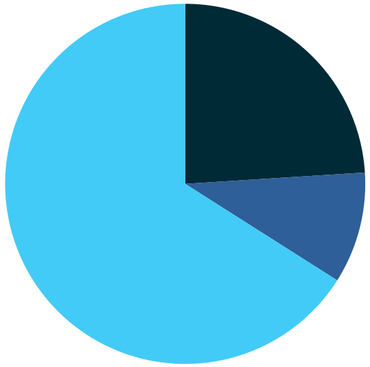
CHARITY DIGITAL

Introduction to Digital Inclusion

The scale of the problem

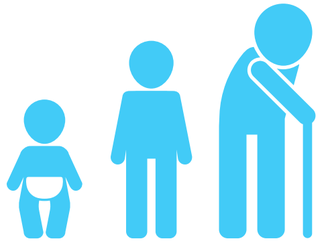


Around **24%-34%** of people aged 16+ are estimated to be in at least one dimension of digital poverty

People of all ages and socio-economic backgrounds can be digitally excluded

Source: Digital Poverty Alliance, Deloitte, 2023

It is strongly associated with:



Age

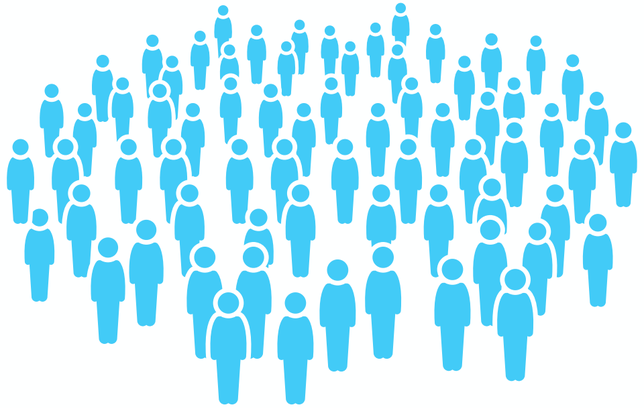
Gender

Socio-economic circumstances

It also impacts children

And varies geographically

Source: Digital Poverty Alliance, Deloitte, 2023



The different ways people can be digitally excluded

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Availability

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Affordability

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Meaningful access

Participation

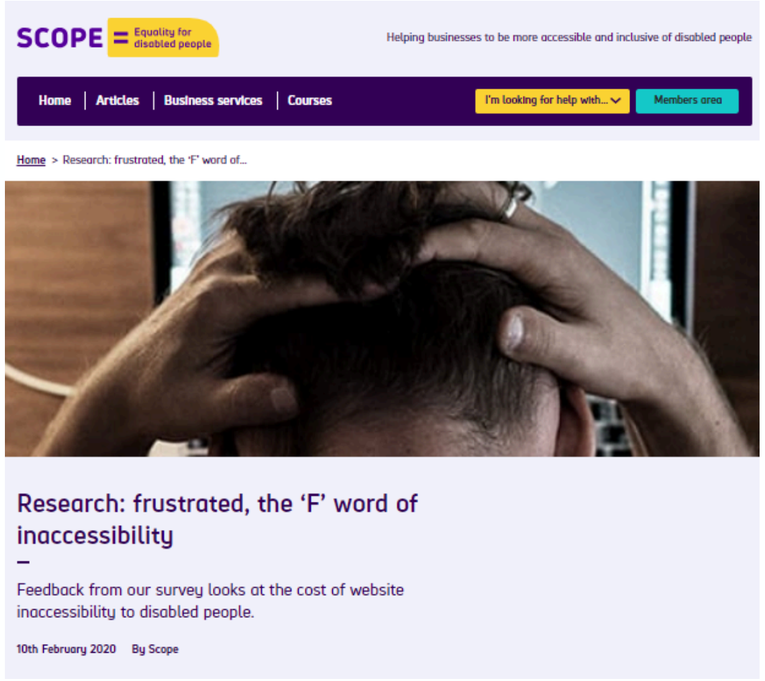
The digitisation of society and services

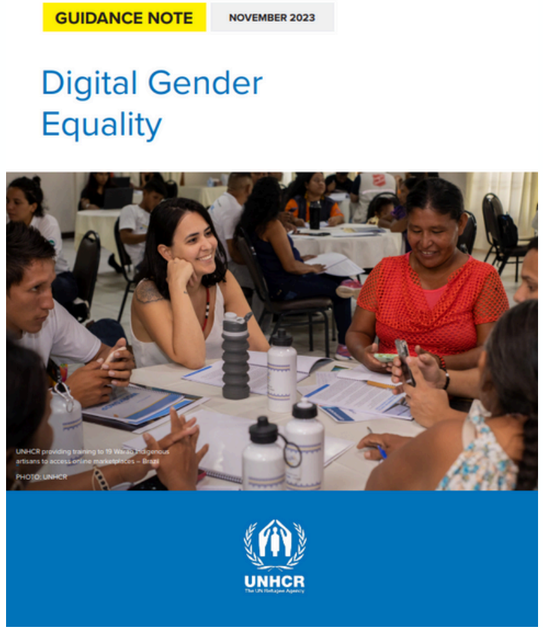
How digital inclusion relates to other areas of work to improve life in the UK

Inequality

Understanding digital poverty and inequality in the UK
A summary of insights from our evidence reports
The British Academy
Digital Society

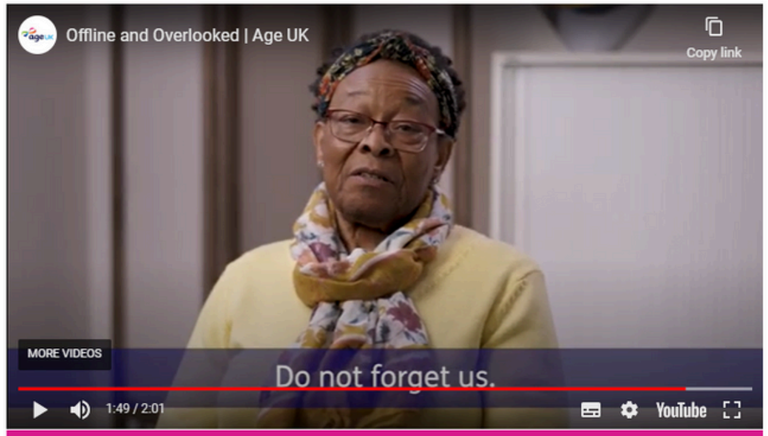
JULY 2021
POLICY PAPER
DIGITAL INCLUSION FOR HOMELESS PEOPLE AND HOMELESS SERVICE PROVIDERS:
An analysis of benefits, challenges, and solutions


SCOPE
Equality for disabled people
Helping businesses to be more accessible and inclusive of disabled people
Home
Articles
Business services
Courses
I'm looking for help with...
Members area
Home > Research: frustrated, the 'F' word of...
Research: frustrated, the 'F' word of inaccessibility
Feedback from our survey looks at the cost of website inaccessibility to disabled people.
10th February 2020 By Scope


GUIDANCE NOTE
NOVEMBER 2023
Digital Gender Equality
UNHCR

Discrimination

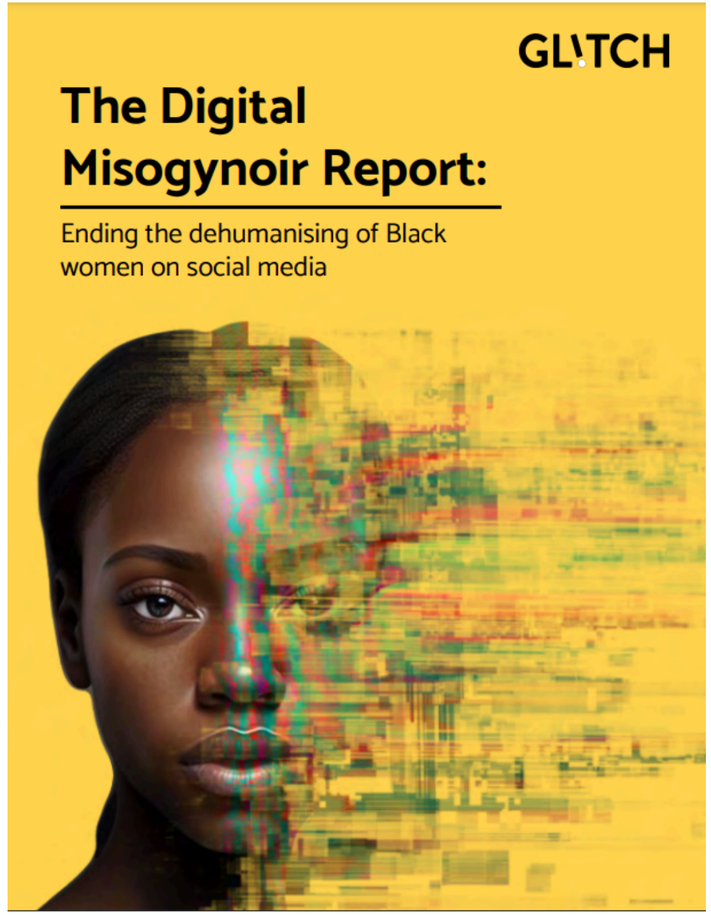
Offline and Overlooked



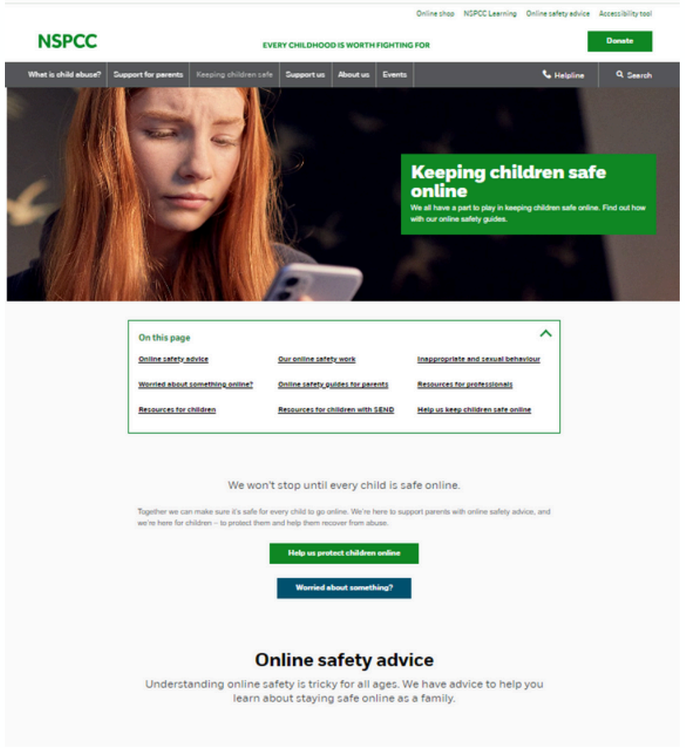
Everyone should have fair and equal access to services

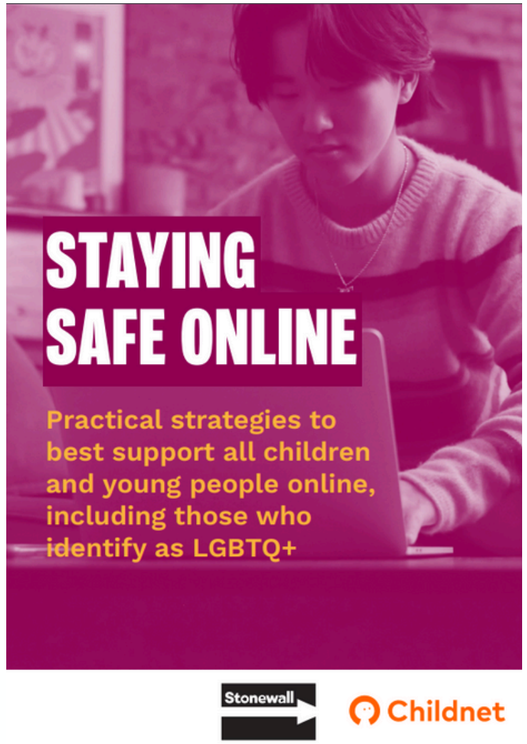
Age UK is campaigning to make sure everyone can access the services they need - so that being offline doesn't mean being overlooked.

Public services are rapidly 'going digital'. If like 2.3 million older people in the UK you aren't an internet user, it's becoming harder – and in some cases impossible – to access day-to-day necessities such as banking, making NHS appointments or even just paying for car parking.



Safety

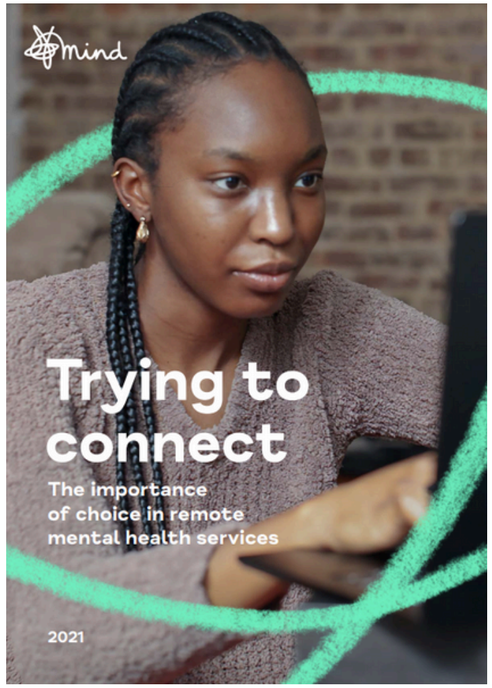

NSPCC
EVERY CHILDHOOD IS WORTH FIGHTING FOR
Donate
Keeping children safe online
We all have a part to play in keeping children safe online. Find out how with our online safety guides.
On this page
We won't stop until every child is safe online.
Help us protect children online
Worried about something?
Online safety advice
Understanding online safety is tricky for all ages. We have advice to help you learn about staying safe online as a family.

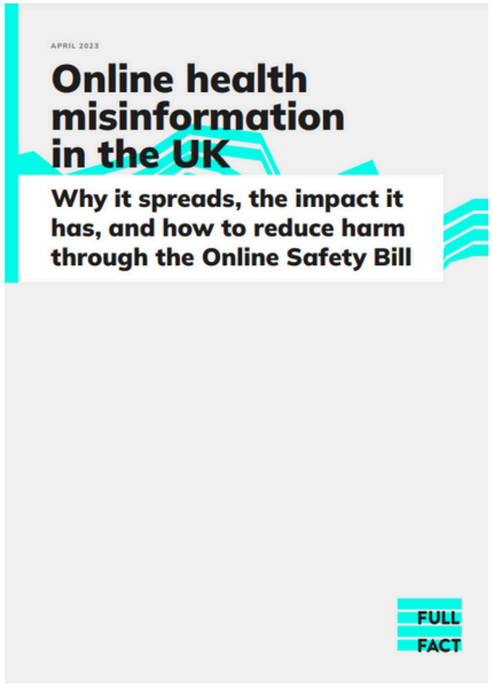

STAYING SAFE ONLINE
Practical strategies to best support all children and young people online, including those who identify as LGBTQ+
Stonewall
Childnet

Refuge
For women and children. Against domestic violence.
MARKED AS UNSAFE
October 2022
How online platforms are failing domestic abuse survivors

Digital inclusion and online safety for adults in the UK:
A review of evidence, policy and practice
By Dr. Emma Stone, Jennifer Llewellyn and Joseph Chambers
December 2020
Good Things Foundation
With support from:
BT
contents

Physical and mental health





Digital inclusion and the UK charity sector in 2024

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Digital inclusion survey results: First look

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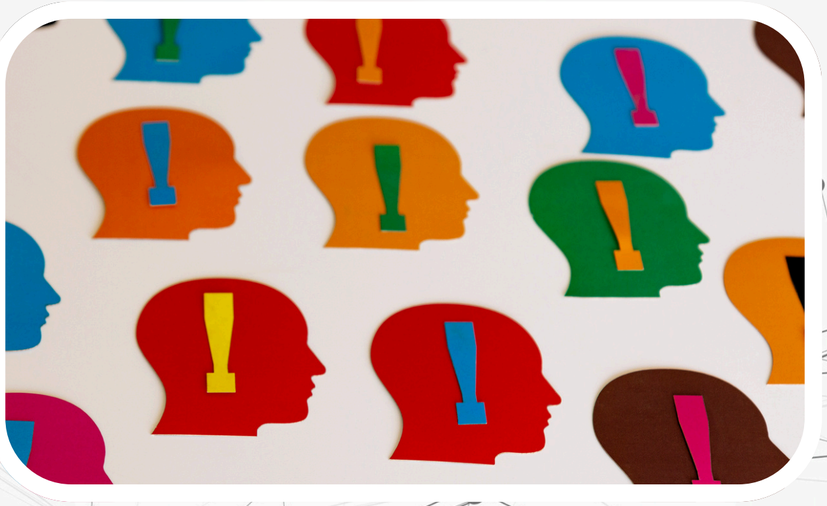
90% of charities use digital tools to deliver their services

56% of charities find reaching service users difficult due to problems with digital technology

82% of charities are concerned about digital exclusion



How can charities help put an end to digital exclusion?

What type of charity do you belong to?

A charity that uses digital for any purpose

A charity that wants to help local people get online

A charity working for a cause that overlaps with digital inclusion

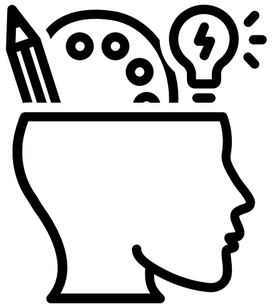
How charities can help end digital exclusion

Charities that use digital for any purpose:

Provide in-person or non-digital information and services

Be cyber secure and follow GDPR

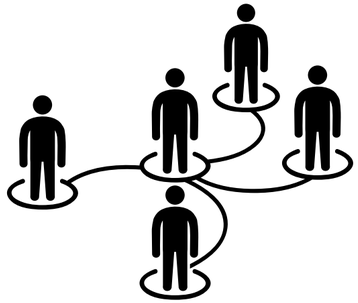
Embed digital accessibility



Teach digital skills internally

How charities can help end digital exclusion

Charities who want to help local people get online:

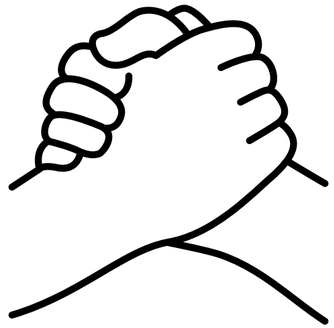


Join Good Things Foundation's Digital Inclusion Network

How charities can help end digital exclusion

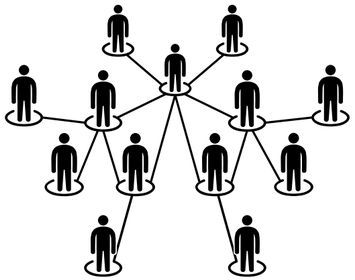
Charities working for an overlapping cause:

Understand how digital impacts your purpose



Work with service users

Advocate



Form solutions across sectors

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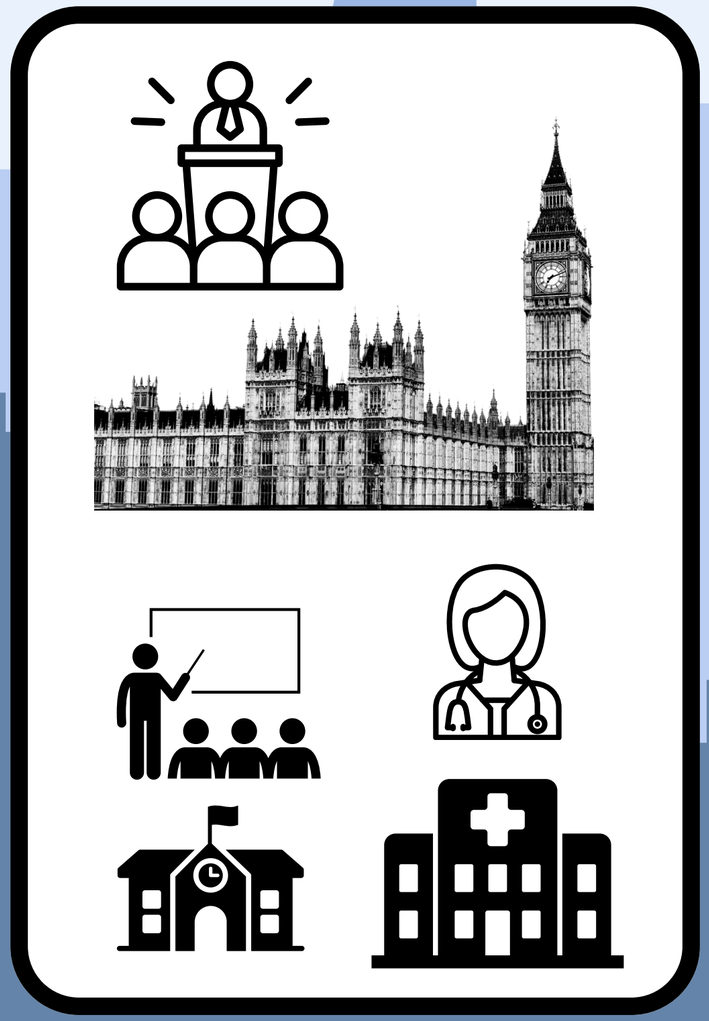
Charities who have worked on digital inclusion

The role of the public and private sectors



Digital Inclusion Charity Task Force

CHARITY DIGITAL

Thank you!