



Inclusion and Cultural Diversity

The potential of Information and Communication Technologies (ICT) for the socio-economic integration of groups at risk (elderly people, migrants, youth)

General introduction

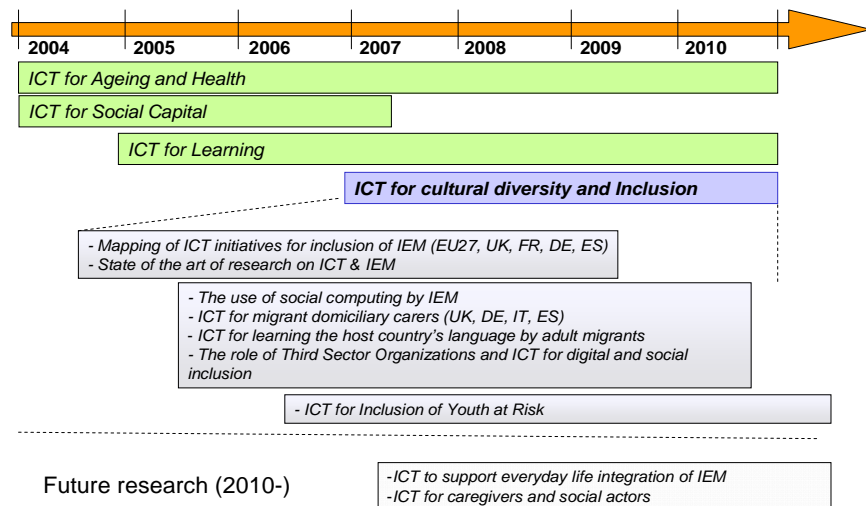
The strategic policy framework “i2010: A European Information Society for Growth and Employment” clearly establishes digital inclusion as an EU strategic policy goal. Building on this, the **2006 Riga Ministerial Declaration on eInclusion** defines eInclusion as both inclusive ICT and the use of ICT to achieve wider inclusion objectives. Among its six key objectives it has:

1. *To address the needs of elderly people* by realising increased quality of life, autonomy and safety, while respecting privacy and ethical requirements, through independent living initiatives, the promotion of assistive technologies, and ICT-enabled services for integrated social and healthcare, including personal emergency and location-based services.
2. *To improve digital literacy and competences of groups at risk of exclusion*, notably the unemployed, immigrants, people with low education levels, people with disabilities, and elderly, as well as marginalised young people, contributing to their employability and working conditions.
3. *The promotion of cultural diversity with ICT* through improving the possibilities for economic and social participation and integration, creativity and entrepreneurship of immigrants and minorities by stimulating their participation in the information society.

These policy developments build amongst others on the fact that in EU25, it is estimated that people over 80 years old will rise from 18.2 million in 2004 to nearly 50 million in 2050. In addition in the EU, the migrant population (50 million foreign-born) constitutes an important component of the population (10% and rising), contributing to economic growth and cultural diversity. At the same time, the number of young people (aged 15-29) will decrease from 20 to 15% of the population by 2050. Of these young people, 21% are unemployed, 19 million are at risk of poverty and 6 million are school dropouts.

IPTS research on ICT for inclusion

The IPTS has been providing specific policy support and research activities to support the implementation of eInclusion policies since 2006, focusing in particular on the role of ICT applications and initiatives for socio-economic integration of migrants and youth at risk, and the role of ICT in support of domiciliary carers of elderly people.



ICT for Social Capital and Inclusion

Publications:

- "*What can Social Capital and ICT do for Inclusion?*" (2007), Author: D Zinnbauer.
- "*Comparative Study of Public e-Service Centres in Europe*" – A contribution to the "e-Inclusion: be part of it!" campaign of the European Commission, (2008), Authors: S. Groeneveld and A. Haché in collaboration with S. Kluzer, Editor: M. Bermingham and Coordination: M. Gonzalez-Sancho.

ICT for integration of immigrants & ethnic minorities (IEM)

Current Projects:

- **IPTS is partner of the CIP thematic network on "ICT for social integration and cultural diversity - Bridge IT" (12.2008 - 12.2010)**

Bridge-IT focuses on ICT contribution in three important domains for social integration and cultural diversity: early education of immigrants and lifelong learning in multicultural Europe; immigrants' labour market integration and economic participation; empowerment of civil society and social capital. The project started in December 2008 and by Summer 2009 it had collected and analyzed a first batch of about 30 good practices in the above fields. In the Fall 2009, three thematic workshops have taken place to prepare and discuss Guidelines based on the lessons learnt from those and other practices and on the partners' own experience in these areas. In 2010, five national workshops will assess the feasibility of developing these and other initiatives through transnational partnerships. A final conference will present the project's results and discuss needs and options to enhance policies on ICT for social integration and cultural diversity.

- **"ICTs for learning the host country's language by adult migrants in the EU" (10.2009 - 05.2010)**

This study represents a first step of a broader research programme being jointly developed by IPTS with the Directorate General for Information Society and Media (Unit H3). The first research topic selected in this context is the contribution of ICTs to address the communication challenges of integration in a culturally diverse Europe, starting from the language barrier faced by many new arrivals, but often also by already established migrants. The present study explores how ICTs can support adult migrants in learning the/a national/official language of the host society and related cultural aspects. The research is developed in two country case studies, with the analysis of selected experiences, in the Netherlands and Sweden.

Events:

- **20 January 2010: Seminar on "ICT for the integration of migrants: skills, jobs and participation" (Brussels)**

In the context of the 2010 European Year for Combating Poverty and Social Exclusion, JRC-IPTS Information Society and INFSO eInclusion Units organized a joint Seminar to present and discuss recent research results on the potential of Information and Communication Technologies (ICT) for socio-economic inclusion of immigrants and ethnic minorities targeted to EC policy officers.

Publications:

- "*ICT, Social Capital and Cultural Diversity*", (2007), Report on a Joint IPTS-DG INFSO Workshop, Authors: R. Cachia, S. Kluzer, M. Cabrera, C. Centeno and Y. Punie.
- Contribution to "*eEspaña 2008, Informe anual sobre el desarrollo de la sociedad de la información en España*" from Fundación Orange, "*El uso de las TIC por las personas inmigrantes y minorías étnicas*", Authors: A. Haché and S. Kluzer.
- "*Overview of Digital Support Initiatives for/by Immigrants and Ethnic Minorities in the EU27*", (2008), Authors: S. Kluzer, A. Haché, and C. Codagnone.
- "*ICT Supply and Demand in Immigrant and Ethnic Minority Communities in France, Germany, Spain and the United Kingdom*" (2009), Authors: D. Diminescu, A. Hepp, S. Welling, I. Maya-Jariego, and S. Yates.
- "*ICT for Integration, Social Inclusion and Economic Participation of Immigrants and Ethnic Minorities: Case Studies from France*" (2009), Authors: D. Diminescu, M. Renault; S. Gangloff, MA. Picard, C. d'Iribarne, and S. Hassane.
- "*ICT for Integration, Social Inclusion and Economic Participation of Immigrants and Ethnic Minorities: Case Studies from Spain*" (2009), Authors: I. Maya-Jariego, P. Cruz, J.L. Molina, B. Patraca and A. Tschudin.
- "*ICT for Integration, Social Inclusion and Economic Participation of Immigrants and Ethnic Minorities: Case Studies from Germany*" (2009), Authors: A. Hepp, S. Welling and B. Aksen.

Continuation of Publications for ICT for integration of immigrants & ethnic minorities (IEM):

- *"The State of the Art of Research in the EU on the Uptake and Use of ICT by Immigrants and Ethnic Minorities"* (2009), Authors: M. Borkert, P. Cingolani and V. Premazzi.
- *"Study on Social Computing and Immigrants and Ethnic Minorities: Usage Trends and Implications"* (2010). Authors: D. Diminescu, M. Jacomy and M. Renault. Editors: S. Kluzer and A. Haché.
- *"ICT for learning the host country's language by adult migrants in the EU"* Conclusions of Workshop of 1-2 October 2009 (2010). Authors: S. Kluzer, A. Ferrari, and C. Centeno.
- *"Study on Social Computing and Immigrants and Ethnic Minorities: Usage Trends and Implications"* (2010). Authors: D. Diminescu, M. Jacomy and M. Renault. Editors: S. Kluzer and A. Haché.

ICT in support of domiciliary carers

Current Projects:

- **The potential of ICT in supporting informal domiciliary carers, with particular attention to the case of immigrant care-workers (12.2008 – 05.2010)**

In an ageing society, with increasing numbers of people in need for long term care; shrinking numbers of health professionals and dedicated carers; high level health technology and growing costs for national budgets, two complementary trends are likely to emerge as components of a supply-side solution to meeting the demand for home care: 1) migrant care labour to complement and supplement professional health care provision and 2) ICT devices and applications support care functions, like monitoring and surveillance. Following the first exploratory study on Italy, three country studies on Germany, Spain, and the UK have analyzed: the policy context and organisation of socio-health care delivery (mostly with respect to elderly and disabled people) and the role of (unpaid) carers and care workers, including those from immigration backgrounds; the overall diffusion of ICTs to deliver care at home and to support the care givers involved, and in depth a few representative initiatives of this growing trend; the attention paid to, and any specific action addressing the migrant care workers which play a varied, but increasingly important role in domiciliary care provision in these countries.

Publications:

- *"Long-term Care Challenges in an Ageing Society: The Role of ICT and Migrants"* (2010). Authors: S. Kluzer, C. Redecker, C. Centeno.
- *"The Potential of ICT in Supporting Domiciliary Care in England"* (2010). Authors: S. Yeandle and G. Fry. Editors: S. Kluzer, C. Redecker and J. A. Valverde.
- *"The Potential of ICT in Supporting Domiciliary Care in Germany"* (2010). Authors: H. Mollenkopf, U. Kloé, E. Olbermann & G. Klumpp. Editor: C. Redecker.
- *"The Potential of ICT in supporting Immigrant Care Workers in Domiciliary Care in Italy"* (2010). Authors: P. Boccagni, S. Pasquinelli. Editor: S. Kluzer.
- *"The Potential of ICT in Supporting Domiciliary Care in Spain"* (2010). Authors: C. Redecker, J. Reig, T. Carrión, S. Martinez, M. Armayones, D. McCarthy, M. Fernandez.
- *"Conclusions of the Workshop on Long-term Care Challenges in an Ageing Society: the Role of ICT and Migrants (Brussels, 19 January 2010)"*. (2010) Authors: C. Redecker, C. Centeno.

The role of the 3rd Sector in eInclusion

Current Projects:

- **"The role of Third Sector Organizations in the promotion of ICT-driven initiatives for digital and social inclusion" (Fall 2009)**

This study focuses on the role of Third Sector Organizations (TSO) in developing, promoting and supporting initiatives for digital inclusion, and social inclusion with ICT, as much as ICT specifically appropriated and/or designed to support social and digital inclusion of its users and developers. The sector is a vast domain that superimpose heterogeneous layers such as parts of the "civil society" understood here as individuals acting as citizens, and also collective action more or less formally structured provided by NGO, charity, non profit and community organizations that devote themselves to supply solutions against social and digital exclusion situations.

ICT and Youth at Risk of Social Exclusion

Current Projects:

• **ICTs and Youth at Risk of Social Exclusion (11.2009 - 1Q 2011)**

Young people at risk of social exclusion are a priority target of EU social and eInclusion policies. This clearly reflects a concern that digital and social marginalisation might be critically exacerbating each other, what has, in today's society, greater implications for younger generation. But it also reflects the increasing awareness of an ample range of opportunities for inclusion opened up in the digital world. Statistical data shows that an overwhelming majority of the European young people is online, what is generating an increasing number of ICT-related empowering strategies and services, aimed for example at enhancing young people's employability in today's turbulent job market. The JRC-IPTS studies in these areas represent a first step in better understanding how this situation is evolving. We are currently developing three interrelated studies:

- Map and analysis of ICT-driven Initiatives on Youth at Risk
- Survey Study on Youth Living in Three European Poor Urban Areas
- Digital Communication Inequalities in Europe – Analysis of Eurostat data

Publications:

• *"RESEARCH AND POLICY BRIEF ON ICT FOR THE INCLUSION OF YOUTH AT RISK: Using ICT to reengage and foster socioeconomic inclusion of youth at risk of social exclusion, marginalised young people and intermediaries working with them"* (2010). Authors: A. Haché, J. Dekelver, L. Montandon, J. Playfoot, M. Aagaard, S. Stadler Elmer.

• *"ICT and Youth at Risk: How ICT-driven initiatives can contribute to their socio-economic inclusion and how to measure it"* (2010). Authors: A. Haché, J. Cullen.

• Contribution to "eEspaña 2009, Informe anual sobre el desarrollo de la sociedad de la información en España" from Fundación Orange, "Las personas jóvenes y las TIC. Iniciativas orientadas hacia jóvenes en riesgo de exclusión social", Authors: A. Haché, S. Kluzer.

About the Institute for Prospective Technological Studies (IPTS)

The Institute for Prospective Technological Studies (IPTS) is one of the seven scientific institutes of the European Commission's Joint Research Centre (JRC), which is located in Seville, Spain. Since 1994, IPTS promotes and enables a better understanding of the links between technology, economy and society. Its mission is to provide customer-driven support to the EU policy-making process by developing science-based responses to policy challenges that have both a socio-economic as well as a scientific/ technological dimension.

About the Information Society (IS) Unit



The work of the Information Society (IS) Unit focuses on various specific areas that contribute to addressing key EU challenges: for example, re-starting economic growth, ensuring long-term competitiveness, fighting unemployment and reinforcing social cohesion. One of its tasks is to analyse the potential of ICT for the socio-economic integration of the migrants, to help maximize the ability of the growing migrant workforce (the foreign-born in the EU represent 10% of the population) to meet EU labour force needs. This is crucial if the economic potential they offer is to be realised.

More information and all the publications can be found on
<http://is.jrc.ec.europa.eu/pages/EAP/eInclusion.html>

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