

'Digital inclusion is helping people become capable of using and benefitting from the internet'

HM Cabinet Office, 2014

Developing a Digital Inclusion Strategy for Hammersmith & Fulham

Health, Adult Social Care & Social Inclusion PAC

29th April 2015

Mike England,

Director, Housing Options Economic Development & Skills



Digital exclusion – the evidence

Demographic

London

LBHF

Older people

10% of adult Londoners have never used the internet

7.3% of adults in inner West London have never been online

The unemployed

18% of Londoners do not have basic online skills

27.4% of H&F 16-64 year olds are estimated to have ICT: Email skills Entry Level 1 or below

Social housing tenants

20% of Londoners who have never used the internet are in social housing

Only 22% of the Council's social tenants prefer to be consulted by email (compared to 65% by letter)

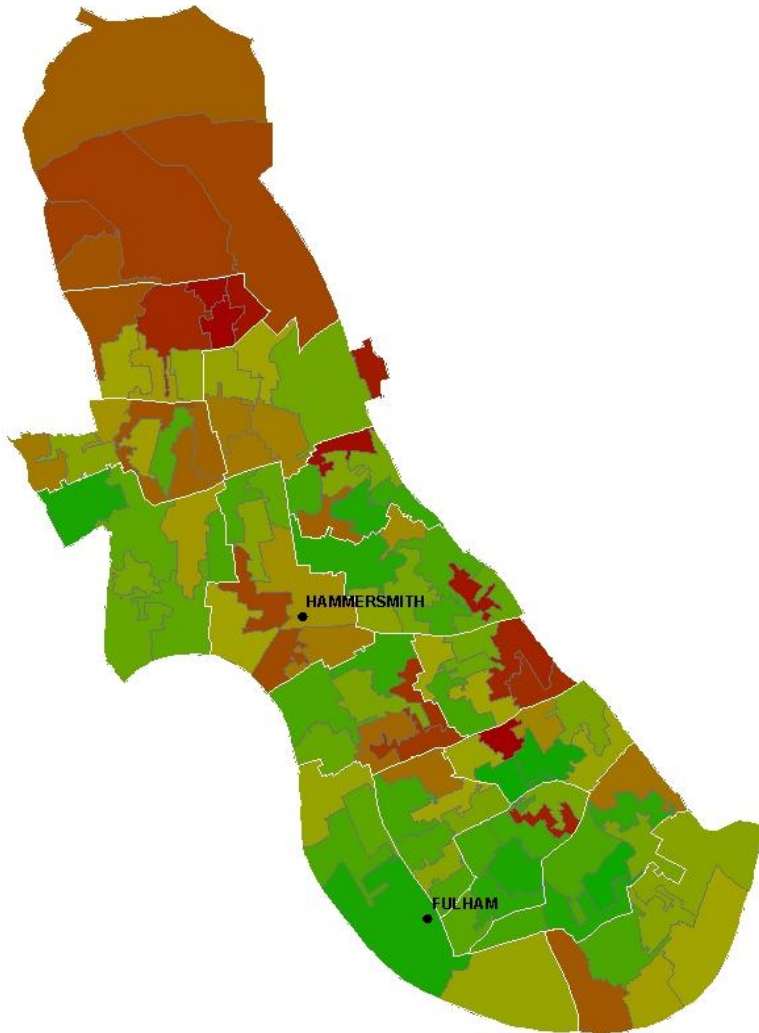
Disabled citizens

29% of disabled people have never used the internet in London

12.6% of residents have a long term illness or disability

Educational, economic and social impacts

Community Maps: Combined Social and Digital Exclusion Index
Hammersmith and Fulham



Most Excluded
Most Included

0 0.35 0.7 1.4 2.1 2.8
Kilometers

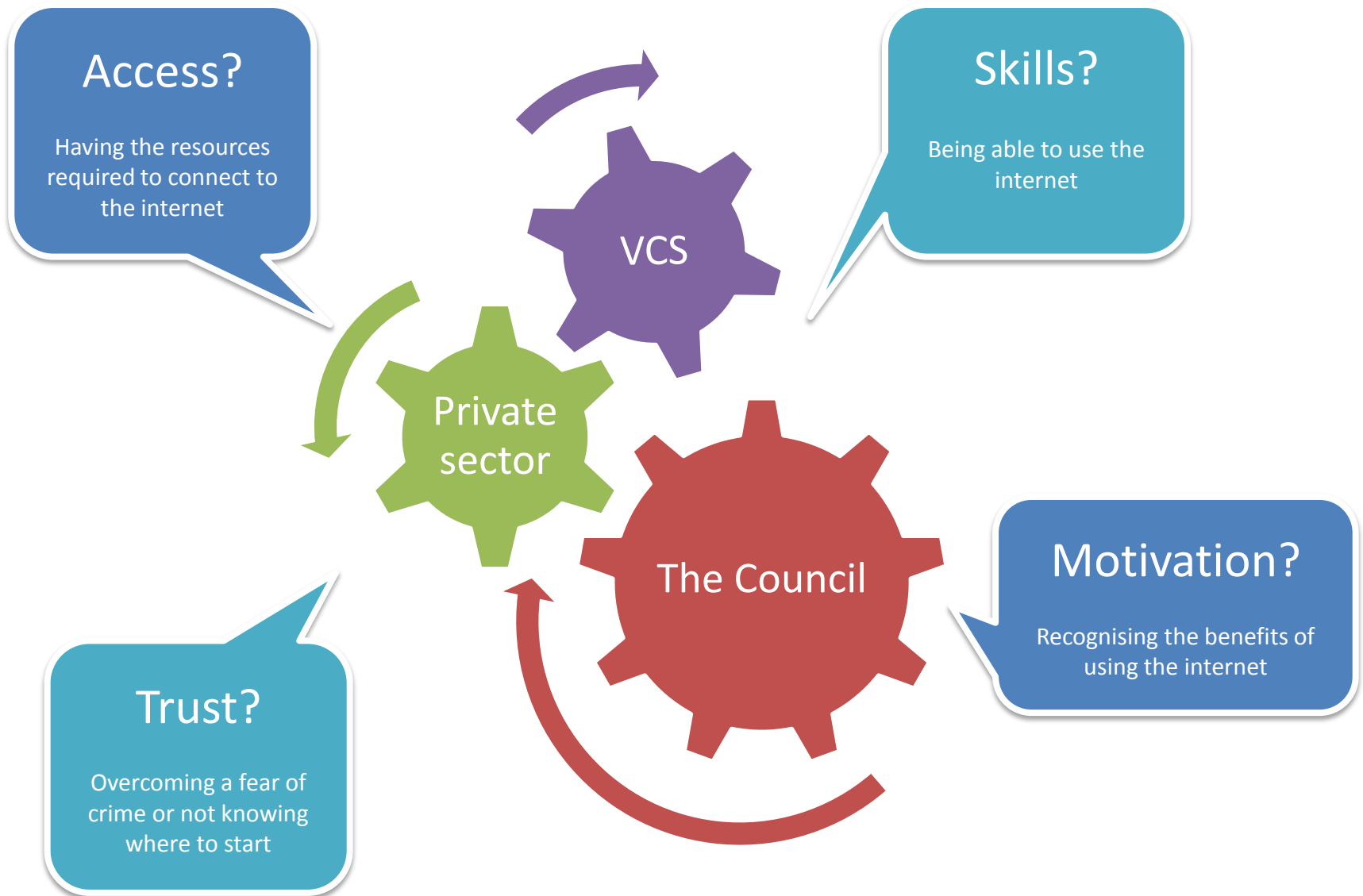
“Heat map”

Good range of wi-fi provision in the centre and southern area, but communities in the north particularly within College Park & Old Oak, and Wormholt & White City wards are less well served.

% estimate of estate households that use internet at home is lower on White City (54.3%) and Clem Attlee (55.3%) than the borough average (60.6%)

Registrations of My Account (LBHF’s self-service portal) are 30% less in the north of the borough.

Priorities and partnerships



The way forward

Cross-departmental LBHF **Social Inclusion Forum** (1st meeting January 2015) will provide a co-ordinated Council wide response to social inclusion issues.

The Forum will set up a **Digital Inclusion Working Group** to take this agenda forward (under an overarching **Social Inclusion Strategy**).

For more information, please contact:

Fawad Bhatti
Policy & Strategy Officer
LBHF
Tel. 0208 753 3437
fawad.bhatti@lbhf.gov.uk

