

OVERVIEW AND SCRUTINY PERFORMANCE PANEL

THURSDAY, 29TH NOVEMBER 2018, 5.30 PM

COMMITTEE ROOM 1, TOWN HALL

The following information was requested at the above meeting of the Overview and Scrutiny Performance Panel.

GARY HALL
CHIEF EXECUTIVE

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Overview and Scrutiny Performance Panel Additional Info

Five basic digital skills

The Governments essential digital skills framework defines the digital skills adults need to safely benefit from, participate in and contribute to the digital world.

The five basic digital skills are...

1. **Communicating** – the skills required to communicate, collaborate and share information
2. **Handling information and content** – the skills required to find, manage and store digital information and content securely
3. **Transacting** – the skills required to register and apply for services, buy and sell goods and services, and administer and manage transactions online
4. **Problem Solving** – the skills required to find solutions to problems using digital tools and online services
5. **Being safe and legal online** – the skills required to stay safe, legal and confident online.

More info can be found at this link <https://www.gov.uk/government/publications/essential-digital-skills-framework/essential-digital-skills-framework>

Essential Digital Skills framework

This framework is intended to be used by everyone in the UK who is involved in supporting adults to improve their essential digital skills.

The framework also informs the [Lloyds Bank Consumer Digital Index](#), which involves a basic digital skills survey of 9,000 people. The 2018 report found that in the UK:

- 11.3 million people (21%) lack the full basic digital skills
- 4.3 million (8%) have no basic digital skills at all
- 5.4 million working adults (10%) are without basic digital skills
- people with a registered disability are 4 times as likely to be offline
- 28% of those aged 60+ are offline

Lancashire Wide Digital Skills and inclusion comparison (LG Inform Data)

| | Chorley | Preston | South Ribble | Burnley | Blackburn | West Lancs | Blackpool | Pendle | Wyre |
|---|---------|---------|--------------|---------|-----------|------------|-----------|--------|------|
| Adults not been online in the last 3 months | 12.3% | 8.9% | 8.9% | 15.3% | 10.9% | 12.3% | 10.7% | 15.3% | 8.4% |
| Adults with all 5 basic digital skills | 78% | 79% | 78% | 76% | 76% | 76% | 77% | 76% | 77% |
| Adults that have used all 5 basic digital skills in the last 3 months | 45% | 43% | 45% | 39% | 37% | 43% | 43% | 40% | 44% |
| Exclusion Likelihood Unlikely 1 – Exclusion Likely 9 | 5 | 5 | 5 | 6 | 5 | 5 | 6 | 8 | 6 |

UK Digital Skills and inclusion comparison (Lloyds Bank data)

Figure 30: Basic Digital Skills. Split by region. Source 2a

