

JSNA Health and Wellbeing Profile 2025/26

Digital inclusion and health

Summary points

- Efficiency and access to health services can be improved by increasing integration of digital into healthcare, but it may exacerbate existing inequities, with groups who face barriers to digital inclusion also experiencing more health inequalities¹
- 97.2% of Bristol residents have access to the internet at home (QoL 2024/25) but this is significantly lower for older people (87.9%) and Disabled people (92.1%)
- 4.2% of Bristol residents lack the skills or confidence to use the internet (QoL 2024/25) which increases to 15.5% of older people and 12.8% of full-time carers
- A lack of affordable broadband or devices prevent 3.4% of Bristol residents from accessing the internet (QoL 2024/25), which is almost twice as high for residents living in the 10% most deprived areas (6.3%).

Internet access

According to the 2024/25 Bristol Quality of Life (QoL) survey, 97.2% of residents have access to the internet at home, the fifth year-on-year increase in a row. There is a deprivation gap of 2.8% between the Bristol average and those residents living in the 10% most deprived areas (94.4%). By ward the highest access rates are in Hotwells and Harbourside (100%) and Easton (99.6%) and the lowest are in Hillfields (94.1%) and Lockleaze (93.5%) – see Figure 1 overleaf.

Older people (65+) are significantly less likely (87.9%) to access the internet at home compared to the city average (97.2%) as are people aged 50 years and over (92.3%); for young people (under 25) the figure is significantly higher at 99.6%. Disabled people are also significantly less likely to have internet access at home (92.1%) as are residents living in either council rented accommodation (88.0%) or housing association accommodation (92.2%) and people with no qualifications (79.2%).

87.9% of residents with internet access at home use cable TV or a telephone line to access it and 44.5% of residents access the internet at home via mobile phone or mobile broadband. Access via a mobile phone is more prevalent in young people aged 16-24 (59.7%), private renters (52.2%), Trans people (67.9%) and LGB+ people (51.2%) and there is a small deprivation gap of 1.7% between the 10% most deprived areas and the city average. The deprivation gap is wider (5.9%) when analysing residents access to the internet through cable TV or telephone line. Access via this method is highest in house owners (90.8%), two-parent households (93.1%) and residents with a degree qualification (90.9%).

¹ [Digital inclusion and health statistics | Good Things Foundation](#)

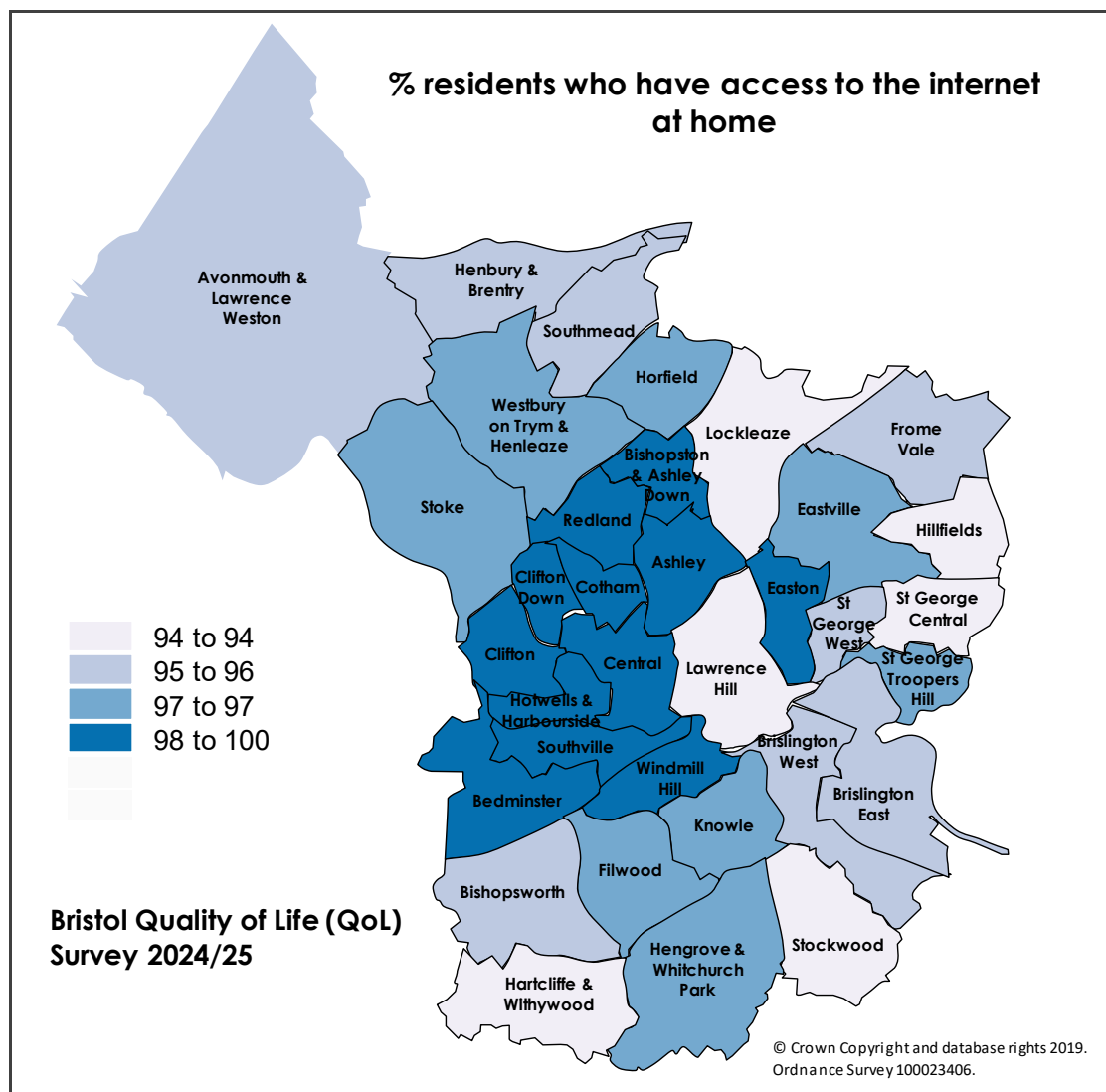


Figure 1: % Bristol residents who have access to the internet at home. Source: QoL survey 2024/25

Lack of digital skills

4.2% of residents lack the skills or confidence to use the internet (QoL 2024/25). Whilst findings for the 10% most deprived areas are broadly similar to the Bristol average there is evidence of inequalities amongst the groups that may have more reason to call on health services, such as older people aged 65 and over (15.5%), disabled people (12.7%) and full-time carers (12.8%). Residents with no qualifications (15.5%) are also significantly more likely to lack the required skills, as are people who rent from the housing association (10.3%) and people who rent from the council (9.6%).

Lack of affordability

According to the Quality of Life survey for 2024/25, 3.4% of residents said that lack of affordable broadband or devices prevent them from accessing the internet. 6.3% of residents living in the 10% most deprived areas cited affordability as an issue, nearly three times higher than residents living in the 10% least deprived areas. Wards where internet access was prevented due to affordability was highest in Hengrove & Whitchurch (9.9%), Frome Vale (9.6%) and Lawrence Hill (9.2%).

Affordability is a significant issue for a number of different groups across the city including single parents (10.8%), disabled people (8.0%), residents who rent accommodation from a housing association (9.8%) or council (8.8%), and people of Black, Asian and minority ethnicity (6.8%).

Internet safety concerns

3.3% of residents have internet security / safety or privacy concerns (QoL 2024/25), which increases to 6.3% for residents living in the 10% most deprived areas. Concerns are significantly higher in the Henbury & Brentry ward (8.9%) and significantly lower in the wards of Central (0.4%), Redland (0.5%), Windmill Hill (0.8%), Horfield (0.9%) and Brislington West (0.9%).

Concerns are again highest in the groups where access to health services is greater including full-time carers (10.4%), older people aged 65 and over (8.8%) and disabled people (6.7%).

Internet speed / reliability

15.1% of Bristol residents are prevented or restricted from accessing the internet by internet speed / reliability (QoL 2024/25). It is a significantly higher issue for Trans people (34.2%), LGB+ people (23.0%) and young people aged 16-24 (25.7%). Geographically, the wards of Lawrence Hill (26.9%), Ashley (25.1%) and Clifton Down (25.1%) experience significantly higher issues than the Bristol average. These are wards where many university students live and could be one reason behind the prevalence in this age group.

Further data / links / consultations:

- Office for National Statistics data: www.ons.gov.uk/datasets/internetusers
- Quality of Life (QoL) survey : [The quality of life in Bristol - bristol.gov.uk](http://The%20quality%20of%20life%20in%20Bristol%20-%20bristol.gov.uk)

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