



DIGITAL SUPPORT
DERBYSHIRE

Digital Exclusion **Awareness**




Joined Up Care
Derbyshire



What is Digital Exclusion?



“Digital exclusion is the inability to access online products or services, or to use simple forms of digital technology. It can contribute to loneliness and involuntary social isolation as well as making it difficult to access information and services, education and secure employment.”

Source: [What we mean by digital inclusion - NHS England Digital](#)

What are the benefits of being online?



Take a moment to reflect how often you would typically go online to complete everyday tasks and connect with services and people. How would a day look if you weren't able to do this?

- Health** Making appointments, prescriptions, information, online consultations.
- Money** Accessing bank details, managing and paying bills, using comparison websites and saving money.
- Shopping** Delivery to your door, widening your choice of retailers and products, finding the best deals.
- Work/Career** Looking and applying for jobs, interviews, meetings, training, networking.
- Benefits** Accessing information, applying for benefits, managing and updating accounts.
- Learning** Searching and accessing online courses, registering, finding out information.
- Entertainment** Online films and series, gaming, music, tv and radio.
- Social and Community** Connecting with family and friends, sharing photos, finding out about local community events and activities, social media, emails.

How does this effect people?

According to the Good Things Foundation's 'The State of our Digital Nation', 8.5 million people in the UK lack basic digital skills. Without internet access:

- ▶▶▶ 33% say that its difficult to interact with NHS services.
- ▶▶▶ Food costs can be 50% higher.
- ▶▶▶ Banking takes 1.5hrs longer.
- ▶▶▶ Over 4 million older people are not managing their money online.
- ▶▶▶ 92% of the British Public think that most essential services require internet access.
- ▶▶▶ 21% of people feel left behind by technology

Source: [The State of our Digital Nation](#) | [Digital Exclusion in the UK](#) | [Good Things Foundation](#)

DIGITAL NATION UK 2024

FACTS & STATS TO FIX THE DIGITAL DIVIDE FOR GOOD

SCALE OF THE DIGITAL DIVIDE

3.7m
FAMILIES ARE BELOW THE MINIMUM DIGITAL LIVING STANDARD

8.5m
LACK BASIC DIGITAL SKILLS

2.4m
HOUSEHOLDS CAN'T AFFORD THEIR MOBILE PHONE CONTRACT

7.5m
WORKING AGE ADULTS LACK BASIC DIGITAL SKILLS FOR WORK

0.6m
YOUNG PEOPLE LACK HOME INTERNET OR A SUITABLE DEVICE

1.5m
DON'T HAVE A SMARTPHONE TABLET OR LAPTOP

5000
COMMUNITY ACCESS POINTS
THE NATIONAL DIGITAL INCLUSION NETWORK

OUR CHANGING DIGITAL WORLD

Health

33% of those offline say its difficult to interact with NHS services

39% of UK adult population not registered on NHS App

Money

Banking takes 1.5 hrs longer without an internet connection

50% higher food costs without internet access

4m+ older people are not managing their money online

Work

92% of UK businesses say there is a digital skills gap

40% of jobs will be affected by AI, worldwide

Internet

33% unaware of local access point for device access or internet connection

8% of eligible households signed up for social tariff

NATIONAL DEVICE BANK

CONNECTIVITY

46k devices collected to date

CO₂ saved equivalent to 328k trees

DIGITAL INCLUSION BENEFITS as a result of support

£13.7 billion
BENEFIT TO THE ECONOMY

PEOPLE LEFT BEHIND lack basic digital skills

24% of those not working

48% of those with no formal qualifications

37% of those over 65

25% of those with a disability or health condition

CAPABILITY

CONFIDENCE

NATIONAL DATABANK

I'm happier
76% say the internet helps them connect with family and friends

I'm more employable
68% saw a work or skills related benefit

WHAT THE PUBLIC THINK

64% believe there's NOT ENOUGH SUPPORT for people who can't get online

92% think most ESSENTIAL SERVICES require internet access

76% want GOVT INVESTMENT in digital skills training

21% feel LEFT BEHIND by technology

TRUST

NATIONAL DIGITAL INCLUSION NETWORK

I'm healthier
68% can use online tools to help them manage their health

I'm better off
People with high digital engagement save £900 more a year

Good Things Foundation
#FixTheDigitalDivide

Sources include: Lloyds Consumer Digital Index, Ofcom and Good Things Foundation data. Full sources at: www.goodthingsfoundation.org/DigitalNation

Digital Nation 2024, Good Things Foundation. Sources at: <https://www.goodthingsfoundation.org/policy-and-research/research-and-evidence/research-2024/digital-nation>

“We've made progress, but millions remain digitally excluded. There are still 8.5m people who don't have basic digital skills to get online, 2.4m households can't afford their mobile phone contract and 1.5m don't have a smartphone, tablet or laptop.”

*Helen Milner OBE
Group Chief Executive
Good Things Foundation, 2024*

Why people aren't online?



Basic digital skills and confidence. Getting online can be daunting when someone hasn't done this before. Some people might be able to get online but lack the necessary skills to do this fully and safely.



Fear of scams and fraud. Age UK state that 1.8 million over 50s said a fear of scams prevents them from using the internet.*



Not aware of the benefits of being online. Someone might not know about the range of opportunities that are available online and the positive impact it could make on their lives.



Cost of devices and data. People might not be able to afford devices, to access the internet or stay connected.



Connectivity, particularly in rural areas. Residents in rural areas could encounter poor connectivity, higher costs for broadband services and limited choice in service providers.

*Source: [Millions of over 50s fear opening their doors and answering their phones because of scams, says Age UK](#)

The Importance of Digital Inclusion

Comments from the Digital Support Derbyshire Network



“So many people who come to our hub don’t have access to this equipment at home and have become socially isolated as technology has evolved and increased in price”

Danny Henman, Director of Operations, the RAY Club.

“The delight on people's faces the first time they can see the person they are calling and share smiles. The wonder that they can do a search by talking. The raising of barriers when ABC keyboard is downloaded. The overcoming of resistance to trying when a touch screen pen is held in arthritic fingers. The sigh of amazement when writing can be made bigger by changing font size or spreading fingers. Using the speech to writing function for someone hard of hearing or the writing to speech function for someone with a tracheotomy. With Digital Inclusion our small Hub is changing lives.”

Anthony Ford, Sandiacre Friendship Hub.

“He has recently completed his 4th [digital skills] session and has just enrolled onto an Entry 3 qualification in 'Essential Digital Skills' as he is enjoying it now so much. His confidence has increased dramatically, and he is now interested in getting a smart phone and using a computer more.”

Workpays in Derbyshire

“By the end of the programme, she had achieved significant milestones....confidently using a computer, navigating the internet, and sending emails. She applied for and secured a new job as a customer service representative at a call centre and felt more confident in her ability to learn new skills and adapt to technological changes.”

The Freedom Project, Bolsover.

How you can help someone get online?



Find their local digital inclusion project on **Rural Action Derbyshire's Digital Support Map**



Visit **Rural Action Derbyshire's Communities Against Scams** webpage for useful tips and information on staying safe online.



Discover what the person's interested in such as crafts, recipes, family history, social links or even games and show them how to access these online.



Volunteer with a project that's near to you (see above map link).

Further Information



[Digital Support Derbyshire](#) | [Rural Action Derbyshire](#) Details on projects within the Derbyshire Network, resources and advice.

[Communities Against Scams](#) | [Rural Action Derbyshire](#) Resources, advice, and support to help you identify and prevent scams in your community.

[Disconnected](#) | [everyone.connected](#) | [Vodafone UK - YouTube](#) Three-part YouTube mini docu-series presented by Emma Willis, Disconnected, on the realities of the digital divide.

[Home](#) | [Good Things Foundation](#) Articles, guidance and resources. Home to the National Digital Inclusion Network.

[Home - Digital Poverty Alliance](#) Policy and advocacy, gaining evidence, and bringing the community together. Watch the You Tube video on this link for more information.

[Free Tech Support & Information](#) | [AbilityNet](#) Free online resources and a network of community-based volunteers.

[Age UK launches offline and overlooked digital campaign](#) Analysis carried out by Age UK reveals that 46% of over-65s in the UK are unable to complete all eight of the most fundamental tasks required to use the internet safely and successfully.