

## Internet Access 2010

### Households and Individuals



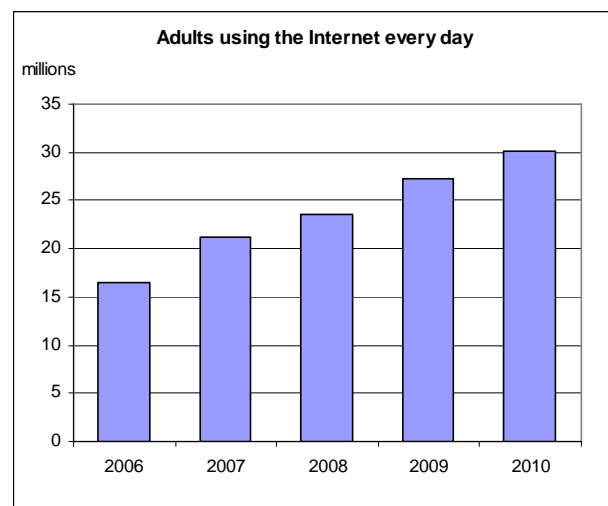
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**Coverage:** United Kingdom **Theme:** Social & Welfare

The 2010 Internet Access survey of households and individuals measures home access to the Internet and individuals' use of the Internet across the UK.

The key findings from the survey show that:

- 30.1 million adults used the Internet every day or nearly every day, almost double the estimate in 2006
- 9.2 million adults had never used the Internet
- 31 per cent of Internet users connected via a mobile phone, up from 23 per cent in 2009
- 17.4 million adults used the Internet to watch television or listen to the radio, an increase from 6.4 million in 2006
- 73 per cent of households had Internet access
- 31 million people bought or ordered goods or services online in the last 12 months



#### Frequency of Internet access by UK adults aged 16 or over

Year	Every day		Weekly		Monthly or less		Never	
	per cent	adults (millions)	per cent	adults (millions)	per cent	adults (millions)	per cent	adults (millions)
2006	35	16.5	16	7.6	13	6.2	35	16.7
2007	45	21.2	16	7.6	12	5.8	27	13.0
2008	49	23.5	16	7.4	11	5.2	25	11.8
2009	55	27.3	15	7.5	9	4.3	21	10.2
2010	60	30.1	13	6.5	8	4.0	18	9.2

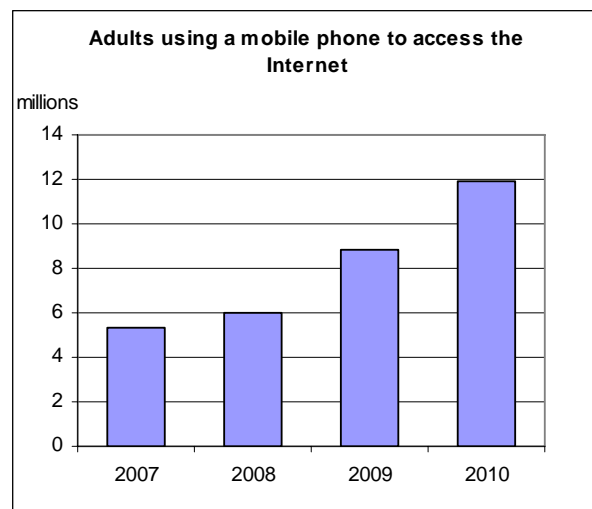
Source: ONS Opinions survey

## Introduction [\(tables 1 - 4\)](#)

In 2010, there were 38.3 million Internet users in the UK, that is, individuals who used the Internet in the three months prior to being interviewed for the survey. This represented 77 per cent of the UK adult population. Of those, 30.1 million accessed the Internet every day or almost every day, equating to 60 per cent of all adults. Over 9 million adults had never used the Internet, at 18 per cent, down from 10.2 million in 2009.

The number of people who used a mobile device (for example, a laptop, mobile phone, or palmtop) to access the Internet wirelessly, away from the home or workplace, increased in 2010 with 45 per cent of Internet users connecting this way, up from 40 per cent in 2009.

The mobile phone was the most popular device used to access the Internet wirelessly, away from the home or workplace, with just under a third (31 per cent) of Internet users connecting this way. The adoption of mobile phone technology is being led by 16 to 24-year-old Internet users, with 44 per cent using a mobile phone to access the Internet.



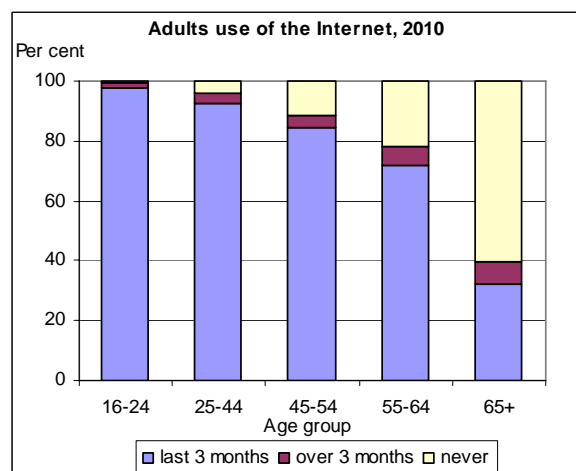
The use of wi-fi hotspots continued to expand, with 2.7 million people (7 per cent of Internet users) using wireless hotspots at locations such as cafes, restaurants, and hotels. This increased from 0.7 million in 2007.

## Internet users and non-users [\(table 5\)](#)

Internet use is closely linked with a number of socio-economic and demographic indicators:

**Age** – The majority (60 per cent) of those aged 65 and over had never used the Internet. This compared with 22 per cent of those aged between 55 and 64 and just 1 per cent of 16 to 24 year olds. Adults aged 65 and over made up almost two-thirds (64 per cent) of those individuals who had never accessed the Internet.

**Location** – London was the region with the highest rate of Internet use, at 87 per cent of adults. The lowest was the North East, at 71 per cent.



**Marital status** – 92 per cent of single adults had used the Internet. This compared with 81 per cent of married adults and just 32 per cent of widowed adults.

**Occupation** – 91 per cent of those employed in managerial or professional occupations stated that they had used the Internet. This compared with just 67 per cent of those employed in semi-routine and routine occupations.

**Health** – Of those individuals who indicated they had an illness or disability which limited their activities, 39 per cent had never used the Internet. This compared with 14 per cent of adults who either had no illness or disability, or were not limited by any illness or disability.

**Qualifications** – 97 per cent of adults who were educated to degree level or higher had used the Internet. Adults without any formal qualifications were less likely to have used the Internet, at 45 per cent.

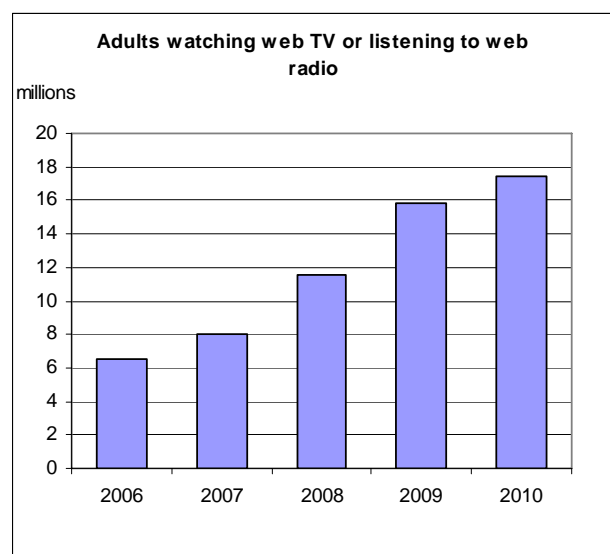
**Income** – Gross income is a significant indicator of Internet use. Of those individuals who had an income over £41,600, 98 per cent had used the Internet. The rate of Internet use then decreased in line with income: 69 per cent of adults with an income of less than £10,399 had used the Internet.

### Internet activities ([tables 6 & 7](#))

Just over 17 million adults used the Internet to watch television or listen to the radio in 2010. Many of these used on-demand services provided by established television networks over Internet web platforms. Over half (52 per cent) of male users used this online facility, compared with just 39 per cent of women. Almost a quarter of Internet users (23 per cent) made telephone calls over the Internet in 2010.

Social networking again proved popular, with 43 per cent of Internet users posting messages to social networking sites, chat sites, or using instant messaging or blogs. Uploading self-created content such as photos, videos or music to a website was also a popular activity with 38 per cent of Internet users doing this. Social networking activities proved to be most popular among 16 to 24-year-olds with 75 per cent posting messages, while 50 per cent of this age group uploaded self-created content. However, social networking is not limited to young adults, with 31 per cent of Internet users aged 45 to 54 having used the Internet to post messages, while 28 per cent uploaded content.

Internet banking continued to be one of the most popular online activities for UK adults, with 54 per cent of Internet users using online banking facilities. This represented 42 per cent of all UK adults. This proved to be most popular among the 25 to 44-year-old age group, with 63 per cent of Internet users in this age group banking online.



As in previous years, the use of email was the most popular online activity for Internet users, at 90 per cent. This activity was popular across all age groups, with 88 per cent of 16 to 24-year-olds using email compared with 87 per cent of those aged 65 and over.

Nearly a fifth (19 per cent) of Internet users aged 25 to 44 used the Internet to gamble or play lotto online in 2010. Of all Internet users, 14 per cent stated they had gambled over the Internet in 2010.

### **Purchasing ([tables 8 - 12](#))**

In the 12 months prior to interview, 31 million adults bought or ordered goods or services online. These Internet shoppers represented 62 per cent of all adults.

In 2010 the most popular products bought online were clothes and sporting goods, with 52 per cent of Internet shoppers buying these products. While this was the most popular purchase for women, at 57 per cent, the most popular purchase for men was films and music, at 48 per cent.

Downloading increased in popularity for adults who bought products such as music, films or reading material online. Of those who bought films or music, 38 per cent downloaded the product rather than getting it delivered. Of those who purchased books, magazines or newspapers online, 24 per cent downloaded the product.

### **Security ([tables 13 - 18](#))**

The survey shows that there were serious concerns about Internet security among UK Internet users. The majority of Internet users (87 per cent) were concerned about financial loss due to fraudulent use of credit or debit cards, while 5 per cent of Internet users said they had experienced this security problem.

While Internet security is a concern for the majority of Internet users, 7 per cent said they did not use any kind of Internet security software or tool to protect their computer or data. Of those who said they used IT security software, 7 per cent said they did not update their security products. The main reason given for this was that they didn't know how to.

### **Household Internet access ([tables 19 - 21](#))**

In 2010, 19.2 million households had an Internet connection. This represented 73 per cent of households and an increase of 0.9 million since 2009. Since 2006 an extra 5 million households connected to the Internet.

London was once again the region with the highest level of household Internet connections at 83 per cent. The North East had the lowest proportion of households with an Internet connection, at 59 per cent.

There were 7 million households without Internet access in 2010. When adults were asked why their household did not have an Internet connection, the most common response was that they didn't need it, at 39 per cent, followed by 21 per cent who said a lack of skills prevented them from

having the Internet. Equipment costs being too high was the reason given by 18 per cent of adults as to why their household had no Internet connection.

The housing tenure of a household was a factor in the likelihood of there being an Internet connection in the home. Of those households where the home was being purchased with a mortgage or loan, 94 per cent had an Internet connection, compared with 63 per cent that were rented, and 62 per cent where the home was owned outright.

Where the person completing the survey was under 50, the survey found that the number of children in a household had little effect on the likelihood of the household having Internet access. Of the households where there were no dependent children, 84 per cent had Internet access compared with 92 per cent of households with one or more dependent children.

## Background Notes

### BASIC QUALITY INFORMATION

#### 1. Key issues specific to this release

This statistical bulletin shows information about both households with home access to the Internet and about individuals' use of the Internet. The source of this information is the National Statistics Opinions (Omnibus) Survey. Responses were collected in January, February, March and April 2010. This is the fifth annual release of these estimates, which replaced the more frequent results produced from smaller samples.

The National Statistics Opinions Survey is a multi-purpose survey developed by the Office for National Statistics (ONS) for use by government departments, other public bodies, charities and academics. It provides a fast, cost effective and reliable way of obtaining information on topics too brief to warrant their own survey. The Opinions Survey is carried out each month on a random sample of about 1,800 adults, aged 16 and over, living in private households throughout Great Britain. Northern Ireland has not been sampled since the 2008 survey, but has been included in the survey estimation for both the 2009 and 2010 UK results. After accounting for refusals and where no contact can be made, approximately 1,200 interviews are conducted each month. For general information on the National Statistics Opinions Survey, contact 01633 455810, [Opinions@ons.gov.uk](mailto:Opinions@ons.gov.uk)

Before the annual publication began in 2006, Internet access data for households and individuals were published periodically on the ONS website at:

<http://www.statistics.gov.uk/statbase/Product.asp?vlnk=5672>. These estimates related to Great Britain only as Northern Ireland was not covered by the Internet Access survey prior to 2006.

#### 2. Common pitfalls in interpreting series

The statistics presented here should not be confused with the e-commerce statistical series that contains information about the use made of the Internet and other information and communication technologies (ICTs) by businesses.

#### 3. Relevance to users

In this release, Internet access estimates relate to households, while Internet usage estimates relate to individuals, or adults, who are defined as being aged 16 or over.

References to 2010 in this release mean data collected between January and April 2010.

An Internet user is defined as an adult who accessed the Internet in the three months prior to being interviewed.

#### 4. Accuracy

##### Revisions to earlier years

Previously published statistics in this series have not been revised.

## 5. Sampling variability

The National Statistics Opinions survey is carried out by interviewing a nationally representative sample of households in Great Britain. About 1,800 households are sampled each month and estimates are subject to sampling variability, as are those from all sample surveys.

The estimates in the survey relate to the whole of the UK. As in previous years, the Isles of Scilly and the Scottish Highlands (North of the Caledonian Canal) and Islands were not sampled. However, Northern Ireland has not been sampled since the 2008 survey, but has been included in the estimation for both the 2009 and 2010 UK results. No estimates relating to Northern Ireland specifically are available for the 2010 survey.

The following tables show sampling variabilities for estimates relating to frequency of use of the Internet, and household Internet connections. These sampling variability ranges represent '95 per cent confidence intervals' which means that it is expected that in 95 per cent of samples the range would contain the true value.

### When adults last used the Internet: 95 per cent confidence intervals, 2010

	Lower limit	Survey estimate	Upper limit
<i>Per cent</i>			
Daily	58	60	62
Weekly	12	13	14
Monthly or less	7	8	9
Never	17	18	79
Within the last three months	75	77	79

### Households with Internet Access, by country and region: 95 per cent confidence intervals, 2010

	Lower limit	Survey estimate	Upper limit
<i>Per cent</i>			
London	79	83	88
South East	75	79	83
East of England	72	77	82
East Midlands	70	75	81
West Midlands	68	73	79
North West	66	71	75
South West	64	70	75
Yorkshire & the Humber	64	69	75
North East	51	59	68
England	73	74	76
Wales	67	74	81
Scotland	58	64	69
UK	72	73	75

## 6. Response rates

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.

A **response** means a household that has answered all applicable questions.

A **refusal** is a household which refuses to respond to the survey.

A **non-contact** arises when an address is occupied but where it has not been possible to contact any member of the household in the collection period.

### Response rate, 2010

	Response	Refusal	Non contact
<i>per cent</i>	59	31	10

## 7. Calibration

Weights are used in the analysis of the Opinions Survey data, for both households and for individuals. 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. For the household analysis, the weights are influenced by the characteristics of all the members of the household.

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 estimates. However, the weighting does not include control totals for the total number of households. Therefore the total number of households arrived at, by summing across the categories shown in the tables, is a survey estimate and subject to random variation. Over time, this estimate will fluctuate around the true number of households in the population, but is not guaranteed to exactly match the true value (or estimates from other sources), nor show the same year-on-year change.

## 8. Coherence

ONS's annual e-commerce survey provides information on business' use of the Internet and other ICTs. Further information is available at [www.statistics.gov.uk/statbase/Product.asp?vlnk=6645](http://www.statistics.gov.uk/statbase/Product.asp?vlnk=6645)

## 9. Rounding

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

## 10. Publication policy

Details of the policy governing the release of new data are available from the Media Relations Office.

11. **National Statistics** are produced to high professional standards set out in the Code of Practice for Official Statistics. They undergo regular quality assurance reviews to ensure that they meet customer needs. They are produced free from any political interference. © Crown copyright 2010.

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**Table 1: When adults last used the Internet, by sex and age group, 2008 to 2010**

	Within the last 3 months			More than 3 months			Never used it		
	2008	2009	2010	2008	2009	2010	2008	2009	2010
<i>Per cent</i>									
Men	75	80	79	4	3	5	20	17	16
Women	66	72	75	5	4	4	29	24	21
All	71	76	77	5	4	4	25	21	18
<i>Age groups</i>									
16-24	93	96	97	5	3	2	1	3	1
25-44	87	92	93	5	3	3	8	5	4
45-54	78	81	84	4	3	4	17	16	11
55-64	63	72	72	4	4	6	33	24	22
65+	26	30	32	5	5	7	70	64	60

Base: UK adults

**Table 2: Frequency of use of the Internet, by sex and age group, 2008 to 2010**

	Every day or almost every day			At least once a week (but not every day)			Once a month or less		
	2008	2009	2010	2008	2009	2010	2008	2009	2010
<i>Per cent</i>									
Men	73	75	81	20	19	16	7	6	4
Women	66	71	76	24	22	18	11	8	5
All	69	73	78	22	20	17	9	7	5
<i>Age groups</i>									
16-24	77	86	82	19	12	15	4	1	3
25-44	72	75	81	19	20	16	8	5	3
45-54	65	71	80	27	20	15	8	9	5
55-64	64	65	74	25	24	19	11	11	7
65+	54	52	59	27	32	28	19	16	13

Base: UK adults who accessed the Internet in the last three months

**Table 3: Where adults have accessed the Internet, 2008 to 2010**

	2008	2009	2010
<i>Per cent</i>			
Home	90	94	95
Place of work (other than home)	44	43	41
Another person's home	20	28	17
Place of education	14	15	13
Hotspot (wi-fi)	5	6	7
Public library	4	5	4
Internet cafe	5	6	3

Base: UK adults who accessed the Internet in the last three months

**Table 4: Mobile devices used to access the Internet away from home/work, by sex, 2009 and 2010**

	Men		Women		All	
	2009	2010	2009	2010	2009	2010
<i>Per cent</i>						
Mobile phone	29	37	18	25	23	31
Handheld computer (palmtop, PDA)	7	5	2	2	5	4
Portable computer (laptop)	29	30	23	22	26	26
None of the above	54	48	66	60	60	54

Base: UK adults who accessed the Internet in the last three months

**Table 5: Internet users and non-users, 2010**

		Internet use	
		Ever used	Never used
<i>Per cent</i>			
Age	16-24	99	1
	25-44	96	4
	45-54	89	11
	55-64	78	22
	65+	40	60
Sex	Male	84	16
	Female	79	21
Marital status	Single	92	8
	Married	81	19
	Widowed	32	68
	Divorced	75	25
Occupation	Managerial and professional	91	9
	Intermediate	84	16
	Small employers and own account workers	80	20
	Lower supervisory & technical	77	23
	Semi-routine and routine	67	33
Gross Income	<£10,399	69	31
	£10,400 - £20,799	83	17
	£20,800 - £31,199	95	5
	£31,200 - £41,599	95	5
	£41,600>	98	2
Qualifications	Degree	97	2
	A-Level or Highers	96	4
	ONC / BTEC	92	8
	O-Level or GCSE (A-C)	90	10
	GCSE (D-G)	93	7
	Other qualification (foreign qualification below degree)	74	26
	No formal qualifications	45	55
Location	North East	71	29
	North West	83	17
	Yorkshire and the Humber	79	21
	East Midlands	83	17
	West Midlands	80	20
	East of England	83	17
	London	87	13
	South East	82	18
	South West	81	19
	Wales	81	19
	Scotland	78	22

Base: UK Adults

**Table 6: Internet activities by age group, 2010**

	16-24	25-44	45-54	55-64	65+	All
<i>Per cent</i>						
Sending/receiving emails	88	90	89	91	87	90
Finding information about goods and services	64	76	80	83	72	75
Using services related to travel and accommodation	50	64	70	72	62	63
Internet banking	45	63	54	53	34	54
Reading or downloading online news, newspapers or magazines	52	53	51	47	40	51
Listening to web radio or watching web television	59	47	45	34	24	45
Posting messages to chat sites, social networking sites, blogs	75	49	31	19	8	43
Playing or downloading games, images, films or music	61	43	32	24	17	40
Seeking health related information	27	42	39	44	36	39
Uploading self created content to any website to be shared	50	43	28	29	22	38
Consulting the Internet with the purpose of learning	47	34	34	30	27	35
Looking for information about education, training or courses	47	36	27	19	7	32
Downloading software (other than games software)	35	34	23	27	18	30
Looking for a job or sending a job application	38	32	23	11	1	26
Telephoning or making video calls (via webcam) over the Internet	30	25	22	17	15	23
Selling goods or services over the Internet	16	28	20	18	9	21
Donating to charities online	10	13	15	13	7	12
Doing an online course	11	8	7	5	3	8

Base: UK adults who accessed the Internet in the last three months

**Table 7: Internet activities by sex, 2010**

	Men	Women	All
<i>Per cent</i>			
Sending/receiving emails	90	89	90
Finding information about goods and service	77	73	75
Using services related to travel and accommodation	64	63	63
Internet banking	57	51	54
Reading or downloading online news, newspapers or magazines	56	46	51
Listening to web radio or watching web television	52	39	45
Posting messages to chat sites, social networking sites, blogs	44	42	43
Playing or downloading games, images, films or music	45	34	40
Seeking health related information	34	44	39
Uploading self created content to any website to be shared	36	40	38
Consulting the Internet with the purpose of learning	39	31	35
Looking for information about education, training or courses	30	33	32
Downloading software (other than games software)	41	19	30
Looking for a job or sending a job application	28	24	26
Telephoning or making video calls (via webcam) over the Internet	27	20	23
Selling goods or services over the Internet	25	17	21
Donating to charities online	12	12	12
Doing an online course	8	8	8

Base: UK adults who accessed the Internet in the last three months

**Table 8: Adults who purchased over the Internet in the last 12 months, by sex and age**

	2008	2009	2010
<i>Per cent</i>			
Men	57	66	64
Women	49	56	60
All	53	61	62
<i>Age group</i>			
16-24	64	78	74
25-44	70	78	79
45-54	58	65	70
55-64	44	52	58
65+	15	20	22

Base: UK Adults

**Table 9: Purchases over the Internet, by age group, 2010**

	16-24	25-44	45-54	55-64	65+	All
<i>Per cent</i>						
Clothes, sports goods	58	45	46	43	38	52
Films, music	50	50	33	27	25	47
Holiday accommodation (eg hotels)	46	53	54	47	44	44
Household goods (eg furniture, toys)	52	41	46	39	37	43
Books, magazines, newspapers (including e-books)	40	43	39	41	40	39
Other travel arrangements (eg transport tickets, car hire)	36	42	48	35	32	36
Tickets for events	37	40	34	21	19	35
Electronic equipment (including cameras)	31	24	22	14	15	25
Food or groceries	32	25	16	17	17	24
Video games software and upgrades	30	20	9	8	8	23
Share purchases, insurance policies and other financial services	24	23	18	13	11	20
Other computer software and upgrades	18	17	23	22	20	18
Telecommunication services	17	14	16	13	13	15
Computer hardware	13	15	14	11	10	13
e-learning material	8	5	2	2	2	6
Medicine	6	6	9	12	10	6
Other	4	6	7	5	5	5

Base: UK adults who had bought or ordered online in the last twelve months

**Table 10: Purchases over the Internet, by sex, 2010**

	Men	Women	All
<i>Per cent</i>			
Clothes, sports goods	46	57	52
Films, music	48	46	47
Holiday accommodation (eg hotels)	45	44	44
Household goods (eg furniture, toys)	41	45	43
Books, magazines, newspapers (including e-books)	39	40	39
Other travel arrangements (eg transport tickets, car hire)	37	35	36
Tickets for events	35	35	35
Electronic equipment (including cameras)	33	18	25
Food or groceries	20	28	24
Video games software and upgrades	29	18	23
Share purchases, insurance policies and other financial services	24	16	20
Other computer software and upgrades	25	10	18
Telecommunication services	18	11	15
Computer hardware	19	6	13
e-learning material	7	5	6
Medicine	5	6	6
Other	5	4	5

Base: UK adults who had bought or ordered online in last twelve months

**Table 11: Purchases downloaded or accessed from websites rather than delivered by post, by sex, 2010**

	Men	Women	All
<i>Per cent</i>			
Films, music	41	35	38
(Electronic) books, magazines, newspapers, e-learning material	30	18	24

Base: UK adults who had bought or ordered such products online in the last twelve months

**Table 12: Purchases downloaded or accessed from websites rather than delivered by post, by age group, 2010**

	16-24	25-44	45-54	55-64	65+	All
<i>Per cent</i>						
Films, music	48	38	35	29	20	38
(Electronic) books, magazines, newspapers, e-learning material	31	26	22	17	15	24

Base: UK adults who had bought or ordered such products online in last twelve months

**Table 13: Internet security concerns, 2010**

	Strongly	Mildly	Not at all
<i>Per cent</i>			
Catching a virus or other computer infection (worm or trojan horse) resulting in loss of information or time	45	40	14
Unsolicited emails sent to me ('spam')	38	39	23
Abuse of personal information sent on the Internet and/or other privacy violations (abuse of pictures, personal data uploaded on community websites)	60	27	13
Financial loss as a result of receiving fraudulent messages ('phishing') or getting redirected to fake websites asking for personal information ('pharming')	59	24	16
Financial loss due to fraudulent payment (credit or debit) card used	64	23	12
Children accessing inappropriate websites or connecting with potentially dangerous persons from a computer within the household	59	15	25

Base: UK adults who accessed the Internet in the last twelve months

**Table 14: Internet security experiences, 2010**

	All
<i>Per cent</i>	
Catching a virus or other computer infection (worm or trojan horse) resulting in loss of information or time	31
Unsolicited emails sent to me ('spam')	54
Abuse of personal information sent on the Internet and/or other privacy violations (abuse of pictures, personal data uploaded on community websites)	4
Financial loss as a result of receiving fraudulent messages ('phishing') or getting redirected to fake websites asking for personal information ('pharming')	3
Financial loss due to fraudulent payment (credit or debit) card used	5
Children accessing inappropriate websites or connecting with potentially dangerous persons from a computer within the household	2
None of the above	35

Base: UK adults who accessed the Internet in the last twelve months

**Table 15: Internet activities prevented by security concerns, 2010**

	All
<i>Per cent</i>	
Ordering or buying goods or services for private use	17
Carrying out banking activities such as account management	19
Providing personal information to online communities for social and professional networking	21
Communicating with public services or administrations	4
Downloading software, music, video files, games or other data files	14
Using the Internet with mobile device (eg laptop) via a wireless connection from places other than home	7
None of these	59

Base: UK adults who accessed the Internet in the last twelve months

**Table 16: Types of security software or tools used, 2010**

	All
<i>Per cent</i>	
Virus checking program and/or anti-spyware program	85
Hardware or software firewall	63
Email filtering to prevent 'spam'	45
Parental control or web filtering software	16
Other	2
A package but components not known	12

Base: UK adults who used security software in the last twelve months

**Table 17: Frequency of updating security software or tools, 2010**

	All
<i>Per cent</i>	
Every time a new update is available (automatically or manually)	76
Occasionally, when remembered	16
Do not update	7

Base: UK adults who used security software in the last twelve months

**Table 18: Reasons for not updating security software or tools, 2010**

	All
<i>Per cent</i>	
Don't know how to update	33
Believed unnecessary as risk too low	12
Too expensive	9
Update ineffective	6

Base: UK adult Internet users who did not update security products in last twelve months

**Table 19: Household Internet access, 2006 to 2010**

Year	Per cent	Number of Households (millions)	Percentage change on previous year
2006	57	14.3	-
2007	61	15.2	7
2008	65	16.5	8
2009	70	18.3	11
2010	73	19.2	5

Base: UK households

**Table 20: Households with Internet access by country and region, 2008 to 2010**

	Internet access		
	2008	2009	2010
<i>Per cent</i>			
London	73	80	83
South East	74	75	79
East of England	70	77	77
East Midlands	61	67	75
West Midlands	61	67	73
North West	56	67	71
South West	67	72	70
Yorkshire and The Humber	62	64	69
North East	54	66	59
England	66	71	74
Wales	67	68	74
Scotland	61	62	64
UK	65	70	73

Base: UK Households

**Table 21: Reason for the household not having Internet, 2010**

	Per cent
Don't need the Internet	39
Lack of skills	21
Don't want the Internet	20
Equipment costs too high	18
Access costs too high	15
Have access to Internet elsewhere	8
Privacy or security concerns	4
Physical disability	2

Base: UK households without Internet access