The results for England broadly represent the UK averages for most of the data given it represents the largest population within the UK. 8% are offline, down from 11% in 2016. With regards to Essential Digital skills, England elevates the UK average as it has higher than average results for Foundation, Life and Work skills; this is driven by London and the East of England in particular. Particular strengths within EDS for Life are using a search engine to find information and using the Internet to solve problems. Areas of opportunity are supporting people in England with the ability to store information online and accessing it from different devices. Less encouraging though is that in 2020 there are fewer people who believe their skills have improved in the last year than in 2019 (57% vs 64%).
57% of people in England believe their digital skills have improved in the last year

UK Average: 57%

Source: CDI, n=2137

Case Study

“I assisted my neighbour who was struggling to get in contact with her GP, as her son who normally help was quarantined in Sri Lanka. After safely abiding to the social distancing rules and lots of hand sanitiser whilst using her device, we were able to email her doctors requesting crucial medication. She now has the medication she needs and was so grateful for my help. I could see it in her smile how appreciative she was.”

Samantha Higgins, London

Source: LRS

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 Lloyds Bank 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

Benefits of being online

<table>
<thead>
<tr>
<th>Region</th>
<th>Utility bills savings a year</th>
<th>UK</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>£336</td>
<td>£348</td>
</tr>
<tr>
<td></td>
<td>It makes me feel part of a community</td>
<td>48% Vs 47%</td>
</tr>
<tr>
<td></td>
<td>Helps me to connect better with friends and family</td>
<td>81% Vs 81%</td>
</tr>
<tr>
<td></td>
<td>It has helped me to get a job</td>
<td>50% Vs 49%</td>
</tr>
</tbody>
</table>

Source: CDI, n=2137

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

1. I can use search engines to find the information I’m looking for (82%)
2. I can set up an email account (80%)
3. I can use the internet to find information that helps me solve problems (80%)

The three EDS Life tasks they are least likely to be able to do are:

1. I can use online tutorials, web chat, FAQs and forums to solve problems (74%)
2. I can store information online and access content from a different device (74%)
3. I can use online tutorials, web chat, FAQs and forums to solve problems (74%)

Source: EDS, n=3496

Key Foundation Task Statistics*

88% can connect a device to a Wi-Fi network
90% can turn on a device and log in to any accounts/profiles
90% can open an internet browser to find and use websites
91% can use the available controls on a device

Source: CDI, n=2137

Where are people learning their Digital Skills

- 80% are self taught
- 31% learn through family
- 23% learn through work

Source: CDI, n=2137

EDS: Foundation and EDS results from face-to-face, omnibus, nationally representative survey conducted by Ipsos MORI between 10th - 27th Jan 2020 on behalf of LBG of 4,233 UK (England n=3496) citizens 15+.

Full details can be found here