

Using e-government in London

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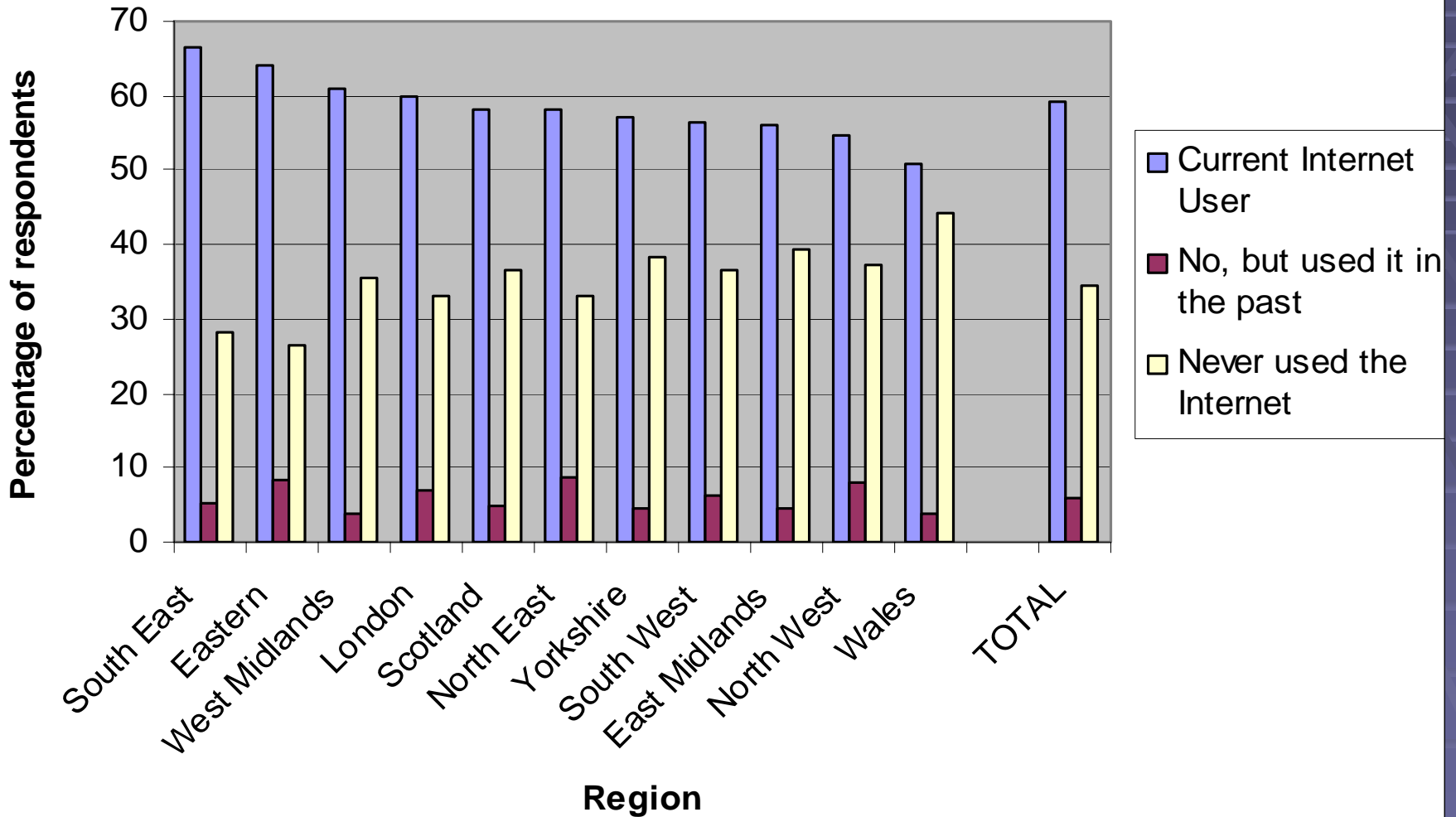
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UK Internet Use

- 64 % of UK adults have PC at home
- 53 % of UK adults have Internet access at home
- 68 % of small businesses have Internet access

(Source: Ofcom 2004)

Internet Users Across UK Regions



Source: Oxford Internet Survey – ICM surveyed 2030 adults, May to June 2003

UK use of e-government –

In the past twelve months have you *personally* used the INTERNET to:

	Frequency	Per cent
a) Renew your television licence	39	3.3
b) Contact a doctor, hospital or health service	55	4.6
c) Get information about schools	150	12.5
d) Contact an MP, a councillor or a political party	47	3.9
e) Get tax information, pay taxes	132	11.0
f) Get information about other public services	317	26.4
Access public services of any kind listed above (UK)	472	39.3
Access public services of any kind listed above (London)	74	48.7

Source: Oxford Internet Survey – ICM surveyed 2030 adults, May to June 2003

International comparison of government online use

	% total population		
	2003	2002	2001
Netherlands	52	41	31
Canada	51	48	46
Australia	47	46	31
New Zealand	45	40	NA
USA	44	43	34
UK	18	13	11
Japan	15	13	17

Source: Taylor Nelson Sofres (2003)

London Elections Survey 2004

Funded by ESRC and London Connects

1,474 adults were interviewed face-to-face in London straight after elections to London Mayor and Assembly on June 10th (14th – 17th June) 2004

- 66 % had PC at home
- 67 % had used Internet in past month
- 58 % had Internet access at home
- 47 % had looked for or bought goods and services on-line in last year
- 40 % had accessed at least one public or quasi-public service on-line in last year

Demographics of e-government use across London

- Virtually no gender/race voter/non-voter differentials.
- But age, social class and educational attainment extremely important across all responses:
- **Age:** Internet usage is far greater for the young with a staged increase across the bands – but the greatest difference is between the 65+ group and the rest of respondents:

Age	% used Internet in last month
18-34	82
35-44	73
45-64	63
65+	30

Demographics of e-government use across London

- **Educational attainment** is key indicator of web usage, with only 47 per cent of those who stopped education at O level or before using Internet, compared with 85 per cent of those who continued to A level or above.
- **Social class** also important, with twice as many AB respondents using the Internet as DE:

Social Class	% used Internet in last month	%accessed private goods or services on-line	% accessed public service on-line (% of Internet users)
AB	84	62 (74)	58 (69)
C1	74	53 (72)	46 (62)
C2	53	38 (72)	20 (38)
DE	42	24 (57)	22 (52)
Total	67	47 (70)	40 (60)

Source: London Elections Survey, 2004

In last year, have you used the Internet to:

	Yes (% of Internet users)	Not yet – but would like to in future	No not done this and don't want to
Get information from TfL	24 (35)	20	51
Download, complete, email electronic form	23 (33)	21	51
Get information from council	21 (30)	25	50
Get information from GLA	14 (20)	27	54
Get information from central government web site	14 (20)	25	56
Pay for a tax, a fine, or a service	11 (16)	24	61
Report a problem or complain to local council	8 (12)	32	56
Pay congestion charge or Oyster card	8 (12)	25	62
Express a point of view or participate in consultation	6 (9)	27	62
Email a councillor	3 (4)	31	61
Email MP	3 (4)	28	64

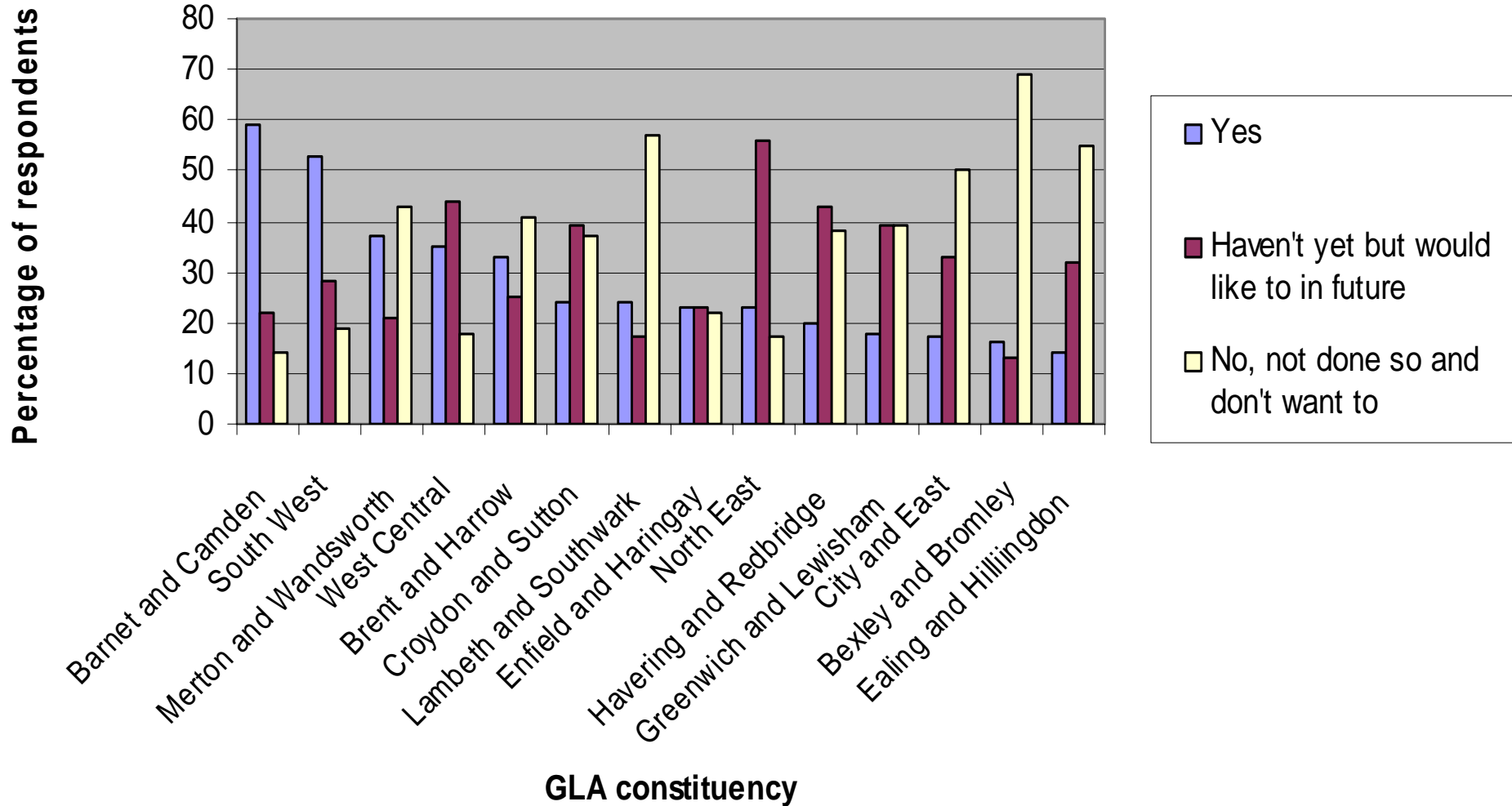
Source: All respondents, London Elections Survey, 2004

Profile of Londoners who do not use Internet (compared with Londoners who do):

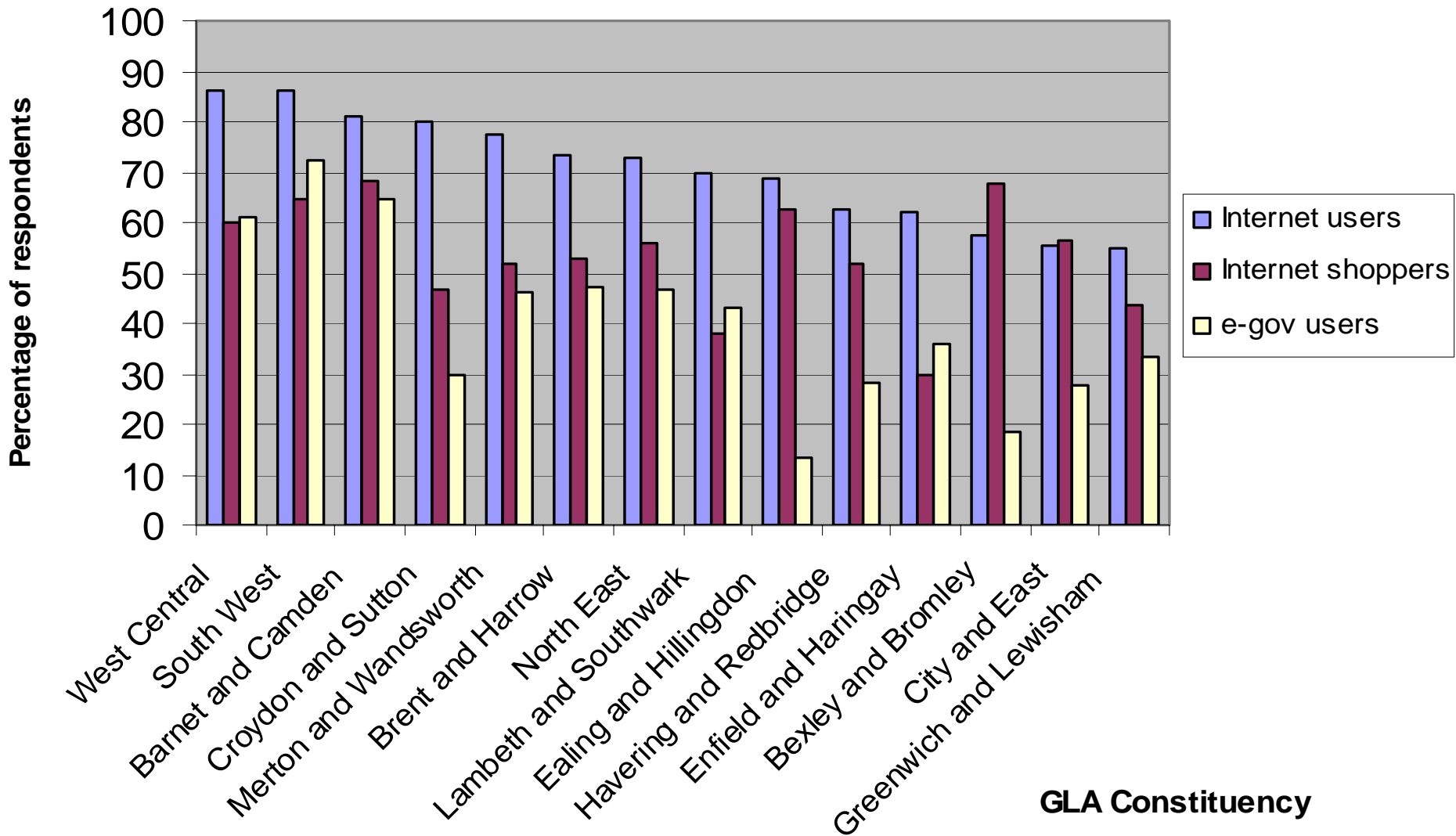
- 33 % in full-time work (59 % of Internet users)
- 48 % not working (26% of Internet users)
- 15 % in class AB (41% of Internet users)
- 43 % in class DE (15% of Internet users)
- 31 % council tenants (13% of Internet users)
- 35 % over 65 (7% of Internet users)
- 6 % under 24 (16% of Internet users)
- 42 % have no car (28% of Internet users)
- 39 % terminated education before O level/GCSE (8 % of Internet users)
- 10 % educated to degree level or above (42 % of Internet users)

Source: London Elections survey, 2004 – data for those who did not use Internet in last month and do not have Internet access at home

Have you used the Internet to get information from your local council?



Londoners using the Internet, e-commerce and e-government



Source: all respondents, London Elections Survey, 2004