

Section: Access to the Internet at home and elsewhere

ASK ALL

Q1. Do you or does anyone in your household have access to the internet at HOME (via any device, e.g. PC, mobile phone etc)?

And do you personally use the internet at home?

SINGLE CODE

1. I have access to the internet and use it at home
2. I have access to the internet, but I don't use it at home
3. I do not have internet access at home
4. Don't know

ASK ALL

Q2. Do you ever access the internet anywhere other than in your home at all?

IF YES: Where is that?

MULTI CODE 1-13

1. Your workplace
2. School/ college/ University
3. Library
4. UK culture centre/ Learn Direct/ other online learning centres
5. Internet café
6. In someone else's home
7. While travelling
8. In cafes/ restaurants/ pubs/ bars
9. In shops or shopping centres
10. On public transport
11. In leisure centres/ gyms/ sports grounds
12. Outdoor areas such as parks
13. Other (SPECIFY)
14. No, do not

ASK IF CODED 2 OR 3 AT Q1

Q3. In the past year, have you asked someone else to do something for you on the internet?

INTERVIEWER: READ OUT

SINGLE CODE

1. Yes
2. No

ASK IF CODED 1 AT Q3

Q4. And when you asked someone else to do something for you on the internet in the past year, was it to do any of the following or to do something else?

INTERVIEWER: READ OUT

MULTI CODE 1-7

1. To buy something/ for shopping
2. To apply or claim for some type of benefit (e.g. Universal Credit, housing, health, employment etc.)
3. To access health services online (e.g. NHS websites, GP or hospital appointments or repeat prescriptions etc.)
4. To access other public services provided by the Government or council (e.g. apply for a bus pass, or passport or get advice about tax etc.)
5. To access other information
6. To get in touch with someone
7. Other (SPECIFY)
8. Don't know

ASK ALL CODED 3 AT Q1

Q5. Which of these are reasons that you don't have internet access at home?

INTERVIEWER: READ OUT

MULTI CODE 1-16, RANDOMISE 1-15

1. No need to go online/ not interested
2. Broadband set up costs are too high
3. Cost of a desktop, tablet or laptop computer to use the internet is too high
4. Cost of a mobile phone handset to use the internet is too high
5. Monthly cost of a fixed broadband service is too high
6. Monthly cost of a mobile phone service is too high
7. Getting online/ getting connected to the internet is too complicated
8. Using the internet is too complicated
9. Happy to use the internet at work/ elsewhere
10. Someone else can go online for me if necessary
11. Don't have broadband where I live
12. Broadband is too slow where I live
13. Concerned about security/ fraud/ privacy
14. Concerned about harmful/ offensive content
15. Poor eyesight
16. Other (SPECIFY)
17. Don't know

ASK ALL CODED 2 OR 3 AT Q1

Q6. Would any of these reasons prompt you to go online at home in the next 12 months?

INTERVIEWER: READ OUT

MULTI CODE 1-11, RANDOMISE

1. To buy something/ for shopping
2. To apply or claim for some type of benefit (e.g. Universal Credit, housing, health, employment etc.)
3. To access health services online (e.g. NHS websites, GP or hospital appointments or repeat prescriptions etc.)
4. To access other public services provided by the Government or council (e.g. apply for a bus pass, or passport or get advice about tax etc.)
5. To get in touch with someone/ to use social media or messaging apps like Facebook, WhatsApp, Twitter or Snapchat etc
6. If I had better equipment or better access to the internet
7. If I had someone to help me or to show me how to do it
8. If my job required me to go online
9. To watch TV shows on catch up or on demand services like Netflix, Now TV, BBC iPlayer, or ITV Hub
10. If I no longer had someone I could ask to do things online for me
11. Other (SPECIFY)
12. Nothing would prompt me to go online in the next 12 months
13. Don't know

Section: Children's Access to Devices

ASK ALL

Q7 Could I check again, how many children do you have aged 18 years or under for whom you have parental or legal guardian responsibility that live with you?

NUMERIC 0-10

REF Refused

NULL None of these

ASK ALL WHO HAVE CHILDREN AT Q7 (CODES 1-10)

Q8. And how many children in your household are currently in each of the following stages of their education?

ASK FOR EACH EDUCATION STAGE NUMERIC 0-10

Firstly,	Enter number of children
1. Early childcare or not yet at school	
2. Primary	
3. Secondary\Sixth form	
4. No longer at school	

ASK ALL WITH CHILDREN IN THE HOUSEHOLD IN PRIMARY SCHOOL (Q8 = CODE 2)

Q9. To what extent do(es) the child(ren) in your household **at primary school** have **access to appropriate devices** at home, which connect to the internet, for their schooling needs – such as home online learning and/or online homework?

INTERVIEWER: READ OUT

SINGLE CODE

1. All of the time
2. Some of the time
3. Rarely
4. Never
5. **DO NOT READ OUT** Not applicable – my child(ren) do not do any schooling at home

ASK ALL WITH CHILDREN IN THE HOUSEHOLD IN SECONDARY SCHOOL (Q8= CODE 3)

Q10. (KDR04b) To what extent do(es) the child(ren) in your household **at secondary school** have **access to appropriate devices** at home, which connect to the internet, for their schooling needs – such as home online learning and/or online homework?

INTERVIEWER: READ OUT

SINGLE CODE

1. All of the time
2. Some of the time
3. Rarely
4. Never
5. **DO NOT READ OUT** Not applicable – my child(ren) do not do any schooling at home

ASK ALL WHO DO NOT HAVE ACCESS TO APPROPRIATE DEVICES ALL OF THE TIME CODED 2-4 AT Q9 OR Q10

Q11. And when the child(ren) in your household need(s) access to an appropriate device to enable them to do home online learning and/or online homework, how is this currently managed?

1. Learning is postponed until a device is available
2. Device access is shared with others in the household
3. School work/ online learning is not possible/ left
4. A less appropriate device is used
5. Device is borrowed from school or another organisation
6. An alternative education activity is carried out (e.g. watching an educational programme)
7. Other (SPECIFY)

ASK ALL

Q12. The next question will be about DISABILITY.

Which of these – if any – impact or limit your daily activities or the work you can do?

INTERVIEWER: READ OUT

MULTI CODE 1-9

1. Hearing? Poor hearing, partial hearing, or are deaf
2. Eyesight? Poor vision, colour blindness, partial sight, or are blind
3. Mobility? Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty
4. Dexterity? Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.
5. Breathing? Breathlessness or chest pains
6. Mental abilities? Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration.
7. Social/ behavioural? Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.
8. Your mental health? Anxiety, depression, or trauma-related conditions, for example
9. Other illnesses/ conditions which impact or limit your daily activities or the work you can do
10. Nothing – no impairments or conditions impact or limit your daily activities or the work you can do
11. Prefer not to say