1 in 10 of people in the region are offline and confidence has increased significantly over the last year. In 2019, a third of people believed their skills were not good enough, however this year this has decreased by 38% to just a fifth of people in the region. Reassuringly, those in Yorkshire and Humber have seen the positive benefit that being online can help with securing a new job, which is important as the proportion of people with Essential Digital Skills for work in the North* as a whole is 6 percentage points below the UK average. As region has a much higher proportion of people who use the internet outside of work but do not use it for their job.

* North East, North West, Yorkshire and the Humber

Proportion of people with the Foundation Skill

84%

Source: EDS

Proportion of people with Essential Digital Skills for Life

77%

Source: EDS

Proportion of people with Essential Digital Skills for work

42%

Source: EDS

Proportion of people who are offline

10%

Source: CDI

UK average: 84%

Region n=398
UK n=4233

UK average: 78%

Region n=398
UK n=4233

UK average: 48%

Region n=495
UK n=2117

UK average: 8%

Region n=239
UK n=2710

Full details can be found here
Over the last six years, the Consumer Digital Index data and work with partners 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

### About Us
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### Case Study
“I have been working closely with managers and their teams to scope and build their homeworking risk assessments. We have collaborated on the assessments using Lync, which was a great opportunity for me to demonstrate the additional facilities and get everyone comfortable and confident in using them in their remote-working day.

Some have commented that this has been a “game-changer” for them and many say they will use this new skill to stay in contact with their teams whilst we’re all working from home”

Caroline McIlroy, Leeds

### Benefits of being online

<table>
<thead>
<tr>
<th>Region</th>
<th>Utility bills savings a year</th>
</tr>
</thead>
<tbody>
<tr>
<td>UK</td>
<td>£184 Vs £348</td>
</tr>
</tbody>
</table>

- It makes me feel part of a community: 47% vs 47%
- Helps me to connect better with friends and family: 76% vs 81%
- It has helped me to get a job: 51% vs 49%

### Key Foundation Task Statistics*

#### 90% can open an internet browser to find and use websites

#### 89% can turn on a device and log in to any accounts/profiles

#### 88% can open an app

#### 91% can use the available controls on a device

### Where are people learning their Digital Skills

- 83% are self taught
- 31% learn through family
- 19% learn through friends

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*must be able to do task on their own

Source: EDS
Source: CDI, n=216
Source: CDI, n= 398
Source: LBG
Source: CDI, n= 239

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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 (Yorkshire and Humber n= 398) UK citizens 15+. Full details can be found here.