

DIGITAL INCLUSION AND BASIC DIGITAL SKILLS



Llywodraeth Cymru
Welsh Government

5 Basic Digital Skills

- 1 Handling information and content
- 2 Communicating
- 3 Transacting
- 4 Problem Solving
- 5 Being safe and legal online

73% of personal internet users (aged 16 and over) demonstrated all 5 digital skills

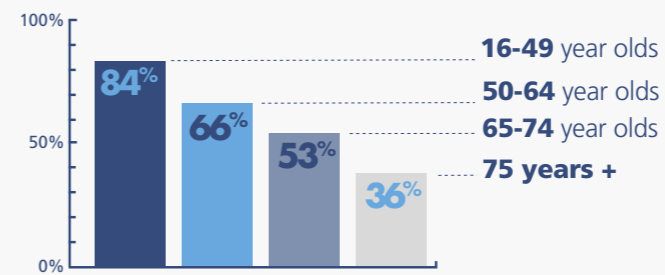
- **60,000** personal internet users can't demonstrate the skill of using a **search engine***
- **730,000** personal internet users can't demonstrate the skill of managing **privacy settings***
- **310,000** personal internet users can't demonstrate the skill of using **online entertainment** (e.g. iPlayer or Spotify)*
- **325,000** personal internet users can't demonstrate the skill of having **bought something online***

* Based on activity within a three month timeframe

People who can support: Family, friends, neighbours, care workers etc



The digital skills levels broken down by age groups



Welsh Government funded the bilingual translation of **Learn My Way**.

Learn My Way

Between 1 March 2019 and 1 November 2020, **12,402** courses (49 Welsh only) have been started, with **10,336** completed (completion rate of 83%)

In midst of the pandemic

Through **DCW** securing additional funding we have been able to provide **1,077 tablet devices** to over **580** care homes across Wales **supporting** residents to engage with health services and maintain **social interaction** with **friends** and **families**

Digital inclusion by Gender

91%
89%



90% Digitally included

10% Digitally excluded

60% of single pensioner households have internet access

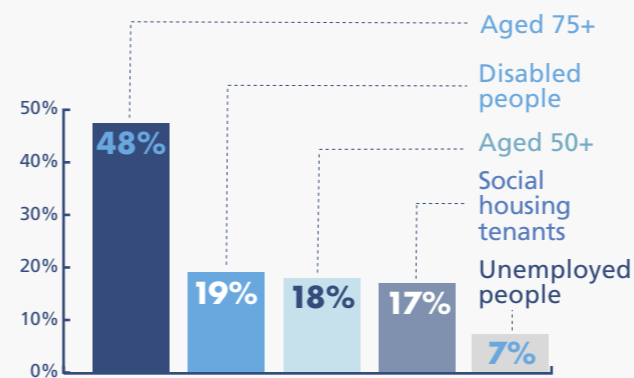
31% of those who have no qualifications do not personally use the **internet**. Compared to **8%** of those who have **below national qualification level 2** (GCSE at grade D and below)

Barriers to engagement
Motivation, skills, cost, device and connectivity

Only **76%** of Social Housing Residents have internet access, compared with **90%** **Owner Occupied** and **92%** **Private Rental**

Digitally excluded

Do not personally use the internet



(National Survey for Wales 2018-19)

£2million per annum



Cymunedau Digidol Cymru
Hyder Digidol, Iechyd a Lles

Digital Communities Wales
Digital Confidence, Health and Well-being



Becoming digitally included is a **continuous process** requiring ongoing support

Between July 2019 and 1 November 2020 **DCW** have:

- **Supported 27,146** citizens with the **motivation** and **skills** needed to use the internet effectively
- Over **1,125** **health and care staff** have received training
- Which has resulted in **support** to **13,890** patients to **engage** with **technology** to **improve** health outcomes

All statistics contained within this infographic are based on the National Survey for Wales 2019-20 (July 2020)



Based on the **Future Generations** definition for people feeling lonely, **51%** of those who personally use the **internet** sometimes **felt lonely**. **36%** of those who do not personally use the internet **did not feel lonely** compared with **33%** for those who personally use the internet