Statistical bulletin

Internet access - households and individuals, Great Britain: 2015

Internet access in Great Britain, including how many people have internet, how they access it and what they use it to do.

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1 . Main points

- The internet was accessed every day, or almost every day, by 78% of adults (39.3 million) in Great Britain in 2015, compared with 35% (16.2 million) in 2006, when directly comparable records began

- Almost all adults aged 16 to 24 (96%) accessed the internet "on the go", compared with only 29% of those aged 65 years and over

- Social networking was used by 61% of adults, and of those, 79% did so every day or almost every day

- In 2015, 76% of adults bought goods or services online, up from 53% in 2008. "Clothes or sports goods" were purchased by 55% of adults, making them the most popular online purchase

- In the last 3 months, 22% of adults purchased online once or twice, while 28% of adults purchased 11 or more times. Online purchases totalling £100 to £499 were made by 42% of adults who had bought online in the last 3 months

- In 2015, 86% of households in Great Britain (22.5 million) had internet access, up from 57% in 2006

2 . Overview

The internet continues to change the way people go about their lives, especially in areas such as shopping and communication. In 2015, over three quarters of adults in Great Britain used the internet every day, or almost every day (78%) and a similar proportion (74%) accessed the internet "on the go" (away from home or work).

The Internet Access Survey results are derived from the Opinions and Lifestyle Survey (OPN). Estimates for 2015 in this release refer to data collected in the January, February and April 2015 modules of the OPN.

We first collected statistics on internet access in 1998. Since then, various changes have been made to the Internet Access Survey, including the publication of annual results since 2006. Where possible, comparisons over time are made in this release. However, the available coverage for time series comparisons varies, as the questions included in the survey change each year.

In this release, new estimates by disability status have been introduced, to accompany breakdowns by age group and sex. These breakdowns are based on respondents reporting that that they have a health condition or illness in line with the Equality Act definition of disability. These new estimates show that adults with the status of "Equality Act disabled" consistently reported lower rates of internet activities than those who did not have this status.

3 . Your views matter

We are constantly aiming to improve this release and its associated commentary. We would welcome any feedback you might have and would be particularly interested in knowing how you make use of the data to inform your work. Please contact us via email: esociety@ons.gsi.gov.uk or telephone Cecil Prescott on +44 (0)1633 456767.

4 . E-commerce event on the changing shape of business

Since 2012, a series of annual events has been held on the theme of the changing shape of business. These have been jointly co-ordinated with the Department of Business, Innovation and Skills (BIS). The last event, The changing shape of UK manufacturing, was held on 22 October 2014.

On 8 October 2015, we will be holding the next event in the series, called " How e-commerce is changing the shape of business". This will be held at the BIS Conference Centre, London. The event will feature a range of talks from users, producers and suppliers of e-commerce business statistics, from government, international organisations and business. For more information about the event, or to register your attendance, please email BusinessStatisticsUserConference@bis.gov.uk.

5 . Computer and internet use

Computer and internet use have increased over time, as shown in Figures 1 and 2. Use of a computer is linked to the ability of an individual to use the internet. In 2015, 72% of adults in Great Britain used a computer every day, up from 45% in 2006, while only 10% of adults had never used a computer in 2015. Of those adults aged 16 to 24, only 1% had never used a computer, while 32% of adults aged 65 and over had never done so.

Figure 1: Daily computer use by age group, 2006 and 2015, Great Britain

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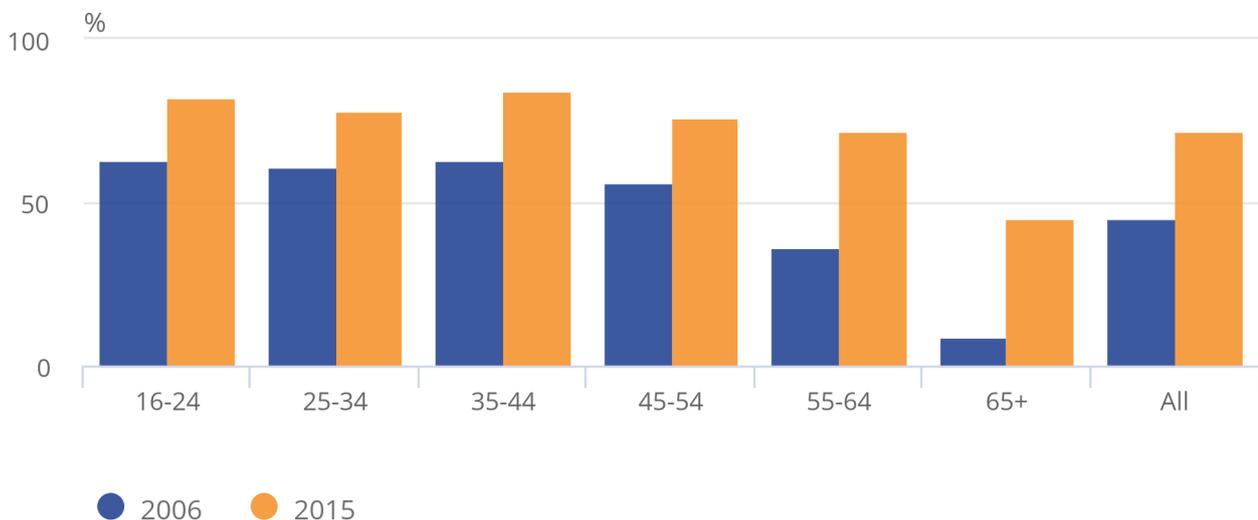
Source: Office for National Statistics

6 . Frequency of internet use

In 2015, 78% of adults (39.3 million) in Great Britain used the internet every day or almost every day. This was more than double the proportion of adults (35%) that used the internet daily in 2006, when directly comparable records began. Daily internet use increased by 2 percentage points since 2014 (as shown in Figure 2).

Figure 2: Daily internet use by adults, 2006 to 2015, Great Britain

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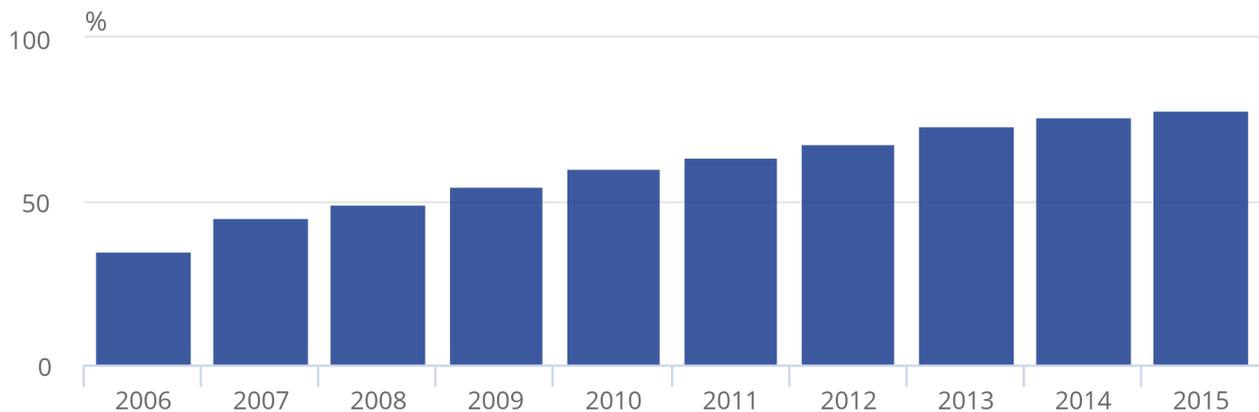
Source: Office for National Statistics

7 . Mobile internet access

The availability of wireless (wifi) hotspots has been rapidly increasing and thousands of hotspots are available across the country at various places, such as pubs, cafes, hotels and others.

In 2015, 74% of adults had used the internet "on the go" using a mobile phone, portable computer or handheld device (as shown in figure 3). Almost all adults aged 16 to 24 (96%) accessed the internet "on the go", compared with only 29% of those aged 65 years and over.

The most common type of device used to access the internet "on the go" was a mobile phone or smartphone (66%), followed by portable computer, such as, a laptop or tablet (45%). Other handheld devices were used to access the internet "on the go" by 17% of adults.

Figure 3: Mobile internet use, 2015, Great Britain

74% of adults used the internet 'on the go'

66% used a mobile phone

45% used a portable computer

17% used an other hand held device
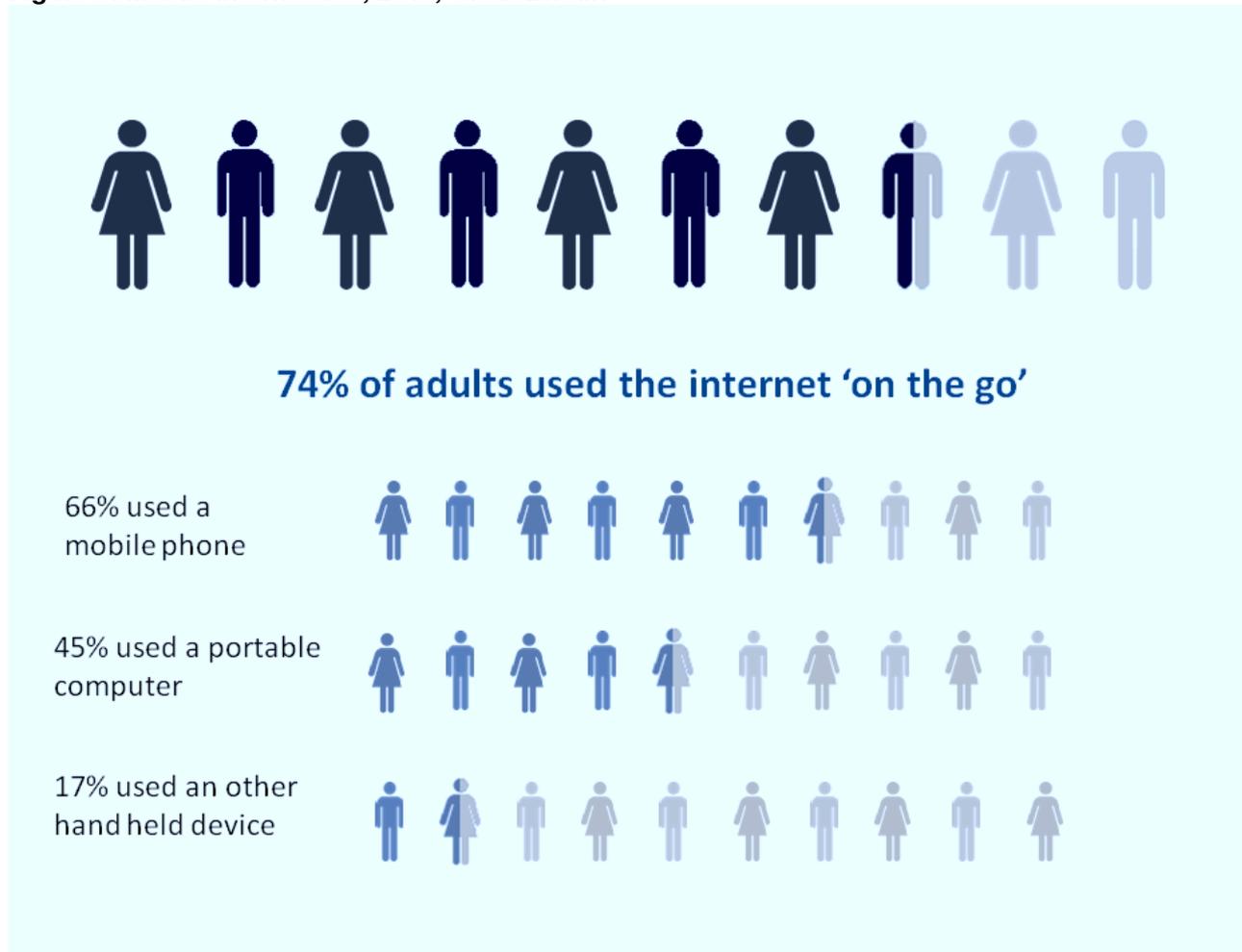
Source: Office for National Statistics

8 . Internet activities

Of the internet activities surveyed in 2015, email remained the most common, with 76% of adults having used the internet for this purpose. This was an increase of just 1 percentage point since 2014, but 19 percentage points since the 2007 estimate of 57%. The second most common internet activity in 2015 was finding information about goods and services, undertaken by 69% of adults. This estimate is up from 58% in 2007, but down slightly compared with 73% in 2014.

All internet activities that were surveyed in 2007 and again in 2015 have seen an increase in use. "Reading online news, newspapers or magazines" showed the largest increase; 62% of adults used the internet to read online news, newspapers or magazines in 2015, more than 3 times the proportion doing so in 2007 (20%).

Figure 4: Internet activities by year, 2007 and 2015, Great Britain

Within the last 3 months
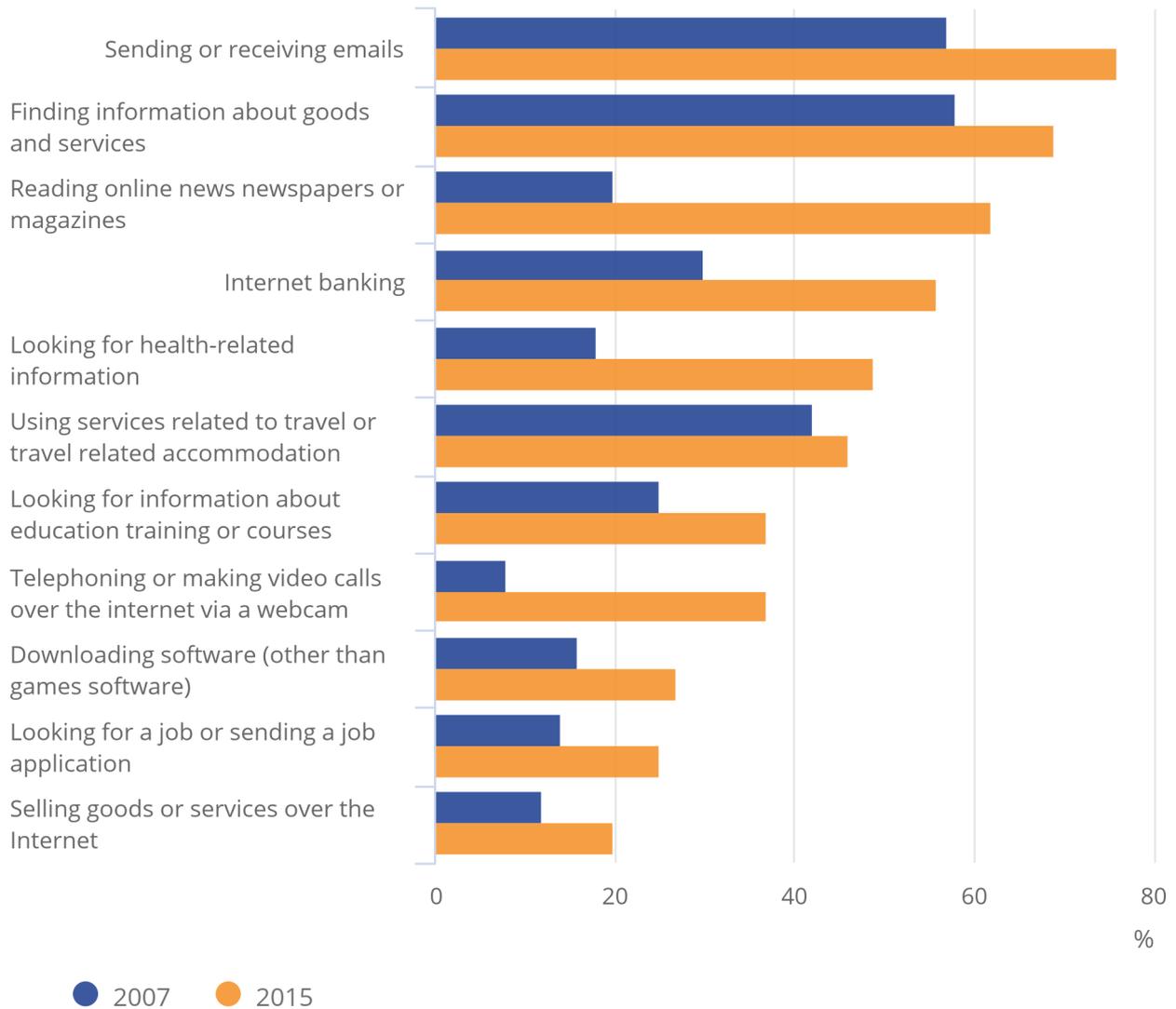
Source: Office for National Statistics

In 2015, adults aged 25 to 34 had the highest (or joint highest) use across 7 of the 17 categories surveyed. Those aged 16 to 24 reported the highest (or joint highest) use in 6 of the 17 categories.

Adults aged 16 to 24 were most likely to engage in online activities that focused on leisure or recreation, such as social networking (92%) or education and training (59%). Adults aged 25 to 34 reported the highest level of use in some "day-to-day" activities such as use of email (88%, the same as the 35 to 44 age group) and reading online news, newspapers or magazines (77%). Since 2007, the use of internet banking has nearly doubled, from 30% of adults, to 56% in 2015. More than three quarters (76%) of those aged 25 to 34 carried out internet banking in 2015.

Figure 5: Internet activities by age group, 2015, Great Britain

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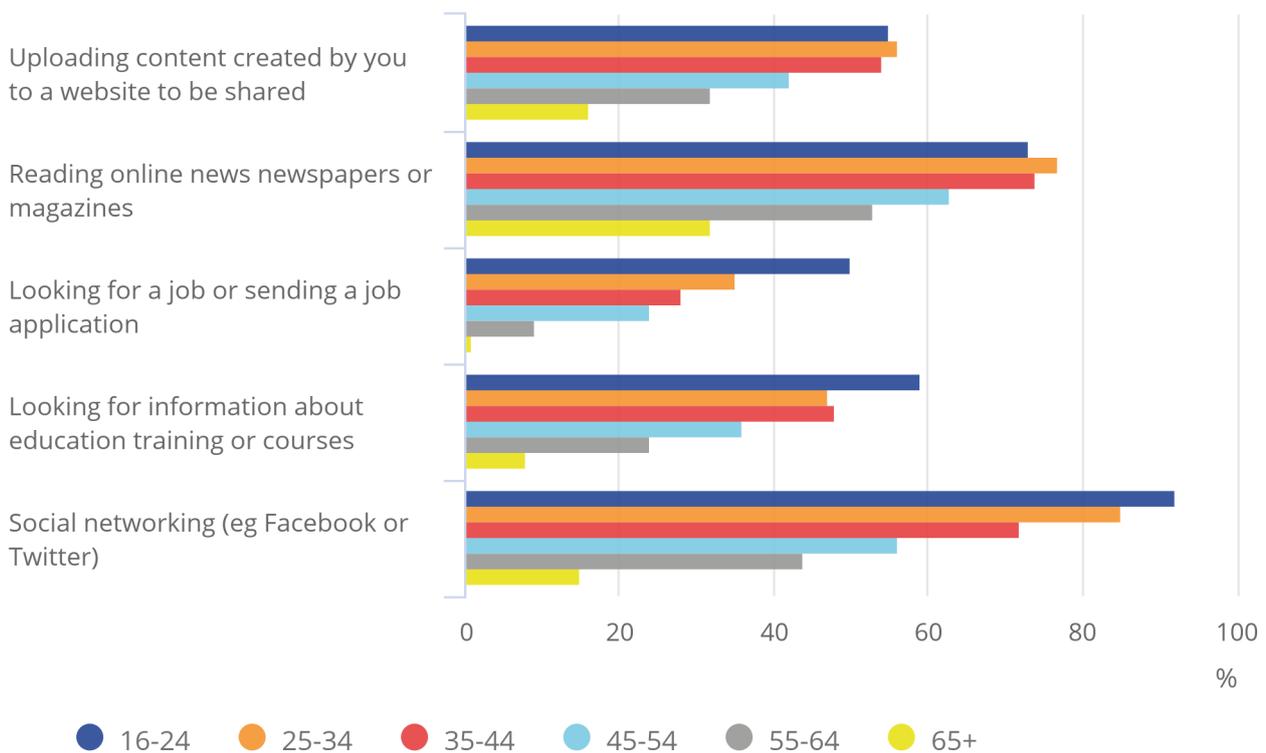
Source: Office for National Statistics

Use of the internet for social networking continued to grow, rising to 61% in 2015. This was an increase from 45% in 2011 and 54% in 2014. Social networking is widespread in all age groups, up to and including those aged 55 to 64, where 44% of adults reported use. Of those aged 65 and over, 15% used social networks. Social networking has become part of many adults' everyday lives. Of the 61% of adults who used social networks in the last 3 months, 79% did so every day or almost every day.

For the majority of the internet activities surveyed, there was little difference in the proportion of men and women carrying out the activities. Exceptions to this were downloading software, which was carried out by 38% of men, compared with 19% of women, and professional networking, which was also carried out by a higher proportion of men (21%) than women (10%).

9 . Internet shopping

The number of high street shops has been in decline, as highlighted by the BBC. In recent years there has been strong growth in internet shopping. In 2015, more than three quarters (76%) of adults reported buying goods or services over the internet in the last 12 months, up from 53% in 2008. Younger adults have embraced internet shopping, with 65% of those aged 16 to 24 purchasing over the internet in 2008, rising to 90% in 2015. This was twice the proportion of adults aged 65 and over (42%) who bought online in 2015. However, there was large growth in the rate of online purchasing by those aged 65 and over, rising from 16% in 2008.

"Clothes or sports goods" were the most popular online purchase in 2015, bought by 55% of adults. Those aged 16 to 24 most likely to buy these items (74%). "Household goods (for example, furniture, toys etc)" were the next most popular items, purchased online by 44% of adults. "Travel arrangements" and "holiday accommodation" were both purchased online by 37% of adults.

In 11 of the 15 categories surveyed, adults aged 35 to 44 reported the highest (or joint highest) rates of internet shopping.

There are differences between age groups in goods and services bought online. Figure 6 focuses on the 10 categories with the largest differences between the youngest and oldest age groups. The largest difference was for "clothes or sports goods", with 74% of adults aged 16 to 24 purchasing these, compared with 19% of those aged 65 and over.

Figure 6: Purchases made over the internet by age group, 2015, Great Britain
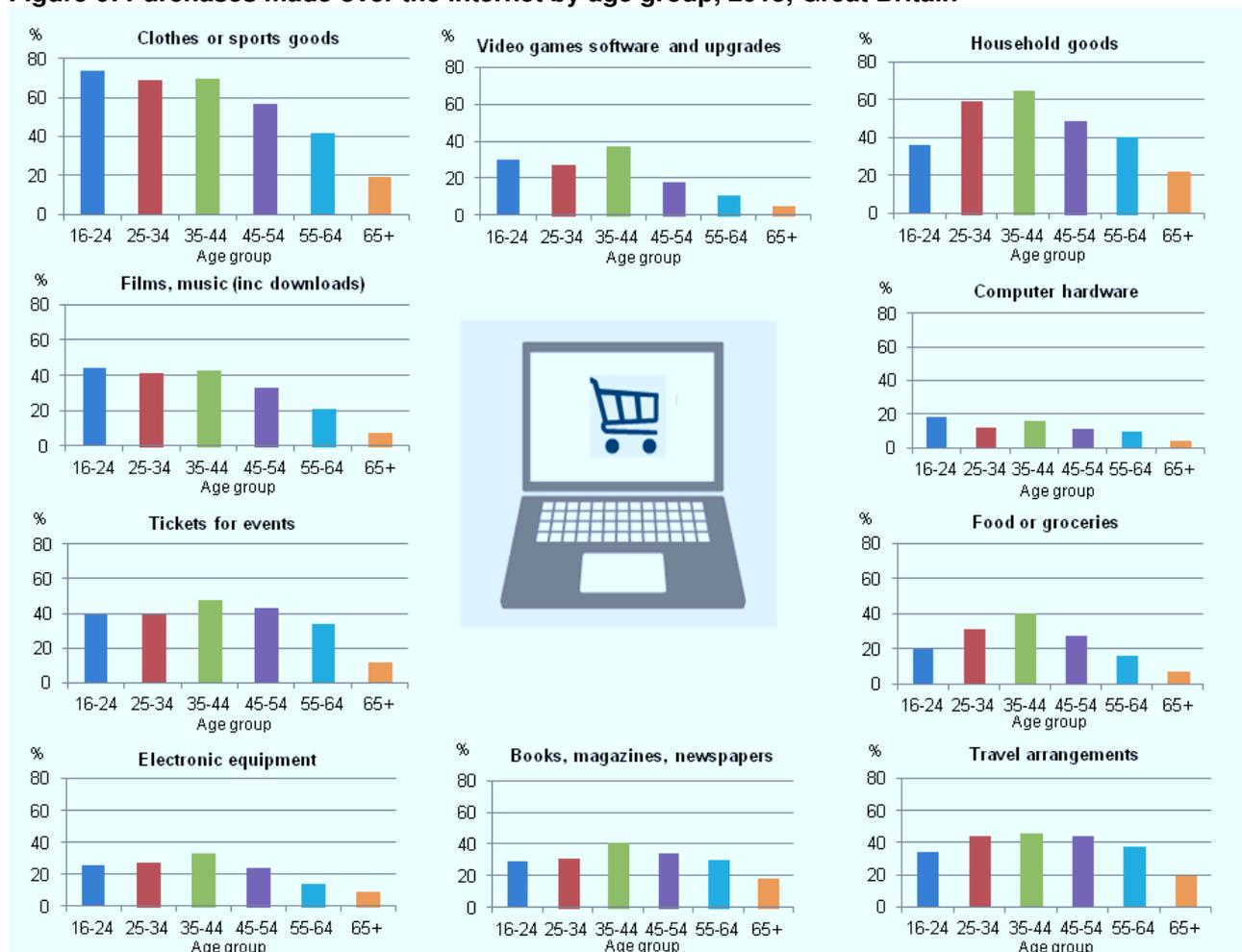
Source: Office for National Statistics

In 2015, new estimates were collected on the total value of respondents' internet purchases. Of those adults who had purchased online in the last 3 months, 42% made purchases totalling £100 to £499, 12% made purchases of less than £50, and 9% made purchases of £2,000 or more.

Purchases valued from £100 to £499 were the most common across all age groups. Unlike many of the comparisons in this release, there was relatively little difference between the age groups in the values of their internet expenditure. Of those aged 16 to 24, 49% spent on purchases in this range, compared with 42% of those aged 65 and over.

Figure 7: Value of adults' internet purchases, by expenditure range, 2015, Great Britain

Within the last 3 months

Figure 7: Value of adults' internet purchases, by expenditure range, 2015, Great Britain

Within the last 3 months

Source: Office for National Statistics

Of those adults who had bought over the internet in the last 3 months, 28% had done so 11 or more times, while 22% had done so only once or twice. Adults aged 35 to 44 purchased most often, with 42% buying online 11 times or more in the last 3 months.

Figure 8: Frequency of internet purchasing, by age group, 2015, Great Britain

Within the last 3 months
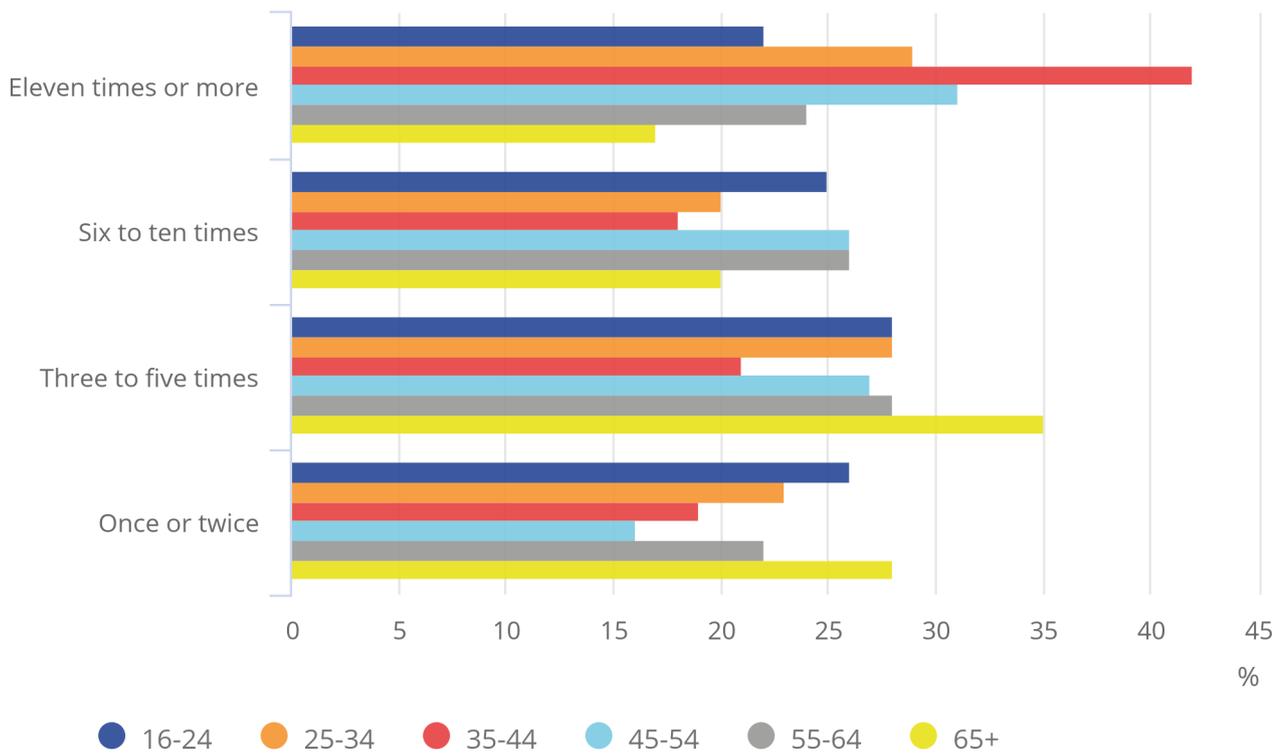
Source: Office for National Statistics

In 2015, adults who had bought or ordered goods or services online were asked about problems they may have encountered. The most common problems encountered were "technical failure of website during ordering or payment" and "speed of delivery slower than indicated", both at 27%. However, 50% reported that they had not encountered any problems with internet purchasing.

Adults who had not bought over the internet in the last 12 months were asked why this was. The most common reason, given by 58%, was that they "preferred to shop in person". "Payment security or privacy concerns" were cited by 27% of these adults and "lack of skills or knowledge" by 19%.

10 . Public authorities and services

In 2012 the UK government launched a "digital by default" strategy whereby public services would be migrated to the internet. This Digital Transformation began with work to move 25 services online.

In 2015, the most common reason for using the internet to interact with public authorities or services was to obtain information from websites, (33% of adults), followed by submitting completed forms (30%) and downloading official forms (24%).

11 . Internet security and internet storage

A range of security problems are experienced when adults use the internet. In 2015, 17% of adults who used the internet in the last 12 months had caught a virus or other infection on their computer (for example, a "worm" or "trojan"), which resulted in a loss of information or time. However, the other categories of security problems that were surveyed were experienced by very few internet users. Just 3% reported that they had experienced abuse of personal information, and/or other privacy violations and 3% experienced financial loss due to fraudulent messages or fake websites.

Adults also reported awareness of internet security issues. Of those who had used the internet in the last 12 months, 65% were aware that cookies can be used to trace online activity and 52% had made back up files to an external storage device or to internet storage space.

Respondents were asked about their security concerns. Of those who had used the internet in the last 12 months, 17% reported that security concerns had limited them "providing personal information to online communities for social and professional networking". Security concerns also resulted in 14% of adults limiting their internet banking activities and 12% limited their internet purchasing.

The availability of internet storage space has grown in recent years with services such as iCloud, Dropbox and Google Drive available for free. In 2014, 67% of adults were aware of services to store information and data on the internet and in 2015, 40% of adults had used such services.

The youngest age group, adults aged 16 to 24, had the highest proportion using internet storage space, at 55%. In both the 25 to 34 and 35 to 44 age groups, 47% of adults used internet storage space.

12 . Household internet access

In 2015, 86% of households in Great Britain (22.5 million) had an internet connection. This was up from 84% in 2014 and 57% in 2006. Household internet access has increased since we first began collecting these statistics in 1998. There were changes in the survey source, periodicity and coverage over the period 1998 to 2005. This means that the estimates prior to 2006 are not directly comparable with the annual estimates from 2006 onwards, but they have been provided as our best available indication of growth over this period.

Internet access varies depending on household composition. Nearly all (97%) of households with children have an internet connection. Access to the internet by single adult households varies considerably depending on age. For households with one adult aged 65 or over, only 49% had internet access. In contrast 80% of households with only one adult aged 16 to 64 years, had internet access. The vast majority of households with internet access had fixed broadband, such as DSL, cable or optical fibre (94%).

In 2015, of the 14% of households in Great Britain with no internet access, 31% reported that this was due to a lack of skills. Further barriers reported included equipment costs being too high (14%) and access costs being too high (12%), while 53% of households without internet access reported that this was because they didn't need it.

13. Background notes

1. **Main issues specific to this bulletin**

   This statistical bulletin contains information about how adults use the internet and households with internet access. The source of this information is the Opinions and Lifestyle Survey (OPN). The OPN is a multi-purpose survey developed by us for use by government departments, other public bodies, charities, academics and the media. It provides a fast, cost effective and reliable way of obtaining information on topics too brief to warrant their own survey. A random sample of about 1,800 adults aged 16 and over, living in private households throughout Great Britain, is selected each month the survey takes place. After accounting for refusals and where no contact can be made, approximately 1,000 interviews are conducted each month. For general information on the survey, telephone +44 (0)1633 455810, email: opinions@ons.gsi.gov.uk.

   The annual release of estimates of internet access began in 2006. Internet access results were originally published from 1998 onwards. Between 1998 and 2006, the results were published more frequently, but were based on smaller sample sizes. There were also various changes made to the survey in this earlier period. Some historical internet access estimates published before 2006 are available on our website. However, any comparisons between estimates in this release and those published prior to 2006 should be made with caution.

   The estimates in the 2015 survey relate to Great Britain. For the period 2006 to 2010, this bulletin was published on a UK basis. Northern Ireland has not been sampled since the 2008 survey, but was included in the survey estimation process for the 2009 and 2010 results, which meant UK estimates were also produced for 2009 and 2010. Northern Ireland was not included in the estimation process for 2011; therefore the coverage of the survey was changed in 2011 from UK to Great Britain and all estimates in this bulletin were reworked to relate to Great Britain. As in previous years, the Isles of Scilly and the Scottish Highlands (North of the Caledonian Canal) and Islands were not sampled, but are included in the estimation process).

   In this release, new breakdowns of some estimates by disability status have been introduced, to accompany estimates by age group and sex that have previously been included. These breakdowns are based on respondents' reporting that they have a health condition or illness in line with the Equality Act definition of disability.

   The questions asked were: "Do you have any physical or mental health conditions or illnesses expected to last for 12 months or more?"

   Those who said yes were then asked:

   "Does your condition or illness/do any of your conditions or illnesses reduce your ability to carry out day-to-day activities?" If the respondent answered "yes, a lot", or "yes, a little" then they met the status of disabled according to the Equality Act 2010.

2. **Common pitfalls in interpreting series**

   References to 2015 in this release refer to data collected in interviews in January, February and April 2015.

   The statistics presented in this release should not be confused with estimates published in the Internet Users statistical bulletin, first published on 22 May 2015. The Internet Users statistical bulletin contains estimates of adults who were recent or lapsed internet users and who have never used the internet and replaces the estimates previously published in the Internet Access Quarterly Update statistical bulletin, which has been discontinued.

   The estimates in Internet Users are derived from the Labour Force Survey (LFS), which has a much larger sample than the OPN and therefore allows for more detailed socio-economic analysis to be undertaken. The estimates from the LFS should be used as our official source for the number of individuals in the UK accessing the internet

3. **Revisions**

   There are no revisions to estimates previously published.

4. **Users and uses of the data**

Eurostat (the statistical office of the European Commission) is a key user of these statistics. The UK provides estimates to Eurostat in accordance with the Regulation (EC) No 808/2004 of the European Parliament and of the Council. Eurostat publish comparable data for EU (European Union) countries on the Information Society area of their website.

Within the UK there is also wide interest in these statistics from government and other public bodies, researchers, charities, academics and the media.

The internet access estimates are used to provide information that is consistent with other EU member states, as part of progress towards measuring EU benchmarking indicators. These EU indicators compare the development and use of information and communications technology (ICT) across EU member states, and help to provide a better understanding of the adoption of ICT and the internet by households and individuals at an EU level.

ICT is considered as critical for improving the competitiveness of European industry and, more generally, to meet the demands of society and the economy. Broadband is considered to be important when measuring access to, and use of, the internet, as it offers users the possibility to rapidly transfer large volumes of data and keep access lines open. The take-up of broadband is a key ICT policy-making indicator. Widespread access to the internet via broadband is regarded as essential for the development of advanced services on the internet, such as e-business, e-government or e-learning.

The EU policy framework for ICT is the Digital Agenda for Europe, which is part of the Europe 2020 strategy for smart, sustainable and inclusive growth. It outlines policies and actions aimed at maximising the benefit of the digital era to all sections of society and economy.

Do you make use of our estimates of annual internet access and use of computers? If yes, we would like to hear from you (esociety@ons.gsi.gov.uk) and understand how you make use of these statistics. This may enable us, in the future, to better meet your needs as a user.

5. **Coherence**

The results published in this bulletin focus on adults' use of the internet. These estimates complement those contained in the annual Internet Users statistical bulletin, published on 22 May 2015. Internet Users focuses on adults who are recent or lapsed internet users, and adults who have never used the internet. Derived from the Labour Force Survey (LFS), which has a sample of approximately 41,000 households each quarter, it contains detailed breakdowns, by age group, sex and region.

The estimates of internet access and use in this release were compiled from approximately 3,000 interviews conducted for the OPN. Therefore, the LFS estimates of internet users are considered to be more reliable.

Our annual survey of E-commerce and ICT Activity provides information on business e-commerce and ICT activity of UK businesses. The 2013 survey results were published on 28 November 2014.

6. **Sampling variability**

The OPN, used to collect the estimates in this release, is a sample survey, interviewing a nationally representative sample of households in Great Britain. Estimates are therefore subject to sampling variability. The survey is also subject to non-sampling error including non-response.

Confidence intervals are an indication of the reliability of an estimate; the smaller the interval, the more reliable the estimate is likely to be. With regards to "95% confidence intervals", this means that if we repeated our survey 100 times, 95% of the time (95 times out of 100), the true population value would be expected to fall within the range of these confidence intervals.

The larger the sample that is used for a particular estimate, the narrower the confidence interval will be. Estimates at Great Britain level will have a larger sample than estimates of sub-groups of the population (that is, estimates broken down by age group). Therefore, the quality of estimates for the whole population will be higher than that for sub-groups. The confidence interval tables, show estimated 95% confidence intervals for selected estimates from this release.

The voluntary nature of the survey means that people who do not wish to take part in the survey can refuse to do so.

The sample is designed to ensure that the results of the survey represent the population. The risk of the survey not being representative is likely to increase with every refusal or non-contact with a sampled household (survey non-response). One measure of the quality of survey results is therefore the response rate. The response rate for 2015 was 56%, the rate of refusals was 34% and 10% of the sample could not be contacted.

7. **Calibration**

Weights are used in the analysis of the OPN survey data, for both households and for individuals. Each respondent to the survey is assigned a weight, which is the number of adults or households that this person represents. These weights are derived by calibration, using population estimates for age group by sex and region. The weights are used to improve the accuracy of results by compensating for different response rates for different groups and by reducing the random variation in estimates. As the responses are weighted to population estimates, weighted totals of individuals by age group, sex and region from the survey are guaranteed to match the fixed population totals. However, there are no fixed control totals for the numbers of households, and therefore, estimates relating to the numbers of household with internet access are survey estimates, which are subject to sample variation.

8. **Rounding**

Percentages in the data tables may not sum to 100 or agree with related totals, due to independently rounded components.

9. **International comparison**

A comparable survey is run in all countries of the EU and also in some non-EU countries. The measurement of household internet access and adults' use of the internet is under continuing review and development. The Statistical Office of the European Commission (Eurostat) plays a leading role in this, and each year leads a process whereby the data requirements for the internet access survey in all EU countries are reviewed and updated. Comparative data for EU countries can be found on Eurostat's website .

10. **Social media**

Follow ONS on Twitter and receive up to date information about our statistics.

Like ONS on Facebook to receive our updates in your newsfeed and to post comments on our page.

11. **Special events**

ONS has published commentary, analysis and policy on 'Special Events' which may affect statistical outputs. For full details visit the Special Events page on the ONS website.

12. **Release policy**

Details of the policy governing the release of new data are available by visiting www.statisticsauthority.gov.uk/assessment/code-of-practice/index.html or from the Media Relations Office email: media.relations@ons.gsi.gov.uk

These National Statistics are produced to high professional standards and released according to the arrangements approved by the UK Statistics Authority.

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Internet Access - Households and Individuals, 2015

Statistical contact: Cecil Prescott, Office for National Statistics
Telephone number: +44 (0)1633 456767   **Email:**   esociety@ons.gsi.gov.uk

Table 1: Frequency of computer use, by age group, 2006 and 2015

%

| | Used within the last 3 months | | | | | | Used over 3 months ago | | Never used | |
| | Daily or almost every day | | Weekly | | Less than once a week | | | | | |
	2006	2015	2006	2015	2006	2015	2006	2015	2006	2015
16-24	63	82	15	10	10	4	10	3	2	1
25-34	61	78	17	11	8	7	10	3	5	1
35-44	63	84	16	8	5	4	7	1	9	3
45-54	56	76	13	12	8	3	8	3	15	7
55-64	36	72	17	9	8	3	11	4	28	12
65 +	9	45	8	10	6	4	12	9	65	32
All	**45**	**72**	**14**	**10**	**7**	**4**	**10**	**4**	**24**	**10**

Base: Adults (aged 16+) in Great Britain.

Source: Office for National Statistics

Percentages may not sum to 100 due to independently rounded components.

Table 2: Frequency of internet use, 2006 to 2015

Year	Used within the last 3 months						Did not use in the last 3 months	
	Daily or almost every day		At least weekly		Less than weekly			
	Adults		Adults		Adults		Adults	
	Millions	%	Millions	%	Millions	%	Millions	%
2006	16.2	35	7.4	16	3.7	8	18.5	40
2007	20.7	45	7.3	16	3.0	6	15.3	33
2008	23.0	49	7.2	15	2.8	6	13.5	29
2009	26.6	55	7.3	15	2.5	5	11.6	24
2010	29.2	60	6.3	13	1.7	3	11.1	23
2011	31.4	64	5.2	11	2.2	5	9.8	20
2012	33.2	68	5.3	11	1.5	3	8.8	18
2013	35.7	73	4.2	9	1.6	3	7.4	15
2014	37.6	76	4.1	8	1.2	2	6.5	13
2015	39.3	78	3.5	7	1.4	3	6.2	12

Base: Adults (aged 16+) in Great Britain. Source: Office for National Statistics

Percentages may not sum to 100 due to independently rounded components.

Table 3: Accessing the internet 'on the go'[1] using a mobile phone, portable computer and/or handheld device, by age group, sex and disability status, 2015

Within the last 3 months   %

	Age group						Sex		Equality Act disabled[2]	Not Equality Act disabled	All
	16-24	25-34	35-44	45-54	55-64	65+	Men	Women			
Have accessed the internet 'on the go'	96	93	90	74	60	29	77	71	50	80	**74**
Devices used											
Mobile phone or smartphone	90	91	87	66	49	16	71	63	43	73	**66**
Portable computer (eg laptop, tablet)	57	54	54	43	41	22	47	43	31	49	**45**
Other handheld device (eg PDA, MP3, e-book reader, games console)	20	19	25	16	13	6	18	15	10	18	**17**

Base: Adults (aged 16+) in Great Britain.

Source: Office for National Statistics

1. 'On the go' refers to accessing the internet away from home or work.

2. Equality Act disabled refers to those who have a health condition or illness in line with the Equality Act definition of disability.

Table 4: Accessing the internet 'on the go'[1] using a mobile phone, by age group, sex and disability status, 2011 to 2015

Within the last 3 months   %

	2011	2012	2013	2014	2015
All	**36**	**51**	**53**	**58**	**66**
Men	42	56	57	62	71
Women	30	46	49	55	63
Age group					
16-24	70	87	89	87	90
25-34	62	81	83	86	91
35-44	46	69	70	78	87
45-54	29	46	51	62	66
55-64	16	29	29	41	49
65+	3	8	9	11	16
Disability status					
Equality Act disabled[2]	:	:	:	:	43
Not Equality Act disabled	:	:	:	:	73

Base: Adults (aged 16+) in Great Britain.   Source: Office for National Statistics

: Data not available.

1. 'On the go' refers to accessing the internet away from home or work.

2. Equality Act disabled refers to those who have a health condition or illness in line with the Equality Act definition of disability.

Table 5: Method of accessing the internet 'on the go'[1], by age group, sex and disability status, 2015

%

	Age group						Sex		Equality Act disabled[2]	Not Equality Act disabled	All
	16-24	25-34	35-44	45-54	55-64	65+	Men	Women			
Mobile or smartphone[3]											
Via mobile phone network	80	87	80	76	72	68	80	80	78	80	**80**
Via wireless network (eg wifi)	56	66	68	69	66	60	63	65	59	65	**64**
Portable computer[4]											
Via mobile phone network using a USB key/dongle or (SIM) card, or mobile phone or smartphone as modem	20	35	40	30	31	14	31	28	25	30	**29**
Via wireless network (eg wifi)	86	79	81	85	81	85	84	82	81	83	**83**

1. 'On the go' refers to accessing the internet away from home or work.

2. Equality Act disabled refers to those who have a health condition or illness in line with the Equality Act definition of disability.

3. Base: Adults (aged 16+) in Great Britain who accessed the internet via a mobile or smartphone in the last 3 months.

4. Base: Adults (aged 16+) in Great Britain who accessed the internet via a portable computer in the last 3 months.

Source: Office for National Statistics

Table 6: Internet activities, 2007 to 2015

Within the last 3 months %

	2007	2008	2009	2010	2011	2012	2013	2014	2015
Sending/receiving emails	57	62	68	69	:	73	75	75	76
Finding information about goods and services	58	59	59	58	62	67	66	73	69
Reading online news, newspapers or magazines	20	34	39	39	42	47	55	55	62
Social networking (eg Facebook or Twitter)	:	:	:	:	45	48	53	54	61
Internet banking	30	35	41	42	44	47	50	53	56
Consulting wikis to obtain knowledge or information	:	:	:	:	38	:	43	:	50
Looking for health-related information	18	24	32	30	34	:	43	:	49
Using services related to travel or travel related accommodation	42	45	52	49	46	44	50	43	46
Uploading content created by you to a website to be shared	:	:	30	29	:	35	:	:	42
Telephoning or making video calls over the internet via a webcam	8	:	16	18	17	32	25	:	37
Looking for information about education, training or courses	25	22	28	24	29	:	31	:	37
Downloading software (other than games software)	16	27	27	23	24	:	31	:	27
Looking for a job or sending a job application	14	18	23	20	24	:	24	:	25
Selling goods or services over the internet	12	13	14	16	25	22	28	23	20
Professional networking	:	:	:	:	10	:	15	:	15
Posting opinions on civic or political issues	:	:	:	:	11	:	10	:	14
Taking part in online consultations or voting on civic or political issues	:	:	:	:	6	:	7	:	8

Base: Adults (aged 16+) in Great Britain.

Source: Office for National Statistics

: Data not available.

Table 7: Internet activities, by age group, sex and disability status, 2015

Within the last 3 months   %

	Age group						Sex		Equality Act disabled[1]	Not Equality Act disabled	All
	16-24	25-34	35-44	45-54	55-64	65+	Men	Women			
Sending/receiving emails	82	88	88	78	72	50	79	74	60	80	**76**
Finding information about goods and services	69	77	82	76	73	45	73	67	56	73	**69**
Reading online news, newspapers or magazines	73	77	74	63	53	32	65	59	46	66	**62**
Social networking (eg Facebook or Twitter)	92	85	72	56	44	15	60	62	44	66	**61**
Internet banking	60	76	69	59	46	26	59	54	40	60	**56**
Consulting wikis to obtain knowledge or information	61	60	59	53	45	26	55	47	37	54	**50**
Looking for health-related information	46	62	63	52	47	27	43	53	45	50	**49**
Using services related to travel or travel related accommodation	45	53	53	53	48	27	47	44	31	50	**46**
Uploading content created by you to a website to be shared	55	56	54	42	32	16	42	42	28	46	**42**
Telephoning or making video calls over the internet via a webcam	48	53	46	30	27	15	39	36	24	41	**37**
Looking for information about education, training or courses	59	47	48	36	24	8	39	36	22	41	**37**
Downloading software (other than games software)	41	36	31	22	21	10	38	19	20	29	**27**
Looking for a job or sending a job application	50	35	28	24	9	1	30	22	12	29	**25**
Selling goods or services over the internet	23	28	32	20	15	6	23	18	14	22	**20**
Professional networking	15	22	24	16	9	2	21	10	7	17	**15**
Posting opinions on civic or political issues	19	19	17	15	10	4	16	13	12	15	**14**
Taking part in online consultations or voting on civic or political issues	9	9	12	9	8	4	8	8	7	9	**8**

Base: Adults (aged 16+) in Great Britain.

Source: Office for National Statistics

1. Equality Act disabled refers to those who have a health condition or illness in line with the Equality Act definition of disability.

Table 8: Frequency of using the internet for social networking, by age group, sex and disability status, 2015

Within the last 3 months   %

	Age group						Sex		Equality Act disabled[1]	Not Equality Act disabled	All
	16-24	25-34	35-44	45-54	55-64	65+	Men	Women			
Every day or almost every day	88	85	77	67	68	60	76	81	75	80	**79**
At least once a week, but not everyday	10	13	18	26	25	26	19	15	19	16	**16**
Less than once a week	2	2	6	7	7	14	5	4	6	4	**4**

Base: Adults (aged 16+) in Great Britain who had used the internet for social networking in the last 3 months.

Source: Office for National Statistics

1. Equality Act disabled refers to those who have a health condition or illness in line with the Equality Act definition of disability.

Table 9: Learning activities carried out over the internet for educational, professional or personal reasons, by age group, sex and disability status, 2015

Within the last 3 months   %

	Age group						Sex		Equality Act disabled[1]	Not Equality Act disabled	All
	16-24	25-34	35-44	45-54	55-64	65+	Men	Women			
Doing an online course	16	15	16	10	6	1	12	10	6	12	**11**
Online learning material other than a complete online course	39	22	19	18	11	3	23	16	11	21	**19**
Communicating with instructors or students	27	7	10	8	3	1	11	9	6	11	**10**
Other	6	7	6	5	5	5	7	5	4	6	**6**
None of these	42	62	65	63	66	49	55	58	53	58	**57**

Base: Adults (aged 16+) in Great Britain.   Source: Office for National Statistics

1. Equality Act disabled refers to those who have a health condition or illness in line with the Equality Act definition of disability.

Table 10: Internet purchasing, by age group, sex and disability status, 2008 to 2015

Within the last 12 months   %

	2008	2009	2010	2011	2012	2013	2014	2015
All	**53**	**61**	**62**	**66**	**67**	**72**	**74**	**76**
Men	57	66	64	68	68	74	75	77
Women	49	57	60	63	67	70	72	75
Age group								
16-24	65	78	74	77	79	86	83	90
25-34	72	82	79	88	87	92	90	90
35-44	68	75	78	79	84	83	88	87
45-54	59	65	70	73	72	77	81	79
55-64	45	52	58	59	61	67	70	69
65+	16	20	22	27	32	36	40	42
Equality Act disabled[1]	:	:	:	:	:	:	:	57
Not Equality Act disabled	:	:	:	:	:	:	:	81

Base: Adults (aged 16+) in Great Britain.   Source: Office for National Statistics

: Data not available.

1. Equality Act disabled refers to those who have a health condition or illness in line with the Equality Act definition of disability.

Table 11: Purchases made over the internet, 2012 to 2015

Within the last 12 months

%

	2012	2013	2014	2015
Clothes or sports goods	42	47	49	55
Household goods (eg furniture, toys etc)	37	43	42	44
Travel arrangements (eg transport tickets, car hire)	33	32	37	37
Holiday accommodation	32	33	36	37
Tickets for events	32	31	35	35
Films, music (including downloads)	:	:	31	31
Books, magazines, newspapers (including e-books and downloads)	28	34	31	30
Food or groceries	17	21	23	23
Electronic equipment (including cameras)	18	20	25	22
Video games software, other computer software and upgrades (including downloads)	:	:	:	21
Share purchases, insurance policies etc	18	18	21	20
Telecommunication services	15	15	17	17
Computer hardware	10	10	14	12
Medicine	5	8	9	10
E-learning material	6	5	8	6

Base: Adults (aged 16+) in Great Britain.   Source: Office for National Statistics

: Data not available.

Table 12: Purchases made over the internet, by age group, sex and disability status, 2015

Within the last 12 months %

	Age group						Sex		Equality Act disabled[1]	Not Equality Act disabled	All
	16-24	25-34	35-44	45-54	55-64	65+	Men	Women			
Clothes or sports goods	74	69	70	57	42	19	53	56	37	60	**55**
Household goods (eg furniture, toys etc)	36	59	65	49	40	22	44	45	37	46	**44**
Travel arrangements (eg transport tickets, car hire)	34	44	46	44	37	19	40	34	23	41	**37**
Holiday accommodation	26	47	50	45	40	21	37	37	25	41	**37**
Tickets for events	39	39	48	43	34	12	36	34	22	39	**35**
Films, music (including downloads)	44	41	43	33	21	7	37	28	17	35	**31**
Books, magazines, newspapers (including e-books and downloads)	29	31	41	34	30	18	29	31	23	32	**30**
Food or groceries	20	31	40	27	16	7	20	26	19	24	**23**
Electronic equipment (including cameras)	26	27	33	24	14	9	31	16	16	24	**22**
Video games software, other computer software and upgrades (including downloads)	30	27	37	18	11	5	28	16	13	23	**21**
Share purchases, insurance policies etc	12	29	30	24	21	10	24	18	16	22	**20**
Telecommunication services	14	20	26	22	14	7	21	14	12	18	**17**
Computer hardware	18	12	16	11	10	4	19	7	9	13	**12**
Medicine	9	8	11	12	11	7	10	10	12	9	**10**
E-learning material	9	9	9	6	3	1	6	6	4	7	**6**

Base: Adults (aged 16+) in Great Britain.

Source: Office for National Statistics

1. Equality Act disabled refers to those who have a health condition or illness in line with the Equality Act definition of disability.

Table 13: Location of sellers of goods and services purchased over the internet, 2008 to 2015

Within the last 12 months   %

|	2008	2009	2010	2011	2012	2013	2014	2015
UK sellers	87	95	94	95	96	93	91	92
Sellers from other European Union countries	12	17	15	14	18	17	23	25
Sellers from the rest of world	18	18	18	17	17	19	21	26
Country of origin of sellers is not known	4	3	3	3	5	6	8	8

Base: Adults (aged 16+) in Great Britain who purchased via the internet in the last 12 months.   Source: Office for National Statistics

Table 14: Frequency of internet purchasing, by age group, sex and disability status, 2015

Within the last 3 months   %

Times purchased	16-24	25-34	35-44	45-54	55-64	65+	Men	Women	Equality Act disabled[1]	Not Equality Act disabled	All
			Age group					Sex			
Times purchased											
Once or twice	26	23	19	16	22	28	24	21	22	22	**22**
Three to five times	28	28	21	27	28	35	26	28	24	28	**27**
Six to ten times	25	20	18	26	26	20	21	23	24	22	**22**
Eleven times or more	22	29	42	31	24	17	29	28	30	28	**28**

Base: Adults (aged 16+) in Great Britain who purchased via the internet in the last 3 months.

Source: Office for National Statistics

1. Equality Act disabled refers to those who have a health condition or illness in line with the Equality Act definition of disability.

Table 15: Total value of internet purchases, by age group, sex and disability status, 2015

Within the last 3 months   %

	Age group						Sex		Equality Act disabled[1]	Not Equality Act disabled	All
	16-24	25-34	35-44	45-54	55-64	65+	Men	Women			
<£50	18	9	7	10	9	18	12	12	14	11	**12**
£50-£99	16	12	7	8	10	10	9	12	11	11	**11**
£100-£499	49	41	39	36	42	42	44	40	38	42	**42**
£500-£999	9	12	17	16	14	17	12	14	13	13	**13**
£1,000-£1,999	6	13	10	16	12	6	10	11	14	10	**11**
£2,000+	u	10	18	13	10	5	11	8	9	10	**9**

Base: Adults (aged 16+) in Great Britain who purchased via the internet in the last 3 months.   Source: Office for National Statistics

1. Equality Act disabled refers to those who have a health condition or illness in line with the Equality Act definition of disability.

u Low reliability.

Table 16: Problems encountered when buying or ordering goods or services over the internet, by age group, sex and disability status, 2015
*Within the last 12 months*   %

	Age group						Sex		Equality Act disabled[1]	Not Equality Act disabled	All
	16-24	25-34	35-44	45-54	55-64	65+	Men	Women			
Technical failure of website during ordering or payment	23	27	28	29	31	25	28	26	26	27	**27**
Speed of delivery slower than indicated	33	28	27	31	23	13	28	27	30	27	**27**
Wrong or damaged goods/services delivered	13	18	20	16	11	10	17	14	18	15	**15**
Difficulties finding information concerning legal rights	8	8	8	8	6	3	9	6	7	7	**7**
Final costs higher than indicated	8	8	6	6	6	3	7	7	7	7	**7**
Complaints were difficult or no satisfactory response	5	4	7	5	6	3	6	5	7	5	**5**
Problems with fraud encountered	3	4	6	4	4	2	4	4	4	4	**4**
Foreign retailer did not sell to my country	3	1	2	2	1	u	2	1	1	2	**2**
I have not encountered any problem	49	51	48	44	54	61	49	52	46	51	**50**

Base: Adults (aged 16+) in Great Britain who purchased via the internet in the last 12 months.   Source: Office for National Statistics

1. Equality Act disabled refers to those who have a health condition or illness in line with the Equality Act definition of disability.

u Low reliability.

Table 17: Reasons for not buying goods or services over the internet for personal use, by sex and disability status, 2015

Within the last 12 months %

	Sex		Equality Act disabled[1]	Not Equality Act disabled	All
	Men	Women			
Prefer to shop in person	52	63	51	61	**58**
Payment security or privacy concerns	26	27	29	26	**27**
Lack of skills or knowledge	15	22	25	16	**19**
Concerns about receiving or returning goods, complaint, redress	13	9	10	11	**11**
Delivery of goods ordered over the internet is a problem	6	6	3	7	**6**
Don't have a payment card which allows payment over the internet	9	3	4	7	**6**
Foreign retailer did not sell in the UK	2	0	2	1	**1**
Other reasons	21	14	15	18	**17**

Base: Adults (aged 16+) in Great Britain who did not purchase via the internet in the last 12 months.   Source: Office for National Statistics

1. Equality Act disabled refers to those who have a health condition or illness in line with the Equality Act definition of disability.

Age group unavailable due to insufficient sample to provide a reliable estimate

Table 18: Reasons for using the internet to interact with public authorities or services, by age group, sex and disability status, 2015

Within the last 12 months   %

	Age group						Sex		Equality Act disabled[1]	Not Equality Act disabled	All
	16-24	25-34	35-44	45-54	55-64	65+	Men	Women			
Obtaining information from websites	29	37	45	44	36	17	37	31	25	36	**33**
Submitting completed forms	26	28	44	37	29	18	33	27	22	32	**30**
Downloading official forms	23	21	34	29	26	14	28	21	19	25	**24**
None of these	60	49	38	37	42	35	42	45	37	46	**44**

Base: Adults (aged 16+) in Great Britain.   Source: Office for National Statistics

1. Equality Act disabled refers to those who have a health condition or illness in line with the Equality Act definition of disability.

Table 19: Security related problems experienced by users when using the internet, by age group, sex and disability status, 2015

Within the last 12 months
%

	Age group						Sex		Equality Act disabled[1]	Not Equality Act disabled	All
	16-24	25-34	35-44	45-54	55-64	65+	Men	Women			
Catching a virus or other computer infection (eg 'worm' or 'trojan horse') resulting in loss of information or time	14	17	20	18	17	15	19	16	20	16	**17**
Abuse of personal information sent on the internet and/or other privacy violations (eg abuse of pictures, videos, personal data uploaded on community websites)	3	3	4	2	3	3	4	3	4	3	**3**
Financial loss as a result of receiving fraudulent messages ('phishing') or getting redirected to fake websites asking for personal information ('pharming')	4	2	3	3	2	2	2	3	3	2	**3**
Financial loss due to fraudulent payment (credit or debit) card use	2	3	4	2	2	2	2	3	3	2	**2**
Children accessing inappropriate websites	1	3	5	2	u	u	1	2	3	2	**2**
None of these	78	77	72	78	79	81	77	78	75	78	**77**

Base: Adults (aged 16+) in Great Britain who used the internet within the last 12 months.

Source: Office for National Statistics

0~ Data too small to display.

1. Equality Act disabled refers to those who have a health condition or illness in line with the Equality Act definition of disability.

u Low reliability.

Table 20: Internet activities which have been limited by users' security concerns, by age group, sex and disability status, 2015

Within the last 12 months   %

	Age group						Sex		Equality Act disabled[1]	Not Equality Act disabled	All
	16-24	25-34	35-44	45-54	55-64	65+	Men	Women			
Providing personal information to online communities for social and professional networking	11	14	20	21	20	17	14	19	21	16	**17**
Carrying out banking activities such as account management	12	8	13	14	20	22	13	15	18	13	**14**
Ordering or buying goods or services for private use	12	11	11	12	14	12	10	13	14	11	**12**
Downloading software, music, video files, games or other data files	14	11	8	10	11	5	11	10	9	11	**10**
Using the internet with mobile device (eg laptop) via wireless connection from places other than home	7	7	8	10	11	5	8	7	7	8	**8**
Communicating with public services or administrations	3	2	4	3	5	5	3	4	6	3	**4**
None of these	68	70	68	65	62	65	69	65	63	68	**67**

Base: Adults (aged 16+) in Great Britain who used the internet within the last 12 months

Source: Office for National Statistics

1. Equality Act disabled refers to those who have a health condition or illness in line with the Equality Act definition of disability.

Table 21: Internet security and awareness, by age group, sex and disability status, 2015

%

	Age group						Sex		Equality Act disabled[1]	Not Equality Act disabled	All
	16-24	25-34	35-44	45-54	55-64	65+	Men	Women			
Awareness that cookies can be used to trace movements of people, make a profile of each user and provide tailored ads	67	69	70	64	62	53	72	60	60	66	**65**
Made back up files from computer on any external storage device or to internet storage space	63	55	58	48	44	32	58	47	45	53	**52**
Ever changed internet browser settings to prevent or limit cookies put on computer	38	39	43	33	30	22	42	30	34	35	**35**

Base: Adults (aged 16+) in Great Britain who have used the internet in the last 12 months.

Source: Office for National Statistics

1. Equality Act disabled refers to those who have a health condition or illness in line with the Equality Act definition of disability.

Table 22: Software activities, by age group, sex and disability status, 2015

Within the last 12 months   %

	Age group						Sex		Equality Act disabled[1]	Not Equality Act disabled	All
	16-24	25-34	35-44	45-54	55-64	65+	Men	Women			
Copying or moving a file or folder	76	70	69	58	50	25	64	54	42	62	**58**
Using word processing software	75	66	68	55	50	25	60	53	39	61	**56**
Using software to edit photos, video or audio files	59	61	54	41	33	16	49	40	31	48	**44**
Creating presentations or documents containing/integrating pictures, tables or charts	60	53	51	42	30	11	46	38	26	46	**41**
Using spreadsheet software	48	50	54	40	35	12	45	35	25	43	**39**
Writing computer code using a programming language	11	10	8	5	3	1	11	3	5	7	**6**

Base: Adults (aged 16+) in Great Britain.   Source: Office for National Statistics

1. Equality Act disabled refers to those who have a health condition or illness in line with the Equality Act definition of disability.

Table 23: Awareness and use of services to store data on the internet, 2014 and 2015

%

	Awareness of internet storage space	Used internet storage space in the last 3 months
	2014	**2015**
All	**67**	**40**
Men	73	42
Women	62	37
Age group		
16-24	81	55
25-34	81	47
35-44	77	47
45-54	74	39
55-64	67	34
65+	34	16
Disability status		
Equality Act disabled[1]	:	29
Not Equality Act disabled	:	42

Base: Adults (aged 16+) in Great Britain.　　Source: Office for National Statistics

: Data not available.

1. Equality Act disabled refers to those who have a health condition or illness in line with the Equality Act definition of disability.

Table 24: Households with internet access, 1998 to 2015

%

Year	
1998	9
1999	13
2000	25
2001	36
2002	42
2003	46
UK 2004	49
GB 2005	55
2006	57
2007	61
2008	65
2009	70
2010	73
2011	77
2012	80
2013	83
2014	84
2015	86

Source: Office for National Statistics

Notes:

UK estimates from 1998 to 2004. GB estimates from 2005 to 2015.

Source: Family Expenditure Survey 1998 to 2001

Estimates were published on a quarterly basis from 1998 to 2004. See
http://www.ons.gov.uk/ons/publications/re-reference-tables.html?edition=tcm%3A77-48688
2015 estimates relate to January, February and April. Previous estimates relate to January
to March, except 1998 which relates to April to June and 2005 which relates to May.
During 2005, estimates were published at irregular intervals as Topic Based Summaries.
These are no longer available on the ONS website.

Table 25: Internet connection by household composition, 2012 to 2015

%

	Have internet access				No internet access			
	2012	**2013**	**2014**	**2015**	**2012**	**2013**	**2014**	**2015**
All households	**80**	**83**	**84**	**86**	**20**	**17**	**16**	**14**
1 adult aged 16 to 64	76	74	80	80	24	26	20	20
1 adult aged 65+	36	40	41	49	64	59	59	50
2 adults aged 16 to 64	93	96	96	96	7	4	4	4
2 adults, 1 at least 65+	69	74	80	84	31	26	20	16
3+ adults all ages	95	97	96	98	5	3	4	2
Households with children	95	97	96	97	5	3	4	3

Base: Households in Great Britain.

Source: Office for National Statistics

Percentages may not sum to 100 due to independently rounded components.

Table 26: Type of household internet connection, 2015

%

	2015
Fixed broadband (DSL, cable, optical fibre, satellite, public wifi)	94
Mobile broadband via mobile phone network (handset or dongle/card)	21
Dial up access over a normal telephone line or ISDN	0~
Mobile narrowband connection (less than 3G)	3

Base: Households in Great Britain with internet access.   Source: Office for National Statistics

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Estimates for previous years are not provided as question changes have affected the comparability of the results over time.

Table 27: Reasons for households not having internet access, 2006 to 2015

%

	2006	2008	2010	2011	2012	2013	2014	2015
Don't need internet (not useful, not interesting, etc)	34	33	39	50	54	59	53	53
Lack of skills	:	14	21	21	22	20	32	31
Equipment costs too high	21	15	18	19	15	13	12	14
Access costs too high (telephone, broadband subscription)	16	11	15	13	14	12	11	12
Have access to the internet elsewhere	10	9	8	8	8	7	8	7
Privacy or security concerns	8	3	4	5	4	2	6	5
Physical or sensorial disability	3	1	2	3	3	2	3	5
Other reason	13	18	13	18	15	13	12	14

Base: Households in Great Britain without internet access.

Source: Office for National Statistics

These questions were not asked in 2007 or 2009.

: Data not available.