

Essential services are moving online.

Employers need a tech-savvy workforce.

National Digital Inclusion Network members tell us that people are struggling to keep pace with changing technologies. If people are digitally excluded, then economic, social, and healthcare programmes will fail.

It's time for the Government to lead a managed transition to a tech nation that benefits everyone.

Let's get digital inclusion baked in to national policy priorities and devo-deals, putting people first, driving growth in every postcode.

We're asking the Government to show leadership

- Harness national change moments, like transition to streaming TV, or NHS reform, to galvanise cross-sector investment
- Bake digital inclusion assessments into all major policies
- Build digital inclusion into new devo-deals, single settlements, and block grants

We're showing leadership by

- Supporting a National Digital Inclusion Network of 5,000+ community organisations and libraries
- Engaging 100,000+ people with our confidence-building learning resources in the last year
- Joining with communities, charities, strategic and local authorities, telecoms and tech partners
- Collaborating with industry and civil society on a roadmap for a well-managed digital transition

Let's cut the cost of connecting for those who struggle most

- 19% of households spend over 3% of their income on internet access
- **1 in 7 Trussell foodbank users had no internet access**
- 9% of eligible customers used a telecoms social tariff in 2025

How Government can lead

- Cut VAT on social tariffs and apply a TV streaming standard
- Plan a transition from voluntary social tariffs to a statutory 'Connected Homes' scheme

We're leading by

- Using National Databank insights to inform sustainable solutions
- Researching a regional roadmap for tackling affordable connectivity
- Delivering on IT Reuse for Good, and Tech Rescue in the regions

Let's power up places with digital skills and support

- £9.48 return for every £1 invested in basic digital skills
- **8 million adults lack foundational digital skills**
- 72% of adults lack confidence in using AI in everyday life

How Government can lead

- Invest in AI Skills for All with funds for community learning
- Launch a multi-year fund to strengthen digital inclusion partnerships for communities

We're leading by

- Prioritising place partnerships – nationally, regionally, locally
- Testing new models together with libraries, post offices, banks
- Sharing what works in our Digital Inclusion Partnership Pathway

Let's make online public services easier & safer to use

- Only 1 in 3 adults in the UK are 'comfortably online'
- **1.5 million adults are online but rely on others to help them**
- 2.2 million adults are fully offline

How Government can lead

- Co-design common standards for online public and NHS services
- Expand trusted helper schemes and family and carer access to support safe digital help

We're leading by

- Creating practical resources, like the AI Gateway
- Working with NHS England on digital inclusion for health
- Driving better metrics through our Indicators of Digital Inclusion



Want to find out more?

Get in touch:

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Data sources:

- Good Things Foundation with Cebir (2022), The economic impact of digital inclusion in the UK
- Good Things Foundation analysis of Indicators of Digital Inclusion data in the 2026 MoneyView survey conducted by the Money and Pensions Service.
- Ipsos (2026), AI Skills for Life and Work: General Public Survey Findings for UK Government (DSIT and DCMS)
- Ofcom (2026). Pricing and Consumer Engagement Report.
- Prof. S. Yates (2026). Analysis of household digital costs using current ONS Living Costs and Food survey data (2023-24).
- Trussell (2025). Hunger in the UK Report.