I say...
"It's complicated"

Good Things Foundation

BT

When I say...
"It's complicated"
What I might mean...
It takes time for me to get my head into this & the travel time to get support is too much

Who am I?

- 50+
- I have basic levels of education but low confidence in my literacy abilities
- I work 2 jobs part time so have little spare time
- I have 2 young children
- I am reliant on public transport

What will help me...

- One to one support in a community setting environment where I don't feel behind or embarrassed to ask questions
- I need time and patience from a digital champion to help build my confidence
- Ideally the support needs to be in my local community otherwise I need support with travel costs

Everybody works at different levels, don't they?"

Because I've got the time now because I'm retired I don't mind, I'll just physically go to a place and literally ask"

It's very difficult and I'm always embarrassed to ask anybody to help me and I think it takes a long time to ask"

When I say...
"It's complicated"

What I might mean...
*When I've tried this before I couldn't do it –
The software or website didn't make sense to me*

(2)

Who am I?

- 50+
- I left education before the age of 16
- I used to make use of technology in work
- I want to learn new things but my life is too complicated already
- I live with my partner

What will help me...

- One to one support in a community setting environment where I don't feel behind or embarrassed to ask questions
- Having breaks throughout will help me to consolidate what I have learnt
- I need someone to talk through websites with me without using technical jargon

> ...then you've got like all addresses, it's really annoying when I know I can go on a tablet and just speak to Google"

> It's difficult to keep up with the packages, they are being updated every year"

> Sometimes I find the internet is very difficult because I can't find anything"

When I say...
"It's complicated"

What I might mean...
*When I've tried this before I couldn't do it -
The equipment used was a mystery to me*

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Who am I?

- 70+
- I am retired
- I used to make use of technology in work
- I would say I'm old-fashioned
- My life's too complicated already

What will help me...

- Touchscreens are easier for me to use as they have a larger screen so I can see things easier. There is also less to learn compared to a desktop computer
- Using the same device while learning about the internet helps me to build my confidence and familiarise myself with the device

"I probably could use it but the old computers have just confused my head"

Because it's a piece of equipment, you automatically think, oh, I don't understand it"

Using a smartphone or other advanced technology is too complicated - I'll stick with what I've got"

When I say...
"It's complicated"
What I might mean...
I don't have the confidence to learn anything new at all

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Who am I?

- 40+
- I left education at 16 but with low academic achievement
- I am employed in low skilled work
- I have a complicated day to day life
- I live with my family

What will help me...

- One to one support in a safe and social environment.
- Tailored but informal support that focuses on the activities I am interested in rather than purely basic digital skills
- I need to be shown what's possible by someone who has been in my position

" *[it's a] memory thing"*

" *I do get involved but I find it difficult"*

" *It just takes a tutor outside of me to say this is what you can do. [I] don't know what is possible."*

When I say...
"It's complicated"
What I might mean...
I don't have the right skills and I'm unable to access support

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Who am I?

- 50+
- I do not speak English as my first language
- I have very basic levels of education and low confidence in my literacy abilities
- I am economically inactive
- I live with my son and grandchildren

What will help me...

- One-to-one outreach support from volunteers or digital champions as I am unable to access support
- Support needs to be embedded in the community with strong referral routes to other services I may need

I can read and write but I cannot read all the hard words"

I always get spelling wrong and then I can't figure it out"