

Tell us what you think

HULL DIGITAL DEEP DIVE 2024

Results from insight@hullcc.gov.uk

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About This Survey

The Hull Digital Deep Dive ran from June 2024 to January 2025. Undertaken by Hull City Council, supported by the Curiosity Partnership and the University of York, this research will be used to help Hull Adult Social Care services put digital technologies at the heart of their services, so they can support those they work with to live the best life they can and to remain independent and well for as long as possible.

An electronic survey was made available on Hull City Council's Your Say engagement platform, was publicised to members of Hull's People's Panel, and was shared via partners and voluntary community groups. Paper versions of the survey were also made available and used as part of face-to-face engagement with stakeholders.

Overall, 493 respondents have completed this survey.

Hull Postcode	335	68.0%
East Riding Postcode	45	9.1%
Other Postcode	4	0.8%
No Postcode Provided	109	22.1%

This is a valid sample for residents of Hull and the East Riding aged 16 + and overall results have a **confidence level of 95% with a confidence interval (margin of error) of approximately 4.43%**, which is within the corporate standard of a maximum confidence interval of 5%.

However, care should be taken when looking at the results broken down by specific sub groups of the population, which have smaller sample sizes and are therefore subject to much larger confidence intervals. Statistically significant differences between ASC users and non-users have been specifically highlighted in this document (in red and green).

This survey, and its results, meet the Corporate Standards for Research and Consultation.

Use of Adult Social Care Service

Q. Are you a current user of Adult Social Care services?

Yes	87	17.9%
No	399	82.1%

Device Ownership

Q. Which of the following devices / services do you own or have regular access to?

	Overall	ASC Users	Non-ASC Users
<i>Respondents</i>	491	87	399
Tablet	45.4%	32.2%	48.1%
Smart phone	81.1%	54.0%	87.0%
Desktop computer / PC	34.8%	23.0%	37.3%
Laptop	57.4%	31.0%	63.4%
Smart TV	54.2%	36.8%	57.9%
Gaming console	22.6%	9.2%	25.8%
Telecare	1.4%	3.4%	1.0%
Lifeline	9.8%	27.6%	6.0%
None of these	5.5%	12.6%	3.8%

Statistically Significant Differences: Adult Social Care users are significantly less likely to own or have regular access to a device, compared to non-users. In particular, Adult Social Care users are significantly less likely to own / have access to a tablet, a smart phone, a desktop computer / PC, a laptop, a smart TV and / or a gaming console. The notable exception is that Adult Social Care users are significantly more likely to own / have access to lifeline.

Of those who said None of These:

Q. You told us you do not have a device that could be used to connect to the internet. Why is this?

	Overall	ASC Users	Non-ASC Users
<i>Respondents</i>	26	11	14
I have no interest in owning / using a device	42.3%	54.5%	28.6%
I don't know how to buy a device / which device to buy	15.4%	18.2%	14.3%
I'm not confident using a device / don't know how to use a device	42.3%	45.5%	42.9%
I don't have time to use a device	3.8%	0.0%	7.1%
It is too expensive to buy a device	23.1%	27.3%	21.4%
I have a health barrier that prevents me using a device	19.2%	27.3%	14.3%
I don't trust technology	23.1%	36.4%	7.1%
Other	15.4%	9.1%	21.4%

Statistically Significant Differences: Sample sizes too small to identify any statistically significant differences

Other –

- I am using youtube
- I DO NOT OWN A SMARTPHONE, I DON'T HAVE INTERNET OT TELEPHONE LINE AT HOME, EVEN IF IT COST £10 PER YEAR I COULD NOT AFFORD INTERNET ACCESS.
- No internet

Internet Connectivity

Q. Do you regularly connect to the internet in any of the following ways?

	Overall	ASC Users	Non-ASC Users
<i>Respondents</i>	488	87	397
Home broadband connection (including home Wi-Fi)	81.4%	63.2%	85.6%
Mobile internet connect (including 4G and 5G)	73.4%	46.0%	79.1%
Public Wi-Fi	28.9%	14.9%	31.7%
At work	35.5%	8.0%	41.3%
I use a friends / family members device / internet connection	17.2%	9.2%	19.1%
I use a public computer e.g. at a library or a customer service centre	5.7%	5.7%	5.5%
I regularly connect to the internet but I'm not sure how I connect	1.8%	3.4%	1.3%
I do not regularly connect to the internet	9.0%	21.8%	6.3%
Other	1.0%	2.3%	0.8%

Statistically Significant Differences: Adult Social Care users are significantly less likely to regularly connect to the internet, compared to non-users. In particular, Adult Social Care users are significantly less likely to have / use a home broadband connection, mobile internet connection, public Wi-Fi, an internet connection at work and / or to use a friend / family members device / internet connection.

Other –

- I am unable to use computer regularly
- I have a phone and don't really need anything else.
- neither
- Skype
- use care givers wifi

Respondents who ARE Connected To Internet

Q. How frequently do you do the following online?

Overall (428 Responses)

	Daily	Several Times A Week	Once A Week	Every Few Weeks	Less Frequently	Rarely / Never
Searching online using a search engine (Google etc.)	69.1%	18.1%	3.3%	2.6%	1.6%	5.3%
Online shopping	9.7%	19.2%	16.2%	24.5%	12.8%	17.6%
Online banking and paying bills	26.2%	28.0%	15.9%	11.4%	3.5%	15.0%
Downloading and using apps	29.5%	17.0%	8.3%	13.2%	17.7%	14.4%
Using video chat e.g. Skype or Zoom	10.7%	11.2%	11.2%	10.0%	20.0%	36.8%
Gaming	17.9%	10.9%	4.6%	4.3%	11.6%	50.7%
Accessing Hull City Council services via the Hull City Council website	4.4%	4.7%	5.2%	16.6%	34.2%	37.9%
Social media e.g. Facebook / Instagram	56.5%	14.3%	3.9%	2.3%	3.7%	19.4%
Promoting an online business	3.1%	2.9%	2.2%	4.3%	8.7%	78.8%
Accessing and undertaking learning courses online	2.4%	3.1%	4.6%	15.7%	23.4%	50.8%
Using e-mail	63.2%	16.8%	5.5%	4.6%	2.8%	7.1%
Watching television or films e.g. Netflix or BBC iPlayer	44.5%	14.6%	7.7%	6.3%	9.0%	17.9%
Listening to music and podcasts	36.3%	19.6%	8.7%	4.7%	7.8%	22.9%
Researching, finding information or planning journeys	26.3%	30.5%	11.2%	13.1%	6.8%	12.1%
Other	16.6%	1.2%	1.2%	5.8%	4.7%	70.9%

Adult Social Care Users (63 Responses)

	Daily	Several Times A Week	Once A Week	Every Few Weeks	Less Frequently	Rarely / Never
Searching online using a search engine (Google etc.)	40.9%	25.8%	7.6%	7.6%	3.0%	15.2%
Online shopping	1.6%	12.5%	12.5%	21.9%	14.1%	37.5%
Online banking and paying bills	15.4%	27.7%	6.2%	10.8%	1.5%	38.5%
Downloading and using apps	11.5%	16.4%	6.6%	13.1%	19.7%	32.8%
Using video chat e.g. Skype or Zoom	6.5%	6.5%	3.2%	6.5%	19.4%	58.1%
Gaming	14.8%	9.8%	1.6%	6.6%	4.9%	62.3%
Accessing Hull City Council services via the Hull City Council website	6.3%	6.3%	1.6%	9.4%	31.3%	45.3%
Social media e.g. Facebook / Instagram	43.1%	10.8%	6.2%	4.6%	3.1%	32.3%
Promoting an online business	0.0%	3.3%	1.7%	1.7%	8.3%	85.0%
Accessing and undertaking learning courses online	3.3%	1.7%	3.3%	10.0%	20.0%	61.7%
Using e-mail	40.9%	13.6%	9.1%	9.1%	3.0%	24.2%
Watching television or films e.g. Netflix or BBC iPlayer	35.8%	10.4%	6.0%	11.9%	6.0%	29.9%
Listening to music and podcasts	22.6%	9.7%	11.3%	6.5%	9.7%	40.3%
Researching, finding information or planning journeys	19.0%	25.4%	4.8%	17.5%	4.8%	28.6%
Other	15.4%	0.0%	0.0%	15.4%	0.0%	69.2%

Non-Adult Social Care Users (359 Responses)

	Daily	Several Times A Week	Once A Week	Every Few Weeks	Less Frequently	Rarely / Never
Searching online using a search engine (Google etc.)	74.7%	16.4%	2.5%	1.7%	1.1%	3.6%
Online shopping	11.0%	20.3%	16.9%	25.1%	12.7%	13.8%
Online banking and paying bills	28.3%	28.0%	17.7%	11.6%	3.9%	10.5%
Downloading and using apps	32.5%	17.2%	8.6%	13.1%	17.5%	11.1%
Using video chat e.g. Skype or Zoom	11.5%	12.1%	12.7%	10.7%	20.0%	33.0%
Gaming	18.6%	10.9%	5.15	4.0%	12.6%	48.9%
Accessing Hull City Council services via the Hull City Council website	3.9%	4.4%	5.8%	18.1%	35.0%	32.8%
Social media e.g. Facebook / Instagram	58.9%	14.8%	3.6%	1.9%	3.8%	17.0%
Promoting an online business	3.4%	2.8%	2.3%	4.8%	8.8%	77.9%
Accessing and undertaking learning courses online	2.3%	3.4%	4.8%	16.4%	24.1%	49.0%
Using e-mail	67.5%	17.5%	4.6%	3.8%	2.7%	3.8%
Watching television or films e.g. Netflix or BBC iPlayer	46.3%	15.2%	8.0%	5.3%	9.7%	15.5%
Listening to music and podcasts	38.9%	21.1%	8.3%	4.4%	7.5%	19.7%
Researching, finding information or planning journeys	27.6%	31.5%	12.2%	12.4%	7.2%	9.1%
Other	16.4%	1.4%	1.4%	4.1%	5.5%	71.2%

Statistically Significant Differences: Adult Social Care users who do regularly connect to the internet are significantly less likely to do many of the things listed online, compared to non-users. Most notably they are significantly less likely to search online using a search engine, to do online shopping, to do online banking and pay bills, to download and use apps, to use social media, to use email and / or to listen to music and podcasts.

Accessing Hull City Council Services Online

Q. If you do said that you DO access Hull City Council services online. Which council services do you use online?

	Overall	ASC Users	Non-ASC Users
<i>Respondents</i>	266	32	233
Housing	19.5%	25.0%	18.9%
Council and democracy e.g. voting and council meetings	18.0%	15.6%	18.5%
Bins and recycling	54.1%	34.4%	57.1%
Children and families	6.0%	3.1%	6.4%
Financial, legal and general advice	11.7%	15.6%	11.2%
Benefits and grants	16.9%	34.4%	14.6%
Adult social care	17.7%	65.6%	11.2%
Council tax	36.8%	43.8%	36.1%
Other	15.0%	15.6%	14.6%

Statistically Significant Differences: Adult Social Care users who do regularly connect to the internet, and do access Hull City Council services online, are significantly more likely to use benefits / grants and Adult Social Care services online, compared to non-users. Conversely, they are less likely to use bins / recycling services online, compared to non-users.

Other –

- Blue Badge
- blue badge info
- Check Planning Applications weekly + decisions monthly as secretary of Residents' Association
- Collection of sharps bins
- COUNCIL SURVEYS. THE COUNCIL THINKS EVERYONE HAS A SMARTPHONE AND APPS AND THEY DO NOT.
- Cultural services
- Culture and entertainment
- Culture and heritage
- Finding information on council services for clients we support
- General information
- Hard work to find what you want
- HC&L website
- I ask the woman at club
- I've looked for reporting flytipping and gardening stuff
- Ive been on the website but often find things dont work so tend to call if i need something
- jobs
- large collection
- Leisure and Theatres
- Library
- Now and again to report issues for repair
- parking and blue badge forms
- Parking locations
- parking/ blue badges (at work)
- Planning applications
- Planning most often for tree removal in a preservation area
- Planning Updates and Weekly Planning decisions
- Reporting anti-social behaviour.
- reporting fly tipping
- reporting road and path defects
- Ring up, tried the online system, not good in my opinion
- Surveys/Forums
- The site is hard to use as it doesn't recognise you

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- to get information on various services for work
- Work
- work for HCC
- Work related

Q. If you do said that you DO NOT access Hull City Council services online. Why don't you use council services online?

	Overall	ASC Users	Non-ASC Users
<i>Respondents</i>	145	29	114
I don't need to	49.6%	10.3%	56.1%
I prefer to call	31.0%	58.6%	24.6%
I have a health barrier and the council website is not accessible	3.4%	13.8%	0.9%
I have a language barrier and the council website is not accessible	1.4%	3.4%	0.9%
It's too complicated / I can't find what I need	15.9%	20.7%	14.0%
I prefer to see someone face to face	19.3%	31.0%	16.7%
The services I use / require are not available online (please say which services)	1.4%	0.0%	1.8%
Other	13.1%	20.7%	11.4%

***Statistically Significant Differences:** Adult Social Care users who do regularly connect to the internet, but do not access Hull City Council services online, are significantly more likely say they don't use council services online because they prefer to call, or because they have a health barrier and the council website is not accessible., compared to non-users. Conversely, they are less likely to say they do not use council services online because they don't need to, compared to non-users.*

Other –

- Can never access it
- Carers do everything on behalf
- I am in east riding and use their online website
- I DO NOT HAVE MY OWN COMPUTER AT HOME. I DO NOT HAVE INTERNET ACCESS AT HOME
- I don't know how too
- I don't live in Hull
- I don't live in Hull - East Riding
- I dont live in hull
- I have a severe learning disability and cannot read or write
- I work on behalf of a charity
- Kevin cant read / carer handles all correspondence
- My daughter sorts things for me
- None
- not in my area
- the services I need are not offered by Hull city Council
- To report fly tipping
- very poor website, difficult to navigate and find what you need
- Wouldn't know how to

Respondents who ARE NOT Connected To Internet

Q. You told us that you do not regularly access the internet. Why is this?

	Overall	ASC Users	Non-ASC Users
<i>Respondents</i>	44	19	25
I don't know how to use a device	52.3%	57.9%	48.0%
I'm not sure how to get an internet connection	18.2%	21.1%	16.0%
I'm not sure how to get online	22.7%	26.3%	20.0%
I don't feel safe on the internet	29.5%	36.8%	24.0%
I have disability or impairment that makes using my device / connecting to the internet difficult	13.6%	15.8%	12.0%
I don't trust technology	27.3%	21.1%	32.0%
I'm not interested in connecting to the internet	45.5%	31.6%	56.0%
I am not confident online	20.5%	31.6%	12.0%
I don't have time to spend online	6.8%	5.3%	8.0%
Broadband is too expensive	13.6%	15.8%	12.0%
Mobile data is too expensive	11.4%	10.5%	12.0%
I don't want to be / can't be tied to a contract	15.9%	15.8%	16.0%
A (good) internet connection isn't available where I live	0.0%	0.0%	0.0%
Other	18.2%	31.6%	8.0%

Statistically Significant Differences: Adult Social Care users who do not regularly connect to the internet, are significantly more likely to say this is because of some “other” reason not listed, compared to non-users.

Other -

- Because i am not computer illiterate and dont have a computer
- I am 24/7 in a bed and none verbal
- I prefer to call or see someone face to face
- Only use for TV
- Too busy / hobbies / flower arranging etc
- Would like to learn more

Q. Are there any activities that you would like to do online that you are not currently able to?

	Overall	ASC Users	Non-ASC Users
<i>Respondents</i>	42	19	23
Searching online using a search engine (Google etc.)	2.4%	5.3%	0.0%
Online shopping	2.4%	5.3%	0.0%
Online banking and paying bills	0.0%	0.0%	0.0%
Downloading apps	2.4%	5.3%	0.0%
Using video chat e.g. Skype or Zoom	2.4%	0.0%	4.3%
Gaming	2.4%	0.0%	4.3%
Accessing Hull City Council services via the Hull City Council website	2.4%	5.3%	0.0%
Social media e.g. Facebook / Instagram	2.4%	0.0%	4.3%
Promoting an online business	0.0%	0.0%	0.0%
Accessing and undertaking learning courses online	2.4%	0.0%	4.3%
Using e-mail	2.4%	5.3%	0.0%
Watching television or films e.g. Netflix or BBC iPlayer	4.8%	10.5%	0.0%
Listening to music and podcasts	2.4%	5.3%	0.0%
Researching, finding information or planning journeys	4.8%	5.3%	4.3%
None of these	76.2%	73.7%	78.3%
Other	4.8%	5.3%	4.3%

Statistically Significant Differences: Sample sizes too small to identify any statistically significant differences

Other -

- Cooking
- Do use internet for most things but HCC awful

Assistive Technology

Q. When you use a computer, phone etc. do you use, or would you need to use any of the following assistive technologies to help you?

	Overall	ASC Users	Non-ASC Users
<i>Respondents</i>	456	84	368
Text to speech software	4.8%	4.8%	4.9%
Screen readers	2.6%	3.6%	2.4%
Screen / text magnifiers	5.9%	11.9%	4.6%
Translation tools	5.7%	6.0%	5.7%
Braille displays	0.0%	0.0%	0.0%
Voice recognition software	4.2%	7.1%	3.5%
Speech to text software	6.4%	7.1%	6.3%
Alternative input devices (e.g. sip and puff, eye tracking, head pointer etc)	0.2%	0.0%	0.3%
Other specialised apps (please state)	0.9%	1.2%	0.8%
None of these	82.7%	81.0%	83.2%
Other	1.8%	1.2%	1.6%

Statistically Significant Differences: Adult Social Care users are significantly more likely to use, or say that they would need to use, a screen / text magnifier when using a device, compared to non-users.

Other -

- Health app
- Human support to access
- I have ADHD so use a lot of blocking apps to prevent overuse and distraction. These include Stay Focussed app on phones and tablets, and Freedom app across phones, tablets and computers (the latter helps with site blocking)
- I use Goggle translate to help me with my reading and writing or to spell words
- I use two different Alexa devices (Echo Show and Echo Dot) every day to communicate with my family and to let them know I'm ok or if I need help.
- It never remembers you
- My mam puts my laptop on what i want
- No
- Screen overlays
- Spelling and grammar : Others do things for me
- text and video talk

Confidence and Help

Q. On a scale from 1 to 5, where 1 is not at all confident and 5 is very confident, how confident are you doing the following?

Overall (486 Responses)

	1 – Not At All	2	3	4	5 - Very
Switching on and using an internet connected device	11.9%	2.9%	6.8%	11.9%	66.6%
Connecting to the internet using a device	12.4%	3.9%	6.4%	13.0%	64.3%
Navigating the internet and doing what you need to do online	13.4%	4.9%	6.6%	11.1%	63.9%

Adult Social Care Users (86 Responses)

	1 – Not At All	2	3	4	5 - Very
Switching on and using an internet connected device	29.9%	4.6%	9.2%	11.5%	44.8%
Connecting to the internet using a device	30.6%	9.4%	10.6%	11.8%	37.6%
Navigating the internet and doing what you need to do online	28.2%	11.8%	16.5%	7.1%	36.5%

Non-Adult Social Care Users (394 Responses)

	1 – Not At All	2	3	4	5 - Very
Switching on and using an internet connected device	7.3%	2.5%	6.1%	12.2%	71.9%
Connecting to the internet using a device	7.9%	2.5%	5.6%	13.5%	70.5%
Navigating the internet and doing what you need to do online	9.4%	3.6%	4.6%	12.2%	70.3%

Statistically Significant Differences: Adult Social Care users rate their confidence doing all three of these activities significantly lower, compared to non-users. The difference in the level of confidence between Adult Social Care users and non-users increases significantly as the complexity of the activity increases.

Reasons For Being Unconfident –

- A lot of time and I get confused.
- Age
- Because i am 86. i know what i know and happy with that. thank you
- Because i am not digitally minded and have been scammed a few times
- continuous waiting. queuing and then the phone is put down or the connection runs out. passwords needed.
- coz the computer skill i have got them back in 2004
- Do not want to use internet
- Don't understand technology
- Dont eally understand the technology, too lazy
- fear of hacking
- Hard of hearing
- Haven't got a computer
- I am 24/7 in a bed, non-verbal. Have dementia and mobility problems.
- I am 82 and I have no interest in the internet and my Parkinson's restricts what I can do.
- I am 84 and do not know how to use
- I am disabled
- I ask family to help me use any technology (such as internet) I am registered partially sighted.
- i do not have access and i have language barriers
- I do not have the internet
- I do not understand technical devices and due to memory problems, I cant remember how to use them but I would like it if someone could support me with using a smart phone.
- I don't have access to the internet as I am 81 and my husband is 83
- I don't own a smart phone only a simple flip lid, which I find very difficult answering. I have no idea how to text and I have no idea what an app is.
- I dont access online for many things in daily living other than for work or shopping online. I lack confidence and have rarely been shown how to use any of it, having to figure it out alone or ask work colleagues/ family for help
- I have a learning disability
- I have a severe learning difficulty and very limited speech
- I have memory problems.
- I have never used technology
- I have severe learning difficulties and require one to one support
- I only go on music and sky and look at google.
- I suffer from learning difficulties and have never used the internet. Do not know what to do.
- I use Netflix, iplayer and have an Alexa. My family and carers access these for me.
- I was hacked.
- It's too complicated
- Just not confident
- My sight is poor with cataracts my daughter sets up my iPad so I can play my games.
- Need training. aged 76 yrs old. Its modern tech!!!
- Never had any training on equipment, just had help and support from family and friends to do what I need to do!
- Never tried and now lost the cognitive ability to
- Not able to learn
- Not interested
- Not interested in using a computer
- Not techical at all never will ge my mind isn't wired this way for some reason

- Ok
- Too many scams. Not knowing who to trust.
- Wrong age-group to have learnt all ICT capabilities

Q. Can we help you with any of the following?

	Overall	ASC Users	Non-ASC Users
<i>Respondents</i>	427	79	346
Using technology to help me live independently	4.7%	5.1%	4.6%
Getting connected to the internet (e.g. via broadband / Wi-Fi)	4.2%	7.6%	3.5%
Accessing a device (laptop, PC, mobile, tablet)	5.6%	10.1%	4.6%
Paying for an internet connection / devices	5.6%	8.9%	4.9%
Knowing how to use internet / devices	7.0%	8.9%	6.4%
None of these	81.7%	69.6%	84.7%
Other	3.7%	7.6%	2.9%

Statistically Significant Differences: Adult Social Care users are significantly more likely to say that we could help them with digital based activities, compared to non-users. However, the only specific tasks they are significantly more likely to identify as needing help with are 'other' tasks not listed.

Other -

- Carer to help getting programmes on iplayer
- connecting my printer to my wifi since having a new router installed
- Connecting telly to broadband without boxes and satellites or gizmos
- I ask my wife to do things for me but may need help with these things when she is not around or unwell
- I do not have capacity to do internet banking. My staff support me to connect to TV/music and films
- I WOULD NOT WANT TO PAY EVEN MORE SERVICE CHARGES IN MY BLOCK OF FLATS OR EVEN HIGHER COUNCIL TAX TO GET FREE INTERNET.
- If I wanted to my sons or grandchildren for help
- library computers connected to printers and scanners
- Maybe in the future
- More confidence using spreadsheets
- Require an old laptop to access You Tube as a back up for a tablet
- Smartphone use and using Android devices
- Use of authenticator app

Respondent Characteristics Overall

Q. Which of the following age ranges are you in?

	Overall	ASC Users	Non-ASC Users
<i>Respondents</i>	480	83	391
16 - 24	4.2%	1.2%	4.6%
25 - 34	12.3%	6.0%	13.8%
35 - 44	11.0%	8.4%	11.5%
45 - 54	12.1%	3.6%	14.1%
55 - 64	20.8%	20.5%	21.0%
65 - 74	21.3%	31.3%	18.9%
75+	18.3%	28.9%	16.1%

Statistically Significant Differences: Adult Social Care users who responded to this survey, are significantly more likely to be older (aged 65+), compared to non-users.

Q. Which of the following best describes you?

	Overall	ASC Users	Non-ASC Users
<i>Respondents</i>	479	83	390
Male / Man	38.8%	41.0%	38.5%
Female / Woman	59.9%	57.8%	60.3%
MTF	0.4%	0.0%	0.5%
FTM	0.4%	0.0%	0.5%
Gender fluid	0.0%	0.0%	0.0%
Non binary	0.2%	0.0%	0.3%
I would describe myself some other way	0.2%	1.2%	0.0%

Statistically Significant Differences: No statistically significant differences..

Q. Which of the following best describes your ethnic background?

	Overall	ASC Users	Non-ASC Users
<i>Respondents</i>	475	81	389
White - British / English / Welsh / Scottish / Northern Irish	94.7%	95.1%	94.6%
Other white	0.6%	1.2%	0.5%
Black / Black British	1.1%	2.5%	0.8%
Asian / Asian British	0.6%	0.0%	0.8%
Mixed / Multiple ethnicities	1.3%	0.0%	1.5%
Arab	0.2%	0.0%	0.3%
Other	1.5%	1.2%	1.5%

Statistically Significant Differences: No statistically significant differences.

Q. Have you ever served in the Armed Forces?

	Overall	ASC Users	Non-ASC Users
<i>Respondents</i>	468	80	383
Yes	12.8%	17.5%	11.5%
No	87.2%	82.5%	88.5%

Statistically Significant Differences: No statistically significant differences.

Q. Are your day-to-day activities more difficult because of an illness or impairment?

	Overall	ASC Users	Non-ASC Users
<i>Respondents</i>	475	81	389
Yes, a little	31.8%	32.1%	31.9%
Yes, a lot	20.8%	44.4%	15.7%
No	47.4%	23.5%	52.4%

Statistically Significant Differences: Adult Social Care users who responded to this survey, are significantly more likely to say that their day-to-day activities are limited a lot by an illness or impairment, compared to non-users.

If Yes:

Q. Which of the following describes your health problem or impairment?

	Overall	ASC Users	Non-ASC Users
<i>Respondents</i>	242	60	179
Mobility issues – non wheelchair / mobility scooter user	36.4%	26.7%	39.7%
Mobility issues – wheelchair / mobility scooter user	15.7%	35.0%	9.5%
Personal assistance user	9.1%	28.3%	2.2%
Cognitive or learning difficulty (including dyslexia)	12.8%	21.7%	9.5%
Blind, visually impaired or partially sighted	5.4%	10.0%	3.9%
Deaf, hearing impaired or hard of hearing	19.8%	25.0%	18.4%
Mental health condition	28.5%	30.0%	27.4%
Medical related impairment (including HIV and cancer)	6.2%	6.7%	6.1%
Neurological impairment (including epilepsy and brain injury)	9.5%	13.3%	7.8%
Neurodiversity (including Autistic Spectrum Disorder and ADHD)	9.9%	8.3%	10.1%
Hidden impairment (including diabetes)	22.7%	18.3%	24.0%
Motor skills impairment (including arthritis)	25.2%	26.7%	25.1%
Physical injury / disfigurement	6.2%	3.3%	7.3%
Other	10.7%	15.0%	8.9%

Statistically Significant Differences: Adult Social Care users who responded to this survey and who have an illness or impairment, are significantly more likely to say that that they have mobility issues and are a wheelchair / mobility scooter user, that they are a personal assistance user, and / or that they have cognitive or learning difficulties, compared to non-users who also have an illness or impairment.

Q. Do you currently use, or do you feel that you would benefit from, any assistance equipment or aids to help you live more independently at home?

I Currently Use

	Overall	ASC Users	Non-ASC Users
<i>Respondents</i>	419	78	349
Bathroom and personal care (e.g. adapted shower / bath / toilet and washing / toileting / dressing aids etc.)	22.2%	51.3%	15.8%
Bedroom, furniture and seating (e.g. adjustable beds, chairs, furniture and specialist pillows and support etc.)	8.0%	21.1%	5.0%
Eating and drinking (e.g. food and drink preparation and consumption aids, adapted utensils and appliances etc.)	6.6%	18.8%	3.9%
Health (e.g. memory aids, medical monitors / alarms / alerts and medication management etc.)	9.7%	21.4%	7.1%
General household (e.g. clocks / watches, telephones, remotes, lighting, doors, security and safety alerts, plugs, and audio devices etc.)	12.5%	25.0%	9.8%
Mobility (e.g. walking aids, hoists / slings, ramps / steps / stair lifts and grab rails etc.)	17.8%	40.3%	13.0%
Other	2.6%	10.7%	1.2%

Statistically Significant Differences: Adult Social Care users who responded to this survey are significantly more likely to currently use all of the types of assistance equipment or aids listed, compared to non-users.

I Would Benefit From

	Overall	ASC Users	Non-ASC Users
<i>Respondents</i>	419	78	349
Bathroom and personal care (e.g. adapted shower / bath / toilet and washing / toileting / dressing aids etc.)	5.5%	5.1%	5.7%
Bedroom, furniture and seating (e.g. adjustable beds, chairs, furniture and specialist pillows and support etc.)	6.5%	12.7%	5.3%
Eating and drinking (e.g. food and drink preparation and consumption aids, adapted utensils and appliances etc.)	2.9%	5.8%	2.4%
Health (e.g. memory aids, medical monitors / alarms / alerts and medication management etc.)	6.5%	14.3%	5.0%
General household (e.g. clocks / watches, telephones, remotes, lighting, doors, security and safety alerts, plugs, and audio devices etc.)	7.0%	16.7%	5.0%
Mobility (e.g. walking aids, hoists / slings, ramps / steps / stair lifts and grab rails etc.)	4.4%	7.8%	3.8%
Other	3.7%	14.3%	1.9%

Statistically Significant Differences: Adult Social Care users who responded to this survey are significantly more likely to say that they would benefit from bedroom and personal care equipment / aids, health equipment / aids, general household equipment / aids, and 'other' equipment / aids not listed, compared to non-users.

- 4 x carers a day an 2 social calls
- A computer speaking app. Something to help with communication
- Already have stairlift, am on list for full wet room, still waiting
- Already use Perching stool, bath stool require more grab rails and help with downstairs toilet fixing, grabrail on bannister..
- Currently in process of having mobility aids installed
- Currently us hearing aid, walking-cane.

OFFICIAL

- Currently use an electric wheelchair and quad stick. Telecare ad Aimee pendant.
- Due to severe knee pain, a second handrail for stairs would be advantageous.
- Electric wheelchair, laptop
- Got things already
- Grab rails on door
- Have got most things already
- Having a walking stick/trolley
- House cleaning
- I am moving into a new bungalow. Until I am there I will not know what I need. However, my staff think I will need more safety alerts when I am in bed, so staff know I am awake. Also grab rails.
- I am not asking for these things. I manage at the moment using mobile phone reminders and blood pressure monitor and battery lights. My wife helos and I do what i can when I can. Fluctuates.
- I am unable to get in the bath and my shower is broken so I am unable to bathe. It would be wonderful to have that fixed again. I cannot afford anyone to come sort it all out sadly.
- I could do with a remote control for my windows as I can't reach.
- I have a disability from the army
- I have an occupational therapist and have been promised equipment but not received
- I have to sleep with at least 3 pillows this can sometimes feel uncomfortable. I dont know what specialist pillows are but would like to find out. thank you
- I really need an accessible shower and a downstairs toilet
- I use a Rise and Recline chair which is where I also sleep, I would benefit from a profiling bed
- I use a shower but struggle as it is over bath and i dont use the bath
- I use a walking stick
- I use a walking-stick. There is a seat in the shower - I have a wet-room (I think). It was installed for the previous tenant.
- I would benefit from a perching stool to aid my back when standing at the sink.
- I would like grab rails in my bathroom to help me use the bath
- It would be helpful to have a ramp out the back door, as my mum who uses a four wheeled walker can't go to the back garden. Due to the steps.
- It would be helpful to have a wet room
- More intellectual company
- My stairs are super steep and getting older they should be a calmer gradient and I don't know how to do that without getting ripped off
- No shower - struggles with the bath. Struggles to stand for a long time
- One of our settees is low and needs raising up. Due to having hearing aids we don't hear the knock at the door, a loud door bell would be great. A stairlift for my husband would be helpful as he has COPD and is awaiting a knee replacement.
- Outside lighting, both sides of the house.
- Perching stool I have a walking stick (currently use)
- Stairlift
- sticks
- Supported pillows, medication management, adapted utensils, appliances, adjustable bed
- The bath is becoming a struggle. A wet room is in my future.
- TV remote control for partially sighted people. Large and few buttons. Specialist pillows
- Use a walking frame and have to use a wheelchair when going out
- Waiting for surveyor to come about a shower.
- Walking aids and steps
- We are tenants with Pickering Ferens who provide all the above
- We had home adaptations planned, approved and scheduled but you didn't follow through. Emma Hardy MP chased it up and you made false promises to her. I was recently contacted by an occupational therapist telling me I have to start all the way from the beginning again and I told her not to bother. We spent years getting to the point that it was scheduled to be done and then nothing so I am not going through that again for no reason.
- Wheelchair, mobile scooter, walking stick. I would benefit from a stairlift.