



CLAIMING WITHOUT CONFIDENCE

Internet Access for Universal Credit Claims:

An Assessment of Clients using
Citizens Advice Bureaux in West Surrey

July 2013

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1. Executive Summary

1.1 Context

The single biggest change in the coalition government's welfare reform programme is the introduction of Universal Credit. The new system will involve a number of changes for claimants - including the provision that making and managing benefit claims will be done online. While this clearly has the potential to simplify the administration of the benefits system the government has recognized that those who cannot use the Internet will require support. In its Support Framework document, it has said:

A survey of existing claimants found 78% already use the Internet, although only a small proportion yet (sic) use it to make benefit transactions. However, we recognize that some will need help.

In order to ascertain the scale of assistance which will be required locally a survey was carried out among clients attending at or telephoning Citizens Advice Bureaux across West Surrey. The survey sought to estimate the proportion of people in the area who would be likely to require help to complete and manage benefits claims on line. The 637 respondents who took part were asked to complete a short questionnaire at bureaux in Woking, Guildford, Camberley, Ash and Waverley in February 2013

1.2 The Principal Findings

- i) 17% of the adults who took part had never used the Internet. This compares with the 14% reported by the Office of National Statistics as being the proportion nationally in the first quarter of 2013.
- ii) The CAB survey went further and sought to establish the proportion of respondents who had low Internet use capability based on frequency of use and confidence in their own ability. 21% were rated as "low" capability.
- iii) 42% of respondents were benefits claimants. 27.4% of these benefits claimants had never used the Internet. However the proportion of benefits claimants with a low Internet ability rating (and therefore requiring assistance) was 32.7%
- iv) The 55-64 age group contained the highest number of respondents with low Internet capability

1.3 **Conclusions & Recommendations**

- i) Measuring Internet access alone among the general population is not a reliable indication of Internet capability. The ability of claimants to complete claims on line is a function of frequency of use and confidence
- ii) A high proportion (almost a third) of benefits claimants in West Surrey will require support with on-line claims application and management.
- iii) Citizens Advice Bureaux are well placed to be involved in delivering this support locally. This will involve allocating dedicated resources which will require additional funding.
- iv) The government has recognized the need to support some claimants with the introduction of Universal Credit through the Local Support Services initiative. The most effective way of providing this support is to direct it to accredited advice organizations like Citizens Advice Bureaux according to local need.

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2) A Summary of Previous Research

2.1 Work and the welfare system: a survey of benefits and tax credits recipients

The research report *Work and the welfare system: a survey of benefits and tax credits recipients* was published in 2012 on behalf of the Department for Work and Pensions.¹ This report was based upon fieldwork carried out between June and August 2011. A random sample of 5,529 individuals from 4,315 households was selected from DWP and HMRC claimant databases; all of these individuals lived in a household which had received at least one state benefit within the previous six months 78% were found to have used The Internet with 48% having used it daily

When asked if they would require support to apply for benefits or tax credits online, 45% of respondents indicated that they would. One in ten respondents who would not be willing to claim Universal Credit online provided their disability or ill-health as a reason for this reluctance.

2.2 Digital Landscape Research

The *Digital Landscape Research* report is based upon research conducted by the research agency 2CV on behalf of the Cabinet Office. The research was focused specifically upon the use of online Government services by UK adults and was published in November 2012.

Quantitative research was conducted with a sample of 1,298 adults. 990 of these respondents were recruited online and the remaining 308 were recruited offline. Qualitative research was also conducted through 18 2-hour interviews with people who do not use online Government services.

The report indicates that 82% of UK adults regularly or occasionally access the Internet. 77% of UK adults access the Internet at least once a day. 18% of respondents rarely or never use the Internet.²

Respondents were then asked if they had used Central Government information or transactional services online within the past year. Whereas 46% of Internet users had conducted a government on line transaction, 28% had not.

The findings of this report support those of *Work and the welfare system*, in that they show older people to use the Internet less frequently. Although Universal Credit will not apply to those above Pension age, there is still a significant disparity in Internet use between the very young and the middle-aged and both groups will be required to claim Universal Credit online. As with the previous survey, the disabled are shown to use the Internet less often than the non-disabled.

¹ Work and the welfare system: a survey of benefits and tax credits recipients by Trinh Tu and Steven Ginnis, published by the Department for Work and Pensions in 2012

² Digital Landscape Research by 2CV, published by the Cabinet Office in November 2012

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2.3 Internet Access Quarterly Update

Internet Access Quarterly Update is a regular bulletin of statistics relating to Internet use produced by the Office of National Statistics. The most recent publication at the time of writing was issued on the 15th April 2013

According to this publication, 43.5 million UK adults have used the Internet.³ This is equivalent to about 86% of the UK population. 7.1 million adults, or 14% of the adult population, have never used the Internet. Since the first quarter of 2012, the number of people who have never used the Internet has decreased by 1 million. *Internet Access Quarterly Update* not only supports the previous two studies by demonstrating that the majority of people use the Internet, but in addition shows that over time the number of people who go online is increasing.

The bulletin supports the relationship between increasing age and decreasing Internet confidence shown by the previous two studies. It also supports the findings of the previous two studies regarding the reduced Internet use likely among disabled people. 53% of those who have never used the Internet defined themselves as disabled according to the definition given in the Disability Discrimination Act. 9% of non-disabled people, as opposed to over 30% of people who defined themselves as disabled, have never used the Internet. These findings support the argument that factors such as disability affect Internet usage.

³ Internet Access Quarterly Update, 2013 Q1, published by the Office for National Statistics on 15/05/2013

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3) West Surrey Internet Use Survey

3.1 Methodology of the West Surrey Internet Use Survey

In February 2013 five West Surrey Citizens Advice Bureaux; Ash, Camberley, Guildford, Waverley (comprising Cranleigh, Farnham, Godalming and Haslemere) and Woking; carried out a survey on the level of internet access and expertise of Bureau clients. These Bureaux gave visiting Clients the opportunity to complete an anonymous questionnaire before speaking to an adviser or gateway assessor. The survey was offered both to people who visited the Bureaux in person and to those who contacted them by telephone. In total, 669 Clients responded to the survey. Some respondents did not answer every question, but all respondents answered at least one question.

The questions were as follows:

- 1) Please provide your Post Code
- 2) What is your age group?
 - a) 16-24
 - b) 25-34
 - c) 35-44
 - d) 45-54
 - e) 55-64
 - f) 65-74
 - g) 75+
- 3) Do you consider yourself to have a disability?
- 4) Have you claimed or received state benefits within the last six months?
- 5) How often do you use the Internet?
 - a) Never
 - b) Fewer than ten times in the last year
 - c) More than once a month
 - d) More than once a week
- 6) In which situations do you use the Internet?
 - a) At Home
 - b) At Work
 - c) Elsewhere
 - d) I do not use the Internet
- 7) Please provide a value for your confidence in using the Internet out of five.

Following the collection of responses, the raw data has been processed and used to produce a variety of charts which illustrate the relationships between Internet confidence and membership of different demographic groups is given in section 3.3 of this report,. Section 3.2 describes a mechanism for evaluating capability among Internet users.

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3.2 Internet Capability of the Respondents

Internet capability in this survey has been assessed on the basis of frequency of use and user confidence. By allocating numerical values to each and combining them by simple multiplication a score was calculated for each respondent. In the survey, frequency of use was allocated scores as follows.

- a) Never - 1
- b) Fewer than ten times in the last year - 2
- c) More than once a month – 3.
- d) More than once a week – 4

Confidence levels were provided by respondents on a scale of 1-5 where 5 was very confident and 1 not at all confident. Multiplying the frequency and confidence scores gave a factor, the value of which was assessed as follows.

Between 0 and 6	Low
Between 6 and 15	Medium
Between 16 and 20	High

A low factor value, i.e., between 0 & 6 was taken as a reasonable indication of a level of confidence in and familiarity with the Internet which would require help with completing and managing an on line benefits application.

Table 1 shows an analysis of Internet capability according to age group, disability (DIS) and whether respondents had been receiving benefits in the six months prior to the survey. This analysis considers completed questionnaires. General trends are discussed in section 3.3 of this report.

Table 1 reveals that

- 266 out of 637 respondents (41.8%) had been in receipt of Benefits in the previous six months.
- 87 benefits claimants were rated as having low Internet capability, which is 32.7% of the number of benefits claimants included in the survey.
- these proportions are likely to be exacerbated by illiteracy which has not been factored into this survey
- the highest number of benefits claimants with low capability in relation to age group is 20 in the 55-64 age group (7.5% of the total number of benefits claimants)

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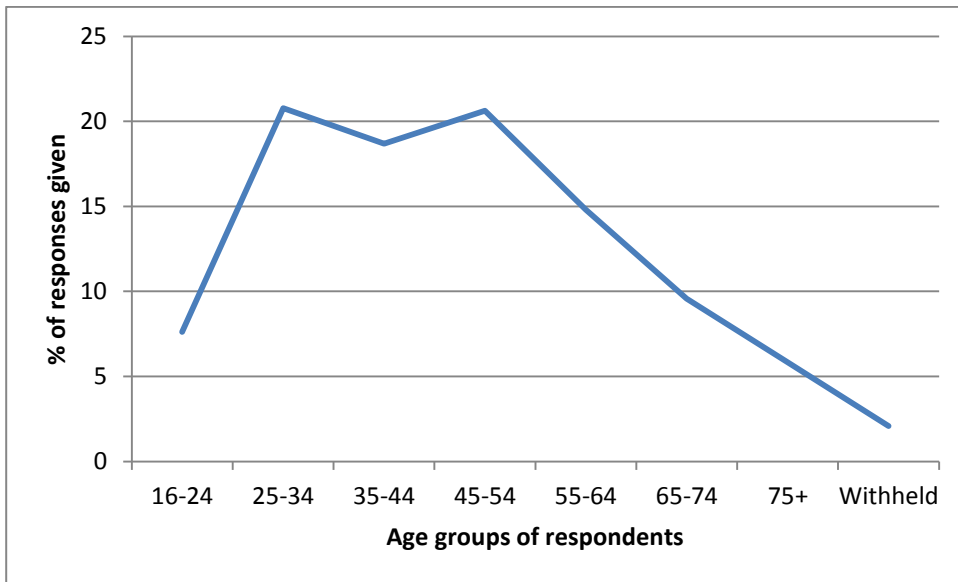
	Fully complete questionnaires		Internet Users		Never used the Internet		high Internet capability		moderate Internet capability		low Internet capability	
ALL AGES	637	100.0%	529	83.0%	108	16.95%	369	57.9%	132	20.72%	136	21.35%
DIS	96	15.1%	57	8.9%	39	6.12%	31	4.9%	22	3.45%	43	6.75%
BEN	266	41.8%	194	30.5%	72	11.30%	130	20.4%	49	7.69%	87	13.66%
DIS + BEN	74	11.6%	42	6.6%	32	5.02%	22	3.5%	18	2.83%	34	5.34%
16-24	50	7.8%	49	7.7%	1	0.16%	43	6.8%	6	0.94%	1	0.16%
DIS	7	1.1%	6	0.9%	1	0.2%	4	0.6%	2	0.3%	1	0.2%
BEN	17	2.7%	16	2.5%	1	0.2%	15	2.4%	1	0.2%	1	0.2%
DIS + BEN	4	0.6%	3	0.5%	1	0.2%	2	0.3%	1	0.2%	1	0.2%
25-34	132	20.7%	131	20.6%	1	0.2%	102	16.0%	25	3.9%	5	0.8%
DIS	7	1.1%	7	1.1%	0	0.0%	5	0.8%	1	0.2%	1	0.2%
BEN	43	6.8%	42	6.6%	1	0.2%	32	5.0%	8	1.3%	3	0.5%
DIS + BEN	5	0.8%	5	0.8%	0	0.0%	3	0.5%	1	0.2%	1	0.2%
35-44	124	19.5%	114	17.9%	10	1.6%	82	12.9%	25	3.9%	17	2.7%
DIS	18	2.8%	13	2.0%	5	0.8%	9	1.4%	4	0.6%	5	0.8%
BEN	55	8.6%	47	7.4%	8	1.3%	28	4.4%	13	2.0%	14	2.2%
DIS + BEN	15	2.4%	10	1.6%	5	0.8%	7	1.1%	3	0.5%	5	0.8%
45-54	132	20.7%	113	17.7%	19	3.0%	75	11.8%	33	5.2%	24	3.8%
DIS	22	3.5%	17	2.7%	5	0.8%	9	1.4%	7	1.1%	6	0.9%
BEN	59	9.3%	46	7.2%	13	2.0%	30	4.7%	13	2.0%	16	2.5%
DIS + BEN	18	2.8%	14	2.2%	4	0.6%	7	1.1%	6	0.9%	5	0.8%
55-64	99	15.5%	71	11.1%	28	4.4%	38	6.0%	29	4.6%	32	5.0%
DIS	24	3.8%	10	1.6%	14	2.2%	2	0.3%	7	1.1%	15	2.4%
BEN	47	7.4%	27	4.2%	20	3.1%	16	2.5%	11	1.7%	20	3.1%
DIS + BEN	20	3.1%	9	1.4%	11	1.7%	2	0.3%	7	1.1%	11	1.7%
65-74	63	9.9%	37	5.8%	26	4.1%	24	3.8%	0	0.0%	31	4.9%
DIS	9	1.4%	2	0.3%	7	1.1%	1	0.2%	1	0.2%	7	1.1%
BEN	31	4.9%	14	2.2%	17	2.7%	9	1.4%	3	0.5%	19	3.0%
DIS + BEN	7	1.1%	1	0.2%	6	0.9%	1	0.2%	0	0.0%	6	0.9%
75+	37	5.8%	14	2.2%	23	3.6%	5	0.8%	6	0.9%	26	4.1%
DIS	9	1.4%	2	0.3%	7	1.1%	1	0.2%	0	0.0%	8	1.3%
BEN	14	2.2%	2	0.3%	12	1.9%	0	0.0%	0	0.0%	14	2.2%
DIS + BEN	5	0.8%	0	0.0%	5	0.8%	0	0.0%	0	0.0%	5	0.8%

TABLE1 - analysis of Internet capability ratings

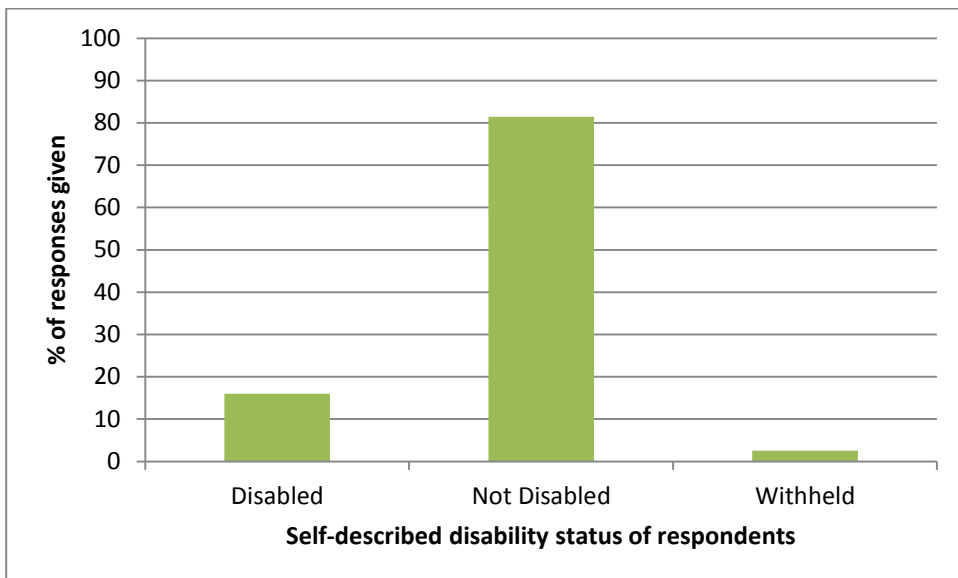
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3.3 Characteristics of the Respondents

The following chart shows the distribution of respondents according to age group. It can be seen that respondents are most likely to be between the ages of twenty-five and fifty-five. Very young and very old people consult the Bureaux less often.

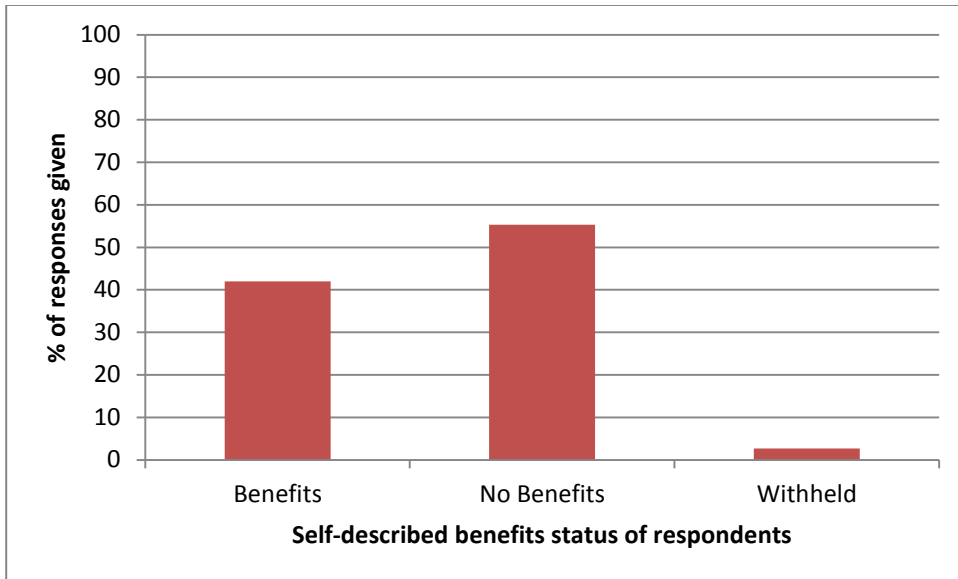


Just over 8 out of 10 respondents describe themselves as not disabled.

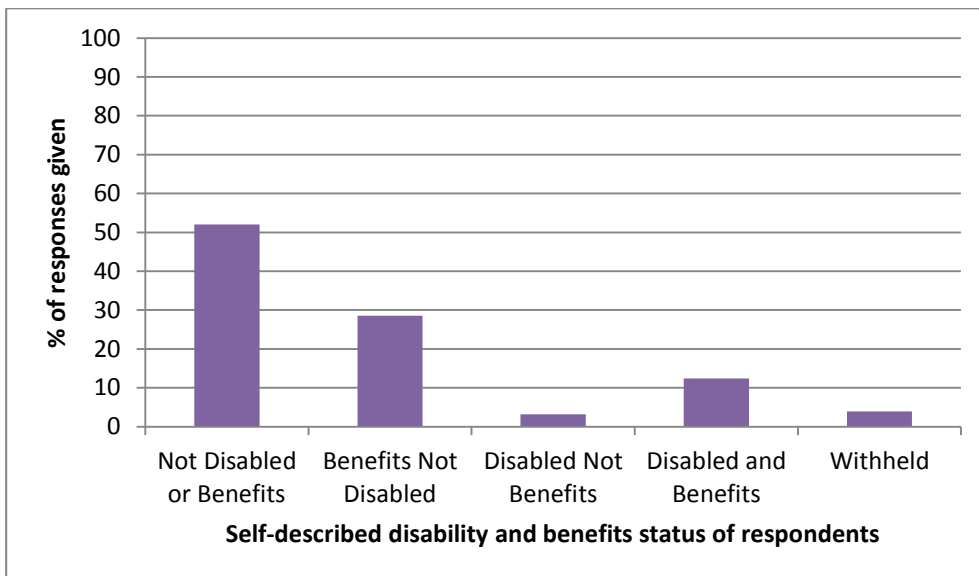


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A significant minority of respondents identified themselves as having claimed or received state benefits within the last six months.

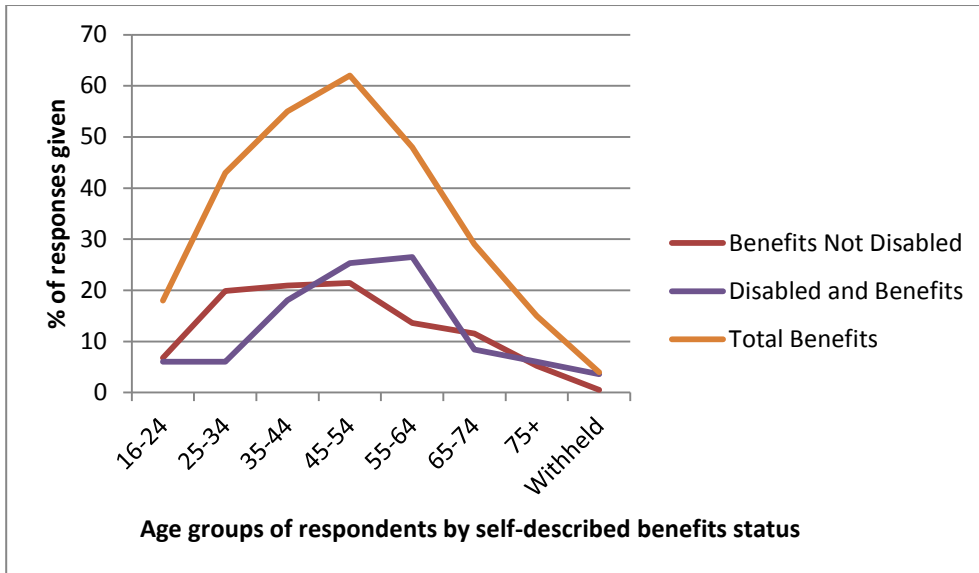


When disability and benefits are compared directly, it becomes clear that the two factors are related. Most people who are disabled have claimed or received benefits recently, whereas most people who are not disabled have not done so. Just over half of the respondents are not disabled and do not claim or receive benefits.



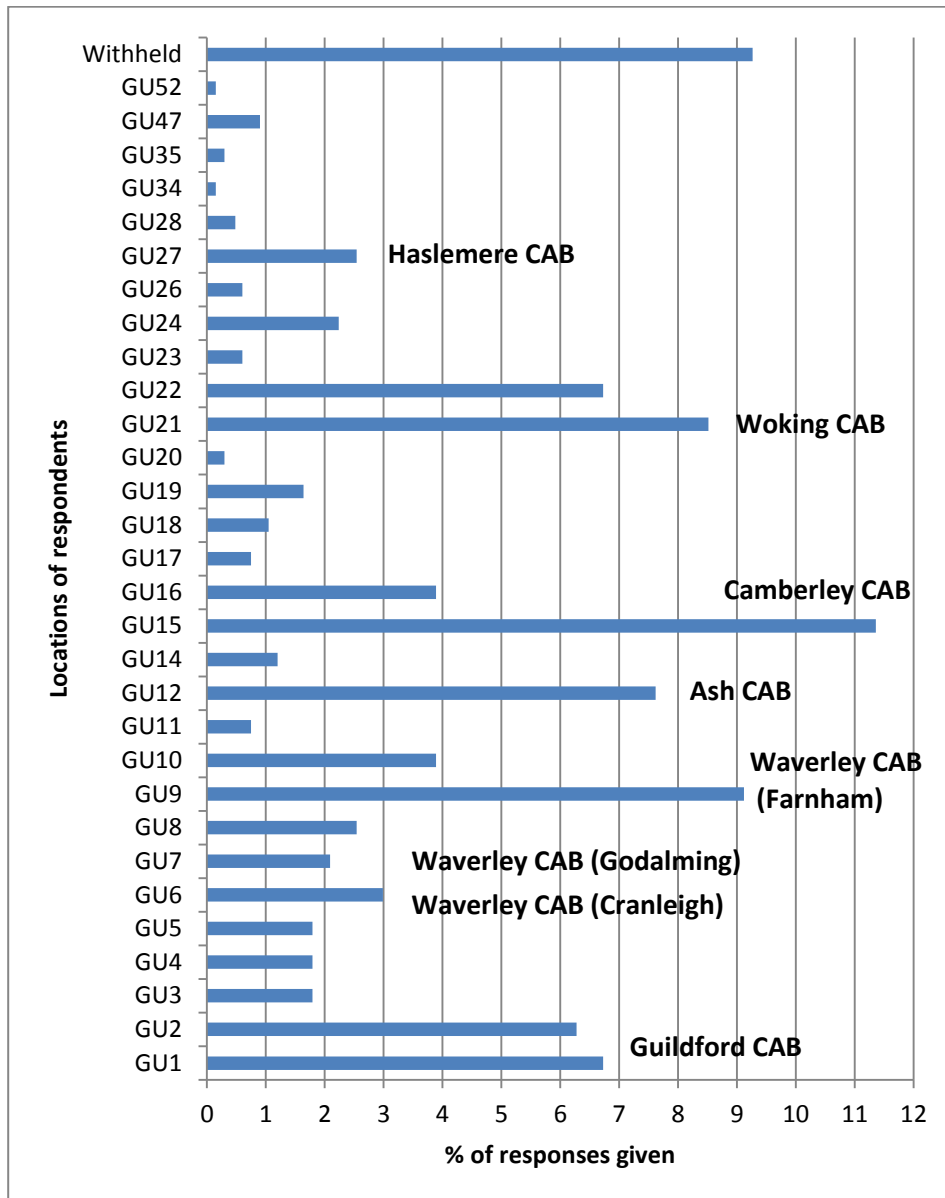
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Claim or receipt of benefits appears to rise steadily with age, peaking within the 45-54 age group, before steadily declining beyond this point. Younger people are most likely to claim benefits whilst not being disabled; older people are most likely to be disabled and to simultaneously claim benefits.



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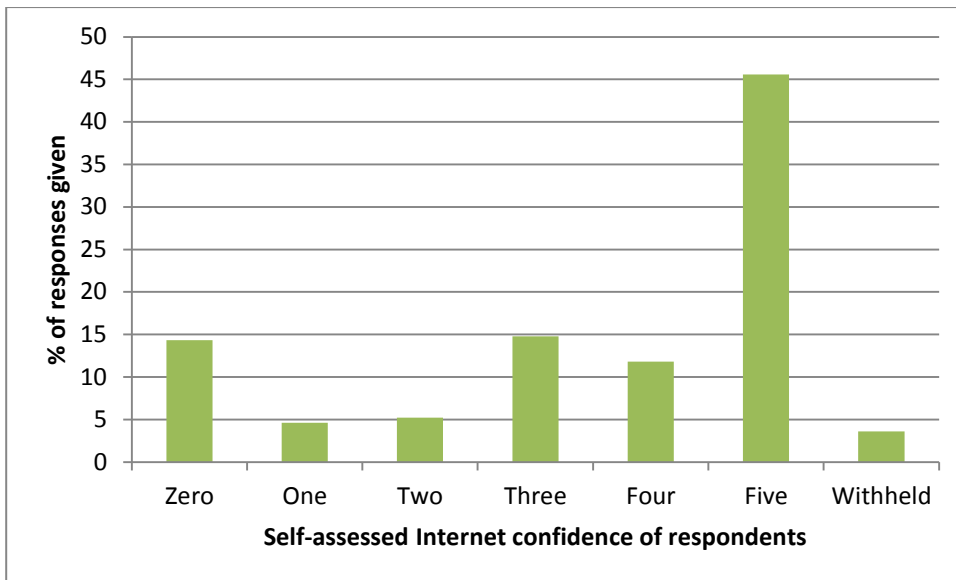
The following chart shows the distribution of the postcodes provided by respondents within GU. The participating Bureaux have been added to the chart according to their location. Peaks in the number of respondents close to the locations of participating Bureaux suggests that people who live closer to the Bureaux are more likely to visit them, and were therefore more likely to respond to the survey request.



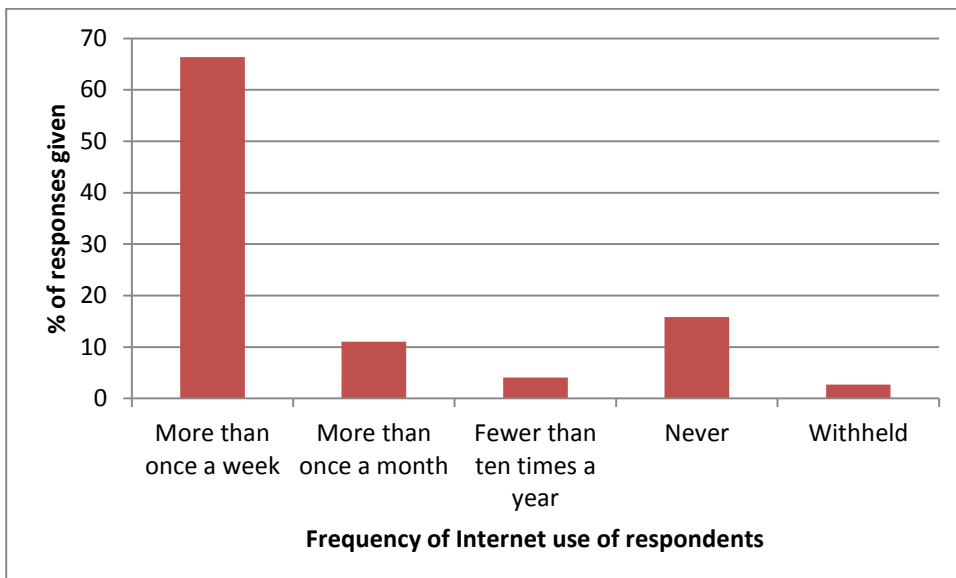
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3.4 Internet Confidence of the Respondents

Almost half of the respondents identified themselves as having the maximum Internet confidence value of five. Another quarter of respondents provided their Internet confidence as either three or four out of five. A significant minority of respondents nevertheless described themselves as having zero Internet confidence; all of these people will require support of some kind should they wish to apply for Universal Credit.

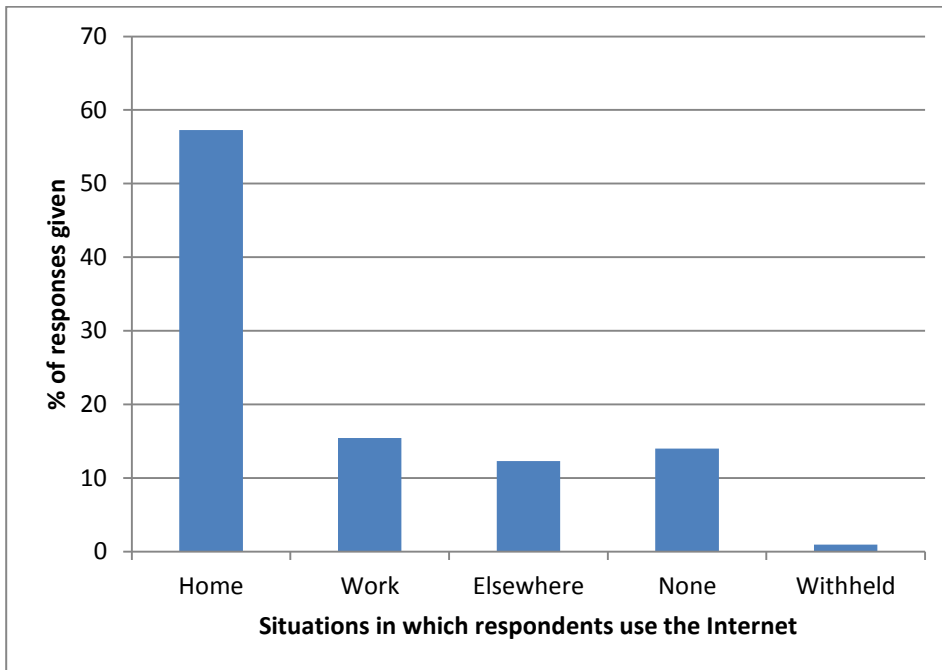


Almost two thirds of respondents informed us that they use the Internet more than once a week. However, the amount of people who have never used the Internet remains alarmingly large, with over one hundred respondents locating themselves within this category.



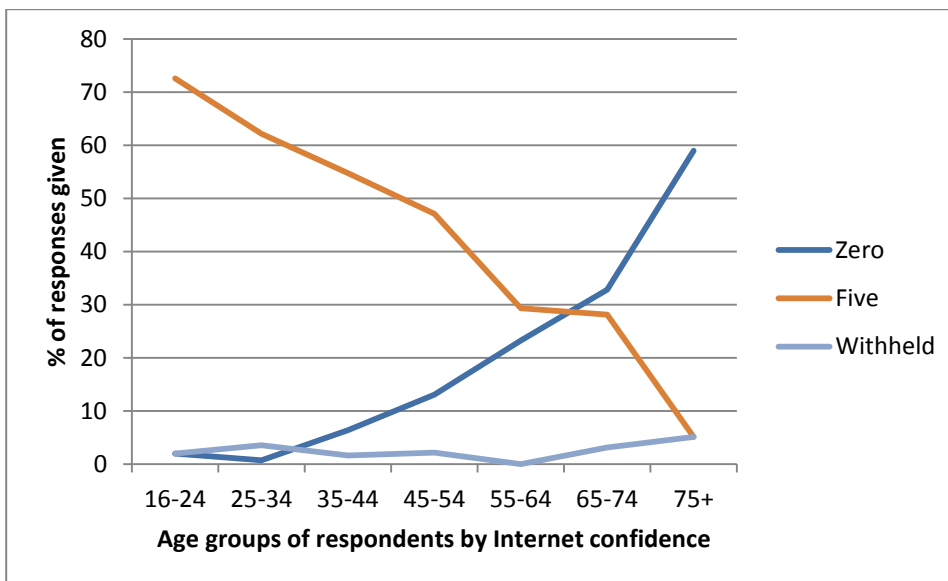
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The answers given by respondents regarding their situations of Internet use support the conclusions of previous research. The most popular place to access the Internet appears to be the homes of the respondents concerned. Respondents were much less likely to use the Internet at work, and still less likely to use it in any other situation.



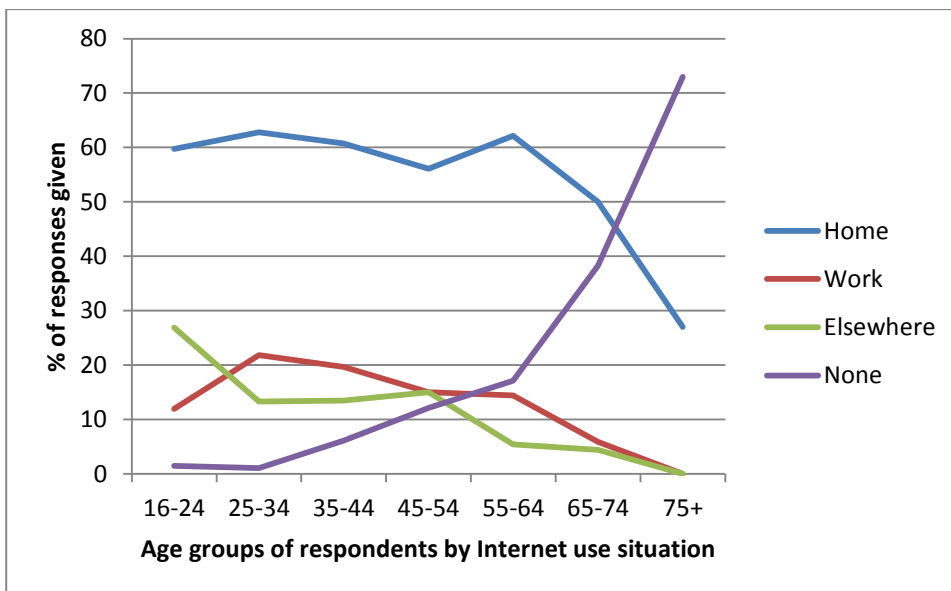
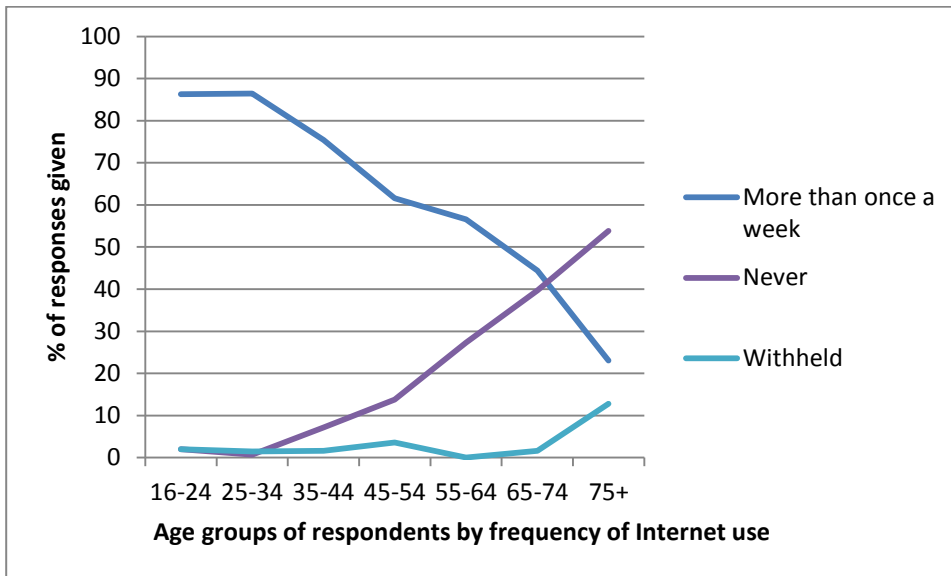
3.5 Relationships between Characteristics and Internet Confidence

The proportion of respondents who provide their Internet confidence as five out of five falls rapidly with increasing age, matched by a symmetrical increase in respondents who provide their Internet confidence as zero. The relationship between age and middling values for Internet confidence is less clear, so for the sake of clarity these values have been omitted.



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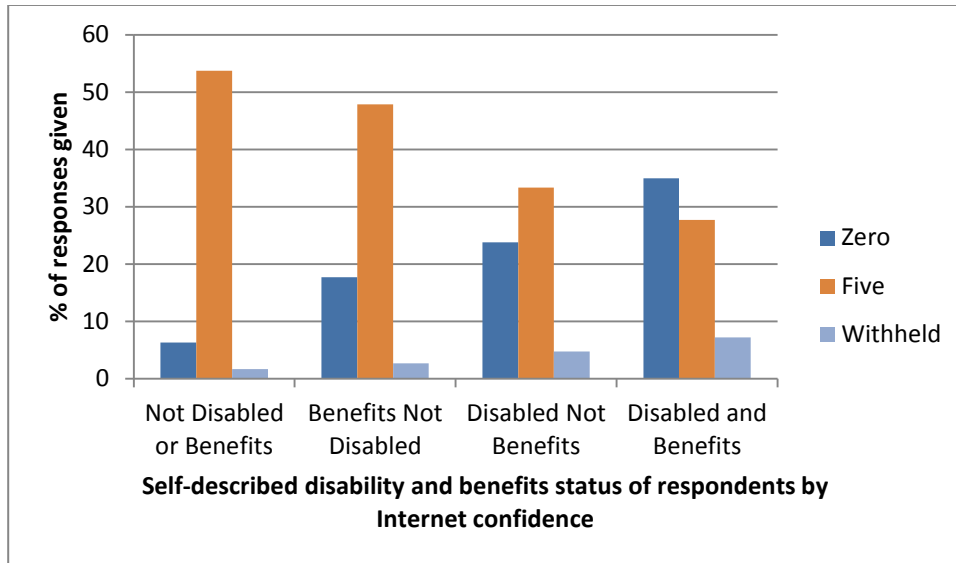
A very similar relationship exists between age and frequency of Internet use. Respondents who use the Internet more than once a week are most likely to be aged between 16 and 34. Respondents who have never used the Internet are most likely to be over the age of 75. Again, the middling values for frequency of Internet use show no clear relationship and have not been depicted here.



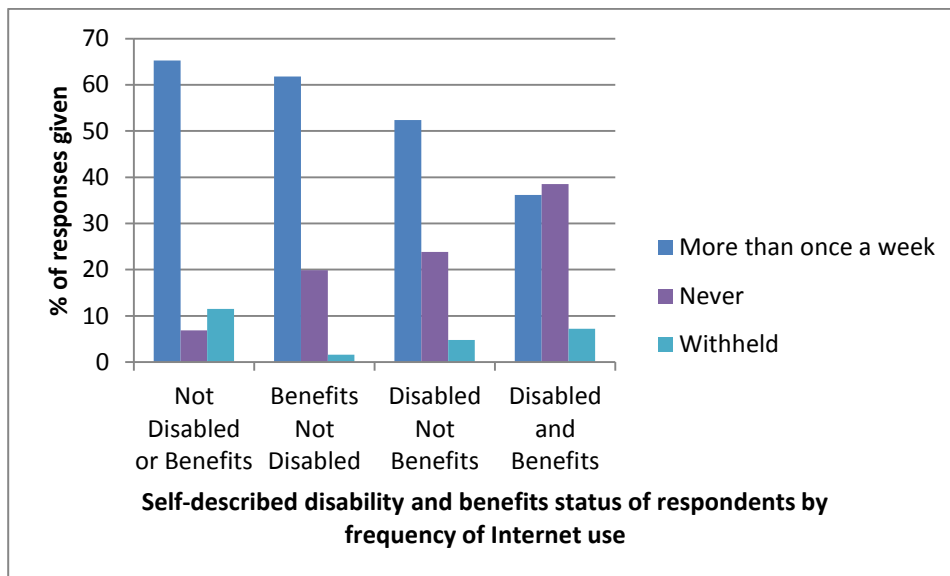
Being disabled or having claimed or received state benefits in the last six months is associated with a lessened likelihood of having high Internet confidence. Disability has a greater effect upon Internet confidence than claim or receipt of benefits. Combined, the two factors have an even greater effect. The group of respondents who are both disabled and have claimed or received benefits recently is the only

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group in which an Internet confidence of zero is more common than an Internet confidence of five.

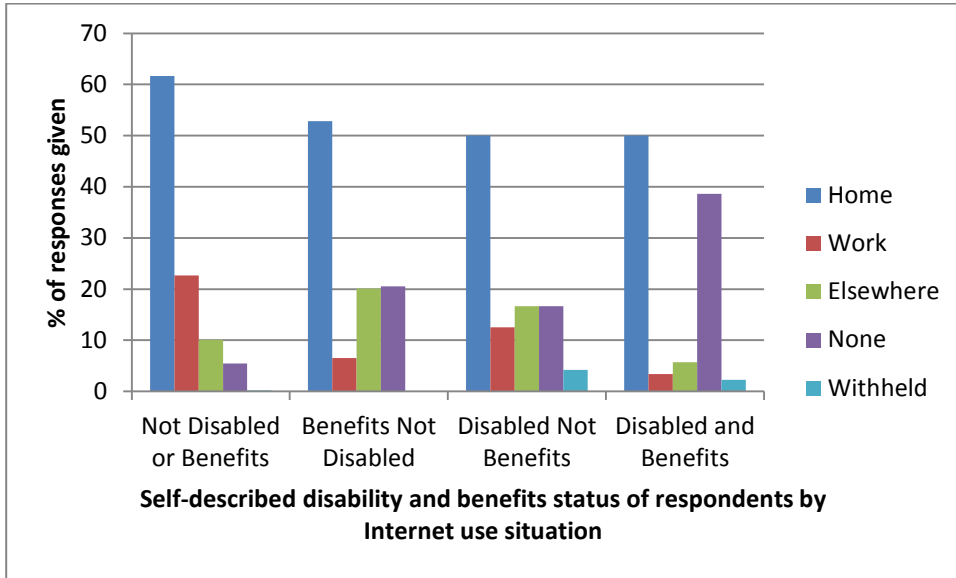


The same effect applies when the question of frequency of Internet use is considered. Disability and association with benefits are both related to less frequent Internet use. Disability has a greater impact than benefit claim or receipt, and when both factors are combined the effect is exacerbated.



The relationship between disability and benefits status and context of Internet use is demonstrated in the following chart. This supports the previous two charts in demonstrating again that disability and claim or receipt of benefits adversely affect Internet use. In addition, only those who are not disabled and have not claimed or received benefits recently are more likely to use the Internet at work than they are elsewhere. All other groups are more likely to use the Internet elsewhere than at work.

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4) Conclusions of the Report

4.1 Conclusions of the survey results

The data presented above support a number of conclusions, including the following:

- A majority of respondents have high Internet confidence and use the Internet more than once a week
- Respondents are most likely to use the Internet within their own homes, being significantly less likely to use it at work or in any other location
- Younger people are, in general, much more confident in using the Internet than older people, and are likely to use the Internet more often
- Disability and claim or receipt of benefits have a similar negative impact upon the Internet use of Clients
- More than a third of benefits claimants are likely to require support with online applications and management for Universal Credit claims
- Older people are more likely to be disabled and to have claimed or received benefits recently than younger people, although this likelihood decreases beyond the age of 60
- People who are disabled are likely to have claimed or received state benefits recently. People who have claimed or received state benefits recently are also more likely to be disabled than people who have not
- These findings indicate that older people and disabled people are more likely to be in need of benefits than younger people and non-disabled people. Furthermore, they are also more likely to have poor Internet confidence. This implies that those groups in most need of benefits will also find it most difficult to claim Universal Credit online

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4.2 Relationship to the Conclusions drawn from Previous Research

The relatively small sample size used in the West Surrey Internet Use Survey may call the validity of some of the conclusions into question. However, in general they are supported by the conclusions reached by the three studies mentioned earlier in this report, all of which were based upon a considerably larger sample than the one used here.

All four reports agree that a large number of people are confident in using the Internet, use it regularly and currently have no difficulty in accessing online Government services. A relatively small minority of people have never used the Internet, and a majority of people use the Internet from their own homes more often than in any other situation. These findings would initially appear to indicate that only a small number of people will require face-to-face support in claiming Universal Credit. However, a number of findings throw doubt upon this argument.

The minority of people with poor or non-existent Internet abilities are disproportionately likely to be in need of Universal Credit. Those who have poor Internet confidence and use it the least frequently are likely to be disabled, to require benefits at present, or both. Those who are employed generally have higher Internet confidence than the unemployed, and the more hours per week an individual works the higher the Internet confidence they are likely to have. Whilst it is true that only those who have not yet reached Pension Credit age will be required to apply for Universal Credit, there is still a significant disparity in Internet confidence between younger people and middle-aged people, who are also most likely to be disabled and require benefits.

According to some of the studies documented above, almost half of current welfare recipients are likely to require support in claiming Universal Credit online. This demonstrates the extent to which requiring state benefits is associated with low Internet confidence and ability. However, support in claiming Universal Credit may be more successful in the form of a helpline than face-to-face support. A majority of people access the Internet in their own homes, and a telephone helpline was the most popular form of support proposed by Work and the welfare system: a study of benefits and tax credits recipients.

Despite this, among the minority who have no Internet access at home, a more involved form of support will be required. Jobcentre Plus offices and local advice centres can both expect a significant number of requests for free internet access with which to apply for Universal Credit. In-depth support will also be necessary for many applications. Jobcentre Plus offices were favoured over local advice centres by respondents in Work and the welfare system. However, local advice centres will nonetheless, in all likelihood, be asked for regular support in making Universal Credit applications.

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4.3 Recommendations

- The introduction of Universal Credit is likely to lead to an increase in the number of people who will be seeking support to claim benefits on line
- Citizens Advice welcomes the Government's plans to provide support for implementing the change to Universal Credit recently published by Lord Freud, the Welfare Minister.
- Citizens Advice Bureaux can contribute significantly to the effectiveness of the Local Support Services Frameworks envisaged in this plan, because of our established role in assisting communities to deal with the effects of change, particularly changes to benefits. It is important that funds are directed locally commensurate with need.
- Almost a third of benefits claimants in West Surrey are likely to require support with online claims. The survey does not take account of people with literacy or mental health issues, who will need a considerable degree of support.
- More research is required to assess support associated with other aspects of Universal Credit which will be required in localities, most notably financial management
- This survey clearly demonstrates that measuring internet use alone in the general population, without an assessment of internet capability specifically among benefits claimants and recipients, could result in a significant underestimate of the level of support required. Any support required must recognise this
- As they are currently working at full capacity to deal with the effects of change, Citizens Advice Bureaux and other advice organisations will require more hardware and possibly network capacity to deal with the increase in demand resulting from making online applications. More significantly dedicated advisers will have to be identified and trained to provide this support

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5) Appendix

5.1 Data used for the charts of the West Surrey Survey

Percentages given are rounded to two decimal places. Where the total percentage does not equal exactly 100, this is due to the effect of rounding up or down the true values.

Age groups of respondents: numerical data

16-24	51
25-34	139
35-44	125
45-54	138
55-64	99
65-74	64
75+	39
Withheld	14
Total	669

Age groups of respondents: percentages

16-24	7.62
25-34	20.78
35-44	18.68
45-54	20.63
55-64	14.80
65-74	9.57
75+	5.83
Withheld	2.09
Total	100.00

Self-described disability status of respondents: numerical data

Disabled	107
Not Disabled	545
Withheld	17
Total	669

Self-described disability status of respondents: percentages

Disabled	15.99
Not Disabled	81.46
Withheld	2.54
Total	99.99

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Self-described benefits status of respondents: numerical data

Benefits	281
No Benefits	370
Withheld	18
Total	669

Self-described benefits status of respondents: percentages

Benefits	42.00
No Benefits	55.31
Withheld	2.69
Total	100.00

Self-described disability and benefits status of respondents: numerical data

Not Disabled or Benefits	348
Benefits Not Disabled	191
Disabled Not Benefits	21
Disabled and Benefits	83
Withheld (Partially or Completely)	26
Total	669

Self-described disability and benefits status of respondents: percentages

Not Disabled or Benefits	52.02
Benefits Not Disabled	28.55
Disabled Not Benefits	12.41
Disabled and Benefits	3.14
Withheld (Partially or Completely)	3.89
Total	100.01

Age groups of respondents by self-described disability status: numerical data

	Disabled Not Benefits	Disabled and Benefits	Total Disabled
16-24	2	5	7
25-34	2	5	7
35-44	3	15	18
45-54	4	21	25
55-64	4	22	26
65-74	2	7	9
75+	3	5	8
Withheld	1	3	4
Total	21	83	104

Claiming Without Confidence

Age group of respondents by self-described disability status: percentages

	Disabled Not Benefits	Disabled and Benefits	Total Disabled
16-24	9.52	6.02	6.73
25-34	9.52	6.02	6.73
35-44	14.29	18.07	17.31
45-54	19.05	25.30	24.04
55-64	19.05	26.51	25.00
65-74	9.52	8.43	8.65
75+	14.29	6.02	7.69
Withheld	4.76	3.61	3.85
Total	100.00	99.98	100.00

Age groups of respondents by self-described benefits status: numerical data

	Benefits Not Disabled	Disabled and Benefits	Total Benefits
16-24	13	5	18
25-34	38	5	43
35-44	40	15	55
45-54	41	21	62
55-64	26	22	48
65-74	22	7	29
75+	10	5	15
Withheld	1	3	4
Total	191	83	274

Age groups of respondents by self-described benefits status: percentages

	Benefits Not Disabled	Disabled and Benefits	Total Benefits
16-24	6.81	6.02	6.57
25-34	19.90	6.02	15.69
35-44	20.94	18.07	20.07
45-54	21.47	25.30	22.63
55-64	13.61	26.51	17.52
65-74	11.52	8.43	10.58
75+	5.24	6.02	5.47
Withheld	0.52	3.61	1.46
Total	100.01	99.98	99.99

Claiming Without Confidence

Location of respondents within GU: numerical data

GU1	45
GU2	42
GU3	12
GU4	12
GU5	12
GU6	20
GU7	14
GU8	17
GU9	61
GU10	26
GU11	5
GU12	51
GU14	8
GU15	76
GU16	26
GU17	5
GU18	7
GU19	11
GU20	2
GU21	57
GU22	45
GU23	4
GU24	15
GU26	4
GU27	17
GU28	3
GU34	1
GU35	2
GU47	6
GU52	1
Withheld	62
Total	669
Guildford CAB	GU1 4LL
Waverley CAB (Cranleigh)	GU6 8AF
Waverley CAB (Godalming)	GU7 1HP
Waverley CAB (Farnham)	GU9 7RN
Ash CAB	GU12 5DP
Camberley CAB	GU15 3SY
Woking CAB	GU21 6EN
Waverley CAB (Haslemere)	GU27 2LB

Claiming Without Confidence

Location of respondents within GU: percentages

GU1	6.73
GU2	6.28
GU3	1.79
GU4	1.79
GU5	1.79
GU6	2.99
GU7	2.09
GU8	2.54
GU9	9.12
GU10	3.89
GU11	0.75
GU12	7.62
GU14	1.20
GU15	11.36
GU16	3.89
GU17	0.75
GU18	1.05
GU19	1.64
GU20	0.30
GU21	8.52
GU22	6.73
GU23	0.60
GU24	2.24
GU26	0.60
GU27	2.54
GU28	0.48
GU34	0.15
GU35	0.30
GU47	0.90
GU52	0.15
Withheld	9.27
Total	100.05

Self-assessed Internet confidence of respondents: numerical data

Zero	96
One	31
Two	35
Three	99
Four	79
Five	305
Withheld	24
Total	669

Claiming Without Confidence

Self-assessed Internet Confidence of respondents: percentages

Zero	14.35
One	4.63
Two	5.23
Three	14.80
Four	11.81
Five	45.59
Withheld	3.59
Total	100.00

Frequency of Internet use of respondents: numerical data

More than once a week	444
More than once a month	74
Fewer than ten times a year	27
Never	106
Withheld	18
Total	669

Frequency of Internet use of respondents: percentages

More than once a week	66.37
More than once a month	11.06
Fewer than ten times a year	4.04
Never	15.84
Withheld	2.69
Total	100.00

Situations in which respondents use the Internet: numerical data

Home	474
Work	128
Elsewhere	102
None	116
Withheld	8
Total	828

The total here is greater than the total number of respondents because many respondents provided more than one answer to the question.

Claiming Without Confidence

Situations in which respondents use the Internet: percentages

Home	57.25
Work	15.46
Elsewhere	12.32
None	14.01
Withheld	0.97
Total	100.01

Age groups of respondents by Internet confidence: numerical data

	16-24	25-34	35-44	45-54	55-64	65-74	75+
Zero	1	1	8	18	23	21	23
One	0	4	5	6	6	7	3
Two	1	4	9	10	7	2	1
Three	3	23	17	21	22	6	5
Four	8	16	16	15	12	8	3
Five	37	87	69	65	29	18	2
Withheld	1	5	2	3	0	2	2
Total	51	140	126	138	99	64	39

Age groups of respondents by Internet confidence: percentages

	16-24	25-34	35-44	45-54	55-64	65-74	75+
Zero	1.96	0.71	6.35	13.04	23.23	32.81	58.97
One	0.00	2.86	3.97	4.35	6.06	10.94	7.69
Two	1.96	2.86	7.14	7.25	7.07	3.13	2.56
Three	5.88	16.43	13.49	15.22	22.22	9.38	12.82
Four	15.69	11.43	12.70	10.87	12.12	12.50	7.69
Five	72.54	62.14	54.76	47.10	29.29	28.13	5.13
Withheld	1.96	3.57	1.59	2.17	0.00	3.13	5.13
Total	99.99	100.00	100.00	100.00	99.99	100.02	99.99

Age groups of respondents by frequency of Internet use: numerical data

	16-24	25-34	35-44	45-54	55-64	65-74	75+
More than once a week	44	121	95	85	56	28	9
More than once a month	5	13	14	23	9	6	2
Fewer than ten times a year	0	3	5	6	7	3	2
Never	1	1	10	19	27	25	21
Withheld	1	2	2	5	0	2	5
Total	51	140	126	138	99	63	39

Claiming Without Confidence

Age groups of respondents by frequency of Internet use: percentages

	16-24	25-34	35-44	45-54	55-64	65-74	75+
More than once a week	86.27	86.43	75.40	61.59	56.57	44.44	23.08
More than once a month	9.80	9.29	11.11	16.67	9.09	9.52	5.13
Fewer than ten times a year	0.00	2.14	3.57	4.35	7.07	4.76	5.13
Never	1.96	0.71	7.14	13.77	27.27	39.68	53.85
Withheld	1.96	1.43	1.59	3.62	0.00	1.59	12.82
Total	99.99	100.00	98.81	100.00	100.00	99.99	100.01

Age groups of respondents by Internet use situation: numerical data

	16-24	25-34	35-44	45-54	55-64	65-74	75+
Home	40	118	99	97	69	34	10
Work	8	41	32	26	16	4	0
Elsewhere	18	25	22	26	6	3	0
None	1	2	10	21	19	26	27
Withheld	0	2	0	3	1	1	0
Total	67	188	163	173	111	68	37

The total here is greater than the total number of respondents because many respondents provided more than one answer to the question.

Age groups of respondents by Internet use situation: percentages

	16-24	25-34	35-44	45-54	55-64	65-74	75+
Home	59.70	62.77	60.74	56.07	62.16	50.00	27.03
Work	11.94	21.81	19.63	15.03	14.41	5.88	0.00
Elsewhere	26.87	13.30	13.50	15.03	5.41	4.41	0.00
None	1.49	1.06	6.13	12.14	17.12	38.24	72.97
Withheld	0.00	1.06	0.00	1.73	0.90	1.47	0.00
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00

Claiming Without Confidence

Self-described disability and benefits status of respondents by Internet confidence: numerical data

	Not Disabled or Benefits	Benefits Not Disabled	Disabled Not Benefits	Disabled and Benefits
Zero	22	33	5	29
One	10	11	2	5
Two	16	10	0	9
Three	61	23	3	8
Four	46	23	3	3
Five	187	86	7	23
Withheld	6	5	1	6
Total	348	191	21	83

Self-described disability and benefits status of respondents by Internet confidence: percentages

	Not Disabled or Benefits	Benefits Not Disabled	Disabled Not Benefits	Disabled and Benefits
Zero	6.32	17.74	23.81	34.94
One	2.87	5.91	9.52	6.02
Two	4.60	5.38	0.00	10.84
Three	17.53	12.37	14.29	9.64
Four	13.22	12.37	14.29	3.61
Five	53.74	47.85	33.33	27.71
Withheld	1.72	2.69	4.76	7.23
Total	100.00	104.31	100.00	99.99

Self-described disability and benefits status of respondents by frequency of Internet use: numerical data

	Not Disabled or Benefits	Benefits Not Disabled	Disabled Not Benefits	Disabled and Benefits
More than once a week	227	118	11	30
More than once a month	30	23	1	14
Fewer than ten times a year	27	8	3	1
Never	24	38	5	32
Withheld	40	4	1	6
Total	348	191	21	83

Claiming Without Confidence

Self-described disability and benefits status of respondents by frequency of Internet use: percentages

	Not Disabled or Benefits	Benefits Not Disabled	Disabled Not Benefits	Disabled and Benefits
More than once a week	65.23	61.78	52.38	36.14
More than once a month	8.62	12.04	4.76	16.87
Fewer than ten times a year	7.76	4.19	14.29	1.20
Never	6.90	19.90	23.81	38.55
Withheld	11.49	1.58	4.76	7.23
Total	100.00	99.49	100.00	99.99

Self-described disability and benefits status of respondents by Internet use situation: numerical data

	Not Disabled or Benefits	Benefits Not Disabled	Disabled Not Benefits	Disabled and Benefits
Home	294	113	12	44
Work	108	14	3	3
Elsewhere	48	43	4	5
None	26	44	4	34
Withheld	1	0	1	2
Total	477	214	24	88

Self-described disability and benefits status of respondents by Internet use situation: percentages

	Not Disabled or Benefits	Benefits Not Disabled	Disabled Not Benefits	Disabled and Benefits
Home	61.64	52.80	50.00	50.00
Work	22.64	6.54	12.50	3.41
Elsewhere	10.06	20.09	16.67	5.68
None	5.45	20.56	16.67	38.64
Withheld	0.21	0.00	4.17	2.27
Total	100.00	99.99	100.01	100.00