

# Essential Digital Skills 2021: Technical Notes

## Essential Digital Skills Methodology

### Sample

Ipsos MORI interviewed 4,129 participants aged 18+ years in the UK (Great Britain and Northern Ireland) via their telephone Omnibus. Data are weighted to represent the UK population in terms of age, social grade, region and working status within the gender variable and additional profiles on tenure and ethnicity using PAMCo data. Data are further weighted on device ownership using data derived from a robust national survey.

### Fieldwork dates

12th March - 25th April 2021

### Fieldwork methodology

The Ipsos MORI telephone Omnibus (also known as CATIBUS), was used for the first time as the methodology for the Essential Digital Skills study. CATIBUS interviews a nationally representative sample of those aged 18+ in Great Britain. An additional sample of interviews in Northern Ireland (n=150) was then conducted to ensure UK representivity. CATIBUS uses telephone interviewing to ensure no online bias, with responses entered directly into an electronic questionnaire by the interviewer conducting the interview.

The sample design incorporates a range of variables to ensure a robust, representative and consistent sample is achieved each week of fieldwork. CATIBUS uses a rigorous sampling method – robust samples of telephone leads are purchased from specialist sample providers as well as Random Digit Dialling, and consumer sample lists of over 10 million people in the UK which can be targeted locally and nationally. Approximately 60% of interviews are conducted on a mobile and 40% via landline.

Only a limited amount of corrective weighting is needed to adjust the results on the Omnibus survey so that they are in line with the national demographic profile.

### Caveats to changing fieldwork methodology

In previous years, Ipsos MORI conducted the EDS survey through the face-to-face Omnibus (CAPIBUS) which was able to reach those aged 15+ in Great Britain and Northern Ireland. Due to the Covid-19 pandemic compromising the safety of participants and interviewers and prompting local lockdowns throughout the UK, the survey was carried out by telephone, rather than face-to-face interviewing. This means some caution should be taken when making exact comparisons with previous years given mode effects may be in place. Having said that, the questions were asked in the same way.

As it was not possible to survey those aged 15-17 using a CATIBUS approach, any 2021 data collected through CATIBUS is not directly comparable to the EDS results reported in the 2019 or 2020 Consumer Index Report, as that data is based on a sample aged 15+. In order to make a direct comparison, the 2019 and 2020 data in this report have been recalculated based on a sample of adults 18+ with data re-weighted to represent the UK population 18+. Thus, all data in this 2021 Essential Digital Skills report is directly comparable to previous years but these data points may differ to those reported in the 2019/2020 Consumer Index Reports given the data have been re-calculated.

Both the CAPIBUS and CATIBUS approaches use quotas to ensure a broad spread of people are interviewed across the country. Typically, the sample agreeing to take part in a face-to-face interview comprises more people who don't have internet access than those interviewed on the telephone. In a range of research studies conducted prior to the Covid-19 pandemic, the difference has been around 3-4 percentage points. Ipsos MORI sourced an industry-leading UK representative national survey that had a metric covering ownership of internet-enabled devices in the household (i.e. smartphones, laptops/PCs and tablets). The survey had a sample of c. 4,000 participants aged 18+ and utilised face-to-face interviewing during the short window that this methodology was possible in Q3 2020 (post the initial UK Covid-19 lockdown in H1 2020) as well as interviews in January 2020 (pre Covid-19 pandemic in the UK). This data was used to create an extra weighting scheme that balanced the EDS 2021 telephone sample to the level of internet-enabled device ownership that was reported in the study's face-to-face sample in Q3 2020. This helped to reduce any possible online bias as a result of the methodology change.

## Essential Digital Skills calculation

The Essential Digital Skills report is based on data collected to help understand if people would be able to do a range of tasks in either a work setting or in their personal lives. These are grouped into 6 questions: Foundation, Communicating, Handling Information and Content, Transacting, Problem Solving and Being Safe and Legal Online.

To achieve the Foundation Level, you must be able to complete all of the seven 'tasks' included in this question.

To achieve any of the skills in a 'Life' context you only need to be able to complete one task from that skill question in your personal life, but you also must have the Foundation Level. If you have all 5 Life Skills (as well as Foundation), you are classed as having 'Life EDS'. Across all 5 Skills there are a total of 29 Life tasks.

If you are employed, for each of the Life Skills you have achieved, you are then able to achieve the equivalent work skill question, by being able to complete one task from that skill question in your working environment. As with Life EDS, if you can complete all 5 Work Skills then you have achieved Work EDS. Across all 5 Skills there are a total of 17 Work tasks.

In 2021, all questions and tasks concerning Essential Digital Skills remain unchanged.

## UK Representivity and Population Estimates

This report includes the numbers of adults 18+ that have been inferred to be in a particular group by extrapolating from our research data (for example, the number of those 18+ in the UK with all 7 Foundation tasks is 81% which has been extrapolated to represent an estimated 42.9m people). Total population figures are taken from the most recently published estimates provided by the Office for National Statistics (2020 mid-year stats for the UK). For the Essential Digital Skills data, percentages are applied to a population base aged 18+ (52,890,000). Total working population figures are taken from the most recently published estimates provided by the Office for National Statistics (2020 mid-year stats for the UK), weighted to the Labour Force Survey stats (Labour Force Study Aug-Oct 2020). For the Essential Digital Skills data, percentages are applied to a working population base aged 18+ (32,693,000). Sources can be found below:  
<https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/bulletins/annualmidyearpopulationestimates/mid2020>  
<https://www.ons.gov.uk/employmentandlabourmarket/peopleinwork/employmentandemployeetypes/timeseries/mgrz/lms>

Whilst every care has been taken to ensure the robustness of our data, our data accuracy is limited by its sample size, and therefore there is a margin of error that exists around any figures reported. All significance testing is calculated at the 95% confidence level, with the 95% confidence level to be used for all population extrapolations. This means that the population size of any group lies in a range which has been calculated and included in this set of appendices. For example, it is reported on page 9 that 81% of UK adults (estimated 42.9m people) have all 7 Foundation tasks; however, the true population value will be  $\pm 1.2$  with a 95% confidence interval. Thus, there is 95% confidence that the correct figure is between 42.0 million and 43.3 million.

## Impairment classification

The following question was asked to the participants in the survey to establish whether a participant claims to have any impairment:

**‘Do any of these condition(s) or illness(es) affect your ability to carry out day-to-day activities?’**

**Select all that apply’**

1. Addiction, e.g. drugs, alcohol, gambling
2. Vision, e.g. blindness or partial sight
3. Hearing, e.g. deafness or partial hearing
4. Mobility, e.g. walking short distances or climbing stairs
5. Dexterity, e.g. lifting and carrying objects, or using a keyboard
6. Learning, understanding or concentrating
7. Memory, e.g. forgetting conversations or appointments
8. Mental health e.g. depression, anxiety, obsessive compulsive disorder (OCD)
9. Stamina, breathing or fatigue
10. Socially or behaviourally (associated with a mental health condition, or with a developmental disorder like autism or ADHD (attention deficit hyperactivity disorder))
11. None of these conditions severely affect my ability to carry out day-to-day activities
99. Don't know
97. Prefer not to say

In the report, nets were created such that “Has any impairment” is a combination of any impairments (codes 1-10); “Sensory (sight or sound)” is a combination of vision and hearing (codes 2 or 3), “Physical” is a combination of mobility, dexterity and stamina, breathing or fatigue (codes 4, 5 or 9) and “Learning or memory” is a combination of learning and memory (codes 6 or 7).

## Ethnicity classification

The following question was asked to the participants in the survey to establish a participant’s ethnicity group:

**Which group do you consider yourself to belong to?**

1. White - English / Welsh / Scottish / Northern Irish / British
2. White - Irish
3. White - Gypsy or Irish Traveller
4. White - Any other White background
5. Mixed - White and Black Caribbean
6. Mixed - White and Black African
7. Mixed - White and Asian
8. Mixed - Any other Mixed / multiple ethnic background

9. Asian/Asian British - Indian
10. Asian/Asian British - Pakistani
11. Asian/Asian British - Bangladeshi
12. Asian/Asian British - Chinese
13. Asian/Asian British - Any other Asian background
14. Black/Black British – African
15. Black/Black British - Caribbean
16. Black/Black British - Any other Black / African / Caribbean background
17. Arab
18. Any other ethnic group
- Don't know
- Refused

In the report, nets were created such that “White” is a combination of White ethnic groups (codes 1 – 4) and “Ethnic minorities” refers to Black, Asian and Minority Ethnic groups (codes 5 – 18). Note that the ethnic minorities group does not include White minorities such as Irish Travellers.

## Employment classification

The following question was asked to the working participants in the survey to understand their workplace:

**Which of the following best describes the industry your company operates in?**

1. Telecommunications
2. Technology
3. CPG / FMCG
4. Retail
5. Financial Services
6. Not for Profit
7. Manufacturing & Automotive
8. Travel
9. Media & Advertising
10. Government
11. Education
12. Medical
13. Public service
14. Engineering
15. Service industry
16. Something else (specify) [FIXED]

## Internet access question

The following question was asked to the participants in the survey to understand how they access the internet:

**Which of these best describes your use of the internet? Please include all use of the internet, including sending and receiving emails**

1. Several times a day
2. Around once a day
3. 4 or 5 times a week
4. 2 or 3 times a week
5. Around once a week
6. 2 or 3 times a month
7. Around once a month
8. Less than around once a month
9. Never but you have access
10. Never but you do not have access

In the report, a net was created such that “Has internet access” is a combination of codes 1-9.

## Claimed improvement in digital ability questions

The following questions were asked to the participants in the survey to understand how they perceive that they have improved their use of the internet and other online activities:

**Thinking about accessing information on the internet or through computers/laptops or other devices (e.g. tablet, smartphone)... In the last 12 months, do you think your ability has improved?**

1. Yes
2. No
3. Don't know

**And still thinking about the last 12 months, which of the following apply to you?**

1. You have used the internet to access online promotions and deals to save money
2. You are able to help others to do more online
3. You are better able to manage your money online
4. You have been able to keep in touch with family and friends more
5. You feel more secure in your job and future career prospects
6. You have thought more about growing and progressing your career through digital training
7. None of these [DO NOT READ OUT]

## Essential Digital Skills Tasks

### The Foundation Level

- I can turn on a device and log in to any accounts/profiles I have
- I can use the available controls on a device (e.g. mouse, keyboard, touchscreen etc)
- I can use the different menu settings on a device to make it easier to use (e.g. change the font size to make it easier to read)
- I can find and open different applications/programmes on a device
- I can connect a device to a Wi-Fi network
- I can open an internet browser to find and use websites
- I can update and change my password when prompted to do so

### EDS for Life

#### Communicating Skill

- I can set up an email account
- I can communicate with others digitally using email or other messaging applications (e.g. WhatsApp or Messenger)
- I can use word processing applications to create documents (e.g. a CV or a letter)
- I can share documents with others by attaching them to an email
- I can communicate with others using video tools (e.g. Facetime or Skype)
- I can post content on social media platforms (e.g. Facebook, Instagram or Snapchat) for example messages, photographs, video etc.

#### Handling Information & Content Skill

- I can recognise what information or content may, or may not, be trustworthy on websites/apps
- I can use search engines to find the information I'm looking for (e.g. search for news using a browser such as Chrome, Internet Explorer or Safari)
- I can use bookmarks to save and retrieve websites and information
- I can store information online and access content from a different device (e.g. using the cloud)
- I can organise my information and content using files and folders (either on my device, across multiple devices, or on the cloud)
- I can use the internet to stream or download entertainment content (e.g. films, music, games or books)

#### Transacting Skill

- I can set up an account online that enables me to buy goods or services (e.g. Amazon account, eBay, John Lewis etc.)
- I can access and use public services online, including filling in forms (e.g. Vehicle tax, Voting registration, ordering repeat prescriptions, booking doctor appointments)
- I can use credit/ debit cards or other forms of online payment to buy goods/services online (e.g. PayPal, WorldPay)
- I can upload documents and photographs when this is required to complete an online transaction
- I can manage my money and transactions online securely, via websites or Apps (e.g. bank account)

#### Problem Solving Skill

- I can use online tutorials, web chat, FAQs and forums to solve problems
- I can use online tutorials, web chat, FAQs and forums to improve my skills in using the internet and digital Apps/ products/services
- I can use the internet to find information that helps me solve problems

#### Being Safe and Legal Online Skill

- I can assess the risks and threats involved in carrying out activities online and act accordingly (e.g. use security software)
- I am careful with what I share online as I know that online activity produces a permanent record that can be accessed by others
- I make sure not to share or use other people's data or intellectual property without their consent
- I can respond to requests for authentication (e.g. reactivate an account when I've forgotten my password)
- I can keep the information I use to access my online accounts secure, by using different and secure passwords for websites and accounts
- I can set privacy settings on my social media and other accounts
- I can identify secure websites by looking for the padlock and 'https' in the address bar

- I can recognise and avoid suspicious links in email, websites, social media messages and pop ups and know that clicking on these links is a risk
- I can update my computer security systems when necessary to prevent viruses and other risks

## EDS for Work

### Communicating Skill

- I can use digital collaboration tools to meet with, share and collaborate with people (e.g. Skype/Google docs/ Dropbox etc)
- I can set up and manage an account on a professional online network / community, (e.g. LinkedIn, Total Jobs, Indeed)

### Handling Information & Content Skill

- I can access, synchronise and share information across different devices (e.g. manage a calendar or appointment system via phone or desktop)

### Transacting Skill

- I can manage digital records and financial accounts (e.g. expenses, budgets) through digital systems
- I can access salary and expenses information digitally, including password protected payslips

### Problem Solving Skill

- I can use the internet to find information that helps me solve problems
- I can use appropriate software, including a spreadsheet, to manipulate and analyse data
- I can use different digital tools to improve my own productivity i.e. saving time or working more efficiently

### Being Safe and Legal Online Skill

- I can assess the risks and threats involved in carrying out activities online and act accordingly (e.g. use security software)
- I am careful with what I share online as I know that online activity produces a permanent record that can be accessed by others
- I make sure not to share or use other people's data or intellectual property without their consent
- I can respond to requests for authentication (e.g. reactivate an account when I've forgotten my password)
- I can keep the information I use to access my online accounts secure, by using different and secure passwords for websites and accounts
- I can set privacy settings on my social media and other accounts
- I can identify secure websites by looking for the padlock and 'https' in the address bar
- I can recognise and avoid suspicious links in email, websites, social media messages and pop ups and know that clicking on these links is a risk
- I can update my computer security systems when necessary to prevent viruses and other risks

Please contact us at [digitalskillsinclusion@lloydsbanking.com](mailto:digitalskillsinclusion@lloydsbanking.com) for more details on the Essential Digital Skills 2021 survey.

## Essential Digital Skills Survey Unweighted Sample Size

### Pages 11 and 20

#### **2021 Sample Sizes**

East Midlands 260  
East England 362  
London 507  
North East 156  
North West 418  
South East 524  
South West 344  
West Midlands 335  
Yorkshire & the Humber 315  
Scotland 467  
Northern Ireland 183  
Wales 258  
England 3,221  
UK 4,129

#### **2020 Sample Sizes**

East Midlands 287  
East England 380  
London 601  
North East 197  
North West 431  
South East 554  
South West 288  
West Midlands 327  
Yorkshire & the Humber 393  
Scotland 371  
Northern Ireland 147  
Wales 213  
England 3,458  
UK 4,189

### Page 12

75+ 464  
18-24 368  
No formal qualifications 672  
University degree 1,519  
Retired 1,241  
Working full-time 1,499  
Sensory impairment 494  
No impairment 2,713  
No children in household 3,083  
Children in household 1,046

Personal income <£13,499 671  
Personal income £75,000+ 185  
Female 2,162  
Male 1,948  
White 3,717  
Ethnic Minority 388

### Page 21

75+ 464  
18-24 368  
No formal qualifications 672  
University degree 1,519  
Retired 1,241  
Working full-time 1,499  
Sensory impairment 494  
No impairment 2,713  
No children in household 3,083  
Children in household 1,046  
Personal income <£13,499 671  
Personal income £75,000+ 185  
Female 2,162  
Male 1,948  
White 3,717  
Ethnic Minority 388  
1 person in household 1,044  
3-5 people in household 1,500

### Page 28

#### **2021 Sample Sizes**

North East, North West and Yorkshire & the Humber 490  
East Midlands and West Midlands 357  
East England, London and South East 792  
South West and Wales 304  
Scotland and Northern Ireland 294

#### **2020 Sample Sizes**

North East, North West and Yorkshire & the Humber 493  
East Midlands and West Midlands 276  
East England, London and South East 894  
South West and Wales 212

Scotland and Northern Ireland 237

### Page 29

65+ 127  
25-34 442  
No formal qualifications 144  
University degree 1,108  
Working part-time 392  
Working full-time 1,499  
Sensory impairment 162  
No impairment 1,728  
Personal income <£13,499 189  
Personal income £40,000 - £74,999 464  
Female 1099  
Male 1,128  
White 1,971  
Ethnic Minority 251  
Retail 153  
Technology 109  
Lower SMB (1-249) 1,227  
Upper SMB (250-999) 180

### Page 31

#### **2020 Sample Sizes**

Technology 104  
Education 228  
Engineering 151  
Medical 208  
Public service 200  
Manufacturing & Automotive 118  
Service industry 301  
Retail 232

#### **2021 Sample Sizes**

Technology 109  
Education 302  
Engineering 108  
Medical 206  
Public service 200  
Manufacturing & Automotive 127  
Service industry 218  
Retail 153



## Essential Digital Skills Population Estimates Confidence Intervals

The Foundation Level Extrapolations – based on ONS 2020 mid-year stats for the UK 18+

Source	Reference	Percentage results	Estimated Grossed Figure (millions)	Lower Confidence Interval	Upper Confidence Interval
Technical notes	All Foundation Tasks (7)	81.16%	42.9	42.3	43.6
page 9	Without the Foundation Level	19.32%	10	9.6	10.9
page 9	No Foundation (0 tasks)	5.54%	2.8	2.6	3.3
page 9	Partial Foundation (1-6 tasks)	13.78%	7.2	6.7	7.9
page 9	The Foundation Level (7 tasks)	80.68%	42.9	42.0	43.3
page 10	I can use the available controls on a device (e.g. mouse, keyboard, touchscreen etc)	92.61%	47.6	48.6	49.4
page 10	I cannot use the available controls on a device (e.g. mouse, keyboard, touchscreen etc)	7.39%	4.8	3.5	4.3
page 10	I can open an internet browser to find and use websites	90.68%	45.8	47.5	48.4
page 10	I cannot open an internet browser to find and use websites	9.32%	6.5	4.5	5.4
page 10	I can turn on a device and log in to any accounts/profiles I have	90.44%	48.7	47.4	48.3
page 10	I cannot turn on a device and log in to any accounts/profiles I have	9.56%	3.7	4.6	5.5
page 10	I can update and change my password when prompted to do so	89.81%	45	47.0	48.0
page 10	I cannot update and change my password when prompted to do so	10.19%	6.9	4.9	5.9
page 10	I can find and open different applications/programmes on a device	88.80%	47	46.4	47.5
page 10	I cannot find and open different applications/programmes on a device	11.20%	5.2	5.4	6.5
page 10	I can connect a device to a Wi-Fi network	87.39%	46.7	45.7	46.7
page 10	I cannot connect a device to a Wi-Fi network	12.60%	5.7	6.1	7.2
page 10	I can use the different menu settings on a device to make it easier to use (e.g. change the font size to make it easier to read)	86.56%	47.5	45.3	46.3
page 10	I cannot use the different menu settings on a device to make it easier to use (e.g. change the font size to make it easier to read)	13.44%	4.9	6.6	7.6
page 12	Aged 75+ unable to access or use internet by themselves	7.01%	3.7	3.3	4.1

Life EDS Extrapolations – based on ONS 2020 mid-year stats for the UK 18+

Source	Reference	Percentage results	Estimated Grossed Figure (millions)	Lower Confidence Interval	Upper Confidence Interval
page 15	Without Life EDS	21.26%	11	10.6	11.9
page 15	Without the Foundation Level	19.32%	10	9.6	10.9
page 15	Zero Life Skills	0.14%	0.1	0.0	0.1

page 15	Partial Life Skills (1-4 Life skills)	1.80%	0.9	0.7	1.2
page 15	Life EDS (5 Life skills)	78.74%	41.9	41.0	42.3
page 16	I can communicate with others digitally using email or other messaging applications (e.g. WhatsApp or Messenger)	79.55%	42.3	41.4	42.7
page 16	I can share documents with others by attaching them to an email	77.51%	41.3	40.3	41.7
page 16	I can set up an email account	77.08%	41	40.1	41.5
page 16	I can communicate with others using video tools (e.g. Facetime or Skype)	76.13%	40.5	39.6	41.0
page 16	I can use word processing applications to create documents (e.g. a CV or a letter)	74.75%	39.8	38.8	40.2
page 16	I can post content on social media platforms (e.g. Facebook, Instagram or Snapchat) for example messages, photographs, video etc.	71.75%	38.3	37.2	38.7
page 16	I can set up an account online that enables me to buy goods or services (e.g. Amazon account, eBay, John Lewis etc.)	77.78%	41.4	40.5	41.8
page 16	I can use credit/ debit cards or other forms of online payment to buy goods/services online (e.g. PayPal, WorldPay)	77.64%	41.3	40.4	41.8
page 16	I can access and use public services online, including filling in forms (e.g. Vehicle tax, Voting registration, ordering repeat prescriptions, booking doctor appointments)	77.30%	41.1	40.2	41.6
page 16	I can upload documents and photographs when this is required to complete an online transaction	75.69%	40.3	39.3	40.7
page 16	I can manage my money and transactions online securely, via websites or Apps (e.g. bank account)	75.38%	40.1	39.2	40.6
page 16	I can use the internet to find information that helps me solve problems	78.91%	42	41.1	42.4
page 16	I can use online tutorials, web chat, FAQs and forums to solve problems	70.17%	37.3	36.4	37.9
page 16	I can use online tutorials, web chat, FAQs and forums to improve my skills in using the internet and digital Apps/ products/services	66.92%	35.5	34.7	36.1
page 17	I can use search engines to find the information I'm looking for (e.g. search for news using a browser such as Chrome, Internet Explorer or Safari)	79.63%	42.4	41.5	42.8
page 17	I can recognise what information or content may, or may not, be trustworthy on websites/apps	75.54%	40.2	39.3	40.6
page 17	I can organise my information and content using files and folders (either on my device, across multiple devices, or on the cloud)	74.03%	39.4	38.5	39.8
page 17	I can use the internet to stream or download entertainment content (e.g. films, music, games or books)	73.79%	39.3	38.3	39.7
page 17	I can use bookmarks to save and retrieve websites and information	71.66%	38	37.2	38.6
page 17	I can store information online and access content from a different device (e.g. using the cloud)	68.99%	36.6	35.7	37.2
page 17	I can respond to requests for authentication (e.g. reactivate an account when I've forgotten my password)	78.22%	41.6	40.7	42.1

page 17	I can recognise and avoid suspicious links in email, websites, social media messages and pop ups and know that clicking on these links is a risk	78.15%	41.6	40.6	42.0
page 17	I am careful with what I share online as I know that online activity produces a permanent record that can be accessed by others	77.95%	41.5	40.5	41.9
page 17	I can keep the information I use to access my online accounts secure, by using different and secure passwords for websites and accounts	77.58%	41.3	40.3	41.7
page 17	I make sure not to share or use other people's data or intellectual property without their consent	75.56%	40.2	39.3	40.7
page 17	I can assess the risks and threats involved in carrying out activities online and act accordingly	74.52%	39.7	38.7	40.1
page 17	I can identify secure websites by looking for the padlock and https in the address bar	74.08%	39.4	38.5	39.9
page 17	I can set privacy settings on my social media and other accounts	72.33%	38.6	37.5	39.0
page 17	I can update my computer security systems when necessary to prevent viruses and other risks	72.20%	38.4	37.4	38.9
page 16	Communicating	80.36%	42.8	41.9	43.1
page 16	Transacting	79.91%	42.5	41.6	42.9
page 16	Problem solving	79.48%	42.3	41.4	42.7
page 17	Handling information and content	80.10%	42.6	41.7	43.0
page 17	Being safe and legal online	80.34%	42.8	41.9	43.1

Work EDS Extrapolations – based on ONS 2020 mid-year stats for the UK 18+

Source	Reference	Percentage results	Estimated Grossed Figure (millions)	Lower Confidence Interval	Upper Confidence Interval
page 23	Without Work EDS	35.90%	11.8	11.1	12.4
page 23	Without the Foundation Level	7.54%	2.4	2.1	2.8
page 23	No Work Skills	7.19%	2.3	2.0	2.7
page 23	Partial Work Skills (1-4 Life skills)	21.17%	7	6.4	7.5
page 23	Work EDS (5 Life skills)	64.10%	20.9	20.3	21.6
page 25	I can use digital collaboration tools to meet with, share and collaborate with people (e.g. Skype/Google docs/Dropbox etc)	74.13%	24.3	23.6	24.8
page 25	I can set up and manage an account on a professional online network / community, (e.g. LinkedIn, Total Jobs, Indeed)	64.23%	21	20.3	21.7
page 25	I can access salary and expenses information digitally, including password protected payslips	69.34%	22.7	22.0	23.3
page 25	I can manage digital records and financial accounts (e.g. expenses, budgets) through digital systems	59.34%	19.4	18.7	20.1
page 25	I can use the internet to find information that helps me solve problems	78.89%	25.8	25.2	26.3

page 25	I can use different digital tools to improve my own productivity i.e. saving time or working more efficiently	68.32%	22.3	21.7	23.0
page 25	I can use appropriate software, including a spreadsheet, to manipulate and analyse data	68.22%	22.3	21.7	22.9
page 25	I can access, synchronise and share information across different devices (e.g. manage a calendar or appointment system via phone or desktop)	72.04%	23.5	22.9	24.2
page 26	I make sure not to share or use other people's data or intellectual property without their consent	78.29%	25.7	25.0	26.2
page 26	I can recognise and avoid suspicious links in email, websites, social media messages and pop ups and know that clicking on these links is a risk	78.26%	25.6	25.0	26.1
page 26	I can keep the information I use to access my online accounts secure, by using different and secure passwords for websites and accounts	76.35%	25	24.4	25.5
page 26	I can respond to requests for authentication (e.g. reactivate an account when I've forgotten my password)	76.13%	24.9	24.3	25.5
page 26	I can identify secure websites by looking for the padlock and 'https' in the address bar	75.73%	24.9	24.2	25.3
page 26	I am careful with what I share online as I know that online activity produces a permanent record that can be accessed by others	75.59%	24.8	24.1	25.3
page 26	I can assess the risks and threats involved in carrying out activities online and act accordingly (e.g. use security software)	72.88%	23.9	23.2	24.4
page 26	I can update my computer security systems when necessary to prevent viruses and other risks	61.93%	20.3	19.6	20.9
page 26	I can set privacy settings on my social media and other accounts	59.68%	19.7	18.9	20.2
page 25	Communicating (Work)	76.94%	25.2	24.6	25.7
page 25	Handling information and content (Work)	71.71%	23.4	22.8	24.1
page 25	Transacting (Work)	75.83%	24.8	24.2	25.4
page 25	Problem solving (Work)	80.60%	26.4	25.8	26.9
page 26	Being safe and legal online (Work)	83.11%	27.3	26.6	27.7

Population Diagrams Extrapolations – based on ONS 2020 mid-year stats for the UK 18+

Source	Reference	Percentage results	Estimated Grossed Figure (millions)	Lower Confidence Interval	Upper Confidence Interval
page 32	With EDS for Work (includes EDS for Life)	38.89%	20.9	19.8	21.4
page 32	With EDS for Life (excludes EDS for Work)	39.85%	21	20.3	21.9
page 32	All 7 Foundation tasks (excludes EDS for Life)	1.94%	1	0.8	1.2
page 32	1-6 Foundation tasks	13.78%	7.2	6.7	7.9
page 32	No Foundation tasks (Digitally Excluded)	5.54%	2.8	2.6	3.3

page 32	Total with EDS for Work (working population only):	64.10%	20.9	20.3	21.6
page 32	Total with EDS for Life	78.74%	41.9	41.0	42.3
page 32	Those that have the Foundation Level	80.68%	42.9	42.0	43.3
page 33	Employed with EDS for Work	38.89%	20.9	19.8	21.4
page 33	Employed with EDS for Life but not Work	15.99%	8.7	7.9	9.0
page 33	Employed with All 7 Foundation Tasks but not EDS for Life	1.22%	0.7	0.5	0.8
page 33	Employed with 1-6 Foundation tasks	4.31%	2.3	2.0	2.6
page 33	Employed with no Foundation tasks	0.26%	0.1	0.0	0.2
page 33	Unemployed with EDS for Life	12.00%	6.1	5.8	6.9
page 33	Unemployed with All 7 Foundation Tasks but not EDS for Life	0.25%	0.1	0.0	0.2
page 33	Unemployed with 1-6 Foundation tasks	2.50%	1.2	1.1	1.6
page 33	Unemployed with no Foundation tasks	0.48%	0.2	0.1	0.4
page 33	Retired with EDS for Life	11.85%	6.2	5.7	6.8
page 33	Retired with All 7 Foundation Tasks but not EDS for Life	0.48%	0.2	0.1	0.4
page 33	Retired with 1-6 Foundation tasks	6.97%	3.6	3.3	4.1
page 33	Retired with no Foundation tasks	4.80%	2.4	2.2	2.9
page 33	Total retired population that have the Foundation Level	51.17%	6.4	6.0	6.7
page 33	Total retired population that have Life EDS	49.20%	6.2	5.8	6.5
page 33	Total unemployed population that have the Foundation Level	80.45%	6.2	6.0	6.5
page 33	Total unemployed population that have Life EDS	78.83%	6.1	5.9	6.3
page 33	Total employed population that have the Foundation Level	92.46%	30.3	29.9	30.6
page 33	Total employed population that have Life EDS	90.45%	29.6	29.2	30.0
page 33	Total employed population that have Work EDS	64.10%	20.9	20.3	21.6
page 34	Have Work EDS	64.10%	20.9	20.3	21.6
page 34	Do not have Work EDS	35.90%	11.8	11.1	12.4
page 34	Zero Work Skills	7.19%	2.3	2.0	2.7
page 34	1-4 Work Skills	21.17%	7	6.4	7.5
page 34	Do not have the Foundation Level	7.54%	2.4	2.1	2.8
page 34	Have Life EDS 2021	78.74%	41.9	41.0	42.3
page 34	Do not have Life EDS	21.26%	11	10.6	11.9
page 34	Zero Life Skills	0.14%	0.1	0.0	0.1
page 34	1-4 Life Skills	1.80%	0.9	0.7	1.2

page 34	Do not have the Foundation Level	19.32%	10	9.6	10.9
page 34	Have Foundation Level	80.68%	42.9	42.0	43.3
page 34	Do not have Foundation Level	19.32%	10	9.6	10.9
page 34	Zero Foundation Tasks	5.54%	2.8	2.6	3.3
page 34	1-6 Foundation tasks	13.78%	7.2	6.7	7.9

Appendix Charts Extrapolations – based on ONS 2020 mid-year stats for the UK 18+

Source	Reference	Percentage results	Estimated Grossed Figure (millions)	Lower Confidence Interval	Upper Confidence Interval
Appendix 12	I cannot - set up an email account or I do not have Foundation level	21.97%	11.4	10.9	12.3
Appendix 12	I cannot - communicate with others digitally using email or other messaging applications (e.g. WhatsApp or Messenger) or I do not have Foundation Level	19.69%	10.2	9.8	11.0
Appendix 12	I cannot - use word processing applications to create documents (e.g. a CV or a letter) or I do not have Foundation Level	23.32%	12.1	11.6	13.0
Appendix 12	I cannot - share documents with others by attaching them to an email or I do not have Foundation Level	21.04%	10.9	10.5	11.8
Appendix 12	I cannot - communicate with others using video tools (e.g. Facetime or Skype) or I do not have Foundation Level	22.53%	11.7	11.2	12.6
Appendix 12	I cannot - post content on social media platforms (e.g. Facebook, Instagram or Snapchat) for example messages, photographs, video etc. or I do not have Foundation Level	25.75%	13.3	12.9	14.3
Appendix 12	I cannot - set up an account online that enables me to buy goods or services (e.g. Amazon account, eBay, John Lewis etc.) or I do not have Foundation Level	21.20%	10.9	10.6	11.8
Appendix 12	I cannot - access and use public services online, including filling in forms (e.g. Vehicle tax, Voting registration, ordering repeat prescriptions, booking doctor appointments) or I do not have Foundation Level	21.40%	11.1	10.6	12.0
Appendix 12	I cannot - use credit/ debit cards or other forms of online payment to buy goods/services online (e.g. PayPal, WorldPay) or I do not have Foundation Level	21.46%	11.1	10.7	12.0
Appendix 12	I cannot - upload documents and photographs when this is required to complete an online transaction or I do not have Foundation Level	23.56%	12.2	11.8	13.1

Appendix 12	I cannot - manage my money and transactions online securely, via websites or Apps (e.g. bank account) or I do not have Foundation Level	23.43%	12.2	11.7	13.1
Appendix 12	I cannot - use online tutorials, web chat, FAQs and forums to solve problems or I do not have Foundation Level	27.30%	14.2	13.7	15.2
Appendix 12	I cannot - use online tutorials, web chat, FAQs and forums to improve my skills in using the internet and digital Apps/products/services or I do not have Foundation Level	29.73%	15.6	15.0	16.5
Appendix 12	I cannot - use the internet to find information that helps me solve problems or I do not have Foundation Level	20.52%	10.6	10.2	11.5
Appendix 12	I cannot - recognise what information or content may, or may not, be trustworthy on websites/apps or I do not have Foundation Level	23.50%	12.2	11.7	13.1
Appendix 12	I cannot - use search engines to find the information I'm looking for (e.g. search for news using a browser such as Chrome, Internet Explorer or Safari) or I do not have Foundation Level	19.81%	10.2	9.8	11.1
Appendix 12	I cannot - use bookmarks to save and retrieve websites and information or I do not have Foundation Level	26.77%	14.0	13.4	14.9
Appendix 12	I cannot - store information online and access content from a different device (e.g. using the cloud) or I do not have Foundation Level	29.54%	15.5	14.9	16.4
Appendix 12	I cannot - organise my information and content using files and folders (either on my device, across multiple devices, or on the cloud) or I do not have Foundation Level	24.48%	12.7	12.3	13.6
Appendix 12	I cannot - use the internet to stream or download entertainment content (e.g. films, music, games or books) or I do not have Foundation Level	24.69%	12.8	12.4	13.7
Appendix 12	I cannot - assess the risks and threats involved in carrying out activities online and act accordingly (e.g. use security software) or I do not have Foundation Level	24.40%	12.6	12.2	13.6
Appendix 12	I cannot - be careful with what I share online as I do not know that online activity produces a permanent record that can be accessed by others or I do not have Foundation Level	21.25%	11.0	10.6	11.9
Appendix 12	I cannot - make sure not to share or use other people's data or intellectual property	22.15%	11.5	11.0	12.4

	without their consent or I do not have Foundation Level				
Appendix 12	I cannot - respond to requests for authentication (e.g. reactivate an account when I've forgotten my password) or I do not have Foundation Level	21.28%	11.0	10.6	11.9
Appendix 12	I cannot - keep the information you use to access your online accounts secure, by using different and secure passwords for websites and accounts or I do not have Foundation Level	21.74%	11.2	10.8	12.2
Appendix 12	I cannot - set privacy settings on my social media and other accounts or I do not have Foundation Level	26.28%	13.6	13.2	14.6
Appendix 12	I cannot - identify secure websites by looking for the padlock and 'https' in the address bar or I do not have Foundation Level	25.23%	13.1	12.7	14.0
Appendix 12	I cannot - recognise and avoid suspicious links in email, websites, social media messages and pop ups and know that clicking on these links is a risk or I do not have Foundation Level	21.15%	11.0	10.6	11.8
Appendix 12	I cannot - update my computer security systems when necessary to prevent viruses and other risks or I do not have Foundation Level	26.20%	13.6	13.2	14.5
Appendix 12	Cannot - Communicating	19.64%	10.1	9.8	11.0
Appendix 12	Cannot - Transacting	20.09%	10.4	10.0	11.3
Appendix 12	Cannot - Problem solving	20.52%	10.6	10.2	11.5
Appendix 12	Cannot - Handling information and content	19.90%	10.3	9.9	11.2
Appendix 12	Cannot - Being safe and legal online	19.66%	10.1	9.8	11.0
Appendix 13	Communicating	80.36%	42.8	41.9	43.1
Appendix 13	Handling information and content	80.10%	42.6	41.7	43.0
Appendix 13	Transacting	79.91%	42.5	41.6	42.9
Appendix 13	Problem solving	79.48%	42.3	41.4	42.7
Appendix 13	Being safe and legal online	80.34%	42.8	41.9	43.1



Appendix 18	I cannot - use digital collaboration tools to meet with, share and collaborate with people (e.g. Skype/Google docs/Dropbox etc) or I do not have Foundation Level	25.87%	8.4	7.9	9.0
Appendix 18	I cannot - set up and manage an account on a professional online network / community, (e.g. LinkedIn, Total Jobs, Indeed) or I do not have Foundation Level	35.77%	11.7	11.0	12.3
Appendix 18	I cannot - manage digital records and financial accounts (e.g. expenses, budgets) through digital systems or I do not have Foundation Level	40.66%	13.3	12.6	13.9
Appendix 18	I cannot - access salary and expenses information digitally, including password protected payslips or I do not have Foundation Level	30.66%	10.0	9.4	10.6
Appendix 18	I cannot - use the internet to find information that helps me solve problems or I do not have Foundation Level	21.11%	6.8	6.3	7.5
Appendix 18	I cannot - use appropriate software, including a spreadsheet, to manipulate and analyse data or I do not have Foundation Level	31.78%	10.4	9.8	11.0
Appendix 18	I cannot - use different digital tools to improve my own productivity i.e. saving time or working more efficiently or I do not have Foundation Level	31.68%	10.3	9.7	11.0
Appendix 18	I cannot - access, synchronise and share information across different devices (e.g. manage a calendar or appointment system via phone or desktop) or I do not have Foundation Level	27.96%	9.1	8.5	9.8
Appendix 18	I cannot - assess the risks and threats involved in carrying out activities online and act accordingly (e.g. use security software) or I do not have Foundation Level	27.12%	8.8	8.3	9.5
Appendix 18	I cannot - be careful with what I share online as I do not know that online activity produces a permanent record that can be accessed by others or I do not have Foundation Level	24.41%	7.9	7.4	8.6
Appendix 18	I cannot - make sure not to share or use other people's data or intellectual property without their consent or I do not have Foundation Level	21.72%	7.0	6.5	7.7
Appendix 18	I cannot - respond to requests for authentication (e.g. reactivate an account when I've forgotten my password) or I do not have Foundation Level	23.88%	7.8	7.2	8.4

Appendix 18	I cannot - keep the information you use to access your online accounts secure, by using different and secure passwords for websites and accounts or I do not have Foundation Level	23.65%	7.7	7.1	8.3
Appendix 18	I cannot - set privacy settings on my social media and other accounts or I do not have Foundation Level	40.32%	13.0	12.5	13.8
Appendix 18	I cannot - identify secure websites by looking for the padlock and 'https' in the address bar or I do not have Foundation Level	24.27%	7.8	7.3	8.5
Appendix 18	I cannot - recognise and avoid suspicious links in email, websites, social media messages and pop ups and know that clicking on these links is a risk or I do not have Foundation Level	21.74%	7.1	6.6	7.7
Appendix 18	I cannot - update my computer security systems when necessary to prevent viruses and other risks or I do not have Foundation Level	38.07%	12.4	11.8	13.1
Appendix 18	Cannot - Communicating (Work)	23.06%	7.5	7.0	8.1
Appendix 18	Cannot - Transacting (Work)	24.17%	7.9	7.3	8.5
Appendix 18	Cannot - Problem solving (Work)	19.40%	6.3	5.8	6.9
Appendix 18	Cannot - Handling information and content (Work)	29.29%	9.2	9.0	10.2
Appendix 18	Cannot - Being safe and legal online (Work)	16.89%	5.4	5.0	6.0
Appendix 19	Communicating (Work)	76.94%	25.2	24.6	25.7
Appendix 19	Handling information and content (Work)	71.71%	23.4	22.8	24.1
Appendix 19	Transacting (Work)	75.83%	24.8	24.2	25.4
Appendix 19	Problem solving (Work)	80.60%	26.4	25.8	26.9
Appendix 19	Being safe and legal online (Work)	83.11%	27.3	26.6	27.7