

Digital and Social Inclusion


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CHANGING MINDS • CHANGING LIVES



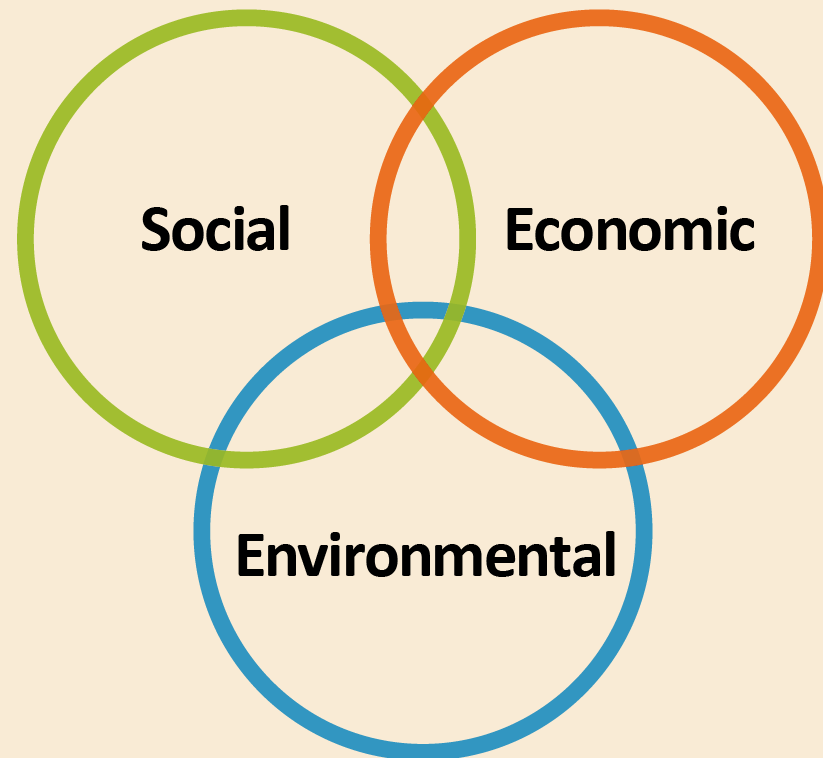
“ Since its creation by Andrew Carnegie in 1913, the Trust has worked with many partners in the UK and Ireland to help build our modern society – promoting policy change, creating new organisations, and supporting innovative practice.

The 21st century brings new technological, cultural, economic and social changes, but the underlying purpose of the Trust – to promote the wellbeing of the people of the UK and Ireland – continues to underpin all our work. ”

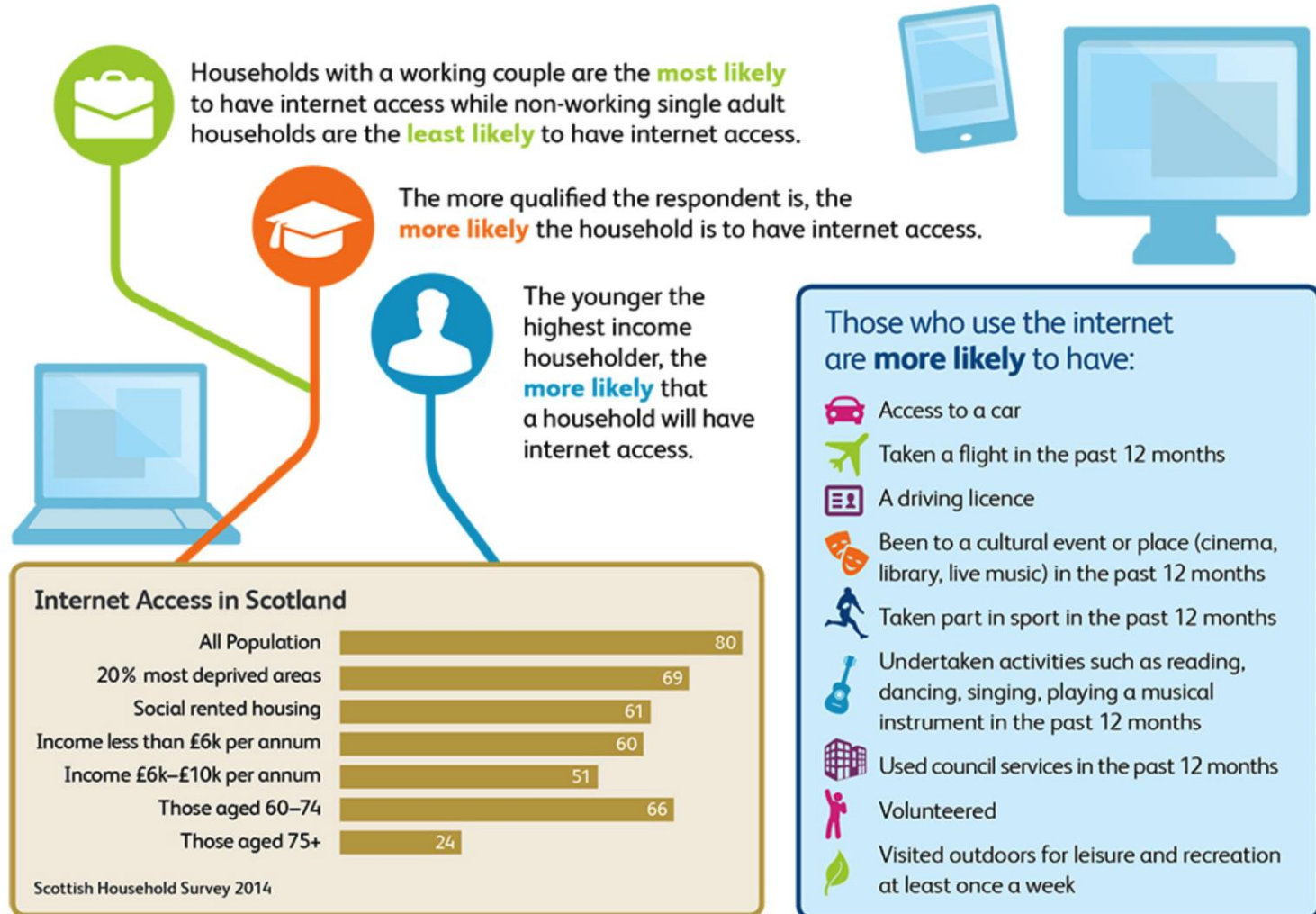
Digital inclusion and wellbeing outcomes

- ▶ Healthy lifestyles
- ▶ Employment
- ▶ Education
- ▶ Saving money
- ▶ Access to services
- ▶ Social connections
- ▶ Civic engagement
- ▶ Culture
- ▶ Creativity

Digital participation



Digital inclusion and social justice



Barriers to digital inclusion

Prefer phone
/ in person

Proxies

Too expensive



Privacy /
security fear

Too difficult
to learn



Nothing
on there of
interest

Need to
spend on
other things

Options too
confusing

No help
available

No connection /
equipment



Not for
people like
me

Don't want
a contract

No time
to learn

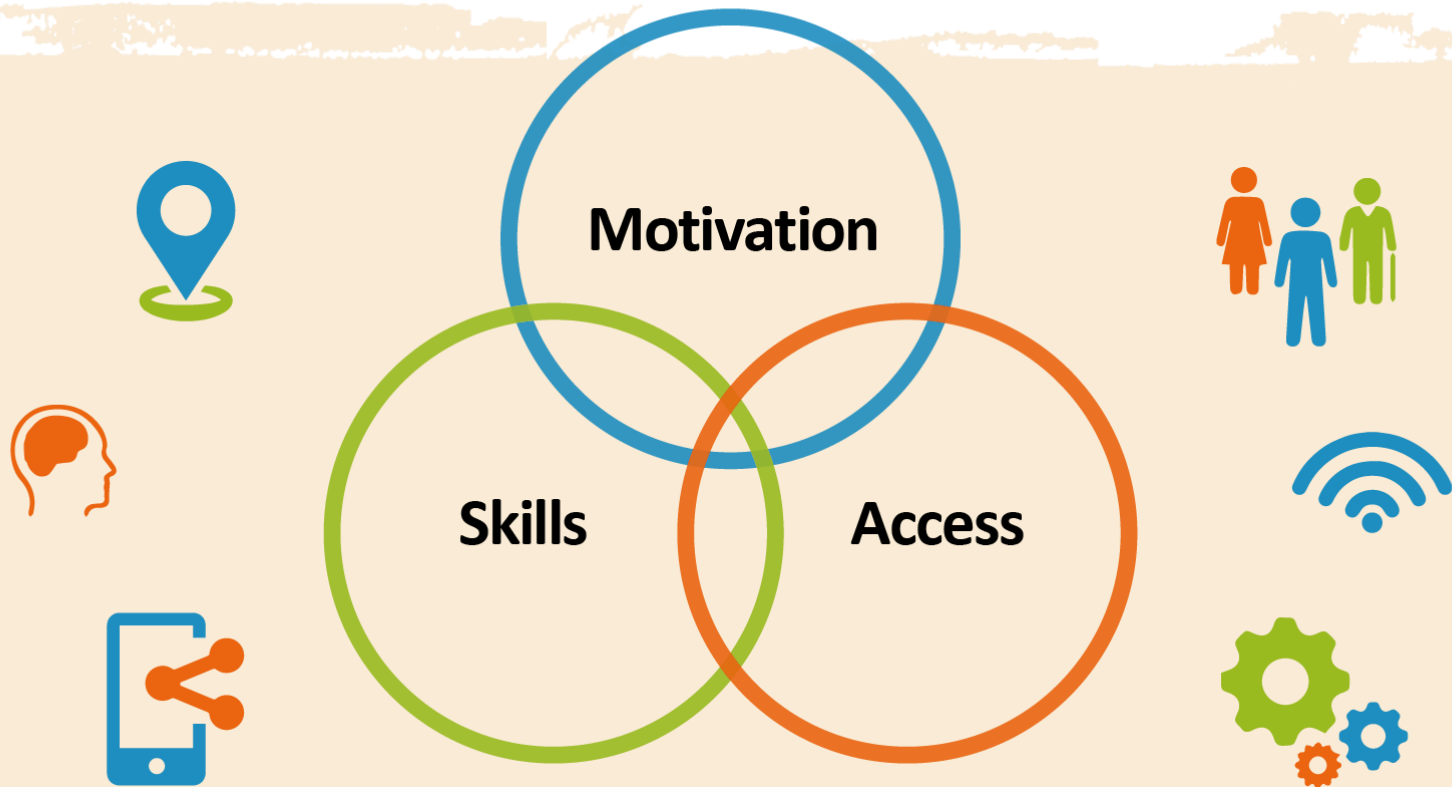
Not for
people my
age

No one
I know is
online



Can't get
contract

The 3 big challenges



What it means to be digitally included is continually changing



Nearly $\frac{1}{2}$ of people never turn off phone **location data**



Between $\frac{1}{4}$ and $\frac{1}{3}$ of people don't use a **passcode** on their phone



Younger people are **more likely** to share photos online and have public social media profiles



Older people are **less likely** to verify information, use a password or turn off location data

And the issue will not disappear

300,000

young people in the UK do not have
basic digital skills

The Tech Partnership (2017) Basic Digital Skills UK Report: summary of findings 2017 https://www.thetechpartnership.com/globalassets/pdfs/basic-digital-skills-standards/basicdigitalskills2016_findingssummary.pdf [accessed July 2017]



Digital exclusion amongst vulnerable young people



Advanced skills in one digital area can mask low skills in other digital competencies



Adult support networks could also benefit from digital upskilling opportunities

“They can go onto an Xbox, or an app on an iPhone. They can be number 1 in the world. But when it actually came to being able to set something up or reporting something, they were a lot more limited than they thought.”

Mencap Youth Worker, #NotWithoutMe

How can the challenges be overcome – what supports participation

Look for
information
of interest



Curiosity



Learning

Keep in
touch with
family / friends



Peer
encouragement



Job search



Save money



Use social media



Use at work



To feel included



To help others



Access to services

We need to embed digital inclusion in social inclusion



Thank you



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