

## **Basic Digital Skills UK 2017: summary of findings**

### **Over the past year, 1.1 million more UK adults have gained Basic Digital Skills**

- 21% (11.5m) of the UK are classified as not having Basic Digital Skills – this represents a 9% improvement, or a reduction of 1.1m people since 2015.
- 6% report having four of the five skills, suggesting many are close to achieving all five.
- 9% of people (1% decrease from 2015) have no Basic Digital Skills at all.
- The Basic Digital Skills measure was created by Doteveryone and partners to measure levels of digital skills among UK adults. The Basic Digital Skills report was first published in October 2015.
- The research uses 4,000 face-to-face interviews, conducted in November 2016. Respondents were given 11 digital tasks and asked which tasks they could do if asked, and which they have done in the last 3 months; answers were combined to identify a respondent's digital skill levels.

### **More people are learning to manage information, communicate and transact online**

- Nearly all adults have managing information, communication and transacting skills.
- The skills acquired by the fewest people are 'Creating' (86%) and 'Problem Solving' (82%).
- 'Problem Solving' - using online help to solve a problem - is the only skill to decrease significantly.
- The 'Creating' task - 'complete online application forms' - has decreased by 6%, compared to a 17% increase for 'creating something new from existing online images, music or video'.

### **Age and work status continue to be determining factors**

- 29% of those aged 65+ have no Basic Digital Skills, although this has improved over the past year.
- The 65+ age group has seen improvements in nearly all areas; unlike other age groups, 'Problem Solving' has seen a large improvement with a 10% increase. Within 'Communicating', half (50%) of those aged 65+ can 'carefully make comments and share information online', a 7% increase.
- The younger generation of 15-24 year olds has also seen improvements - nearly all 15-24 year olds (97%) have Basic Digital Skills (4% increase); 0% have no skills at all (1% decrease).
- Those who are at school, studying or in full-time employment are the most likely to have Basic Digital Skills; those in retirement are the least likely, despite a 5% increase from 2015.

### **Gender is also a factor that influences skills levels**

- This year's report sees an increased gap appearing between men and women's skill levels. Women have remained at relatively similar levels: three-quarters (75%) now have all 5 skills (1% increase). By contrast, 84% of men now have all five skills - 4% increase.
- The greatest disparity is within Problem Solving, where 87% of men, compared to 78% of women, have these skills - a 9% difference.

### **Household income correlates markedly with Basic Digital Skills**

- Income continues to correlate with Basic Digital Skills, with those in the highest income bracket having 97% of all 5 skills
- The lowest income salary band of up to £9.5k has seen the largest improvement for Basic Digital Skills; 63% now have all 5 skills, a 9% increase year-on-year.
- Those in every income bracket have shown some improvement in skills, with the exception of the £13.5k-£17.5k bracket, which has decreased by 2%; when 'retired' data is removed, the skill level
- amongst those with a household income up to £17.5k rises to 77% - suggesting that older people are less likely to have Basic Digital Skills.

### **Significant regional variations continue to exist across the UK**

- Yorkshire & Humberside and the South East both report that 86% have the required skills – the highest amongst all regions.
- There has been a significant improvement in the West Midlands and Northern Ireland (both reporting a 13% increase), and Wales and Yorkshire & Humberside have also shown a 9% improvement.
- Despite the significant improvement since 2015, however, Wales remains the region with the lowest skills level overall at 71%.

For more detail, refer to [Lloyds Bank UK Consumer Index 2017](#)