Digital exclusion is the hidden frontline in the UK’s fight against coronavirus. Health and lockdown information, shopping, socialising – the vast majority of this continues to happen online. Yet millions lack access to the internet. Digital exclusion also risks slowing down our recovery. Contact tracing apps will be vital as lockdown eases further, but they rely on us all using smartphones or tablets. We need to get people online for safety and social inclusion today and resilience in the future.

1.9 million households in the UK lack access to the internet. Even as lockdown eases, too many vulnerable people remain cut off from the world outside their door. This isn’t just an issue for the elderly, either. 44% of those without a device and internet connectivity are aged under 60. Despite the starkness of the issue, there is a significant opportunity to make a difference.

Through the DevicesDotNow emergency campaign, the FutureDotNow coalition is coordinating industry action to get the vulnerable online.

We have partnered with Good Things Foundation and frontline community organisations, all of whom are experts in helping people take their first steps online. DevicesDotNow has mobilised over 1,600 devices in the first eight weeks. We are already seeing massive changes in the levels of personal motivation to get online. It’s a good start. But it’s not enough we are overwhelmed by demand.

Our immediate goal is to help 8,000 more people Our only barrier is money – and we need it urgently

To help 10,000 people we need £2m*
To help 50,000 people we need £10m*
To help 100,000 people we need £20m*

*Approximate figures

Your company can support DevicesDotNow by:

Providing emergency funding.
£20,000 would fund devices, connectivity, and ongoing support for around 100 vulnerable individuals and families.

Spreading the word.
Share the DevicesDotNow mission with at least five business leaders in your network in a position to help.

Donate Now

If you have devices or connectivity that you’d like to donate, please let us know here
How we help vulnerable people get online

We have a robust six-step model, predicated on years of digital inclusion experience, and further refined through the distribution of over 1,600 devices in the first eight weeks of lockdown. This process is ready to scale to support at least 5,000 people a week, subject to funding.

1. **Donation:** Funding partners offer donations of kit or cash to DevicesDotNow
2. **Matching:** Good Things Foundation recruits, trains and supports participating community partners; and bulk purchases devices and sims, matches and arranges distribution
3. **Identify:** Community partners identify people who are offline and clinically and/or socially vulnerable. The people are from their existing beneficiaries or through referrals from other local organisations such as food banks
4. **Setup:** Community partners receive and set up the devices pre-loaded with relevant apps (such as the NHS app and videocalling functions) as well as digital training from Learn My Way covering essential skills
5. **Delivery:** Community partner colleagues safely deliver devices following social distancing and hygiene guidelines
6. **Support:** Community partners provide initial and ongoing support to beneficiaries by phone and video chat, helping them with basic internet skills, keeping healthy and safe online, using essential services, and connecting to family and friends

Find out about someone we’ve already helped

**Kathlinga, 42, West London**

Before the outbreak of Coronavirus, Kathalinga would go to his local Online Centre, Skills Enterprise, to access the internet, go to classes and access other key services and support.

Since the UK went into lockdown this support network was no longer available, leaving him isolated and cut off from the outside world. Kathalinga has a medical condition meaning he needs to regularly order and pick up prescriptions.

Already known to Skills Enterprise in his local community in Eastham, Kathalinga was identified to receive a free tablet from the DevicesDotNow campaign to help him stay connected with family, community and order his prescriptions online.

“I am now feeling confident that I can connect with my community and I can ask for help when I need it… I feel happy that I have people to connect to. I was very scared of the pandemic but now I can keep myself safe by following the government guidance.”

DevicesDotNow was launched by FutureDotNow with support from the Good Things Foundation and pro-bono backing and donations from:

- arm
- accenture
- BT
- BRUNSWICK
- CIB
- Co-op
- Deloitte
- GoCompare
- Hg
- HSBC
- JRF
- Lloyds
- THE HOPE FOUNDATION
- HOPE
- OLIVER WYMAN
- IX
- sky
- TATA
- #DevicesDotNow

Find out more about our work, our interim impact and the people we’ve helped

www.futuredotnow.uk/devicesdotnow