Closing the workplace digital skills gap:
Turning data and insight into action

January 2023

OUR AMBITION
A digitally capable and confident UK workforce with every member able to do all of the digital tasks essential for work

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hello@futuredotnow.uk

Over next 60 mins

Welcome and check-in

Essential digital skills framework: skills, tasks and reporting

2023 Work skills: headlines and impact for business

How to use the data: deep dive and available resources

Your input: what additional data do you need?

Close

We're recording

Please mute your microphone

Use the chat: post questions

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- UK Charity

- 230+ member organisation

- Across public, private and third sectors

- Working together to close the UK workforce digital skills gap

Our ambition

A digitally capable and confident UK workforce with every member able to do all of the digital tasks essential for work

NARRATOR

CONVENOR

CAMPAIGNER

2024 DELIVERY PLAN

Strategy

1. Shared statement of ambition

2. Future-fit work skills framework

3. Economic impact assessment of UK workforce Essential Digital Skills gap

4. Workforce digital skills part of social value

Employer Action

5. Help organisations understand Essential Digital Skills levels in their workforce

6. Help organisations train their workforce in Essential Digital Skills

Culture

7. Motives and culture

Today's call forms part of workstream 5:
Helping organisations to understand Essential Digital Skill levels in their workforce.

Other aspects of this workstream will look at ways to make it easier to interrogate existing data, as well as developing an assessment tool so organisations can gather their own data consistently.

5 — Help organisations understand Essential Digital Skills levels in their workforce

What good looks like by the end of 2024	There will be better access to data and insight on the workforce essential digital skills to inform and empower action by individual organisations. New developments will mean organisations can: 1. Interrogate national essential digital skills data more effectively and efficiently to inform their interventions. 2. Run their own assessments and measure individual/ org-wide progress.
Priority outcomes by the end of March 2024	• Webinar delivered to help organisations understand new workforce data in the 2023 Consumer Digital Index. • Scoping underway to understand what data organisations require to inform their interventions and merit of developing a more sophisticated front end to the Lloyds Bank Consumer Digital Index data. • Prototype assessment tool to assess essential digital skill levels in organisations developed and tested by companies in the working group, with a view to wider launch at Accelerate 2024.

ESSENTIAL DIGITAL SKILLS FRAMEWORK:
Skills, tasks and reporting

ESSENTIAL DIGITAL SKILLS FRAMEWORK

Life EDS
I can independently perform at least one task within each Life Skill area

Work EDS
I can independently perform at least one task within each Work Skill area

Foundation Level
I can perform all eight Foundation tasks independently

Five key digital skills areas:

1. problem solving,
2. communicating,
3. handling information and content,
4. transacting
5. being safe and legal online.

ESSENTIAL DIGITAL SKILLS – 20 TASKS FOR WORK

Handling information and content

1. **Follow my organisation's IT policies when sharing information internally and externally** (e.g. classifying emails/documents, encrypting sensitive information, sharing appropriate information on social media)

2. **Securely access, synchronise and share information at work across different devices** (e.g. manage email, calendar or appointment system via different devices)

Communicating

3. **Communicate in the workplace digitally using messaging applications** (e.g. Email, Microsoft Teams, Zoom, Slack, internal intranet, WhatsApp)

4. **Use workplace digital tools to create, share and collaborate with colleagues** (e.g. Microsoft Teams, OneDrive, G-Suite, Office 365, WeTransfer, DropBox, WebEx, Slack)

5. **Set up and manage an account on a professional online network/community/job site** (e.g. LinkedIn, Total Jobs, Indeed)

Transacting

6. **Complete digital records on behalf of, or within my organisation** (e.g. absence management, holidays, timesheets, expenses, tax returns)

7. **Access salary and tax information digitally** (e.g. password protected payslips, P60, P45)

Problem solving

8. **Find information online that helps me solve work related problems** (e.g. search engines, IT helpdesk, software providers, peer networks)

9. **Improve my skills and ability to do new things at work using online tutorials, learning platforms and how-to guides** (e.g. LinkedIn Learning, YouTube, iDEA, Skillsoft, internal learning platforms)

10. **Use appropriate software that is required of my day-to-day job** (e.g. spreadsheets, online booking systems, HR management, workflow or sales management)

11. **Improve my own and/or the organisation's productivity using digital tools** (e.g. Trello, Microsoft Projects and Planner, Slack)

Being safe and legal online

12. **Act with caution online and understand that there are risks and threats involved in carrying out activities online** (e.g. use anti-virus software, classify and share information securely or avoid certain types of websites such as piracy websites)

13. **Follow data protection guidelines online** (e.g. following data storage and retention guidelines, not sharing or using other people's data or media such as movies or music without their consent)

14. **Recognise suspicious links and know that clicking on these links or downloading unfamiliar attachments is a risk** (e.g. spam/phishing emails, texts, pop ups)

15. **Be careful with what I share online as I know that online activity produces a permanent record that can be accessed by others** (e.g. publicly shared photos, forums, personal information or opinions)

16. **Respond to requests for authentication for online accounts** (e.g. resetting my password when I've forgotten it, two factor authentication, using a remote access key or an authenticator app)

17. **Identify secure websites** (e.g. by looking for the padlock and https in the address bar)

18. **Identify secure Wi-Fi networks to connect to** (e.g. Wi-Fi networks where a unique password is required, trusted source or padlock next to Wi-Fi network)

19. **Update my device software/operating systems when necessary to prevent viruses and other risks** (e.g. enabling automatic updates, or installing when prompted to do so)

20. **Set privacy and marketing settings for websites and my accounts** (e.g. managing social media privacy settings, managing cookie settings, updating contact preferences)

**futuredotnow.uk/about-us/
the-essential-digital-skills-framework/**

THE ESSENTIAL DIGITAL SKILLS DATA REPORTING

- Consumer Digital Index, Lloyds Bank, **annual state of the nation** on essential digital skills

- **Foundation/ Life / Work levels** of essential digital skills across UK workforce

- **Year on year data**, 2022-2023 tracking progress over time

- FutureDotNow provides the **business perspective** on the data insight from >230 coalition members.

2023 WORK SKILLS:
Headlines and impact for business

THE SKILLS GAP IN 2023

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Industry and government have defined 20 digital tasks essential for work

54%

Of the workforce unable to do all 20 tasks essential for work

Only 4 in 10

People considering digitally Upskilling in 2024
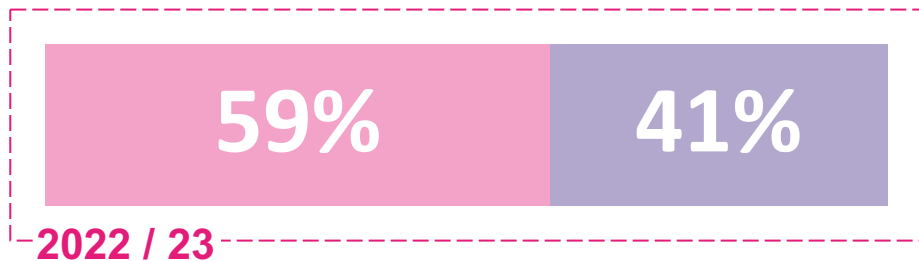
The three tasks most people can't do:

Problem solving	Safe & legal online	Transacting
Using productivity tools	**Set privacy settings**	**Access online salary information**
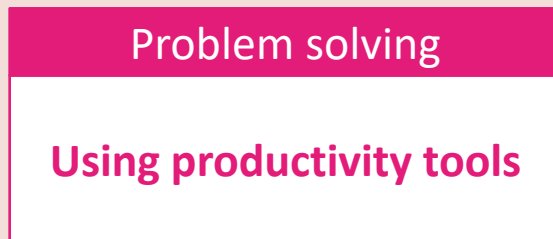
31%
(c.12.5M)
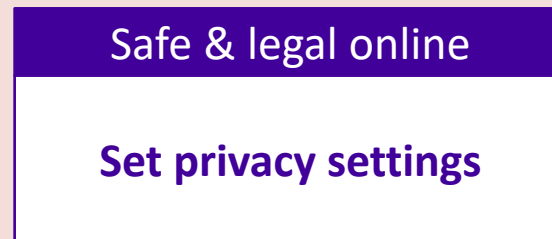
24%
(c.9.6M)
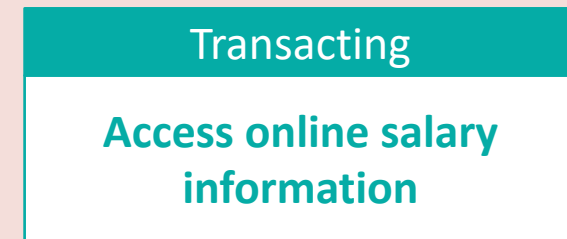
22%
(c.8.8M)

WHO CAN DO ALL 20 WORK TASKS?

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54% (c. 21.7M) cannot complete all 20 essential tasks

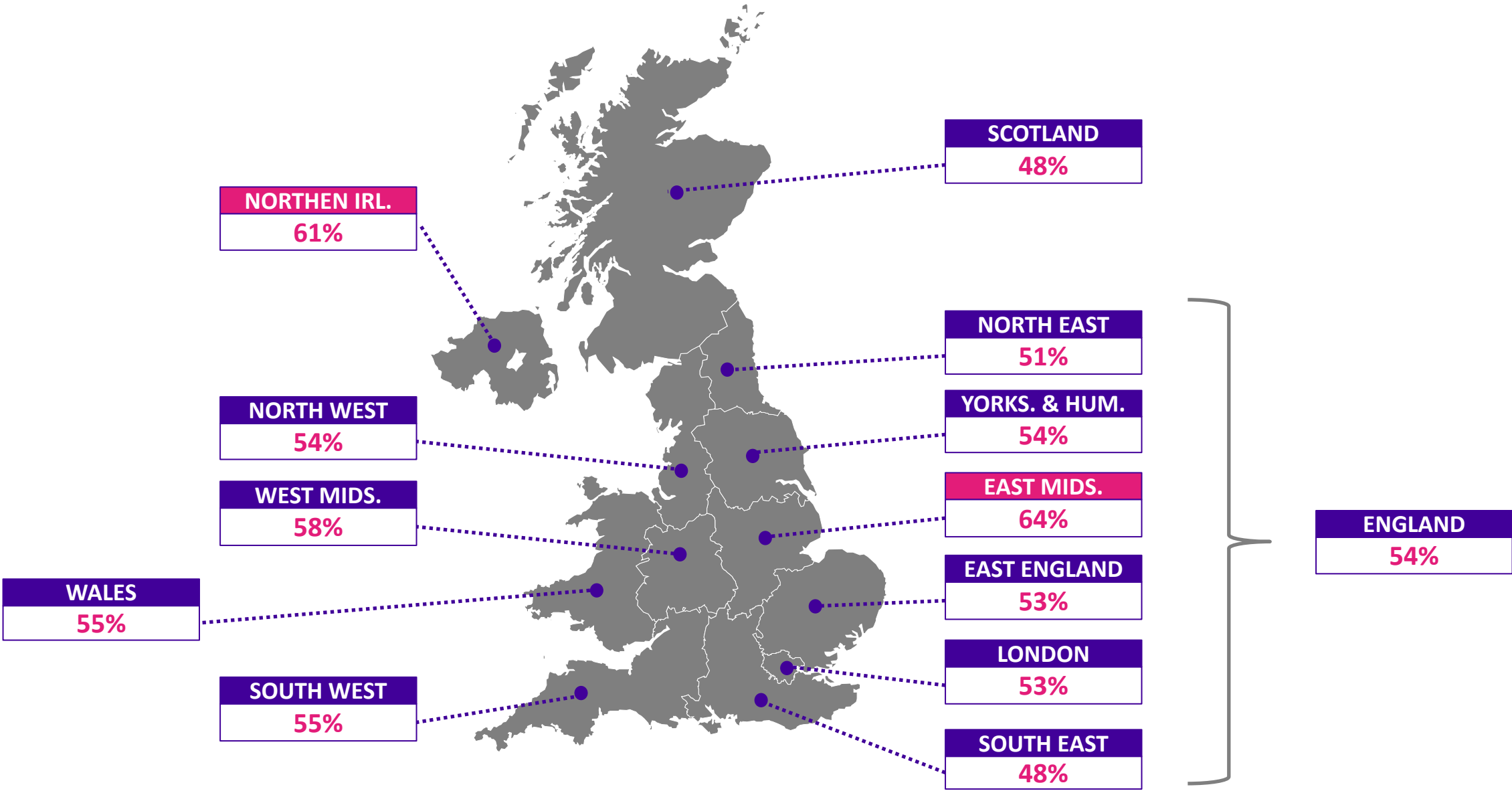**46%** (c 18.5M) can complete all 20 essential tasks

59% | **41%**

2022 / 23

↑ **5% improvement**

2023 UK Consumer Digital Index and Essential Digital Skills report

TASK LEVEL COMPARISON 2022 - 23

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Lighter = 2022

Darker = 2023

Clear movement
Q. How do we sustain momentum?

Static levels
Q. What has to change to drive action?

Zero tasks	1-9 tasks	10-16 tasks	17-19 tasks	All 20 tasks
8% / 5%	9% / 8%	14% / 14%	27% / 27%	41% / 46%

54%
not able to do all 20 tasks
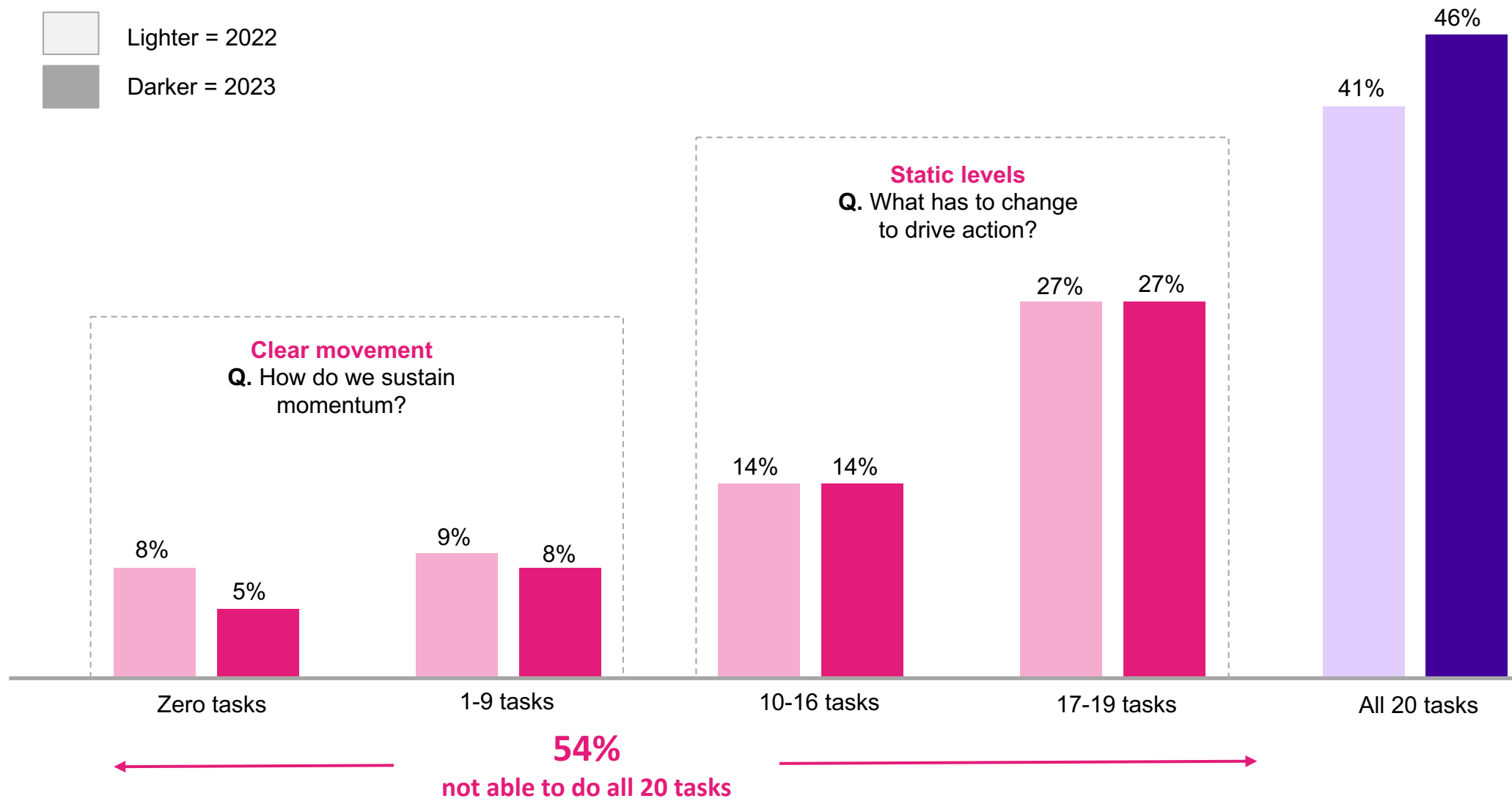
REGIONAL VIEW: CANNOT DO ALL 20 TASKS

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SCOTLAND
48%

NORTHEN IRL.
61%

NORTH EAST
51%

YORKS. & HUM.
54%

NORTH WEST
54%

EAST MIDS.
64%

WEST MIDS.
58%

EAST ENGLAND
53%

ENGLAND
54%

WALES
55%

LONDON
53%

SOUTH WEST
55%

SOUTH EAST
48%
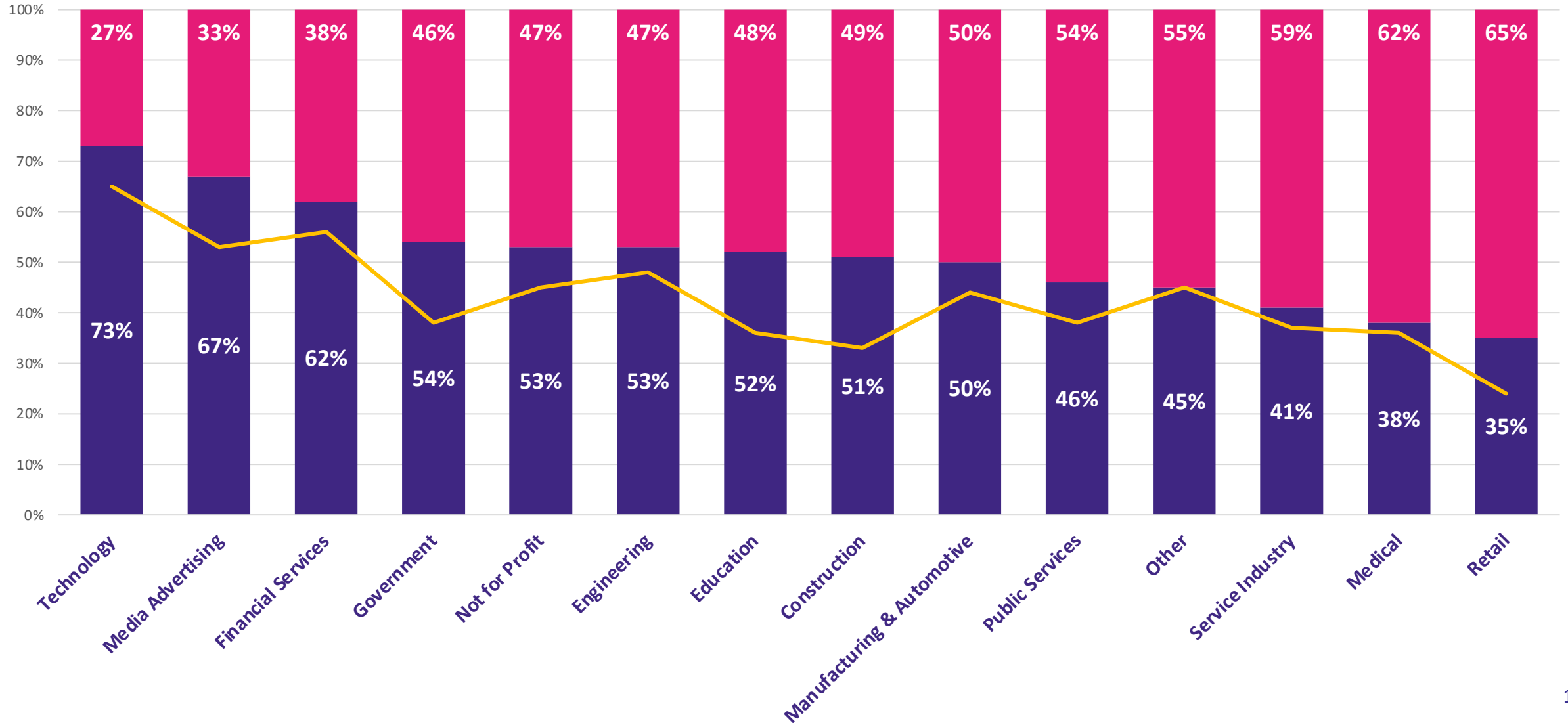
TOP 10 TASKS MOST LACKING IN THE WORKFORCE

		% who cannot do			Impact
1.	Improve my own and/or the organisation's productivity using digital tools (e.g. Trello, Microsoft Projects and Planner, Slack)	**31%**	c12.9M	**PROBLEM SOLVING**	Productivity
2.	Set privacy and marketing settings for websites and my accounts (e.g. managing social media privacy settings, managing cookie settings, updating contact preferences)	**24%**	c9.6M	**BEING SAFE AND LEGAL ONLINE**	Cybersecurity Reputational
3.	Access salary and tax information digitally (e.g. password protected payslips, P60, P45)	**22%**	c8.8M	**TRANSACTING**	Productivity
4.	Set up and manage an account on a professional online network/community/job site (e.g. LinkedIn, Total Jobs, Indeed)	**22%**	c8.8M	**COMMUNICATING**	Talent overlooked
5.	Update my device software/operating systems when necessary to prevent viruses and other risks (e.g. enabling automatic updates, or installing when prompted to do so)	**20%**	c8M	**BEING SAFE AND LEGAL ONLINE**	Cybersecurity Reputational
6.	Complete digital records on behalf of, or within my organisation (e.g. absence management, holidays, timesheets, expenses, tax returns)	**20%**	c8M	**TRANSACTING**	Productivity Reporting
7.	Identify secure Wi-Fi networks to connect to (e.g. Wi-Fi networks where a unique password is required, trusted source or padlock next to Wi-Fi network)	**18%**	c7.2M	**BEING SAFE AND LEGAL ONLINE**	Cybersecurity Reputational
8.	Use workplace digital tools to create, share and collaborate with colleagues (e.g. Microsoft Teams, OneDrive, G-Suite, Office 365, WeTransfer, DropBox, WebEx, Slack)	**18%**	c7.2M	**COMMUNICATING**	Productivity Data quality Financial
9.	Identify secure websites (e.g. by looking for the padlock and 'https' in the address bar)	**17%**	c6.8M	**BEING SAFE AND LEGAL ONLINE**	Cybersecurity
10.	Securely access, synchronise and share information at work across different devices (e.g. manage email, calendar or appointment system via different devices)	**17%**	c6.8M	**HANDLING INFORMATION & CONTENT**	Productivity Data quality

THOSE MOST AT RISK OF BEING LEFT BEHIND

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A clear divide is evident across demographic groups indicating we are leaving people behind.
There are digital haves and digital have not's. Data underneath indicates the % of those
not able to complete all 20 work tasks, against comparison group.

**Part-time
workers**

**Without formal
qualifications**

**Manual or lower
skilled workers**
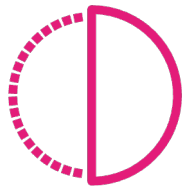
**People with
impairment/ multiple
impairments**

65%
cannot do all 20 tasks

80%
cannot do all 20 tasks

64%
cannot do all 20 tasks

63%
cannot do all 20 tasks

Verses 47% of Full-time workers

Verses 64% those with GCSE
and 45% of those with a
degree

Verses 45% managers and
skilled workers (ABC vs C2DE
social grade groups)

Verses 48% of those
without impairment

HOW TO USE THE DATA:
deep dive and available resources

ASSETS THAT CAN HELP

Report appendix

Lloyds CDI 2023 updated appendix data across various demographics, helping you to target action.

Data tables

Essential Digital Skills data tables interogate data across demongraphics and years

RETAIL IS THE SECTOR WITH THE BIGGEST OPPORTUNITY

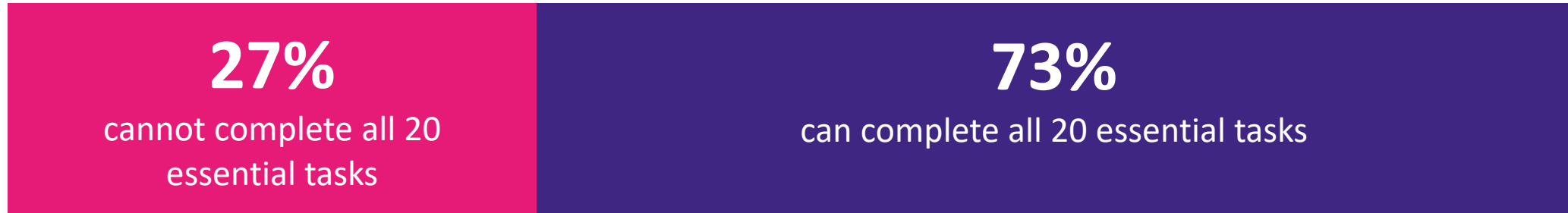| 65% cannot complete all 20 essential tasks	35% can complete all 20 essential tasks
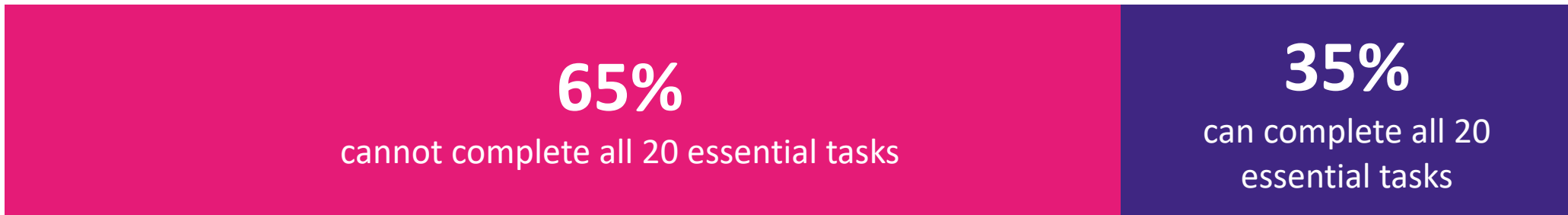
But 28% can do 17-19 tasks. Targeting the top 4 missing tasks could close this gap

Top 4 tasks most likely to be missing in retail

	Task Description	% not able to complete task		Skill Area
		Retail	UK	
1.	Improve my own and/or the organisation's productivity using digital tools (e.g. Trello, Microsoft Projects and Planner, Slack)	33%	33%	**PROBLEM SOLVING**
2.	Set privacy and marketing settings for websites and my accounts (e.g. managing social media privacy settings, managing cookie settings, updating contact preferences)	32%	32%	**BEING SAFE AND LEGAL ONLINE**
3.	Set up and manage an account on a professional online network/community/job site (e.g. LinkedIn, Total Jobs, Indeed)	31%	31%	**COMMUNICATING**
4.	Update my device software/operating systems when necessary to prevent viruses and other risks (e.g. enabling automatic updates, or installing when prompted to do so)	30%	30%	**BEING SAFE AND LEGAL ONLINE**

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EVEN THE TECH SECTOR IS NOT IMMUNE

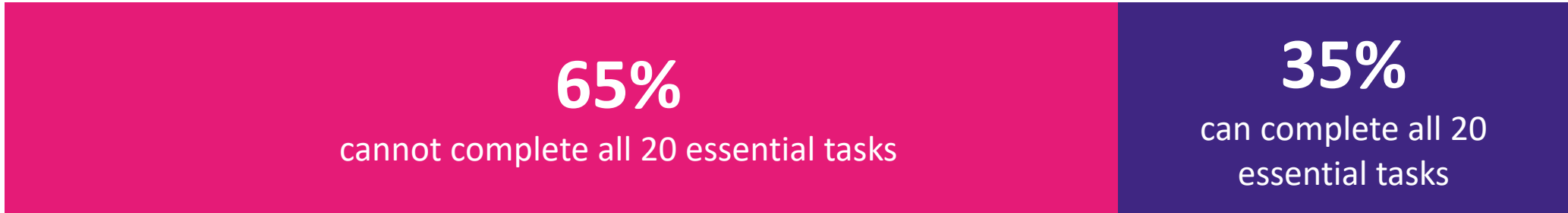| 27% cannot complete all 20 essential tasks	73% can complete all 20 essential tasks

But 20% can do 17-19 tasks. Targeting the top 4 missing tasks could close this gap

Top 4 tasks most likely to be missing in tech sector

	Task Description	% not able to complete task		Skill Area
		Technology	UK	
1.	Access salary and tax information digitally (e.g. password protected payslips, P60, P45)	13%	22%	TRANSACTING
2.	Set privacy and marketing settings for websites and my accounts	8%	24%	BEING SAFE AND LEGAL ONLINE
3.	Follow my organisation's IT policies when sharing information internally and externally (e.g. classifying emails/documents, encrypting sensitive information, sharing appropriate information on social media)	7%	15%	HANDLING INFORMATION & CONTENT
4.	Set up and manage an account on a professional online network/ community/job site	7%	22%	COMMUNICATING

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PART-TIME WORKERS HAVE A MUCH BIGGER GAP THAN FULL-TIME

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| 65% cannot complete all 20 essential tasks | 35% can complete all 20 essential tasks |

But 35% can do 17-19 tasks. Targeting the top 4 missing tasks could close this gap

Top 4 tasks most likely to be missing in part-time workers

	Task Description	% not able to complete task		Skill Area
		PT workers	UK	
1.	Improve my own and/or the organisation's productivity using digital tools (e.g. Trello, Microsoft Projects and Planner, Slack)	39%	33%	PROBLEM SOLVING
2.	Set privacy and marketing settings for websites and my accounts (e.g. managing social media privacy settings, managing cookie settings, updating contact preferences)	35%	32%	BEING SAFE AND LEGAL ONLINE
4.	Update my device software/operating systems when necessary to prevent viruses and other risks (e.g. enabling automatic updates, or installing when prompted to do so)	31%	30%	BEING SAFE AND LEGAL ONLINE
3.	Set up and manage an account on a professional online network/community/job site (e.g. LinkedIn, Total Jobs, Indeed)	30%	31%	COMMUNICATING

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SME: LARGEST EMPLOYER BUT LAG BEHIND IN DIGITAL SKILLS

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| **47%** cannot complete all 20 essential tasks | **53%** can complete all 20 essential tasks |

Top 4 tasks most likely to be missing in small/medium sized organisations

	Task Description	% not able to complete task		Skill Area
		SMEs	**UK**	
1.	Improve my own and/or the organisation's productivity using digital tools (e.g. Trello, Microsoft Projects and Planner, Slack)	**30%**	**33%**	**PROBLEM SOLVING**
2.	Set privacy and marketing settings for websites and my accounts (e.g. managing social media privacy settings, managing cookie settings, updating contact preferences)	**21%**	**32%**	**BEING SAFE AND LEGAL ONLINE**
2.	Access salary and tax information digitally (e.g. password protected payslips, P60, P45)	**21%**	**22%**	**TRANSACTING**
2.	Update my device software/operating systems when necessary to prevent viruses and other risks (e.g. enabling automatic updates, or installing when prompted to do so)	**21%**	**30%**	**BEING SAFE AND LEGAL ONLINE**

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SOME WORKFORCE GROUPS HAVE SIMILAR SKILL GAPS AND NEEDS

Using personas can help make your interventions more tailored and impactful

Digitally lacking Lou

- Typically, lower digital ability in general life and work
- Feel less secure in both job and career prospects in an increasingly digital world

Development:

- Lacks ability across a range of areas including updating computer systems, and sharing information across devices

Digitally safe Sam

- Most likely to be digitally safe, recognising and avoiding suspicious activity.
- Able to use the internet to help solve problems

Development:

- Manging digital records and financial accounts
- Using digital tools to improve productivity

Digitally vulnerable Zoom-er Zayden

- Good communication and problem solving skills.
- Able to use digital collaboration tools and also to analyse data

Development:

- Has technical skills but less likely to be safe online
- Setting privacy settings on social media

Higher performing digital Denny

- A strong set of essential digital skills, notably in transactional and safety tasks.

Development:

- No clear digital deficits but important to not be compacent
- Develop their digital skills further

Hidden-Middle-Personas.pdf (futuredotnow.uk)

FIVE APPROACHES TO LEARNING

The most popular approaches organisations are using to equip employees with the digital basics.

Read more:
futuredotnow.uk/approaches-to-essential-digital-skills-training/

Big bang culture shift
For organisations seeking rapid and far-reaching change, with employees and the organisation benefitting quickly from upskilling.

Embedded learning
For organisations looking to gradually build up the Essential Digital Skills of their employees and change its culture.

Peer support
For organisations who have a strong focus internally on people and building relationships.

Learning partner
For organisations who may not have in-house knowledge, skills or capacity to deliver a learning programme.

Trailblazer
For organisations looking to have a big and visible impact on colleagues and customers.

YOUR INPUT:
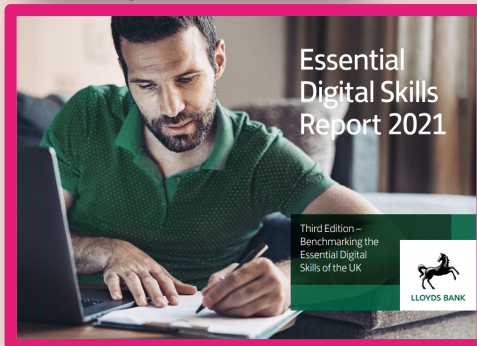what additional data do you need?

AVAILABLE DATA TIMELINE

2016 - 2019

2021

2022

2023

2019
Essential digital skills levels first reported as part of the **Consumer Digital Index**
- Introducing 5 skill areas

2021
Consumer Digital Index reporting continues.
Dedicated Essential Digital Skills report, providing in depth analysis on the Foundation, Life and Work skills
- 5 Skill area focused
- 17 tasks level detail available

2022 (EDS segment released Mar 2023)
Consumer Digital Index reporting continues.
Essential Digital Skills for Work report.
Deep analysis on the digital skills Work Lloyds bank and FutureDotNow – new focus on task level.
- 20 tasks (updated framework)
- Focus on top 10 digital skills lacking
- Labourforce now includes not in paid work
- Foundation, Life pre-requisites removed.
- FutureDotNow perspective on business impacts

2023
Consumer Digital Index report issued.
Essential Digital Skills report now included within.
Analysis focused on skill level. Task level data in appendix.

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SEEKING YOUR INPUT

Our reports and calls help members get under the skin of the national EDS data and get comfortable with what exists and how to use it.

We would value your feedback on if and how you use existing data, what's most helpful, and what other data you might need to help you upskill your workforce.
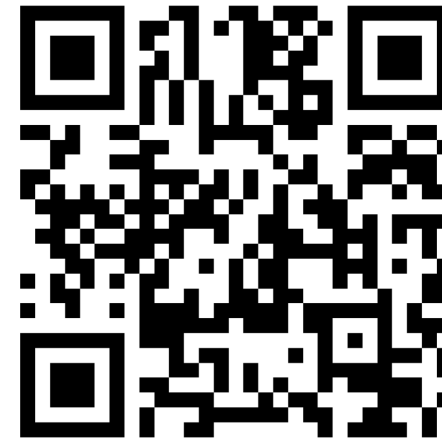
**SCAN THE CODE OR
CLICK THE LINK IN THE CHAT**

https://forms.office.com/e/EBDZLnxnrb

Closing the UK workforce essential digital skills gap

Roadmap update

Just launched!

futuredotnow.uk/roadmap-update-jan-2024/

JOIN THE COALITION: OVER 200 COALITION MEMBERS

Thanks for joining us

Not already a member?
Sign up today to stay updated

https://futuredotnow.uk/join-us/

Data and insights survey