

Digital Exclusion

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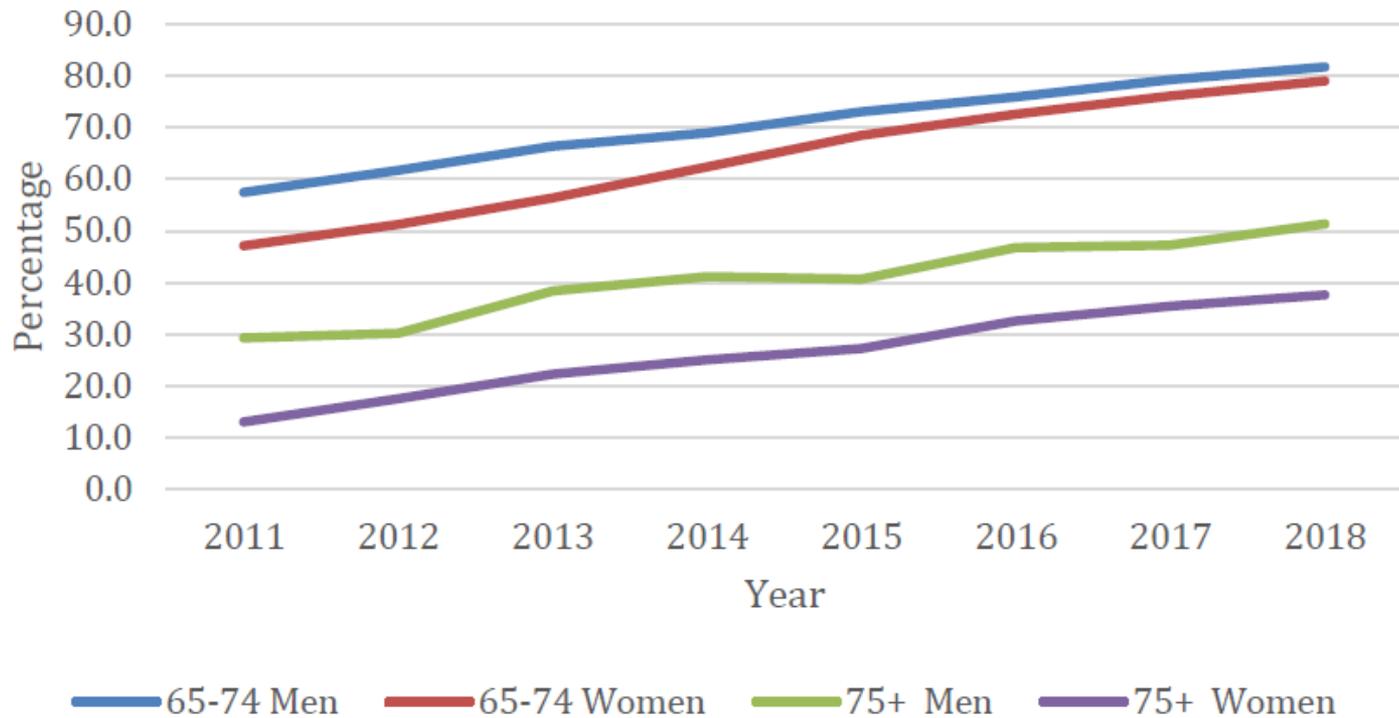
01

**Who is digitally
excluded?**





Internet use by older people



Source: ONS, Internet Users, 2018





However, over 65's make up 79% of everyone (4.5 million) who has never been online.

- 3.7 million people over the age of 65 have never been online
- These older people who are digitally excluded are more likely to:
 - Be of older age
 - Be on a lower income
 - Live alone
 - Have mobility challenges
 - Have problems with memory



‘Use’ is not as simple or straight-forward as do/don’t.



Including those who have not used the internet in the last 3 months, there are **5.3 million adults** in the UK who are not regular users, of whom **4.2 million** are aged 65+.

02

What are the benefits of digital inclusion?



Digital technology has the potential to offer many opportunities for people of all ages.



- Accessing public services
- Accessing other services and goods
- Alleviating loneliness and social isolation
- Quality of life and wellbeing

03

What are the barriers to digital inclusion?





Why are older people not online?

- Don't need the internet 64%
- Lack of skills 20%
- Accessing public services 12%
- Other reason 10%
- Equipment costs too high 8%
- Access costs too high 8%
- Privacy or security reasons 7%
- Physical or sensorial disability 2%

Source: Office for National Statistics, Internet Access – households and individuals, 2017



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What services do Age UK deliver?



Age UK deliver a number of services that aim give older people the digital skills and confidence they need to live an included and independent life.



Digital Buddy training



Age UK Advice Line



Get in touch

Call our free, confidential advice line on 0800 678 1602. We're open 8am-7pm, 365 days a year

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05

**How has this changed
since Covid-19?**



Digital skills for older people are now more important than ever before.



- Remote digital support delivery
- Development of learning resources
- Development of training resources
- Distribution of technology