

Mapping Resources which Support Community Use of ICT in Carmarthenshire: Appendix 1 – Results of Provider Survey

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Q39 Please add any further comments or information you feel are relevant, below. Free text response

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0. Introduction

This report outlines the results from the survey distributed to providers of ICT and digital media facilities and services across Carmarthenshire. It comprises responses received through several different channels:

- Initially 66 organisations known to provide ICT digital media facilities or services were emailed with a link to an online questionnaire hosted on the QuestionPro service. All 125 primary and 14 secondary schools in Carmarthenshire were also emailed with the link to the questionnaire. Organisations which responded to this invitation provided the most comprehensive answers to the survey.
- After duplicates and blank responses were removed, 38 responses were received to the online questionnaire, only 2 of these coming from schools - an 18.5% response rate, overall. If the schools are ignored, this response rate rises to 54.5%.
- Subsequently, 19 organisations which had failed to respond to the email invitation were contacted by telephone and asked to respond verbally to a short interview schedule comprising the key questions (ascertaining the scope and type of facilities and services they provided) from the full online survey. This increases the response rate (excluding schools) to 86%.
- In addition, basic data on provision in libraries was collected through structured interviews with the Libraries' regional managers and integrated into the overall dataset.

A small number of schools responded to the initial email invitation. More data from schools was gathered through telephone interviews and a posted questionnaire. The results from these later efforts were not obtained in time for this analysis. They will be integrated into the main report.

Some of the outstanding responses to the questionnaire and telephone interviews proved to be for organisations which had erroneously been thought to provide facilities or services; subsequent investigation discovering they did not provide relevant resources. Others were more significant, but nevertheless the data presented in this report is thought to provide a reasonably accurate and largely comprehensive picture of community ICT and digital media provision across Carmarthenshire.

Throughout this report data is presented from two datasets: a complete dataset comprising responses to the online survey, telephone interviews and interviews with Libraries' regional managers, containing the basic data concerning scope and type of facilities; and a second dataset providing richer data concerning management and development of resources, comprising those organisations responding to the email invitation. Results taken from the two datasets are marked "**Whole survey**" or "**Online survey**" respectively throughout this report.

All responses included postcodes for the location of facilities or services. These were combined with geographic data from Carmarthenshire County Council and the Welsh Assembly Government to provide a picture of the overall distribution along a number of geographic dimensions (Community Networks areas, Rural / Urban areas and Communities First areas and non-Communities First areas.)

The terms '**Facility**' and '**Service**' are used specifically and precisely throughout the survey and this report. In this context, 'Facility' is taken to mean a tangible resource such as equipment or a fixed ICT suite, whereas 'Service' is taken to mean intangible resources such as the provision of training and 1 -1 support.

This report presents the results to all questions in the survey, including those for which a free text response was requested. No cross-tabulations have been attempted. It follows the form of the original online questionnaire.

1. About Your Organisation

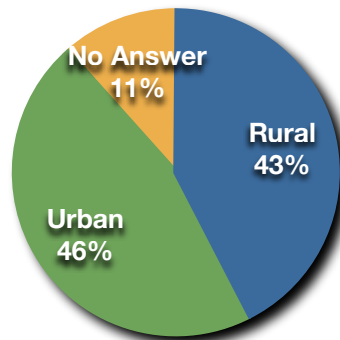
Postcode Analysis

WHOLE SURVEY

Postcodes were requested from respondents in order to locate the responses along a number of geographic dimensions. In the following paragraphs, the “No Answer” response refers to those respondents who did not provide a postcode, or whose postcode could not be related to a valid geographical category.

Urban / rural classification

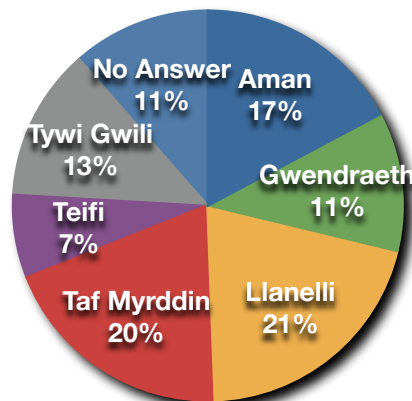
Rural / Urban Classification



The study identified roughly equal numbers of resources sited in rural areas (as defined by the Rural Development Plan drawn up by Carmarthenshire County Council) and urban areas.

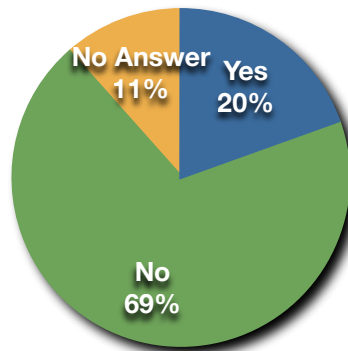
Community Network Area

Community Network Area



Communities First Areas

Is the facility or service based within a Communities First area?



Q2 Is your organisation a:

Single answer from Charity, community or voluntary organisation; Public sector organisation, Social enterprise, Commercial organisation, Other

WHOLE SURVEY

Is your organisation a:		
Answered	85	87
Sample	87	n=87
Charity, community or voluntary organisation	34	39.08%
Public sector organisation	46	52.87%
Social enterprise	0	0.00%
Commercial organisation	2	2.30%
Other	3	3.45%
No Answer	2	2.30%

‘Other’ responses comprised Public funded company limited by guarantee (1), company limited by guarantee (1) and commercial limited company (1).

(Note: the large number of resources operated by public sector organisations is accounted for by the inclusion of the 30 libraries operated by Carmarthenshire County Council, each of which is included in its own right within the whole survey results.)

2. About the Facilities and Services You Provide

2a. Please tell us about the facilities you provide

Q3 Do you provide community access to ICT or digital media facilities or equipment?

Single answer from Yes, No

WHOLE SURVEY

Do you provide community access to ICT or digital media facilities or equipment?		
Answered	87	87
Sample	87	n=87
Yes	78	89.66%
No	9	10.34%
No Answer	0	0.00%

90% (n 78) of respondents to the whole survey provide access to ICT or digital media facilities (ie tangible resources such as equipment.)

Q4 Do you provide ICT or digital media facilities which:

Multiple answers from Are fixed at a location, Are mobile or portable, Can be booked by members of the general public, Can be booked for use by community groups, Can be used on a drop in basis by members of the general public, Can be used on a drop in basis by community groups, May be loaned or hired by members of the general public for use off the premises, May be loaned or hired by community groups for use off the premises, None of the above

ONLINE SURVEY

Do you provide ICT or digital media facilities which: (please tick all that apply)		
n	38	31
Choice		n=31
Are fixed at a location	27	87.10%
Are mobile or portable	11	35.48%
Can be booked for use by members of the general public	18	58.06%
Can be booked for use by community groups	24	77.42%
Can be used on a drop in basis by members of the general public	13	41.94%
Can be used on a drop in basis by community groups	10	32.26%
May be loaned or hired by members of the general public for use off the premises	3	9.68%
May be loaned or hired by community groups for use off the premises	8	25.81%
None of the above	2	6.45%

Q5 Please tell us how many PCs your facility provides access to:

WHOLE SURVEY

Please tell us how many PCs your facility provides access to:				
n	87	78		
Choice	n=78			
	Total		Average	
	Desktops	Laptops	Desktops	Laptops
Windows PCs	482	97	6.18	1.24
Apple Macs	9	28	0.12	0.36
Linux PCs	1	0	0.01	0.00
All Operating Systems	492	125	6.31	1.60
All (Desktops & Laptops)	617		7.91	

Respondents noted a total of 617 PCs available for community access across Carmarthenshire. (Note some of these may be restricted to particular classes of users - see Q14 and Q15.) The average facility providing community access, provides access to 7.91 PCs.

Q6 Does your facility provide access to:

Multiple answer from Printer, Scanner, Digital stills camera, Camcorder, Audio recorder, Video / data projector, DVD player, Video player, Audio / music studio, Video editing facilities, Accessories (such as microphones or video lighting), CD duplication facilities, DVD duplication facilities, Adaptive technology for use by disabled users, Other

WHOLE SURVEY

Does your facility provide access to:		
n	87	78
Choice	n=78	
Printer	66	84.62%
Scanner	57	73.08%
Digital Stills Camera	29	37.18%
Camcorder	19	24.36%
Audio Recorder	8	10.26%
Video / Data Projector	19	24.36%
DVD Player	16	20.51%
Video Player	12	15.38%
Audio / Music Studio	8	10.26%
Video editing facilities	8	10.26%
Accessories (such as microphones or video lighting)	9	11.54%
CD Duplication Facilities	11	14.10%
DVD Duplication Facilities	8	10.26%
Adaptive Technology for use by disabled users	21	26.92%
Other	13	16.67%

Printers and scanners were the most popular other technologies provided by facilities. Media related technologies were much less in evidence.

Q7 Please list any adaptive or other technology you provide below:

Free text response

WHOLE SURVEY

For the purposes of analysis adaptive and other technology have been considered separately in the free text responses to this question.

Adaptive Technology

Q7. Please list any adaptive or other technology you provide below (Adaptive technology)		
n	87	78
Choice	n=78	
Adapted mouse / trackball	12	15.38%
Adapted / large keyboard	16	20.51%
Adjustable table / desk	2	2.56%
Voice recognition software	1	1.28%
Screen reader	1	1.28%
General (not specific)	1	1.28%
Screen magnifier	1	1.28%
Textphone	1	1.28%
Hearing loop	1	1.28%
Unclear	1	1.28%

As demonstrated in Q6, c27% of facilities provide access to some kind of adaptive technology for disabled users. The most widespread provision is of adapted keyboards, provided by approximately 21% of all facilities.

Other technology

Q7. Please list any adaptive or other technology you provide below (Other technology)		
n	87	78
Choice	n=78	
Internet connection only	1	1.28%
DJ equipment	1	1.28%
Interactive whiteboard	5	6.41%
Midi keyboard	1	1.28%
Photocopier	2	2.56%
Mentioned specific software	1	1.28%
Fax	2	2.56%
Video conferencing	2	2.56%

The most common other technology provided by facilities is an interactive whiteboard.

2b. Please tell us about any services and / or support you provide

Q8 Do you provide services or support to community groups and / or individuals in the use of ICT or digital media?

Single answer from Yes, No

Do you provide services or support to community groups and / or individuals in the use of ICT or digital media?

Answered	86	87
Sample	87	n=87
Yes	74	85.06%
No	12	13.79%
No Answer	1	1.15%

Q9 Please indicate the types of services or support you offer:

Multiple answer from Formal training, Informal training, Accredited training, 1 -1 support, Other

Please indicate the types of services or support you offer			
n	87	74	
Choice		n=74	
Formal Training	19	25.68%	25.7
Informal Training	32	43.24%	43.2
Accredited Training	17	22.97%	23.0
1-1 Support	47	63.51%	63.5
Other	9	12.16%	12.2

'Other' responses included descriptions of buying or in or hosting training from another provider (n2), training for groups of young people, literacy and numeracy courses, OCN accredited courses, digital camera classes, direct learning and workshops, awareness raising and technical support.

Q10 Are the services or support you offer:

Multiple answer from Provided on your premises, Provided at clients' or other suitable local premises

Are the services or support you offer: (please tick all that apply)			
n	38	31	
Choice		n=31	
Provided on your premises	27	87.10%	87.10
Provided at clients' or other suitable local premises	10	32.26%	32.26

Q11 Please describe in more detail the services or support you provide in the use of ICT or digital media to community groups or individuals

Free text response

WHOLE SURVEY

Most respondents describe providing a range of structured ICT courses (sometimes in association with external training providers) generally in the areas of basic Office software operation and use of the web. These include taster sessions and courses leading to the award of accredited qualifications. Provision of 1-1 support is also described. A smaller number describe provision of digital media training and support.

2c. Please tell the geographical area to which you provide ICT or digital media facilities and / or services?

Q12 Which of the following best describes the area to which you provide ICT or digital media facilities and / or services?

Single answer from Local area only, Aman Valley, Gwendraeth Valley, Llanelli, Taf Myrddin, Teifi, Twyi, Carmarthenshire, West Wales, Wales, UK, Communities First areas only, Other

WHOLE SURVEY

Which of the following best describes the area to which you provide ICT or digital media facilities and / or services		
Answered	84	87
Sample	87	n=87
Local area only (town / village)	35	40.23%
Aman Valley	7	8.05%
Gwendraeth Valley	2	2.30%
Llanelli	4	4.60%
Taf Myrddin	1	1.15%
Teifi	1	1.15%
Twyi	1	1.15%
Carmarthenshire	12	13.79%
West Wales (Neath Port Talbot, Swansea, Carmarthenshire, Pembrokeshire, Ceredigion)	8	9.20%
Wales	2	2.30%
UK	2	2.30%
Communities First areas only	4	4.60%
Other	5	5.75%
No Answer	3	3.45%

Provision of facilities and services is biased overwhelmingly towards local provision, most often very local, with a catchment area smaller than Community Network areas. (Although, it should be noted that this may be an unintended consequence of the questionnaire design – respondents who do not identify with the community networks areas, or regard them as too large to describe their catchment area may be forced to choose the local area answer.

‘Other’ responses included identification of specific local areas, Amman and Gwendraeth Valleys and all visitors to the facility.

Q13 If any of your facilities or services are restricted in the area in which they may operate by funding or the objects of your organisation, please explain the restrictions below

Free text response

ONLINE SURVEY

3 respondents mentioned cost and funding issues as a restriction. 2 mentioned they were restricted to working in Communities First areas.

2d. Please tell us about your clients / users

Q14 Do you provide access to facilities and / or services to:

Multiple answer from Members of the general public, Community groups, Other

WHOLE SURVEY

Do you provide access to facilities and / or services to:			
n	87	87	
Choice		n=87	
Members of the general public	70	80.46%	80.46
Community groups	71	81.61%	81.61
Other	15	17.24%	17.24

The most popular ‘Other’ responses were for business / private organisations and ‘Anyone’ (n3 each). The remainder of the responses identified particular user groups specific to the purposes of the organisations providing the resource.

Q15 Please describe any restrictions on who can use the facilities and / or services you provide (eg age restrictions, membership etc)

Free text response

WHOLE SURVEY

Q15. Please describe any restrictions on who can use the facilities and / or services you provide (eg age restrictions / membership etc)		
n	38	87
Choice	n=87	
Organised groups only	1	1.15%
Members / enrolled students	33	37.93%
Children only when accompanied by adults	2	2.30%
Parents of children	1	1.15%
Adults only (at least 16+)	4	4.60%
14 +	1	1.15%
Prioritise young people	4	4.60%
Young people only	2	2.30%
Restricted by limited equipment	1	1.15%
There are times when resource is unavailable	1	1.15%
Referred clients only	2	2.30%
Organisations connected to the council only	1	1.15%
Community groups need own insurance	1	1.15%
Access via booking only	1	1.15%
Community and voluntary sector organisations and social enterprises only	1	1.15%
No Schedule 1 offenders	1	1.15%
Not applicable	1	1.15%
No general access	1	1.15%
No formal restrictions	10	11.49%
No answer	21	24.14%

The high number of resources restricted due to membership is entirely to the inclusion of libraries in the sample – since users of their IT facilities must be library members.

2e. Please tell us about your opening hours

Q16 When may users / clients use your facilities and / or services?

ONLINE SURVEY

When may users / clients use your facilities and / or services? (please tick all that apply)							
	38	38					
	n=38			Percentages			
	Weekdays	Saturdays	Sundays	Weekdays	Saturdays	Sundays	
Mornings	32	13	6	84.21	34.21	15.79	
Afternoons	31	12	5	81.58	31.58	13.16	
Evenings	25	6	5	65.79	15.79	13.16	

2f. Please tell us about the charges associated with your facility / service

Q17 Do you charge community groups or members of the general public for use of your facilities or for providing services or support?

Single answer from Yes, No

ONLINE SURVEY

Do you charge community groups or members of the general public for use of your facilities or for providing services or support?

Answered	36	38
Sample	38	n=38
Yes	19	50.00%
No	17	44.74%
No Answer	2	5.26%

Q18 Please indicate any discounts or special rates you offer for particular client or user groups.

Community group rate, Unwaged, Senior Citizen, Young person / children's rate, Other

ONLINE SURVEY

Please indicate any discounts or special rates you offer for particular client or user groups. (Please tick all that apply)

n	38	38	
Choice		n=38	
Community group rate	7	18.42%	18.42
Unwaged	6	15.79%	15.79
Senior citizen	8	21.05%	21.05
Young person / children's rate	2	5.26%	5.26
Other	10	26.32%	26.32

'Other' responses included funding for students with qualifications below HND level, reduced rates for local groups, people on benefits and full time students. 2 respondents also mentioned rates were already kept as low as possible.

2g. Please tell us about access for disabled people

Q19 Do the premises at which you provide your facilities and / or services offer full access to disabled people?

Single answer from Yes, No, N/A – We don't provide facilities or services at our own premises

ONLINE SURVEY

Do the premises at which you provide your facilities and / or services offer full access to disabled people		
Answered	36	38
Sample	38	n=38
Yes	26	68.42%
No	8	21.05%
N/A - We don't provide facilities or services at our own premises	2	5.26%
No Answer	2	5.26%

Q20 If you answered No, please describe what difficulties access to your premises presents for disabled people.

Free text response

ONLINE SURVEY

In total access difficulties to 6 venues were described. 1 mentioned a lack of a hearing loop, 1 mentioned no lift to an upper floor and 3 mentioned steps hindered access to some areas.

3. About the Uses People Make of Your Facility or Service

3a. Please tell us about what individuals and / or groups can do with your facility or service

Q21 Please indicate whether you provide facilities and / or support for the following kinds of ICT or digital media usage.

Multiple answer from Office type applications, Email, Web browsing, Web design / development, Digital photography / photo editing, Video making / video editing, Audio recording / audio editing, Desktop publishing, Video conferencing, Other

ONLINE SURVEY

Please indicate whether you provide facilities and / or support for the following kinds of ICT or digital media usage.					
n	38	38			
Choice	n=38				
	Facilities	Facilities	Support / Service	Support / Service	
Office type applications	28	73.68	14	36.84	
Email	27	71.05	12	31.58	
Web browsing	27	71.05	12	31.58	
Web design / development	16	42.11	10	26.32	
Digital photography / photo editing	21	55.26	14	36.84	
Video making / video editing	14	36.84	10	26.32	
Audio recording / audio editing	8	21.05	8	21.05	
Desktop publishing	17	44.74	10	26.32	
Video conferencing	7	18.42	2	5.26	
Other	3	7.89	1	2.63	

(Note: the design of the questionnaire may be impacting on the lower figures for service / support than facilities. The design featured two columns of tick boxes next to each category: one for facilities and one for services / support. In many cases, respondents restricted themselves to placing ticks in only one column.)

Q22 Other Facilities and Support

Free text response

ONLINE SURVEY

Other facilities and support provided include: provision of a shared blog for community groups and scanning facilities. One respondent mentioned it could only act as a host venue for trainers bringing their own equipment.

Q23 Please add any further detail you feel is relevant about the kinds of technologies you provide and / or support

Free text response

ONLINE SURVEY

5 respondents provided further detail and used the opportunity to describe specific details of their operations.

3b. Please tell us about any limitations or restrictions on how clients / users may use your facility

(Note: this section should only have been completed by providers of ICT or digital media facilities.)

Q24 Do you provide wireless access to the internet?

Single answer from Yes, No

Do you provide (wireless) access to the internet?			
Answered	81		87
Sample	87	n=87	
Yes	64		73.56%
No	17		19.54%
No Answer	6		6.90%

Q25 Can clients / users connect their own laptops (or other equipment) to the internet via your network?

Single answer from Yes, No

WHOLE SURVEY

Can clients / users connect their own laptops (or other equipment) to the internet via your network?			
Answered	81		87
Sample	87	n=87	
Yes	47		54.02%
No	34		39.08%
No Answer	6		6.90%

Q26 Do you have rules prohibiting the use of your PCs by individuals or community groups for any of the following uses?

Multiple answer from Games, Social networking, Blogging, Instant messaging, Uploading pictures, audio or video, Downloading pictures, audio or video, Downloading software, Listening to internet radio, Watching video / internet tv, Other, No rules prohibiting use of PCs

ONLINE SURVEY

Do you have rules prohibiting the use of your PCs by individuals or community groups for any of the following uses? (please tick all that apply)			
n	38	38	
Choice		n=38	
Games	13	34.21%	34.21
Social networking	10	26.32%	26.32
Blogging	8	21.05%	21.05
Instant messaging	8	21.05%	21.05
Uploading pictures, audio or video	7	18.42%	18.42
Downloading pictures, audio or video	8	21.05%	21.05
Downloading software	15	39.47%	39.47
Listening to internet radio	7	18.42%	18.42
Watching video / internet TV	11	28.95%	28.95
Other (please state below)	4	10.53%	10.53

Q27 Please describe any other restrictions below

Free text response

ONLINE SURVEY

5 respondents reported firewalls or other software polices content or restricts access to certain websites. 2 respondents (both youth projects) reported usage is monitored at all times. Other responses included: working on policies; downloading of copyright material was prohibited, they trust users to obey the policies; PCs checked regularly; television was prohibited as the resource had no TV licence; there was a contract with users in which they agreed to obey usage policies, and parental consent of under 18s was required before access would be granted.

4. About Level of Usage

Q28 Which of the following statements best describes your current situation?

Single answer from Demand for our facilities and / or services outstrips our capacity to fulfil it, given our current resources; We operate at full capacity. There is little or no demand for our facilities and / or services above what we already provide; Demand for our facilities and / or services is strong but we have some surplus capacity; Demand for our facilities and / or services is low. We have plenty of spare capacity.

ONLINE SURVEY

Which of the following statements best describes your current situation? (Please tick one answer)		
Answered	32	38
Sample	38	n=38
Demand for our facilities and / or services outstrips our capacity to fulfil it, given our current resources.	8	21.05%
We operate at full capacity. There is little or no demand for our facilities and / or services above what we already provide.	0	0.00%
Demand for our facilities and / or services is strong but we have some surplus capacity.	19	50.00%
Demand for our facilities and / or services is low. We have plenty of spare capacity.	5	13.16%
No Answer	6	15.79%

Half of all respondents to the online survey report demand as strong but with some surplus capacity available.

5. About the Development of Your Facility or Service

Q29 Do you have a support contract for any of your ICT or digital media equipment?
Single answer from Yes, No

ONLINE SURVEY

Do you have a support contract for any of your ICT or digital media equipment?		
Answered	35	38
Sample	38	n=38
Yes	25	65.79%
No	10	26.32%
No Answer	3	7.89%

Q30 Has any training been provided for staff in the use of your ICT or digital media equipment?

Single answer from Yes, No

ONLINE SURVEY

Has any training been provided for staff in the use of your ICT or digital media equipment?		
Answered	35	38
Sample	38	n=38
Yes	29	76.32%
No	6	15.79%
No Answer	3	7.89%

Q31 How do you fund day to day maintenance of your ICT or digital media equipment?

Free text response

ONLINE SURVEY

Q31. How do you fund day to day maintenance of your ICT or digital media equipment?			
n	38	38	
Choice		n=38	
Have in-house staff	5	13.16%	
Grants	9	23.68%	
Core funding / organisation's own funds	5	13.16%	
Maintained by Carmarthenshire County Council	6	15.79%	
Member subscriptions / hire charges	3	7.89%	
Fund raising activities	2	5.26%	
Credu	1	2.63%	
Free service (Digital Community Network)	1	2.63%	
Not applicable	1	2.63%	

Q32 How was the purchase of your current ICT or digital media equipment funded?

Multiple answer from Charges for hire or use of facilities or services, Organisation's own funds, European grant funding, Big Lottery Fund / NOF / Community Fund, Communities @One, PACT / 1-Fund, Awards for All Wales, Community Facilities and Activities Programme, Credu Digilab, BT Community Connection, Don't Know, Not applicable, Other

ONLINE SURVEY

How was the purchase of your current ICT or digital media equipment funded? (Please tick all that apply.)			
n	38	38	
Choice		n=38	
Charges for hire or use of facilities or services	4	10.53%	10.53
Organisation's own funds	14	36.84%	36.84
European grant funding	8	21.05%	21.05
Big Lottery Fund / Community Fund / New Opportunities Fund	3	7.89%	7.89
Communities @One	4	10.53%	10.53
PACT / 1 - Fund	0	0.00%	0.00
Awards for All Wales	5	13.16%	13.16
Community Facilities and Activities Programme	1	2.63%	2.63
Credulab	5	13.16%	13.16
BT Community Connection	1	2.63%	2.63
Don't know	3	7.89%	7.89
Not applicable	2	5.26%	5.26
Other	4	10.53%	10.53

'Other' responses included funding from the County Council and CAVS and use of equipment provided by external trainers.

Q33 How do you currently fund day to day running costs associated with operating your facilities and / or services?

Multiple answer from Charges for hire or use of facilities or services, Organisation's own funds, European grant funding, Big Lottery Fund, Communities @One, PACT / 1-Fund, Awards for All Wales, Don't Know, Not applicable, Other

ONLINE SURVEY

How do you currently fund day to day running costs associated with operating your facilities and / or services? (Please tick all that apply.)			
n	38	38	
Choice		n=38	
Charges for hire or use of facilities or services	15	39.47%	39.47
Organisation's own funds	14	36.84%	36.84
European grant funding	5	13.16%	13.16
Big Lottery Fund	1	2.63%	2.63
Communities @One	4	10.53%	10.53
PACT / 1 - Fund	0	0.00%	0.00
Awards for All Wales	1	2.63%	2.63
Don't know	1	2.63%	2.63
Not applicable	2	5.26%	5.26
Other	3	7.89%	7.89

‘Other’ responses included funding from the County Council and fundraising activities were used to meet operational costs.

Q34 Approximately, when did you last replace or invest in new ICT or digital media equipment?

Single answer from Within the last 12 months, 1 – 3 years ago, More than 3 years ago, Don't know, Not applicable

ONLINE SURVEY

Approximately, when did you last replace or invest in new ICT or digital media equipment? (Please tick one)

Answered	25	38
Sample	38	n=38
Within the last 12 months	14	36.84%
1 - 3 years ago	11	28.95%
More than 3 years ago	5	13.16%
Don't know	1	2.63%
Not applicable	3	7.89%
No Answer	4	10.53%

Q35 When do you intend to replace or invest in new ICT or digital media equipment?

Single answer from Within the next 12 months, Within the next 1 – 3 years, Over 3 years from now, No current plans to replace or invest, Don't Know, Not applicable

ONLINE SURVEY

When do you intend to replace or invest in new ICT or digital media equipment?

Answered	10	38	
Sample	38	n=38	
Within the next 12 months	4	10.53%	10.53
Within the next 1 - 3 years	6	15.79%	15.79
Over 3 years from now	2	5.26%	5.26
No current plans to replace or invest	12	31.58%	31.58
Don't know	7	18.42%	18.42
Not applicable	3	7.89%	7.89
No Answer	4	10.53%	10.53

Q36 Please describe any plans you have for extending or improving provision of ICT or digital media facilities or services. Please refer to any evidence of need you've gathered, if relevant.

Free text response

ONLINE SURVEY

3 respondents reported they had no current plans for extending or improving provision. 3 respondents reported planned purchase of new or replacement equipment. 2 reported they were attempting to secure funding for continuation of their projects. 2 reported planned purchase of new or upgraded software. There were also reports of planned e-learning initiatives, accredited courses, a radio project, new premises under construction. One respondent reported they would consider extending provision should demand warrant.

Q37 Please describe any barriers you face in extending or improving provision of ICT or digital media facilities

Free text response

ONLINE SURVEY

Q37. Please describe any barriers you face in extending or improving provision of ICT or digital media facilities.		
n	38	38
Choice		n=38
Funding	10	26.32%
Staffing	4	10.53%
Obtaining approval of central IT service	1	2.63%
Require new equipment	2	5.26%
Lack of broadband in rural areas	1	2.63%
Space	1	2.63%
No barriers	1	2.63%
No answer	22	57.89%

Q38 Please describe any barriers you feel, from your experience, the community faces in accessing appropriate ICT or digital media facilities and services.

Free text response

ONLINE SURVEY

Respondents identified a number of general issues including the short term nature of funding, lack of skills and the need for oversight by trained staff or volunteers.

Some issues specific to rural areas were also identified. These included availability of broadband, cost of travel and the viability of classes due to low numbers. The sustainability of equipment in village halls was also questioned – one respondent mentioned it was not always well maintained and soon became outdated.

6. Further Information

Q39 Please add any further comments or information you feel are relevant, below.

Free text response

ONLINE SURVEY

One respondent described their appreciation of Computers in the Community classes and underlined the social benefits they brought in addition to the opportunities to learn new skills. Another respondent noted that marketing of courses was an issue. The importance of ICT training in rural communities was also stated by another respondent who also noted they would welcome the opportunity to host training provided by other providers.