

JSNA Health and Wellbeing Profile 2024/25

Internet Connectivity

Summary points

- 96.8% of Bristol residents have access to the internet at home (QoL 2023/24)

Internet access

According to the 2023/24 Bristol Quality of Life (QoL) survey, 96.8% of residents have access to the internet at home. There is a deprivation gap of 2.3% between the Bristol average and those residents living in the 10% most deprived areas (94.5%). By ward the highest access rates are in Cotham (100%) and Clifton (99.5%) and the lowest are in Knowle (91.4%) and Stockwood (90.5%) – see Figure 1 below.

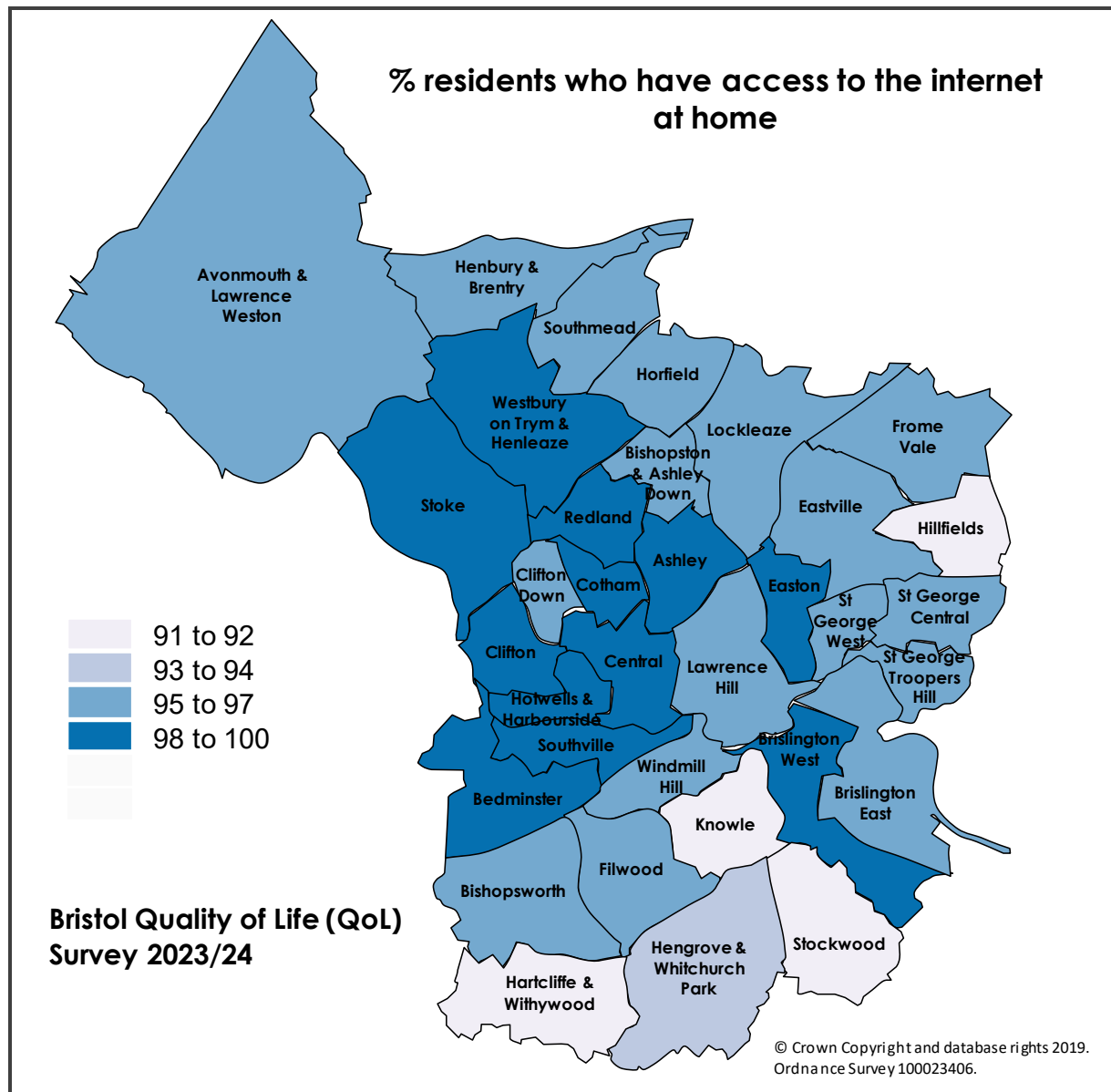


Figure 1: % Bristol residents who have access to the internet at home. Source: QOL survey 2023/24

Equalities data:

Older people (65+) are significantly less likely (88.1%) to access the internet at home compared to the city average (96.8%) as are people aged 50 years and over (92.2%); for young people (under 25) the figure is 98.9%. Disabled people are also significantly less likely to have internet access at home (92.2%) as are residents living in council rented accommodation (84.5%) and people with no qualifications (79.2%).

Of further note are the differences in why groups have difficulty accessing the internet at home:

- For those who “cannot afford home broadband or equipment” (Bristol average 1.7%), significantly more disabled people (4.6%) and those aged 50 and over (2.6%) are affected
- For those who “lack the skills or confidence to use the internet” (Bristol average 4.6%), significantly more older people aged 65+ (16.5%), Disabled people (14.2%), full-time carers (13.0%) and residents with no qualifications (18.1%) are affected
- For those who “have cyber security or privacy concerns” (Bristol average 3.4%), significantly more disabled people (8.3%) and older people aged 65+ (8.1%) are affected

Internet use

According to 2020 estimates¹ from the Office of National Statistics (ONS), in Bristol 94.7% of adults (347,000 people) recently used the internet (i.e. used within the last 3 months)². This is higher than the National average of 92.1%, and is the highest amongst the Core Cities (where recorded – see Figure 2).

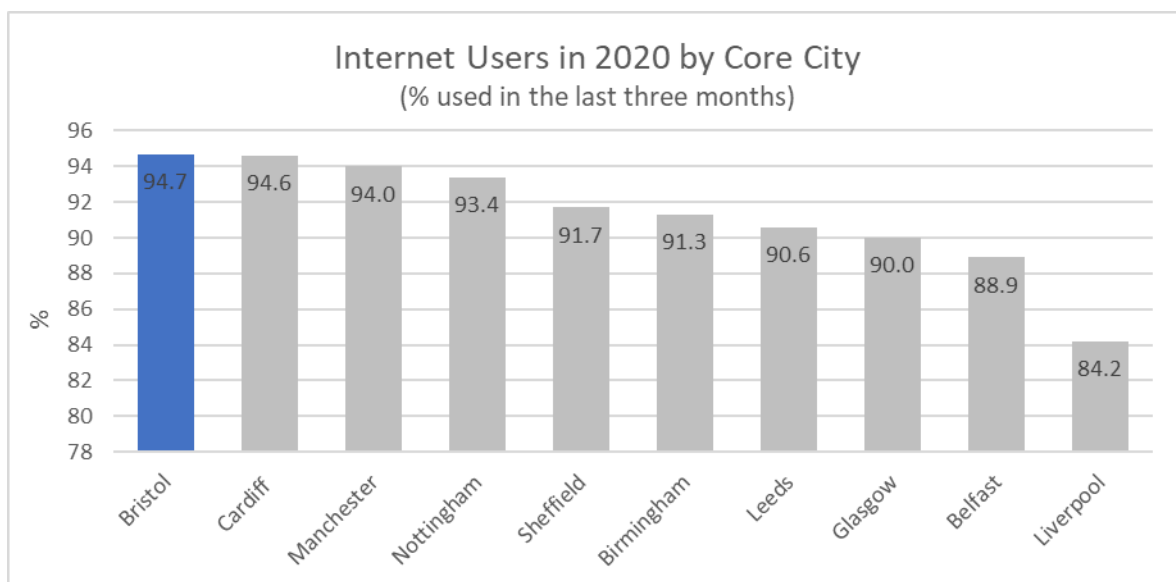


Figure 2: Adults who have “Used the internet in the last 3 months. Source: Internet users 2020, ONS

Equalities data:

Nationally, internet usage in 2020 (where internet was used within last 3 months)³ amongst persons aged 16 and over is highest for in the younger age groups and then gradually

¹ This survey has been discontinued so 2020 is latest version

²Source: ONS data <https://www.ons.gov.uk/businessindustryandtrade/itandinternetindustry/datasets/internetusers>

³ ONS Internet Users coverage, release date 6th April 2021. <https://www.ons.gov.uk/datasets/internetusers>

decreases as the age group increases. However, it is amongst those above 75 years that the biggest increase in internet usage has been recorded, from 39.3% in 2014 to 62.1% in 2020, an increase of 58%.

There is little difference in usage by gender in age groups up to 64 years old, however 84.4% of women aged 65-74 and 49.8% of women aged 75+ have recently used the internet compared to 86.6% of men aged 65-74 and 59.4% of men aged 75+. The biggest growth in internet usage is in women aged 75 and over from 22.3% in 2014 to 49.8% in 2020.

Internet usage is lowest amongst disabled people⁴, where 14.9% have not used the internet in 2020. This rate is half that of 6 years ago with recent usage rates increasing year on year.

There is little difference by ethnic group, with all groups having internet usage over 90%, with the exception of the Bangladeshi ethnic group where usage was lowest at 87.8%

Covid-19 impact:

Internet usage increased during lockdowns as a result of people trying to stay in touch with friends and family. Internet access in Bristol in the last three years was similar to 2020 (QoL).

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)

Date updated: September 2024

Date of next update: September 2025

⁴ Adults who self-assess that they have a disability in line with the Equality Act definition of disability.