

"I don't tend to use my phone to go online other than for travel information, but I hate it when websites have too many images and take ages to load when you are on mobile"

# Peter

## ABOUT

**Age:** 73

**Work:** Retired Accountant

**Spare time:** Local Volunteer and Parish Council member

## DIGITAL CONFIDENCE

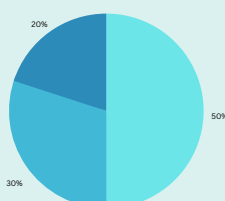


## BIO

Peter volunteers within his local community. He feels quite confident digitally and will often take responsibility for researching things like legislation as part of his volunteering role. Peter has no dependents and prefers to do most things online. Peter's sight is declining, and he has arthritis in his hands making it hard to type on a phone, so he prefers to use desktop.

## COUNCIL WEBSITE USE

- Planning
- Roads
- Waste



## PREFERRED CHANNELS



## GOALS

- Check on local planning applications
- Submit road closure forms
- Report hazards on the road
- Check recycling and waste information
- Check travel information

## FRUSTRATIONS

- Overly complicated forms
- Websites that are slow to load on mobile data because of images
- Unnecessary clicks through a website
- When information is not available

## FINDS IT HELPFUL WHEN:

- It is easy to increase text size without impacting on my experience
- Step by step information is given
- Quick things that can be done on mobile (e.g. roads) don't require lots of text input

Sight

Community minded

Arthritis