**Submission for City Voice**

Digital technologies are part of daily life for most people. They are also transforming how we deliver services, allowing communities to engage in different ways. The Local Outcome Improvement Plan 2016-2026 set out a commitment to ensuring that 90% of working people are in Living Wage employment by 2026. Recent UK research identifies that *61% of people earning more than £25,000 have essential workplace skills, significantly higher than those earning less than £11,499 where only one-quarter have these skills* (Source - Lloyds Bank Consumer Digital Index 2019 ) Community Planning Aberdeen as a key improvement aim want to increase the % of people in Aberdeen who feel comfortable using digital tools by 2021. This will ensure that our citizens will have access to learning opportunities to develop their digital skills, digital literacy, and data literacy through collaborative partnerships to a wide range of age groups and locations.

The next set of questions seek to establish the current level of essential digital skills that citizens feel they have. We will use this data to have an understanding of where citizens of Aberdeen currently view their level of digital skills and identify areas of support that can be offered through initiatives.

Do you own or have easy access to?

Please tick all that apply:

* smart phone
* tablet
* a laptop or PC

|  |  |  |  |
| --- | --- | --- | --- |
| **The following questions are foundation skills which underpin all essential digital skills**  **Please tick box for which statement applies to:** | **I can do this** | **I can’t do this** | **I want to learn how to do this** |
| I can turn on a device and enter any account information as required |  |  |  |
| I can use a mouse and keyboard on a computer, use a touch screen on a smart phone or tablet |  |  |  |
| I can make use of accessibility tools on my device to make it easier to use |  |  |  |
| I can find applications by choosing the correct icons on the home screen |  |  |  |
| I can connect a device to the internet using the Wi-Fi settings, and insert the password when required |  |  |  |
| I can connect to the internet and open a browser to find and use websites |  |  |  |
| I keep login information for a device and any websites secure, not shared with anyone or written down and left prominently near my device |  |  |  |
| I can update and change my password when prompted to do so |  |  |  |
| **The following questions are on the skills required to communicate, collaborate, and share information.** |  |  |  |
| I understand the importance of communicating securely |  |  |  |
| I can set up an email account |  |  |  |
| I can set up a group on messaging platforms, such as WhatsApp or Messenger, to talk to friends or family members |  |  |  |
| I can use word processing applications to create documents such as a CV or letter |  |  |  |
| I can send photographs and other documents to friends and family as an email attachment |  |  |  |
| I can set up and use video-telephony products such as Facetime or Skype for video communications with friends and family |  |  |  |
| I am a member of and manage personal networking sites, such as Facebook |  |  |  |
| I can post on social media and/or forums |  |  |  |
| **The following questions are on the skills required to find, manage and store digital information and content securely.** |  |  |  |
| I understand that not all entries in online encyclopaedias, such as Wikipedia, are true or reliable |  |  |  |
| I can search for news using a browser such as Chrome, Internet Explorer or Safari |  |  |  |
| I can use a cloud storage account for a music or photo collection (from legal sources such as Apple iCloud, Instagram) and access the collections from different devices, such as a laptop or a smartphone |  |  |  |
| I can stream music from legal sites such as Spotify or Apple Music, or watch streamed movies from legal sources such as Netflix or Amazon Prime |  |  |  |
| **The following questions are on the skills required to register and apply for services, buy and sell goods and services, and administer and manage transactions online.** |  |  |  |
| I can set up an account online, using appropriate websites or Apps, that enables me to buy goods or services |  |  |  |
| I can access and use public services online, including filling in forms |  |  |  |
| I can use different payment systems, such as credit/debit card, direct bank transfer, and phone accounts, to make payments for goods or services online |  |  |  |
| I can upload documents and photographs when this is required to complete an online transaction |  |  |  |
| I can fill in online forms when required to complete an online transaction |  |  |  |
| I can set up and use online and telephone banking through websites or apps, keeping access information secure |  |  |  |
| I can upload a cv to an online recruitment site |  |  |  |
| I can complete an online application form, for example for a job |  |  |  |
| **The following questions are on the skills required to find solutions to problems using digital tools and online services.** |  |  |  |
| I can use the internet to find specific information related to Life tasks that need to be carried out, for example finding a recipe, or finding information that helps plan travel |  |  |  |
| I can use the help, FAQ section or chat facility of a manufacturer’s website or other related content to work out how to fix an issue with a device |  |  |  |
| I can find out how to do something by using a tutorial video such as those found on YouTube |  |  |  |
| I can make sure that online login information is not shared with anyone |  |  |  |
| I can ensure your posts on social media are not offensive or inappropriate |  |  |  |
| I can ensure that nothing is posted on social media about others, including children, without their permission |  |  |  |
| **The following questions are on the skills required to stay safe, legal and confident online.** |  |  |  |
| I can use a second device to receive codes when a website provides dual factor authentication and input the code to access the associated account |  |  |  |
| I can create passwords using three random words or with at least 8 characters, using lower- and upper-case letters, numbers and symbols |  |  |  |
| I can apply privacy settings to Facebook to ensure only friends can see posts and shared content |  |  |  |
| I can activate pop-up blockers on my web browser to reduce the threat from malicious sites |  |  |  |
| I can set automatic updates in the settings menu for the computer operating system and security software |  |  |  |
| I can use search tools to find and access images and other online content that can be used by others |  |  |  |
| I can use an external storage drive and copy any new documents on to it |  |  |  |

How old are you?

* Under 16
* 16 – 34
* 34 – 55
* 55 – 65
* 65 – 85
* 85+

Do you consider yourself to have a disability?

* Yes
* No

What is your postcode