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Who is excluded from digital inclusion?

The DPA community

SO, WHAT IS DIGITAL POVERTY?

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"The inability to interact with the online world, when where and how an individual needs to".

26%
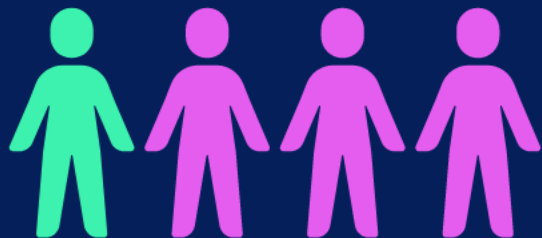
One in four, or 26% of young people (8-25), do not have access to a laptop, with the key reason being cost (Nominet Digital Youth Index, 2022)

> Having the power to improve the lives of others is a privilege, one that is closely associated with its own sense of obligation. Acting on these powerful feelings of responsibility is an excellent way of reinforcing our own personal values and feel like we're living in a way that abides by our beliefs.
>
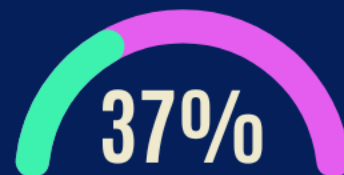> **– PAULA COUGHLAN, CHIEF PEOPLE, COMMUNICATIONS & SUSTAINABILITY OFFICER, CURRYS PLC**

20%

PEOPLE IN THE UK
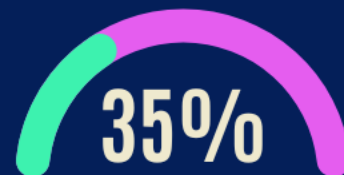or 10.2 million, lack foundational digital skills (Lloyds Bank Essential Digital Skills, 2022).

5%

STATE SCHOOL TEACHERS
reported that all of their students have internet access., compared to 51% in the private sector (Sutton Trust, 2021)

37%

OVER-75S
the equivalent of nearly 2 million people, in England are still digitally excluded (AgeUK, 2021)

35%

YOUNG PEOPLE
in the UK cannot do everything that they want to online because of limits to their family's data allowance (Nominet Digital Youth Index, 2022).

As our lives become more digital, a huge number of people are being left behind. If we're to solve poverty in the UK, we must address digital exclusion. Whether it's accessing education, the social security system, job opportunities or cheaper gas and electricity, it's core to how we live.

Learn more at www.digitalpovertyalliance.org

The Determinants of Digital Poverty & Equality Framework

Personal Determinants

Device & connectivity
Affordability, Data, Infrastructure, Circular Economy

Access
Availability, User Centred Design

Capability
Skills, Education, Understanding

Motivation
Awareness, Relevance Repetition, Right time & Place, Consistent Tested Messaging
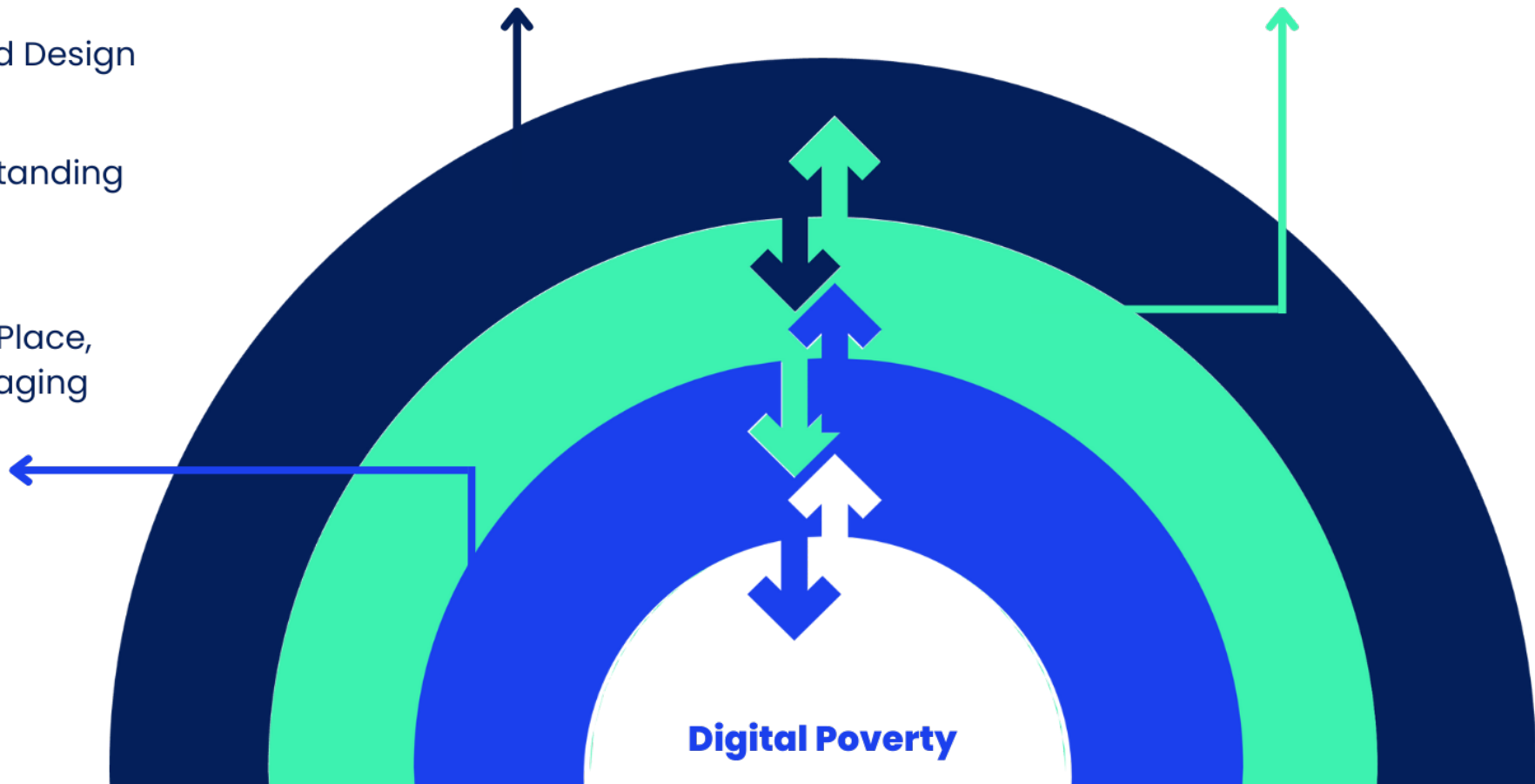
Support
Enablers/Influencers Technical Inc. local, face-to-face, digital, telephony and Online

Structural Determinants
Socio-Economic + Political Context
Socio-Economic Position

Circumstantial Determinants
Living Conditions + Economic Stability
Family + Social Context
Health + Psychosocial Factors
Lifestyle + Behaviours

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Myths around digital exclusion

The digital native

People over the age of 75 tend to have higher rates of digital exclusion than younger cohorts. But this does not mean every young person will easily acquire digital capabilities. Factors such as employment status, education, disability, income, and self-confidence can all impact exclusion.

Access is access

The first level digital divide is the gap between those who have internet access and those who do not. However, further evidence shows that there are second- and third-level divides in skills, usage, and outcomes

Digital exclusion will sort itself out over time.

As technology and society changes the solutions and capabilities needed to tackle digital exclusion will change.

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Digital exclusion exists on a continuum

Digital Poverty Continuum

Hard Exclusion   **Soft Exclusion**

Does not have internet access and cannot be persuaded to go online.	Does not have internet access but may have accessed the internet in the last three months.	Has internet access but rarely if ever uses it. Approx 2%	Has internet access but does not have a fast or reliable connection.	Has internet access and a device but has other accessibility requirements.	Has internet access and a suitable device but lacks confidence or motivation.	Has suitable device and connectivity but none of the essential digital skills.	Has partial essential digital skills	Has essential digital skills but struggles with affordability of services.	Only able to access the internet via a smartphone.

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Intersectional dimension to digital exclusion

Older people	People in poverty	People in the justice system
BAME	People in the care system	People with disabilities
People with low levels of literacy	People in rural areas	People out of work
	Unhoused people	

The problem of measurement

The full extent of digital exclusion is unlikely to be captured by surveys alone. Some of the groups who are most likely to be excluded such as people who are unhoused or people in the care of legal system are not always represented by traditional methods of surveying.

This is why it is important that research on digital exclusion is focused on a mixture of both quantitative and qualitative indicators.

Lots of different ways of measuring digital exclusion but often they may take a snapshot on one determinant such as access or capability but do not capture it in totality. However, the new minimum digital living standard will be useful in this respect.

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Proof-of-concept projects

Evaluating the benefits of technology with different groups.

Tech for Teachers

Tech 4 Families

Tech 4 prison leavers

Tech 4 Young Carers

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A National Delivery Plan

A route map to **2030**

Focusing **attention**

Setting out **actions**

Identifying **responsibility**

Coordinating to **achieve change**

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