DIGITAL NATION UK 2023
FACTS & STATS TO FIX THE DIGITAL DIVIDE FOR GOOD

UK DIGITALLY EXCLUDED
10.2m LACK THE MOST BASIC DIGITAL SKILLS

- 5.8m People digitally excluded in 2022 without action
- 1 in 14 UK households have no home internet access
- 2.5m UK households struggle to afford fixed broadband

NON- USERS are...
- 2 x more likely to have a disability or health condition
- 12 x more likely to be over-65
- 46% non-users asked someone to go online for them
- 20% unemployed people can’t do any essential workplace digital tasks

LIMITED USERS are...
- 5 x more likely from low income households
- 6 x more likely to be over-65
- 74% mixed ethnicity and Black internet users faced potential online harm in the last 4 weeks
- 20% of households on Universal Credit took a social tariff

REASONS PEOPLE ARE NOT ONLINE
- 20% It’s too complicated
- 70% I’m not interested
- 20% It costs too much

NATIONAL DATABANK
- BENEFITS OF BEING ONLINE
  - I’m happier 77% say the internet helps them connect with family and friends.
  - I’m better off Manual workers with high digital engagement earn £5K more a year.
  - I’m saving People with high digital engagement save £659 more a year.
  - Better for the UK £13.7bn benefit to the economy fixing the digital divide.
  - Better for the planet 90% of CO2 emissions could be saved by reusing smartphones.

NATIONAL DIGITAL INCLUSION NETWORK
- BENEFITS OF GOOD THINGS
  - 94% felt their digital skills improved
  - 92% felt more confident
  - 86% felt more able to stay safe online
  - Leann My Way
  - SKILLS
  - 2.3m young people rely on mobile data for internet access
  - 5% of households on Universal Credit took a social tariff
  - SUPPORT Government investment in digital skills training to address digital exclusion

ACCESS
- 27% low-income adults only go online by smartphone
- 68% community hubs need more devices for digitally excluded people
- 1m lose broadband access in cost of living crisis

CONFIDENCE
- 77% believe internet access is now an essential need
- 7% more likely to have disability or health condition
- 12 x more likely to be over-65

MOTIVATION
- 44% of UK households have no home internet access
- 76% say the internet helps them connect with family and friends.
- 41% of UK workforce workplace digital tasks.

PUBLIC SUPPORT
- 92% felt more confident
- 94% felt their digital skills improved
- Better for business 41% of UK workforce can do all 20 essential workplace digital tasks.
- Better for the planet 90% of CO2 emissions could be saved by reusing smartphones.

NATIONAL DEVICE BANK
- Key data sources include:
  - Full sources and accessible explainer at www.goodthingsfoundation.org/insights/building-a-digital-nation

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