



**KEEP WELL**  
IN YOUR COMMUNITY



**Waterford Community Call** - We're here if you need practical support or someone to talk to. We can help with: Delivery of food, medication, fuel or other household items: Someone to talk to or keep in touch with. Other practical supports. Signposting and referral to reliable information and services  
**1800 250 185 or covidsupport@waterfordcouncil.ie**



Údarás Áitiúla Éireann  
Local Authorities Ireland



Rialtas na hÉireann  
Government of Ireland

*Under the Government's Keep Well Programme, Waterford City & County Council would like to help more people to get connected and the information from this survey will help us to do that.*

## Do you currently use a Computer / Laptop, Smart Phone or Tablet/IPad to access the internet?

If **YES**, go to **Section 1**. If **NO**, go to **Section 2**.

### Section 1 - for people who use the internet

**1. What type of device do you use to access the internet? - (Please tick all the ones you use)**

Desktop Computer	<input type="checkbox"/>	Tablet	<input type="checkbox"/>	Smart TV	<input type="checkbox"/>	Laptop	<input type="checkbox"/>	Smartphone	<input type="checkbox"/>	Other	<input type="checkbox"/>
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**2. Please tick how often you access the internet for each task**

Task	Often	Sometimes	Never	Would like to but need help
Email	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Banking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General web surfing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Government services - motor tax, social welfare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Learning/Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social Media - Facebook, Twitter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication - Zoom, Facetime, Skype etc	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping, booking tickets/flights etc	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
News, Covid-19 Related News/Updates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health-related services - exercise, diets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Movies, TV, Netflix, radio, mass	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Playing games – scrabble etc	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Selling goods or services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**3. Outcomes and experiences - Please say how much you agree with these statements:**

	Agree	Agree Somewhat	Disagree
Internet access has helped me get the information I need.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I stay in touch with family and friends over the internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The internet is a very important part of my life	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can confidently search the internet for information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thank you, now go to Question 9.

## Section 2 - for people who don't currently use the internet

4. Do you have access to:

	Yes	No	I have but I need help to use
Landline phone			
Mobile phone			
Smartphone			
Tablet/iPad			
Computer/Laptop			

5. Why do you not connect to the internet? Tick all that apply

Do not need internet, not useful, not interesting		Cost of access to the internet too high	
Concerned about privacy/security		Poor internet coverage	
Costs of equipment too high		Physical or sensory disability	

6. Have you ever used any of the following: Yes/No

Netflix		Facebook	
Whats App		Google	

7. What do you dislike about using the internet?

8. What is the one thing you feel you miss out on by not using the internet?

## Some Final Questions for Everybody

9. If there was help available to show you how to use the internet, what would you prefer: Tick all that apply

Don't need any help		I have access to help		One to One Training		Phone Helpline	
Friend /Relative		Local Community Group		Drop in Centre/Library		Not interested	
Local Class							

10. Where do you live? Please tick the box.

Waterford City		Comeragh Municipal District		Dungarvan/Lismore Municipal District	
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11. Which category below includes your age? Please Circle

Under 21	21-29	30-39	40-49	50-59	60-69	70-79	80+
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12. Gender: Please circle

Male	Female	Other
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**Thank you for completing this survey!!**

**Optional:**

I would like to be contacted by Waterford City and County Council about help on using computers/devices. I understand that the data given on this form will be used only in relation to Waterford Keep Well Programme. By ticking this box I give consent: **Yes**

Name: \_\_\_\_\_

Tel No: \_\_\_\_\_

**Please return survey to FREEPOST, FWT7446, 1<sup>st</sup> Floor, Civic Offices, Dungarvan, Co Waterford to reach us by Wednesday Jan 6<sup>th</sup> 2021**