

DIGITAL INCLUSION AND BASIC DIGITAL SKILLS

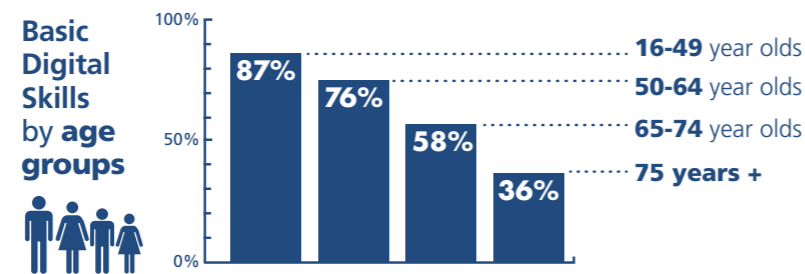


Llywodraeth Cymru
Welsh Government

5 Basic Digital Skills

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

77% of personal internet users (aged 16 and over) are able to demonstrate all 5 Basic Digital Skills.

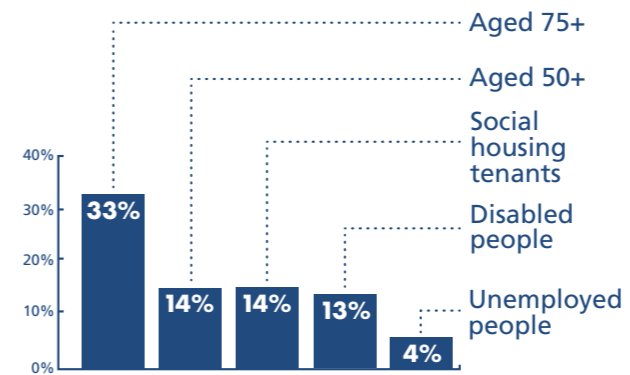


Basic Digital Skills by Sex

79%
74%

Digitally excluded

Do not personally use the internet



7% Adults living in Wales are Digitally excluded (aged 16 and over)



During the pandemic, April 2020 to January 2022, **11,378** courses started **10,083** courses completed.

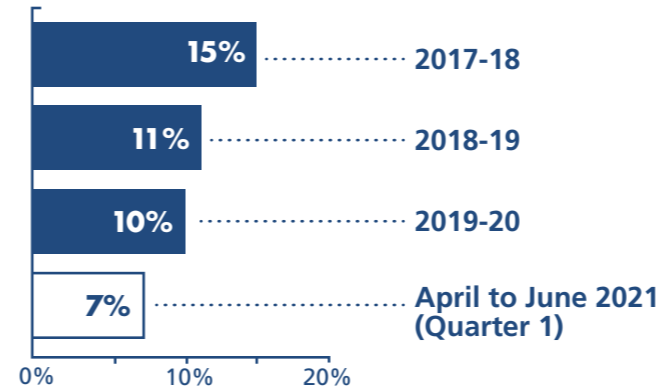
20% of those who have no qualification do not personally use the internet. This compares to only **10%** of those who have below national qualification level 2 (a GCSE at grade D and below).



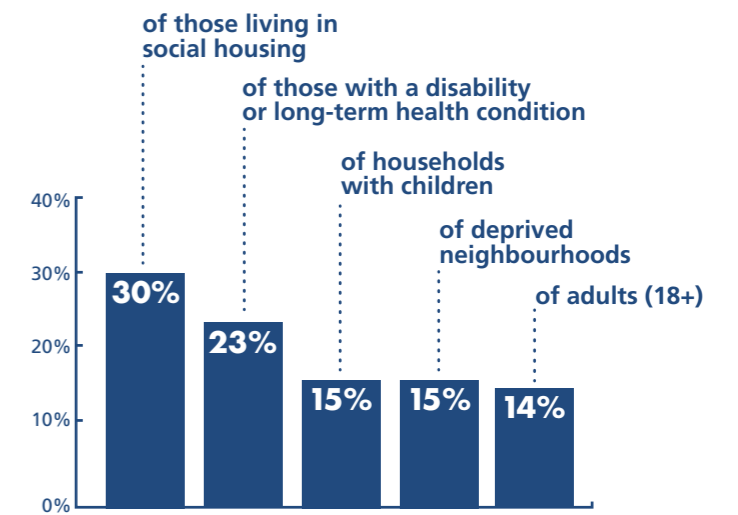
Barriers to engagement
Motivation, skills, cost, device and connectivity

Digital Exclusion Time Line

(Adults living in Wales aged 16 and over (National Survey for Wales))



Data Poverty in Wales



*Nesta/YLab Report 'Data Poverty in Scotland and Wales' – April 2021

Remains a challenge

17% of Social Housing Residents do not have internet access at home, compared with **5%** Private Rental and **7%** Owner Occupied.



'Pandemic barriers':

- Access to community centres/libraries/schools;
- Lack of face to face support.

£2million per annum extended until 2025

Cymunedau Digidol Cymru
Hyder Digidol, Iechyd a Lles

Digital Communities Wales
Digital Confidence, Health and Well-being

Between 1 July 2019 and 28 February 2022 DCW have:

- supported **76,986** citizens to gain motivation, confidence and basic digital skills;
- supported **4,377** health and care, public, private and third sector staff to become digitally confident;
- engaged with **1,648** organisations;
- trained **2,160** volunteers to provide digital support to citizens.

Digital Strategy for Wales (March 2021)

We are working to 'equip people with the motivation, access, skills and confidence to engage with an increasingly digital world, based on their needs'.