mobile phone	675	80.1
A mobile phone with internet access	163	19.3
A PDA	57	6.8
An MP3 player	215	25.5
A digital camera	540	64.1
Wireless handheld gaming equipment	40	4.7
Digital Television	472	56.0
Digital Radio	268	31.8

Table 19: Ownership of technology

The Citizens' Panel questionnaire asked about ownership of technology. The most common thing to own was a mobile phone, (80%), followed by a computer or laptop with internet access (72%) followed by a digital camera (64%).

There was little difference between men and women in the ownership of these different types of technologies. The main differences were that men were more likely to own a PDA, Digital television and Digital radio.

	Men Base 368		Women Base 415	
	Frequency	Percent	Frequency	Percent
A PDA	37	10.1	18	4.3
Digital Television	223	60.6	223	53.7
Digital Radio	142	38.5	109	26.2

Table 20: Ownership of technology by gender

The a higher proportion of the 20-24 year old age range, and the 25-34 year olds own the technology listed in question 55. Ownership of this technology declined as age increased. Digital radio is an exception to this, with ownership varying across ages.

Q56. Would you be interested in becoming involved in the bid?

	Frequency	Percent
Yes	78	10.1
No	698	89.9
Total	776	100.0

Table 21: Interest in being involved in the bid

Appendix A: Respondent demographics.

Gender

	Frequency	Percent
male	368	43.6
female	415	49.2
No Response	61	7.2
Total	844	100.0

Age group

	Frequency	Percent
16-19	1	.1
20-24	20	2.4
25-34	50	5.9
35-44	153	18.1
45-54	203	24.1
55-64	165	19.5
65-74	129	15.3
75+	55	6.5
No Response	68	8.1
Total	844	100.0

Ethnic group

	Frequency	Percent
White British	719	85.2
White Irish	8	.9
Other White	28	3.3
White and Black Caribbean (mixed)	2	.2
White and Asian (mixed)	1	.1
Other mixed	1	.1
Other ethnic	4	.5
Black Caribbean	4	.5
Other Black	3	.4
Indian	1	.1
Pakistani	1	.1
Bangladeshi	1	.1
Other Asian	2	.2
No Response	69	8.2
Total	844	100.0

Do you think of yourself as a disabled person?

	Frequency	Percent
no	568	67.3
yes	56	6.6
No Response	220	26.1
Total	844	100.0

Current employment status

	Frequency	Percent
Employed f/t	295	35.0
Employed p/t	104	12.3
Looking after home / family	41	4.9
Retired	148	17.5
Unemployed and seeking work	51	6.0
Unable to work due to illness / disability	15	1.8
Student	26	3.1
Government training scheme	18	2.1
Self employed with employees	2	.2
Self employed without employees	11	1.3
No Response	133	15.8
Total	844	100.0

WARD

	Frequency	Percent
Ashley	29	3.4
Avonmouth	16	1.9
Bedminster	24	2.8
Bishopston	31	3.7
Bishopsworth	22	2.6
Brislington East	19	2.3
Brislington West	22	2.6
Cabot	19	2.3
Clifton	30	3.6
Clifton East	21	2.5
Cotham	20	2.4
Easton	22	2.6
Eastville	22	2.6
Filwood	12	1.4
Frome Vale	23	2.7
Hartcliffe	21	2.5
Henbury	22	2.6
Hengrove	22	2.6
Henleaze	31	3.7
Hillfields	15	1.8
Horfield	26	3.1
Kingsweston	19	2.3
Knowle	27	3.2
Lawrence hill	12	1.4
Lockleaze	13	1.5
Redland	32	3.8

St George East	17	2.0
St George West	17	2.0
Southmead	22	2.6
Southville	20	2.4
Stockwood	29	3.4
Stoke Bishop	30	3.6
Westbury on Trym	32	3.8
Whitchurch Park	17	2.0
Windmill Hill	28	3.3
No Response	60	7.1
Total	844	100.0

Appendix B: AskBristol Consultation Report

Connecting Bristol

Prepared for: Stephen Hilton, Connecting Bristol

Prepared by: Anna McDermott, Bristol City Council Corporate Consultation

Background.

Connecting Bristol are the group behind Bristol's Digital Challenge bid, which is a competition that will identify the UK's leading Digital City.

Bristol has already made it into the top ten finalists and now wants to be recognised as the UK's number one digital city – a place where people feel comfortable using new technologies like computers and mobile phones to help them do whatever they want to do.

These questions were asked to run alongside the questions that were asked in the November 2006 citizens' Panel questionnaire. The answers to these questions will help to inform the city's bid.

AskBristol discussions were initiated under the following headings.

- What do you think should be the top priority of the Connecting Bristol bid?

- Do you have any suggestions of how technology can improve access to public services (eg the council, health, employment agency)?
- Where to connect people?
- What words sum up how you feel about technology?

Summary of site activity

This report gives summary details of site activity and the discussion from 11th December 2006 to 11th January 2007.

The Connecting Bristol topic attracted 29 comments within the discussion forum.

Over the time the topic was live 17 new users registered with the site. Ask Bristol has 1681 registered users. During this period, 102 users logged into the site.

Publicity and promotion

All AskBristol registered users were e-mailed when the topic was posted. Another e-mail was sent out during the consultation period outlining some of the comments and encouraging people to participate.

Summary of discussion

There were mixed views on the benefits of what the Connecting Bristol bid is aiming for and how it should be achieved.

Top priorities

There were some good ideas of what the priorities should be. These included enabling people to work remotely in dedicated office space that are located in residential areas. Rather than people having to travel to the office. Consideration should be made about how people will be taught IT. Also local and central government sites should be more accessible and conform to world wide web consortium guidelines. There was support for more widespread access to the internet. And a vision that access to the internet should become as widespread as access to post and telephone services.

There were however, comments that connection was not an issue for local government to deal with and “There are far more important issues to be dealt with before this”.

Improving access to public services

Two ideas were raised about access. Access to health workers such as being able to e-mail your GP. Also being able to text bus numbers to see when the next bus is due.

Where to connect people

Free internet in public places including parks and green spaces was supported. But not necessarily free equipment as

it goes out of date so quickly. If equipment is provided it should be prioritized for those who have difficulties getting out.

Not everyone felt that free connection was a good idea, arguing that people should make their own provisions.

How to connect people

One of the ideas in the Connecting Bristol Bid was supporting people in learning the skills to use technology. However some AskBristol members commented that it was up to individuals to train themselves if they are interested. Training should only be offered on the basis of how interested people are in getting those skills. They may need to be given reasons to want to engage.

What words sum up how you feel about technology?

Some AskBristol members felt it was not appropriate to ask them this question as they were already engaged with technology as members of an online forum. One member however did use the word ‘overwhelming’, in terms of keeping up with what technology is available and knowing how it’s used.

Appendix C: AskBristol Demographic data

AskBristol is an online forum where people with an interest in the city can suggest and discuss local issues and concerns. Whilst membership is open to anyone with an interest in the city, proactive recruitment is also carried out to ensure that the forum membership is representative of the internet using community.

Demographic data is available for about a quarter of AskBristol's members. Demographic data is asked for but it is not mandatory.

Gender

	Frequency	Percent
female	175	41.5
male	190	45.0
Total	422	100.0

Identified as having a disability

	Frequency	Percent
No	376	89.1
Yes	29	6.9
Total	405	96.0
Missing	17	4.0
Total	422	100.0

Age group

	Frequency	Percent
16-19	15	3.6
17 or under	10	2.4
18-35	2	.5
20-24	24	5.7
25-34	32	7.6
35-44	124	29.4
36-50	60	14.2
45-54	38	9.0
51-65	59	14.0
55-64	14	3.3
65-74	39	9.2
66 or over	2	.5
Total	3	.7
Total	422	100.0

Ethnic origin

	Frequency	Percent
	23	5.5
Asian and White	2	.5
Black African and White	1	.2
Black Caribbean and White	1	.2
Caribbean	3	.7
Human	1	.2
Indian	5	1.2
Mixed european	1	.2
Mixed european	1	.2
Other mixed	3	.7
Other White	30	7.1
White British	343	81.3
White Irish	8	1.9
Total	422	100.0

Ward

	Frequency	Percent
	95	22.5
Ashley	27	6.4
Avonmouth	3	.7
Bedminster	11	2.6
Bishopston	20	4.7
Bishopsworth	3	.7
Brislington East	6	1.4

Brislington West	9	2.1
Cabot	26	6.2
Clifton	20	4.7
Clifton East	8	1.9
Cotham	13	3.1
Easton	14	3.3
Eastville	7	1.7
Filwood	2	.5
Frome Vale	8	1.9
Henbury	4	.9
Hengrove	5	1.2
Henleaze	10	2.4
Hillfields	4	.9
Horfield	8	1.9
Kingsweston	3	.7
Knowle	15	3.6
Lawrence Hill	14	3.3
Lockleaze	7	1.7
Redland	18	4.3
Southmead	2	.5
Southville	16	3.8
St George East	5	1.2
St George West	8	1.9
Stockwood	3	.7
Stoke Bishop	5	1.2
Westbury-on-Trym	5	1.2
Whitchurch Park	1	.2
Windmill Hill	17	4.0
Total	422	100.0

Appendix D. AskBristol Discussions

How do you think technology can help people most in Bristol?

What do you think should be the top priority of the Connecting Bristol bid?

*Using IT technology instead of cars - an option? I am not talking about working from home. I am talking about decentralised universal offices within walking distance. Imagine you live in Clifton. Then imagine a purpose internet cafe office somewhere in Clifton. Whether you are working for Rolls Royce, Airbus, KPMG etc., you simply walk there and find a desk, computer (or even better, BYO laptop) - don't forget your mobile phone. Your office day starts, with working on the computer, having meetings via conference calls etc. After a while, you'll get used to other new faces and might even have a small chat at the bar when you help yourself to a cup of tea. Even if only 40% of work is done there instead of your main office e.g. at Aztec West, it still means less congestion on the roads. Why is it better than working from home? Because you have to walk to your workplace (which keeps you fit and healthy), you have a proper office environment better than the computer in your bedroom and there is no distraction from kids or even worse colleagues passing by. And, you still might meet people which does not happen when you work from home. What about confidentiality? You'll have to sign in when entering the office and log when and where you are having your desk, so if you suspect some

competitor spies on you, you could track him/her down easily. Besides, you agree to behave anyway. So imagine about one hundred decentralised offices scattered about Bristol...

*Firstly, determine how and where people will be taught IT skills; secondly decide whether this will primarily be a step to returning to work - requiring a broader range of IT and interpersonal skills - or, only accessing information from Local and Central Government sites. If Internet access is the priority, note that in March 2006, the BBC reported that 60% of UK government websites contain html errors, while 61% per cent do not comply with World Wide Web Consortium guidelines aimed at making sites accessible to disabled people. So there are issues external to the provision of access.

We have a Government that appears to see IT as a panacea for many ills, but is unable to understand, scope, specify, and project manage them.

By all means ensure more people have access to the internet, including older people. But also improve the information for those who are already online, about council services, activities, facilities etc. For example interactive maps of all the different public transport options, or online chats with influential council members, and a what's new section for each council department on the website.

Top priority should be ensuring pervasive access to the internet. Without that, building more on-line services simply widens the digital divide. Those with access will seek and get more and better on-line services; those without will become more disenfranchised.

*There's a technology aspect to this (how get everyone with some access, somehow) and a cultural aspect (how to get everyone, whatever their age, culture, or background comfortable with electronic channels). Both must be addressed.

We need to get to the same point with electronic channels as we already have with post and telephone - you can pretty much rely on everyone having it. Then we can start to build advanced services on it (commercial and public sector). But without that attempts to increase/improve on-line services are divisive and disenfranchise those who don't currently have access.

*Make the Council's activities and decision making accessible and accountable to the public.

Who makes the decisions about Council spending, when, and ON WHAT BASIS?

I heard today about another important service (provided by Shelter) being cut: the people making the decision were asked why, and the response was essentially "trust us, we know what we are doing". That simply isn't good enough.

*There are far more important issues to be dealt with before this.

*This is not an area for local government and they should keep out of it.

Accessing public services

Do you have any suggestions of how technology can improve access to public services (eg the council, health, employment agency)?

* Re :Accessing public services
Quoting citizensteve...

hi Paul, we have explored the sms idea with one bus company but they are not keen on being monitored in this way as they may get fined if they are seen not to meet the timetable. What can we do about this?

The obvious way is to make the monitoring of bus positions part of the contract next time it is up for tender. But when is that?

Can you argue that this is how you want the service level agreement they have already signed up to, to be monitored?

And you could threaten them with publicity: the only reason not to make this information public is if they know their

performance is not as good as they claim! So a reluctance to go down this route, improve their service to their customers and attract more people to use the busses can only be an implicit admission that they are both breaking the terms of their current contract and also hiding the fact. Not a happy story for their PR department... this sort of story could even generate questions in the House of Commons, and the Council might want to consider whether to review the existing contract mid-term in the light of this development.

I always feel that carrot and stick is a good approach: you could point out the above possibilities, and ask if they want to attract more customers.
Just a thought.

* Re :Accessing public services

I'd like to be able to access a health worker using technology. NHS Direct is fine but gets overloaded. Why can't we just as a standard, be able to email our local GP with a digital photo of that rash or whatever, and ask for advice. This could save everyone time and travel

* Re :Accessing public services

hi Paul, we have explored the sms idea with one bus company but they are not keen on being monitored in this way as they may get fined if they are seen not to meet the timetable. What can we do about this?

*Re :Accessing public services

Most services supplied by local authorities should not be supplied at all and certainly not by public bodies.

*Re :Accessing public services

One obvious goal is to get more people using public transport.

Especially in the evenings with buses running every half hour or less, I really want to know if I have missed the one I'm aiming for. I would love to be able to text the bus number and stop (e.g. "43 Rg") and get a message back saying when that bus is next due at that stop. I often have a choice of buses, and that information would tell me which bus to go for, and hence which stop to wait at. Fewer frustrating waits means I'm more likely to use the bus.

Where to connect people?

Should Connecting Bristol focus more on providing free internet access in public places or on providing cheap computer equipment and internet for those who might not otherwise be able to afford it?

* Re :Where to connect people

I hope someone is looking at IPTV. This is a really powerful way of delivering a number of services (TV, video on demand, email, PC facilities, community channels etc) at low cost. Take a look at RegenTV (www.regentv.net) and spend some time understanding it..it's the best example I've seen of assembling low cost technology with existing equipment (a TV) to provide a service that can make a real difference to people.

(let me stress I'm not advertising here - I've no connection to RegenTV other than I saw a presentation on it at work and was impressed).

*Re :Where to connect people
Quoting timwaite...

focus more on providing free internet access in public places as equipment is so quickly out of date.

I think this seems a sensible solution. However, people who aren't able to get out and about easily should be prioritised for receiving equipment. Eg the elderly or disabled people who can be helped to have more independence and improved connections with the outside world

* Re :Where to connect people
I think parks and green spaces should be a priority for wifi access

* Re :Where to connect people
Don't. If people want to be connected they should make their provision.

*Re :Where to connect people
Don't provide equipment.

Provide some free public access, but more importantly, provide online information that will be useful and easily located.

For example, easy access to bus and train timetables would be a good start, but even better would be an interactive facility telling me where the bus is, and when it is due at my stop - have I missed it because it is running early, can I catch it if I run, or is it so late I have time for another coffee first?

* Re :Where to connect people
focus more on providing free internet access in public places as equipment is so quickly out of date.

How to connect people?

What kind of support do you think should be provided for those who do not have good skills with this kind of technology?

*Re :How to connect people
No support at all. Life isn't one neverending school, paid for by other people. If grown ups can't be interested enough in something to go and read a book on it or find someone who can explain it, why on earth would the council tax payer want to fund some 'support' for them????

* Re :How to connect people
Quoting admin...

What kind of support do you think should be provided for those who do not have good skills with this kind of technology?

Sorry, but I think that is the wrong question.

People may have poor skills for all kinds of reasons. What you should do is to provide suitable help to people who need it and want it; and encourage people who need help to access what is available.

* Re :How to connect people

I've done a small amount of training with people who don't have good internet skills (including my mother) and it's easy to forget that many people don't find it easy to use the technology. Fear of doing something wrong is a big barrier. My own experience has shown that you need to give people a reason to want to engage. They're less likely to sign up to an internet course if it seems too much of an effort or 'isn't for them'. I think the training would need to be locally available in an informal manner to be really effective

*Re :How to connect people
what's the second law - kill or be killed?

*Re :How to connect people
Provide no support. The extent to which people take responsibility for dealing with "challenges" is a measure of how important the challenges are to them. The first law of a

progressing and civilised society is look after yourself and your responsibilities.

Your thoughts on technology?

What words sum up how you feel about technology?

* Re :Your thoughts on technology

Quoting jbblack...

If you want to ask this question I think you need to take your clipboard out on the streets.

We have asked these questions through Bristol's Citizens Panel which is a representative sample of Bristol's population. Some Ask Bristol members who we had demographic information on were also invited to complete the survey. This discussion is being used to supplement those questions in a less formal way but we do still welcome your views.

Re :Your thoughts on technology

All the other questions are sensible but I'm struggling with the point on this one.

The audience you're asking - those of us who have signed up for AskBristol - are by definition comfortable with technology aren't we? There is no way you will get a realistic cross-section of views in this forum.

If you want to ask this question I think you need to take your clipboard out on the streets.

*Re :Your thoughts on technology

I'm a comfortable user of technology but still find it a bit overwhelming at times, particularly in keeping up with what's available and how it's being used. It's difficult to work out what are the fads and what are the really useful tools/techniques that will help you in your work/social life. My biggest concern with technology is that it could make social and interaction skills seem less important which would be a big mistake

Appendix E: Responses to free text comments grouped as 'Other'

Q51. Can you suggest any other words that sum up your feelings?

- "COMPLICATED (08)" NOT CHOSEN IN A PREFORATION SENSE BUT AN ESSENTIAL FEATURE
- (BROADEN MY) KNOWLEDGE.
- 21ST CENTURY, POSITIVE/WAY OF LIFE.
- A GREAT NECESSITY.
- a mixed blessing
- A NECESSARY EVIL
- A NECESSITY BUT I CAN'T KEEP UP!
- Accessible
- ALL OF THE ABOVE DEPENDING UPON MY MOOD, AND ALWAYS FRUSTRATING!
- ALWAYS UPDATING (EXPENSIVE).
- AMBIVALENT.
- ambivelent
- AN ESSENTIAL NUISANCE AT TIMES BUT A NECESSARY EVIL
- AVAILABLE, ACCESSIBLE, IMPROVING, ENHANCING, UNIVERSAL.
- BEING DRAGGED INTO TECHNOLOGY UNWILLINGLY
- BEYOND MY INTELLIGENCE.
- BIT OLD FASHIONED, I NEED TO KNOW THESE THINGS BUT SCARED OF MAKING A FOOL OF MYSELF.
- BRINGS THE WORLD TO YOUR LIVING ROOM
- CAN GIVE YOU MORE FREE TIME.
- CANNOT MOVE FORWARD WITHOUT GOOD TECHNOLOGY.
- CLEVER
- COMMERCIAL.
- COMMITTED
- COMMUNITIVE
- COMPLICATED BUT NECESSARY
- COMPUTER ILLITERATE.
- Computers and the internet are great. Mobile phones are a (sometimes) necessary evil but I would happily do without if it meant removing the unsightly masts especially in Lockleaze
- CONCERNED OVER EXISTING T.V HAVE SKY
- CONFUSED
- CONFUSED INTIMIDATED
- Confusion.
- CONVENIENT.
- creative, innovative
- CURIOUS ABOUT THE DIGITAL BID.
- DEMANDING.
- dependant
- DIGITAL DESTROYS PERSONAL CONTACT.
- DIGITAL TECHNOLOGY IS THE BEGINNING OF A REVOLUTION THAT CHANGING SOCIETY FOR THE BETTER - WHEN PROPERLY APPLIED.
- DISINTERESTED
- DISSAPOINTING.

- DO NOT FULLY UNDERSTAND THESE SYSTEMS - PERHAPS DUE TO AGE!
- DO NOT HAVE A COMPUTER OR MOBILE PHONE.
- DON'T ASK!
- DON'T KNOW MUCH
- Dy amic
- Easy
- Easy Convenient
- EMPOWERING
- Enabling Time-saving
- ENDLESS POSSIBILITIES
- ENVIRONMENTALLY VERY RISKY - NEED TO TAKE CARE - EQUIPMENT ENVIRONMENTAL COST AND TECHNOLOGY MEANS WE USE THEIR RESOURCES.
- Estatic
- EVENTUALLY, NECESSARY.
- Evolutionary
- Excellent for writing letters and sending e-mails. Note: internal e-mail systems in many cases are being abused.
- EXCITING, EXPENSIVE, HELPFUL.
- Fast moving
- FAST, EFFICIENT
- FEEL AT TIMES MY 7 YR OLD MORE ADVANCED AND KNOWLEDGEABLE THAN ME!
- FIND IT HARD TO UNDERSTAND
- FINE WHEN IT WORKS, USELESS WHEN IT DOESN'T.
- futuristic
- FUTURISTIC.
- Gives opportunities

- HAVE TO CONFESS NOT A GREAT TECHNOLOGY ENTHUSIAST - BUT USE IT WHEN HAVE TO IE BOOKING AIRLINE TICKETS
- help !!!
- I DO NOT UNDERSTAND THEM AS AT MY AGE AND THE FACT I DON'T SEE TOO WELL
- I FEEL TECHNOLOGY IS OVERRATED
- I FIND IT COMPLICATED
- I FIND MOST "TECHNOLOGY" SLOW AND INEFFICIENT. MY MANUAL TYPEWRITER IS MUCH QUICKER AND EASIER TO USE. ESPECIALLY IN CONJUNCTION WITH A PHOTO-COPIER (A TECHNOLOGY I WILL ACCEPT)
- I HAVE NEVERHAD SO MANY PROBLEMS WITH ANALOG AS I HAVE WITH DIGITAL - IT HAS TO COME AND SHOULD COME BUT THEY HAVEN'T GOT IT RIGHT YET
- I NEED TO REMEMBER PIN NUMBERS
- I prefer people!
- I USE A COMPUTER ALL THE TIME BUT THINK IT VITAL TO KEEP MANUAL OPTIONS OPEN FOR NON I.T. PEOPLE.
- I WISH OTHERS WOULD USE IT AND REDUCE THE COST.
- I WORRY ABOUT THE GROWTH OF CHILDRENS MINDS OF STARING TO MUCH AT SCREENS. SO DANGEROUS
- IF IT MAKES BRISTOL "GREENER" THEN THAT IS A GOOD THING.
- I'M A LUDITTE

- I'M AFRAID I KNOW VERY LITTLE ABOUT DIGITAL TECHNOLOGY. I EVEN HAVE A PROBLEM WITH THE TV.
- I'M NEARLY 88, FATHER TIME IS AFTER ME.
- I'M NOT TOO OLD TO LEARN, BUT DON'T KNOW HOW TO ACCESS LEARNING FACILITIES.
- I'M ON MY FIRST COMPUTER COURSE
- Immediate and local
- impressive
- INCOMPETENT, TOO AGED.
- INCREASES STRESS IF IT DOESN'T WORK WELL
- INEFFICIENT
- INEFFICIENT / IMPERSONAL / FRUSTRATING / UNRELIABLE
- INEVITABLE
- impersonal
- impersonal
- INQUISITIVE?
- INSPIRING.
- Intellectually stimulating
- intimidating (at first) user-unfriendly (sometimes)
- INTRUSIVE
- INTRUSIVE TO FAMILY LIFE AND TRAVELLING
- isolating
- It opens up a world of knowledge and experience
- IT OPENS UP THE WORLD TO EVERYONE
- ITS TAKEN OVER WITH MANS FIRST PRIORITY 'PEOPLE'.
- It's the future
- IT'S THE WAY FORWARD

- KEEPING UP-TO-DATE/NOT LOSING TOUCH WITH NEW IDEAS.
- LACK OF UNDERSTANDING
- LAZY!
- LIKE A LOT OF THINGS WHEN IT WORKS AND YOU KNOW WHAT YOU ARE DOING IS OK.
- LOST!
- MAKES ME FEEL HAPPY, IT'S COMFORTING, KEEPS ME MODERN AND UP TO DATE AS WELL.
- manipulated
- MANY OLDER PEOPLE ARE LEFT BEHIND WITH TECHNOLOGY AND AS TECHNOLOGY OVER TAKES THEY FIND IT DIFFICULT.
- MAYBE AT THE COST OF 'TRADITIONAL' SKILLS?
- MISUSED, FASHIONABLE, MARKETABLE
- MISUSED. ABUSED
- MIXED
- MIXED - THEY CAN 'RULE' YOUR LIFE & MAKE YOU LOSE SIGHT OF THINGS YOU VALUE BUT CAN BE HELPFUL IN MAKING ME MORE EFFICIENT.
- monopoly. 'Big brother'
- my family use technology everyday, integral to our life
- MY FEELINGS WOULD DEPEND ON THE TECHNOLOGY BEING CONSIDERED, EXCITED ABOUT MEDICAL TECHNOLOGY BUT APREHENSIVE ABOUT ID CARD TECHNOLOGY.
- MY WIFE AND I ARE INTO THE INTERNET BIG TIME.
- necessary, fast moving
- NEED TO TRUST SOMETHING IN AN UNTRUSTWORTHY WORLD

- NERVOUS ABOUT GOING WRONG
- NOT HAPPY WITH ALL THE TECHNOLOGY - BUT HAVE TO MOVE WITH THE TIMES - CAN'T DO ANYTHING ABOUT IT.
- NOT SIMPLE FOR OLDER PEOPLE
- NOT VERY KNOWLEDGABLE.
- Open source, Linux
- OPENS NEW HORIZONS.
- Opens up a new world
- OPPORTUNITY
- 'OUT OF MY DEPTH'
- part of being a full citizen
- PART OF EVERYDAY LIFE
- PEOPLE ARE NOT GENERALLY MEETING UP WITH EACH OTHER ON A "FACE TO FACE" WAY
- pervasive, unquestioned, resignation
- POSITIVE
- POTENTIALLY DANGEROUS - NEEDS EXPERTISE & MORAL INPUT IN DECISIONS
- POTENTIALLY USEFUL. A MINEFIELD SO MANY STORIES OF PROBLEMS GETTING BROADBAND. VERY EXPENSIVE - MY COMPUTER NEEDS REPLACING, TO GET BROADBAND. IRRITATING I WENT SOMEONE TO SORT IN ALL OUT FOR ME! A*
- power
- PRODUCTIVE
- PROGRESSING TOO QUICKLY
- PROGRESSION FOR THOSE THAT CAN - MONEY, EDUCATION, AVAILABILITY.
- Progressive

- PUZZLING
- Q50 IS A DAFT QUESTION
- Quick and informative
- QUICK, EFFECTIVE, PEACE OF MIND ON EXECUTION.
- RE THE ABOVE. I LIKE THE EXCITEMENT THAT TECHNOLOGY OFFERS - BUT THE WAY IT IS DONE IS TEDIOUS.
- RELENTLESS.
- RELIANT
- RESIGNED TO THE FACT THAT I HAVE TO USE IT.
- REVOLUTIONARY.
- Sad
- SATISFYING
- SCHIZOPHONIA! A NECESSARY EVIL
- SOME BITS BETTER THAN OTHER- INTERNET GREAT MOBILE PHONES-AWFUL
- SOME DIGITAL TECHNOLOGY IS NOT RELIABLE
- SOMETIMES UNBELIEVABLE
- stimulating
- STIMULATING
- SUSPICIOUS, WARY, CAUTIOUS.
- TAKE UP TOO MUCH TIME.
- TAKING OVER
- Taking over!
- TECHNOLOGY IS LEADING US TO A 'BIG BROTHER' STATE.
- Technology is of paramount importance in the 21st century
- TECHNOLOGY IS TOO COMPLICATED FOR THE ELDERLY, WE'VE MANAGED SO FAR WHY STRESS OURSELVES AT OUR AGE.

- Technophile
- The learning of new knowledge
- THE WAY AHEAD
- THE WAY FORWARD IN TODAYS SOCIETY
- THERE IS NO ADVICE BUT TO GO FORWARD, AND THUS ARE THE BEST TECHNOLOGY ON OFFER
- TIME CONSUMING
- TIME CONSUMING
- TIRING. TIME-CONSUMING. INHUMAN. ISOLATING.
- Too much, too dependency-forming
- TOO OLD TO LEARN AND UNDERSTAND
- TREPIDATION!
- un-believable
- UNCERTAIN
- UNDERUSED
- UNHEALTHY
- UNINCLUSIVE
- UNSTOPPABLE, UNDENIABLE
- very easy access to a universe of information, completely indispensable - i wouldnt go anywhere without my wifi laptop!
- VERY GOOD
- VITAL FOR THE FUTURE
- WARY
- wary
- WASTE OR RESOURCES.
- wasteful- too much paper used and parts not recycled
- WE LIVED IN AN AGE WITHOUT TECHNOLOGY AND MOBILE PHONES ARE UNNECESSARY AND AN INTRUSION

- Well, it tends NOT to be inclusive unless you force it.
- WIDE RANGING/DIVERSE
- WISH WE HAD HAD MOBILE PHONES YEARS AGO (70'S + 60'S!) AMAZING TECHNOLOGY
- WORRYING - SECURITY ASPECT
- Wow!
- YES - THEY ARE MOSTLY IN THE DICTIONARY

Q52a. Can you think of one good reason why people should have access to a computer?

- A GOOD SKILL TO KNOW HOW TO USE A COMPUTER
- A GREAT STORAGE DEVICE FOR MUSIC, PHOTOS AND DOCUMENTS
- A HELPING HAND
- A LARGER CHOICE OF SERVICES.
- A SIMPLE METHOD OF KEEPING COPIES OF LETTERS.
- Ability to process words and data
- ACCESS TO ALL MANNER OF THINGS
- access to do anything they want
- ACCESS TO THE WORLD
- ACCESS WITHOUT TRAVEL
- ACCESSIBILITY
- accessing the library
- All families need one for education
- ALTHOUGH I DON'T HAVE ONE, IT CERTAINLY HAS IT'S PLACE IN TODAYS WORLDBUT DOES ALL THIS TECHNOLOGY HURT OUR ENVIRONMENT?
- AMAZING POWER AT OUR FINGERTIPS
- AN ALTERNATIVE MEANS OF CONDUCTING BUSINESS
- ANNOYANCE
- another world
- AS A TOOL
- AS AN AID TO IMPROVED LITERACY
- as things progress quicker you need to keep up with technology
- assisting in running life styles
- Automation of repetitive tasks.
- BASIC SKILLS REQUIRED, NEEDED AT HOME TO GIVE DISABLED RESOURCES THEY NOW REQUIRE FOR SCHOOL.
- BECAUSE EVERYONE ELSE WILL HAVE ONE
- BECAUSE WE ARE FORCED TO.
- BECOMING NECESSARY TO KEEP RECORDS.
- CAN BE USED FOR SO MANY DIFFERENT THINGS.
- CAN MAKE COMPLICATED PROCESSESS QUICKER
- CHEAP, SECONDHAND CAN EVEN BE FREE. USEFUL
- COLLECT TOGETHER IN ONE PLACE DOCUMENTS OF ALL SORTS
- create a CV
- Digital diaries and thought = tomorrow's history
- disadvantaged without
- Doing complicated, tedious work
- ease in dealing with information
- ease of use
- EASE OF USE.
- ENABLING TECHNOLOGY
- ENGAGEMENT IN MODERN WORLD
- Equal Opportunties for all
- EQUALITY, ACCESS.
- everyone should be able to work with them
- extremely useful personal tool
- for company, ie games or work
- FOR CREATING VARIOUS POSTERS ETC
- for creativity
- For organising

- FOR THE FUTURE LEARNING
- FUTURE
- Gateway to other things
- GATEWAY TO THE MODERN WORLD
- household accounts easily maintained
- IDEAL FOR HOME/WORK ACCOUNTS.
- IF YOU DONT KNOW THE BASICS OF A COMPUTER IT'S WAKE UP TIME!!
- if you're not computer literate nowadays it's like being unable to read a hundred years ago - absolutely essential.
- IN A LOT OF CASES UP TO NO GOOD.
- INCREASE AWARENESS
- INFO FOR STORAGE AND AVAILABLE AT THE TOUCH OF A BUTTON
- is the hub from which so much can be achieved
- It as a part of 21st century - keep up with the times
- IT HELPS WITH MUNDANE TASKS.
- It is an enabling machine
- IT IS THE ESSENCE OF THE FUTURE
- IT SPEEDS UP TASKS RELATED TO WORD - PROCESSING, DATABASE
- IT TAKES UP A LOT LESS SPACE THAN PAPER FILES
- IT WILL BENEFIT YOUNG PEOPLE.
- It's the future
- its the thing to have in this day and age
- keep up to date with current trends
- KEEPING IN TOUCH WITH ALL AVAILABLE
- KEEPING RECORDS.
- KEEPS YOUR MIND ACTIVE
- key tool to do a job

- KIDS HOMEWORK.
- living in the 21st century
- Maintain their inclusion in current technology
- Make good documents
- MAKES LIFE EASIER USUALLY
- makes life simpler
- Makes many tasks so much easier
- MANY ACTIONS TAKE PLACE ELECTRONICALLY
- MEMORY.
- MODERN LIVING
- MODERNISATION.
- MUCH TO ACCESS
- neatness
- NOT EVERYONE CAN AFFORD TO HAVE A COMPUTER
- NOT NECESSARY
- NUMBER MANIPULATING ETC, LETTER WRITING
- ONLINE PAYMENTS/INFO ACCESS
- ONLINE SHOPPING ETC. LETTER WRITING.
- open up lives
- OPPORTUNITIES
- ORGANISATION
- organisation and efficiency
- organisation of ideas, information
- organising
- People who are denied access to a computer are increasingly being forced into the status of second class citizens, it is a form of social exclusion.
- PREPARING & REVISING DOCUMENTS
- PRESENTATION.

- PRESENTATION.
- PRESENTATIONS
- PRINTED WORD A SAFE GUARD
- PROGRESS
- running small businesses
- SAVES PAPER.
- Saves time
- SAVING MONEY
- See below
- Self organise
- SHOPPING
- SO THAT THEY FEEL PART OF THE MODERN WORLD
- speeds up common tasks
- STORAGE OF DOCUMENT & LETTERS SENT.
- Storage of information
- STORAGE OF INFORMATION/EDUCATION
- STORING INFORMATION WITHOUT USING PAPER
- The most enabling technologies ever (till now?)
- the uses are endless
- THE WAY FORWARD / FUTURE
- THE WAY FORWARD.
- the way to keep up
- There are positive and negative aspects to all three, but since they are now an integral part of our society people should have easy access to them.
- There is so much you can do with one
- TIME SAVING AND HELPFUL
- TO ACCESS AND FIND OUT ABOUT NEW AND AVAILABLE TECHNOLOGY

- To access information not available or easy to access by other means
- TO AID THEIR BUSINESS OR PLEASURE
- to avoid exclusion
- TO BE AWARE OF MODERN TECHNOLOGY.
- TO BE CONVERSENT WITH A CHANGING WORLD NOT TO BE LEFT BEHIND.
- TO BE PART OF 21ST CENTURY
- TO BELONG TO THE 21ST CENTURY.
- TO CONNECT TO
- TO DEVELOP COMPUTER LITERACY
- TO DEVELOP THEIR COMPUTING SKILLS - A NECESSITY FOR MENTION LIFE. COMMUNICATION
- TO EXPAND YOUR TECHNICAL KNOWLEDGE
- TO FULFILL WHATEVER REQUIREMENT THEY HAVE
- TO HELP UNDERSTAND AND KEEP UP WITH TECHNOLOGY
- To improve keyboard skills
- to keep abreast of technology
- TO KEEP IN CONTACT
- TO KEEP UP TO DATE WITH SOCIETY
- To 'Keep up with the Jones'
- TO KEEP UP WITH THE WAY WE LIVE.
- TO MAKE LIFE EASIER.
- To organise a busy lifestyle
- TO ORGANISE LIFE
- TO PRODUCE PROFESSIONAL LOOKING DOCUMENTS
- To provide them with an equal level of opportunity in a society where use of/access to a computer are vital for

schooling, seeking employment, holding down a job, and organising your private affairs

- TO WIDEN ONES VIEWS ON THE WORLD.
- TREMENDOUSLY INTERESTING AND INFORMATIVE
- UNFORTUNATELY IT IS NOW DRIVING US, WHETHER WE LIKE IT OR NOT!
- Utility
- VERSATILE
- WE ALL NEED TO KNOW HOW TO USE THEM OR BE LEFT OUT
- WITH PROPER USE THEY ARE INFORMATIVE, QUICK, COMPREHENSIVE AND USEFUL.
- YES, BUT NOT FOR ME
- YOU NEED THE SKILLS
- YOU REALLY NEED TO BE ABLE TO USE ONE

Q52b. Can you think of one good reason why people should have access to the Internet?

- ACCESS TO A RANGE OF SERVICES
- ACCESSIBILITY
- ACCESSING INFORMATION/BOOKING/BUYING/CONTACTING PEOPLE/BUSINESS
- ACESS TO LEISURE,GOODS & SERVICES
- ALTHOUGH I DON'T HAVE ONE, IT CERTAINLY HAS IT'S PLACE IN TODAYS WORLDBUT DOES ALL THIS TECHNOLOGY HURT OUR ENVIRONMENT?
- AN EXCELLENT RESOURCE
- AND TIME SAVING.
- AS ABOVE ALTHOUGH I KNOW NOTHING ABOUT THE INTERNET.
- As above and it opens up the world for everyone - housebound people especially
- AS ABOVE.
- AS ABOVE.
- BBC WEATHER
- BECAUSE WE ARE FORCED TO, ESPECIALLY BY BUSINESS AND AUTHORITIES.
- Cheaper, choice, research, access, fun.
- connectivity
- contact companies etc.
- DISSABLED PEOPLE COULD FIND A LOT OF THINGS EASIER WITH THE NET, NOT HAVING TO GO TRAVELLING AROUND AND FOR THE INCAPACITATED.

- ditto
- ditto
- EQUALITY, ACCESS.
- EXCELLENT FOR EVERYTHING
- Fantastic resource
- FOR INTERESTS APPLYING TO THEM.
- FOR THE ELDERLY WHO COULD NOT LEAVE THE HOUSE. TO SAVE MONEY (OFFERS)
- FUN
- FUTURE
- FUTURE
- FUTURE, MOST THINGS ON INTERNET NOW!
- Get alot of help
- GOOGLE.
- I have one but its main use is for very urgent situations i.e. neighbourhood watch or an emergency.
- id.
- if you can't find it on the internet - it probably isn't worth knowing
- IN A LOT OF CASES UP TO NO GOOD.
- IN TODAYS WORLD A MUST!!
- increasingly, those with no access are denied access to information and opporuniites and become 2nd class citizens
- INCREDIBLE AMOUNTS OF INFORMATION AVAILABLE AT YOUR FINGERTIPS 24 HRS A DAY
- INDEPENDENCE
- IS EXCELLENT FOR WORK, LEISURE AND KEEPING IN TOUCH WITH LIFE.

- IT IS POSSIBLE TO HELP ONE'S EVERYDAY NEEDS WITH ITS HELP
- IT WILL SOON BE IMPOSSIBLE TO PROGRESS IN SOCIETY AND THE JOB MARKET IF YOU ARE NOT COMPETENT IN THESE SKILLS
- KEEPS YOUR MIND ACTIVE
- look for jobs
- LOOKING FOR WORK.
- MANY SERVICES ARE EASIER TO GET HOLD OF ON LINE RATHER THAN TELEPHONE
- MANY SERVICES WILL BE INCREASINGLY AVAILABLE ONLY ON-LINE
- MORE INFORMATION & KNOWLEDGE AVAILABLE TO PEOPLE ON NET.
- NOT TOTALLY NECESSARY.
- OPENING HOURS EG: SWIMMING POOLS, LIBRARIES. SEEING 'WHAT'S OUT THERE' GENERALLY - ESP IF YOU HAVE KIDS!
- opportunity to save costs
- part of modern life - useful
- PEOPLE WITHOUT INTERNET ACCESS ARE DISADVANTAGED.
- pursue interests
- RECORDS
- SAVES TRAVEL, TIME
- SAVING MONEY
- SEEMS INTERESTNG BUT AFRAID OF NOT UNDERSTANDING HOW IT WORKS.
- So many services, attraction etc have a lot of detail on the internet

- SO MUCH CAN BE DONE WITHOUT USING PRIVATE OR PUBLIC TRANSPORT
- SO THEY CAN SURF THE NET
- SURFING CAN BE FUN, BUT BE CAREFUL
- The majority of services and information are now most effectively accessed through the internet.
- The most enabling technologies ever (till now?)
- THE WAY FORWARD.
- THE WEB (?)
- These days it's almost necessary for inclusion in society, access to services, advice, knowledge, communication etc.
- things are easier to do if you don't have to deal with incompetent people
- TIME SAVING.
- TO AID THEIR BUSINESS OR PLEASURE
- to avoid exclusion
- TO BE COMPUTER 'LITERATE' IS IMPORTANT TO MANY ASPECTS OF ONES LIFE. FOR INFORMATION (IF ITS RELIABLE INFORMATION)
- TO BECOME AWARE OF THINGS AVAILABLE TO THEM AS WWW
- TO BELONG TO THE 21ST CENTURY.
- to check out queries quickly
- TO FIND ANSWERS TO ALL KINDS OF QUESTIONS
- To have the ability & freedom to ask the world a question and obtain the answer and the click of a button
- TO IDEAS, GOODS AND SERVICES WORLDWIDE
- TO KEEP UP WITH WHATS GOING ON
- TO KEEP UP-TO-DATE.

- UNABLE TO USE MANY OF NEW PROGRAMMES WITHOUT CONNECTION.
- UP TO DATE AND ACCURATE INFORMATIONS NOT OTHERWISE AVAILABLE
- USE AT / FOR WORK
- VALUABLE ASSET
- vital tool
- WIDE ACCESS AVAILABLE TO WIDE RANGE OF ISSUES.
- WIKIPEDIA
- WORK
- WORK, PLAY CONTACT.

Q52c. Can you think of one good reason why people should have access to mobile phones?

- 1 TO 1
- Acces to up to date information, on the move.
- ACCESS AT ALL TIMEES.
- ACCESSABILITY, ESPECIALLY FOR THE ELDERLY.
- BROADENS KNOWLEDGE AND OUTLOOK.
- CAN BE USED TOO INDISCRIMINATELY
- Can be useful
- can't think of one single reason
- CHAT
- DEFINATELY NOT
- DUPLICATION OF ABOVE THESE ARE ANYWAY COMPUTERS
- EASY ACCESS
- EDUCATION

- efficient working practices
- faster more efficient interactions
- FISHING, SO WIFE CAN RING.
- FOR PHONING AND TEXTS ONLY
- HEALTH HAZARD
- HELPFUL.
- how did we live without one!
- I AM CONCERNED THAT THESE MAY BE A HEALTH HAZARD.
- I BELIEVE MORE RESEARCH NEEDED INTO SAFETY & HEALTH DANGERS.
- I DON'T THINK THEY ARE NECESSARY.
- I FIND A MOBILE A NECESSITY AT MY AGE 87 TO KEEP IN TOUCH IF NECESSARY WITH MY FAMILY WHEN OUT SHOPPING ETC
- I LIKE MY FAMILY /SCHOOL TO BE ABLE TO CONTACT ME QUICKLY.
- I TRY TO AVOID USING MOBILE PHONES
- IF YOU NEED HELP
- INDIVIDUAL NEEDS
- INDIVIDUAL.
- it's good to have access but they do add to life's time pressures
- IT'S GOOD TO TALK
- KEEPS YOU CONNECTED
- KEEPS YOUR MIND ACTIVE
- MAKES LIFE EASIER
- MAKES PHONING EASY AND GREATLY EXTENDS ITS USEFULNESS WHEN TRAVELLING
- mobile solutions can save time

- MOST SHOULD BE BANNED.
- NECESSARY IN TODAY'S WORLD
- NEVER OUT OF TOUCH.
- NOT ESSENTIAL
- NOT HAVING TO FIND A PHONE BOX
- Not many public phones any more
- not really!
- ON THE SPOT HELP
- PUBLIC PHONE BOXES ARE GETTING SCARCE
- SHOULD BE BANNED ON PUBLIC TRANSPORT - TRAMS, BUSES ETC - THEY INVADE ONES "SPACE" WITH USELESS BABBLE ABOUT NOTHING MAKING OTHER PEOPLES JOURNEYS EXCEEDINGLY UNPLEASANT. ONE OF THE REASONS PEOPLE K*
- Sorry, no.
- TEXT IS USEFUL BUT ON THE WHOLE THEY ARE A NUISANCE, THINK OF ALL THE MOTORISTS USING THEM WHEN DRIVING - A LOT OF PEOPLE ARE NOT SENSIBLE USERS!
- TEXTING/DIRECT CALLS AND INFORMATION.
- The most enabling technologies ever (till now?)
- there are hardly any public phones now
- there is no good reason to have access to a mobile
- THESE ARE GOOD WORKING TOOLS FOR PEOPLE TO CONTACT EACH OTHER
- they should all be in landfill (sorry recycled)
- They're Handy
- TO BELONG TO THE 21ST CENTURY.
- TO CALL PEOPLE (LIKE A NORMAL PHONE ONLY PORTABLE)

- TO GET INSTANT RESPONSE AND SAVE TIME
- TO LET PEOPLE PHONE OTHERS FROM PLACES WITHOUT A LAND-LINE FOR LESS MONEY.
- TO SUMMON HELP IF NEEDED.
- TO TEXT PEOPLE - LESS INTRUSIVE
- TO TEXT/SPEAK TO FRIENDS.
- TOO EXPENSIVE FOR ME BUT COULD BE A TIME SAVER
- uh....mobile phones? weren't they invented so a) mobile companies could make a shed load of profit from suckers? and b) so that sharon could send emmal hundreds of texts about Lee down the road wot she fancays, 'er new diet, that luvlay new shampoo... ??
- use them differently
- WHEREVER YOU ARE YOU CAN BE CONTACTED & DON'T MISS IMPORTANT CALLS
- WORK, PLAY CONTACT.
- YOU CAN KEEP IN TOUCH EASILY. NO MORE MISSED DATES ETC.