



To: Business, Economy and Enterprise Scrutiny Board 3

Date: 13th October 2021

Subject: Digital Inclusion

1 Purpose of the Note

- 1.1 To provide Business, Economy and Enterprise Scrutiny Board 3 with an insight into the early thoughts surrounding Digital Inclusion. The supporting presentation provides Scrutiny Board 3 with an insight into the Digital Service & Inclusion Lead remit and an overview of the likely areas of focus for the service as it evolves.

2 Recommendations

- 2.1 The Business, Economy and Enterprise Scrutiny Board 3 is recommended to:
- 1) Consider the content of the presentation attached at Appendix 1
 - 2) Identify any recommendations for the appropriate Cabinet Member

3 Information/Background

- 3.1 The digital divide existed in a pre-pandemic world, in 2020 The Good Things Foundation Digital National Report highlighted that 9 million people nationally were unable to use the internet without help and that 7 million households had no access to the internet at home.
- 3.2 Figures published in Lloyds Consumer Digital Index report of 2021 identified that 3% of West Midlands residents, equating to 11 thousand Coventry People are 'off-line' and 30% of residents, 111 thousand people in Coventry only complete basic tasks on an infrequent basis.
- 3.3 The Lloyds Consumer Index reports that 53% of people would improve their digital skills if access to the internet and devices were cheaper, with 67% of people suggesting that they would improve their digital skills if they could access available support.
- 3.4 A growing number of people have by necessity used self-service provision since the pandemic with services in all sectors moving their offer to on-line access or provided through other digital solutions. This is advantageous for many however it has served to increase the divide, further disadvantaging those who are not digitally confident or who do not have access to the required facilities.
- 3.5 The creation of a digital inclusion offer is intended to improve this position, supporting residents to:

- 3.5.1 Improve digital skills and confidence
- 3.5.2 Access suitable digital devices
- 3.5.3 Access digital connectivity

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