

Essential Digital Skills 2025





Contents

Introduction.....	03
The Essential Digital Skills Framework.....	04

Chapter One: The Foundation Level

The Foundation Level.....	05
Foundation Task-level View.....	08

Chapter Two: Essential Digital Skills for Life

Essential Digital Skills for Life (Life EDS).....	09
EDS for Life: Skill View.....	11
EDS for Life: Task View.....	12
Skill Spotlight: Transacting.....	14

Chapter Three: Essential Digital Skills for Work

Essential Digital Skills for Work (Work EDS)...	16
EDS for Work: Skill View.....	18
EDS for Work: Task View.....	19
Generation Difference in the Workplace.....	21
Spotlight: Closing the Digital Gender Divide..	23

Chapter Four: Primary Methods for Digital Upskilling

Spotlight: The First Place UK Adults Go to Improve Digital Skills.....	24
Essential Digital Skills 2025: Technical Notes.....	27
Appendix.....	32



This report presents research from Lloyds Banking Group and Ipsos, shining a light on Essential Digital Skills and digital capability within the UK.

The Essential Digital Skills (EDS) framework centres on the Foundation Level, Life EDS and Work EDS, which each focus on a different element of digital skill [see [Framework](#)]. In 2025, we find that attainment of these levels of skill have remained high and stable, albeit with room for further improvement.

- 85% of UK adults 18+ have the Foundation Level. This means that 15% of the adult population cannot do all the fundamental tasks required to get online and navigate the digital landscape.
- 92% of UK adults 18+ have Life EDS. While this proportion is reassuring, it leaves approximately 4.0 million UK adults (8%) without the Essential Digital Skills needed for everyday life.
- 82% of UK labour force adults 18+ have Work EDS. This proportion has remained the same since 2023.

Introduction

This report presents research from Lloyds Banking Group and Ipsos, shining a light on Essential Digital Skills and digital capability within the UK.

With each passing year, technology advances and reshapes our daily lives. An increasing number of essential activities, from managing finances and accessing government services to retail shopping, are moving to a digital-first approach. While this brings convenience for many, it also risks leaving others behind. It is imperative that we take action to support those who are unable to perform a range of digital tasks, ensuring everyone can participate fully in our increasingly digital world.

The Essential Digital Skills framework is now in its fourth year of running, providing a clear measure of digital proficiency through the Foundation Level, Life EDS and Work EDS. UK adults 18+ are significantly better skilled across all three of these levels compared to the start of the framework in 2022, suggesting that there has been progress in improving digital inclusion. However, there is still opportunity for greater improvements.

There's a great economic and social value to upskilling adults with digital skills

In an era of rapid technological disruption, strong digital skills are more critical than ever. The growing potential of AI applications requires a high level of digital literacy, not only to leverage AI, but also to show the value of human participation i.e. not automating all tasks.

This report sheds light on how adults are currently improving their digital skills. The primary method is self-teaching, often through online resources like blogs and videos. The second most common approach is seeking advice from others, which underscores the importance of community in learning. However this brings about its own challenges: the demographics with a lower level of skill

across the EDS levels (who therefore require more upskilling) are less likely to be self-teaching. This may be a consequence of having lower confidence about their online capabilities. Thus in order for UK adults to improve their digital ability, there's not a one-size-fits-all approach. There needs to be both a rich library of high-quality, easily accessible online resources for those with higher digital skill, as well as community-based guidance and training for those starting off with a lower level of digital ability.

Improving digital inclusion is an important mission. In publishing this research, we hope it enables change and is a catalyst for the collective action needed to truly enable a society where everyone can participate.





The Essential Digital Skills Framework

The Essential Digital Skills framework was created in 2018 and has been measured by Lloyds Bank, on behalf of the Department for Education, since 2019. This Framework was refreshed in 2022, and this year's findings are the fourth view of tracking the data.

For more information on the Framework and the tasks within it, please see [pages 32-59](#).



Figure 1: The Essential Digital Skills framework

There are **26 Life tasks** and **20 Work tasks**, split across five skill areas:

Communicating, Handling Information and Content, Transacting, Problem Solving and Being Safe and Legal Online.

An individual needs to perform at least one task within each of the five Life and Work skill areas, without assistance, to achieve Life or Work EDS.

Anyone can now be measured for Work EDS (excluding retirees). To be counted as able to do a task, an individual may say they can complete a task at work, but might not necessarily need to put this into practice all the time.

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 independently perform all eight tasks.



▲ There are no pre-requisites within the framework, meaning that someone can start their digital skills journey from any stage of the framework. It is still strongly recommended that the Foundation Level tasks are a key priority for anyone using the internet.

The Foundation Level

The Foundation Level consists of the most fundamental tasks to set up an individual for success online. A person must be able to complete all eight tasks independently, to achieve the Foundation Level.



**c.44.7
million**

UK adults have the
Foundation Level (85%)

**c.8.0
million**

people do not have the
Foundation Level as they
are unable to complete all
tasks (15%)

**c.0.9
million**

are digitally
disengaged* (2%)

*digitally disengaged adults are those who can do none of the Foundation Level tasks by themselves.

The Foundation Level

For a second year, 85% of UK adults have the Foundation Level

Attainment of the Foundation Level, the fundamental measure of digital skills has stabilised at 85%, remaining unchanged since 2024. Despite a lack of notable movement in this score in the last few years, this still reflects a significant improvement in basic digital proficiency since the beginning of the current framework in 2022 (80%, an increase of five percentage points). Unlike past years, in 2025 there is not a significant gain in Foundation Level among older ages [see [Appendix 1](#)].

This leaves nearly 1 in 6 adults without the Foundational Level

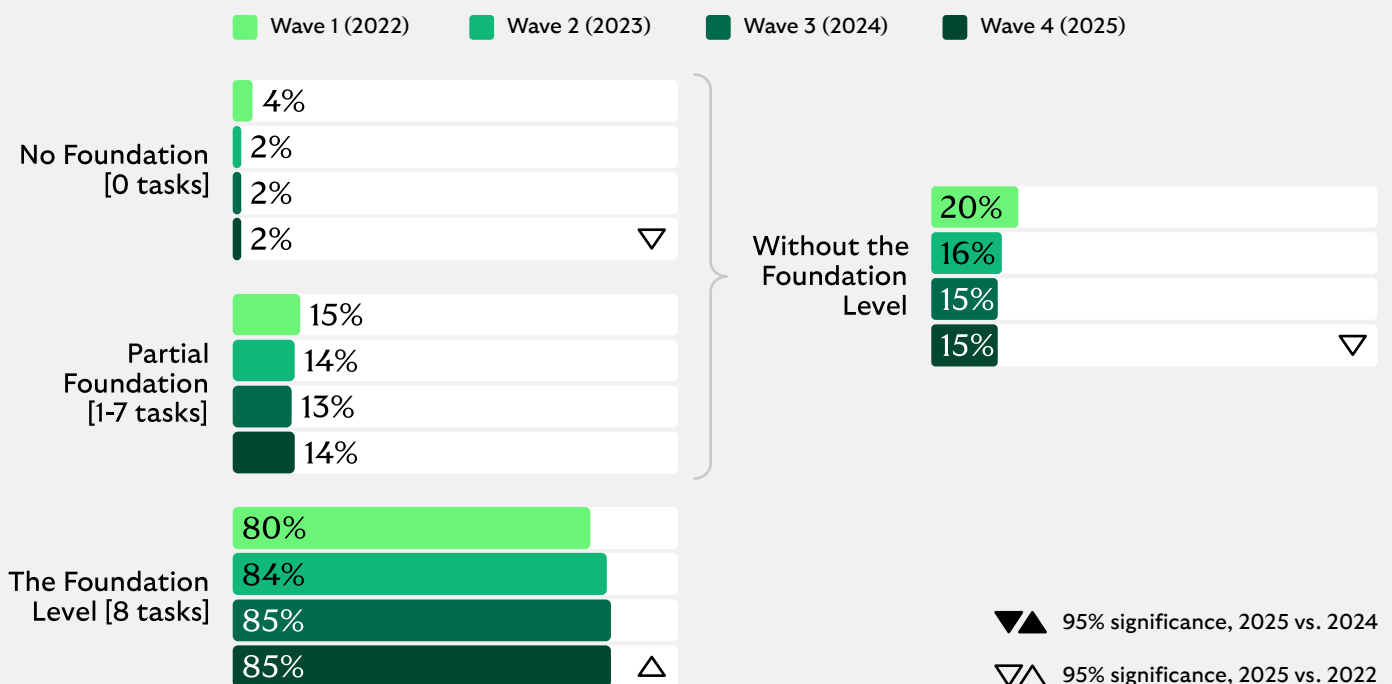
In parallel, the proportion of UK adults without the Foundation Level has also remained stable since 2023. c.8 million (15%) of UK adults

cannot do the full scope of Foundation Level tasks which help them to get online. Along with having internet access, not achieving the Foundation Level is a distinct barrier to independently engaging with everyday life online. Without these skills, this group would have to rely on others to use internet-connected devices.

On the cusp of having the Foundation Level

Most of this group without the Foundation Level can be described as 'on the cusp' of the Foundation Level, meaning they can do 6-7 of the necessary fundamental tasks (equating to 9% of UK adults) [see [Appendix 2](#)]. However, there is still a subset (2% of UK adults) who are digitally disengaged and cannot do any of the Foundation Level tasks. While this has halved since 2022, this is still representative of c.0.9 million adults in the UK.

Figure 2: Proportion of UK adults 18+ that can do the listed number of the Foundation Level tasks, 2022, 2023, 2024, and 2025.



Base: 2022: n=4,099; 2023: n= 4,172; 2024: n=4,173; 2025: n=4,175.

Who in the UK hasn't achieved the Foundation Level?

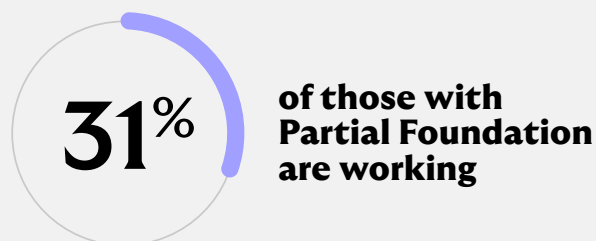
Upskilling those without the Foundation Level remains key to promoting greater autonomy in our increasingly digital world. Those without the Foundation Level tend to be from demographics we have historically seen to have lower levels of digital skill i.e. those older, female, lower levels of education, from a lower social grade (C2DE), lower income level, retired, and having an impairment [see [Appendix 3](#)]. However, we find that this is not the full story, and not everyone without the Foundation Level falls into those demographic groups.

Figure 3: Proportion of UK adults 18+ that can do the listed number of the Foundation Level tasks, 2022, 2023, 2024, and 2025.

These people are not all older...



Some are active in the workplace...



They may have a high level of education...

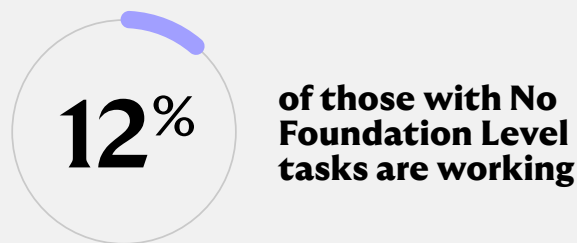
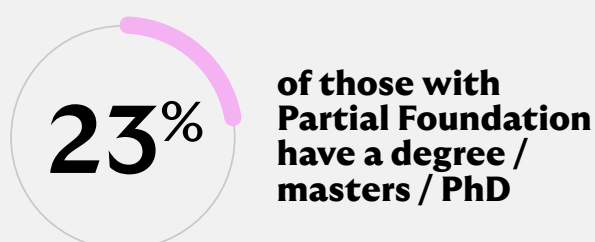
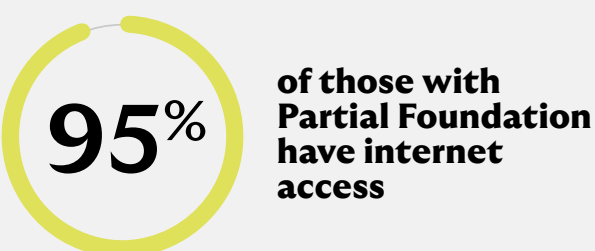
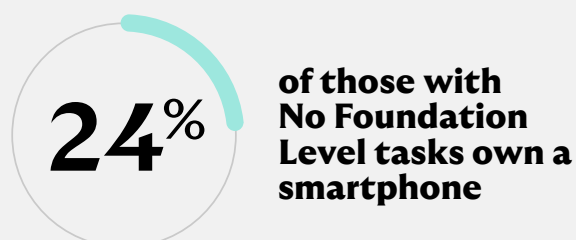
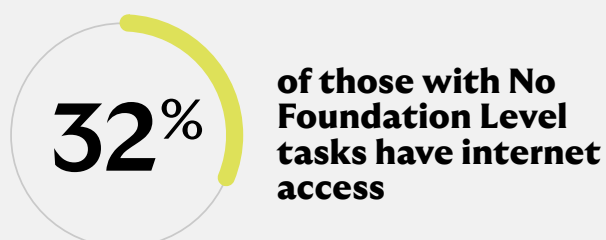
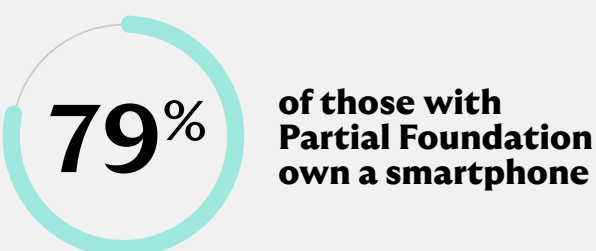


Figure 4: Proportion of UK adults 18+ that can do the listed number of the Foundation Level tasks, 2022, 2023, 2024, and 2025.

Many have internet access...



They may own internet-connected devices...



*Those with Partial Foundation can do 1-7 Foundation Level tasks.

Note: This data is an aggregate of years 2022-2025.

Base: Those with Partial Foundation n=2,219, those with No Foundation Level tasks n=373.

Foundation Task-level View

Over nine out of ten adults in the UK can do each task

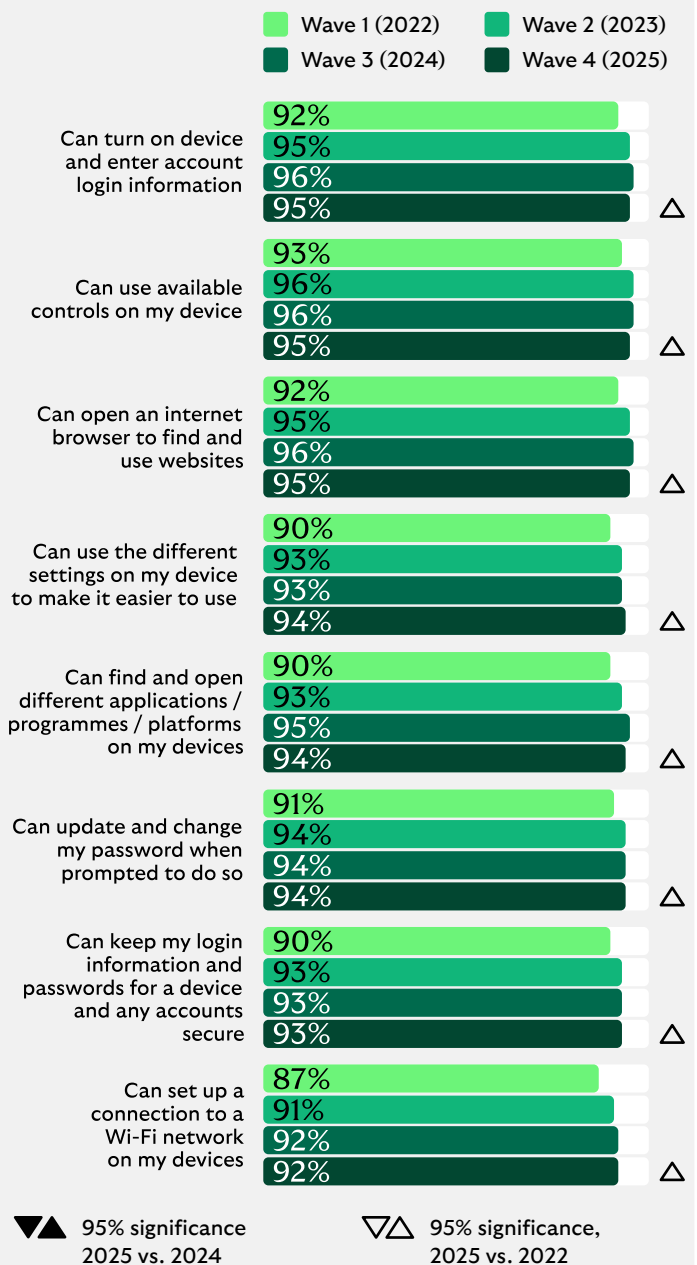
Figure 4 shows that compared to 2024, there's stability in attainment of each of the Foundation Level tasks, with only slight fluctuation in scores. The top three tasks in attainment remain consistent compared to 2024, and respectively they can each be completed by 95% of UK adults. These centre on turning on a device, using its controls and opening the internet browser.

Connectivity is fundamental for digital inclusion

Setting up a Wi-Fi connection has remained the task with the lowest achievement across four years of tracking. However, the gap between the best and worst performing tasks has closed over time. While in 2022 there was a 6pp gap between 'Can use available controls on my device' (93%) and 'Can set up a connection to a Wi-Fi network on my devices' (87%), this gap has closed to 3pp between the top three tasks (95% respectively) and 'Can set up a connection to a Wi-Fi network on my devices' (92%). This closing gap is likely due to setting up a Wi-Fi connection being the task that UK adults have most improved on since 2022 (+5pp). Boosting Wi-Fi connectivity is a crucial element of ensuring that the UK public is not being left behind in the digital age.

As part of the UK government's Digital Inclusion Action Plan announced this year, many companies will be pledging to install more connections in more excluded areas, providing free Wi-Fi in community areas, or provide log-ins to free Wi-Fi to those eligible for the benefit. This highlights the importance of being able to connect to the internet and further steps will need to be taken to ensure UK adults are able to then connect to these improved Wi-Fi connections independently.

Figure 5: Proportion of UK adults 18+ who can do each of the eight Foundation Level tasks, 2022, 2023, 2024, and 2025.



Base: 2022: n=4,099; 2023: n= 4,172; 2024: n=4,173; 2025: n=4,175.

Essential Digital Skills for Life

Essential Digital Skills for Life (or Life EDS) covers the digital skills that individuals need in their everyday life to thrive in a digital society. To be considered to have Life EDS, one must be able to do at least one Life task in each of the five skill areas.



**c.48.7
million**

UK adults have Essential Digital Skills for Life (92%)

**c.4.0
million**

UK adults lack the Essential Digital Skills needed for everyday life (8%)

**c.0.9
million**

UK adults do not have any of the Life skills (2%)

Essential Digital Skills for Life (Life EDS)

Overall Life EDS has remained stable since 2023

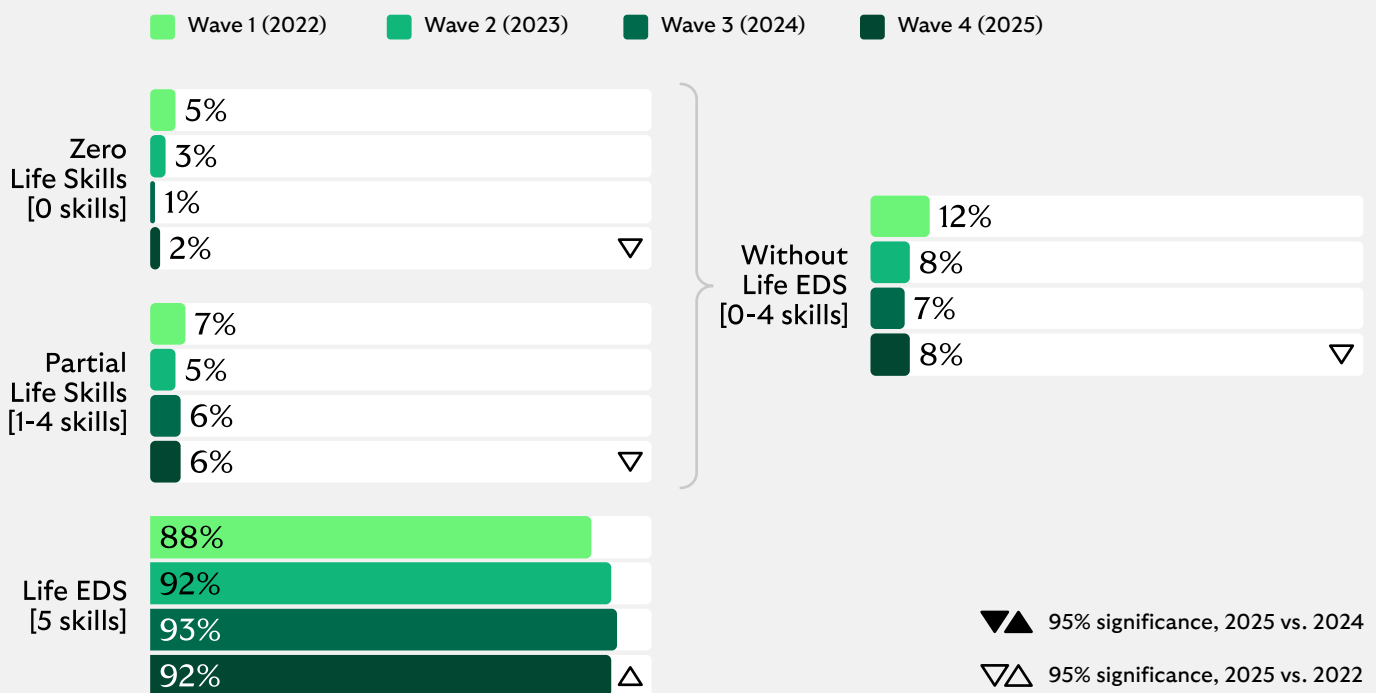
Whilst technological advancement continues to accelerate and the necessity of improving digital skills becomes glaring in daily life, Life EDS has remained steady over time (much like the Foundation Level). Although Life EDS has significantly improved by 4pp compared to the start of the framework in 2022 (88%), it has fluctuated between 92-93% since 2023.

Not much improvement has been made in terms of transitioning between levels of Life EDS attainment since last year, 2024. It remains that 6% of the population still only have Partial Life skills, equivalent to c.3.1 million UK adults aged 18+ who have some degree of Life skills but do not have the full range. Additionally, c.0.9 million (2%) have Zero Life Skills, putting this proportion of the adult population at risk of being unable to keep up with a rapidly changing world, where digital skills are necessary to navigate every-day life.

Life EDS attainment is still unequal

Furthermore, it's still the case that attainment of Life EDS is unequal amongst the same groups since 2022, where it continues to decrease with increasing age, and to be lower for those from social grade DE (i.e. from a lower social grade), not working, with no formal qualification and those with an impairment [see [Appendix 7](#)]. These are groups that frequently struggle to transition into having Life EDS. The fact that Life EDS has had no significant changes amongst these groups despite more and more of our daily responsibilities shifting to be completed online, suggests the need for a more targeted digital skills plan.

Figure 6: Proportion of UK adults 18+ and their level of Essential Digital Skills for Life, 2022, 2023, 2024, and 2025.

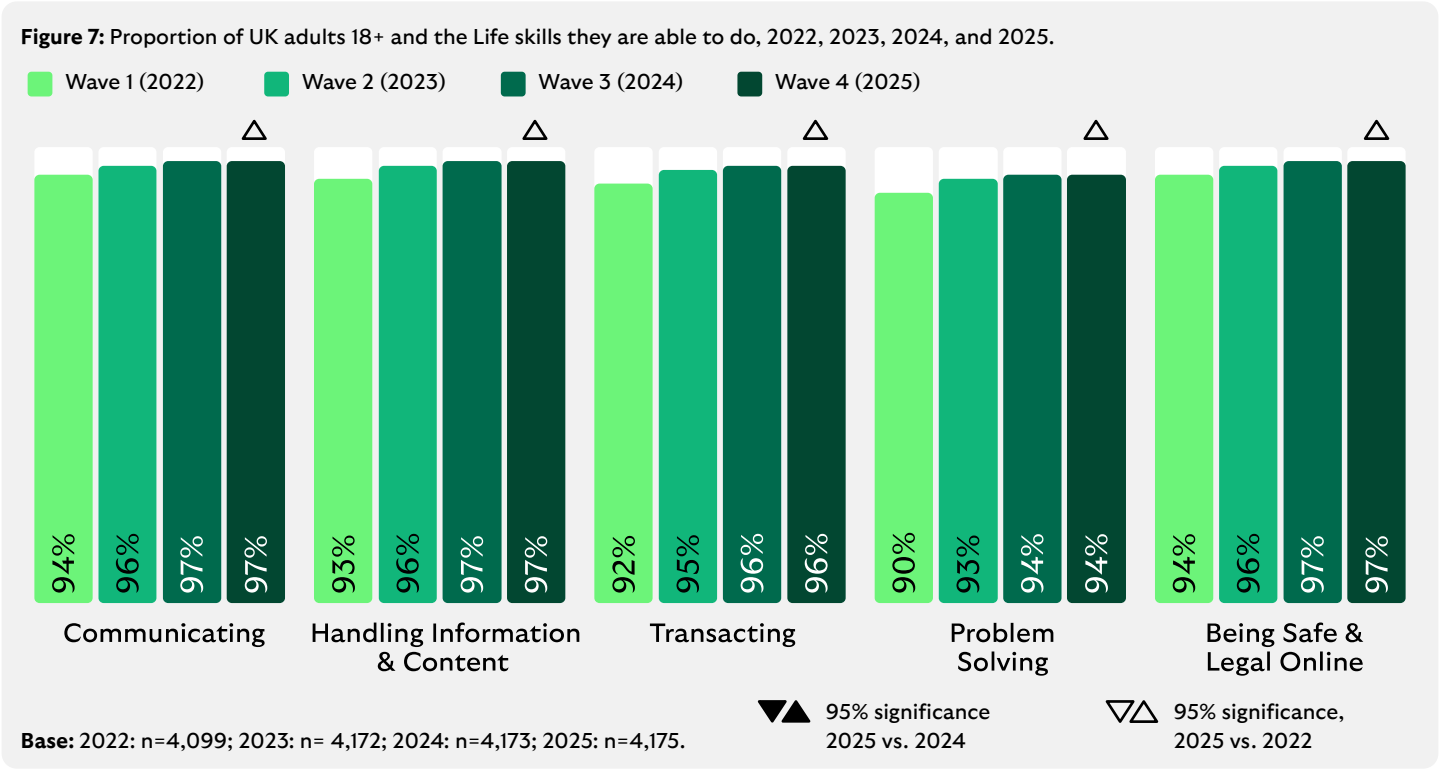


Base: 2022: n=4,099; 2023: n=4,172; 2024: n=4,173; 2025: n=4,175.



EDS for Life: Skill View

This pattern of stability also exists when looking at the five Life skills: Communicating, Handling Information and Content, Transacting, Problem Solving, and Being Safe and Legal Online.



Transacting is the exception where there has been a difference for key groups.
(see [Page 14](#))

Figure 7 shows that Problem Solving is the lowest performing skill at 94%, with Communicating, Handling Information and Content, and Being Safe and Legal Online as the highest performing at 97%. Each of the skills have significantly improved since 2022 and stability is seen vs. 2024, following a similar theme across the EDS levels where stability has been seen since 2023, a similar theme in EDS overall where stability has been. Although Transacting is still stable, there has been an increase in attainment for key groups which will be spotlighted later in this report.

The ability to do all tasks in the skill set has also remained stagnant

Although the criteria for Life EDS only requires an individual to complete at least one task in each of the five skills, it is also valuable for individuals to strive to be able to do all tasks in a skill. However, this depth in ability has also remained stable since last year 2024 [see [Appendix 8](#)].

EDS for Life: Task View

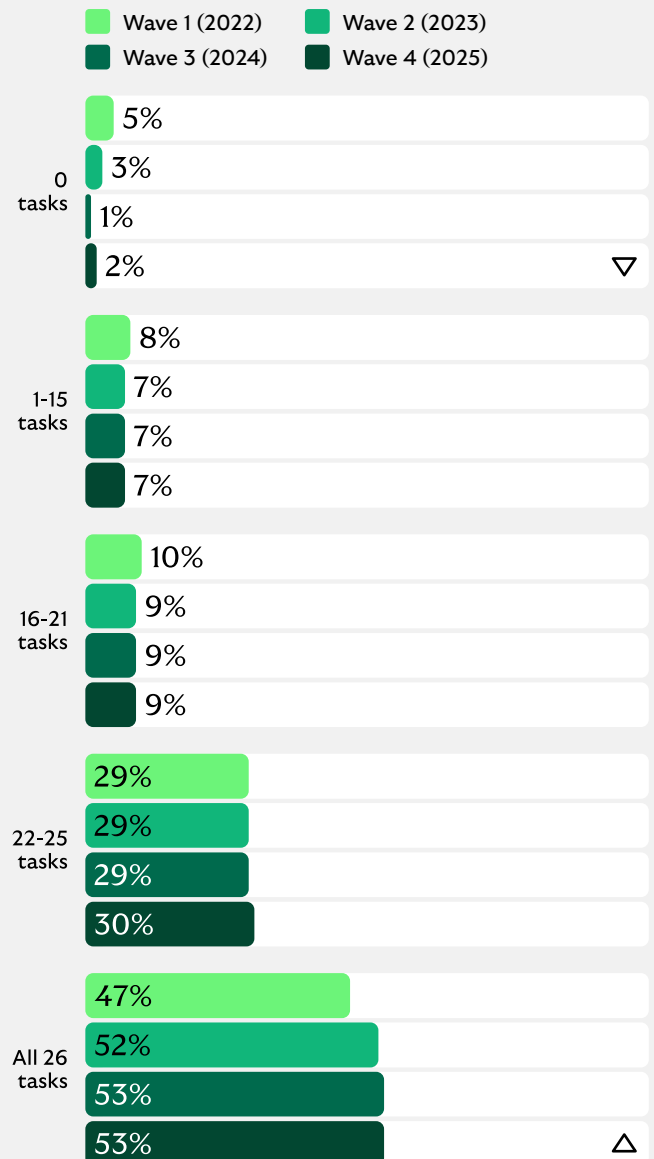
Over half of UK adults can do all 26 Life tasks

A closer look at the 26 Life tasks shows there has been little change over the last three years when it comes to increasing the number of tasks that an individual can do. It's promising to see that c.27.7 million UK adults (53%) can complete all 26 Life tasks, however, the average number of tasks that individuals can do independently has remained stable at 23.1 (vs. 23.2 in 2024). No significant change has been seen when it comes to progressing those 'on the cusp' of being able to perform all Life tasks (completing 22-25 tasks), with this proportion of adults remaining between 29-30% across the four years.

The average number of tasks that people can do:

22.0 (2022) vs.
22.9 (2023) vs.
23.2 (2024) vs.
23.1 (2025).

Figure 8: Proportion of UK adults aged 18+ and the number of Life tasks they can complete, 2022, 2023, 2024, and 2025.



▲ 95% significance
2025 vs. 2024

▽ 95% significance,
2025 vs. 2022

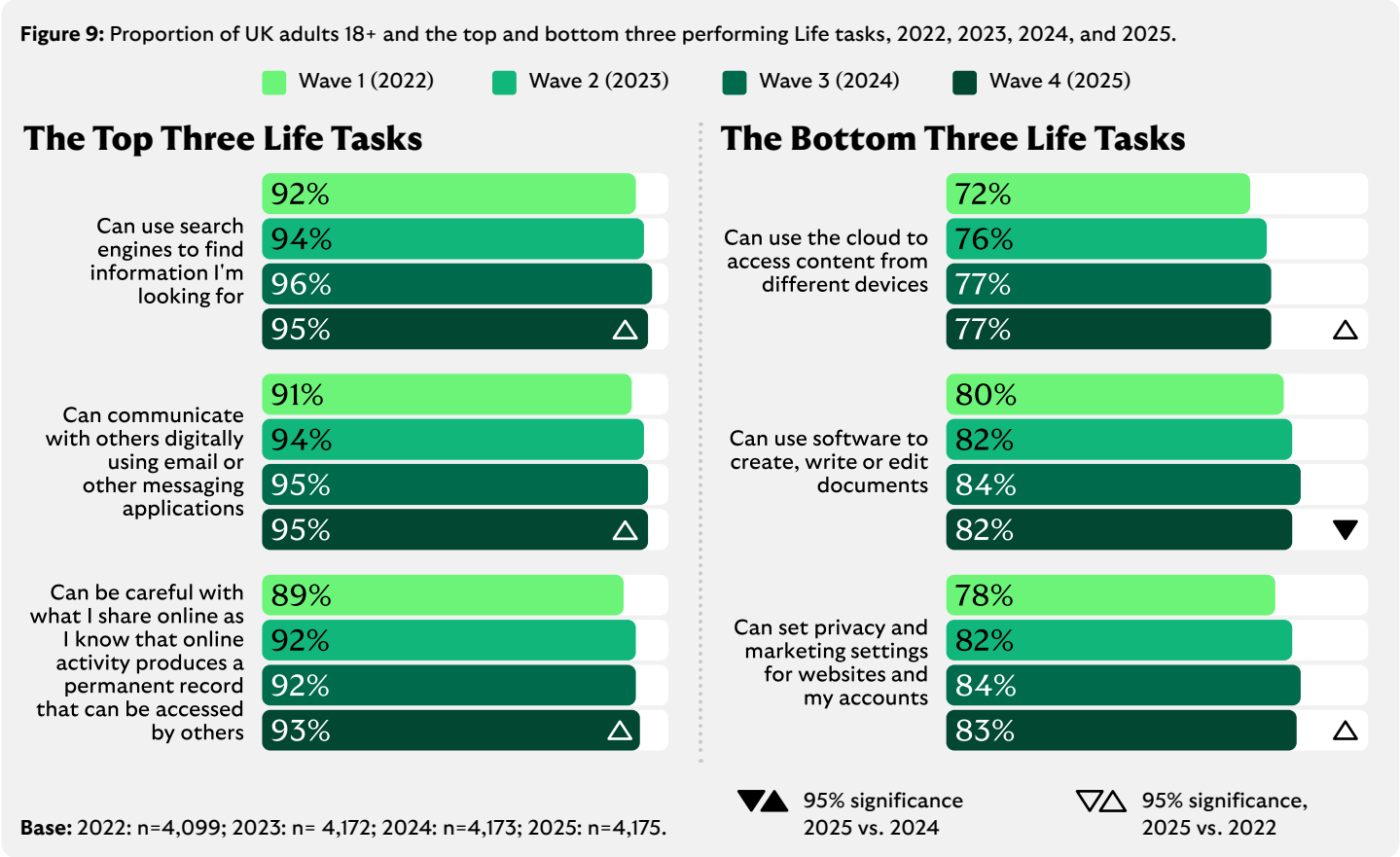
Base: 2022: n=4,099; 2023: n= 4,172; 2024: n=4,173; 2025: n=4,175.



The bottom three performing Life tasks have been the same since 2023

Figure 9 shows the top three and bottom three performing Life tasks. It is reassuring to see that over 90% of the proportion of adults are still able to perform the top three tasks: being able to use search engines to find information; being able to communicate with others digitally using messaging applications; and being careful with what one shares online.

On the other hand, the bottom three Life tasks have remained the same since 2023 and there has been no improvement in the proportion of people who can do these tasks in that time period [see [Appendix 10](#)]. In particular, the ability to use software to create, write or edit documents has significantly decreased 2pp (vs. 2024). Support should be provided to increase this skill as more everyday tasks, such as signing legal documents, and keeping notes and lists are becoming digitalised.



Skill Spotlight: Transacting

An estimated 45 million UK adults can do all four transacting tasks

Looking back on Transacting, attainment of this skill is significantly higher than 2022 (96% vs 92%) and has held stable vs 2024. This pattern is also seen when looking at the level of attainment by males and females. However, at a closer look, there is a closing gender gap in the ability to do all four transacting tasks.

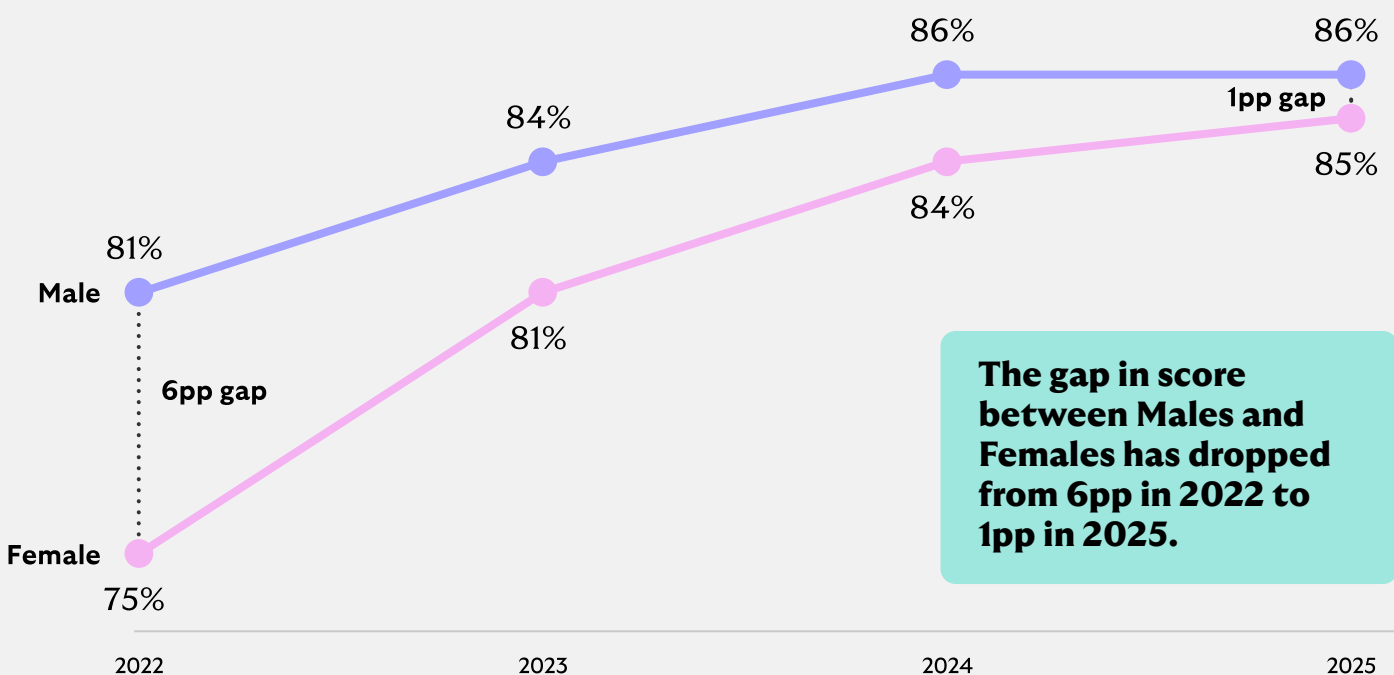
The gender gap has narrowed

Figure 10 shows that females have made a significant improvement in this skill since 2022 (+10pp), making twice the amount of progress as males. Although males have also significantly increased from 81% in 2022 to 86% in 2025, the uplift by females has allowed them to significantly close the gender gap from 6pp in 2022 to 1pp in 2025 this year, putting themselves on par when it comes to the Transacting skill.

Digital literacy has the potential to contribute to increasing financial knowledge and decision-making

With many financial services being digitised, having digital skills will provide the competency needed to navigate this shift. Seeing these improvements amongst women is promising as acquiring digital Transacting skills provides women with the confidence to secure their future financial independency, as well as access to equal opportunities.

Figure 10: Proportion of UK adults aged 18+ that can do all four Transacting Life Tasks within the Life Skill, comparing males vs. females, 2022, 2023, 2024, and 2025



Base: 2022: n=4,099; 2023: n= 4,172; 2024: n=4,173; 2025: n=4,175.

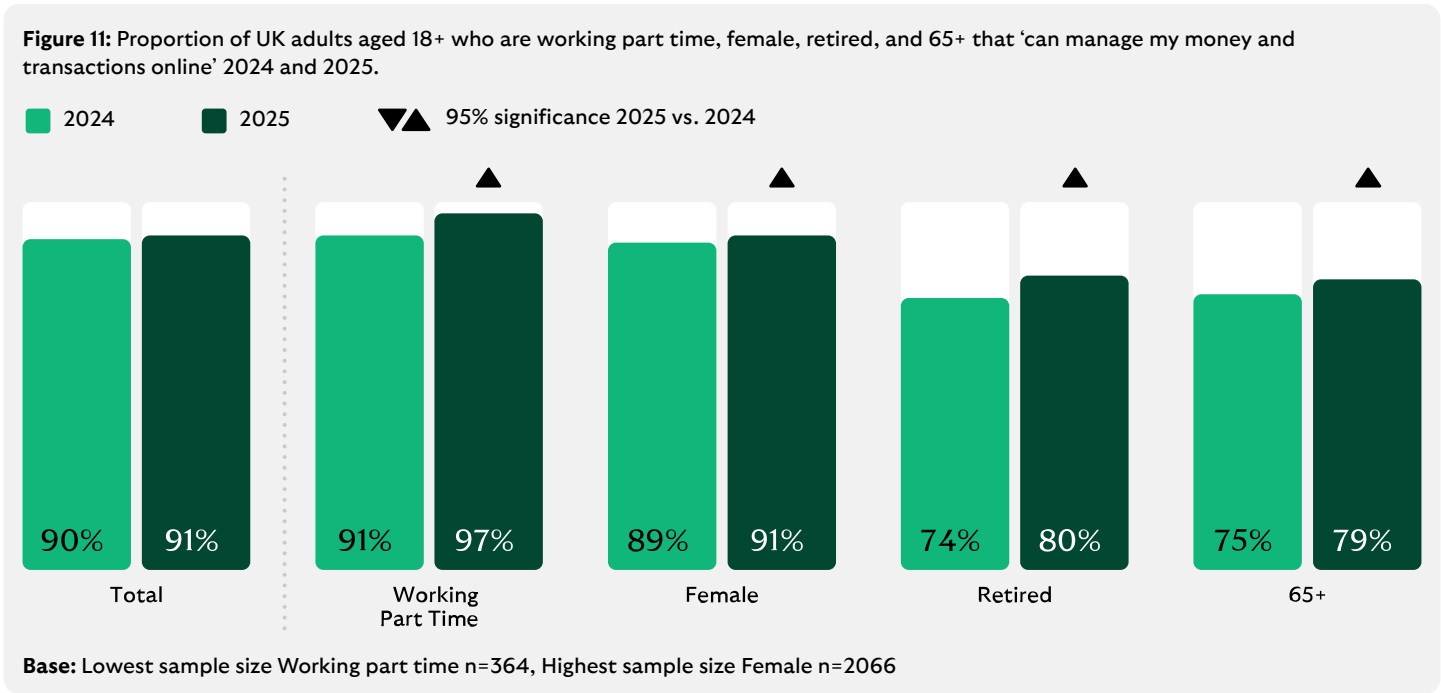


Groups of UK adults are more skilled at managing their money and transactions online

On top of this, in Figure 11 we can also see that females have made significant progress when it comes to managing their money and transactions online since last year (2024). Further significant improvements can be seen by those working part-time, retirees and those who are aged 65+.

A step toward improved financial inclusion for older people

This story of improved online money management is especially encouraging to see among those aged 65+. In 2023, a report by Age UK¹ revealed that 39% of over 65s with a bank account were not managing their money online and 75% still wanted to complete at least one banking task in person. Despite the initial fears that this group would be at a risk of financial exclusion, Figure 11 shows that those who are retired have improved their ability to manage their money and transactions online by 6pp, whilst those aged 65+ have improved by 4pp since the last fieldwork period. Attainment of this task is crucial for this group as it provides a new avenue for them to access their pensions and other banking needs.



¹ The impact of the rise of online banking on older people, 2023 | Age UK
www.ageuk.org.uk/siteassets/documents/reports-and-publications/reports-and-briefings/money-matters/the-impact-of-the-rise-of-online-banking-on-older-people-may-2023.pdf



Essential Digital Skills for Work

Essential Digital Skills for Work (or Work EDS) refers to the ability to do a range of the five digital skills suited to the workforce. This is a level of attainment that focuses on labour force adults 18+* only. Of the UK labour force:



**c.33.2
million**

have the
Essential Digital
Skills for Work
(82%)

**c.7.1
million**

lack some or all the
Essential Digital
Skills needed for the
workplace (18%)

**c.2.0
million**

do not have any of
the Work skills (5%)

**c.18.3
million**

can do all 20 Work
tasks (45%)

*Labour force adults 18+ includes both adults who are working and those who are not working (as long as they are not retired).



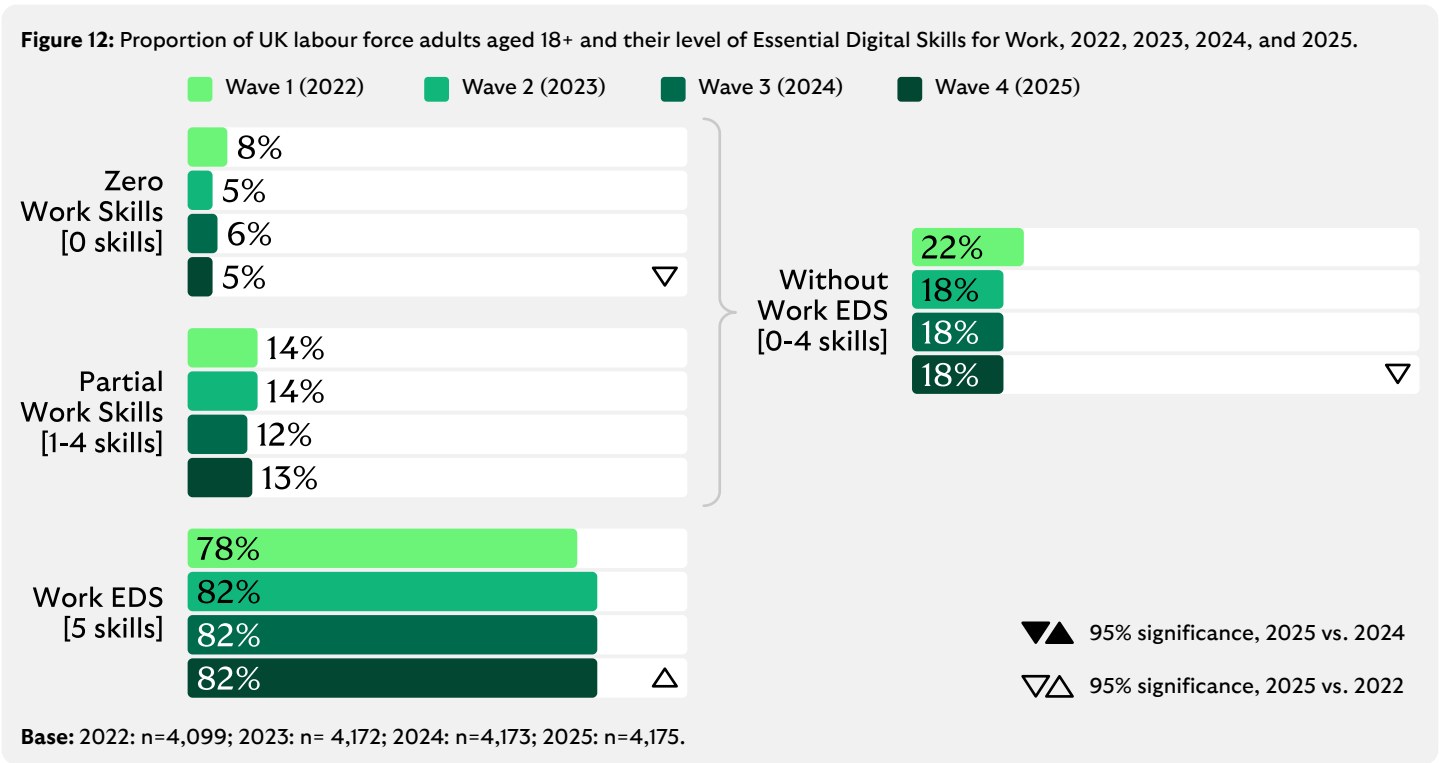
Essential Digital Skills for Work (Work EDS)

Work EDS maintains stability

When it comes to being able to do a range of digital tasks for the workplace, there's not been much movement for UK labour force adults. Work EDS has held at 82% since 2023. This followed an uplift in capability in 2023 vs 2022 (78% in 2022), meaning that despite the recent years of stagnation, in 2025 this metric is significantly higher than at the start of the current framework. To see how attainment of Work EDS compares to the ability to do all 20 Work tasks in 2025, please see [Appendix 15](#).

Almost 1 in 10 can't do the full scope of Work skills

c.7.1 million (18%) of UK labour force adults don't have Work EDS, meaning that they're unable to fulfil the full range of skills needed for the workplace. While these people may be able to do a high number of Work tasks, there's still at least one Work skill they're unable to do [see [Appendix 16](#)]. Within this, c. 2.0 million (5%) of UK labour force adults do not have a single Work skill, a finding that is increasingly concerning given recent developments in tech in the workplace.



This lack of skill is magnified by pessimism about the impact of AI on the workplace

Concerns have been mounting around the impact of AI in the labour force, namely its impact on replacing workers in a number of industries. Ipsos Global Trends 2024² showed that Great Britain is less likely than the global sample to agree that on balance technological advances like artificial intelligence will create more jobs than they destroy. Thus, those in the UK labour force will need to upskill themselves to combat these concerns. This will enable them to keep up with the pace of technological developments and the evolving balance between automation and the need for a human touch. The World Economic Forum's Future of Jobs 2025 report identified that while AI and big data is among the top 10 core skills for 2025, this is considered to be the top core skill increasing in use for 2030. This demonstrates the current disconnect in global workers having the work skills that employers believe are necessary for the future.

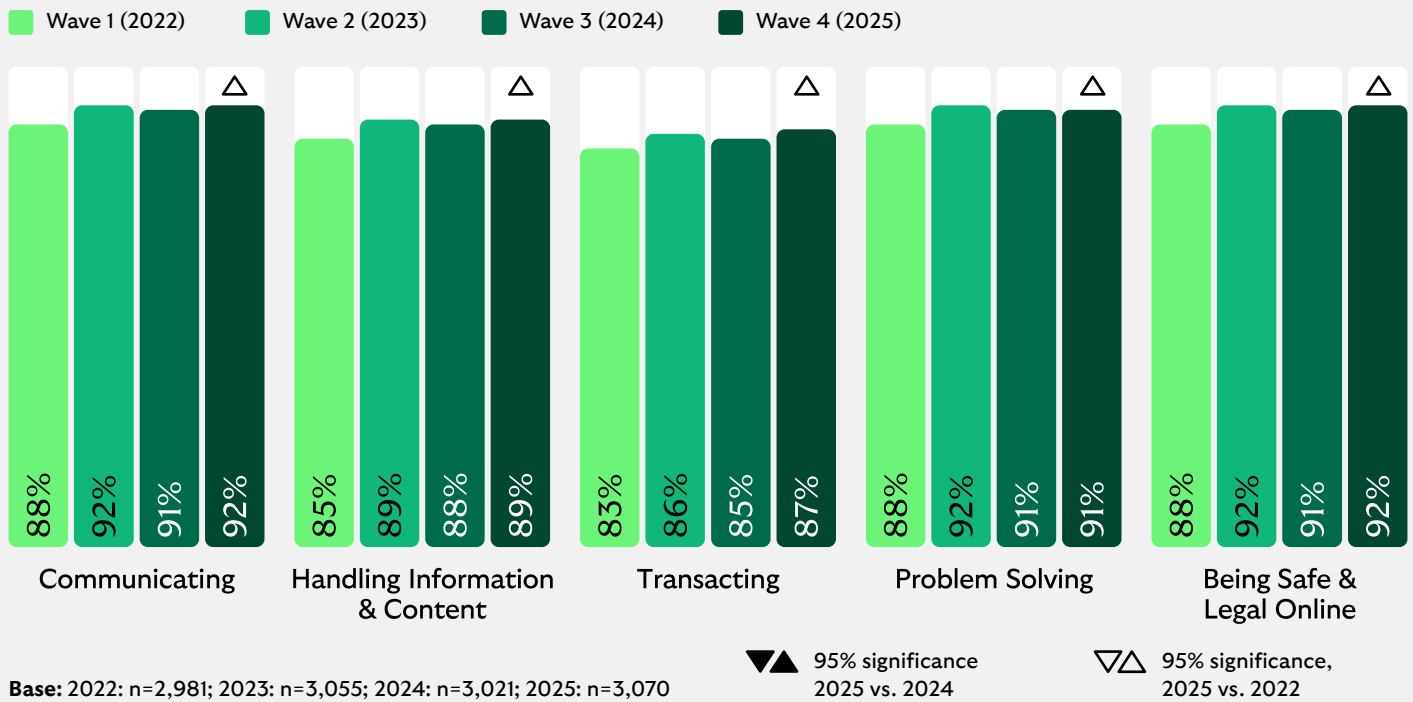
² Ipsos Global Trends 2024 | Ipsos | <https://www.ipsos.com/en/global-trends-2024>

EDS for Work: Skill View

Figure 13 shows stability in attainment of each of the Work skills compared to 2024 – Problem Solving has no change in score, whereas the other four skills have had changes of 1-2pp. Despite all skills improving significantly since 2022, Transacting, and Handling Information and Content remain skills with an attainment level below 90%.

This stability is also seen in the depth of skill - namely being able to do all the Work tasks surveyed within a skill [see [Appendix 17](#)].

Figure 13: Proportion of UK labour force adults aged 18+ and the Work skills they are able to do, 2022, 2023, 2024 and 2025.





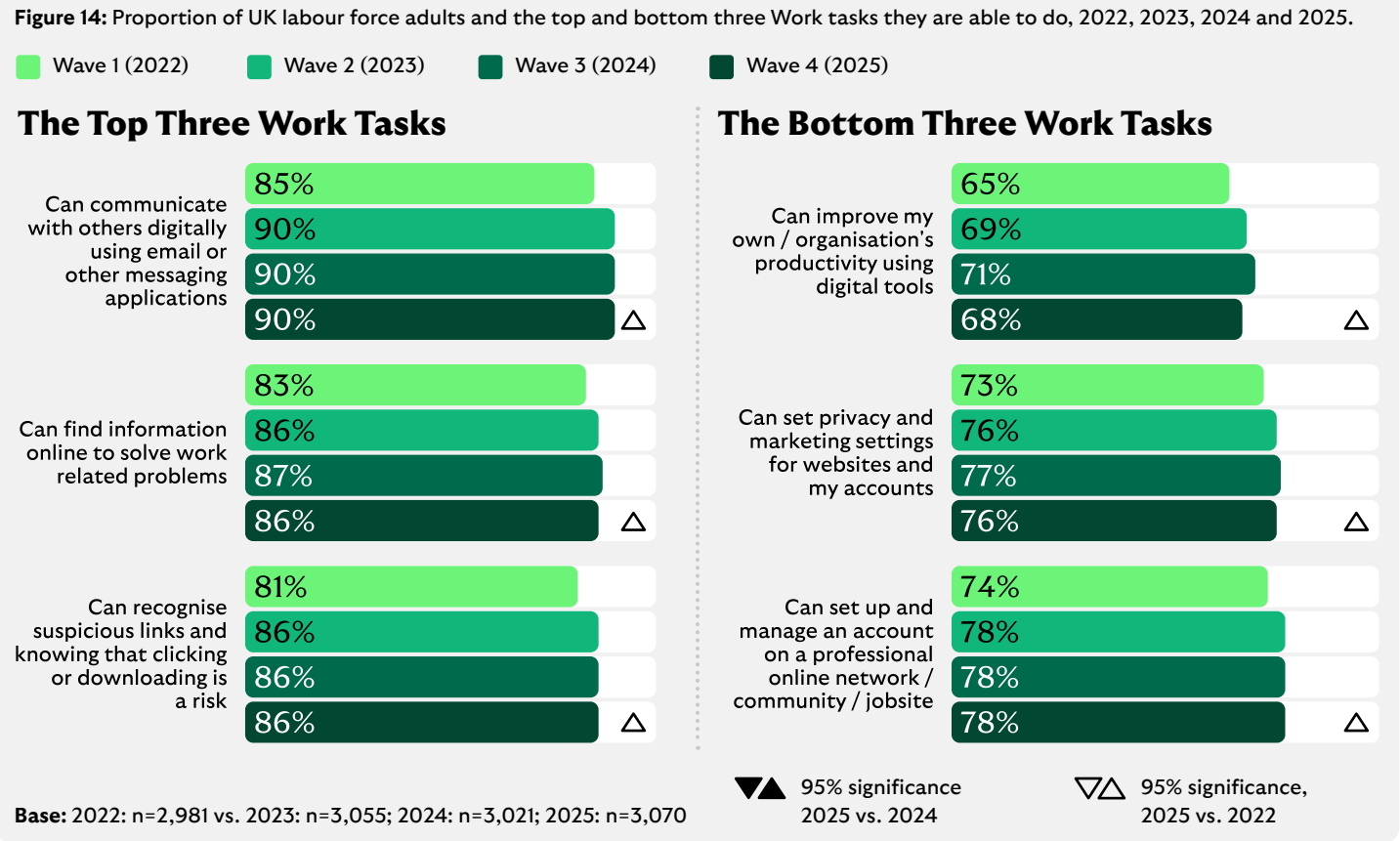
EDS for Work: Task View

The 20 Work tasks fallout across these five skills [see [Appendix 18](#)], and this year we see that the top three tasks that UK labour force adults are able to do remains consistent with 2024. Digital communication via messaging apps is the task that most can do. This reflects the rise of remote work, hybrid teams, as well as the convenience of instant messaging for frontline workers. However, this task shows no change in attainment over the last few years. It's also reassuring to see that recognition of suspicious links features in the top-ranking tasks, as online safety is paramount in the face of the ever-growing risks of scams and phishing.

settings for websites and accounts (76%). This is a key task holding people back from attaining greater Work skill in Problem Solving. It is also the Work task with the greatest year-on-year change in score, declining 3pp vs 2024. Despite not being a statistically significant change, it's indicative of the obstacle this task presents and its opportunity for intervention with upskilling and training [see [Appendix 20](#), for key groups declining on this statement]. Through the Digital Inclusion Action Plan, organisations are pledging to provide digital training to get individuals work ready and arming them for success in the work environment – use of productivity tools is an area that could be focused on here.

Digital productivity remains a barrier

The task labour force adults are least likely to be able to do is improve their own and/or the organisation's productivity using digital tools, with just over two thirds able to do this (68%). This is 8pp lower than the next worst-performing task - setting privacy and marketing





Less than half of the UK labour force can do all Work tasks

Figure 15 shows 45% of UK labour force adults can do all 20 of the surveyed Work tasks. While there has been a slight decline in score vs 2024 (-3pp from 48%), we still see a significant improvement in this metric compared to 2022 (41%). This represents a large segment of people who have the greatest depth of digital proficiency for the workplace.

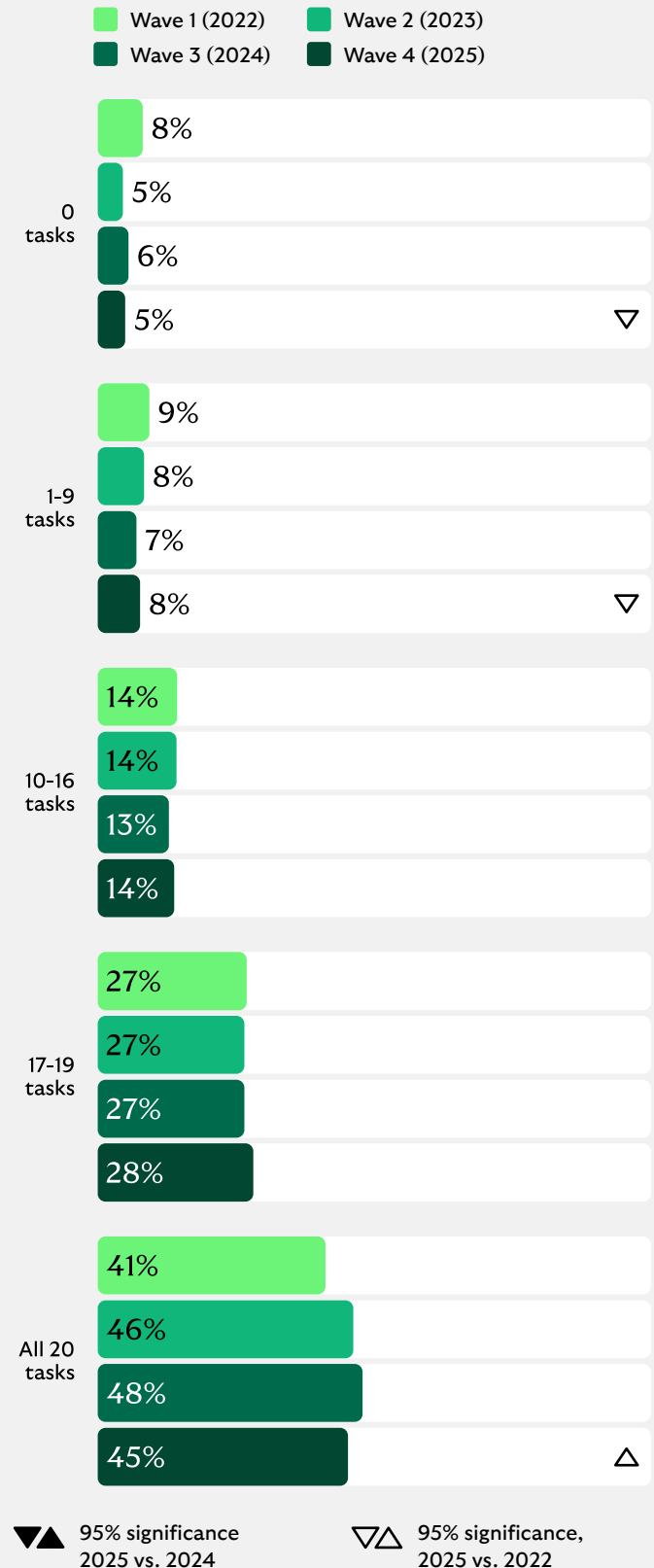
There remains a consistent proportion of over a quarter (28%) of labour force adults who sit 'on the cusp' of this achievement i.e. they can do 17-19 tasks. Understanding more about the barriers that hold this group back from achieving all 20 tasks (e.g. a lack of upskilling opportunities, need for these tasks in their current working environment, or drive to learn new tasks) will be key for stimulating the majority of labour force adults into being able to do all 20 tasks. The bottom three Work tasks that those 'on the cusp' are able to do, are the same as seen for the total UK labour force [see [Appendix 21](#)].

The average number of tasks that people can do:

15.6 (2022) vs.
16.5 (2023) vs.
16.5 (2024) vs.
16.5 (2025).

c.18.3 million labour force adults can do all 20 Work tasks (45%).

Figure 15: Proportion of UK labour force adults aged 18+ and the number of Work tasks they are able to do, 2022, 2023, 2024 and 2025.



Base: 2022: n=2,981 vs. 2023: n=3,055; 2024: n=3,021; 2025: n=3,070



Generational Differences in the Workplace

Although attainment of Work EDS is unchanged vs 2024 among labour force adults, the uplift in score since 2022 is encouraging to see, and reflective of the increasingly digital workspaces adults are exposed to. However, when looking at this closer, we can see that this change is not uniform across all generations.

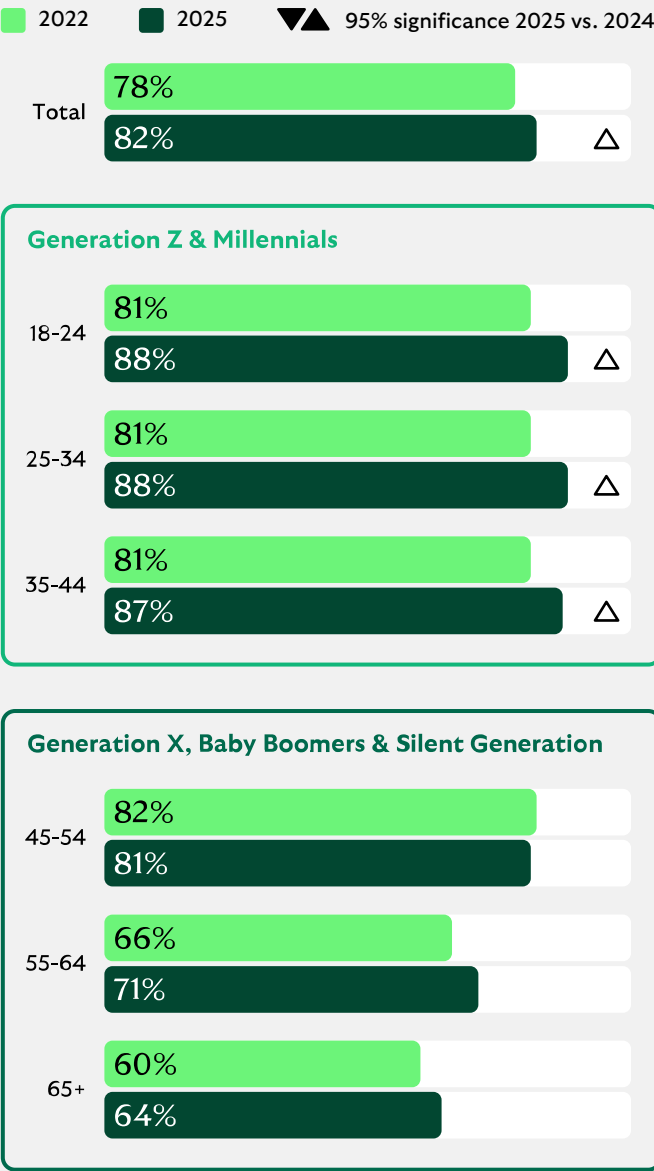
A caveat on generational analysis

Analysis based on generations can be vulnerable to biases and stereotyping which should be taken heed of. Certainly in a topic such as digital ability, we should be careful to acknowledge that differences between generations are likely driven by both a life cycle effect (i.e. certain behaviours/beliefs that all individuals are likely to experience at a certain stage of their life) and the idea that younger generations have a different experience of technology (many having grown up with it from a young age) that will have a distinct continual impact on their level of skill. For the sake of analysing by generations, we would consider those aged between 18-29 to be Generation Z; aged 30-45 to be Millennials; aged 46-59 to be Generation X; aged 60-80 to be Baby Boomers; and those aged 81-97 to be the Silent Generation³.

We see in Figure 16 that for Work EDS, attainment is highest in 2025 among 18-24s and 25-34s (88% respectively) and those aged 35-44 also perform similarly (87%) – representing the Gen Z and Millennial labour force adults. However, in 2025 there is a distinct gap of 6pp in achievement of Work EDS between 35-44s and 45-54s, and this level of skill continues to decline with age. Further, those aged 18-44 are the only ones to have significantly improved their performance in Work EDS since 2022. Although those 55+ have improved, this change is not statistically significant. To see differences in ability to do all 20 Work tasks by age, see [Appendix 23](#).

³ Ipsos Generations Report 2025 | Ipsos
ipsos-insight-llc.foleon.com/ipsos-thinks/ipsos-generations-report-2025/generational-analysis

Figure 16: Proportion of UK labour force adults aged 18+ and their level of Essential Digital Skills for Work, by age, 2022 vs 2025.



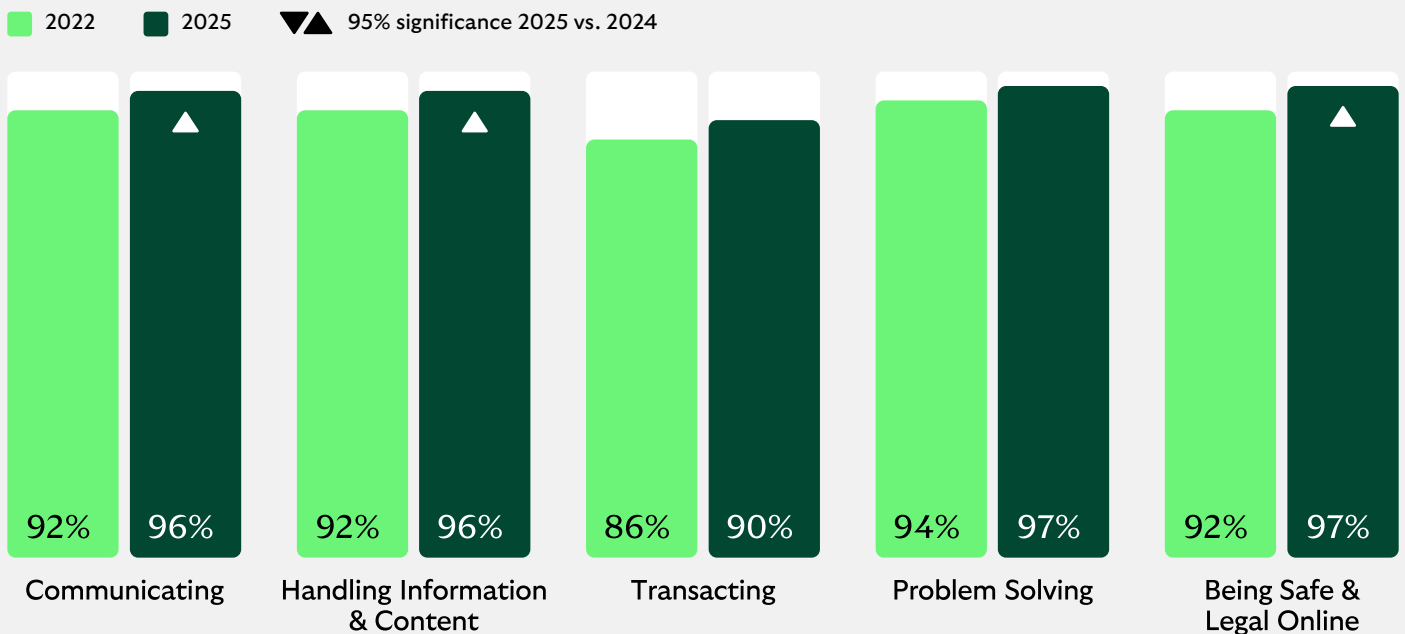
Base: 2022: n=2,981; 2025: n=3,070. Lowest sample size, 2025: 65+ (n=202). Highest sample size, 2025: 45-54 (n=700).

Younger workers have developed some of their digital skills

A further generational difference can be seen in the attainment of various Work skills. Those aged 18-24s (i.e. those firmly in the middle of Generation Z) are the only cohort to have significantly improved any Work skills (Communicating; Handling Information and Content; Being Safe and Legal Online) compared to last year [see [Appendix 24](#), for comparisons to other age groups].

Considering it's projected that by 2030 Gen Z and Millennials will make up 74% of the global workforce⁴, it may seem reassuring that this cohort is upskilling and we'd hope for this trajectory to continue. However, it won't serve organisations to only celebrate the achievement of this group and not give pause to the fact that mid to older generations are not improving at the same rate. Interventions should be taken to empower all ages to improve their range of digital skills, to equip labour force adults with the tools they need for the workplace.

Figure 17: Proportion of UK labour force adults aged 18-24 who have each of the five Work skills, 2024 vs 2025.



Base: 2024: n=404; 2025: n=395.

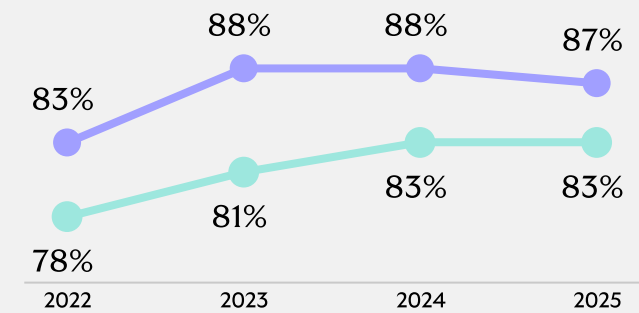
⁴ The Next-Gen Workforce: Five Key Tech Areas Separate Younger Workers From Older Generations, 2021 | Forrester
www.forrester.com/press-newsroom/the-next-gen-workforce-five-key-tech-areas-separate-younger-workers-from-older-generations



Spotlight: Closing the Digital Gender Divide

Figure 18: Proportion of UK adults 18+ that have the Foundation Level or Life EDS and proportion of UK labour force adults 18+ that have Work EDS, split by gender, 2022, 2023, 2024, and 2025.

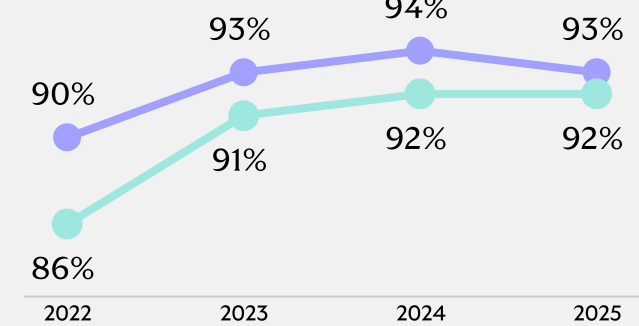
Foundation Level



Foundation Level

Looking closer into the data across the EDS levels shows a compelling story when it comes to gender and digital skills. At the most fundamental level of digital skills, the Foundation Level, attainment for males in 2025 is 4pp higher than females. While this is a welcome improvement from the 7pp gap recorded in 2023, it indicates a stubborn disparity, with females still less likely to be able to independently perform all eight of the essential tasks required to get online.

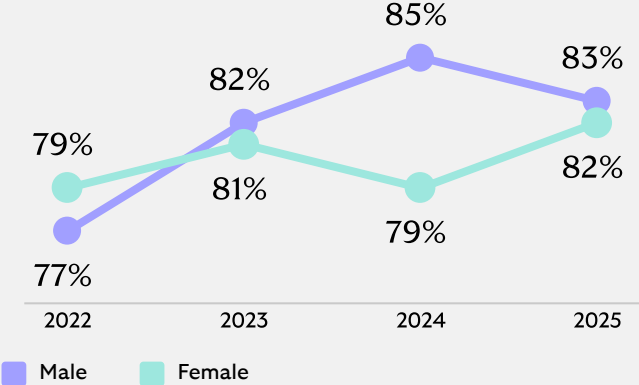
Life EDS



Life EDS

The picture is much more encouraging when we look at the skills needed for daily life. Here, the gap in attainment between males and females has closed, narrowing from 4pp in 2022 to just 1pp in 2025. This has brought males and females to a near-equal footing, which is a significant achievement. This impressive progress has been driven by a faster rate of upskilling among women, whose attainment has increased by 6 percentage points since 2022, compared to a 3-point increase for men across the same period.

Work EDS



Work EDS

The journey towards equality in workplace digital skills has seen notable shifts. In 2022 females had a slight lead over males for Work EDS. However, strong progress among males in subsequent years meant they established a 6pp lead by 2024. The latest data for 2025 shows this gap has now closed to just 1pp, meaning males and females in the UK labour force are once again on par with each other for the digital skills essential for work.

Base: 2022: n=4,099; 2023: n= 4,172; 2024: n=4,173; 2025: n=4,175 / 2022: n=2,981 vs. 2023: n=3,055; 2024: n=3,021; 2025: n=3,070.

Spotlight: The First Place UK Adults Go to Improve Digital Skills

To understand how to drive further improvement in the UK's digital capabilities, it is crucial to understand how UK adults are currently upskilling themselves.

Our study reveals a strong preference for informal, self-directed learning, with more formal methods being far less common. Almost half of UK adults (47%) take the lead on their own learning using resources such as blogs, YouTube or TikTok. There are many benefits to taking this approach, such as the flexibility to learn at a time that suits you, at your own pace, and in your choice of learning style (e.g. written content, short form videos, long form videos).

The second most popular choice is to reach out to others who are more knowledgeable for advice. However at 18pp behind self-teaching (29%), this is a significantly less common first choice. These two methods stand out as the primary ways UK adults develop new digital skills. Other methods such as learning within the workplace, or through a formalised trainer-led course are much less common – they are the first choices of fewer than one in ten UK adults respectively (9% and 6% respectively).

Figure 19: Proportion of UK adults aged 18+ and the first destination they go to improve their digital skills, 2025.



Base: n=4,175



Does age impact how we prefer to learn?

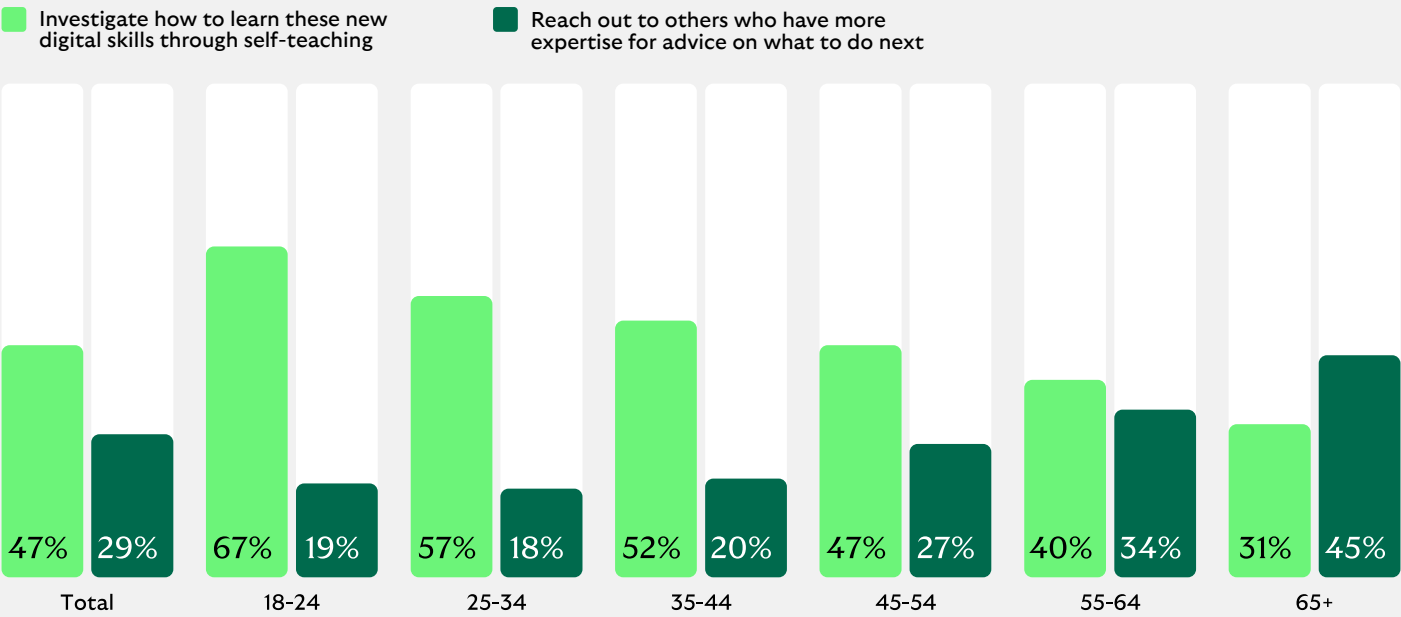
The two most popular ways to learn digital skills—self-teaching and asking for advice—are not chosen equally by everyone. A closer look at the data reveals that age plays a role in this narrative.

The preference for self-teaching to improve digital skills is much more pronounced among young adults. Those aged 18-24s are 3.5 times more likely to first choose to self-teach (67%) than reach out to others who have more expertise (19%). This creates a vast gap of

48pp between the two methods. This gap steadily narrows with age, shrinking to just 6pp among those aged 55-64s, signalling a significant shift in learning habits.

Conversely, this preference flips amongst adults aged 65+. This age group is much more likely to turn to others for advice (45%) as their first choice for digital upskilling vs self-teaching (31%). This may be because they feel less confident about teaching themselves new skills, or have more trust in the learning process if they're speaking to people they know have more expertise.

Figure 20: Proportion of UK adults aged 18+ and first destination they go to improve their digital skills, by age, 2025.



Base: n=4,175

Almost half of UK adults (47%) take the lead on their own learning using resources such as blogs, YouTube or TikTok.

Those aged 18-24s are 3.5 times more likely to first choose to self-teach (67%) than reach out to others who have more expertise (19%).

The preference for self-teaching flips amongst adults aged 65+. This age group is much more likely to turn to others for advice (45%) as their first choice for digital upskilling vs self-teaching (31%).

Looking deeper by education level and gender also shows different behaviours

These learning preferences create a reinforcing cycle. Our data shows that the demographic groups with the higher digital skills across the EDS levels are the most likely to self-teach [see [Appendix 28](#)]. It follows that having a strong digital foundation gives individuals the confidence and ability to improve their skills independently. This creates a crucial challenge: the very people who most need to upskill are often the least likely to use the most common method of learning.



Those more likely to self-teach are...



Male



Younger



**From a higher
social grade
(ABC1)**



**More
educated
(degree-level)**



**Without an
impairment**



Working



Female



Older



**From a lower
social grade
(C2DE)**



**Less educated
(no formal
qualifications)**



**With an
impairment**



Not working

Implications: A Dual Approach is Essential

This analysis makes it clear that a one-size-fits-all approach to digital upskilling will not work. To be effective, support must be twofold:

1.

For the self-starters, we need a rich ecosystem of high-quality, easily accessible online resources that allow them to learn in a way that suits them.

2.

For those who lack confidence, the value of personal, one-to-one support cannot be overstated. We must invest in community-based guidance and training to ensure they are not left behind.

Essential Digital Skills 2025: Technical Notes

Essential Digital Skills Methodology

Sample

Ipsos interviewed 4,175 participants aged 18+ years in the UK (Great Britain and Northern Ireland) via their telephone Omnibus. Data are weighted to represent the UK population in terms of age, social grade, region and working status within the gender variable and additional profiles on tenure and ethnicity using PAMCo data. Data are further weighted on device ownership using data derived from a robust national survey.

Fieldwork dates

5th March – 2nd April 2025

Fieldwork methodology

The Ipsos telephone Omnibus (also known as CATIBUS), was used for a third year as the methodology for the Essential Digital Skills (EDS) study. CATIBUS interviews a nationally representative sample of those aged 18+ in Great Britain. An additional sample of interviews in Northern Ireland (c.n=150) was then conducted to ensure UK representivity. CATIBUS uses telephone interviewing to ensure no online bias, with responses entered directly into an electronic questionnaire by the interviewer conducting the interview.

The sample design incorporates a range of variables to ensure a robust, representative and consistent sample is achieved each week of fieldwork. CATIBUS uses a rigorous sampling method – robust samples of telephone leads are purchased from specialist sample providers as well as Random Digit Dialling, and consumer sample lists of over 10 million people in the UK which can be targeted locally and nationally. Approximately 60% of interviews are conducted on a mobile and 40% via landline.

Only a limited amount of corrective weighting is needed to adjust the results on the Omnibus survey so that they are in line with the national demographic profile.

Between 2019-2020, Ipsos conducted the EDS survey through the face-to-face Omnibus (CAPIBUS) which was able to reach those aged 15+ in Great Britain and Northern Ireland. Due to the Covid-19 pandemic compromising the safety of participants and interviewers and prompting local lockdowns throughout the UK, the survey was carried out by telephone for the first time in 2021, rather than face-to-face interviewing. Questions were asked in the same way. CATIBUS is now the chosen methodology for the EDS survey for the foreseeable future.

EDS framework

The Essential Digital Skills report is based on data collected to help understand if people would be able to do a range of tasks without assistance in either a work setting or in their personal lives. This is grouped in three levels of EDS: the Foundation Level, Life EDS and Work EDS.

In 2022, the Essential Digital Skills calculation and list of tasks within the framework were updated to reflect more accurately the current technological landscape and opportunity for digital activities. This is the fourth year utilising this current framework, and as such trended data can be seen in the 2025 Essential Digital Skills Report. To achieve the Foundation Level, you must be able to complete all of the eight tasks included in this question.

Across Life EDS, there are 26 Life tasks, across five Skills. These Skills are Communicating, Handling Information & Content, Transacting, Problem Solving and Being Safe & Legal Online. If you are able to do at least one task in a Skill, you are considered as having that Skill. If you have all five Life Skills, you are classed as having 'Life EDS'.

Achievement of Work EDS is similar to Life EDS. There are 20 Work tasks across the same five Skills, though each task is focused on the workplace setting. Achieving one task in a Skill results in an individual having that Skill. If you have all five Work Skills, you are classed as having 'Work EDS'. However, Work EDS can only be achieved by those amongst the UK Labour Force. This sample is defined by working status and not age. This sample consists of participants who:

- Have paid job - Full time (30+ hours per week)
- Have paid job - Part time (8-29 hours per week)
- Have paid job - Part time (Under 8 hours per week)
- Not working
- Self-employed (full time)
- Self-employed (part time)
- Full time student
- Still at school
- Unemployed and seeking work
- Not in paid work for other reason
- Not in paid work because of long term illness or disability

Thus, participants are classified as doing the task if they can do it, regardless of if they do it at work or not. This provides an opportunity to capture a group of the population who are not employed but can still do a Work task, allowing Work skills to be measured for UK adults who are out of work and potentially job seeking. On the scale used to measure ability to do a task, participants are classified as being able to do a task if they code 2, 3 or 4.

1. Yes – you can do this task in your personal life
2. **[IF EMPLOYED]** Yes – you can do this task in your working life / **[IF NOT EMPLOYED BUT NOT RETIRED]** Yes – you would be able to do this task if you were in work **[EXCLUSIVE]**
3. **[IF EMPLOYED]** Yes – you can do this task in both your personal and working life / **[IF NOT EMPLOYED BUT NOT RETIRED]** Yes – you can do this task in your personal life and would be able to do this task if you were in work **[EXCLUSIVE]**
4. Yes – you can do this task in your working life but you don't need to use it
5. No – you can't do this task **[EXCLUSIVE]**
6. **[IF NOT EMPLOYED BUT NOT RETIRED]** Unable to consider a working life **[DO NOT READ OUT – DO NOT CODE WITH 2-5]**

As the framework for Essential Digital Skills was updated in 2022, any 2025 data collected cannot be compared to EDS results reported in the years 2019-2021 but can be compared to 2022 to 2024 data.

UK Representivity and Population Estimates

This report includes the numbers of adults 18+ that have been inferred to be in a particular group by extrapolating from our research data (for example, the number of those 18+ in the UK in 2025 with all 8 Foundation tasks is 85% which has been extrapolated to represent an estimated 44.7m people). Total population figures are taken from the most recently published estimates provided by the Office for National Statistics (2023 mid-year stats for the UK). For the Essential Digital Skills data, percentages are applied to a population base aged 18+ (52,759,145). Total working population figures are taken from the most recently published estimates provided by the Office for National Statistics (2023 mid-year stats for the UK), weighted to the Labour Force Survey stats (Labour Force Study Mar 2025). For the Essential Digital Skills data, percentages are applied to a UK labour force population base aged 18+ (40,369,000).

Sources can be found below:

- <https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/datasets/populationestimatesforukenglandandwalesscotlandandnorthernireland>
- <https://www.ons.gov.uk/employmentandlabourmarket/peopleinwork/employmentandemployeetypes/datasets/summaryoflabourmarketstatistics>

Whilst every care has been taken to ensure the robustness of our data, our data accuracy is limited by its sample size, and therefore there is a margin of error that exists around any figures reported. All significance testing is calculated at the 95% confidence level, with the 95% confidence level to be used for all population extrapolations. This

means that the population size of any group lies in a range which has been calculated and included in this set of appendices. For example, it is reported that 85% of UK adults (estimated 44.7 million people) have all 8 Foundation tasks; however, the true population value will be ± 1.1 with a 95% confidence interval. Thus, there is 95% confidence that the correct figure is between 44.3 million and 45.4 million.

Gender classification

The following question was asked to the participants in the survey to establish a participant's gender: **'Which of the following best describes how you think of yourself?'**

1. Male
2. Female
3. In another way

In the report, only male and female participants are referred to as the incidence for those who select "In another way" is too low to report.

Impairment classification

The following question was asked to the participants in the survey to establish whether a participant claims to have any impairment: **'Do any of these condition(s) or illness(es) affect your ability to carry out day-to-day activities? Select all that apply'**

1. Addiction, e.g. drugs, alcohol, gambling
2. Vision, e.g. blindness or partial sight
3. Hearing, e.g. deafness or partial hearing
4. Mobility, e.g. walking short distances or climbing stairs
5. Dexterity, e.g. lifting and carrying objects, or using a keyboard
6. Learning, understanding or concentrating
7. Memory, e.g. forgetting conversations or appointments
8. Mental health e.g. depression, anxiety, obsessive compulsive disorder (OCD)
9. Stamina, breathing or fatigue
10. Socially or behaviourally (associated with a mental health condition, or with a developmental disorder like autism or ADHD (attention deficit hyperactivity disorder))
11. None of these conditions severely affect my ability to carry out day-to-day activities
12. Don't know
13. Prefer not to say

In the report, nets were created such that "Has any impairment" is a combination of any impairments (codes 1-10); "Sensory (sight or sound)" is a combination of vision and hearing (codes 2 or 3), "Physical" is a combination of mobility, dexterity and stamina, breathing or fatigue (codes 4, 5 or 9) and "Learning or memory" is a combination of learning and memory (codes 6 or 7).

Ethnicity classification

The following question was asked to the participants in the survey to establish a participant's ethnicity group: **'Which group do you consider yourself to belong to?'**

1. White - English / Welsh / Scottish / Northern Irish / British
2. White - Irish
3. White - Gypsy or Irish Traveller
4. White - Any other White background
5. Mixed - White and Black Caribbean
6. Mixed - White and Black African
7. Mixed - White and Asian
8. Mixed - Any other Mixed / multiple ethnic background
9. Asian/Asian British - Indian
10. Asian/Asian British - Pakistani
11. Asian/Asian British - Bangladeshi
12. Asian/Asian British - Chinese
13. Asian/Asian British - Any other Asian background
14. Black/Black British – African
15. Black/Black British - Caribbean
16. Black/Black British - Any other Black / African / Caribbean background
17. Arab
18. Any other ethnic group
19. Don't know
20. Refused

In the report, nets were created such that "White" is a combination of White ethnic groups (codes 1 – 4) and "Ethnic minorities" refers to Black, Asian and Minority Ethnic groups (codes 5 – 18). Note that the ethnic minorities group does not include White minorities such as Irish Travellers.

Employment classification

The following question was asked to the working participants in the survey to understand their workplace: **'Which of the following best describes the industry your company operates in?'**

1. Telecommunications
2. Technology
3. CPG / FMCG
4. Retail
5. Financial Services
6. Not for Profit
7. Manufacturing & Automotive
8. Travel

9. Media & Advertising
10. Government
11. Education
12. Medical
13. Public service
14. Engineering
15. Service industry
16. Something else (specify) [FIXED]

Internet access question

The following question was asked to the participants in the survey to understand how they access the internet: **'Which of these best describes your use of the internet? Please include all use of the internet, including sending and receiving emails.'**

1. Several times a day
2. Around once a day
3. 4 or 5 times a week
4. 2 or 3 times a week
5. Around once a week
6. 2 or 3 times a month
7. Around once a month
8. Less than around once a month
9. Never but you have access
10. Never but you do not have access

In the report, a net was created such that "Has internet access" is a combination of codes 1-9.

Digital Upskilling

In the 2025 survey, a question was asked to understand the preferred learning channel for individuals seeking to improve their digital skills: **'Where do you go first to improve your digital skills?'**

1. You reach out to others who have more expertise for advice on what to do next
2. You investigate how to learn these new digital skills through a formalised trainer led course
3. You investigate how to learn these new digital skills through self-teaching e.g. blogs, YouTube, TikTok
4. You investigate how to learn these new digital skills in your current workplace (shown only for those who are currently in employment)]
5. You look to improve your digital skills in another way (PLEASE SPECIFY)
6. You never look to improve your digital skills
7. Don't know



Essential Digital Skills 2025 Tasks

The Foundation Level

- You can turn on the device and enter any account login information as required
- You can use the available controls on your device (e.g. mouse, keyboard, touchscreen, trackpad)
- You can use the different settings on your device to make it easier to use (e.g. adjust font size, volume settings, brightness of screen, voice activation or screen readers)
- You can find and open different applications/programmes/platforms on your devices (e.g. opening a web browser, messaging applications)
- You can set up a connection to a Wi-Fi network on your devices (e.g. when at home, work, out in public or visiting family and friends)
- You can open an internet browser to find and use websites (e.g. Safari, Google Chrome, Mozilla Firefox, Microsoft Edge)
- You can keep your login information and passwords for a device and any accounts secure (e.g. not shared with anyone or written down or left prominently near a device)
- You can update and change your password when prompted to do so

EDS for Life

Communicating Skill

- You can set up accounts which help you communicate online (e.g. email, social media, forums)
- You can communicate with others digitally using email or other messaging applications (e.g. WhatsApp or Messenger, direct messaging on social media such as Instagram, Facebook etc)
- You can use software to create, write or edit documents (e.g. Microsoft Word/ Google docs/ Pages for a CV/letter)
- You can share files or links with others by attaching to an email, uploading to a website or an application (e.g. proof of address/ identity, sharing an image, or link via WhatsApp)
- You can make and receive video calls (e.g. Facetime, Zoom, Facebook Portal or WhatsApp call)
- You can post messages, photographs, videos or blogs on social media platforms (e.g. Facebook, Instagram, Tik Tok, Twitter or Snapchat)

Handling Information & Content Skill

- You can recognise what information or content online may, or may not, be trustworthy (e.g. fact checked information, “fake news” or assess the trustworthiness of a company based on customer reviews)

- You can use search engines to find information you’re looking for (e.g. search for news, the weather, train times)
- You can store and back up photos, messages, documents or other information (e.g. iCloud, Google Drive, Dropbox, OneDrive, desktop or storage drive)
- You can use the cloud to access content from different devices (e.g. smartphone, tablet, laptop and desktop)
- You can use the internet to stream or download entertainment content (e.g. films, TV series, music, games or books through services like YouTube, Spotify, Netflix, BBC iPlayer)

Transacting Skill

- You can set up an account online that enables you to buy goods or services (e.g. Amazon, eBay, supermarkets or other retailers)
- You can fill in forms online to access the services you need (e.g. Voting registration, ordering repeat prescriptions, booking doctor appointments, booking train tickets or beauty appointments)
- You can buy goods/services online using online payments (e.g. Debit/ credit card, PayPal, Apple Pay, Google Pay, Worldpay)
- You can manage your money and transactions online (e.g. View balance or transfer funds via internet or mobile banking app, manage spending through PayPal account, manage payments on finance plan)

Problem Solving Skill

- You can use the internet to find information that helps you solve problems (e.g. by using search engines, web chat, FAQs and forums)
- You can use the internet to improve your skills and ability to do new things (e.g. using online tutorials, learning platforms and how-to guides)

Being Safe and Legal Online Skill

- You can 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)
- You can set privacy and marketing settings for websites and your accounts (e.g. managing social media privacy settings, managing cookie settings, updating contact preferences)
- You can 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)
- You can respond to requests for authentication for online accounts (e.g. resetting your password when you’ve forgotten it, two factor authentication, using a remote access key or an authenticator app)
- You can identify secure websites (e.g. by looking for the padlock and ‘https’ in the address bar)



- You can 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)
- You can update your device software / operating systems when necessary to prevent viruses and other risks (e.g. enabling automatic updates, or installing when prompted to do so)
- You can 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)
- You can be careful with what you share online as you know that online activity produces a permanent record that can be accessed by others (e.g. publicly shared photos, forums, personal information or opinions)

EDS for Work

Communicating Skill

- You can communicate in the workplace digitally using messaging applications (e.g. Email, Microsoft Teams, Zoom, Slack, internal intranet, WhatsApp)
- You can use workplace digital tools to create, share and collaborate with colleagues (e.g. Microsoft Teams, OneDrive, G-Suite, Office 365, WeTransfer, Dropbox, WebEx, Slack)
- You can set up and manage an account on a professional online network / community/ job site (e.g. LinkedIn, Total Jobs, Indeed)

Handling Information & Content Skill

- You can follow your organisation's IT policies when sharing information internally and externally (e.g. classifying emails/ documents, encrypting sensitive information, sharing appropriate information on social media)
- You can securely access, synchronise and share information at work across different devices (e.g. manage email, calendar or appointment system via different devices)

Transacting Skill

- You can complete digital records on behalf of, or within my organisation (e.g. absence management, holidays, timesheets, expenses, tax returns)
- You can access salary and tax information digitally (e.g. password protected payslips, P60, P45)

Problem Solving Skill

- You can find information online that helps you solve work related problems (e.g. Search Engines, IT helpdesk, software providers, peer networks)
- You can use appropriate software that is required of your day-to-day job (e.g. spreadsheets, online booking systems, HR management, workflow or sales management)

- You can improve your skills and ability to do new things at work using online tutorials, learning platforms and how-to guides (e.g. LinkedIn Learning, YouTube, iDEA, Skillssoft, internal learning platforms)
- You can improve your own and/or the organisation's productivity using digital tools (e.g. Trello, Microsoft Projects and Planner, Slack)

Being Safe and Legal Online Skill

- You can 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)
- You can set privacy and marketing settings for websites and your accounts (e.g. managing social media privacy settings, managing cookie settings, updating contact preferences)
- You can 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)
- You can respond to requests for authentication for online accounts (e.g. resetting your password when you've forgotten it, two factor authentication, using a remote access key or an authenticator app)
- You can identify secure websites (e.g. by looking for the padlock and 'https' in the address bar)
- You can 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)
- You can update your device software / operating systems when necessary to prevent viruses and other risks (e.g. enabling automatic updates, or installing when prompted to do so)
- You can 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)
- You can be careful with what you share online as you know that online activity produces a permanent record that can be accessed by others (e.g. publicly shared photos, forums, personal information or opinions)

Please contact us at [LBG to insert email address] for more details on the Essential Digital Skills 2025 survey.

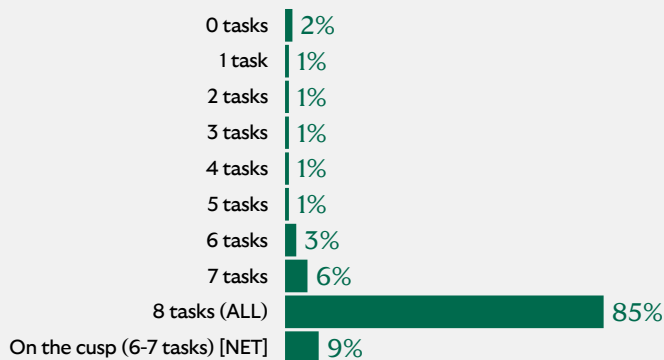
Appendix

Appendix 1: Proportion of UK adults aged 18+ who have the Foundation Level, by age, 2022, 2023, 2024, and 2025.

Age	2022	2023	2024	2025
18-24	94%	93%	95%	95%
25-34	92%	94%	96%	95%
34-44	91%	91%	91%	91%
45-54	89%	90%	89%	89%
55-64	76%	84%	84%	82%
65+	54%	64%	65%	67%
75+	31%	51%	53%	54%

Base: 2022: n=4,099; 2023: n= 4,172; 2024: n=4,173; 2025: n=4,175.

Appendix 2: Proportion of UK adults aged 18+ who can do the listed number of Foundation Level tasks, 2025.



Base: 4,175.

Appendix 3: Proportion of UK adults aged 18+ across different demographics that have the Foundation Level, 2025.

	Has the Foundation Level [8 tasks]
Total	85%
Male	87%
Female	83%
18-24	95%
25-34	95%
35-44	91%
45-54	89%
55-64	82%
65-74	75%
65+	67%
Ab	92%
C1	90%
C2	84%
DE	71%
ABC1	91%
C2DE	77%
Labour force sample	90%
Full time	95%
Part time	91%
Self employed	89%
Not in paid work, but not retired	77%
Retired	68%
Up to £13,499	76%
£13,500-£24,999	84%
£25,000-£29,999	92%
£30,000-£39,999	94%
£40,000-£74,999	96%
£75,000+	99%
Up to £24,999 [NET]	80%
No, do not have an impairment	91%
Yes, have an impairment	74%
Sensory (vision or hearing)	65%
Physical	67%
Learning or memory	73%
Mental health	73%
Has one impairment	83%
Has multiple impairments	68%
Vision	64%
Hearing	63%
Mobility	62%
Dexterity	58%
Stamina, breathing or fatigue	65%
Learning, understanding or concentrating	74%
Memory	64%
Social or behavioural	77%
No formal qualifications	53%
GCSE / O-Level / CSE / NVQ12	80%
A-level or equivalent	87%
Degree / Master / PhD	93%

Base: Lowest base size No formal qualifications (n=250). Highest base size No, do not have an impairment (n=2556).

Appendix 4: Proportion of UK adults aged 18+ who can do the listed number of Foundation Level tasks, by region, 2025.

	The Foundation Level [8 tasks]	Partial Foundation [1-7 tasks]	No Foundation [0 tasks]	Without Foundation Level [0-7 tasks]
TOTAL	85%	14%	2%	15%
East Midlands	85%	14%	2%	15%
East of England	88%	11%	1%	12%
London	88%	11%	1%	12%
North East	85%	14%	1%	15%
North West	82%	16%	3%	18%
South East	83%	15%	2%	17%
South West	84%	15%	1%	16%
West Midlands	87%	12%	1%	13%
Yorkshire & Humber	85%	13%	1%	15%
Scotland	85%	13%	2%	15%
Wales	79%	19%	2%	21%
England [NET]	85%	13%	2%	15%
Northern Ireland	85%	12%	3%	15%

Base: Lowest base size Northern Ireland (n=163). Highest base size South East (n=569).

Appendix 5: Proportion of UK adults aged 18+ who have the Foundation Level tasks, by region, 2022, 2023, 2024, and 2025.

	Has the Foundation Level [8 tasks]
East Midlands 2022	82%
East Midlands 2023	79%
East Midlands 2024	85%
East Midlands 2025	85%
East of England 2022	81%
East of England 2023	84%
East of England 2024	82%
East of England 2025	88%
London 2022	86%
London 2023	86%
London 2024	88%
London 2025	88%
North East 2022	79%
North East 2023	82%
North East 2024	81%
North East 2025	85%
North West 2022	78%
North West 2023	87%
North West 2024	82%
North West 2025	82%
South East 2022	82%
South East 2023	85%
South East 2024	86%
South East 2025	83%
South West 2022	78%
South West 2023	85%
South West 2024	89%
South West 2025	84%
West Midlands 2022	76%
West Midlands 2023	80%
West Midlands 2024	83%
West Midlands 2025	87%
Yorkshire & Humber 2022	76%
Yorkshire & Humber 2023	84%
Yorkshire & Humber 2024	86%
Yorkshire & Humber 2025	85%
Scotland 2022	85%
Scotland 2023	85%
Scotland 2024	85%
Scotland 2025	85%
Wales 2022	71%
Wales 2023	82%
Wales 2024	80%
Wales 2025	79%
England [NET] 2022	80%
England [NET] 2023	84%
England [NET] 2024	85%
England [NET] 2025	85%
Northern Ireland 2022	83%
Northern Ireland 2023	85%
Northern Ireland 2024	91%
Northern Ireland 2025	85%

Base: Lowest base size North East (n=164). Highest base size London (n=523).

**Appendix 6:** Proportion of UK adults aged 18+ who have the Foundation Level, by key demographics, 2022, 2023, 2024, and 2025.

	The Foundation Level [8 tasks]	Partial Foundation [1-7 tasks]	No Foundation [0 tasks]	Without Foundation Level [0-7 tasks]
2022	80%	15%	4%	20%
2023	84%	14%	2%	16%
2024	85%	13%	2%	15%
2025	85%	14%	2%	15%
MALE 2022	83%	13%	3%	17%
MALE 2023	88%	11%	2%	12%
MALE 2024	88%	11%	2%	12%
MALE 2025	87%	11%	2%	13%
FEMALE 2022	78%	17%	6%	22%
FEMALE 2023	81%	17%	3%	19%
FEMALE 2024	83%	15%	2%	17%
FEMALE 2025	83%	16%	1%	17%
18-24 2022	94%	6%	*	6%
18-24 2023	93%	6%	*	7%
18-24 2024	95%	5%	-	5%
18-24 2025	95%	5%	*	5%
25-34 2022	92%	8%	*	8%
25-34 2023	94%	6%	*	6%
25-34 2024	96%	4%	*	4%
25-34 2025	95%	5%	-	5%
35-44 2022	91%	8%	1%	9%
35-44 2023	91%	8%	1%	9%
35-44 2024	91%	8%	*	9%
35-44 2025	91%	8%	1%	9%
45-54 2022	89%	9%	2%	11%
45-54 2023	90%	10%	*	10%
45-54 2024	89%	11%	*	11%
45-54 2025	89%	11%	*	11%
55-64 2022	76%	20%	4%	24%
55-64 2023	84%	14%	2%	16%
55-64 2024	84%	14%	2%	16%
55-64 2025	82%	16%	2%	18%
65-74 2022	70%	24%	6%	30%
65-74 2023	71%	25%	4%	29%
65-74 2024	74%	23%	4%	26%
65-74 2025	75%	23%	3%	25%
75+ 2022	31%	42%	27%	69%
75+ 2023	51%	35%	14%	49%
75+ 2024	53%	38%	9%	47%
75+ 2025	54%	38%	8%	46%
65+ 2022	54%	31%	14%	46%
65+ 2023	64%	29%	8%	36%
65+ 2024	65%	29%	6%	35%
65+ 2025	67%	28%	5%	33%

Base: 2022: n=4,099; 2023: n= 4,172; 2024: n=4,173; 2025: n=4,175.

Appendix 6 (cont.): Proportion of UK adults aged 18+ who have the Foundation Level, by key demographics, 2022, 2023, 2024, and 2025.

	The Foundation Level [8 tasks]	Partial Foundation [1-7 tasks]	No Foundation [0 tasks]	Without Foundation Level [0-7 tasks]
LABOUR FORCE SAMPLE 2022	88%	10%	2%	12%
LABOUR FORCE SAMPLE 2023	90%	9%	1%	10%
LABOUR FORCE SAMPLE 2024	91%	9%	1%	9%
LABOUR FORCE SAMPLE 2025	90%	9%	1%	10%
FULL TIME 2022	94%	6%	1%	6%
FULL TIME 2023	95%	5%	*	5%
FULL TIME 2024	94%	6%	*	6%
FULL TIME 2025	95%	5%	*	5%
PART TIME 2022	84%	14%	3%	16%
PART TIME 2023	90%	10%	*	10%
PART TIME 2024	89%	10%	*	11%
PART TIME 2025	91%	9%	*	9%
SELF EMPLOYED 2022	84%	14%	2%	16%
SELF EMPLOYED 2023	87%	12%	1%	13%
SELF EMPLOYED 2024	94%	6%	-	6%
SELF EMPLOYED 2025	89%	10%	1%	11%
RETIRED 2022	56%	31%	13%	44%
RETIRED 2023	66%	28%	7%	34%
RETIRED 2024	66%	28%	6%	34%
RETIRED 2025	68%	28%	4%	32%
NOT IN PAID WORK, BUT NOT RETIRED 2022	78%	18%	4%	22%
NOT IN PAID WORK, BUT NOT RETIRED 2023	77%	20%	4%	23%
NOT IN PAID WORK, BUT NOT RETIRED 2024	82%	16%	2%	18%
NOT IN PAID WORK, BUT NOT RETIRED 2025	77%	20%	3%	23%
NOT WORKING 2022	64%	26%	10%	36%
NOT WORKING 2023	70%	24%	6%	30%
NOT WORKING 2024	72%	23%	4%	28%
NOT WORKING 2025	71%	25%	4%	29%
WORKING 2022	90%	8%	1%	10%
WORKING 2023	93%	7%	*	7%
WORKING 2024	93%	7%	*	7%
WORKING 2025	93%	6%	*	7%
YES KIDS IN HOUSEHOLD 2022	92%	8%	1%	8%
YES KIDS IN HOUSEHOLD 2023	91%	9%	*	9%
YES KIDS IN HOUSEHOLD 2024	93%	7%	*	7%
YES KIDS IN HOUSEHOLD 2025	92%	8%	*	8%
NO KIDS IN HOUSEHOLD 2022	76%	18%	6%	24%
NO KIDS IN HOUSEHOLD 2023	81%	16%	3%	19%
NO KIDS IN HOUSEHOLD 2024	82%	16%	2%	18%
NO KIDS IN HOUSEHOLD 2025	82%	16%	2%	18%
OWN PROPERTY 2022	83%	14%	3%	17%
OWN PROPERTY 2023	85%	13%	2%	15%
OWN PROPERTY 2024	86%	13%	1%	14%
OWN PROPERTY 2025	86%	12%	1%	14%

Base: 2022: n=4,099; 2023: n= 4,172; 2024: n=4,173; 2025: n=4,175.

**Appendix 6 (cont.):** Proportion of UK adults aged 18+ who have the Foundation Level, by key demographics, 2022, 2023, 2024, and 2025.

	The Foundation Level [8 tasks]	Partial Foundation [1-7 tasks]	No Foundation [0 tasks]	Without Foundation Level [0-7 tasks]
RENT PROPERTY 2022	77%	17%	6%	23%
RENT PROPERTY 2023	81%	16%	3%	19%
RENT PROPERTY 2024	84%	14%	2%	16%
RENT PROPERTY 2025	82%	15%	2%	18%
AB 2022	88%	10%	2%	12%
AB 2023	92%	7%	1%	8%
AB 2024	91%	9%	*	9%
AB 2025	92%	7%	1%	8%
C1 2022	88%	11%	1%	12%
C1 2023	90%	10%	1%	10%
C1 2024	90%	9%	1%	10%
C1 2025	90%	9%	1%	10%
C2 2022	79%	16%	4%	21%
C2 2023	82%	16%	3%	18%
C2 2024	84%	14%	2%	16%
C2 2025	84%	14%	2%	16%
DE 2022	64%	24%	12%	36%
DE 2023	71%	23%	6%	29%
DE 2024	73%	23%	4%	27%
DE 2025	71%	26%	4%	29%
ABC1 2022	88%	11%	2%	12%
ABC1 2023	91%	8%	1%	9%
ABC1 2024	91%	9%	1%	9%
ABC1 2025	91%	8%	1%	9%
C2DE 2022	71%	20%	8%	29%
C2DE 2023	76%	20%	4%	24%
C2DE 2024	78%	19%	3%	22%
C2DE 2025	77%	20%	3%	23%
SMARTPHONE 2022	87%	13%	1%	13%
SMARTPHONE 2023	87%	12%	1%	13%
SMARTPHONE 2024	88%	12%	*	12%
SMARTPHONE 2025	88%	11%	1%	12%
TABLET 2022	87%	13%	1%	13%
TABLET 2023	89%	10%	1%	11%
TABLET 2024	90%	10%	*	10%
TABLET 2025	89%	10%	1%	11%
LAPTOP/PC 2022	88%	12%	*	12%
LAPTOP/PC 2023	88%	11%	1%	12%
LAPTOP/PC 2024	89%	11%	*	11%
LAPTOP/PC 2025	89%	10%	1%	11%
ANY OF SMARTPHONE/ TABLET/LAPTOP/PC 2022	84%	15%	1%	16%
ANY OF SMARTPHONE/ TABLET/LAPTOP/PC 2023	86%	13%	1%	14%
ANY OF SMARTPHONE/ TABLET/LAPTOP/PC 2024	87%	13%	1%	13%
ANY OF SMARTPHONE/ TABLET/LAPTOP/PC 2025	86%	13%	1%	14%

Base: 2022: n=4,099; 2023: n= 4,172; 2024: n=4,173; 2025: n=4,175.

Appendix 6 (cont.): Proportion of UK adults aged 18+ who have the Foundation Level, by key demographics, 2022, 2023, 2024, and 2025.

	The Foundation Level [8 tasks]	Partial Foundation [1-7 tasks]	No Foundation [0 tasks]	Without Foundation Level [0-7 tasks]
NONE OF SMARTPHONE/ TABLET/LAPTOP/PC 2022	29%	22%	49%	71%
NONE OF SMARTPHONE/ TABLET/LAPTOP/PC 2023	21%	28%	51%	79%
NONE OF SMARTPHONE/ TABLET/LAPTOP/PC 2024	34%	26%	40%	66%
NONE OF SMARTPHONE/ TABLET/LAPTOP/PC 2025	21%	43%	37%	79%
RURAL 2022	81%	16%	4%	19%
RURAL 2023	85%	13%	3%	15%
RURAL 2024	85%	13%	2%	15%
RURAL 2025	84%	15%	1%	16%
SUBURBAN 2022	78%	15%	6%	22%
SUBURBAN 2023	82%	15%	2%	18%
SUBURBAN 2024	85%	14%	1%	15%
SUBURBAN 2025	82%	15%	2%	18%
URBAN 2022	80%	15%	4%	20%
URBAN 2023	84%	13%	2%	16%
URBAN 2024	83%	15%	2%	17%
URBAN 2025	87%	11%	2%	13%
METROPOLITAN 2022	84%	14%	2%	16%
METROPOLITAN 2023	86%	12%	2%	14%
METROPOLITAN 2024	88%	11%	2%	12%
METROPOLITAN 2025	86%	12%	2%	14%
NON-RURAL [NET] 2022	80%	15%	5%	20%
NON-RURAL [NET] 2023	84%	14%	2%	16%
NON-RURAL [NET] 2024	85%	13%	2%	15%
NON-RURAL [NET] 2025	85%	13%	2%	15%
UP TO £13,499 2022	72%	23%	5%	28%
UP TO £13,499 2023	77%	18%	4%	23%
UP TO £13,499 2024	81%	16%	3%	19%
UP TO £13,499 2025	76%	22%	2%	24%
£13,500-£24,999 2022	82%	17%	1%	18%
£13,500-£24,999 2023	87%	13%	*	13%
£13,500-£24,999 2024	85%	14%	1%	15%
£13,500-£24,999 2025	84%	16%	*	16%
£25,000-£29,999 2022	91%	8%	1%	9%
£25,000-£29,999 2023	91%	8%	1%	9%
£25,000-£29,999 2024	93%	7%	-	7%
£25,000-£29,999 2025	92%	8%	-	8%
£30,000-£39,999 2022	95%	5%	*	5%
£30,000-£39,999 2023	93%	7%	*	7%
£30,000-£39,999 2024	91%	9%	*	9%
£30,000-£39,999 2025	94%	6%	-	6%
£40,000-£74,999 2022	94%	6%	-	6%
£40,000-£74,999 2023	95%	5%	-	5%
£40,000-£74,999 2024	96%	4%	*	4%
£40,000-£74,999 2025	96%	3%	1%	4%

Base: 2022: n=4,099; 2023: n= 4,172; 2024: n=4,173; 2025: n=4,175.

**Appendix 6 (cont.):** Proportion of UK adults aged 18+ who have the Foundation Level, by key demographics, 2022, 2023, 2024, and 2025.

	The Foundation Level [8 tasks]	Partial Foundation [1-7 tasks]	No Foundation [0 tasks]	Without Foundation Level [0-7 tasks]
£75,000 PLUS 2022	90%	10%	1%	10%
£75,000 PLUS 2023	96%	4%	*	4%
£75,000 PLUS 2024	96%	4%	-	4%
£75,000 PLUS 2025	99%	1%	-	1%
UP TO £24,999 [NET] 2022	77%	20%	3%	23%
UP TO £24,999 [NET] 2023	82%	15%	2%	18%
UP TO £24,999 [NET] 2024	83%	15%	2%	17%
UP TO £24,999 [NET] 2025	80%	19%	1%	20%
NO DO NOT HAVE AN IMPAIRMENT 2022	87%	10%	3%	13%
NO DO NOT HAVE AN IMPAIRMENT 2023	90%	9%	1%	10%
NO DO NOT HAVE AN IMPAIRMENT 2024	91%	8%	1%	9%
NO DO NOT HAVE AN IMPAIRMENT 2025	91%	8%	1%	9%
YES HAVE AN IMPAIRMENT 2022	68%	25%	8%	32%
YES HAVE AN IMPAIRMENT 2023	75%	21%	4%	25%
YES HAVE AN IMPAIRMENT 2024	76%	21%	3%	24%
YES HAVE AN IMPAIRMENT 2025	74%	22%	3%	26%
SENSORY (VISION OR HEARING) 2022	55%	33%	12%	45%
SENSORY (VISION OR HEARING) 2023	69%	25%	6%	31%
SENSORY (VISION OR HEARING) 2024	71%	24%	5%	29%
SENSORY (VISION OR HEARING) 2025	65%	27%	7%	35%
PHYSICAL 2022	60%	30%	10%	40%
PHYSICAL 2023	67%	27%	6%	33%
PHYSICAL 2024	69%	27%	4%	31%
PHYSICAL 2025	67%	29%	4%	33%
LEARNING OR MEMORY 2022	66%	28%	6%	34%
LEARNING OR MEMORY 2023	71%	25%	4%	29%
LEARNING OR MEMORY 2024	72%	25%	2%	28%
LEARNING OR MEMORY 2025	73%	24%	3%	27%
MENTAL HEALTH 2022	77%	20%	3%	23%
MENTAL HEALTH 2023	78%	21%	1%	22%
MENTAL HEALTH 2024	81%	18%	1%	19%
MENTAL HEALTH 2025	73%	24%	3%	27%
HAS ONE IMPAIRMENT 2022	74%	19%	7%	26%
HAS ONE IMPAIRMENT 2023	83%	15%	2%	17%
HAS ONE IMPAIRMENT 2024	83%	15%	3%	17%
HAS ONE IMPAIRMENT 2025	83%	15%	2%	17%
HAS MULTIPLE IMPAIRMENTS 2022	62%	29%	8%	38%
HAS MULTIPLE IMPAIRMENTS 2023	68%	27%	6%	32%
HAS MULTIPLE IMPAIRMENTS 2024	70%	27%	3%	30%
HAS MULTIPLE IMPAIRMENTS 2025	68%	28%	4%	32%
NO FORMAL QUALIFICATIONS 2022	44%	33%	23%	56%
NO FORMAL QUALIFICATIONS 2023	52%	33%	15%	48%
NO FORMAL QUALIFICATIONS 2024	50%	37%	13%	50%
NO FORMAL QUALIFICATIONS 2025	53%	37%	10%	47%

Base: 2022: n=4,099; 2023: n= 4,172; 2024: n=4,173; 2025: n=4,175.

Appendix 6 (cont.): Proportion of UK adults aged 18+ who have the Foundation Level, by key demographics, 2022, 2023, 2024, and 2025.

	The Foundation Level [8 tasks]	Partial Foundation [1-7 tasks]	No Foundation [0 tasks]	Without Foundation Level [0-7 tasks]
GCSE/ O-LEVEL/ CSE/NVQ12 2022	74%	23%	4%	26%
GCSE/ O-LEVEL/ CSE/NVQ12 2023	80%	18%	2%	20%
GCSE/ O-LEVEL/ CSE/NVQ12 2024	79%	19%	2%	21%
GCSE/ O-LEVEL/ CSE/NVQ12 2025	80%	18%	2%	20%
A-LEVEL OR EQUIVALENT 2022	85%	12%	3%	15%
A-LEVEL OR EQUIVALENT 2023	88%	11%	1%	12%
A-LEVEL OR EQUIVALENT 2024	88%	11%	1%	12%
A-LEVEL OR EQUIVALENT 2025	87%	12%	1%	13%
DEGREE/ MASTER/PhD 2022	90%	9%	1%	10%
DEGREE/ MASTER/PhD 2023	93%	7%	*	7%
DEGREE/ MASTER/PhD 2024	93%	7%	*	7%
DEGREE/ MASTER/PhD 2025	93%	6%	*	7%

Base: 2022: n=4,099; 2023: n= 4,172; 2024: n=4,173; 2025: n=4,175.

Appendix 7: Proportion of UK adults aged 18+ who have Life EDS amongst age, social grade, working status, education and impairment, 2022, 2023, 2024, 2025.

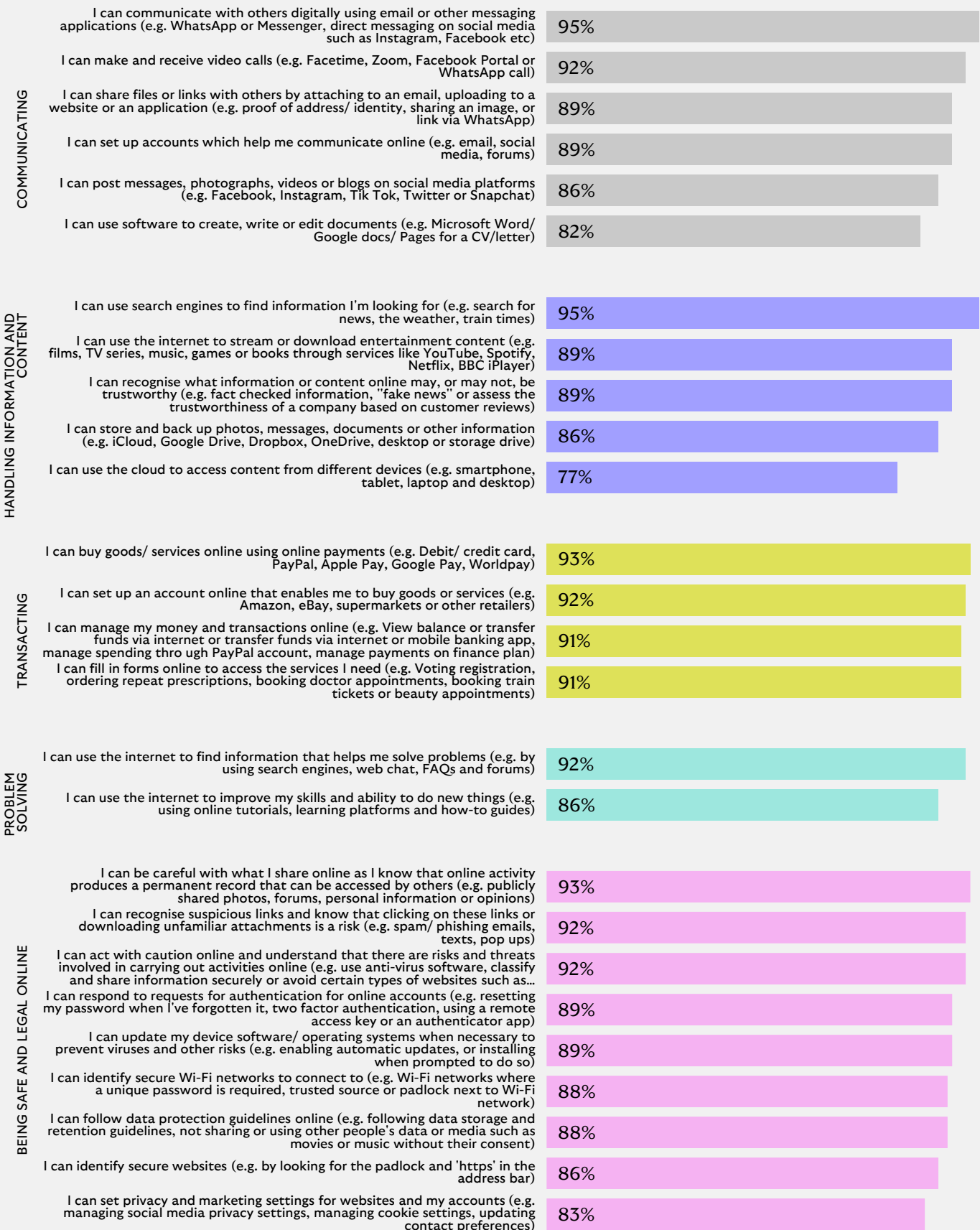
	2022	2023	2024	2025
18-24	95%	99%	96%	99%
75+	50%	68%	74%	74%
AB	95%	97%	97%	97%
DE	73%	83%	86%	83%
Working	95%	96%	97%	97%
Not working	78%	85%	85%	85%
Has degree/masters/PhD	96%	98%	97%	97%
No formal qualifications	56%	67%	68%	64%
Do not have an impairment	92%	95%	96%	96%
Has multiple impairments	78%	84%	86%	84%

Base: 2022: n=4,099; 2023: n= 4,172; 2024: n=4,173; 2025: n=4,175.

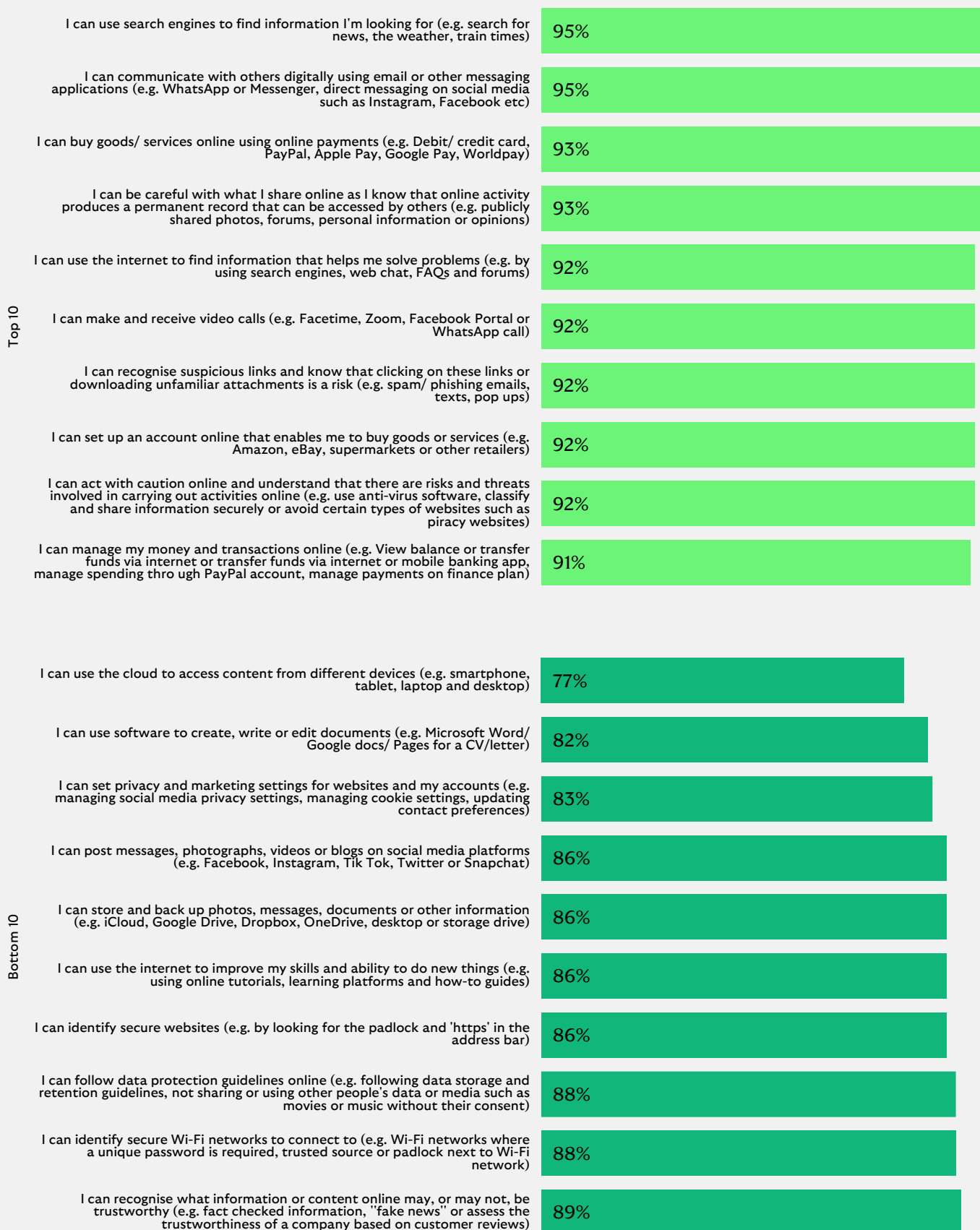
Appendix 8: Proportion of UK adults aged 18+ who can complete all tasks in each of the five Life skills, 2022, 2023, 2024, and 2025.

	2022	2023	2024	2025
Communicating (Can do 6 tasks)	68%	72%	73%	72%
Handling Information and Content (Can do 5 tasks)	65%	70%	71%	71%
Transacting (Can do 4 tasks)	78%	82%	85%	85%
Problem Solving (Can do 2 tasks)	80%	85%	85%	85%
Being Safe and Legal Online (Can do 9 tasks)	64%	68%	70%	69%

Base: 2022: n=4,099; 2023: n= 4,172; 2024: n=4,173; 2025: n=4,175.

**Appendix 9: Proportion of UK adults aged 18+ who can do each of the 26 Life tasks across the five Life skills, within each skill area, 2025.**

Base: n=4,175.

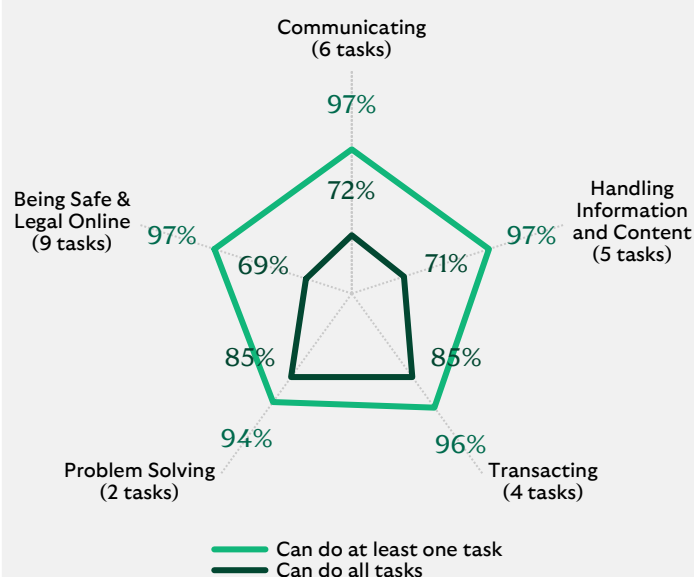
Appendix 10: Proportion of UK adults aged 18+ and the top and bottom ten Life tasks they are able to do, 2025.


Base: n=4,175.

**Appendix 11: Proportion of UK adults aged 18+ who have Life EDS, by region, 2025.**

	Life EDS [5 skills]	Partial Life Skills [1-4 skills]	Zero Life Skills [0 skills]	Without Life EDS [0-4 skills]
East Midlands	92%	7%	1%	8%
East of England	93%	6%	1%	7%
London	93%	6%	1%	7%
North East	94%	6%	*	6%
North West	91%	6%	3%	9%
South East	92%	6%	2%	8%
South West	94%	4%	2%	6%
West Midlands	93%	5%	2%	7%
Yorkshire & Humber	93%	6%	1%	7%
Scotland	91%	5%	4%	9%
Wales	91%	7%	2%	9%
England [NET]	93%	6%	2%	7%
Northern Ireland	90%	9%	1%	10%

Base: Lowest base size Northern Ireland (n=163). Highest base size South East (n=569).

Appendix 13: Depth of skills within the five Life EDS skills, comparison of those who have attained the skills vs. those who can complete all tasks, 2025.

Base: n=4,175.

Appendix 12: Proportion of UK adults aged 18+ who have Life EDS, by region, 2022, 2023, 2024, and 2025.

	Life EDS [5 skills]	Partial Life Skills [1-4 skills]	Zero Life Skills [0 skills]	Without Life EDS [0-4 skills]
East Midlands 2022	91%	5%	4%	9%
East Midlands 2023	90%	5%	5%	10%
East Midlands 2024	91%	7%	2%	9%
East Midlands 2025	92%	7%	1%	8%
East of England 2022	89%	7%	4%	11%
East of England 2023	92%	5%	3%	8%
East of England 2024	92%	6%	2%	8%
East of England 2025	93%	6%	1%	7%
London 2022	90%	6%	4%	10%
London 2023	92%	6%	2%	8%
London 2024	93%	6%	1%	7%
London 2025	93%	6%	1%	7%
North East 2022	82%	6%	12%	18%
North East 2023	90%	7%	3%	10%
North East 2024	92%	7%	1%	8%
North East 2025	94%	6%	*	6%
North West 2022	85%	9%	7%	15%
North West 2023	92%	6%	3%	8%
North West 2024	92%	6%	2%	8%
North West 2025	91%	6%	3%	9%
South East 2022	91%	5%	4%	9%
South East 2023	93%	5%	2%	7%
South East 2024	94%	5%	1%	6%
South East 2025	92%	6%	2%	8%
South West 2022	88%	6%	6%	12%
South West 2023	94%	4%	2%	6%
South West 2024	95%	4%	1%	5%
South West 2025	94%	4%	2%	6%
West Midlands 2022	83%	9%	8%	17%
West Midlands 2023	88%	8%	4%	12%
West Midlands 2024	94%	5%	1%	6%
West Midlands 2025	93%	5%	2%	7%
Yorkshire & Humber 2022	90%	8%	3%	10%
Yorkshire & Humber 2023	95%	3%	2%	5%
Yorkshire & Humber 2024	93%	5%	2%	7%
Yorkshire & Humber 2025	93%	6%	1%	7%
Scotland 2022	91%	7%	2%	9%
Scotland 2023	92%	5%	3%	8%
Scotland 2024	92%	6%	2%	8%
Scotland 2025	91%	5%	4%	9%
Wales 2022	77%	15%	8%	23%
Wales 2023	90%	6%	4%	10%
Wales 2024	89%	9%	2%	11%
Wales 2025	91%	7%	2%	9%
England [NET] 2022	88%	7%	5%	12%
England [NET] 2023	92%	5%	3%	8%
England [NET] 2024	93%	6%	1%	7%
England [NET] 2025	93%	6%	2%	7%
Northern Ireland 2022	90%	7%	3%	10%
Northern Ireland 2023	93%	7%	-	7%
Northern Ireland 2024	94%	5%	1%	6%
Northern Ireland 2025	90%	9%	1%	10%

Base: North East (n=136). Highest base size London (n=485).

Appendix 14: Proportion of UK adults aged 18+ who have Life EDS, by key demographics, 2022, 2023, 2024, and 2025.

	Life EDS [5 skills]	Partial Life Skills [1-4 skills]	Zero Life Skills [0 skills]	Without Life EDS [0-4 skills]
2022	88%	7%	5%	12%
2023	92%	5%	3%	8%
2024	93%	6%	1%	7%
2025	92%	6%	2%	8%
MALE 2022	90%	7%	4%	10%
MALE 2023	93%	5%	2%	7%
MALE 2024	94%	5%	2%	6%
MALE 2025	93%	5%	2%	7%
FEMALE 2022	86%	7%	6%	14%
FEMALE 2023	91%	6%	3%	9%
FEMALE 2024	92%	7%	1%	8%
FEMALE 2025	92%	6%	2%	8%
18-24 2022	95%	4%	1%	5%
18-24 2023	99%	1%	*	1%
18-24 2024	96%	4%	-	4%
18-24 2025	99%	1%	*	1%
25-34 2022	97%	3%	*	3%
25-34 2023	97%	3%	1%	3%
25-34 2024	98%	2%	*	2%
25-34 2025	98%	2%	-	2%
35-44 2022	95%	5%	1%	5%
35-44 2023	97%	2%	1%	3%
35-44 2024	98%	2%	*	2%
35-44 2025	97%	2%	1%	3%
45-54 2022	94%	4%	2%	6%
45-54 2023	95%	5%	*	5%
45-54 2024	94%	5%	*	6%
45-54 2025	95%	5%	*	5%
55-64 2022	86%	9%	5%	14%
55-64 2023	91%	6%	3%	9%
55-64 2024	93%	5%	2%	7%
55-64 2025	91%	7%	2%	9%
65-74 2022	84%	10%	6%	16%
65-74 2023	86%	8%	5%	14%
65-74 2024	87%	9%	4%	13%
65-74 2025	86%	11%	3%	14%
75+ 2022	50%	21%	29%	50%
75+ 2023	68%	19%	14%	32%
75+ 2024	74%	20%	6%	26%
75+ 2025	74%	18%	8%	26%
65+ 2022	71%	14%	15%	29%
65+ 2023	80%	12%	8%	20%
65+ 2024	82%	14%	5%	18%
65+ 2025	81%	14%	5%	19%

Base: 2022: n=4,099; 2023: n= 4,172; 2024: n=4,173; 2025: n=4,175.

**Appendix 14 (cont.):** Proportion of UK adults aged 18+ who have Life EDS, by key demographics, 2022, 2023, 2024, and 2025.

	Life EDS [5 skills]	Partial Life Skills [1-4 skills]	Zero Life Skills [0 skills]	Without Life EDS [0-4 skills]
LABOUR FORCE SAMPLE 2022	93%	5%	2%	7%
LABOUR FORCE SAMPLE 2023	95%	4%	1%	5%
LABOUR FORCE SAMPLE 2024	96%	4%	1%	4%
LABOUR FORCE SAMPLE 2025	95%	4%	1%	5%
FULL TIME 2022	96%	3%	1%	4%
FULL TIME 2023	98%	2%	*	2%
FULL TIME 2024	98%	2%	*	2%
FULL TIME 2025	97%	2%	*	3%
PART TIME 2022	92%	5%	3%	8%
PART TIME 2023	94%	5%	2%	6%
PART TIME 2024	96%	4%	*	4%
PART TIME 2025	96%	3%	1%	4%
SELF EMPLOYED 2022	92%	6%	2%	8%
SELF EMPLOYED 2023	93%	5%	1%	7%
SELF EMPLOYED 2024	97%	3%	*	3%
SELF EMPLOYED 2025	96%	4%	1%	4%
RETIRED 2022	73%	13%	14%	27%
RETIRED 2023	81%	11%	8%	19%
RETIRED 2024	82%	13%	5%	18%
RETIRED 2025	83%	13%	4%	17%
NOT IN PAID WORK, BUT NOT RETIRED 2022	86%	9%	5%	14%
NOT IN PAID WORK, BUT NOT RETIRED 2023	89%	6%	4%	11%
NOT IN PAID WORK, BUT NOT RETIRED 2024	90%	8%	2%	10%
NOT IN PAID WORK, BUT NOT RETIRED 2025	89%	8%	3%	11%
NOT WORKING 2022	78%	12%	10%	22%
NOT WORKING 2023	85%	9%	6%	15%
NOT WORKING 2024	85%	11%	3%	15%
NOT WORKING 2025	85%	11%	4%	15%
WORKING 2022	95%	4%	1%	5%
WORKING 2023	96%	3%	1%	4%
WORKING 2024	97%	2%	*	3%
WORKING 2025	97%	3%	1%	3%
YES KIDS IN HOUSEHOLD 2022	96%	3%	*	4%
YES KIDS IN HOUSEHOLD 2023	97%	2%	1%	3%
YES KIDS IN HOUSEHOLD 2024	97%	3%	*	3%
YES KIDS IN HOUSEHOLD 2025	97%	3%	*	3%
NO KIDS IN HOUSEHOLD 2022	85%	8%	7%	15%
NO KIDS IN HOUSEHOLD 2023	90%	7%	4%	10%
NO KIDS IN HOUSEHOLD 2024	91%	7%	2%	9%
NO KIDS IN HOUSEHOLD 2025	91%	7%	2%	9%
OWN PROPERTY 2022	91%	6%	3%	9%
OWN PROPERTY 2023	93%	5%	2%	7%
OWN PROPERTY 2024	94%	5%	1%	6%
OWN PROPERTY 2025	94%	5%	1%	6%

Base: 2022: n=4,099; 2023: n= 4,172; 2024: n=4,173; 2025: n=4,175.

Appendix 14 (cont.): Proportion of UK adults aged 18+ who have Life EDS, by key demographics, 2022, 2023, 2024, and 2025.

	Life EDS [5 skills]	Partial Life Skills [1-4 skills]	Zero Life Skills [0 skills]	Without Life EDS [0-4 skills]
RENT PROPERTY 2022	85%	8%	7%	15%
RENT PROPERTY 2023	90%	6%	4%	10%
RENT PROPERTY 2024	92%	7%	2%	8%
RENT PROPERTY 2025	90%	7%	3%	10%
AB 2022	95%	4%	2%	5%
AB 2023	97%	2%	1%	3%
AB 2024	97%	3%	*	3%
AB 2025	97%	2%	1%	3%
C1 2022	93%	5%	2%	7%
C1 2023	96%	3%	1%	4%
C1 2024	96%	3%	1%	4%
C1 2025	96%	4%	1%	4%
C2 2022	89%	7%	4%	11%
C2 2023	90%	6%	3%	10%
C2 2024	91%	7%	2%	9%
C2 2025	93%	6%	2%	7%
DE 2022	73%	13%	13%	27%
DE 2023	83%	10%	7%	17%
DE 2024	86%	11%	3%	14%
DE 2025	83%	13%	5%	17%
ABC1 2022	94%	5%	2%	6%
ABC1 2023	96%	3%	1%	4%
ABC1 2024	96%	3%	1%	4%
ABC1 2025	96%	3%	1%	4%
C2DE 2022	81%	10%	9%	19%
C2DE 2023	86%	8%	5%	14%
C2DE 2024	88%	9%	2%	12%
C2DE 2025	88%	9%	3%	12%
SMARTPHONE 2022	94%	5%	1%	6%
SMARTPHONE 2023	95%	4%	1%	5%
SMARTPHONE 2024	95%	5%	*	5%
SMARTPHONE 2025	95%	4%	1%	5%
TABLET 2022	94%	5%	1%	6%
TABLET 2023	96%	3%	1%	4%
TABLET 2024	96%	4%	*	4%
TABLET 2025	95%	4%	1%	5%
LAPTOP/PC 2022	95%	4%	1%	5%
LAPTOP/PC 2023	96%	3%	1%	4%
LAPTOP/PC 2024	96%	4%	*	4%
LAPTOP/PC 2025	96%	3%	1%	4%
ANY OF SMARTPHONE/ TABLET/LAPTOP/PC 2022	92%	6%	1%	8%
ANY OF SMARTPHONE/ TABLET/LAPTOP/PC 2023	94%	5%	1%	6%
ANY OF SMARTPHONE/ TABLET/LAPTOP/PC 2024	94%	5%	*	6%
ANY OF SMARTPHONE/ TABLET/LAPTOP/PC 2025	94%	5%	1%	6%

Base: 2022: n=4,099; 2023: n= 4,172; 2024: n=4,173; 2025: n=4,175.

**Appendix 14 (cont.):** Proportion of UK adults aged 18+ who have Life EDS, by key demographics, 2022, 2023, 2024, and 2025.

	Life EDS [5 skills]	Partial Life Skills [1-4 skills]	Zero Life Skills [0 skills]	Without Life EDS [0-4 skills]
NONE OF SMARTPHONE/ TABLET/LAPTOP/PC 2022	34%	15%	51%	66%
NONE OF SMARTPHONE/ TABLET/LAPTOP/PC 2023	22%	23%	55%	78%
NONE OF SMARTPHONE/ TABLET/LAPTOP/PC 2024	41%	24%	35%	59%
NONE OF SMARTPHONE/ TABLET/LAPTOP/PC 2025	25%	41%	34%	75%
RURAL 2022	90%	7%	3%	10%
RURAL 2023	93%	4%	3%	7%
RURAL 2024	92%	6%	1%	8%
RURAL 2025	92%	6%	1%	8%
SUBURBAN 2022	85%	8%	7%	15%
SUBURBAN 2023	90%	7%	3%	10%
SUBURBAN 2024	92%	6%	2%	8%
SUBURBAN 2025	91%	6%	3%	9%
URBAN 2022	89%	7%	4%	11%
URBAN 2023	92%	5%	3%	8%
URBAN 2024	93%	5%	2%	7%
URBAN 2025	94%	5%	2%	6%
METROPOLITAN 2022	90%	6%	4%	10%
METROPOLITAN 2023	94%	4%	2%	6%
METROPOLITAN 2024	92%	7%	1%	8%
METROPOLITAN 2025	92%	7%	1%	8%
NON-RURAL [NET] 2022	88%	7%	5%	12%
NON-RURAL [NET] 2023	92%	6%	3%	8%
NON-RURAL [NET] 2024	93%	6%	2%	7%
NON-RURAL [NET] 2025	92%	6%	2%	8%
UP TO £13,499 2022	82%	10%	8%	18%
UP TO £13,499 2023	87%	7%	6%	13%
UP TO £13,499 2024	89%	8%	3%	11%
UP TO £13,499 2025	90%	8%	2%	10%
£13,500-£24,999 2022	91%	8%	1%	9%
£13,500-£24,999 2023	95%	4%	1%	5%
£13,500-£24,999 2024	95%	4%	1%	5%
£13,500-£24,999 2025	94%	5%	1%	6%
£25,000-£29,999 2022	96%	3%	1%	4%
£25,000-£29,999 2023	96%	2%	2%	4%
£25,000-£29,999 2024	99%	1%	-	1%
£25,000-£29,999 2025	97%	3%	*	3%
£30,000-£39,999 2022	97%	2%	1%	3%
£30,000-£39,999 2023	98%	2%	*	2%
£30,000-£39,999 2024	98%	2%	*	2%
£30,000-£39,999 2025	99%	1%	-	1%
£40,000-£74,999 2022	98%	2%	*	2%
£40,000-£74,999 2023	98%	2%	-	2%
£40,000-£74,999 2024	99%	1%	-	1%
£40,000-£74,999 2025	98%	2%	*	2%

Base: 2022: n=4,099; 2023: n= 4,172; 2024: n=4,173; 2025: n=4,175.

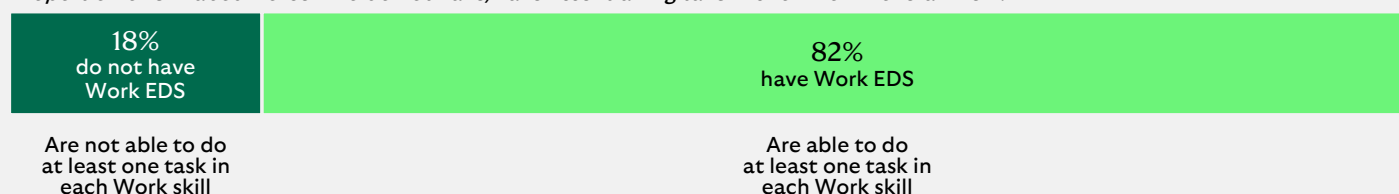
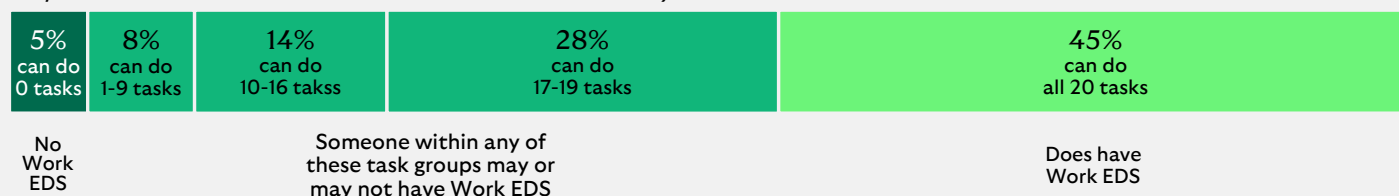
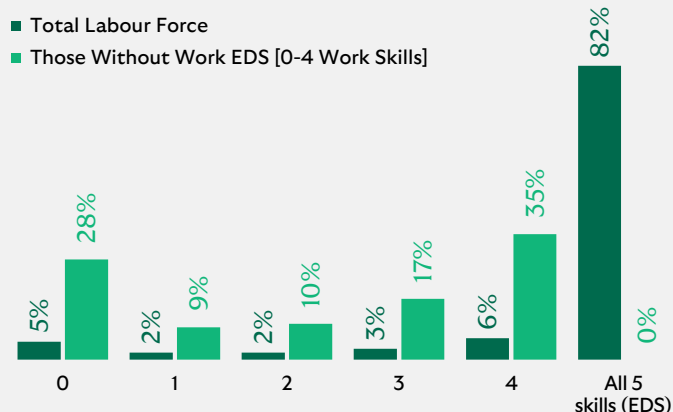
Appendix 14 (cont.): Proportion of UK adults aged 18+ who have Life EDS, by key demographics, 2022, 2023, 2024, and 2025.

	Life EDS [5 skills]	Partial Life Skills [1-4 skills]	Zero Life Skills [0 skills]	Without Life EDS [0-4 skills]
£75,000 PLUS 2022	95%	4%	1%	5%
£75,000 PLUS 2023	98%	1%	1%	2%
£75,000 PLUS 2024	98%	2%	-	2%
£75,000 PLUS 2025	99%	1%	-	1%
UP TO £24,999 [NET] 2022	87%	9%	4%	13%
UP TO £24,999 [NET] 2023	91%	5%	3%	9%
UP TO £24,999 [NET] 2024	92%	6%	2%	8%
UP TO £24,999 [NET] 2025	92%	6%	2%	8%
NO DO NOT HAVE AN IMPAIRMENT 2022	92%	5%	3%	8%
NO DO NOT HAVE AN IMPAIRMENT 2023	95%	3%	2%	5%
NO DO NOT HAVE AN IMPAIRMENT 2024	96%	3%	1%	4%
NO DO NOT HAVE AN IMPAIRMENT 2025	96%	3%	1%	4%
YES HAVE AN IMPAIRMENT 2022	81%	11%	8%	19%
YES HAVE AN IMPAIRMENT 2023	86%	9%	4%	14%
YES HAVE AN IMPAIRMENT 2024	88%	9%	2%	12%
YES HAVE AN IMPAIRMENT 2025	87%	10%	3%	13%
SENSORY (VISION OR HEARING) 2022	75%	14%	11%	25%
SENSORY (VISION OR HEARING) 2023	84%	11%	5%	16%
SENSORY (VISION OR HEARING) 2024	84%	13%	4%	16%
SENSORY (VISION OR HEARING) 2025	81%	13%	6%	19%
PHYSICAL 2022	76%	13%	12%	24%
PHYSICAL 2023	82%	12%	6%	18%
PHYSICAL 2024	85%	11%	3%	15%
PHYSICAL 2025	82%	13%	5%	18%
LEARNING OR MEMORY 2022	82%	12%	7%	18%
LEARNING OR MEMORY 2023	85%	11%	4%	15%
LEARNING OR MEMORY 2024	87%	12%	2%	13%
LEARNING OR MEMORY 2025	86%	12%	3%	14%
MENTAL HEALTH 2022	87%	10%	3%	13%
MENTAL HEALTH 2023	89%	8%	2%	11%
MENTAL HEALTH 2024	92%	7%	1%	8%
MENTAL HEALTH 2025	88%	9%	3%	12%
HAS ONE IMPAIRMENT 2022	83%	9%	8%	17%
HAS ONE IMPAIRMENT 2023	90%	7%	3%	10%
HAS ONE IMPAIRMENT 2024	91%	7%	2%	9%
HAS ONE IMPAIRMENT 2025	91%	6%	3%	9%
HAS MULTIPLE IMPAIRMENTS 2022	78%	13%	9%	22%
HAS MULTIPLE IMPAIRMENTS 2023	84%	11%	6%	16%
HAS MULTIPLE IMPAIRMENTS 2024	86%	12%	2%	14%
HAS MULTIPLE IMPAIRMENTS 2025	84%	13%	4%	16%
NO FORMAL QUALIFICATIONS 2022	56%	19%	25%	44%
NO FORMAL QUALIFICATIONS 2023	67%	17%	16%	33%
NO FORMAL QUALIFICATIONS 2024	68%	21%	11%	32%
NO FORMAL QUALIFICATIONS 2025	64%	24%	11%	36%

Base: 2022: n=4,099; 2023: n= 4,172; 2024: n=4,173; 2025: n=4,175.

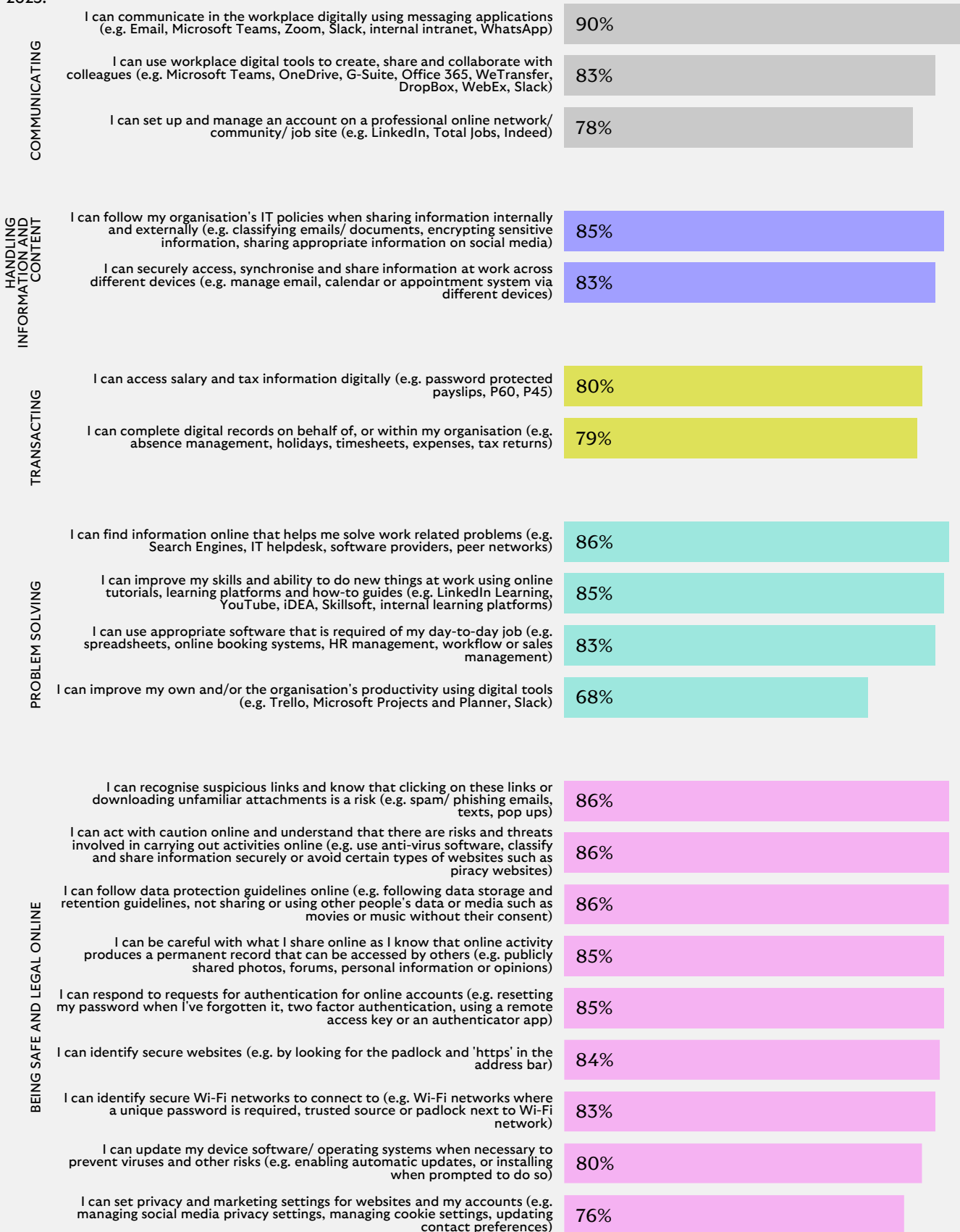
**Appendix 14 (cont.):** Proportion of UK adults aged 18+ who have Life EDS, by key demographics, 2022, 2023, 2024, and 2025.

	Life EDS [5 skills]	Partial Life Skills [1-4 skills]	Zero Life Skills [0 skills]	Without Life EDS [0-4 skills]
GCSE/ O-LEVEL/ CSE/NVQ12 2022	85%	11%	4%	15%
GCSE/ O-LEVEL/ CSE/NVQ12 2023	90%	7%	3%	10%
GCSE/ O-LEVEL/ CSE/NVQ12 2024	90%	9%	1%	10%
GCSE/ O-LEVEL/ CSE/NVQ12 2025	91%	8%	2%	9%
A-LEVEL OR EQUIVALENT 2022	92%	4%	4%	8%
A-LEVEL OR EQUIVALENT 2023	95%	4%	1%	5%
A-LEVEL OR EQUIVALENT 2024	95%	4%	1%	5%
A-LEVEL OR EQUIVALENT 2025	95%	4%	1%	5%
DEGREE/ MASTER/PhD 2022	96%	3%	1%	4%
DEGREE/ MASTER/PhD 2023	98%	2%	*	2%
DEGREE/ MASTER/PhD 2024	97%	2%	1%	3%
DEGREE/ MASTER/PhD 2025	97%	2%	*	3%

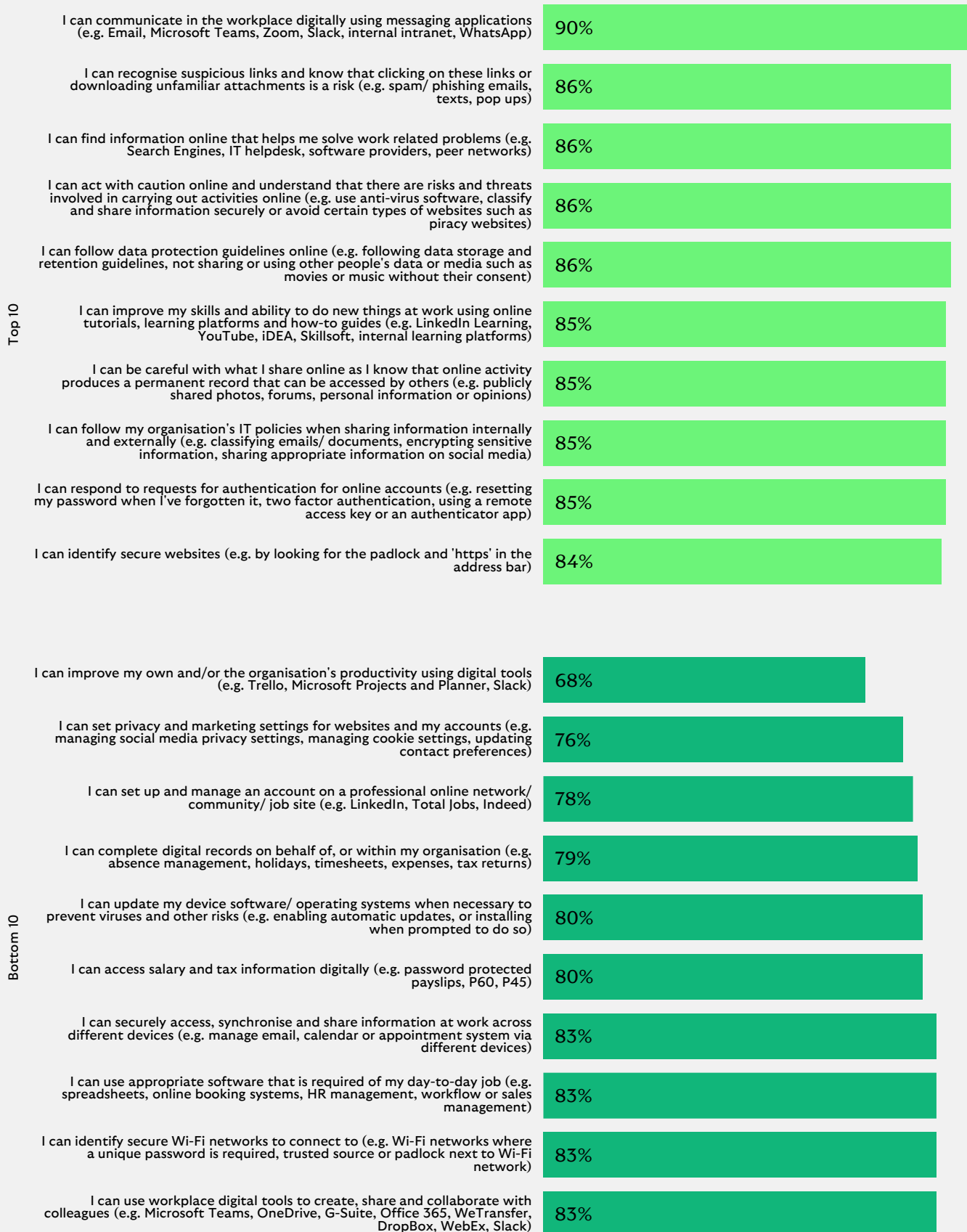
Base: 2022: n=4,099; 2023: n= 4,172; 2024: n=4,173; 2025: n=4,175.**Appendix 15:** Proportion of UK labour force adults that do or not have Work EDS, and the number of Work tasks they are able to do, 2025.*Proportion of UK labour force who do not have/have Essential Digital Skills for Work - overall view:**Proportion of UK labour force and the number of Work tasks they can do - task view:***Base:** n=3,070.**Appendix 16:** Proportion of UK labour force adults aged 18+ without Work EDS and the number of Work skills they are able to do, 2025.**Base:** 497.**Appendix 17:** Proportion of UK labour force adults aged 18+ who can complete all tasks in each of the five Work skills, 2022, 2023, 2024 and 2025.

	2022	2023	2024	2025
Communicating (Can do all 3 tasks in Skill)	68%	73%	73%	73%
Handling Information & Content (Can do all 2 tasks in Skill)	74%	79%	79%	79%
Transacting (Can do all 2 tasks in Skill)	66%	71%	73%	72%
Problem Solving (Can do all 4 tasks in Skill)	60%	65%	66%	65%
Being Safe and Legal Online (Can do all 9 tasks in Skill)	60%	64%	65%	64%

Base: 2022 n=2,981, vs 2023 n=3,055, 2024 n=3,021, 2025 n=3,070.

Appendix 18: Proportion of UK labour force adults 18+ who can do each of the 20 Work tasks across the five Work skills, within each skill area, 2025.


Base: n=3,070.

**Appendix 19: Proportion of UK labour force adults 18+ and the top and bottom ten Work tasks they are able to do, 2025.**

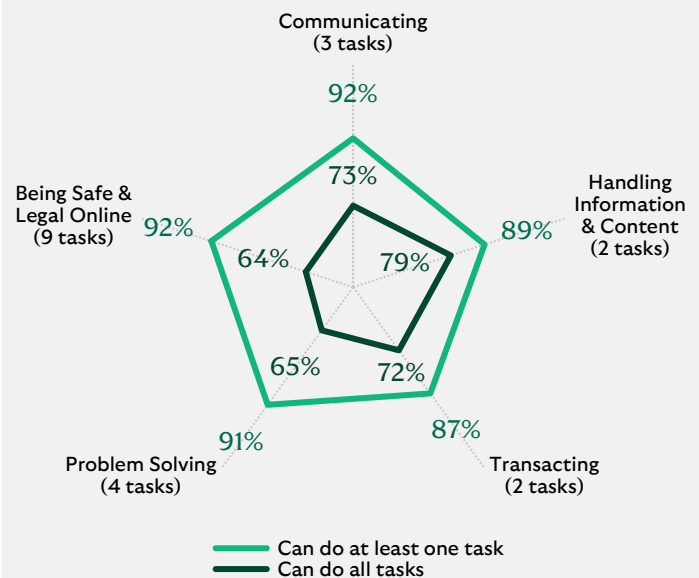
Base: n=3,070.

Appendix 20: Proportion of UK labour force adults 18+ who can improve their own and/or the organisation's productivity using digital tools, by key demographics, 2024 vs 2025.

	2024	2025
Total	71%	68%
18-24	77%	81%
25-34	79%	75%
35-44	76%	72%
45-54	68%	64%
55-64	59%	57%
65+	46%	46%
Does not have an impairment	75%	74%
Has an impairment	63%	59%
ABC1	79%	77%
C2DE	61%	57%
Working	74%	72%
Not working	59%	53%

Base: Lowest sample size: 65+ n=202, Highest sample size: Working 2,469.

Appendix 22: Depth of skills within the five Work EDS skills, comparison of those who have attained the skills vs. those who can complete all tasks, 2025.



Base: n=3,070.

Appendix 21: Proportion of UK labour force adults 18+ who are 'on the cusp' (can do 17-19 Work tasks) and the top and bottom three Work tasks they are able to do, 2025.

Top Three	I can communicate in the workplace digitally using messaging applications (e.g. Email, Microsoft Teams, Zoom, Slack, internal intranet, WhatsApp)	99%
	I can find information online that helps me solve work related problems (e.g. Search Engines, IT helpdesk, software providers, peer networks)	98%
	I can 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)	98%
	I can 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)	98%
	I can 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)	98%
Bottom Three	I can improve my own and/or the organisation's productivity using digital tools (e.g. Trello, Microsoft Projects and Planner, Slack)	64%
	I can set privacy and marketing settings for websites and my accounts (e.g. managing social media privacy settings, managing cookie settings, updating contact preferences)	83%
	I can set up and manage an account on a professional online network/ community/ job site (e.g. LinkedIn, Total Jobs, Indeed)	83%

Base: 895.

**Appendix 23:** Proportion of UK labour force adults who can do all 20 Work tasks, by age, 2022 vs 2025.

	18-24 2024	18-24 2025	25-34 2024	25-34 2025	35-44 2024	35-44 2025	45-54 2024	45-54 2025	55-64 2024	55-64 2025	65+ 2024	65+ 2025
Can do all 20 tasks	45%	48%	48%	53%	45%	52%	40%	43%	30%	33%	23%	31%
Can do 0-19 tasks	55%	52%	52%	47%	55%	48%	60%	57%	70%	67%	77%	69%

Note: None of these changes in score 2025 vs 2022 are statistically significant.

Base: Lowest base size 65+ (n=181). Highest base size 45-54 (n=700).

Appendix 24: Proportion of UK labour force adults aged 18+ who have each of the five Work skills, by age, 2022 vs 2025.

	18-24 2024	18-24 2025	25-34 2024	25-34 2025	35-44 2024	35-44 2025	45-54 2024	45-54 2025	55-64 2024	55-64 2025	65+ 2024	65+ 2025
Communicating (Can do 6 tasks)	92%	96%	94%	95%	93%	94%	92%	91%	85%	85%	84%	78%
Handling Information and Content (Can do 5 tasks)	92%	96%	92%	93%	92%	94%	87%	88%	82%	81%	79%	69%
Transacting (Can do 4 tasks)	86%	90%	89%	91%	88%	90%	86%	87%	80%	79%	71%	71%
Problem Solving (Can do 2 tasks)	94%	97%	94%	94%	93%	95%	91%	90%	86%	84%	84%	74%
Being Safe and Legal Online (Can do 9 tasks)	92%	97%	93%	95%	94%	95%	90%	91%	86%	85%	84%	79%

Base: Lowest base size 65+ (n=181). Highest base size 45-54 (n=700).

Appendix 25: Proportion of UK labour force adults aged 18+ who have Work EDS, by region, 2025.

	Work EDS [5 skills]	Partial Work Skills [1-4 skills]	Zero Work Skills [0 skills]	Without Work EDS [0-4 skills]
Total	82%	13%	5%	18%
East Midlands	80%	15%	5%	20%
East of England	82%	12%	6%	18%
London	86%	11%	3%	14%
North East	82%	11%	7%	18%
North West	81%	12%	7%	19%
South East	82%	13%	5%	18%
South West	82%	15%	3%	18%
West Midlands	80%	14%	6%	20%
Yorkshire & Humber	83%	11%	6%	17%
Scotland	83%	13%	4%	17%
Wales	79%	16%	5%	21%
England [NET]	82%	12%	5%	18%
Northern Ireland	83%	13%	4%	17%

Base: North East (n=104). Highest base size London (n=431).

Appendix 26: Proportion of UK labour force adults aged 18+ who have Work EDS, by region, 2022, 2023, 2024, and 2025.

	Work EDS [5 skills]	Partial Work Skills [1-4 skills]	Zero Work Skills [0 skills]	Without Work EDS [0-4 skills]
East Midlands 2022	79%	16%	5%	21%
East Midlands 2023	73%	15%	12%	27%
East Midlands 2024	80%	10%	10%	20%
East Midlands 2025	80%	15%	5%	20%
East of England 2022	78%	15%	7%	22%
East of England 2023	81%	15%	4%	19%
East of England 2024	83%	14%	4%	17%
East of England 2025	82%	12%	6%	18%
London 2022	82%	11%	7%	18%
London 2023	82%	14%	4%	18%
London 2024	85%	11%	4%	15%
London 2025	86%	11%	3%	14%
North East 2022	77%	15%	8%	23%
North East 2023	85%	14%	1%	15%
North East 2024	76%	21%	3%	24%
North East 2025	82%	11%	7%	18%
North West 2022	80%	14%	6%	20%
North West 2023	81%	15%	3%	19%
North West 2024	78%	15%	7%	22%
North West 2025	81%	12%	7%	19%
South East 2022	81%	13%	7%	19%
South East 2023	86%	11%	4%	14%
South East 2024	85%	11%	3%	15%
South East 2025	82%	13%	5%	18%
South West 2022	78%	14%	8%	22%
South West 2023	80%	14%	5%	20%
South West 2024	79%	14%	6%	21%
South West 2025	82%	15%	3%	18%
West Midlands 2022	66%	18%	15%	34%
West Midlands 2023	78%	16%	6%	22%
West Midlands 2024	85%	11%	3%	15%
West Midlands 2025	80%	14%	6%	20%
Yorkshire & Humber 2022	77%	13%	10%	23%
Yorkshire & Humber 2023	85%	11%	4%	15%
Yorkshire & Humber 2024	84%	10%	6%	16%
Yorkshire & Humber 2025	83%	11%	6%	17%
Scotland 2022	79%	14%	7%	21%
Scotland 2023	85%	10%	5%	15%
Scotland 2024	82%	12%	6%	18%
Scotland 2025	83%	13%	4%	17%
Wales 2022	74%	15%	11%	26%
Wales 2023	84%	13%	3%	16%
Wales 2024	76%	12%	12%	24%
Wales 2025	79%	16%	5%	21%
England [NET] 2022	78%	14%	8%	22%
England [NET] 2023	81%	14%	5%	19%
England [NET] 2024	83%	12%	5%	17%
England [NET] 2025	82%	12%	5%	18%
Northern Ireland 2022	78%	10%	12%	22%
Northern Ireland 2023	73%	24%	3%	27%
Northern Ireland 2024	74%	16%	10%	26%
Northern Ireland 2025	83%	13%	4%	17%

Base: North East (n=136). Highest base size London (n=485).

**Appendix 27: Proportion of UK labour force adults aged 18+ who have Work EDS, by key demographics, 2025.**

	Work EDS [5 skills]	Partial Work Skills [1-4 skills]	Zero Work Skills [0 skills]	Without Work EDS [0-4 skills]
2022	78%	14%	8%	22%
2023	82%	14%	5%	18%
2024	82%	12%	6%	18%
2025	82%	13%	5%	18%
MALE 2022	77%	14%	8%	23%
MALE 2023	82%	13%	5%	18%
MALE 2024	85%	11%	4%	15%
MALE 2025	83%	13%	4%	17%
FEMALE 2022	79%	13%	8%	21%
FEMALE 2023	81%	15%	4%	19%
FEMALE 2024	79%	14%	7%	21%
FEMALE 2025	82%	12%	6%	18%
18-24 2022	81%	13%	6%	19%
18-24 2023	86%	12%	2%	14%
18-24 2024	84%	11%	4%	16%
18-24 2025	88%	11%	1%	12%
25-34 2022	81%	12%	7%	19%
25-34 2023	86%	11%	3%	14%
25-34 2024	87%	9%	4%	13%
25-34 2025	88%	9%	3%	12%
35-44 2022	81%	13%	5%	19%
35-44 2023	86%	9%	4%	14%
35-44 2024	85%	10%	4%	15%
35-44 2025	87%	10%	3%	13%
45-54 2022	82%	10%	8%	18%
45-54 2023	81%	16%	3%	19%
45-54 2024	81%	14%	5%	19%
45-54 2025	81%	14%	5%	19%
55-64 2022	66%	20%	14%	34%
55-64 2023	72%	18%	10%	28%
55-64 2024	75%	16%	8%	25%
55-64 2025	71%	19%	9%	29%
65-74 2022	64%	27%	10%	36%
65-74 2023	65%	24%	11%	35%
65-74 2024	68%	19%	13%	32%
65-74 2025	68%	18%	14%	32%
75+ 2022	29%	35%	36%	71%
75+ 2023	46%	32%	22%	54%
75+ 2024	41%	53%	6%	59%
75+ 2025	47%	25%	28%	53%
65+ 2022	60%	28%	12%	40%
65+ 2023	62%	25%	13%	38%
65+ 2024	64%	25%	12%	36%
65+ 2025	64%	19%	16%	36%

Base: 2022 n=2,981, vs 2023 n=3,055, 2024 n=3,021, 2025 n=3,070.

Appendix 27 (cont.): Proportion of UK labour force adults aged 18+ who have Work EDS, by key demographics, 2025.

	Work EDS [5 skills]	Partial Work Skills [1-4 skills]	Zero Work Skills [0 skills]	Without Work EDS [0-4 skills]
LABOUR FORCE SAMPLE 2022	78%	14%	8%	22%
LABOUR FORCE SAMPLE 2023	82%	14%	5%	18%
LABOUR FORCE SAMPLE 2024	82%	12%	6%	18%
LABOUR FORCE SAMPLE 2025	82%	13%	5%	18%
FULL TIME 2022	86%	10%	4%	14%
FULL TIME 2023	91%	7%	2%	9%
FULL TIME 2024	90%	7%	3%	10%
FULL TIME 2025	89%	9%	2%	11%
PART TIME 2022	73%	19%	8%	27%
PART TIME 2023	76%	19%	5%	24%
PART TIME 2024	74%	19%	7%	26%
PART TIME 2025	82%	14%	4%	18%
SELF EMPLOYED 2022	77%	16%	6%	23%
SELF EMPLOYED 2023	80%	16%	4%	20%
SELF EMPLOYED 2024	86%	12%	2%	14%
SELF EMPLOYED 2025	83%	13%	3%	17%
NOT IN PAID WORK, BUT NOT RETIRED 2022	60%	20%	20%	40%
NOT IN PAID WORK, BUT NOT RETIRED 2023	61%	26%	13%	39%
NOT IN PAID WORK, BUT NOT RETIRED 2024	65%	22%	14%	35%
NOT IN PAID WORK, BUT NOT RETIRED 2025	65%	21%	14%	35%
NOT WORKING 2022	60%	20%	20%	40%
NOT WORKING 2023	61%	26%	13%	39%
NOT WORKING 2024	65%	22%	14%	35%
NOT WORKING 2025	65%	21%	14%	35%
WORKING 2022	82%	13%	5%	18%
WORKING 2023	87%	11%	3%	13%
WORKING 2024	86%	10%	3%	14%
WORKING 2025	87%	10%	3%	13%
YES KIDS IN HOUSEHOLD 2022	82%	12%	6%	18%
YES KIDS IN HOUSEHOLD 2023	84%	13%	3%	16%
YES KIDS IN HOUSEHOLD 2024	85%	11%	4%	15%
YES KIDS IN HOUSEHOLD 2025	86%	11%	3%	14%
NO KIDS IN HOUSEHOLD 2022	75%	15%	9%	25%
NO KIDS IN HOUSEHOLD 2023	80%	14%	6%	20%
NO KIDS IN HOUSEHOLD 2024	80%	13%	6%	20%
NO KIDS IN HOUSEHOLD 2025	80%	14%	6%	20%
OWN PROPERTY 2022	84%	10%	5%	16%
OWN PROPERTY 2023	86%	11%	3%	14%
OWN PROPERTY 2024	87%	10%	3%	13%
OWN PROPERTY 2025	86%	10%	4%	14%
RENT PROPERTY 2022	70%	19%	11%	30%
RENT PROPERTY 2023	75%	18%	7%	25%
RENT PROPERTY 2024	76%	16%	9%	24%
RENT PROPERTY 2025	78%	16%	7%	22%

Base: 2022 n=2,981, vs 2023 n=3,055, 2024 n=3,021, 2025 n=3,070.

**Appendix 27 (cont.):** Proportion of UK labour force adults aged 18+ who have Work EDS, by key demographics, 2025.

	Work EDS [5 skills]	Partial Work Skills [1-4 skills]	Zero Work Skills [0 skills]	Without Work EDS [0-4 skills]
AB 2022	89%	7%	4%	11%
AB 2023	93%	7%	1%	7%
AB 2024	92%	6%	2%	8%
AB 2025	92%	7%	2%	8%
C1 2022	89%	7%	4%	11%
C1 2023	90%	9%	1%	10%
C1 2024	90%	7%	3%	10%
C1 2025	92%	7%	2%	8%
C2 2022	74%	19%	7%	26%
C2 2023	79%	18%	4%	21%
C2 2024	78%	16%	5%	22%
C2 2025	79%	16%	6%	21%
DE 2022	57%	25%	18%	43%
DE 2023	61%	24%	15%	39%
DE 2024	63%	23%	14%	37%
DE 2025	63%	25%	12%	37%
ABC1 2022	89%	7%	4%	11%
ABC1 2023	91%	8%	1%	9%
ABC1 2024	91%	7%	2%	9%
ABC1 2025	92%	7%	2%	8%
C2DE 2022	65%	22%	13%	35%
C2DE 2023	70%	21%	9%	30%
C2DE 2024	71%	20%	10%	29%
C2DE 2025	71%	20%	9%	29%
SMARTPHONE 2022	80%	14%	6%	20%
SMARTPHONE 2023	83%	13%	4%	17%
SMARTPHONE 2024	83%	12%	5%	17%
SMARTPHONE 2025	84%	12%	4%	16%
TABLET 2022	82%	11%	6%	18%
TABLET 2023	86%	11%	3%	14%
TABLET 2024	86%	11%	4%	14%
TABLET 2025	86%	11%	4%	14%
LAPTOP/PC 2022	83%	12%	5%	17%
LAPTOP/PC 2023	85%	12%	3%	15%
LAPTOP/PC 2024	86%	11%	4%	14%
LAPTOP/PC 2025	86%	11%	3%	14%
ANY OF SMARTPHONE/ TABLET/LAPTOP/PC 2022	79%	14%	7%	21%
ANY OF SMARTPHONE/ TABLET/LAPTOP/PC 2023	82%	14%	4%	18%
ANY OF SMARTPHONE/ TABLET/LAPTOP/PC 2024	82%	13%	5%	18%
ANY OF SMARTPHONE/ TABLET/LAPTOP/PC 2025	83%	13%	4%	17%
NONE OF SMARTPHONE/ TABLET/LAPTOP/PC 2022	51%	15%	33%	49%
NONE OF SMARTPHONE/ TABLET/LAPTOP/PC 2023	31%	24%	45%	69%
NONE OF SMARTPHONE/ TABLET/LAPTOP/PC 2024	56%	12%	32%	44%
NONE OF SMARTPHONE/ TABLET/LAPTOP/PC 2025	27%	19%	54%	73%

Base: 2022 n=2,981, vs 2023 n=3,055, 2024 n=3,021, 2025 n=3,070.

Appendix 27 (cont.): Proportion of UK labour force adults aged 18+ who have Work EDS, by key demographics, 2025.

	Work EDS [5 skills]	Partial Work Skills [1-4 skills]	Zero Work Skills [0 skills]	Without Work EDS [0-4 skills]
RURAL 2022	82%	11%	7%	18%
RURAL 2023	80%	15%	5%	20%
RURAL 2024	83%	10%	7%	17%
RURAL 2025	82%	14%	4%	18%
SUBURBAN 2022	74%	15%	11%	26%
SUBURBAN 2023	81%	13%	6%	19%
SUBURBAN 2024	80%	13%	7%	20%
SUBURBAN 2025	80%	14%	6%	20%
URBAN 2022	77%	16%	7%	23%
URBAN 2023	83%	12%	5%	17%
URBAN 2024	82%	14%	5%	18%
URBAN 2025	84%	11%	5%	16%
METROPOLITAN 2022	83%	11%	6%	17%
METROPOLITAN 2023	82%	16%	3%	18%
METROPOLITAN 2024	84%	11%	4%	16%
METROPOLITAN 2025	84%	12%	4%	16%
NON-RURAL [NET] 2022	77%	15%	8%	23%
NON-RURAL [NET] 2023	82%	13%	5%	18%
NON-RURAL [NET] 2024	82%	13%	5%	18%
NON-RURAL [NET] 2025	82%	12%	5%	18%
UP TO £13,499 2022	66%	20%	14%	34%
UP TO £13,499 2023	69%	23%	8%	31%
UP TO £13,499 2024	69%	19%	12%	31%
UP TO £13,499 2025	75%	18%	8%	25%
£13,500-£24,999 2022	75%	20%	5%	25%
£13,500-£24,999 2023	81%	15%	5%	19%
£13,500-£24,999 2024	83%	13%	5%	17%
£13,500-£24,999 2025	80%	16%	3%	20%
£25,000-£29,999 2022	85%	8%	6%	15%
£25,000-£29,999 2023	90%	8%	2%	10%
£25,000-£29,999 2024	89%	10%	1%	11%
£25,000-£29,999 2025	84%	12%	4%	16%
£30,000-£39,999 2022	89%	7%	4%	11%
£30,000-£39,999 2023	92%	7%	1%	8%
£30,000-£39,999 2024	91%	6%	3%	9%
£30,000-£39,999 2025	91%	7%	2%	9%
£40,000-£74,999 2022	91%	7%	2%	9%
£40,000-£74,999 2023	95%	4%	1%	5%
£40,000-£74,999 2024	92%	6%	3%	8%
£40,000-£74,999 2025	93%	6%	1%	7%
£75,000 PLUS 2022	94%	5%	2%	6%
£75,000 PLUS 2023	93%	6%	1%	7%
£75,000 PLUS 2024	96%	3%	1%	4%
£75,000 PLUS 2025	97%	3%	*	3%

Base: 2022 n=2,981, vs 2023 n=3,055, 2024 n=3,021, 2025 n=3,070.

**Appendix 27 (cont.):** Proportion of UK labour force adults aged 18+ who have Work EDS, by key demographics, 2025.

	Work EDS [5 skills]	Partial Work Skills [1-4 skills]	Zero Work Skills [0 skills]	Without Work EDS [0-4 skills]
UP TO £24,999 [NET] 2022	70%	20%	9%	30%
UP TO £24,999 [NET] 2023	75%	19%	6%	25%
UP TO £24,999 [NET] 2024	76%	16%	8%	24%
UP TO £24,999 [NET] 2025	77%	17%	6%	23%
NO DO NOT HAVE AN IMPAIRMENT 2022	83%	11%	6%	17%
NO DO NOT HAVE AN IMPAIRMENT 2023	87%	10%	3%	13%
NO DO NOT HAVE AN IMPAIRMENT 2024	88%	9%	4%	12%
NO DO NOT HAVE AN IMPAIRMENT 2025	87%	10%	3%	13%
YES HAVE AN IMPAIRMENT 2022	68%	20%	12%	32%
YES HAVE AN IMPAIRMENT 2023	72%	20%	8%	28%
YES HAVE AN IMPAIRMENT 2024	72%	19%	9%	28%
YES HAVE AN IMPAIRMENT 2025	75%	17%	9%	25%
SENSORY (VISION OR HEARING) 2022	58%	23%	19%	42%
SENSORY (VISION OR HEARING) 2023	74%	18%	8%	26%
SENSORY (VISION OR HEARING) 2024	70%	19%	11%	30%
SENSORY (VISION OR HEARING) 2025	68%	17%	15%	32%
PHYSICAL 2022	64%	22%	14%	36%
PHYSICAL 2023	63%	25%	12%	37%
PHYSICAL 2024	63%	25%	12%	37%
PHYSICAL 2025	65%	22%	13%	35%
LEARNING OR MEMORY 2022	66%	20%	14%	34%
LEARNING OR MEMORY 2023	65%	25%	10%	35%
LEARNING OR MEMORY 2024	68%	22%	10%	32%
LEARNING OR MEMORY 2025	71%	19%	10%	29%
MENTAL HEALTH 2022	66%	21%	13%	34%
MENTAL HEALTH 2023	70%	21%	9%	30%
MENTAL HEALTH 2024	71%	19%	10%	29%
MENTAL HEALTH 2025	73%	17%	10%	27%
HAS ONE IMPAIRMENT 2022	73%	19%	9%	27%
HAS ONE IMPAIRMENT 2023	80%	16%	4%	20%
HAS ONE IMPAIRMENT 2024	78%	16%	7%	22%
HAS ONE IMPAIRMENT 2025	83%	11%	6%	17%
HAS MULTIPLE IMPAIRMENTS 2022	63%	21%	16%	37%
HAS MULTIPLE IMPAIRMENTS 2023	66%	24%	11%	34%
HAS MULTIPLE IMPAIRMENTS 2024	67%	22%	11%	33%
HAS MULTIPLE IMPAIRMENTS 2025	68%	21%	11%	32%
NO FORMAL QUALIFICATIONS 2022	42%	30%	28%	58%
NO FORMAL QUALIFICATIONS 2023	50%	30%	20%	50%
NO FORMAL QUALIFICATIONS 2024	45%	37%	18%	55%
NO FORMAL QUALIFICATIONS 2025	48%	25%	27%	52%
GCSE/ O-LEVEL/ CSE/NVQ12 2022	61%	25%	14%	39%
GCSE/ O-LEVEL/ CSE/NVQ12 2023	70%	23%	7%	30%
GCSE/ O-LEVEL/ CSE/NVQ12 2024	67%	23%	10%	33%
GCSE/ O-LEVEL/ CSE/NVQ12 2025	70%	22%	7%	30%

Base: 2022 n=2,981, vs 2023 n=3,055, 2024 n=3,021, 2025 n=3,070.



Appendix 27 (cont.): Proportion of UK labour force adults aged 18+ who have Work EDS, by key demographics, 2025.

	Work EDS [5 skills]	Partial Work Skills [1-4 skills]	Zero Work Skills [0 skills]	Without Work EDS [0-4 skills]
A-LEVEL OR EQUIVALENT 2022	80%	12%	8%	20%
A-LEVEL OR EQUIVALENT 2023	82%	14%	4%	18%
A-LEVEL OR EQUIVALENT 2024	83%	11%	6%	17%
A-LEVEL OR EQUIVALENT 2025	82%	15%	3%	18%
DEGREE/ MASTER/PhD 2022	89%	8%	3%	11%
DEGREE/ MASTER/PhD 2023	92%	6%	2%	8%
DEGREE/ MASTER/PhD 2024	91%	6%	3%	9%
DEGREE/ MASTER/PhD 2025	92%	6%	2%	8%

Base: 2022 n=2,981, vs 2023 n=3,055, 2024 n=3,021, 2025 n=3,070.

Appendix 28: Proportion of UK adults aged 18+ and first destination they go to improve their digital skills, by key demographics, 2025.

	Investigate how to learn these new digital skills through self-teaching	Reach out to others who have more expertise for advice on what to do next
Males	55%	23%
Females	40%	34%
18-24	67%	19%
65+	31%	45%
ABC1	49%	27%
C2DE	44%	32%
No formal qualifications	27%	39%
Degree/ Masters / PhD	54%	24%
No impairment	50%	26%
Yes, has impairment	42%	33%
Working	51%	22%
Not working	41%	39%

Base: 4,175.