



## National Survey for Wales, 2016-17

31 August 2017

SB 44/2017

### Internet access and online public services

People were asked whether they had internet access at home, whether they connected using broadband, their satisfaction with the speed, whether they personally used the internet and how frequently they use the internet. They were also asked whether they visited government or other public service websites and if they had carried out an online transaction on one of these sites.

#### Key findings

- 84% of households have access to the internet; 88% of households in privately rented accommodation, 87% of owner-occupied households and 72% of households in social housing.
- 37% of households with access to the internet connect to it through superfast broadband; this has increased from 21% in 2014-15.
- 85% of people use the internet at home, work or elsewhere.
- 40% of people aged 75 and over use the internet compared with 22% in 2012-13.
- 92% of people who use the internet accessed it at least daily with 71% accessing it several times a day.
- 69% of the working age population (aged 16 to 64) who use the internet and are in employment visited public service websites compared with 66% who were economically inactive and 54% of those who were unemployed.
- 48% of people who had visited a public service website had also carried out an online transaction on this type of site.



#### About this bulletin

This bulletin provides more detailed analysis of the 2016-17 results for the questions on **internet access and online public services**. It also compares results across years.

The full questionnaire is available on the [National Survey web pages](#).

Additional tables can be accessed via the [Results viewer](#).

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## Introduction

[Digital Communities Wales](#) is the Welsh Government's digital inclusion programme which focuses on people that do not use the internet and therefore miss out on the social and economic opportunities the internet offers.

The programme:

- Provides substantial support to 100 organisations and moderate support to 200 organisations every year across the private, public and third sectors demonstrating best practice on how to engage people with technologies and help support their basic digital skills development.
- Works with organisations to help support 30,000 digitally excluded people engage with technology each year
- Provides training to 1,000 front line staff and volunteers to help support people to get online.
- Places 500 Digital Inclusion volunteers.

The Welsh Government uses National Survey findings alongside evidence provided by other organisations (e.g. OfCom, DWP, Local authorities, private sector) to identify the digital needs of the Welsh population. It is interested in finding out the proportion and characteristics of households with and without internet access and similarly the profile of those who personally use the internet in order to be able to develop new initiatives and monitor the progress of current programmes.

In 2016-17 the National Survey for Wales asked people whether they personally used the internet and whether their household had access to the internet. The same questions were asked in predecessor surveys; the Living in Wales Survey from 2004 to 2008; and the original National Survey for Wales 2012-15. The consistency of question wording throughout this period makes it possible to track trends in internet use and access. There are no results presented for the year 2015-16 since the National Survey did not take place over this period.

In addition to increasing digital inclusion amongst the people of Wales, the Welsh Government recognises the economic and social benefits of digital connectivity and is committed through the programme for Government 'Taking Wales Forward' to offering access to fast reliable broadband to every premises in Wales. In addition to reporting results on digital exclusion the National Survey provides contextual evidence by asking questions regarding the public websites people have visited and whether they were satisfied with the site or not. People were also asked whether they had carried out an online transaction on one of these sites and if they hadn't, to give the reason(s) why not.

## Internet access and broadband connection

As discussed in the introduction, questions on household internet access have been asked in the National Survey (and predecessor surveys) since 2004. In 2004, 43% of households had access to the internet at home. This proportion has risen steadily over the years and in 2016-17 the survey showed that 84% of households had internet access.

The proportion of privately rented households with access to the internet in 2016-17 was the same as for owner-occupied households (88% and 87%). In contrast, the proportion of households in social housing who had access to the internet was 72%. In 2014-15, 81% of privately rented and owner-occupied homes accessed the internet whilst 61% of households in social housing had access. The gap between those in social housing and those in the other tenures was observed in previous years, and appears to be gradually narrowing, as all three types of tenure have increased their proportion with access to the internet.

**Chart 1: Household internet access by deprivation quintile and year**

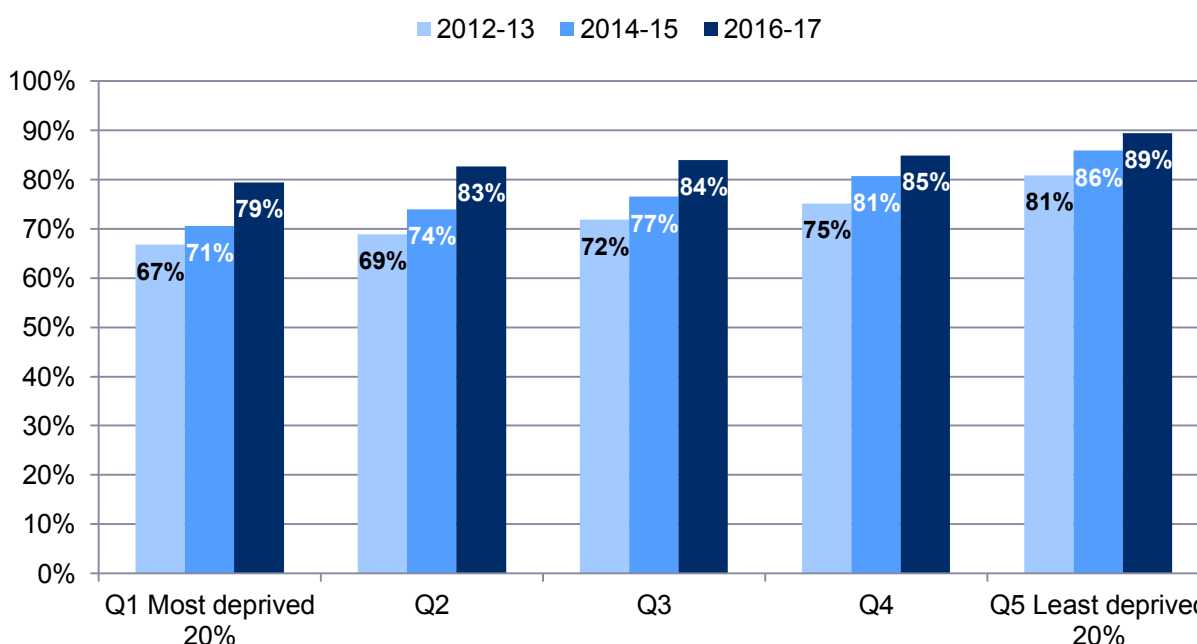


Chart 1 illustrates the year on year increase in household internet access by WIMD<sup>1</sup> deprivation quintiles. It also demonstrates that there is more scope for increase among the groups with lower levels of access. Households living in the most deprived areas had a 13 percentage point increase in access between 2012-13 and 2016-17. Those in the 20% least deprived areas showed a 9 percentage point increase, from 81% in 2012-13 to 89% in 2016-17.

The National Survey includes a series of questions about the sorts of things that some people have, but which others have difficulty finding the money for. Analysing the results from these questions produces a measure of household material deprivation<sup>2</sup>. 80% of households in material deprivation have access to the internet at home compared with 85% of non-materially deprived households.

<sup>1</sup> WIMD – see [Terms and definitions](#)

<sup>2</sup> Material deprivation – see [Terms and definitions](#)

The OfCom report “[Internet use and attitudes \(2016\)](#)” presents findings from their annual statistical survey of developments in the communications sector. It reported that 79% of households in Wales had access to fixed broadband at home in the first quarter of 2016 (January – March), an increase of 2 percentage points on the previous year (77%). It also reported that 86% of households in Wales had access to the internet via a broadband connection or mobile device. This figure has increased by six percentage points since 2014, when it was 80%.

**Chart 2: Household internet access by local authority and year**

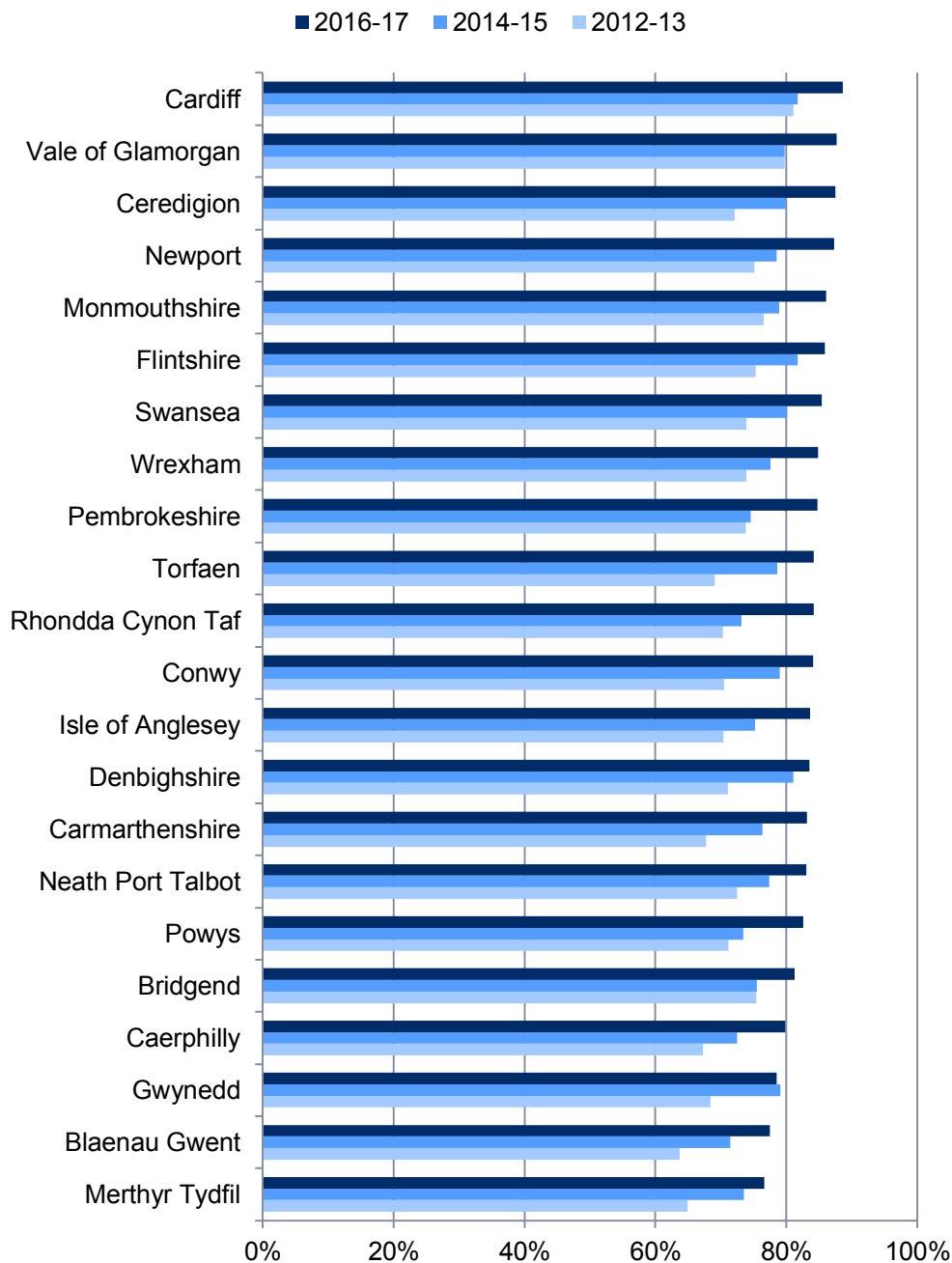
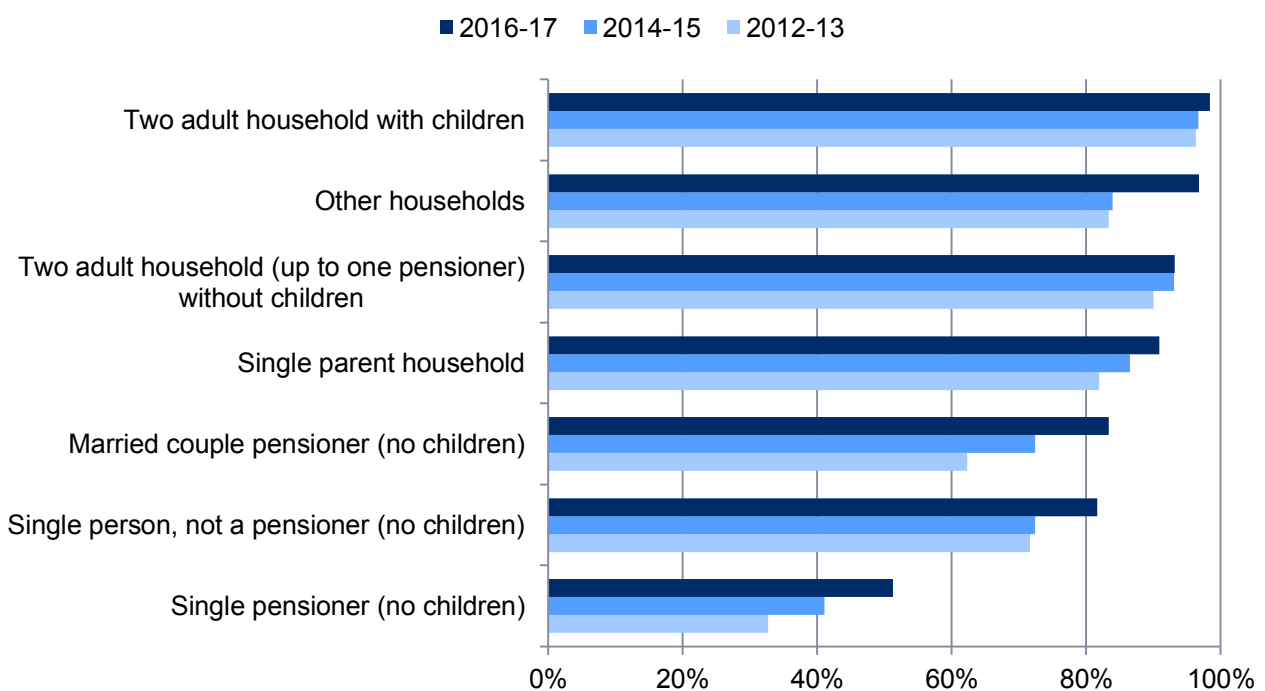


Chart 2 shows variation in household internet access across years and local authorities. The local authority level findings are ordered using the 2016-17 results, where household internet access ranged from 77% in Merthyr Tydfil to 89% in Cardiff. In general there has been a progressive increase in internet access since 2012-13 whilst the proportional change varies for each local authority. Rhondda Cynon Taf had an 11 percentage point increase between 2014-15 and 2016-17

whilst Gwynedd showed no increase. The local authorities that had the lowest levels of access in 2012-13 tend to show a greater percentage point increase than those that started with the highest levels in 2012-13. Authorities such as Merthyr Tydfil and Blaenau Gwent that started with approximately 65% access showed 12 and 14 point increases respectively whilst those that started at approximately 80% access (e.g. Cardiff, Vale of Glamorgan) increased by 8 percentage points. Despite these increasing levels of household internet access for all authorities, the difference between those at the top and bottom of the chart remains significant.

Chart 3 shows that there was also a variation in broadband access across household types. A higher proportion of households with more than one adult and/or children were more likely to have a broadband connection at home than single adult households without children.

**Chart 3: Household internet access by household type and year**

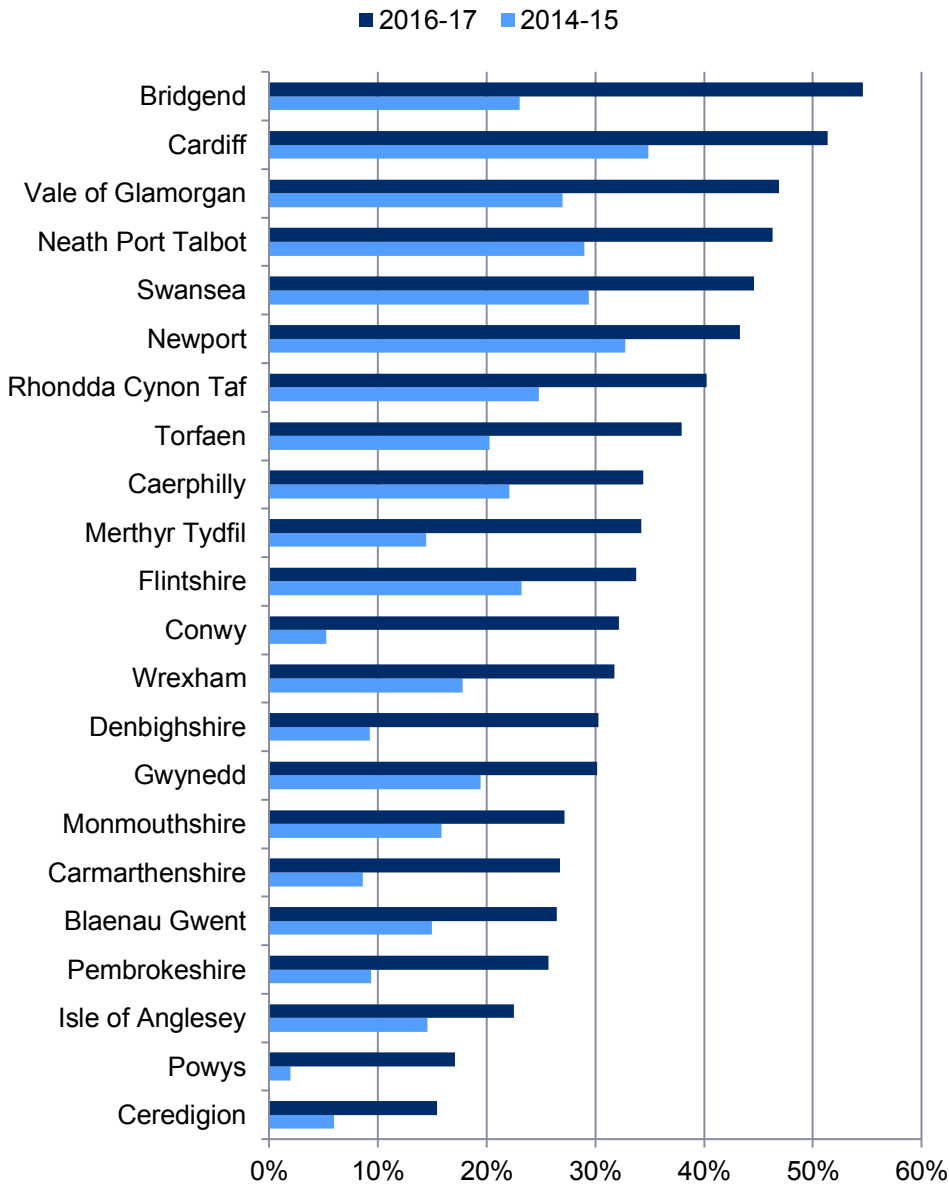


### Broadband type

In 2016-17 the National Survey results showed that 37% (21% in 2014-15) of households with access to the internet, connected to it through superfast broadband, whereas 61% (77% in 2014-15) connect through broadband but not superfast (or were unsure whether they had superfast). As in 2014-15, 2% of households used another method of connecting to the internet.

Chart 4 shows a notable difference between local authorities when looking at proportions of households that connected to the internet using superfast broadband. Bridgend had the greatest proportion connecting in this way at 55%, whilst only 17% of households in Powys connected by superfast broadband. Both local authorities showed increases in superfast broadband uptake since 2014-15; Bridgend up from 23% and Powys from 2%.

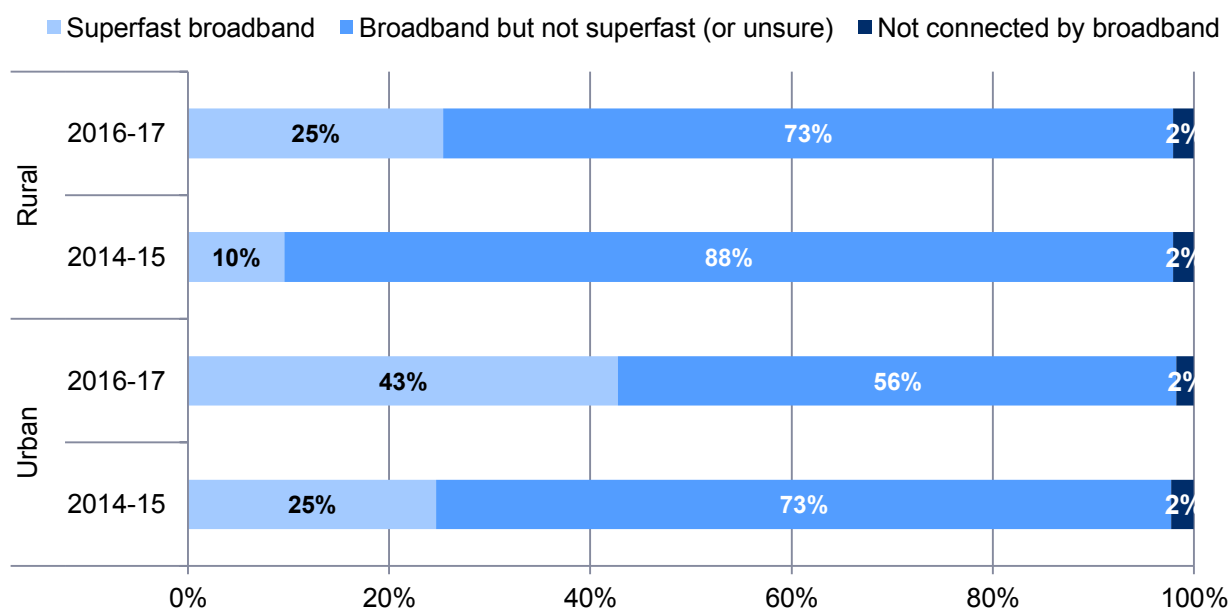
**Chart 4: Superfast broadband connection, by local authority and year**



The variation in levels of superfast broadband connection across local authorities suggests that superfast availability and geography are factors. Similarly, Chart 5 shows that the proportion of households connecting to the internet through superfast broadband differs between rural and urban areas<sup>3</sup>; this was true in both 2014-15 and 2016-17. 43% (25% in 2014-15) of urban households connected through superfast broadband compared with 25% (10% in 2014-15) of rural households.

<sup>3</sup> Urban/Rural – see [Terms and definitions](#)

**Chart 5: Urban/rural classification by broadband connection and year**



### Further analysis – superfast broadband

Charts 3 and 4 suggest there is a relationship between where someone lives and whether the household accesses the internet using superfast broadband or not. Further cross-analysis also indicated that the age, gender and number of people in the household may have an effect on superfast take-up, as does whether a household is in material deprivation or not.

However these factors are often linked to each other (for example, adults aged under 25 are more likely to live in private rented accommodation and not have children). To get a clearer understanding of the effect of an individual factor we have used statistical methods to separate out the effects of selected factors on whether a household connects to the internet with superfast broadband. These methods allow us to look at the effect of one factor while keeping other factors constant (sometimes called “controlling for other factors”).<sup>4</sup>

We found that the following were the key factors that influenced whether a household used superfast broadband or not:

- household type;
- household material deprivation;
- local authority;
- urban or rural area; and
- highest qualification of the respondent

The analysis shows that when we control for all of these factors, two adult households with children are more likely to have superfast broadband than pensioner households or single parent households. Levels of household deprivation also affect uptake of superfast broadband. After

<sup>4</sup> This method is known as logistic regression. Information about the method can be found in [Regression analysis](#)

controlling for other factors people in deprived households are less likely to access the internet in this way.

The regression analysis confirmed that even after controlling for other factors the places where people live also affect uptake of superfast broadband. Households in rural areas were less likely to be connected in this way. This pattern was reflected when looking at which local authority people lived in. As with the cross-analysis shown in Chart 3 households in Ceredigion were least likely to connect through superfast broadband whilst those in Bridgend were most likely to, even when keeping other factors constant.

When controlling for other factors the difference due to highest qualification achieved was less important than it appeared with simple cross-analysis. However, there remained a significant difference between those with no qualifications and the rest.

These findings improve our understanding of the survey results and confirm many of the trends discussed earlier in the bulletin. However, this analysis also allows us to interpret the results with greater certainty by considering one factor in isolation whilst holding other factors constant. Further regression analysis combining the National Survey results on superfast take-up with data on the availability of a superfast broadband connection (OfCom data at parliamentary constituency level<sup>5</sup>) showed that, after controlling for other factors, availability was linked with superfast take-up; but that other factors (mentioned above) had a greater affect.

### **Satisfaction with speed of connection**

Households with broadband internet access were asked how satisfied or dissatisfied they were with the speed of their broadband internet connection at home. 69% were satisfied with the speed of their connection whilst 24% were dissatisfied. These are similar to the findings in 2014-15.

81% of households with superfast broadband were satisfied with the speed of connection whilst 13% were dissatisfied. This compares with 62% of households with broadband but not superfast (or who were unsure whether it was superfast) that were satisfied with the speed of connection, and 30% that were dissatisfied.

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<sup>5</sup> OfCom findings on [Superfast Broadband Coverage in the UK](#)



## Personal internet use

The Welsh Government's report [Delivering Digital Inclusion: A strategic framework for Wales \(2016\)](#) states that "Technology, and the benefits of using it, continues to develop apace. This threatens to deepen the digital divide between the active users capable of exploiting ever improving technologies, and those who struggle to overcome the barriers to getting online. These digitally excluded people are in danger of being left behind in society, as more and more services, including vital public services, go online." (Introduction, para. 2)

In 2016-17 the National Survey found that 85% of adults aged 16 or over personally used the internet at home, work or elsewhere.

The Office for National Statistics (ONS) published a report: [Internet Users in the UK, 2017](#) in March 2017 which reported that 87% of people in Wales had used the internet in the past 3 months. This varied by UK region from 84% in Northern Ireland to 87% in Scotland and to 92% in the South East of England. The figure for the UK as a whole was 89%.<sup>6</sup>

**Chart 6: Personal internet use by age group and year**

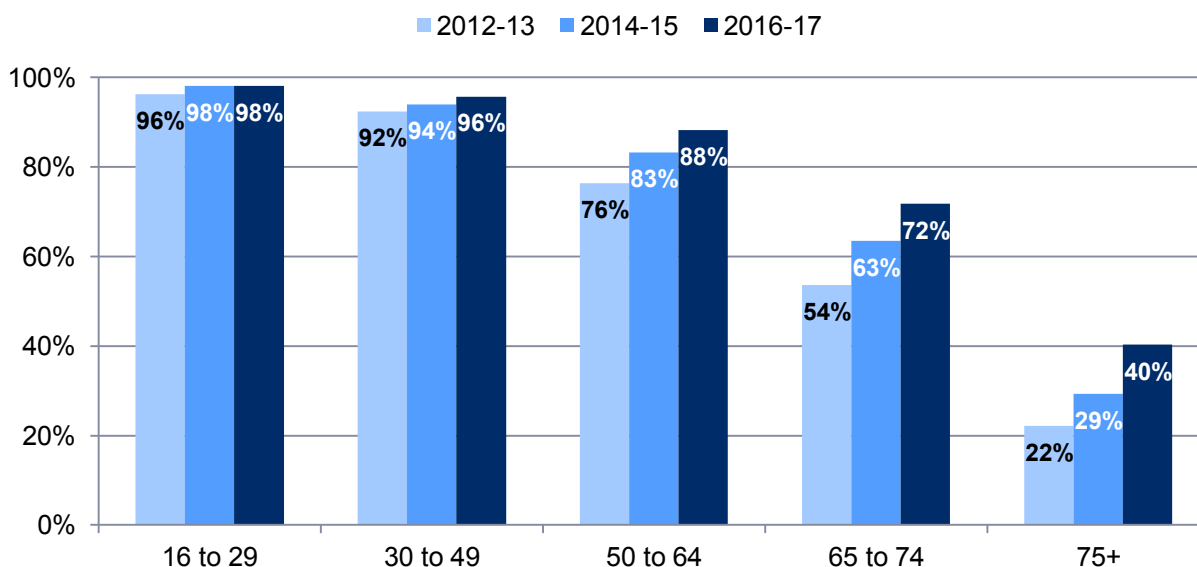


Chart 6 shows that since the first full year of the National Survey in 2012-13 there has been an increase in the proportion of people who use the internet across all age groups, with those aged 65 and over showing the greatest growth despite this group still having the lowest proportion of internet users. The two oldest age groups, 65 to 74 and 75+ both showed increases of 18 percentage points between 2012-13 and 2016-17. It seems likely that this is a combination of existing internet users who now fall within the older cohort, together with new users accessing the internet for the first time.

In 2016-17, when split into only two age groups, 16 to 49 and 50 and over, 97% of the younger group used the internet compared with 73% of those aged 50 and over.

<sup>6</sup> Care must be taken when comparing results with other surveys due to differences in question wording and methodology, which could have an effect on the results.

Personal internet use in 2016-17 varied by a number of other demographic and economic factors:

- Gender: 87% of men reported that they were current internet users, compared with 84% of women. However, there were no differences found between the genders for those aged under 65. Differences only emerge for those aged 65 or over. In the 75 and over group 48% of men used the internet compared with 34% of women.
- Health issues: 75% of people with a limiting long-standing illness, disability or infirmity used the internet, compared with 90% of those without such a condition.
- Employment status: Of those aged 18 and over, 95% of those in employment used the internet, compared with 90% of those who were unemployed and 72% of those who were economically inactive. When looking at the working age (16 to 64) population, 96% of those in employment used the internet compared with 90% of those who were unemployed and 91% of those who were economically inactive.
- Qualifications: Of those with no qualifications 55% used the internet; of those with higher education qualifications<sup>7</sup> and above, 95% were internet users.
- Tenure: People in private rented accommodation were the group most likely to use the internet (93%). 86% of people in owner occupied properties and 77% of people in social housing used the internet.

It is important to note that when only looking at one characteristic at a time it is difficult to identify which the most important characteristics are that affect whether people use the internet. It may be, for example, that the lower levels of internet usage amongst those living in social housing is not truly to do with the type of housing at all but is, rather, a result of the fact that pensioners, those without children, or those with no qualifications are more likely to live in social housing. Some earlier analysis carried out on the 2012-13 National Survey results ([Digital Inclusion report](#)) looked at the individual effects of these various factors. This report found that, when controlling for other factors, age and education level emerge as powerful factors for not using the internet. In contrast gender, urban/rural location, financial struggles and area deprivation have little or no effect.

### **Frequency of internet use**

Another question that has been asked in each year of the National Survey and in its predecessor the Living in Wales Survey concerns the frequency of using the internet whether at home, work or elsewhere. Internet use and access is a rapidly changing topic and the question wording has been changed to reflect this. In 2005 (Living in Wales Survey) the answer categories for frequency were 'at least once a week', 'less often than once a week' and 'never'. By 2016-17 these categories had changed to 'Several times a day', 'Daily', 'Weekly' and 'Less than weekly'.

In 2016-17, 92% of people who use the internet accessed it at least daily with 71% accessing it several times a day. The greatest variation in frequency of use was by age. 87% of internet users aged 16 to 29 accessed the internet several times a day compared with 35% of internet users aged 75 and over.

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<sup>7</sup> Qualifications – see [Terms and definitions](#)

## Websites in the Welsh language

Internet users who could read Welsh were asked whether they had viewed any websites in the Welsh language during the previous month. In 2016-17 36% of this group said they had visited a website in the Welsh language, a similar percentage to that reported in 2014-15 (37%).

Of Internet users who could read Welsh:

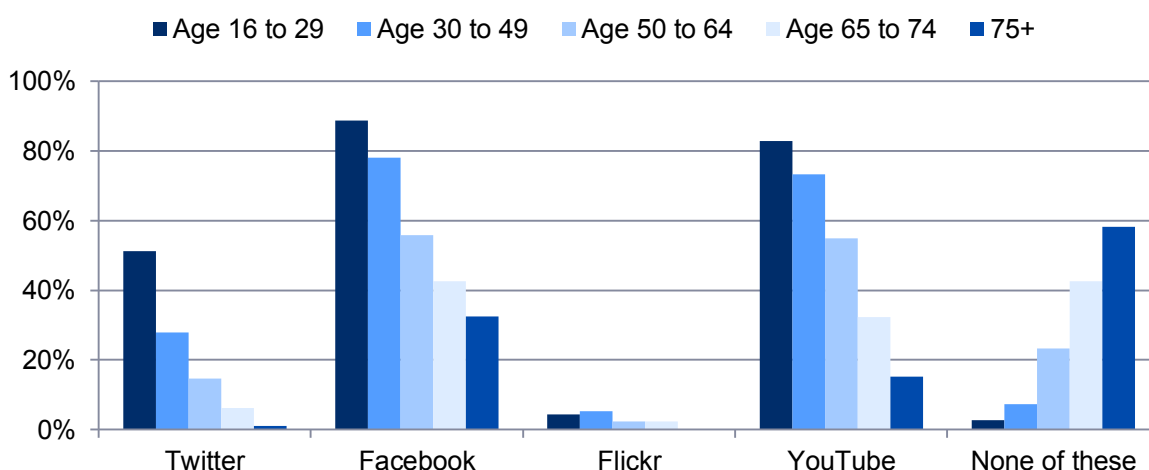
- 29% of those in material deprivation had visited a website in Welsh in the previous month compared with 37% who were not deprived.
- 39% of those aged 16 to 49 had visited a website in Welsh, compared with 32% of those aged 50 and over:
- 44% of those with a higher education qualification (level 4 or above) had visited a website in Welsh in the previous month, compared with 17% of those with GCSE below grade C or no qualifications<sup>8</sup>.

## Social media

Internet users were shown a list of social media websites and asked which (if any) of them they had visited in the previous month.

Chart 7 shows that in all cases it is the youngest group of internet users who are most likely to visit these sites and that the proportion of people visiting or using each website decreased with age. Facebook was the most popular of the selected websites for all age groups; visited by 89% of 16 to 29 year old internet users and by 32% of internet users aged 75 and over.

**Chart 7: Visiting social media websites, by age group**



<sup>8</sup> Qualifications – see [Terms and definitions](#)

## Government and public service websites

The Welsh Government recognises that there will always be some people who are unable or unwilling to use the internet and that there should be alternative ways to access goods and services. However, [Delivering Digital Inclusion: A strategic framework for Wales \(2016\)](#) states the need to support those who are currently digitally excluded and lack the necessary skills to go online. Many in this group would benefit from accessing public service websites.

In 2016-17 people who used the internet were shown a list of websites and asked if they had visited these or any similar government or public service websites for personal use in the previous 12 months. The list of sites was:

- Welsh Government website
- National Assembly for Wales website
- NHS Direct Wales website
- NHS Wales or GP website
- Local authority / council websites
- School / college websites
- Hwb – the all-Wales learning platform
- Careers Wales website
- Traveline Cymru / Transport Wales website
- Visit Wales / local tourism sites

The Survey found that:

- 61% of internet users had visited these or similar websites.
- 47% of internet users in social housing had visited a public service website compared with 65% in private rented and 63% in owner-occupied accommodation
- 67% of internet users classed as economically active visited public service websites, compared with 53% of those who were economically inactive. Within the working age (16 to 64) population 69% of internet users in employment visited this type of website compared with 66% who were economically inactive and 54% of internet users who were unemployed.

As with the other analysis in this bulletin the greatest difference in response was seen between age groups. Those aged 16 to 29 were most likely to visit these websites (69%), compared with 35% of those aged 75 or over. Once again it is likely that age is a greater predictor of the level of use of online public sector websites than either tenure type or employment status.

Those who had visited Welsh public service or government websites in the past 12 months were then asked how satisfied they were with the website. 86% said that they were satisfied; the most satisfied group were those aged 16 to 29 (89%) whilst the least satisfied were those aged 75 and over (81%).

## Online transactions – local public service websites

Internet users were then asked whether they had used a local public services website to carry out an online transaction in the previous 12 months. They were shown a list of examples of on-line transactions. In 2016-17 48% of internet users stated that they had. The age group most likely to have completed an online transaction were 65 to 74 year olds (58%); the age group least likely to have done so were 16 to 29 year olds (38%).

**Chart 8: Carried out online transaction on local public service website, by age group and year**

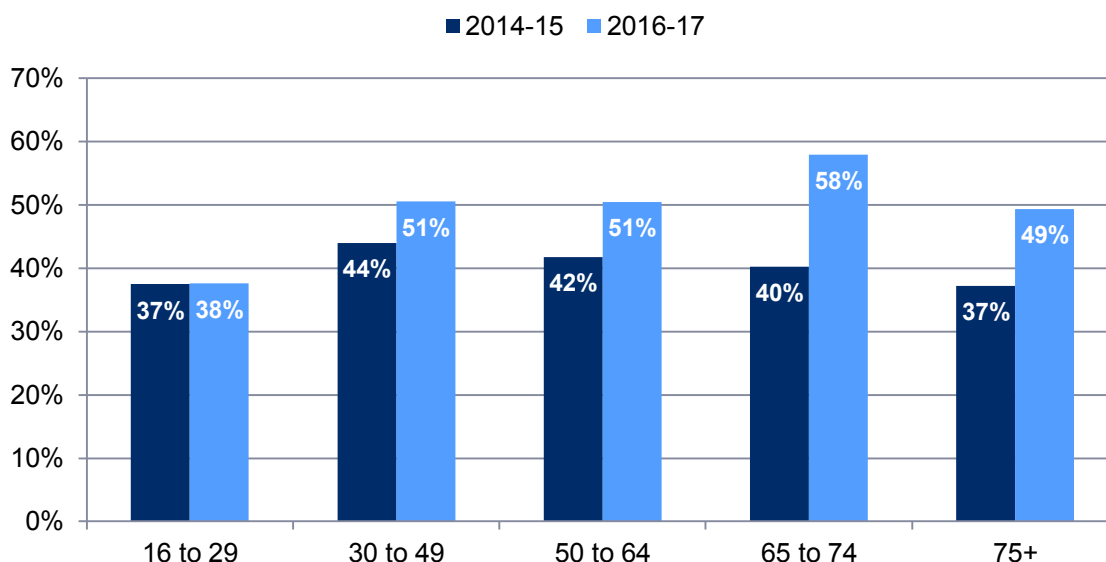
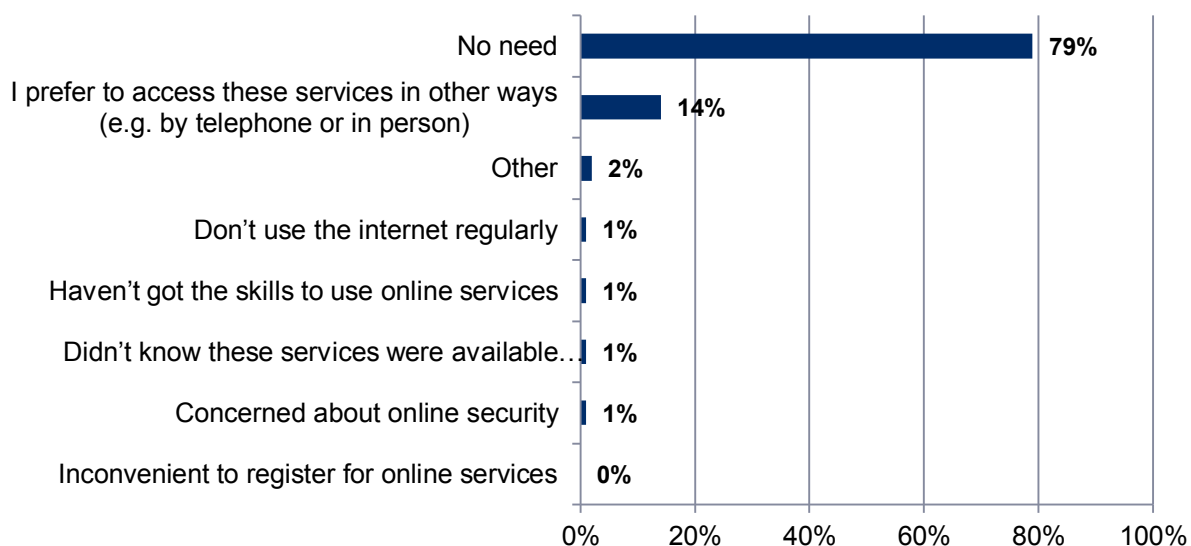


Chart 8 shows an increase in the use of these sites to carry out a transaction (not just browsing or sending emails) between 2014-15 and 2016-17. The greatest increase in this type of online transaction was by those aged 65 to 74. 58% had done so in 2016-17 compared with 40% in 2014-15. Notably the group carrying out the lowest proportion of this activity were the 16 to 29 year olds; the level of activity also showed no increase across the years. One explanation may be that people in this younger age group are less likely to be head of the household and as a consequence have less need to interact with online public services.

People who had carried out an online transaction were asked how easy or difficult it was to complete. 94% stated that it was easy and 6% stated that it was difficult. Those who had not completed an online transaction in the last 12 months were asked why this was; the results are shown in Chart 9.

Of those who had not completed an on-line transaction the most common reason was no need (79%), the second most common reason was that people preferred to access the same services by phone or in person (14%).

**Chart 9: Reason for not having completed a local public service online transaction**



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The National Survey also included questions on the length of time children spent on electronic devices, these results will be published on **September 20th 2017**. Another publication that may be of interest is [Online safety for children](#) based on findings from the 2014-15 National Survey.

## **Terms and definitions**

### **Welsh Index of Multiple Deprivation**

The Welsh Index of Multiple Deprivation (WIMD) is used as the official measure of deprivation in Wales. Deprivation is a wider concept than poverty. Deprivation refers to wider problems caused by a lack of resources and opportunities. The WIMD is constructed from eight different types of deprivation. These are: income, housing, employment, access to services, education, health, community safety and physical environment. Wales is divided into, 1,909 Lower-Layer Super Output Areas (LSOA) each having about 1,600 people. Deprivation ranks have been worked out for each of these areas: the most deprived LSOA is ranked 1, and the least deprived 1,909. For this bulletin, we have grouped the people living in the 20 % of LSOAs that are most deprived based on WIMD score and compared them against the 20% of the LSOAs that are least deprived. – see also Material Deprivation below.

### **Urban / rural**

“Urban” includes settlements with a population of 10,000 or more and small towns and their fringes, where the wider surrounding area is less sparsely populated. “Rural” includes all other areas.

### **Material deprivation**

Material deprivation is a measure which is designed to capture the consequences of long-term poverty on households, rather than short-term financial strain.

Non-pensioner adults were asked whether they had things like ‘a holiday away from home for at least a week a year’, ‘enough money to keep their home in a decent state of decoration’, or could ‘make regular savings of £10 a month or more’. The questions for adults focussed on whether they could afford these items. These items are really for their ‘household’ as opposed to them personally which is why they were previously called ‘household material deprivation’.

Pensioners were asked slightly different questions such as whether their ‘home was kept adequately warm’, whether they had ‘access to a car or taxi, when needed’ or whether they had their hair done or cut regularly’. These also asked whether they could afford them, but also focussed on not being able to have these items for other reasons, such as poor health, or no one to help them etc. these questions were less based on the household and more about the individual.

Those who did not have these items were given a score, such that if they didn’t have any item on the list, they would have a score of 100, and if they had all items, they had a score of 0. Non-pensioners with a score of 25 or more were classed as deprived and pensioners with a score of 20 or more were classed as deprived.

Parents of children were also asked a set of questions about what they could afford for their children.

In this bulletin the non-pensioner and pensioner measures of deprivation are combined to provide an ‘adult’ deprivation variable. The terms ‘adult’ and ‘household’ deprivation may be used interchangeably depending on context.

## Qualifications

Respondents' highest qualifications have been grouped according to the National Qualification Framework (NQF) levels, where level 1 is the lowest level of qualifications and level 8 is doctoral degree or equivalent. For the National Survey, respondents have been grouped into 5 groups, those with no qualifications are in the lowest category and respondents with qualifications at levels 4 to 8 have been grouped together in the highest qualification category. [More information about the NQF levels.](#)

To provide more meaningful descriptions of the qualifications, these short descriptions have been used in this bulletin.

<b>National Qualification Framework levels</b>	<b>Description used in bulletin</b>
NQF levels 4-8	Higher education (Level 4+)
NQF level 3	A' level and equivalent (Level 3)
NQF level 2	GCSE grades A to C and equivalent (Level 2)
Below NQF level 2	GCSE below grade C (below Level 2)
No Qualifications	No Qualifications



## **Key quality information**

### **Background**

The National Survey for Wales is carried out by The Office for National Statistics on behalf of the Welsh Government. The results reported in this bulletin are based on interviews completed in 2016-17 (30 March 2016 – 31 March 2017).

The sample was drawn from the Royal Mail Small Users Postcode Address File (PAF), whereby all residential addresses and types of dwellings were included in the sample selection process as long as they were listed as individual addresses. If included as individual addresses on the PAF, residential park homes and other dwellings were included in the sampling frame but community establishments such as care homes and army barracks are not on the PAF and therefore were not included.

The National Survey sample in 2016-17 comprised 21,666 addresses chosen randomly from the PAF. Interviewers visited each address, randomly selected one adult (aged 16+) in the household, and carried out a 45-minute face-to-face interview with them, which asked for their opinions on a wide range of issues affecting them and their local area. A total of 10,493 interviews were achieved.

### **Interpreting the results**

Percentages quoted in this bulletin are based on only those respondents who provided an answer to the relevant question. Some topics in the survey were only asked of a sub-sample of respondents and other questions were not asked where the question is not applicable to the respondent. Missing answers can also occur for several reasons, including refusal or an inability to answer a particular question.

Where a relationship has been found between two factors, this does not mean it is a causal relationship. More detailed analysis is required to identify whether one factor causes change in another.

The results are weighted to ensure that the results reflect the age and sex distribution of the Welsh population.

### **Quality report**

A summary Quality Report is available, containing more detailed information on the quality of the survey as well as a summary of the methods used to compile the results.

### **Sampling variability**

Estimates from the National Survey are subject to a margin of uncertainty. Part of the uncertainty comes from the fact that any randomly-selected sample of the population will give slightly different results from the results that would be obtained if the whole population was surveyed. This is known as sampling error. Confidence intervals can be used as a guide to the size of the sampling error. These intervals are calculated around a survey estimate and give a range within which the true value is likely to fall. In 95% of survey samples, the 95% confidence interval will contain the 'true' figure for the whole population (that is, the figure we would get if the survey covered the

entire population). In general, the smaller the sample size the wider the confidence interval. Confidence intervals are included in the tables of survey results published on StatsWales.

As with any survey, the National Survey is also subject to a range of other sources of error: for example, due to non-response; because respondents may not interpret the questions as intended or may not answer accurately; and because errors may be introduced as the survey data is processed. These kinds of error are known as non-sampling error, and are discussed further in the quality report for the survey.

### **Significant differences**

Where the text of this release notes a difference between two National Survey results (in the same year), we have checked to ensure that the confidence intervals for the two results do not overlap. This suggests that the difference is statistically significant (but as noted above, is not as rigorous as carrying out a formal statistical test), i.e. that there is less than a 5% (1 in 20) chance of obtaining these results if there is no difference between the same two groups in the wider population.

Checking to see whether two confidence intervals overlap is less likely than a formal statistical test to lead to conclusions that there are real differences between groups. That is, it is more likely to lead to "false negatives": incorrect conclusions that there is no real difference when in fact there is a difference. It is also less likely to lead to "false positives": incorrect conclusions that there is a difference when there is in fact none. Carrying out many comparisons increases the chance of finding false positives. Therefore, when many comparisons are made the conservative nature of the test is an advantage because it reduces (but does not eliminate) this chance.

Where National Survey results are compared with results from other sources, we have not checked that confidence intervals do not overlap.

### **Regression analysis**

After considering the survey results, factors we considered likely to have an influence on household superfast broadband connection were incorporated in the regression model. The final model consisted of those factors that remained significant even after holding the other factors constant. These significant factors are those that have been discussed in this bulletin

More details on the methodology used in the regression analysis are available in [Technical Report: Approach to regression analysis and models produced](#).

### **Technical report**

More detailed information on the survey methodology is set out in the [technical report](#) for the survey.

## **National Statistics status**

The [United Kingdom Statistics Authority](#) has designated these statistics as National Statistics, in accordance with the Statistics and Registration Service Act 2007 and signifying compliance with the [Code of Practice for Official Statistics](#).

National Statistics status means that official statistics meet the highest standards of trustworthiness, quality and public value.

All official statistics should comply with all aspects of the Code of Practice for Official Statistics. They are awarded National Statistics status following an assessment by the UK Statistics Authority's regulatory arm. The Authority considers whether the statistics meet the highest standards of Code compliance, including the value they add to public decisions and debate.

It is Welsh Government's responsibility to maintain compliance with the standards expected of National Statistics. If we become concerned about whether these statistics are still meeting the appropriate standards, we will discuss any concerns with the Authority promptly. National Statistics status can be removed at any point when the highest standards are not maintained, and reinstated when standards are restored.

## **Well-being of Future Generations Act (WFG)**

The Well-being of Future Generations Act 2015 is about improving the social, economic, environmental and cultural well-being of Wales. The Act puts in place seven well-being goals for Wales. These are for a more equal, prosperous, resilient, healthier and globally responsible Wales, with cohesive communities and a vibrant culture and thriving Welsh language. Under section (10)(1) of the Act, the Welsh Ministers must (a) publish indicators ("national indicators") that must be applied for the purpose of measuring progress towards the achievement of the Well-being goals, and (b) lay a copy of the national indicators before the National Assembly. The 46 national indicators were laid in March 2016.

Information on indicators and associated technical information - [How do you measure a nation's progress? - National Indicators](#)

Further information on the [Well-being of Future Generations \(Wales\) Act 2015](#).

The statistics included in this release could also provide supporting narrative to the national indicators and be used by public services boards in relation to their local well-being assessments and local well-being plans.

## Further details

This bulletin is available at: <http://gov.wales/statistics-and-research/national-survey/?lang=en>

## Next update

Not a regular output

## We want your feedback

We welcome any feedback on any aspect of these statistics which can be provided by email to [surveys@gov.wales](mailto:surveys@gov.wales).

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