



Department for
Science, Innovation
& Technology



Update to our Digital Inclusion Action Plan

The plan says how we will support more people to use computers and go online



This report tells you what we have done in the last year. And what we will keep working on.

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Using computers and going online



In this report, we talk about using **computers** and **going online**.



When we say **computers**, we mean things like tablets and phones as well. These things can be like computers too.



Going online means using the computer to find or get information.



You type in what you are looking for and the computer finds information for you.



You might go online by clicking on things like Google, Chrome or Safari.

There are lots of things you can do when you go online. Things like:



- Learn new things.



- Find a job.



- Stay in touch with friends and family.



- Book a doctors appointment.



- Save money. Some things might cost less when you buy them online.

People who cannot get online



At the moment, lots of people in the UK cannot get online.



Some people cannot get on a computer, tablet or phone.



Some people do not know how to use one.



And lots of people do not feel **confident** about going online.



Confident means feeling you are able to do something.



People who find it hard to get online might be:

- People who are older.



- People who are disabled.



- People who are out of work.



- People who do not have a lot of money.



- Some young people.



People who cannot get online might pay more for bills and everyday things.



They might find it harder to find a job or do well at work.



And they might not be able to get all of the support they need from services.

About our plan



In February 2025, the Government wrote a plan. It is called the **Digital Inclusion Action Plan**.



The plan said how we will help more people to get and use a computer, tablet or phone.



And how we will help people to feel more confident about going online.



Over the last year, we started working on our plan.



This report tells you what work we have done. And what we want to work on next.

Work we have done

Given money to projects to support people to get online



We have given more than 11 million pounds to support 85 projects across England.



We have given some of this money to support projects in Scotland, Wales and Northern Ireland too.



These projects support people to get and use things like computers. And to feel confident going online.

Given out used computers to help more people get online



We want to help people get computers, tablets or phones to go online.



We asked companies around the country to help us.



They gave more than 22 thousand used computers, phones and tablets to people who need them.

Started updating a list of skills we think people need to use computers and go online



The list will say what online skills people need for everyday life and work.



It will also say what skills people need for new ways of using computers.



We will do a survey about online skills.



We want to find out how many people have the skills they need for everyday life and work.

Made online Government services easier for people to use



Online Government services are things like:



- Asking for a passport.



- Finding information about schools.



- Asking for **benefits**.

Benefits means money from the Government for people who need help to pay for things.



This might be because they are unwell, disabled, or do not have a job.



We checked our rules about how we set up our online services.



We are making our online services easy for everyone to use.



Given money to support research

Research means looking at something to find out more about it.



We have given money to support research that looks at using computers and going online.



Things like the best way to support disabled people and older people to go online.



And how a carer or family member could use online services to help the person they care for.

Working together



The Government cannot make the plan happen by themselves.



We need to work together with local leaders, businesses and charities.



We have set up lots of different groups to help us with our work.



Lots of **experts** are helping us too. **Experts** are people who know a lot about something.



The groups and experts help to make sure we are doing the things in our plan.



And they help the Government to find the best ways to help people to use computers. And to go online safely.



We have also worked together with lots of computer and phone companies.



So far we have helped more than 1 million people to get online. And we want to help even more.

What we want to work on next

The Government has 6 main things to work on in the next year:



1. Make it cheap, easy and fast for people to go online.



2. Make sure more people can have a computer or use a tablet or phone.



3. Make sure people can get the support they need to get online in their local area.



4. Help people to learn the skills they need to go online for work and everyday things.



5. Make sure online services are easy for everyone to use.



6. Make sure all of Government supports people to get online.

For more information

We have another easy read booklet about our plan to help people use computers and go online.



You can find it online on the Government's website:

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media/67bf08aca0f0c95a498d1fa2/
DSIT_Digital_Inclusion_Action_Plan_-
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