

Digital Lifeline

Supporting digital inclusion of people with learning disabilities



5,500

people supported in under 4 months



2,354

pieces of adaptive kit for additional needs



24GB

of data - with some top-ups provided



146

community partners across England



5,500

Lenovo M10 tablets - gifted not loaned



Some support to use it and make it accessible

The digital divide for people with learning disabilities



of disabled people have never been online (vs. 3% of non-disabled people)¹



of people with learning or memory disabilities do not have the Essential Digital Skills for Life (vs. 21% of total UK population)²

91% of people reported experiencing at least one benefit from Digital Lifeline³

After 3-4 weeks:⁴

- + 68% agreed 'I feel more confident'
- + 64% agreed 'my digital skills have improved'
- + 57% agreed 'I feel more connected'
- + 52% agreed 'I feel less lonely'
- + 32% agreed 'my online safety skills have improved'



After 4-7 months⁵ people said they:

- Had improved their digital skills
- 🌐 Were more motivated to get online
- 🔗 Were feeling less lonely and isolated
- ♥ Had improved health and wellbeing
- 👤 Felt more independent
- 🏠 Were better able to participate in their community



"It's been brilliant. It's opened up a lot of opportunities."

"It makes me feel more confident."

"The responsibility makes me feel like I can prove that I can look after other things."

"It's connected me to the outside world and made me feel less isolated."

"It makes me feel happy, It keeps me from getting bored. It relaxes me. It helps me calm down if I'm upset."



Lessons for future programmes:



Allow more time for ongoing support



Take action on data poverty



Spread the word about resources for accessibility and learning digital skills



Address digital exclusion of family members, carers, and the care sector