

# UK Consumer Digital Index 2020

Spotlight on consumers in Scotland

## Regional Summary

95% of people in Scotland are online, above the UK average of 92%. Despite this the proportion of people with Foundation or Essential Digital Skills for life remains below the respective UK averages indicating people are online but not developing their capability ongoing. This may start to change, the data indicates that people in Scotland are the most likely to have received digital skills support from their employers, with a third learning new skills this way; the data suggests there is still some way to go to increase capability. For those who are already using digital, they are reaping the financial benefits, saving a quarter more on average than the rest of the UK for utility bills; and it's helping them to communicate better with friends and family.

77%

Source: EDS

Proportion of people with the Foundation Skill

UK average: 84%

Region n=372  
UK n=4233

72%

Source: EDS

Proportion of people with Essential Digital Skills for Life

UK average: 78%

Region n=372  
UK n=4233

39%

Source: EDS

Proportion of people with Essential Digital Skills for work

*This number is amongst those working in Scotland and Northern Ireland*

UK average: 48%

Region n=237  
UK n=2117

5%

Source: CDI

Proportion of people who are offline

UK average: 8%

Region n=211  
UK n= 2710

# 58%

## of people in Scotland believe their digital skills have improved in the last year

UK Average: 57%

Source: CDI, n = 211

## About Us

Over the last six years, the Consumer Digital Index data and work with partners our and charities, has enabled Lloyds Banking Group to establish an understanding of UK digital adoption. This has been not just to inform our own propositions such as the [LloydsBank Academy](#), but also to use our scale for good and to help shape the digital landscape for UK plc. By providing regional insights, we hope this will provide targeted insights for more tailored solutions across the UK. To read the full report: [lloydsbank.com/consumerdigitalindex](https://lloydsbank.com/consumerdigitalindex)

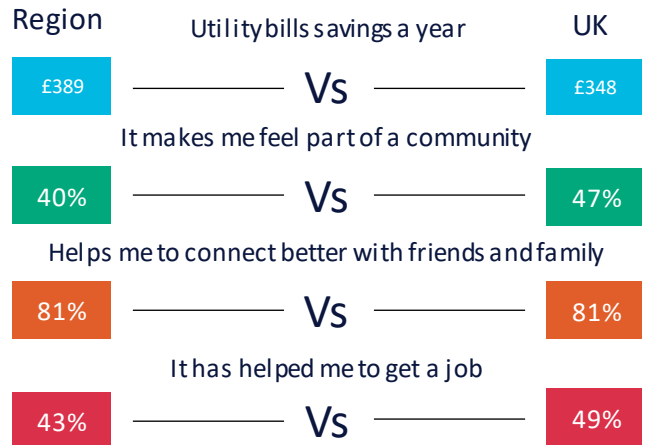
## Case Study

“Due to Covid-19, face to face teaching in classrooms are on hold. In order to continue providing “Code Club” to children, the deputy head teacher and I agreed to create a virtual code club classroom using the Glow Platform (currently being used for daily classroom lessons). The children can leave messages to tell us what progress they had made each week and I can check their work offline and identify any problems for them that they need to fix”

David Flynn, Edinburgh

Source: LBG

## Benefits of being online



Source: CDI, n=200

## The three EDS Life tasks\* that people in Scotland are most likely to be able to do are:

- 75% **1** I can use the internet to find information that helps me solve problems
- 74% **2** I can communicate with others digitally using email or other messaging applications
- 74% **3** I can set up an email account

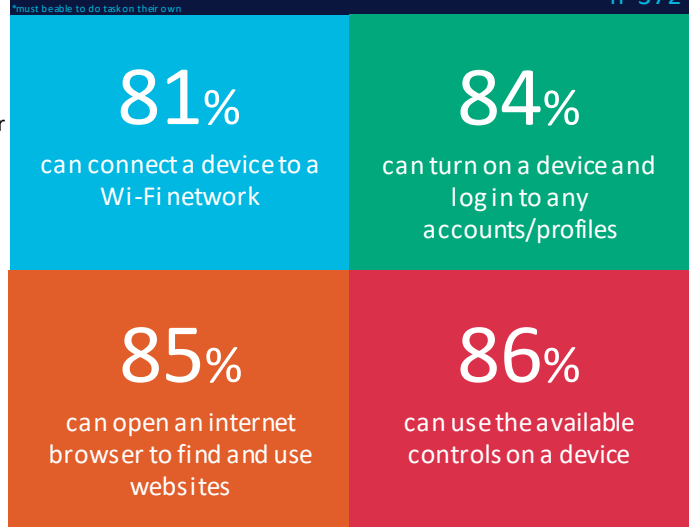
## and the three tasks they are least likely to be able to do are:

- 68% **1** I can store information online and access content from a different device
- 67% **2** I can use online tutorials, web chat, FAQs and forums to solve problems
- 67% **3** I can use online tutorials, web chat, FAQs and forums to improve my skills in using the internet and digital Apps/products/services

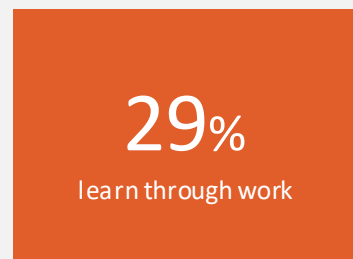
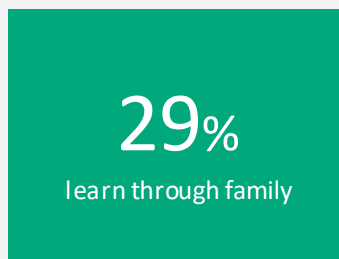
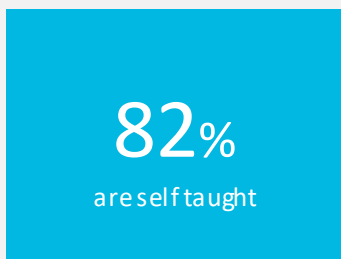
Source: EDS n=372

## Key Foundation Task Statistics\*

Source: EDS n=372



## Where are people learning their Digital Skills



Source: CDI, n= 200