

CTO Forum, Abuja. 8<sup>th</sup> October 2013

# Closing the Digital Divide in the UK



Bringing together eHealth,  
eGovernment and eAccessibility  
initiatives: the UK perspective

**Dr Peter Drury**

Druryconsultingltd@gmail.com

# The Divide

---

- 82% are Online (access the internet regularly or occasionally)
- 18% are Offline (never used/rarely used the internet)
- Men (88%) were more likely to be Internet users than women (84%).
- Internet users by region: highest is London (90%); lowest is Northern Ireland (79%).

# Which of the following services do you regularly use online?

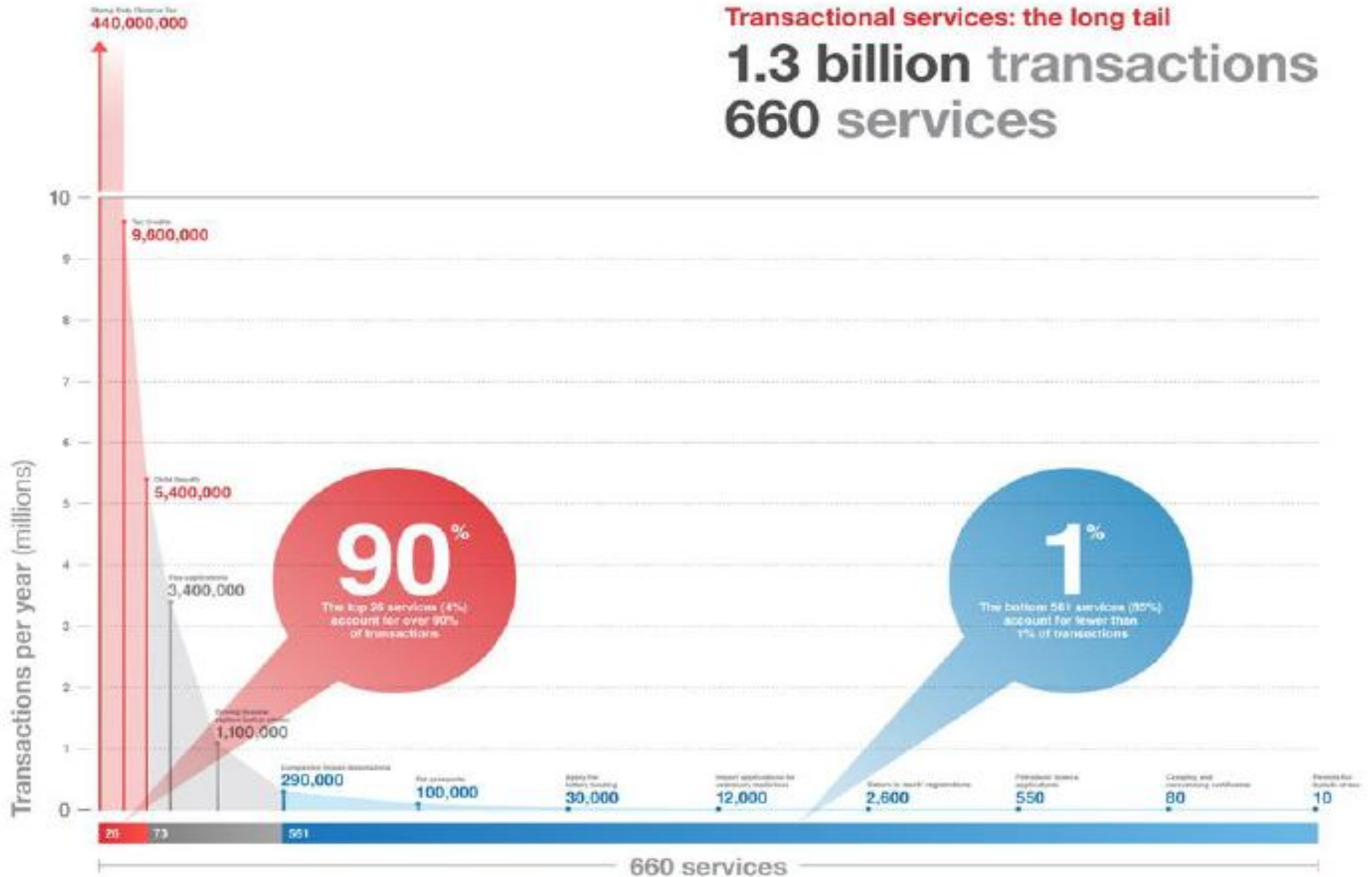
---



Digital Landscape Research  
November 2012. Cabinet Office p5

## Transactional services: the long tail

# 1.3 billion transactions 660 services



# Government Digital Strategy

November 2012

---

“This strategy sets out how the government will become digital by default. By digital by default, we mean digital services that are so straightforward and convenient that all those who can use them will choose to do so whilst those who can't are not excluded”.

<http://www.publications.cabinetoffice.gov.uk/digital/strategy/government-digital-strategy.pdf>

# Assisted Digital

---

“To ensure that people who are offline can access digital by default services, we will offer them ways to access services offline, and we will provide additional ways for them to use the digital services. These services must be designed to meet user needs”

# Health

---

People over the age of 65 account for more than half of all NHS spending; however 40% of those aged 65 and over do not have access to the internet at home and 5 million of these have never been online.

# Disability

---

People with a disability are three times more likely to have never used the internet. 4 million people with a disability have never been online.



## UK Online Centres

---

Network of 3,800 community based UK online centres across England. They provide skills training on their [www.learnmyway.com](http://www.learnmyway.com) website, run marketing campaigns, nurture “digital champions”, offer training and project opportunities, administer grant funding to help centres help more people make the most of online life.

<http://www.ukonlinecentres.com/about-us.html>

Home

Get started

Learn more

What next?



# We make getting online easy!

Why not use the buttons above to [sign in](#) or [create an account](#) to save your progress?

Find out how the internet can help you learn more about your health and wellbeing and discover the services you need your local area.

I'd like to plan  
**My Learning**



I'm ready for a beginner's course  
**Online Basics**



I'd like to learn more  
**Online Plus**



I want to learn about being  
**Healthy Online**

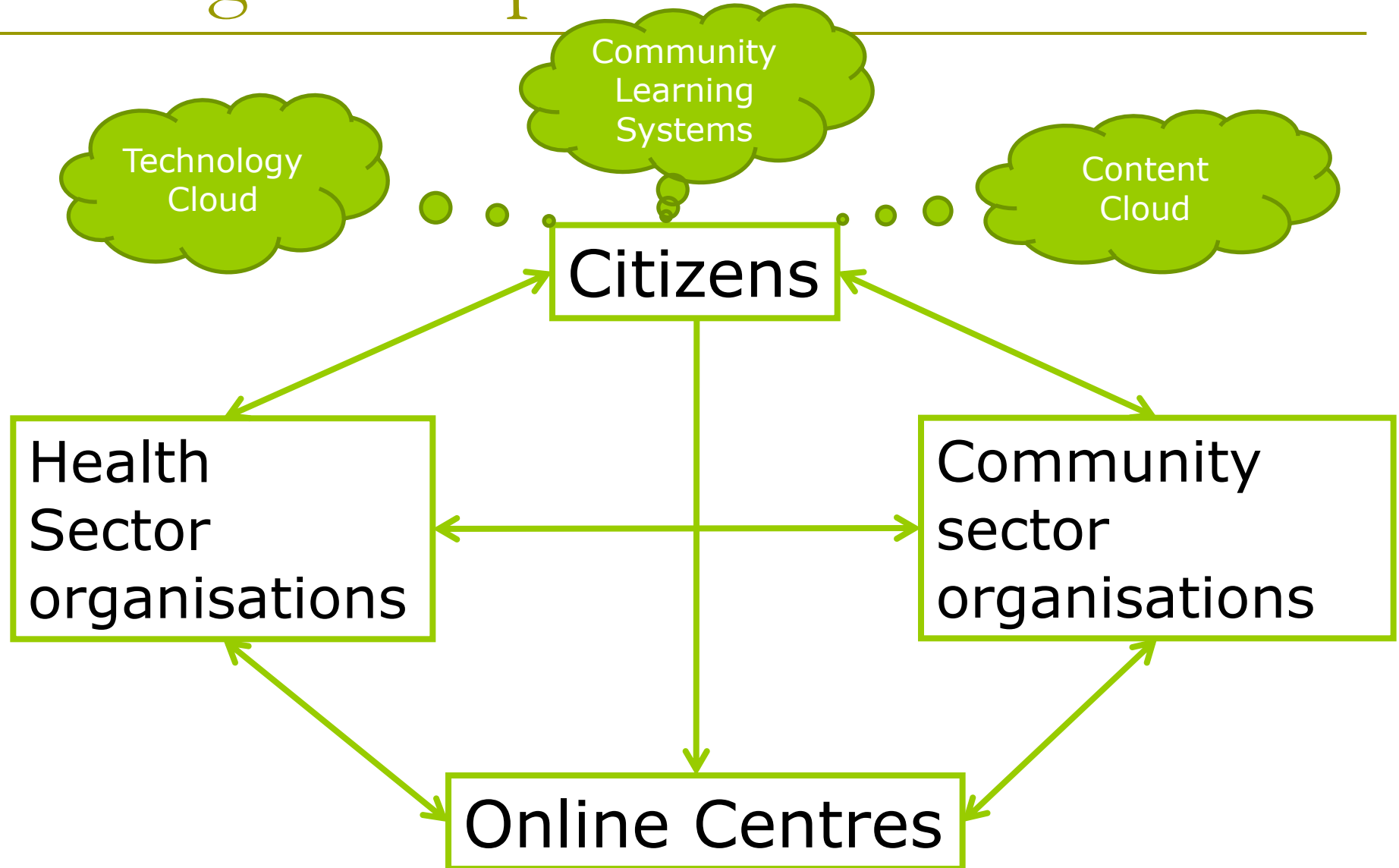
Learn how to be healthy online.

## Learn about Universal Jobmatch with 'Job hunting online'



# Closing the Gap

---



---

Thank You