

# Vienna Study on Inclusive Innovation for Growth and Cohesion: Modelling and demonstrating the impact of eInclusion

Cristiano Codagnone<sup>1</sup>, editor

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●●● Compendium



<sup>1</sup> Department of Social and Political Studies, State University of Milan , [cristiano.codagnone@unimi.it](mailto:cristiano.codagnone@unimi.it)



## TABLE OF CONTENTS

A-CLINIC FOUNDATION .....	6
ACCESS-KEY VIDEOS TO PROMOTE WEB ACCESSIBILITY .....	7
ACCESSIBILITY MONITOR.....	8
ADAMO (ACCESSIBILITY FOR DEVICES & APPLICATIONS IN MOBILE) .....	9
ADDICTIONS UK .....	10
ADVICE NI .....	10
ALERT BOX .....	12
APEX .....	13
ARCHIPELAGONET — WIRELESS BROADBAND IN RURAL AND REMOTE ARCHIPELAGO OF FINLAND .....	14
ARGE GLASFASER WALDVIERTEL .....	15
ASSOCIATION "LANGAS I ATEITI".....	16
ATTENTIANET-ADVANCED TELEASSISTANCE NETWORK.....	17
AUVERGNE DIABETE.....	18
AVEIRO DIGITAL - AGIR PARA LIGAR (ACT TO CONNECT).....	19
BARRIEREFREI.....	20
BART — BROADBAND IN RURAL TUSCANY AREAS .....	21
BBK — BROADBAND INITIATIVE CARINTHIA .....	22
BENEFIT.....	23
BENEFITS EXPRESS BUS .....	24
BFE — BUNTES FERNSEHEN ENGERWITZDORF (COLORFUL TV ENGERWITZDORF) .....	25
BROADBAND ACTION PLAN 2008 — BROADBAND ACCESS DEVELOPMENT IN UNDERSERVED GREEK TERRITORIES.....	26
BROOMWELL HEALTHWATCH .....	27
BROWI-KOZANI-NET — DEVELOPMENT OF A BROADBAND WIRELESS NETWORK IN THE KOZANI REGION .....	28
CARE DIRECT SOMERSET.....	29
CAREERS MATCH .....	30
CARPERNTERS CONNECT.....	31
CENTRES FOR VOCATIONAL TRAINING.....	32
CENTRO SOCIODIGITAL.....	33
CHILDREN TEACH PARENTS.....	34
CITIZEN FIRST.....	35
COLL'TEXT .....	36
COMMUNITIES@ONE.....	37
CONNECTED COMMUNITIES .....	38

CONNECTING SOMERSET .....	39
CORNWALL ACTNOW INITIATIVE .....	40
CRÉATIF (BEST PRACTICES FOR E-INCLUSION PROFESSIONALS).....	41
CSV TRAINING & ENTERPRISE NORTH WEST .....	42
CTLCS (COMMUNITY TECHNOLOGY LEARNING CENTER).....	43
CTSP UNLIMITED POTENTIAL (COMMUNITY TECHNOLOGY SKILLS PROGRAM)MICROSOFT EUROPE.....	44
CYBERHUS .....	45
DANISH DIGITAL LIBRARY SERVICE FOR THE BLIND.....	46
DE WEGWIEZER: DIGITAL COUNTER — AA EN HUNZE WANTS TO CONNECT! VIRTUAL BRINK PROJECT.....	47
DEGREE IN “REHABILITATION ENGINEERING AND ACCESSIBILITY”, UNIVERSITY OF TRÁS-OS- MONTES E ALTO DOURO (UTAD) .....	48
DEMENTIA CARE - WEST LOTHIAN COUNCIL.....	49
DEUTSCHE GESELLSCHAFT ZUR FÖRDERUNG DER GEHÖRLOSEN UND SCHWERHÖRIGEN E.V.(GERMAN ALLIANCE FOR DEAF AND HARD OF HEARING PEOPLE).....	50
DIGID@K, PUBLIC ICT LEARNING ENVIRONMENTS.....	51
DIGITAL COMMUNITIES PROGRAMME.....	52
DONATION OF IT PRODUCTS FOR NGOS .....	53
DUNDEE SMOKING FOR CASH SCHEME (OFFICIAL TITLE NOT YET ANNOUNCED).....	54
EACCESSIBILITY NATIONAL POLICY INITIATIVE NATIONAL IT- AND TELECOM AGENCY .....	55
E@SYCONNECTS.....	56
EINCLUSION@SCHOOLITALY.....	57
ECDL FOR UNEMPLOYED CITIZENS OF ZAGREB COUNTY .....	58
EEE (EASY-(E)-SPACE) .....	59
E-HUNGARY PROJECT .....	60
ENABLE IRELAND - NATIONAL ASSISTIVE TRAINING ORGANISATION.....	61
EOL (EVERYBODYONLINE).....	62
ERUDIS .....	63
E-SY.INFO .....	64
EVIP (E-INCLUSION OF VISUALLY IMPAIRED PEOPLE) .....	65
FIBER OPTIC VALLEY — FIBER OPTIC VALLEY - AN INNOVATION SYSTEM FOR REGIONAL GROWTH.....	66
FIBRE TO THE HOME STRATEGY (AMSTERDAM).....	67
FIT (FASTRACK TO INFORMATION TECHNOLOGY).....	68
FUEL ZONE POINTS REWARD SCHEME.....	69
FUNDACIÓN TOMILLO .....	70
HEPIS E-SKILLS INITIATIVE.....	71

HOTSPOTS IN PUBLIC AREAS FOR INTERNET SERVICES TO THE CITIZENS.....	72
ICENTRES NETWORK PROJECT.....	73
INFOPANKKI (INFOBANK - MULTILINGUAL WEBSITE FOR IMMIGRANTS).....	74
INFORUM.....	75
IT FUNK (THE RESEARCH COUNCIL OF NORWAY).....	76
ITPRENEURS.....	77
JOB CENTRE PLUS.....	78
KATTINTS RÁ, NAGYI! (CLICK ON IT GRANDMA!).....	79
KINDERGARTEN FOR SENIORS.....	80
KOMMUNFÖRBUNDET.....	81
KPN MOOISTE CONTACT FONDS.....	82
K-PSI — BROADBAND COMMUNICATION NETWORK, KUJAWSKO-POMORSKIE REGION.....	83
KYYJÄRVEN KUNTA.....	84
KZ@BZ — KONEKTA ZAITEZ @ BANDA ZABALA.....	85
LATVIA@WORLD.....	86
LEAVE YOUR MARK ON THE NET CAMPAIGN.....	87
LEICESTER CARE ONLINE.....	88
LES ATELIERS DU BOCAGE (ADB) ON BEHALF OF TECHSOUP EUROPE.....	89
LIBRARIES FOR INNOVATION.....	90
LOCALEYES.....	91
LONDON BOROUGH OF NEWHAM.....	92
MEDICTON GROUP.....	93
MEGANEXUS.....	94
MELTING POT EUROPA.....	95
MID-WEST REGIONAL AUTHORITY.....	95
MILTON KEYNES COUNCIL.....	96
MINISTRY OF COMMUNICATIONS AND IT – PMU KNOWLEDGE ECONOMY.....	97
MUNICIPALITY OF THE HAGUE PUBLIC LIBRARY.....	97
NETSQUARE.....	98
NEW EMPLOYMENT OPPORTUNITIES FOR POLAND’S DISABLED.....	98
NEW HORIZONS.....	99
"NEW OPPORTUNITIES" INITIATIVE.....	100
OAKGROVE MILLENIUM VILLAGE.....	101
OPEN DOOR.....	101
PBYP (PERSONALISATION BY PIECES).....	102
PCS AGAINST BARRIERS.....	103
PROGRAM “TRAINING AND EMPLOYMENT OF TEACHERS” (PROGRAM “TET”).....	104

PVCS - PVP® (POINT VISIO-PUBLIC) — PUBLIC VIDEO CONFERENCE SPOTS, AUVERGNE REGION .....	104
RAINBOW INTERNET .....	105
RED CONECTA.....	106
REDE DE ESPAÇOS INTERNET (INTERNET SPACES NETWORK).....	107
RIAPS-2 (DEVELOPMENT OF RURAL INTERNET ACCESS POINTS NETWORK) .....	108
ROBOBRAILLE.....	109
SAFIR .....	110
SEI .....	111
SENIOR.PL .....	112
SENIORMEDIA MARKETING .....	113
SIGNIFICAN'T .....	114
SONOVISTA/TELEKOM AUSTRIA – BUNTES FERNSEHEN .....	115
SOTIRIA HOSPITAL.....	116
SOUTH WITHAM BROADBAND .....	117
SWEDISH DISABILITY FEDERATION.....	118
T.NET. — TRENTO IN RETE .....	119
TAMPERE CITY LIBRARY, SAMPOLA LIBRARY .....	120
THE BRIGHTSIDE TRUST - EMENTORING FOR DISADVANTAGED YOUNG PEOPLE.....	121
TRIO PROJECTS FOR FOREIGNERS.....	122
UK ONLINE CENTRES .....	123
UN COMPUTER IN FAMIGLIA .....	124
VI (VIRTUAL INTEGRATION COUNTER).....	125
VIRTUAL CLASSROOMS FOR CHILDREN IN HOSPITALS .....	126
VOCATIONAL TRAINING & PROMOTION OF PARS IN THE LABOUR MARKET.....	127
VOLKSWAGEN LEVEL 5 INITIATIVE.....	128
WEB COMPLIANCE MANAGER ONLINE.....	129
WIGAN ACE VIRTUAL CLASSROOM .....	130
WIN (WEB IN DE WIJK/MY PORTFOLIO ONLINE/WEB IN NEIGHBOURHOODS).....	131
XENOCLIPSE (DIGITAL VIDEO CLIPS BY ETHNIC MINORITIES) .....	132
YPAITHROS .....	133

## A-CLINIC FOUNDATION

<b>COUNTRY</b>	Finland
<b>FOCUS OF INITIATIVE</b>	Healthcare services
<b>URL</b>	<a href="http://www.a-klinikka.fi/english/index.html">http://www.a-klinikka.fi/english/index.html</a> <a href="http://www.varjomailma.fi/english">www.varjomailma.fi/english</a>

### ABSTRACT

The A-Clinic Foundation operates to reduce alcohol, drug and other addiction problems by providing versatile professional services. Offering voluntary outpatient treatment, A-clinics were a counterbalance to the compulsory residential treatment provided by the government and by local authorities. A-clinics' mission was based on the following principles:

- Alcohol problems can be treated and treating them is worth the while.
- Problem drinkers feel responsible and are willing to seek treatment.
- Problem drinkers should be accepted as human beings, and their opinions should be listened to and respected.
- Help should be given without removing the individual from the home, work and community environment; family involvement, in particular, should be encouraged.

Through its regional units, the Foundation provides treatment, detoxification and rehabilitation services in order to improve the quality of life for both people with addiction problems and their families. The A-Clinic Foundation serves about 30 000 clients per year. It receives over 300 000 outpatient visits and provides about 110 000 days of rehabilitative treatment per year. Over 50 000 people use the Foundation's web services every month. The central office is involved in national and international activities in the fields of prevention, information, development and training.

The A-Clinic Foundation aims at influencing welfare policies both nationally and internationally. By monitoring societal development, the Foundation defends the right of marginalised people to receive help and support.

The A-Clinic Foundation is an active participant in international activities within the EU and in the neighbouring previous Soviet countries. The Foundation is particularly active in projects and networks involving substance abuse education, utilizing new information techniques, drug use prevention and harm reduction, child protection, poverty, and marginalisation.

The A-Clinic Foundation was founded in 1955. The Foundation has over 800 employees and an annual budget of about 38 million euros. The services are funded mainly through contracts with municipalities. Project funders include Finland's Slot Machine Association, the Ministry of Social Affairs and Health, the Finnish Centre for Health Promotion and the European Union. The Foundation is managed by the Executive Director, Board of directors and a supervising Commission.

## ACCESS-KEY VIDEOS TO PROMOTE WEB ACCESSIBILITY

COUNTRY	France
FOCUS OF INITIATIVE	eAccessibility
URL	<a href="http://www.access-key.org">www.access-key.org</a>

### ABSTRACT

“Access-Key, les clés de l’accessibilité” is a series of 20 videos designed for the training of managers and designers to promote web accessibility. In each video a “handicapped user” describes the difficulties he/she meets using websites which have not been designed according to one of the 14 WAI rules. The movies conclude with brief courses devoted to web designers with technical information for the application of the corresponding WAI recommendation. The five first videos are already available free of charge to any visitor at the "Access-Key" website.

The active collaboration of two French universities in the area of Web accessibility, gives birth to Access-Key. This site presents a series of videos promoting web accessibility for disabled users. The various difficulties are illustrated in the beginning of each sequence in which the developers then find the technical means to address them.

The University of Nice Sophia-Antipolis and the University of Haute Alsace working actively for 4 years to spin good practices for the Web is accessible to all.

A first European seminar on the subject organized by the SERFA (Service training at the University of Haute Alsace), Estonia with specialists from various countries in Europe marked the beginning of this collaboration. This has been continued and expanded by organization of training sessions on web accessibility to the communication officers and Webmasters French universities. More than a hundred players in the Internet have been trained to implement the recommendations (Web Accessibility Initiative) W3C (World Wide Web Consortium).

The two universities were also built into most of their training courses geared towards the development of websites (university diplomas, professional licenses and Masters), a module on web accessibility. Today, the majority of students from these universities are able to develop websites accessible to all and are able to spread this good practice in companies for which they work. Access-Key 'keys accessibility proposes to go a step further by offering the greatest number can be formed. Access-Key is a series of educational videos that incorporate one or more recommendation of WAI. These videos are freely available on the Internet.

Each video has two steps:

- A presentation by a handicapped person of the difficulties encountered while navigating in a non-accessible and the discovery of accessible sites.
- A technical input for the implementation of each of the "recommendations" to encourage developers to use the correct code.

## ACCESSIBILITY MONITOR

COUNTRY	Belgium
FOCUS OF INITIATIVE	eAccessibility
URL	<a href="http://www.anysurfer.be/toegankelijkheidsmonitor">http://www.anysurfer.be/toegankelijkheidsmonitor</a>

### ABSTRACT

Are Belgian websites accessible? While earlier studies show that a lot needs to be done to make governmental websites accessible in Belgium, no figures exist about the average accessibility of websites in Belgium. The Accessibility-Monitor-Belgium is an instrument developed by Anysurfer and K-point. The Accessibility monitor uses the QuickScan procedure to screen websites and determine the (in-) accessibility. The scan consists of 14 important and generally accepted criteria for accessibility. To pass the Quickscan, a website should meet 11 of the 14 criteria. The Accessibility monitor 2007 showed that 96% of the websites in Belgium are not accessible.

65 ICT students of the KHKempen performed the Accessibility Monitor. This was part of an assignment for the course “Web applications, web design and communication”. The students first received an introduction course on accessibility. 228 websites were picked out of the Metriweb list. Metriweb is an instrument of CIM (Centre for information on Media) that provides independent figures on website visits. The list is a good representation of websites in Belgium.

The results of the screening showed that 96% of the websites were not accessible. Further screening is needed to determine if the remaining 4% are really accessible. The Accessibility Monitor Belgium will continue to monitor the accessibility of websites in Belgium. Students from other universities will be invited to join. This will serve 3 purposes:

- The Accessibility Monitor will keep the problem of inaccessible websites on the agenda.
- The Accessibility-Monitor will be more representative as more websites will be scanned.
- More ICT students will understand the importance of accessibility.

## ADAMO (ACCESSIBILITY FOR DEVICES & APPLICATIONS IN MOBILE)

COUNTRY	Italy
FOCUS OF INITIATIVE	eAccessibility
URL	<a href="http://www.asphi.it">www.asphi.it</a>

### ABSTRACT

The use of mobile devices is growing fast. They offer many new opportunities and can improve the quality of life, but could create a new potential digital divide for people with disabilities and in general. ADAMO was launched with the key objective to promote the access and use of mobile technologies and their applications to people with disabilities, assuming that this will benefit everyone. Project objectives are to evaluate the state of the art for the accessibility of mobile devices/services, to promote innovative solutions, investigating the level of awareness of the disability issues and to increase the awareness of the importance of e-inclusion. Accessibility testing is in progress with the direct involvement of people with disabilities. The results will be a global assessment of the real usability of the services/devices, with evidence of the problems and suggestions for improvement.

The project is impacting people with disabilities. It can be extended to all people with minor difficulties. At the end of this phase of the project, there will be a better understanding of the problems that people with disabilities encounter in using new mobile technologies and of potential solutions to these problems.

The project is fully supported by the four carriers of mobile networks in Italy (Telecom, Vodafone, Wind, H3G) and is implemented in close cooperation with Politecnico di Milano. The Politecnico School of Management makes annual surveys on the ICT market (Observatories) to check the status and trends. A new Observatory (ICT and Disability) will be established: Some specific questions have been dealt with by existing Observatories. The data will be collected and summarised to provide a better picture of the global awareness on disability issues.

The first phase of the project is running from March 2007 until March 2008. Given the importance of the ADAMO project in terms of e-inclusion and potential number of users impacted, the project team has started a promotion activity to make it known widely (e.g. presentations, participation in events, press articles, etc). It has been presented at several conferences.

In Italy accessibility is regulated by law since 2004 (the "Stanca Act": Provisions to support the access to information technologies for people with disabilities). This law does not specifically cover the new mobile devices and services. W3C has started the Mobile Web Initiative with the goal of making browsing the Web from mobile devices a reality. ADAMO aims to address the accessibility of mobile devices/services from a more general point of view.

## ADDICTIONS UK

COUNTRY	UK
FOCUS OF INITIATIVE	Healthcare services
URL	<a href="http://www.addictionsuk.com/hom.cgi">www.addictionsuk.com/hom.cgi</a>

### ABSTRACT

The Addictions UK programme is tailored to the individual and client centred. It uses a variety of proven treatment methodologies including cognitive behaviour therapy and 12 step coaching.

Programme fundamentals: Client focused and tailored to the individual, 24 hour telephone support and coaching available home based programme, Your location is not important, Addictions UK can provide support to you wherever in the world you are. Addictions UK deliver the programme in many ways, these include: Contact by telephone, Text messages, Via the internet, Home study books, Reading material, DVD's.

When habits or behaviour such as drug use or drinking come to dominate daily life and people find themselves powerless to stop the chaos, then it is very likely that the person is suffering from an active addiction. We can help with treatment for all manner of addictions from drug abuse, alcoholism, alcohol addiction and cannabis, cocaine, amphetamine addiction, to sex and pornography addictions, internet addictions and shopping or spending addictions.

Whatever your addiction, we will be able to develop a programme to help you, your family and your carers throughout the UK. We use such methods as detox, the 12 steps programme, cognitive behavioural therapy, counselling, peer support, coping strategies, drug rehabilitation and coaching as well as teaching.

Because of the unique delivery of our treatment programme we are able to support people wherever they may be, whatever their dependency, whether it's heroin addiction, alcohol addiction or a gambling addiction. We can also help with sex and pornography addictions, internet addictions and shopping, shoplifting or spending addictions. We will help you with rehabilitation (rehab) and to maintain your life. Don't let addictions such as heroin addiction or alcohol addiction rule you life; we are just a phone call away. Our home-based addictions treatment service is now available throughout the whole UK and beyond.

Whatever your addiction, we will be able to develop a programme to help you, your family and your carers. We are available at any time of the day or night, anywhere that you are, through: The Web, Instant Messaging and Email, National and International Landline and Mobile, Texting, DVDs, Printed Material, Other media.

We aim to meet your individual and unique needs with an holistic approach that encompasses: Physical well-being, Psychology, Relationships, Lifestyle.

We support you with: The 12 Steps Programme, Cognitive Behavioural Therapy, Counselling, Peer Support, Coping Strategies, Coaching as well as Teaching.

## ADVICE NI

COUNTRY	UK
FOCUS OF INITIATIVE	Access to welfare entitlements
URL	<a href="http://www.adviceni.net/">http://www.adviceni.net/</a>

### ABSTRACT

A consultation and website portal with forum to enhance the effectiveness of advice workers and assist those receiving social benefits such as tax credits. Through running eConsultations on specific social policy issues Advice NI has successfully engaged frontline advice workers and people from the disadvantaged communities they serve to help build closer links between policy makers and those whose lives they affect. Advice NI's eConsultation project provides an online space where advice workers from the independent advice sector and those directly affected by social policy decisions can discuss and deliberate the impact of those decisions. The outcomes of these discussions and debates are then presented to the relevant policy-makers. 6 e-consultations have been run to date on Debt, Pension Credits, Tax Credits, Tax Credit Overpayments, Charges on Personal Bank Accounts in Northern Ireland and an Advice & Information Strategy for Northern Ireland.

Some key facts:

- We targeted 3,283 clients, with a total of 1,837 (56%) of these obtaining a holistic Benefit Entitlement Check, which included information on the Warm Homes Scheme.
- For every £1 invested by the SSA £21 was generated in benefits). In total over £6 million in additional benefits was raised demonstrating best value.
- In total 1,020 holistic Benefit Entitlement Check's were carried out with approximately 44% of targeted clients receiving additional benefits. We also achieved a figure of approximately £700k in additional annual benefit and £80k in backdated benefit awarded.

Key achievements for the year include:

- 19 Wiseradviser courses delivered on 14 topics;
- 199 Wiseradviser course participants (an increase of 70% since previous year);
- 577 participants attending Wisderadviser training since 2004;
- 50 learners gaining accreditation (+127% on learners who gained accreditation 2006/07);
- Developed and delivered 2 training courses to Irish League of Credit Unions (28 participants);
- Developed and delivered training courses to Ulster Federation of Credit Unions (14 participants);
- Partnership with Rething on mental health awareness training;
- Development of first e-learning *Introducing to Dealing with Debt* course in Northern Ireland;
- Maintenance and management of Northern Ireland element of Wiseradviser website.

## ALERT BOX

COUNTRY	UK
FOCUS OF INITIATIVE	Community building
URL	<a href="http://www.alertbox.co.uk">www.alertbox.co.uk</a>

### ABSTRACT

AlertBox is an electronic form of neighbourhood watch which enables people to warn their neighbours of any trouble or threat, or request their help in an emergency, by simply pressing a button.

The AlertBox transmits warning messages to other users within 150 metres. When a message is sent from one AlertBox, all others on the network bleep instantly and bring up the sender's name, address, and telephone number.

Some key figures:

- calls to police: down 50%
- witness information increases
- crime: down 20%
- hard to reach communities: engaged
- intelligence from the community: increases
- fear of crime: down 90%.

AlertBox enables people at work or at home to communicate instantly with their immediate community when personal safety issues or crime is of concern. The electronic neighbourhood watch networks – or ‘electronic villages’ are established by the police, local authorities, either individually or in partnership. Networks are scalable, re-deployable, accountable and rapid to establish. Results are sustainable.

AlertBox networks are a preventative measure which:

- Stimulates the emergence of local champions who establish ‘watch’ schemes and provide information to the police;
- Breaks down barriers and penetrates hard-to-access areas;
- Generates a substantial increase in witness statements which facilitates quicker and better detection rates.

The community is sent a strong message - ‘things have changed’.

## APEX

COUNTRY	Czech Republic
FOCUS OF INITIATIVE	eAccessibility
URL	<a href="http://www.apex-jesenice.cz/english/english.html">http://www.apex-jesenice.cz/english/english.html</a>

### ABSTRACT

TYFLOSET® is a unified system for all kinds of audio information and orientation on the territory of the Czech Republic which facilitates the orientation of the visually impaired when using the suburban and railway transportation, on crossings, in subways, underground, etc. The system was designed by the Czech company Apex in close cooperation with the Czech Union of the Blind. The blind and partially sighted have two types of assistive aids. The first type is a small pocket version with six buttons, the second one is a blind stick with three buttons built in its handle. In both cases it is a command transmitter which is used to trigger an audio announcement. In transportation the blind user standing at the bus or tram stop can hear the vehicle approaching.

The Apex Tyfloset system is a way finding information system with digital audio announcements for disadvantaged groups, especially the blind and visually impaired, that enables them to travel independently. In the field of mobility for the visually impaired, the company APEX primarily develops and manufactures acoustic and radio systems facilitating orientation for the visually impaired.

- In municipal, suburban and railway transport: announcing the number of the line, direction of travel, and the fact that a visually impaired person is boarding;
- In cities: information voice consoles, orientation acoustic signals at crossroads, in underpasses, near hospitals and municipal authorities;
- At municipal transport stops: voice information about the current schedule
- In the subway: optical information for the train driver about a visually impaired person boarding, opening the relevant train doors;
- At the Prague-Ruzyně airport: voice information about passengers boarding and external transport, calling for first-aid service.

Passengers in the buses and trams of the public municipal and suburban transportation systems are usually informed by optical displays and acoustic announcements about the stops. Many of this information is not enough accessible for the visually impaired persons. With the aid of the TYFLOSET, blind citizens can have accurate and realtime access to this vital information.

The system TYFLOSET offers then to the visually impaired and weak-eyed persons major mobility and independency.

## ARCHIPELAGONET — WIRELESS BROADBAND IN RURAL AND REMOTE ARCHIPELAGO OF FINLAND

COUNTRY	Finland
FOCUS OF INITIATIVE	Broadband coverage
URL	<a href="http://www.sgnet.fi">http://www.sgnet.fi</a>

### ABSTRACT

The scattered communities in the archipelago of southwest Finland were the first to benefit from the installation of a wireless broadband network using WiMAX wireless communication technology in 2004.

Archipelagonet is a joint effort by eight municipalities, co-financed by the European Regional Development Fund, to bring broadband internet access to all inhabitants in the region. It has built up a fibre-optic network and deployed a comprehensive wireless WiMAX communications network to bring broadband internet access to all users.

The area has 20,000 islands and very low population density. Broadband internet is a necessity, a lifeline, in a region where travel from one municipality to another may take up to four hours by ferry and road. Outlying islands have ferry services only three times a week, and internet access is the only way to reach the outside world when weather conditions are bad.

The project has been part of the regional broadband strategy that, in turn, was coordinated with the national strategy aimed at developing Finland as a leading country in broadband and broadband services. The project has been innovative in terms of:

- citizen involvement,
- for its new ways of combining technologies, and
- through investment appraisal for outreach deployments using lifetime cost modelling.

In terms of impacts, inhabitants have access to information and entertainment regardless of where they live or how hard it is to travel, and everyone has the chance to develop essential ICT skills (including the older population) through computer literacy classes. Archipelagonet fights depopulation and ensures that businesses and their employees can work and live in the beautiful archipelago by encouraging local involvement and building a sustainable broadband infrastructure.

The main impact of the project is to ensure universal access to broadband Internet in the whole region.

Universal access will have a profound impact on society. It will ensure that:

- Inhabitants will have access to information and entertainment regardless of where they live or how hard it is to travel;
- The municipalities can continue to develop eGovernment services and know that all inhabitants will be able to access them;
- All other electronic services will also be universally available.

Using this unique method of bridging the digital divide for the whole of the population society makes sure that no one gets left behind. The MEBBen project ensures that essential ICT skills are learned in schools and that also the older population is included through computer literacy classes.

Archipelagonet fights depopulation and ensures that businesses and their employees can work and live in the beautiful archipelago. Rural areas need broadband as much as, if not more, than urban areas.

## ARGE GLASFASER WALDVIERTEL

COUNTRY	Austria
FOCUS OF INITIATIVE	Broadband coverage
URL	<a href="http://sms.hasita.at/argeglasfaser.htm">http://sms.hasita.at/argeglasfaser.htm</a>

### ABSTRACT

Three small municipalities have co-operated to build a low-cost ‘fibre-to-the-home’ (FTTH) network and claim it is the smallest municipality-led initiative of its kind in Europe. Local leaders of three rural municipalities in northeast Austria, near the Czech border, were faced with a problem: high unemployment and a need to restructure industry.

But without genuine broadband connection (only dial-up was available) the chance of turning this situation around was limited. The mayors realised the importance of ICT infrastructure in helping families remain in the area and attracting new businesses.

Bearing in mind this is a small community with about 1,500 households and 150 small- and medium-sized enterprises (SMEs), the project – part of the regional development strategy – has taken advantage of some work on the sewage system in 2006 to install ducts for a fibre network capable of delivering broadband to individual properties.

Civil engineering work is usually the most expensive part of this type of infrastructure project, so costs were much reduced – so far, it has cost as little as €850,000. In this case, the municipalities have set up the passive infrastructure as far as the property boundary. Households then take care of the last few metres on their own property.

By working together, the three municipalities were able to share information and gain scale economies. Other municipalities are thinking about joining and this would help to achieve valuable critical mass of demand (e.g. for TV over the internet or IPTV).

The project faced some initial teething problems – resistance from the incumbent, lack of a high-speed backbone infrastructure, and finding internet service providers (ISPs) willing to provide services – but these have been overcome. The network uses point-to-point active Ethernet providing 100 Mbps and designed to offer up to 1 Gbps.

The municipalities operate the passive network while an ISP operates the active infrastructure. The network is open, in a non-discriminating fashion, to all service providers who are interested in using it. But some challenges remain, including the bottleneck due to lack of a fast ‘backbone’ to the internet.

The availability of a high quality ICT infrastructure gives the municipalities the chance to

- stop migration of young families to big cities
- even attract people to move to the municipalities (already happening)
- keep the existing SMEs
- get new SMEs into the region
- set up a positive dynamic for the region with additional projects
- bridging the broadband gap between the rural area and the big cities!

## ASSOCIATION "LANGAS Į ATEITĮ"

COUNTRY	Lithuania
FOCUS OF INITIATIVE	Basic digital literacy
URL	<a href="http://www.langasiateiti.lt/eng/">http://www.langasiateiti.lt/eng/</a> <a href="http://www.langasiateiti.lt/bylos/booklet.pdf">http://www.langasiateiti.lt/bylos/booklet.pdf</a>

### ABSTRACT

The purpose of the project “Computer Literacy Basics For a Lithuanian E-citizen” was to reduce the digital divide between rural and city areas of Lithuania, leading to the development of the Information Society in the country, i.e. increasing the computer literacy level of the adult population, encouraging their competitiveness in the labor market, improving their possibilities to get information needed for their job as well as widening their possibilities for life long learning. The objective of the project was to provide fundamentals of computer literacy to 50,000 citizens of Lithuania, older than 16.

The experience gained in training the Lithuanian residents gave the alliance Langas į ateitį an incentive to implement the Computer Literacy Basics for a Lithuanian E-Citizen project (2006–2008), which was funded by the European Structural Funds. During the project 50 400 people were provided with knowledge of computer literacy and Internet basics in Lithuania, including 400 persons with disability among them.

The final project results as of May 2008 are as follows: 50,008 people graduated from W2F courses, with an average age of 45 years. People over 60 years of age make 13% of the graduated, and 77% of all participants are women. As far as the participants’ education: 34,5% have a university degree and 4,1 % have not completed secondary school; 12,2% are unemployed.

The innovation lies in the enormous number of the project participants (over 400 trainers and 50,000 students) and the geographical coverage (all 60 municipalities of LT). Besides provision of the Internet access to the population, the alliance Langas į ateitį is engaged in another none the less important field of activity: training of the population to use computer and Internet. As far back as 2003, the alliance launched courses on computer literacy for 20 000 adults in Lithuania using funds of the founders.

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## ATTENTIANET-ADVANCED TELEASSISTANCE NETWORK

COUNTRY	Belgium, Spain
FOCUS OF INITIATIVE	Ageing-well services
URL	<a href="http://www.attentianet.eu">www.attentianet.eu</a>

### ABSTRACT

Attentianet is an eTen project that creates the way to enrich aging society life transforming the way elders and their families and caretakers use communications. Living in hospitals or residences, especially for elders, has a tremendous impact on their life standards and quality, and at the same time represents a huge cost for society, in terms of time, money and resources to attend these social groups. This is especially true in non-critical situations, normally related to loneliness states that require human touch or close human contact sensation to feel safe and comfortable. Current solutions to keep these people living at their own homes are quite simple (regular phone line and a bracelet button system to send an alarm to the tele-assistance service provider). They do not use the big advantage represented by current technologies to provide enhanced services to the end users. Indeed, they fail in the most important thing, that is, in using the big advantage provided by the current communication facilities: face to face visual communication and permanent 'on line' situation. Attentianet extends the basic service to provide an enhanced video & mobile integrated assistance. So, it brings a new service model that includes two dimensions: 1) Mobility, allowing user location and out-of-home support using an adapted mobile phone, and 2) Broadband communications, allowing enriched communications between elders, caretakers and families.

This service has a sustainable business model based on the following factors:

- Today there are more than 60 M of people with more than 65 years old in Europe. In 2020 is expected to reach 80 M.
- Considering the portion of potential users with bigger needs of assistance, we have a potential market of 16 M users in Europe.
- Today, the average of GPD spend in Europe for retired people is 11%. This can increase dramatically in the coming years being social and health support systems one of the most impacted.
- The cost of opportunity for families providing the care support for their elders is not taken into account in above GPD percentage. This effort can not be sustained in the future due to the big decrease of children per family in Europe.
- Communications and IT have been the main factor of productivity improve in most of the industrial sectors in the last years. This is an enhancement still to be applied to the social and health care for elders and Attentianet is focusing in this type of enhancement.

## AUVERGNE DIABETE

COUNTRY	France
FOCUS OF INITIATIVE	Healthcare services
URL	<a href="https://www.auvergne-diabete.com/">https://www.auvergne-diabete.com/</a>

### ABSTRACT

Provides an information service to the diabetics of the Auvergne region. Is now made up of several area associations led by Vichy Diabete. Establishment of a structured education programme partly disseminated by website, support of self monitoring system for patients and of an alert system based on the information database in the system.

Following the publication of results of the survey conducted by the CNAMTS the medical service of the Auvergne region has published data for 4 departments: Allier, Cantal, Haute Loire, Puy de Dome for the years 1998 and 1999. The prevalence of diabetes treated with oral antidiabetic is around 3%, the median age of patients is 3 years higher than in metropolitan France.

The number of diabetic patients treated and untreated in the basin of Vichy is approximately 5000 out of a total population of 135 695 inhabitants.

It is a disease whose treatment is based primarily on rules of hygiene, as recommended by your doctor. Tablets or insulin may be prescribed in addition to these dietary guidelines.

I am diabetic, what can Auvergne Network Diabetes do for me?

- To sign up for my department Network I must speak to my doctor tell me what to do
- I can get access to the curriculum of the network whose financial support is performed by the Network.

In a first phase the following are planned:

- A meeting with a doctor to explain what is diabetes and how to better treat me,
- A meeting with a dietitian to understanding the regime diabetic
- A meeting with a podiatrist to show me as a supervisor and treat my feet
- A meeting with a nurse to use my drive or make my insulin injections.

In a second time:

- I have access to education program group practices and themes:
  - Food
  - Physical activity
  - The adjustment of insulin dose.

## AVEIRO DIGITAL - AGIR PARA LIGAR (ACT TO CONNECT)

COUNTRY	Portugal
FOCUS OF INITIATIVE	Skill-building for employability
URL	<a href="http://www.aveiro-digital.pt/default.asp?func=APL">http://www.aveiro-digital.pt/default.asp?func=APL</a>

### ABSTRACT

This project aims to qualify special groups of the population in the Region of the Association of Ria Municipalities, mobilizing the existing resources in the Public Internet Access Points and capitalizing its territorial based operation dynamics and population proximity.

The Connecting Portugal Programme indicates the need “To transform education, to train and to develop new skills” guaranteeing “the integration of Information and Communication Technologies within the education system, in order to improve its quality, to motivate young students for the adventure of learning and to improve the technological skills which are essential in the modern labor market of today, to use the motivating potential of the Information and Communication Technologies to bring school drop outs back to learning activities, to certify acquired competences, to broaden the training of new social groups ensuring that all citizens acquire skills to use the Information and Communication Technologies”

The same programme points clear goals such as: “To double the network of Internet Spaces, (...) reinforcing the role of these spaces as community centers, and offering appropriate access conditions for citizens with special needs;” and “The generalization of individual electronic portfolios for students who complete compulsory education, with a registry of their most relevant work and demonstration of acquired competences in the various domains of practice (arts, sciences, technology, sports and others) and the effective use of ICT in the different subjects.”

In the educational field, the Commitment - Portugal 2010 also defines clear actions in order “To increase the number of people regularly engaging in educational and training programs to at least 13% of the population aged between 25 and 64 by 2010, and the necessity of articulating efforts and promote common tasks and knowledge sharing, in municipal, enterprise, professional and social solidarity associations, schools, health centres and others, around projects of common interest.

At the same time, the National Action Plan for Inclusion determines clear objectives towards reducing the precocious school abandonment, the school failure in basic education and the qualification of adults.

- Characterization of 2000 persons through the Internet Access Centers
- Capture and motivation of 1000 trainees
- Integration of 300 youths in the educational and professional qualification, through "New Opportunities" national system
- Production of 300 on-line individual abilities dossiers (ePortfolio)
- Integration of 300 adults in qualification systems, through "New Opportunities" national system.

## **BARRIEREFREI**

<b>COUNTRY</b>	<b>Austria</b>
<b>FOCUS OF INITIATIVE</b>	<b>Basic digital literacy</b>
<b>URL</b>	<b><a href="http://www.barrierefrei.ecdl.at">www.barrierefrei.ecdl.at</a></b>

### **ABSTRACT**

The project aims at enhancing the IT skills of people with disabilities, enabling them to find employment, and at improving the awareness of the need of people with disabilities amongst the general public. The standard course materials have been adapted for people with a wide range of different disabilities (the blind, visually handicapped, deaf, hearing impaired, mobile handicapped, cognitive impairments), including alternatives to the keyboard and mouse such as on-screen keyboards or a hands free head mouse for paralysed people, Braille displays and synthetic speech output for visually impaired and blind computer users.

Impact can be measured in number of people trained: 600 persons were trained in 2007. Further benefits are improvement in employment status thanks to ECDL certified IT skills, e.g. some students found jobs in IT companies or local government.

The approach can be replicated easily in other places to the benefit of users with disabilities addressed in this project. Transferability potential is high due to the fact that the skills certification provided is recognised internationally (ECDL).

A strong implementation feature is that a standard training package is adapted to individual situations and contexts, which also implies personalised support for individuals. A key success factor of this initiative is the commitment from and cooperation with various types of stakeholders: the computer association, big IT manufacturers, academia, and public authorities.

## **BART — BROADBAND IN RURAL TUSCANY AREAS**

<b>COUNTRY</b>	Italy
<b>FOCUS OF INITIATIVE</b>	Broadband coverage
<b>URL</b>	n/a

### **ABSTRACT**

A number of about 160,000 households and 30,000 tuscan companies won't be reached by broadband in the coming 10-15 years.

Those citizens and companies are spread in a total of 110 of 287 municipalities without connectivity infrastructure.

In addition to the above digital divide of 1st level there are several areas with bandwidth demand unsatisfied (2<sup>nd</sup> level of digital divide).

The project intends to extend the broadband access service to the entire Tuscany region. It will be realized exploiting public financial support (notified to the EU and compatible with EU regulations) to private investments.

The project aims the economic development and the social inclusion of the marginal areas. It is inserted in an articulated strategy for the development of the information society that involves citizens, companies and public administration. Tuscany, by means of the regional rule 1/2004, promotes the diffusion of digital contents and of the enabling infrastructures.

Some examples of the benefits that will be brought thanks to the spread of the broadband in some specific fields, like:

- home-based/mobile/SOHO-based telework;
- intensity, co-operation with working partners at other locations;
- recruitment;
- healthcare and home assistance;
- education and e-learning.

Since 1997 the Tuscany Regional Government has been the main promoter of the IST development and via RTRT community has involved and connected all Local P.A. of the territory (TIX, RTRTWAN) with over 100 M€ for ICT in the last four years.

By 2010 every tuscan citizen and company will be able to access the broadband services and to enjoy his own “digital rights.

## BBK — BROADBAND INITIATIVE CARINTHIA

<b>COUNTRY</b>	<b>Austria</b>
<b>FOCUS OF INITIATIVE</b>	<b>Broadband coverage</b>
<b>URL</b>	<b><a href="http://www.kaerntenklick.at">www.kaerntenklick.at</a></b>

### ABSTRACT

BBK (1) gives all Carinthians access to Broadband Internet and (2) encourages them to use broadband services. It furthermore (3) encourages providers to implement those services thereby creating demand for the use of BBK. BBK is an integrated approach aiming at coverage and use at the same time, for the benefit of the Information Society.

Some key facys:

- Broadband Internet for all Carinthians (95% coverage) (achieved in phase 1, 2006);
- Increase from an aggregate typ. througput of 1 Mb/s per user to typ. 10 Mb/s in phase 2 (2007-2008), to result in Austria's fastest regional Broadband Internet with 95% coverage;
- Backbone and backhaul open to all providers at predefined and non-discriminating conditions;
- Connection fee and technical quality independent from the location, totally eliminating digital divide between rural and urban areas;
- Triple play trials started, rollout of commercial services planned for phase 2;
- Continued efforts for demand creation (contents, applications, services) in phase 2 with the goal of doubling 2005 demand: By the end 2008 50% of the Carinthians should use Broadband Internet services;
- Achieve the first position in broadband usage amongst the Austrian rural provinces;
- The over 50 age group has been especially targeted with awareness and training activities.

## BENEFIT

COUNTRY	Austria
FOCUS OF INITIATIVE	Ageing-well services
URL	<a href="http://www.bmvit.gv.at/en/innovation/it/benefit.html">http://www.bmvit.gv.at/en/innovation/it/benefit.html</a>

### ABSTRACT

BENEFIT encourages the development of creative ICT services and applications to improve and maintain the quality of life of senior citizens, enabling them to live comfortably on their own. Various target groups are addressed in the different strands of the programme. Niche markets shall be developed for national/local enterprises. The final “products” might be offered at the international level. The pilot phase (2007-2008) focuses on demographic change. Potential topics are mobility, mental activity and social contacts. The programme particularly supports cooperation projects between research institutions, industry and requires substantial and effective user involvement. Projects will be assessed by panels of international experts. The following assessment criteria will be applied in the project evaluation: innovation, quality (technology and research), interdisciplinary approach, usability, user involvement, cost/benefit ratio, exploitation potential.

Due to the recent launch of BENEFIT data on projects and impact is not yet available. The programme encourages projects that build on existing basic technologies and infrastructure, such as wireless communication, intelligent textiles, etc. and aims to use the potential of ICT research to address societal challenges.

The issues addressed by this initiative are highly relevant to the eInclusion agenda. Demographic developments are a major concern for governments across the European Union and beyond. The programme takes account of these challenges and has established clear goals and funding principles and processes. The transferability potential beyond Austria appears to be quite high. The international expert panel which will be involved in the project evaluation will certainly contribute to a two-way exchange of experience and knowledge transfer.

Sustainability of the programme is a key concern of the Austrian Ministry for Transport, Innovation and Technology. Therefore the timeframe was set for 5-10 years. In the pilot phase (2007-2008) a total of € 2,000,000 are earmarked per annum.

## BENEFITS EXPRESS BUS

COUNTRY	UK
FOCUS OF INITIATIVE	Access to welfare entitlements
URL	<a href="http://www2.halton.gov.uk/content/socialcareandhealth/socialbenefits/benefitsexpress/?a=5441#faq_524033">www2.halton.gov.uk/content/socialcareandhealth/socialbenefits/benefitsexpress/?a=5441#faq_524033</a>

### ABSTRACT

The Benefit Express Service Team (BEST) is a team of visiting officers from the Benefits Division at Halton Borough Council, which uses newly-developed Information and Communication Technologies (ICTs) to deliver real-time, online access to benefit claim records which can be updated from citizens' homes. The general concept is based on sending a team of mobile operatives on to a housing estate or shopping centre with a highly mobile, visual presence (Benefits Express Bus) - equipped with laptops, linked in real-time (by GPRS) with the benefits processing section at head office.

The mobile Benefits Express bus is connected via 3G connection to the Council's computerised systems so the team of eight officers and two welfare rights advisors using laptop PCs can help people with a variety of issues:

- Welfare Rights Advice
- Money Advice
- Housing Benefit and Council Tax Benefit
- Second Adult Rebate
- General Council Advice
- Sign up to join the Library
- Sign up for free home fire safety checks
- Free internet access available

The project was well received by young and old users (98% customer satisfaction) and benefits claim turnaround times have been reduced to 48 hours and there has been reduction of over 80% in the paperwork sent to the claimant.

## **BFE — BUNTES FERNSEHEN ENGERWITZDORF (COLORFUL TV ENGERWITZDORF)**

<b>COUNTRY</b>	<b>Austria</b>
<b>FOCUS OF INITIATIVE</b>	<b>Broadband coverage</b>
<b>URL</b>	<b><a href="http://www.buntesfernsehen.at/">http://www.buntesfernsehen.at/</a></b>

### **ABSTRACT**

Colorful community television is the television of the future. Engerwitzdorf is the first color television community in Austria. With the latest ADSL technology by Telekom Austria, it is possible that Engerwitzdorf with Engerwitzdorfern for Engerwitzdorf make films and television to provide Bunte. Particularly suitable for clubs, business people and families and young people.

In Bunte, there is everything to see what is happening in Engerwitzdorf. And besides! Because the filmmakers are they exactly. Anyone can contribute to the design and color television into place.

The future of television is socially! Color television - a project of Sonovista, conducted on behalf of and in cooperation with Telekom Austria AG, with the support of Upper Austria and the community Engerwitzdorf.

The IPTV project “Buntes Fernsehen Engerwitzdorf” (BFE) encourages local citizens to generate local content and distribute it via a broadband platform. Local content becomes social currency, stimulating communication and collaboration and fostering the local community. Our vision is a new, social TV; a new media that reconnects people who are actually living next door to each other instead of isolating them. Imagine a future where multitudes of locally created television pictures bring people and communities closer together. In Engerwitzdorf you can see the first step.

Some key facts:

- Within 30 months citizens of all age groups produced more than 250 films.
- BFE offers a stage for young people, who benefit from the exhibition of their work.
- BFE creates extensive media coverage and public attention for the region.
- BFE fulfils the increasing desire and need for local communication in a globalised information society. In the role of the leading broadband provider in rural areas, Telekom Austria delivers a vivid case study for IPTV in such rural areas.

Lesson 1 - By creating a good emotional experience around digital literacy with local content people can relate to and the fact that everyone can watch the content on TV, the project was able to make it possible for normal citizens to improve their eSkills and train their fellow citizens within the region themselves. With this approach the digital literacy of the whole region could be significantly increased while the participants experienced their education as a natural and enjoyable process driven by self-motivation.

Lesson 2 - “Buntes Fernsehen Engerwitzdorf” helps to close generation gaps by co-production and by sharing viewing experiences. Furthermore, it closes the digital divide by engaging and training non-technical individuals.

Lesson 3 - The project interconnects the scattered social groups and creates a virtual town centre, a market place for local content. The project supports regional development by offering a communication environment that helps to integrate stakeholders of all backgrounds – from farmers, settled in the community for generations, to new inhabitants who recently came from a nearby city.

# BROADBAND ACTION PLAN 2008 — BROADBAND ACCESS DEVELOPMENT IN UNDERSERVED GREEK TERRITORIES

<b>COUNTRY</b>	Greece
<b>FOCUS OF INITIATIVE</b>	Broadband coverage
<b>URL</b>	n/a

## ABSTRACT

The Greek Government implements a €210 mil project “Broadband Access Development in Underserved Territories”. The project co-finances broadband investments for local-access and demand-stimulation across Greece, in order to boost broadband penetration and coverage in regions where citizens and businesses currently have difficulties in gaining access. By June 2006, EC DG-Regio & DG-Competition endorsed the project, remarking that “it is to date the most ambitious broadband project undertaken by a Member State”. The project is funded by Structural Funds, National Funds and Private Funding (50%).

The project set ambitious but realistic tangible objectives:

- To increase broadband population coverage to 90% by 2008 (compared to less than 40% in 2004);
- To increase competition in the broadband market and achieve competitive retail prices, converging to the EU average;
- To increase demand for broadband services, by also allocating part of the budget to demand-stimulation actions;

Strategic choices included:

- Engaging the market and enhancing competition;
- Opting for technology-neutrality;
- Utilising Structural Funds in the most efficient way;
- Adhering to eEurope 2005 and i201’ principles for Broadband and regional development;
- Opting for transparency and speed of implementation.

## BROOMWELL HEALTHWATCH

COUNTRY	UK
FOCUS OF INITIATIVE	Healthcare services
URL	<a href="http://www.broomwellhealthwatch.com/">www.broomwellhealthwatch.com/</a>

### ABSTRACT

The company provides a number of small, state-of-the-art machines that can be used either by the GP, or by the patient themselves. They can monitor blood pressure, temperature, pulse and breathing rate, oxygenation levels, heart rhythm, and blood sugar levels. Broomwell also makes scales that monitor the weight of patients, for example with congestive heart failure and 12-lead ECGs that identify heart attacks. The information is then transmitted by telephone to Broomwell's 24 hour monitoring centre in Manchester where expert clinical staff analyse the data on their computer screen. Within minutes medical consultants have a telephone discussion with the patient and the GP to decide on treatment.

The service is available for patients who want (or need) to be monitored from home. Such patients can call the centre at any time to discuss their symptoms. The centre has their medical records (and a 'baseline' ECG) and this together with a description of their symptoms and a transmission of their current ECG, enables the centre to make an immediate evaluation.

Where treatment is indicated, the service accelerates treatment because patients who are hesitant to call a doctor at say 02.00 and who might otherwise wait until the morning to speak to their doctor will not hesitate to contact the centre. In such cases, the centre will arrange for referral to hospital, within minutes and transmit the medical records, baseline and current ECG to the receiving hospital, thus significantly shortening 'door-to-needle' and 'sensation-to-needle' times with the commensurate huge improvement in chances of a full recovery. On the other hand, where emergency treatment is not indicated, patients will receive the appropriate reassurance that all is well.

Key achievements:

- From Secondary to Primary care, to Home care: The project is in tune with government strategic thinking. The NHS aims to move much of the diagnosis and treatment away from the secondary and into the primary sector. This project enables that process and even takes it one step further; from primary care to home care.
- Empowerment and choice. Clients can now be monitored from the comfort of the surgery or home. The convenience and immediacy of diagnosis greatly improve patient care.
- Better diagnosis: GPs and Walk-In centres are now able to make much quicker and better-informed diagnosis, thus improving the quality of care and delivery.
- A significant financial saving to the NHS. Hospitals (A&E or Outpatients) need no longer receive patients who ought not be there, with patients monitored from surgeries / home instead of hospitals. This amounts to significant savings for the NHS
- Efficient targeting of resources. NHS resources can be targeted where they are needed most, eg community nurses can be directed to CHF patients who actually need immediate treatment. This translates into significant saving for the NHS.
- Sensation to needle time. The NHS has made great strides in shortening 'door to needle' time. This project takes this further by tackling the far greater problem and dramatically shortening the 'sensation to needle' time.

## BROWI-KOZANI-NET — DEVELOPMENT OF A BROADBAND WIRELESS NETWORK IN THE KOZANI REGION

<b>COUNTRY</b>	Greece
<b>FOCUS OF INITIATIVE</b>	Broadband coverage
<b>URL</b>	n/a

### ABSTRACT

The Broadband wireless network in the Kozani Region(BroWi-KOZANI-net)was established in 2006. It was exclusively funded by the European Regional Development Fund(75%)and National Funds(25%).The BroWi-KOZANI-net consists of 72 wireless connections at a max of up to 108Mbps(2.4GHz&5.4GHz unlicensed Band) and covers a total distance of 472 km of Wireless networking connectivity. The total area covered by BroWi-KOZANI-net is 3.515 Km<sup>2</sup> while the main part of this area is characterized as rural and mountainous. The BroWi-KOZANI-net successfully connected all the Municipalities of the Region.

The main objectives of the BroWi-KOZANI-net are to:

- Cover less developed regions in rural and isolated areas;
- Support municipalities broadband services;
- Provide public services to citizens residing in rural areas;
- Enhance local governance by supplying advanced technology for forest fire prevention using an advanced smoke detection system, air pollution surveillance and water management;
- Support automated projects based on IP or serial communication;
- Develop e-learning in training and education initiated by local actors;
- Establish a local network among universities self local governments, firms and local agencies stipulating innovation and creating employment opportunities;
- Enhance entrepreneurship by creating new firms based on wireless technology such as building security services, vehicle-fleet management, via BroWi-KOZANI-net;
- Familiarize people in rural areas with Its;
- Develop IP-Phone network among public bodies to reduce communication costs;
- Internet Share.

## CARE DIRECT SOMERSET

COUNTRY	UK
FOCUS OF INITIATIVE	Ageing-well services
URL	<a href="http://www.idea.gov.uk/idk/aio/69470">http://www.idea.gov.uk/idk/aio/69470</a>

### ABSTRACT

A single gateway for access and information about services for older people regarding care and support is provided by Care direct Somerset (CDS). This covers social care, health, housing and benefits. A phone number can be used to access the CDS call centre 24 hours a day, 365 days a year. Client information is collected once and can be shared, and referrals made, with a range of partner agencies and service providers.

The service is popular among older people, relatives and carers now handling over 60,000 calls per year and helps distribute an additional £2 million annually in welfare benefits to older people and carers in Somerset and service providers.

Care Direct Somerset's principal achievements:

- £250,000 additional welfare benefits income for carers and older people, including Attendance Allowance (for nearly 100 customers), Invalid Care Allowance, Disability Premium or Income Support, higher levels of Council Tax Rebate and Housing Benefit.
- We have built a significant customer base, surpassing the Department of Health's target of CDS being in contact with 10% of the population over 60. We have helped over 18,000 customers since October 1 2001.
- By July 2002, the call volume received by CDS advisors had reached 2,500 calls, translating to an annual call volume of 30,000 calls. This will increase substantially with planned developments.
- An unusually high proportion of calls received are from older people and carers themselves (64%) which is a measure of the success of our promotion and outreach work.
- Access to CDS is excellent. 92% of callers said they got through almost immediately and 7% after a short wait.
- 84% of CDS customers said CDS provided the help they needed and 84% also found contact with CDS very useful.
- 82% would recommend CDS to a friend and 14% had already done so 92% will call CDS again if they need help

## CAREERS MATCH

COUNTRY	UK
FOCUS OF INITIATIVE	Job search services
URL	<a href="http://www.careers-scotland.org.uk/AboutCS/Initiatives/CareersMatch.asp">http://www.careers-scotland.org.uk/AboutCS/Initiatives/CareersMatch.asp</a>

### ABSTRACT

Web based interest guide available free to all users of the Careers Scotland website. CareersMatch is a basic web version of Adult Directions and Kudos in Scotland. CareersMatch suggests careers based on the individual's work and personal interests, and chosen occupational level.

Individuals can also use CareersMatch to look up detailed information on over 700 different careers from unskilled to professional level. Contains up to the minute LMI provided by FSS.

Active links to relevant website/email addresses of professional bodies and associations maximise user flexibility and choice. Answer a number of on screen questions to get a list of career options you may wish to consider. You can then get more detailed information on these suggestions by clicking on the appropriate titles.

- Be better informed, prepared and ready for work in a changing and dynamic labour market;
- Have the self confidence and motivation to constantly develop their skills and take part in lifelong learning;
- Make well informed, effective career choices throughout life, beginning with the first step into the world for work;
- Be equipped with employability skills that meet the needs of employers in order to succeed and progress in the workplace.

## CARPENTERS CONNECT

COUNTRY	UK
FOCUS OF INITIATIVE	Community building
URL	<a href="http://www.newham.org.uk/wired/">www.newham.org.uk/wired/</a>

### ABSTRACT

Carpenters Connect provides services through iDTV for the 600 flats in Carpenters Estate, Newham, East London. Tenants have access to a range of community interest and neighbourhood video material. This includes thirty films that were commissioned and produced through DKTV (Different Kind of Television). DKTV was a separate interactive digital TV service, in which Newham Council was a founding partner, providing a range of interactive services such as ordering housing repairs, and whose community programme achieved higher audited viewing figures than channels 4 or 5 on the HomeChoice platform. This project was originally funded by the DfES but their funding ended in March '03, the project continues through the financial support of the Tomorrow's City SRB and many contributions from the partner organisations.

Some key facts on achievements:

- Use of the Internet to search for information on job opportunities (15%);
- A substantial minority of residents (17%) have been involved in the development of local content;
- A higher proportion of respondents (25%) had used the Internet to find information out about at least one of a range of community groups;
- A defining characteristic of Carpenters Connect has been the local production of a range of videos which have engaged the community and fostered greater awareness and cohesiveness. This process is viewed positively by both residents and steering group stakeholders alike and made a valued contribution to the intervention;
- A large proportion of respondents had used the Set top box to access local information available on Home2Home (75%), locally produced videos (63%) and Newham Life (57%).
-

## CENTRES FOR VOCATIONAL TRAINING

COUNTRY	Bulgaria
FOCUS OF INITIATIVE	Skill-building for employability
URL	<a href="http://www.einclusion-eu.org/ShowCase.asp?CaseTitleID=642&amp;CaseID=2252">http://www.einclusion-eu.org/ShowCase.asp?CaseTitleID=642&amp;CaseID=2252</a>

### ABSTRACT

The Minister of Labour and Social Policy heads 3 Bulgarian-German CVT. The centre in Pazardzhik is specialized in modern technologies, business administration and foreign language training. Upon the program "CT of young men" the access of young persons to ICT is improving through gaining knowledge in these sphere. The training of unemployed youth is accomplishing upon educational program (EP), based on the contemporary achievements in the field of ICT. In 2006 a training for 1000 youths and employment for 161 persons is planned.

The actions for raising of the vocational training (VT), human capital's development (HCD) and life long learning (LLL) are among the main priorities of the employment policy. Accordingly, measures for VT's improvement of the disadvantaged groups on the labour market are launched, particularly intended to VT of young people, computer training, entrepreneurship's training, etc. The actions for raising the knowledge of unemployed persons in the field of ICT hold a significant part in National Action Plan for Employment.

In 2006 MLSP in co-operation with Bulgarian Industrial Association will realize the project training for reconciliation between work and family life of women "TRWFLW". According to the newest ICT achievements, a complete training for 70 women is planned.

In 2006 the "TRAINING AND EMPLOYMENT OF TEACHERS" (program "TET") T" is launched. The activities for training of teachers how to use ICT in the educational process take a significant place in it. In this module of the project 150 teachers are included.

## CENTRO SOCIODIGITAL

<b>COUNTRY</b>	Spain
<b>FOCUS OF INITIATIVE</b>	Basic digital literacy
<b>URL</b>	<a href="http://www.centrosociodigital.org/index.html">http://www.centrosociodigital.org/index.html</a>

### ABSTRACT

Program for creating a social network to dinamize and to promote telecenters in rural areas, with the objective of minimize the geographic digital divide and improve digital literacy and skills in rural areas through social action.

Aim to:

- Strengthening the social and human capital in rural areas through the use of ICT;
- Generate spaces for socio-technological development and attention to the most needing collectives in rural areas, especially youth, women, and disabled and elderly people;
- Make optimum the use of space and technological resources that exist in rural areas;
- Encourage the use of Internet and of the Broadband access;
- Strengthen and encourage the appreciation of the countryside;
- Improve digital literacy and skills;
- Address the geographical digital divide;
- Diversify spaces to adapt and attract the undecided;
- Promote Electronic Administration, especially local action and dissemination of electronic signatures and electronic ID.

How:

- Supporting the participation of existing spaces and centres, that meet some basic requirements regarding connectivity and technological tools, such as Telecentres, places of associations, educative centres, libraries, etc;
- Joining the efforts of various actors at political, social, cultural and economic levels regarding the program;
- Promoting technological volunteerism, in each locality, neighbourhood ... to ensure the continuity and expansion of the program.

Expected added value:

- Contribute to enhance existing resources in rural areas and aims to make them spaces of reference for social innovation and development through the use of technological devices;
- Generate an impact and continuity;
- Create online and physical networks, to share concerns, generate demands and ensure support;
- Cibervoluntarios formed for the project, contributing to its realization: incorporation of a social approach and dimension.

## CHILDREN TEACH PARENTS

COUNTRY	Czech Republic
FOCUS OF INITIATIVE	Basic digital literacy
URL	<a href="http://www.zsjanov.cz">www.zsjanov.cz</a>

### ABSTRACT

The non-traditional method "Children teach their parents" in the city of Litvinov has created unusual favourable results with the social excluded. Favourable results have been achieved not only in computer and Internet knowledge, but also nurturing better relations between children and parents, family and school. Children were the main active element – that was the important innovation. Experiences have shown that parents can learn from children (ICT literacy) and children can learn from parents (concern effort during learning, wish to overcome barriers and difficulties). Children have pushed on parents to attend the course with the own goal to learn about ICT too.

Tutors educated in all courses 451 persons (226 children and 225 adults). Interest of courses has exceeded expectation (360 persons), 33 children and 39 adults passed courses repeatedly.

Success results have scored 67,2 % adult clients (planned expectation 65 %). The score and first of all interest of additional education for adults has been the achievement. The growing number of adult clients from the first to the last semester has been pleasant: 28 men and 97 women have been successful.

This skill is very important in employment. Courses include searching jobs on Internet, creating own CV and sending requests for free places by e-mail. 14 persons gained employment during courses. Nobody has expected the success, all clients with this hit have been very happy

Last but not least family relations have been fixed and relations family/school visually improved during courses, especially by regular course clients. Children non attending courses have been less active in comparison with their classmates – clients in courses. Pupils – clients are better in school attendance and school reports too.

## CITIZEN FIRST

<b>COUNTRY</b>	UK
<b>FOCUS OF INITIATIVE</b>	eAccessibility
<b>URL</b>	<a href="http://www.citizen-first.net/index.aspx">http://www.citizen-first.net/index.aspx</a>

### ABSTRACT

To empower North West Europe by engaging with their communities to deliver the services that they require in an inclusive Information Society that overcomes social & spatial isolation. Extending each region's suite of citizen-centric services within their local context and objectives to deliver best practices in eInclusive public services.

Proactively disseminating the experience and results to all NWE Regions. Based on the actions above the consortium is producing, documenting and disseminating its results in the form of practical Guideline Fiches to all NWE Regions (available for download from the "Guidelines" option on the left hand list of this page).

Objectives:

- Researching the facilitation of Information Communications Technology (ICT) to overcome the digital divide in terms of addressing individual and community social & economic issues and the geographical scope of the territories, i.e. rural/ rural-urban. This study will develop a state of the art review and raise the overall awareness of the digital divide in the regions;
- Examine and Pilot new and existing channels of services delivery, i.e. Physical/Virtual One-Stop Shop, Mediated Access, On-line/Virtual (eGovernment);
- Promote quality of life for citizens by ensuring equality of access for all to services by empowering individuals and their communities. Á· Ensure Project's results are transferred to Regional and Local Public Administrations, Economic Agencies and the Citizen.

## COLL'TEXT

COUNTRY	France
FOCUS OF INITIATIVE	Job search services
URL	<a href="http://i.ville.gouv.fr/divbib/doc/bastia.html">http://i.ville.gouv.fr/divbib/doc/bastia.html</a>

### ABSTRACT

Coll'text was a textile collection and recycling scheme set up as part of programme to improve levels of employment for disadvantaged and unemployed women in Corsica (and help environmentally too). Access to the target beneficiaries overcome using technology including mobile phone and mobile copmputers for presenting the scheme. Scheme set up as part of the PIC (Community Initiative Programme) which ran in France from 1994-1999.

The URBAN site Bastia covers the southern neighborhoods and the old city, home to a population of 23 000, or 2 / 3 of that of the town. These districts are the social negative uprooted people on low incomes, high unemployment, the presence of a foreign population of the difficulties of integration, increasing share of the population falling into the precarious and even exclusion. At the city, there is a deficit and transport links between the neighborhoods of central and south, a deterioration of old houses in the center, a lack of equipment structures, heavy architectural problems ... It is in this context that URBAN proposes a strategy for greater participation and empowerment of people in the life of their city.

The four priorities of the program are:

- Priority 1: create new vectors of social cohesion
- Priority 2: create new urban fabric markers
- Priority 3: create new catalysts for economic development
- Priority 4: Encourage the gestation of individual and collective projects

This action is a continuation of a workshop insertion in place by the intermediary association Redyn Services, in partnership with charitable organizations working in two departments of Corsica, on the theme of the collection and recovery of used textiles. This workshop helped to create an industry in which can position of women in integration problems. The enterprise Coll'Text was born at the PIC EMPLOYMENT, NOW, but the PIC URBAN intervenes through the financing of purchases of materials and equipment, allowing the structure to better respond to the demand and to adjust its production.

The objective is to try to respond to the very high unemployment of women in Corsica, including the least qualified of them. This project has a triple benefit: it expands and diversifies the supply insertion, deals with the theme of the environment through waste management and create jobs and peripherals.

The proposed Coll'Text cover the collection, sorting and repair of clothing collected for the most part with local charities, and the remainder from individuals. These textiles are then resold retired three categories of customers at very attractive prices: wholesale, cleaning, painting and garages and individuals type shop.

To equip an optimal enterprise, the program has provided support the acquisition of material: several washing machines and dryers, carts, shelves, phone, fax, computer, phone and one vehicle.

## COMMUNITIES@ONE

COUNTRY	UK
FOCUS OF INITIATIVE	Tax relief & incentives for affordability
URL	<a href="http://www.communitiesatone.org">www.communitiesatone.org</a>

### ABSTRACT

Communities @One helps people in the most disadvantaged communities in Wales get access to new technologies so they can fulfill their social, economic and cultural potential. Based in "Communities First" areas across Wales, a team of Community Brokers works with community groups to help people engage with ICT (information and communication technologies). A grant fund was made available to voluntary and community groups to help them build projects to improve their ICT skills and ultimately their communities. The initiative aims to reach out to the people most excluded from new technologies and give them the opportunity to see what it can do for them. Grants have funded support staff, such as mentors, and equipment to make an ICT project work successfully.

To date, over 200 projects with a diverse range of community and voluntary sector groups and organisations have each been grant funded by Communities @One, from <200 to <500,000. Many of the 18,000 beneficiaries of the 200+ projects may not necessarily access formal education and learning opportunities.

Although the Programme is “owned” by the Department for Social Justice and Local Government of the Welsh Assembly Government, which was the applicant for the ERDF funding, the management and delivery of the Programme were contracted out through a public procurement process to the Wales Co-operative Centre, a not-for-profit organisation whose main remit is the promotion of social enterprise. This has worked well in practice.

Communities @One's methodology is to use a community development approach, which has succeeded in engaging people in ICT in ways that they find relevant to their lives.

## CONNECTED COMMUNITIES

COUNTRY	UK
FOCUS OF INITIATIVE	Broadband coverage
URL	n/A

### ABSTRACT

The project entails a next-generation broadband wireless network that connects schools, doctors, hospitals, small businesses, tele-workers, community centres, airports, post offices, remote learning centres and citizens. It operates across the six main islands of the sparsely populated Outer Hebrides. The project has a strong commitment to inclusion – social, financial, digital – to give all citizens access to online services and content.

A benefits realisation exercise has concluded that the project is impacting directly on prospects, productivity and population mainly by:

- efficiency and cost benefits for the delivery of services to citizens;
- accessibility for those socially and financially excluded;
- the number of businesses of size trading in rural areas;
- the number of e-business and e-commerce opportunities;
- salaries and types of rural employment;
- the number of young people staying in our communities;
- telemedicine outputs and reduction in travel costs to access health services;
- number of people able to access high speed broadband;
- health education awareness through community IPTV;
- numbers employed in creative industries;
- research and development with new campus development.

## CONNECTING SOMERSET

COUNTRY	UK
FOCUS OF INITIATIVE	Broadband coverage Skill-building for employability
URL	n/a

### ABSTRACT

As part of Somerset's strategy for a healthy information society, Connecting Somerset has already helped over 1600 rural SMEs grow. With advice, training and grant, each SME has invested in ICT. Innovation is key: working intensively with the local ICT support sector, equipping them to serve local businesses.

The project is expected to produce better skilled and growing businesses investing to connect to the rural economy. Businesses now better understand their offering, their customers and the need for targeted marketing. Somerset is becoming known as a great place not only to live and learn, but also to do business.

Connecting Somerset's targeted impact focused on:

- Number of businesses helped: target 1000, achieved to date 1606;
- Number of employed people increasing their skills: target 600, achieved to date 575;
- Number of fresh e-adoption steps taken by businesses: target 1400, achieved to date 1380;
- Economic growth measured by increase in gross value added: target £3.5m, on course to achieve: £9.4m;
- In addition, 43 jobs have been created in the ICT support sector as a result of Connecting Somerset.

Connecting Somerset is one (albeit the flagship) project of the Somerset Broadband Partnership. The Partnership has seen the success of Connecting Somerset positively affecting its other focus areas, including infrastructure building, e-adoption by communities and individuals, and setting a good foundation for future knowledge economy projects.

## CORNWALL ACTNOW INITIATIVE

<b>COUNTRY</b>	UK
<b>FOCUS OF INITIATIVE</b>	Broadband coverage
<b>URL</b>	<a href="http://www.actnowcornwall.co.uk">www.actnowcornwall.co.uk</a>

### ABSTRACT

'Cornwall Actnow' is a not-for-profit partnership promoting business growth through broadband and ICT which has safeguarded an estimated 3,850 jobs and increased annual GDP by more than €130 million. The actnow partnership, which started in 2002, was the first public/private broadband partnership to be set up in the UK. Based in Cornwall and the Isles of Scilly, the project drove the development of ADSL broadband infrastructure in the county and set out to promote the take-up of broadband and ICT by businesses. The project has had stunning success, achieving its targets more than twice over and helping over 9,000 businesses to make the most of broadband technology. This is more than half of all businesses in the county!

In a survey of 709 actnow customers who have had broadband for at least 15 months: 96% of businesses say that broadband and support from actnow has improved their efficiency, 70% say that it has improved their profitability, 65% say that it has increased their turnover, 73% say that their skills in IT have improved, 67% have invested more in IT.

Broadband has led to an increase in the number of staff employed by businesses surveyed by actnow from a mean average of 6.6 staff employed before broadband to 7.4 afterwards.

81% of actnow businesses see the internet as 'critical to their business'. 84% of actnow businesses have a website and of these, 72% said that their turnover had improved since introducing broadband.

35% of businesses using ICT have at least one member of staff working from home – and nine out of ten of those businesses felt that broadband had either completely or partially enabled this home working. 49% of businesses felt that broadband was having a positive effect on reducing commuting and /or business travel. Furthermore, actnow estimate that over 3,500 jobs have been secured and that Cornwall's GDP has benefited by around £81m annually.

10,000 have been assisted in this way, and a further 2,000 have received grants towards ICT investments, while, out of the 1,500 farms in Cornwall, 800 have now been helped to connect.

## CRÉATIF (BEST PRACTICES FOR E-INCLUSION PROFESSIONALS)

COUNTRY	France
FOCUS OF INITIATIVE	Community building
URL	<a href="http://www.creatif-public.net">www.creatif-public.net</a>

### ABSTRACT

A non-governmental organisation supports a network of people from different entities working on e-inclusion, exchanging good practices, supporting and monitoring projects, etc. They also produce news and thematic e-inclusion booklets, with interviews, news, case analyses, etc. This activity is very much Internet-based, relying on voluntary contributions and exchanges between people directly involved in the topics addressed.

Impact is measurable in terms of: (1) Website activity (e.g. 20,000 visits, 600 subscribers to the monthly newsletter, 180 registered writers) and concrete contributions (e.g. articles written); (2) Participation to events and national and international activities; (3) Involvement in research projects and partnerships (e.g. collaboration with several French regional authorities, i-twinning experience with Peru).

Booklets have a double target: they both contribute to promote innovative initiatives for e-inclusion among local authorities and to disseminate "best practices" among telecentres & Public Internet Access Points (PIAP) administrators & operators. We focus on people working with : disabled people, vulnerable & marginalised groups, rural areas, elderly people, ...

Results : 4 titles available in the series (2 more titles in progress). Each title presents interviews (local actors & experts), innovative initiatives, exemples of projects, methodological advices, legal issues, funding programs, educational materials & ressources, ...

Impacts :

- Increasing number of contributors on the site: 180 registered writers, half have published at least an article.
- Increasing website visitors : from 900 monthly in 2004 to 20.000 visitors monthly in 2007. Consulting our e-inclusion "best practices" handbooks on-line represent 22 % of the traffic, and news about local initiatives on e-inclusion 40%. 600 subscribers to the monthly newsletter.
- New membership and partnership with regional authorities (Mégalis Bretagne, Région PACA, Région Pays de la Loire ...) : now 10 french regions are involved in our "best practices" sharing and publishing activities about e-inclusion.

Innovation: Producing and writing in a collaborative way stimulated telecenters & PIAPs networks activities and federate coordination efforts from regional and local network headquarters.

- Open editorial board
- Online collaborative tools (wiki, CMS SPIP)
- Social bookmarking relevant links

Pooling & cooperating for training programs toward isolated e-inclusion workers, permit to build answers in an bottom-up way instead of National programs that frequently tend to standardize practices.

A significant part of visitors of the website come from french-speaking countries around the world, so that isolated telecentres operators can find on-line information to enrich and renovate their practices.

## CSV TRAINING & ENTERPRISE NORTH WEST

COUNTRY	UK
FOCUS OF INITIATIVE	Community building
URL	<a href="http://www.csv.org.uk/">http://www.csv.org.uk/</a>

### ABSTRACT

CSV is a national volunteering charity, their Training & Enterprise North division specialises in providing media related volunteering opportunities for young people; The 'CSV TENW's digital media' project has used sonic art, digital music production film making and other formats of digital technology to engage young people in actively addressing issues such as Citizenship, politics, sex & sexuality, drugs & alcohol. Last year we involved nearly quarter of a million people in volunteering in the UK, we trained 12,000 disadvantaged young people and helped 29,000 people to find learning opportunities through our links with BBC local radio.

CSV supports organisations and individuals in many ways by:

- Supporting Volunteering...
- Supporting Training

The following are some of the achievements of CSV:

CSV was the first in the ULK to give prisoners the chance to volunteer. Giving ex-offenders responsibility is the best way to divert them from crime; especially responsibility for a person. Nearly half of ex-offenders re-offend within one year of elaving prison in England and Walðes, most in the first three months. Each costs the taxpayers around £100,000 then £37,500 for every year in prison. Independent evaluation shows 100% of CSV's pre-release volunteers are in work or training three months after release. Placements costs just £1,500.

CSV's volunteers in Child Protection matches volunteers with children subject to Child Protection plans (CPPs). The two-year pilot and independent evaluation are now complete. Each CPP costs thje taxpayer over £40,000. 2/3 of children removed from them are back on within a year. 33 volunteers supported 29 families and 102 children. 100% were taken off their CPPs. Of those still supported by volunteers, none have been put back on. It costs just £2,400 to match a volunteer with a family.

In 2007 alone, CSV worked with 153 artists and craftsmen. 64% are now in business or making a living in their chosen field. The rest are still supported by CSV.

CSV works with the NHS delivering volunteering and learning for 185 mental health service users. CSV helps service users grow in self esteem, learn new skills, make friends and build new lives. In a recent independent evaluation: 58% of service users saw their mental health improve; 70% said volunteering made them feel part of society; 91% of NHS Trust staff said volunteers improve the service they offer. The time given by our volunteers is worth £440,965 per year. They cost just £130,500.

CSV has worked with 277 unemployed people; already 61 of them have found work. The contract has been extended until April 2009.

## CTLCS (COMMUNITY TECHNOLOGY LEARNING CENTER)

COUNTRY	Malta
FOCUS OF INITIATIVE	Public access points availability
URL	<a href="http://www.miti.gov.mt">www.miti.gov.mt</a>

### ABSTRACT

The Maltese Ministry for Investment, Industry and IT (MIIT) has set up nine Community Technology Learning Centres (CTLCs) since 2004 to promote access to computers and Internet facilities in underserved communities. The purpose of this initiative is to increase digital literacy especially among disadvantaged groups. The MIIT provides equipment and software for the centres with the support of international and local strategic partners including Go, HP, Microsoft, Systec Ltd, Computer Solutions Ltd, and Forestals. The MIIT also supports “Train the Trainers” programmes for the CTLCs, covering a substantial part of their fees. The CTLCs are run by non-governmental organisations (NGOs) which provide the premises and are responsible for the day-to-day operations of the programme. Training programmes are free of charge. Target groups are low skilled people; early school leavers; persons in care and/ rehabilitation programmes; women returning to the labour market; persons in employment at risk of becoming redundant; adult job seekers; employers and employees operating in micro and small enterprises.

The CTLCs have been crucial for the “myWeb training programme”: Since 2003 courses (of 20 hours) have been delivered to about 12,000 people in Malta (average age: 45-55). MyWeb provides training on basic computer applications, how to browse the Internet and the use of email. The CTLCs also played an important role in promoting the programme. The experience will be used in future ICT literacy programmes to better target the needs of specific (vulnerable) audiences.

Further replication potential at the national level: It is currently planned to also use the CTLCs as training centres for the delivery of the HP Micro Accelerated Programme (MAP) aimed at providing ICT access to micro enterprises and helping microentrepreneurs gain awareness and confidence on their use in business applications. The initiative is an integral part of the MIIT's strategic goal of developing the Maltese information society and economy.

## CTSP UNLIMITED POTENTIAL (COMMUNITY TECHNOLOGY SKILLS PROGRAM) MICROSOFT EUROPE

<b>COUNTRY</b>	Europe-wide
<b>FOCUS OF INITIATIVE</b>	Basic digital literacy
<b>URL</b>	<a href="http://www.microsoft.com/about/corporatecitizenship/citizenship/giving/programs/up/default.msp">www.microsoft.com/about/corporatecitizenship/citizenship/giving/programs/up/default.msp</a>

### ABSTRACT

Microsoft Community Technology Skills is a global community based learning programme to enhance the IT skills and provide economic opportunities for young people and adults. Focusing on working through community technology learning centres (CTLCs) to bring the benefits of information and communication technology to communities underserved by technology, CTSP supports projects that create opportunities to transform communities, strengthen local economies and help people realise their potential. The programme aims to help those new to the work force and people who are re-entering the work force (immigrants, senior citizens, disabled people and other groups). Microsoft cooperates in this programme with a variety of community-based non-for-profit organisations that focus on work force development and IT skills training. Many of these organisations are community technology centres (CTCs) or telecentres, funded and supported by local businesses and government programmes.

The project has provided access to technology and training to over 800,000 people in EU countries since 2003; since 2003 the company has granted \$ 15,000,000 (€ 10,100,000) to 140 NGO partners covering 7,000 CTLCs. It has donated software in the range of \$ 33,600,000 (€ 22,600,000) to approximately 940 organisations.

The following are some of the project's achievements:

- As many as 200,000 socially disadvantaged Austrian women live in poverty and are unlikely to be able to afford a computer or learn basic technology skills.
- The project, led by Interface 3, provided 4,500 people in Belgium with IT skills training in 2007.
- The Bulgarian project builds upon the successful training of more than 30,000 people in basic technology skills and English.
- In Croatia the project aims to train 6,000 people, benefit another 3,800 through access and technology training, and incorporate 36 NGOs as active participants in the network.
- In Malta this project works through a network of 10 centers, each focused on a particular target population that includes the disabled, women, youth, the elderly, and the unemployed. In the next year, approximately 3,000 people will receive training or will otherwise benefit from the services offered by the CEO network centers.
- In Poland over the project's first year, more than 45,000 people will have completed training and an estimated 450,000 people will otherwise benefit through access to the platform and technology.
- The Slovenian project seeks to train more than 3,500 people in three years, including unemployed youth, senior citizens, people with disabilities, immigrants from former Yugoslav republics, and the Roma.

## CYBERHUS

COUNTRY	Denmark
FOCUS OF INITIATIVE	eAccessibility
URL	<a href="http://www.cyberhus.dk/">http://www.cyberhus.dk/</a>

### ABSTRACT

Cyberhus is a Danish charity and online meeting place with currently 17,000 unique visitors every month. Cyberhus is particularly keen to reach out to less-privileged children in need of help and guidance from trustworthy adults.

Cyberhus (English: "Cyberhouse") was founded in 2004 by Mrs Anni Marquard as a partner charity under the 100-year-old youth charity, Ungdommens Vel ('Youth Welfare'). Four years on, Cyberhus is now a popular youth site offering a wide range of activities for children and teens. At Cyberhus young people can get advice from trained counsellors through the anonymous chat counselling service. Browsing the website one will see that Cyberhus consists of virtual rooms. Each room has a different theme – music, art, IT, beauty and fashion. In each room kids can express themselves creatively, write reviews, post messages in discussion forums, get peer-to-peer support through various discussion boards, ask questions related to teen life and get advice from our twelve skilled advisers and much more.

#### Mission:

"Starting from a voluntary and non-commercial work, it is Cyberhus' mission to renew the way we meet and enter into dialogue with children and teens. This happens through innovative uses of internet-based counselling and activities which advise, involve and develop the children and teens on their own terms. This is done in accordance with our values: Trust, respect and broadness."

#### Vision:

"Cyberhouse wishes to be the preferred virtual and socio-pedagogical meeting place for at-risk children and teens in Denmark."

#### Impact:

3,100 exposed children and teens to date have been helped by our counsellors via the chat counselling service. The children are guaranteed full anonymity and discretion. Therefore only the basic data of each counselling session (i.e. time, date, age, gender, subject) is registered and saved in a database. The counsellors use these data for statistical purposes. In that way they can monitor the number of conversations within any time frame they wish, create cross-statistics and get a useful overview of different problem areas as well as gender and age spread, etc.

So far 2,500 children and teenagers throughout Denmark have been actively involved in e-related activities via school visits, workshops and street events hosted by Cyberhus. Each school visit and workshop is registered for the purpose of keeping a statistical overview of the increasing number of visits and workshops.

## DANISH DIGITAL LIBRARY SERVICE FOR THE BLIND

COUNTRY	Denmark
FOCUS OF INITIATIVE	Learning through ICT
URL	<a href="http://www.dbb.dk">www.dbb.dk</a>

### ABSTRACT

The Danish National Library for The Blind (DBB) provides a digital library service for the visually impaired and dyslexic in the form of eBooks, digital talking books (DTB) and Braille materials. The process from when library users order material via the E17 Internet portal ([www.e17.dk](http://www.e17.dk)) to the production of the media (CD or Braille paper - eBooks are downloaded instantly) is fully automated and the material arrives at the designated address within a day or two. This 24/7 service allows for the speedy delivery of library material that enables users equal access to information and, hence, social inclusion.

The digital library services of the DBB are continually being developed to accommodate user needs and predicted user needs. The services have a lasting positive social and financial effect.

The DBB efforts are widely recognised, not just among its own users but also among other libraries for the blind. In 2006 the DBB was awarded a prize from the Danish Union of Dyslexic and in 2007 the DBB won the Danish Innovation Cup for public organisations.

To bring the digital library service to the users, the DBB has initiated a change in the Danish copyright legislation and made an agreement with Danish copyright holders to allow the direct distribution of materials instead of conventional library lending. Thus, the users can keep the ordered material as long as they want or destroy and discard it. In return, the DBB is obligated to insert watermarks in the distributed digital audio books linking the copy to the user who ordered it and thus providing traceability should the material be distributed unauthorised to third party. Watermarking-applications for audio consisting only of speech (which has a more narrow dynamical range than music) were not readily available but the DBB collaborated with a US-based private company who ended up providing a very satisfactory and unique solution. Accordingly, the DBB can now distribute digital content to any registered user or sister-library.

To minimise costs for the automated digital distribution flow, the DBB collaborated with Post Danmark, the main Danish postal services, in developing a system where the CDs containing digital audio books are sorted into bins of postal codes in return for not having to make the CDs face a certain way in the envelopes in which they are sent. This saved the DBB a very expensive packaging robot and eased the manual part of the sorting for Post Danmark. This new way of sorting the materials also helps Post Danmark to reduce employees' industrial injuries.

The costs of distributing information to the users with special needs are defrayed by the tax payers. Thus the initiative to digitise the library service and replace a book in two big boxes of cassette tapes with one small CD has financial ramification on a larger scale.

The scalability of the DBB systems means that it is possible to accept persons with dyslexia among the users. The systems are also flexible as they are built in modules and easily can be transformed to new ways of distributing, e.g. via the internet at low cost. Thus, the investment in the digitisation is future-oriented and will have lasting effects.

## DE WEGWIEZER: DIGITAL COUNTER — AA EN HUNZE WANTS TO CONNECT! VIRTUAL BRINK PROJECT

COUNTRY	The Netherlands
FOCUS OF INITIATIVE	Community building
URL	<a href="http://www.aaenhunze.nl">http://www.aaenhunze.nl</a>

### ABSTRACT

The broadband project of the municipality of Aa en Hunze in the interest of better well-being. This public-private project is founded in the province of Drenthe in cooperation with Foundation Well-being Aa en Hunze and Nederland Breedbandland, which is a platform for the use of broadband. The project starts with creating a digital meeting point, called De Wegwiezer. This is a meeting point for everybody. By having a Wegwiezer we bring back physical services, but it is not enough. Rural services disappear, but virtual options exist to ensure services are within reach of people.

Mutual goal is to fortify the social infrastructure and therefore the vitality of the countryside and the well-being of its inhabitants through better and smarter use of broadband, starting in Aa en Hunze. Ensuring the provision of services, such as education, social care and municipal services. This has led to three projects:

- Virtual counter at the Wegwiezers for Town Hall, Bank, Chamber of Commerce, Points of Care, Social services.
- Homecare project: Obtain access to all sorts of rural services in the province of Drenthe, encourage and maintain social contacts by using video-conferencing
- School: as a centre of local community, better education by new methods, more social contact between pupils and the local community, improve day care before and after school hours.

Some key facts:

- Homecare and welfare services made available on line
- Social contacts through video communications
- Integrate with the building of new houses
- At the end of 2008: 300 broadband connections

## DEGREE IN “REHABILITATION ENGINEERING AND ACCESSIBILITY”, UNIVERSITY OF TRAS-OS-MONTES E ALTO DOURO (UTAD)

COUNTRY	Portugal
FOCUS OF INITIATIVE	Skill-building for employability
URL	<a href="http://www.utad.pt/pt/ensino_formacao/1ciclo/acent/engenharia_reabilitacao/index.html">www.utad.pt/pt/ensino_formacao/1ciclo/acent/engenharia_reabilitacao/index.html</a>

### ABSTRACT

UTAD launched in the academic year 2007/8 what is believed to be the first Bachelor degree course in Rehabilitation Engineering in Europe, according to the 1st cycle of the Bologna model, over six semesters and 180 ECTS. The aim of this course is to train skilled technicians able to use ICT to increase quality of life of people with special needs (handicapped people, the elderly and people suffering long-term handicapping illness) in areas such as access to technology and services, education, employment, health, functional rehabilitation, mobility and transportation, independent living, leisure. The course addresses the need for professionals in a specific domain, as identified in the “National Programme for the Participation of Citizens with Special Needs in the Information Society” and in the “National Plan to promote Accessibility”, launched in 2003 and 2006, respectively.

The aim of this programme is to train skilled technicians able to use ICT to increase the quality of life of people with special needs (i.e. people with disabilities, the elderly and people suffering from long-term illnesses) in areas such as access to technology and services, education, employment, health, functional rehabilitation, mobility and transportation, independent living, and leisure. The course addresses the need for professionals in a specific domain. It provides courses of national interest in areas where the labour market is not yet exhausted. The programme is an example of the way innovation can be applied to higher education by adapting curricula to best address the economic and demographic challenges we are facing at present.

## DEMENTIA CARE - WEST LOTHIAN COUNCIL

COUNTRY	UK
FOCUS OF INITIATIVE	Ageing-well services
URL	<a href="http://www.tunstallgroup.com/home.aspx">http://www.tunstallgroup.com/home.aspx</a>

### ABSTRACT

The incredible new possibilities that technology has opened up in the field of monitoring the elderly from home are well illustrated by the Dementia Care project implemented by the West Lothian Council, in Scotland. It is estimated that over 750,000 people in the UK are currently affected by dementia, a figure that is doomed to rise in forthcoming years thus setting new challenges for the healthcare system. 1 in 20 people above 65 years of age, 1 in 5 over 80 and 1 in 3 over 90 live with dementia. Two thirds of people with dementia live in the community, while one third live in a care home. 40% of people with dementia experience walking about as a problem. The financial cost of dementia to the UK is over £17 billion a year

Dementia is a progressive illness that breaks down the structure and chemistry of the brain over time. It can affect a person's ability to remember, understand and communicate and can be devastating for a persons family, friends and carers. Technology has a key role to play in facilitating the shift from traditional models of care, to supporting people with dementia in a way that promotes independence and enables them to stay in familiar home environments, for as long as possible. As 40% of people with dementia are prone to walking about, Tunstall's property exit sensor provides an early warning by alerting the response centre or designated carer, that the person has left their home and not returned within a predetermined time period. Tunstall's bed occupancy sensor can be programmed to switch on the lights on the way to the bathroom if a person gets out of bed, helping them to find their way there and back more easily. Tunstall's range of telecare sensors monitors risks, hazards and environmental conditions, such as smoke, floods, extremes of temperature, CO and natural gas, triggering a call to the Response Centre or designated carer if assistance is required.

Mrs McDermid suffers from Alzheimer's Disease and because, her husband is increasingly frail and has both visual and hearing impairments, the couple would no longer be able to live independently in their home, if it was not for the new monitoring system installed in their house as part of the project. The monitoring system has now been installed for two and a half years, which includes a bed occupancy sensor, a smoke detector, a wandering client sensor, a flood detector, a temperature extremes sensor that work in conjunction with a Lifeline 4000 home unit to raise an alert to the West Lothian Careline as soon as any problems occur. The system had allowed the McDermids to avoid problems they faced previously, such as Mrs. McDermid's night wandering that required the police intervention, accidental fires and floods due to improper use of house appliances, and fear of intruders and burglars; additionally, it has helped their relatives who used to often have to rush to the McDermids' house to make sure they were safe.

Implementation of the system may seem costly seeing as the cost of a technology package such as the one installed at the McDermid's home ranges from £600 to £1,200. However, the cost of two places in a retirement home for an equivalent period of time would be approximately £91,000 (£350 per week), which shows the staggering cost savings achieved through the Dementia Care system (this applies even taking account of the additional cost of ongoing care team support and monitoring costs).

## DEUTSCHE GESELLSCHAFT ZUR FÖRDERUNG DER GEHÖRLOSEN UND SCHWERHÖRIGEN E.V.(GERMAN ALLIANCE FOR DEAF AND HARD OF HEARING PEOPLE)

COUNTRY	Germany
FOCUS OF INITIATIVE	eAccessibility
URL	n/a

### ABSTRACT

Since April 2005 the Deutsche Gesellschaft zur Förderung der Gehörlosen und Schwerhörigen e.V. (German Alliance for deaf and hard of hearing people) and the Deutsche Telekom AG have proceeded together to realize the Projekt TeSS. The object of this cooperation is to set up a Relay-Service for deaf or hard of hearing people which operates nation-wide. TeSS offers two Relay-Services:

- The Videorelay-Service "T-Sign" offers deaf people or people who are nearly deaf but have competences in sign language a mediation in German Sign Language. Via PC and Webcam a sign-language interpreter could be reached. This interpreter connects the demanded (hearing) partner for communication and makes the translation of the talk between sign language and spoken language.
- The Textrelay-Service "T-Script" offers hard of hearing and deaf people a written mediation. Via Scriptphone or PC a script-translator at TScript could be reached. This interpreter connects the demanded (hearing) partner and makes the translation from script to spoken language and conversely. Hearing people can call both Services to contact deaf or hard of hearing people. The project is limited in time to the end of 2009. But the overarching goal is to build up a permanent Relay-Service which will work independently after 2009.

## DIGID@K, PUBLIC ICT LEARNING ENVIRONMENTS

COUNTRY	Belgium
FOCUS OF INITIATIVE	Basic digital literacy
URL	<a href="http://www.digidak.be">www.digidak.be</a>

### ABSTRACT

The main goal of this project is to provide tools and advice to those groups of people not yet disposing of ICT basic skills. By creating innovative basic ICT learning environments within functioning organisations, associations and neighbourhoods we want to lower the threshold for people to access new media. Hereby we especially focus on reaching those groups described as victims of the digital divide. As the local project proved to be a working formula, in cooperation with other organisations we have expanded the project to the provinces of Limburg and Vlaams Brabant.

The following results are achieved:

- 14 Digid@ks in the provinces of Antwerp, Limburg and Vlaams Brabant
- more then 4000 people reached as visitor or participants in initiation sessions
- 70% of participants in the employment project was able to find a job in the regular labour market.

More important then numbers and statistics (which can be found in a numbers report published on the website: [www.digidak.be](http://www.digidak.be)) are the stories we hear from our participants.

Because of Digid@k they are able to start computer lessons elsewhere. Thresholds are really lowered because of our specified approach. Grandparents are now able to mail and chat with children and grandchildren who live far away. Jobseekers are able to use our infrastructure for finding job openings, for typing application letters and cv's, people learning ICT have now a place where they can ask all their specific questions without having to register for a full course.

People who can not afford to buy their own computer or internet have now a place where they can use all these facilities. They are no longer excluded from the developing digital society.

## DIGITAL COMMUNITIES PROGRAMME

COUNTRY	Ireland
FOCUS OF INITIATIVE	Community building
URL	<a href="http://www.dit.ie/DIT/communitylinks/digital_community">www.dit.ie/DIT/communitylinks/digital_community</a>

### ABSTRACT

Established since 2003 and ongoing the programme has clearly focused goals: community cohesion through active involvement. The Digital Communities programme is a joint initiative of the Dublin Institute of Technology (DIT) and Hewlett Packard, who with government and private sector partners, provide community ICT centres and training programmes in nineteen inner-city Dublin flat complexes. It is part of a broader Community Links programme, operating in communities with a high level of persistent educational disadvantage. These projects aim to break the cycle of deprivation in families and communities where the rate of long term unemployment is the highest in Ireland and retention rates in education are the lowest. Pockets of the inner city have 80% unemployment and have families in which two and three generations have never worked. There is little tradition of education. Nearly half of the adults living in the Dublin Inner City Partnership area left school at fifteen. Community Links projects specifically challenge the dependency culture which has developed as a result of economic, educational and social disadvantage, and an ethos where people feel helpless, lack self-esteem and have very low aspirations for themselves and their children. The programme has been running successfully for four years, supported by its schools programme DISC (Dublin Inner City Schools Computerisation project).

The programme is a good example of:

- ‘bottom up’ initiatives involving community-based approaches that support active citizenship and try to build social capital. It supports 42 inner city schools, with 7,000 students. Evaluation results show positive outcomes at individual level, e.g. participation in learning, as well as at community level, e.g. enhancing social capital.
- An innovative community-based model which is part of the wider Community Links Programme. It involves schools, ICT and after school programmes, third level access programmes, music and community arts programmes. The programme has recently expanded to Belarus.
- Strong partnership: One of the most successful aspects of the project is its broad partner and sponsor base. The partnership includes the University, Hewlett Packard, government and private sector partners, and the National Council for Technology in Education. The programme has a high profile within central government and significant policy impact.

## DONATION OF IT PRODUCTS FOR NGOS

COUNTRY	Spain
FOCUS OF INITIATIVE	Tax relief & incentives for affordability
URL	<a href="http://www.proyectodono.org">www.proyectodono.org</a>

### ABSTRACT

DONO is a distribution program of IT products for the Third Sector: NGOs, Foundations and Non Profit Organizations in general, thanks to the Social Responsibility of companies like Microsoft and Cisco, and more that will be added in the short term. DONO is part of the Techsoup Global Project, launched in USA in 2002, by which the donor companies donate their technological products to NPOs all over the world. The NGO Techsoup manages the global program and works in association with a network of partners in each country.

The NPS or Third Sector is a thriving reality in our country due to the number of organizations and their activity volume. Nowadays it represents the 6% of the Spanish GDP, with more than 500.000 people working on the different organizations, contributing to the creation of the social capital.

Spanish citizens are deeply involved in the activities of the NPS. According to the figures from the Sociological Investigation Centre (CIS) in Spain:

- 42% of people over 18 are members of an NPO (about 15M people);
- 23 % make some periodic or occasional donation, apart from the membership fees (8M people);
- 16 % make some kind of unpaid work as volunteers for these organizations (6M people).

In most of the cases, the aids that NPO receive are focused on hardware, that's the reason why "Proyecto DONO" has covered one of the professional aspects more often forgotten: the software. This program has allowed NPOs to access the state of the art programs, resolving the deficiencies that NPOs dragged when they used free software and making much more simple and effective our daily work. All this, together with the availability and flexibility that NPOs have obtained from Technosite (DONO) and Microsoft, make them pleased with this initiative.

## DUNDEE SMOKING FOR CASH SCHEME (OFFICIAL TITLE NOT YET ANNOUNCED)

COUNTRY	UK
FOCUS OF INITIATIVE	Healthcare services
URL	n/a

### ABSTRACT

Participants in the new scheme in Dundee will receive the money on an electronic card which they can redeem in their local supermarket for fresh food and groceries - but not alcohol and cigarettes.

NHS Tayside hopes the £500,000 pilot scheme will help 900 people in Dundee stop smoking over the next two years.

Those taking part will receive nicotine replacement therapy through their local pharmacy, where they will have to do a weekly carbon monoxide breath test to prove they are still smoke-free.

Participants in a 12-week scheme will be given £12.50 a week by NHS Tayside if a carbon monoxide breath test proves they have not been smoking. The money will be credited onto an electronic card which cannot be used for cigarettes or alcohol. The scheme is similar to a project used by the trust to encourage pregnant women to give up smoking.

They will also receive social support from Dundee Healthy Living Initiative where they can access smoking cessation support, physical activities and other lifestyle advice and support.

This new incentive scheme follows the success of the Give it up for Baby initiative in Tayside, which encourages and supports pregnant smokers to give up cigarettes.

Paul Ballard, Deputy Director of Public Health at NHS Tayside, said: "Currently there are 36,000 smokers in Dundee, half of whom live in poverty.

"Although current smoking cessation services are working well, because of the complexities of poverty and health we know we need to do more to tackle this.

"It fits with our anticipatory care approach to health which really seeks to influence a person's health before they become seriously ill.

"If this initiative means that people who would otherwise have carried on smoking and developed a heart condition or cancer decide to quit, then we will be delighted that we are helping to deliver a change in the health of those who need it most."

The health board aims to recruit 1800 people for the pilot, and hopes to persuade half the participants to quit smoking for good.

If the scheme is successful, it could be rolled out across Scotland.

## EACCESSIBILITY NATIONAL POLICY INITIATIVE NATIONAL IT- AND TELECOM AGENCY

COUNTRY	Denmark
FOCUS OF INITIATIVE	eAccessibility
URL	<a href="http://www.oio.dk">www.oio.dk</a>

### ABSTRACT

Digitalisér.dk is the new common entrance to public IT architecture and open standards for all public authorities and suppliers as well as others wanting to participate in developing Digital Denmark. The literal translation is Digitize.dk. It is a repository for any sort of digital object promoting digital services and interoperability and in turn visions of a common public digitisation.

Digitalisér.dk is a venue that provides an uncomplicated basis for debating common public digitisation by using intuitive web based interaction rather than formal processes. Because business requirements form the basis for Digitalisér.dk there is only one search field for standards, IT architectural documents, services and participating organisations.

The user interface is not available in English at the moment, but the Danish National IT and Telecom Agency invites partnerships, participation and usage. This release of Digitalisér.dk is a beta version. Version 1 is expected in the spring 2009. Digitalisér.dk is built upon the open source components Fedora, Umbraco and NemHandel. The source code will be accessible in full as open source on Softwarebørsen.

Digitalisér.dk is established and maintained by the Danish National IT and Telecom Agency.

Given the major obstacles still existing for eAccessibility on public websites a number of initiatives were launched to improve eAccessibility on public websites:

- WCAG (Web Content Accessibility Guidelines) guidelines: as of January 2008, it is mandatory to use the WCAG guidelines for all public websites;
- Open standards: Comply - or explain: The use of open standards is mandatory for software in the public sector, including web accessibility recommendations. This is an obligation to explain non-compliance with the recommendations;
- The mandatory use of open standards is an important policy and part of a government top-down agreement with the local authorities.

Annual benchmark of web accessibility on public websites: From 2008 onwards an annual benchmark will evaluate all public websites according to WCAG AA. Results will be published on the Internet.

## E@SYCONNECTS

<b>COUNTRY</b>	UK
<b>FOCUS OF INITIATIVE</b>	Broadband coverage
<b>URL</b>	<a href="http://www.easyconnects.org.uk">www.easyconnects.org.uk</a>

### ABSTRACT

e@SY Connects was introduced in South Yorkshire (UK) in response to the need to ensure all citizens have equal access to citizen information and services to ensure they were not socially excluded. e@SY Connects delivers true citizen-centered services, services that include rather than exclude people, successfully exploiting new and innovative channels such as mobile telephones, interactive television (DiTV) and kiosks. The project simultaneously reduces the demands upon service providers (public, private and voluntary sector) enabling tangible benefits to be realised by both the citizens who use the services and the partners who collaborate to offer these new services.

#### Impact highlights:

- Lower set-up costs have been achieved through shared licenses, products being developed once and shared many times. Partners have been able to develop services that they could not afford and share reusable components e.g. an appointment booking module, a real-time air quality plug-in module.
- Collective procurement economies e.g. search engine software acquired for partners at 12% of the original cost by buying as a partnership (partners could not afford to buy this software individually). A DiTV license was procured for a group of partners for a total of £60k instead of the individually procured licenses that would have totaled £250k.
- Front-line Service economies e.g. one doctor's surgery using the e@SY developed doctor appointment booking system has seen its average of missed appointment fall from 13% to less than ½ % for those appointments booked online. To put this in context, the NHS loses £180m per year through missed doctors appointments, with each appointment costs approximately £18. One surgery now accepts 44% of its bookings online massively increasing efficiency and freeing resource, not to mention 24/7 convenience for patients using the service. The service has been so successful that it is now being rolled out nationally and e@SY has been asked to supply a national Repeat Prescriptions Service.
- Services that have made a difference to many peoples lives and which have included them in the digital age. Greater accessibility and convenience for clients without prohibitive costs. For example, on cable networks there is no additional cost at all and interactive services can be accessed 24/7. The elderly and infirm do not need to leave their homes. As another example, people seeking jobs request a callback at a time that suits them - the JobCentre pays for the telephone call, searches for jobs, fills in the application and arranges transport for any suitable interview (a complete service) at no cost to the job seeker. These are just a few examples. The Jobs Hotline service also achieved a 10-fold increase in take-up.

## EINCLUSION@SCHOOL ITALY

<b>COUNTRY</b>	Italy
<b>FOCUS OF INITIATIVE</b>	Learning through ICT
<b>URL</b>	<a href="http://www.pubblica.istruzione.it/dgstudente/disabilita/e_inclusion/presentazione.shtml">http://www.pubblica.istruzione.it/dgstudente/disabilita/e_inclusion/presentazione.shtml</a>

### ABSTRACT

The E-Inclusion project aims to support, through the use of new technologies, the integration and inclusion of disadvantaged Italian students, focusing especially on disable ones. The main objectives of the project are: reducing the phenomenon of abandoning school among the disadvantaged students; promoting and supporting the awareness towards the “assisted technologies” (tools that allows to overcome conditions of disadvantage and access to information and services offered by ICT); defining a methodology in the implementation of educational projects that use technology; optimizing the implementation and utilization of special tools, making the schools financed by the project to loan (for free) these tools to other schools either to the local supporting centres created by the Ministry of Education as part of the “New technologies and disability”; making “portable” the best practices, as an important tool for the entire school community.

The “E-Inclusion project” adopts a bottom-up approach: an open call was launch in January 2006 to select and finance best projects presented by individual schools suitable to achieve the above described objectives. The maximum budget for project was set to 20,000 Euros.

110 projects have been financed among more than 1800 candidates for a total of more than 2,000,000 Euros. A monitoring initiatives has been launched in September 2008 in order to identify best practices among the selected projects and define guidelines for future initiatives, shifting to a top-down approach.

## **ECDL FOR UNEMPLOYED CITIZENS OF ZAGREB COUNTY**

<b>COUNTRY</b>	Croatia
<b>FOCUS OF INITIATIVE</b>	Basic digital literacy
<b>URL</b>	<a href="http://www.mreza.com.hr">www.mreza.com.hr</a>

### **ABSTRACT**

The programme provides a training hall available to all project participants which is situated in the space provided by Mreza NGO where participants who are actively engaged in the project are provided with the opportunity to train skills in using a computer while being under supervision of ECDL certified experts who are available to help, explain and clarify questions.

The project has been under way since July of 2003. The direct beneficiaries are unemployed citizens of Zagreb County and the projects purpose is Information Technology training according to the ECDL START programme with the aim to increasing the chances for employment. The project is co-financed by the City of Zagreb meeting 50% of the expenses and the results are exceptionally good; till August 2007.

The Croatian Employment Service provides feedback in regards to how many project participants have found employment after successfully completing the programme. 2000 beneficiaries completed the project, of which 44% found employment due to gained knowledge and internationally recognized diploma. The project also has certain side-effects on the beneficiaries: moving out of social isolation, the unemployed increase of optimism and self-respect and motivation for further work on self-improvement.

First workshop with UNDP (United Nations Development Projects) in having the economic sector participate with activities in the local community trough workshops for beneficiaries of the project. The workshop was conceived as a means to provide knowledge of how to format a winning job application and CV along with giving an excellent performance during a job interview. The workshop was attended by employees and experts of respected firms who participate in processes regarding recruitment of new staff. The candidates' (project beneficiaries) applications and CVs were evaluated and than suggestions were made on alterations to make them more appealing to potential employers, followed by a simulated interview. The beneficiaries were made aware of the impressions they left and provided with constructive criticism as well as information how to format their CVs with the application and how to conduct themselves on the Interview.

## EEE (EASY-(E)-SPACE)

COUNTRY	Belgium
FOCUS OF INITIATIVE	Public access points availability
URL	<a href="http://www.easyespace.be">www.easyespace.be</a>

### ABSTRACT

This low cost solution helps small not-for-profit organisations to switch to non-proprietary software, sustainable hardware and accessible data and archive management. At the same time people depending for example on welfare organisations (often socially disadvantaged groups such as unemployed persons) are introduced to the information society and can acquire basic e-skills at these Easy-(e)-spaceE centres.

Experiences with open source software and open networks in small-scale organisations are still not widely available but have great potential for replication. Manuals etc. should be made available in different languages. Easy-(e)-spaceE has the technical know-how, and can share experience on various issues such as how to get enough second hand PCs and screens, a team of technicians, a dedicated website, help desk, means of transport, and good trainers.

The Easy-(e)-spaceE project installs a computer network of five PCs and a server for civil society and public welfare organisations in Belgium. All materials (except the server) are second hand and refurbished. The software environment is open source (Edubuntu). This makes Easy-(e)-spaceE an eco-friendly, non-expensive solution. Belgium boasts 580 public social welfare centres. The only real expense these centres have to make when starting with Easy-(e)-spaceE is to hire a person (often through a subsidised contract) that will be responsible for the good use of the network within the respective centre.

The approach has proven to be successful. The project has been in operation since January 2005 and since then its system and configuration have been implemented in 80 centres. In the coming years many more will follow. The organisation's website displays very positive evaluations from the users.

The Belgian Ministry of Social Integration supported Oxfam's initiative to install such networks in several social centres. Following evidence on the success of the initiative additional funding was granted. The total budget for the 80 centres so far amounts to € 800,000.

## E-HUNGARY PROJECT

COUNTRY	Hungary
FOCUS OF INITIATIVE	Public access points availability
URL	<a href="http://www.emagyarorszag.hu">www.emagyarorszag.hu</a>

### ABSTRACT

The target group of the eHungary Project of the Hungarian Ministry of Economy and Transport are citizens living in underdeveloped regions and the members of lower social classes for whom the only way to be able to compete on the various fields of life is to have access to well-working community access points. The eHungary Program addresses this problem with the introduction of the eCounsellor network – a service through which professionals provide assistance for citizens in the effective usage of electronic information, services and knowledge. The eHungary points thus will become the servers of communities through personalized assistance. eHungary points not only provide governmental services but will also facilitate the usage of civil society and business-related eServices. One of the main goals of the Program is to decrease the digital divide of disadvantaged groups, to assist underdeveloped communities, and to strengthen the economic competitiveness of underdeveloped regions.

Based on the pilot operation of the eHungary Program 1.0. it has become clear that there is an acute need for the actual development of the program, since it proved that tools without knowledge on their use do not reach the target groups. Therefore, 2007 was the year of development, innovation, and the introduction of additional services for the eHungary Program. This started with the initiation of the eHungary Program 2.0

The main goals of this second stage are the following:

- Narrowing the digital divide
- Equal opportunities in the information society
- Assist underdeveloped communities and marginalised groups
- Strengthen the economic competitiveness of underdeveloped regions

The three pillars of these plans are:

- Reformed governance through eGovernance,
- Personalised assistance through the creation of the eCounsellor Network, and
- The insurance of integrated and quality-ensured eServices through the eHungary Center and eHungary Portal.

With the successful operation of the Program approximately 1 million citizens will receive basic digital training in five years. These achievements will help to significantly reduce digital illiteracy and thus help narrow the Digital Divide. The Program ensures that eInclusion and equal opportunities in the Information Society will become a reality in Hungary as well.

## ENABLE IRELAND - NATIONAL ASSISTIVE TRAINING ORGANISATION

COUNTRY	Ireland
FOCUS OF INITIATIVE	Healthcare services
URL	<a href="http://www.enableireland.ie/">http://www.enableireland.ie/</a>

### ABSTRACT

Founded in 1948, Enable Ireland provides services for 3,500 children and adults. We support people with disabilities and their families in 14 regional locations.

Our services for children and their families cover all aspects of a child's physical, educational, and social development from early infancy through adolescence.

For adults we offer a range of services covering personal development, independent living, employment, and social and leisure activities.

We have a nationwide chain of retail shops selling clothes, books and bric-a-brac. Proceeds go directly to Enable Ireland, improving the services we provide. Funds raised help build a future for our services - essentials like new and improved services centres, pre-school equipment, assistive technology, outdoor play areas and hydrotherapy treatment pools.

The demand for our services continues to increase throughout Ireland. We have set ourselves the challenging goal of meeting these needs by providing a full range of high quality services, and expanding into local communities. Referrals to our service can be made in a variety of ways; through local hospitals, G.Ps or Health Boards.

2,580 children attended Enable Ireland services in 2007 and an additional 961 children were supported through services provided in partnership with other agencies.

Our team based approach and ethos ensured that 100% of children who were admitted to a service received a team based approach to service delivery, where appropriate. In addition all children's service areas now have national induction and administration in place to support a team based approach.

85% of children in our services had an individual plan in place based on our person-centred planning approach and 67% have had a formal review in the past year.

All children's service areas provided information on local services to children and their families and followed a partnership approach to service delivery. 100% of service areas did this through parent meetings and 90% also followed up with newsletters and web based information.

We are committed to listen to and understand individual family needs. Summer activities were the most popular service offered and by the end of 2007, 25% of children availed of this service.

Access to specialist skills support and training continued and 91% of service areas provided local skills advice and assessment. In these areas, 70% of service users had access to local skills advice and assessment of Assistive Technology needs and 53% had received AT training in the past 12 months.

Our commitment to adhere to best practice and relevant legislation/statutory standards was reflected in 100% of children's service areas having relevant training plans in place for staff. Mandatory child protection training is in place.

## EOL (EVERYBODYONLINE)

<b>COUNTRY</b>	UK
<b>FOCUS OF INITIATIVE</b>	Public access points availability Skill-building for employability Job search services
<b>URL</b>	<a href="http://www.citizensonline.org.uk/everybody_online">www.citizensonline.org.uk/everybody_online</a>

### ABSTRACT

The EOL is designed to help communities and individuals in disadvantaged areas across the UK to engage with digital technology. Each EOL project has been individually designed to meet the specific needs of the local community it serves, targeting specific geographical areas as well as groups such as older citizens, the homeless community and disabled people. Once an area has been identified as being disadvantaged and having low levels of Internet connectivity, a locally based project officer is employed to work full time in that area to promote digital inclusion. The project officer's role is to foster a network of community based, public Internet access points and to develop learning programmes with partner organisations and volunteers.

There have been many positives results for EverybodyOnline this year, with the opening of four new projects and the conclusion of our first year in Northern Ireland programme. Our key highlights show that EverybodyOnline has:

- Worked with over 700 partner organisations with just over 300 engaging in the project for the first time;
- Held almost 1,700 EverybodyOnline training or partner events;
- Participated in, and supported bids to bring in over £1.5m into local communities to improve access skills or other benefits to community based projects;
- Developed local volunteer networks to bring in over 150 new volunteers during the last 12 months;
- Over 12,000 attendances; people attended at least 2 sessions or events where there was the opportunity to try out new technology;
- 3,300 people have experienced the Internet for the first time,
- Helped 5,800 people to improve their skills, and helped 75 people into employment saving an estimated £670,000 in state benefits (NEF, 2004);
- Promoted current projects through YouTube, with promotional videos being viewed over 2,000 times; developed innovative projects in arts, music, and multimedia to engage people of all ages and abilities in ICT, using the things that matter to them

The project has involved 600 partners, 78 volunteers, and a total of 835 ICT sessions. There was a 9% increase in people using the Internet against an Office of National Statistics (ONS) decrease of 3%. EOL works to introduce older people to digital technology and achieves results. One project area alone recorded a 20% increase in Internet usage among older people compared to the national average of just 6% recorded by ONS. The project estimates that for every £1 invested, £3.30 have been generated for society, based on people back into employment alone.

The project maintains a website (<http://www.everybodyonline.org.uk>) to meet both W3C and Bobby (a software tool) requirements for accessibility. This has resulted in a 50% increase in web traffic, ensuring that more people than ever before can learn about the programme.

## ERUDIS

COUNTRY	Czech Republic
FOCUS OF INITIATIVE	Learning through ICT
URL	<a href="http://www.erudis.com/en/home">http://www.erudis.com/en/home</a>

### ABSTRACT

Erudis specialize in high quality services covering bussines process modelling, software engineering and Java technologies. They provide trainings, consulting in our area of expertise, we also offer tools supporting IT projects and their deployment.

Erudis is a reliable, professional and effcient team which is higly engaged and motivated to support their customers. They have extensive experience covering wide range of technologies and methodologies connected with IT projects. They always work with their clients and for their clients, they care for good cooperation, high quality and achievement of common aims.

Mission: Erudis want to provide practical knowladge, efficient solutions and support in IT project, so their customers can reach their business target.

Erudis specialize in supporting IT teams on various stages of the project they are working on. Their aim is to provide cohesive and integrated solution, which consists trainings, specialized tools and consulting.

Their core competences are Java technologies, UML modelling and change management.

Their strength is flexibility. They can provide a complete solution covering software tools and their deployment, trainings and consulting, which are carefully tailored to their client's needs or their customers can pick up only those elements of our offer, which are truly needed and will bring profit for the organization.

## E-SY.INFO

<b>COUNTRY</b>	UK
<b>FOCUS OF INITIATIVE</b>	Learning through ICT
<b>URL</b>	<a href="http://www.e-sy.info">www.e-sy.info</a>

### ABSTRACT

Now in its third year, the South Yorkshire e-Learning Programme, known as e-sy.info is a major investment programme in learning and skills for the population of South Yorkshire. Schools, colleges, public facilities and businesses are all benefiting from a four-year programme which is giving the South Yorkshire economy a competitive boost, by training a workforce equipped for the 21st century knowledge economy.

At the heart of the programme is an ambitious vision to improve economic prosperity. The main emphasis is on developing skills in ICT to give young people, job-seekers and employed staff the means to enhance their employment in the developing digital economy.

The programme is unusual, owing to not only the diversity of the learners involved, but also:

- the scale of the project, working across four local authorities.
- the extended learning route, for primary school through to the workplace and beyond.
- the Virtual Learning Environment, which provides a central point of access for all learners to their online learning and associated activities.
- the focus on integrating ICT skills into mainstream curriculum delivery.
- the ICT provider is contracted to achieve output targets which include learners undertaking e-learning and achieving qualifications.

Key facts:

- 150 schools/educational establishments upgraded to laptops, tablet PC's, wireless networks.
- 370 SME's recruited to improve staff training.
- Help over 30,000 people to access e-learning, use the Internet and gain qualifications in ICT.
- Enable 18,000 people to achieve ICT competency NVQ2 or higher including ECDL (European Computer Driving Licence).
- Enable 14,000 people to gain a qualification.
- Enable 18,000 people to participate in lifelong learning.
- Train over 1,800 people to train others including teachers and training co-ordinators in local businesses.

In 2004, the project was recognised for its excellence in using ICT to support the development of e-learning and was awarded the EC-supported SEEL (Supporting Excellence in e-learning) Quality for e-learning Regions and Cities Award.

## EVIP (E-INCLUSION OF VISUALLY IMPAIRED PEOPLE)

COUNTRY	Slovenia
FOCUS OF INITIATIVE	Basic digital literacy
URL	<a href="http://www.drustvo-informatika.si">www.drustvo-informatika.si</a> <a href="http://www.mdsslj.si">www.mdsslj.si</a>

### ABSTRACT

The project aim is to enable the blind and partially sighted people to be included in every day life activities; to enable or raise competitiveness of younger visually impaired people on the labour market; to enable or to maintain social inclusion of elderly visually impaired people; to improve the quality of the life of blind and partially sighted people. ICT enables visually impaired persons to perform activities they were not able to do before and which are very important for their daily personal and professional lives. For this purpose, they have to be well trained to use ICT. On the other hand, they need to be equipped with special assistive devices and software for training. Four different target groups can be distinguished:

- blind from birth,
- partially sighted from birth,
- blinded adults,
- partially sighted adults.

Visually impaired persons need for their work computers with some additional hardware and software equipment. Totally blind (amaurosis) and those with very small residual sight usually use Braille display and software Jaws which is an interface between ordinary software and Braille display as well as audio guide for the blind. Partially sighted with more residual sight usually need larger (19'' – 21'') monitor and screen reader/magnifier which enables them to write and read.

In Slovenia Zoomtext is most frequently used. All this assistive technology needs good maintenance to be on their disposal. Visually impaired persons usually need more time to familiarize with computer and even more to reach ICT literacy which enables candidates to achieve the e-Citizen Certificate. Each year five blind and 25 partially sighted people obtain an e-Citizen Certificate.

A unified learning standard for blind and partially sighted persons has the potential to be replicated on a larger European scale.

## FIBER OPTIC VALLEY — FIBER OPTIC VALLEY - AN INNOVATION SYSTEM FOR REGIONAL GROWTH

<b>COUNTRY</b>	Sweden
<b>FOCUS OF INITIATIVE</b>	Broadband coverage
<b>URL</b>	n/a

### ABSTRACT

Vinnova is an organization working to make Sweden into the world leader in the development of products and services based on fiber optics. This technology is the foundation for virtually all modern information technology and is a dynamic and rapidly growing industry.

Vinnova's core business is to assist the growth of global and local companies. This is achieved through our unique support in the form of research, training, financing, contacts and business development combined with an equally unique test environment for technical tests and behavioral science studies. Vinnova's vision is to be a fiber optics center of Europe by 2015 and a natural choice of location for any new business in the field. Thousands of new job opportunities will by then have been created in our region and Fiber Optic Valley will be the natural choice of location for any new business in the field.

Vinnova will reach the goals by funding and participating in cutting-edge research projects - national and multilateral - and assist the growth of new and existing businesses through R&D and organizational support processes. As a playmaker in an extensive network, Fiber Optic Valley is building the foundation for an innovative climate for companies to develop ground breaking products and services based on fiber optics and broadband.

Fiber Optic Valley is one of eight innovation systems for regional growth in Sweden, chosen by VINNOVA (The Swedish Governmental Agency for Innovation Systems), and three heavy evaluation groups from society, industry and research in competition with 170 others. Fiber Optic Valley has in seven years become Sweden's single largest venture for R&D, education and training, manufacture and test of the new fiber optic IT infrastructure and thus has the environment needed for development of the new services of the IT society in the region of Mid Sweden with 400 000 inhabitants (< 40 persons/km<sup>2</sup>).

In 2015 high speed broadband will be available to everyone in the region, the income level and the number of startups/capita is above the mean level of Sweden. Those with university education have increased with 50 % and the fraction of employees in high tech industry compared to the whole industry have increased with 50%. The total number of new jobs stimulated by Fiber Optic Valley is several thousand. Firms outside the region will be attracted by our innovation climate, access to skilled work force and a strong development environment. The total growth in number of companies due to moving in and startups is expected to over 100 (30 today). The majority of which will be smaller companies specialising in niche products, most of them e-services.

## FIBRE TO THE HOME STRATEGY (AMSTERDAM)

COUNTRY	The Netherlands
FOCUS OF INITIATIVE	Broadband coverage
URL	<a href="http://www.citynet.nl">www.citynet.nl</a>

### ABSTRACT

On Nov 3, the city of Amsterdam in Netherlands announced it is building its own fiber to the premise infrastructure, and will connect 40,000 homes (10% of the city) with fiber BBned, a division of Telecom Italia will act as a wholesale operator of the network which is open to all service providers who can purchase capacity and offer services on the network .

Fibre to homes infrastructure enables high speed broadband access to 10% of all homes in Amsterdam. The project will connect 40,000 homes (10% of the city) with fiber BBned, a super fast broadband scheme. The shares in the venture are split: the municipality (1/3) plans to participate together with five housing corporations (1/3 of shares) and investors (1/3 of shares).

An economic study evaluates in detail the economic impact of a true broadband network throughout a major urban centre in Australia. Specifically the study examines the impact on the host region, which in this case is the Brisbane and Moreton statistical divisions, as well as for the State of Queensland at large. It also examines the impact for industries within the State.

The analysis factors in a network cost of approximately \$850 million over a four-year construction period. This includes backbone infrastructure costs as well as the hardware, software and installation costs of delivering fibre-to-the-home connectivity. The thrust of the study was to estimate the impacts and assess their value as they work their way through complex, interconnected economies in the region and the State at large. The magnitude and timing of the impacts were found to vary according to the level of competition that will accompany its construction, takeup and use.

The findings of the study suggest that if the network is owned and operated by a vertically integrated retail service provider, there will be substantial benefits for the region, including:

- an increase in output (GRP) for the region. This increase has a net present value (NPV) over 15 years of \$2,640 million; and
- an increase in employment of around 15,000 jobs over 15 years to 2018-19.

The model results also suggest that, similarly to other more traditional forms of infrastructure, the use of a true broadband network will not only benefit people and businesses in the immediate area but will also benefit those further away that rely on services delivered in major cities that become more efficient. The findings suggest that the Queensland economy would benefit in the following ways:

- increase real output or gross state product (GSP) by \$854 million per annum at the end of 15 years (i.e., by 2018-19). The increases in output have a value today (i.e., NPV) of \$4,180 million;
- additional employment equivalent to 1,155 new jobs in the year 2018-19; and increase annual aggregate consumption by around \$499 million in 2018-19. This has a value today of \$2,835 million.
- manufacturing and agriculture and mining will experience an increase in output of over 0.5 per cent, communication services will experience an increase in output of around 0.43 per cent; and

## FIT (FASTRACK TO INFORMATION TECHNOLOGY)

COUNTRY	Ireland
FOCUS OF INITIATIVE	Enhance skill-building for employability
URL	<a href="http://www.fit.ie/">http://www.fit.ie/</a>

### ABSTRACT

FIT (Fastrack to Information Technology) is a unique industry initiative involving major indigenous and international companies (AIB, Alchemy, AOL, Analog Devices, Apple, BT, Creative Labs, CSC, Danone, DELL, Dulux, Eircom, Halifax, HBOS, HP, IBM, ICT Ireland, Liberty, Microsoft, O2, Oracle, Pivotal, Sercom Solutions, Siemens, Skillsoft and Symantec) who are actively committed to the integration of marginalised job seekers into the workforce through the acquisition or marketable ICT skills.

Industry involved in the initiative view its role and strategy as being complementary to existing education and training while providing industry with a unique opportunity to support the effective progression of marginalised job seekers.

To this end all FIT Programmes, which have been developed by industry (currently 24 ICT curricula, covering technical skills and personal / professional development), are run in collaboration with existing education and training provision.

The FIT Initiative targets marginalised job seekers defined as: individuals on the live register, young early school-leavers (under 18), individuals living in the family home who do not qualify for Unemployment Benefit payments, individuals living in households where income is above the means test threshold of Unemployment Assistance, women working in the home for long periods wishing to return to employment, lone-parents, individuals on disability payments, migrant job seekers and other individuals that find themselves distant from the labour market.

In addition to our role of training for employment we are also an active promoter of IT literacy and digital inclusion. Over 2000 people have participated in our digital inclusion initiatives around the country and 900 people have attained our e-Cert award. These programmes, which engage a wider population, encourage and demonstrate the practical benefits of PCs in daily living; build confidence around training and ICTs and thereby encourage participants to progress into FIT ICT training for employment programmes or other educational programmes.

Employers speak highly of the benefit and calibre of FIT employees – highlighting their ability and dedication to the work and their loyalty to the organisation. 87% of companies indicate that they would recommend a FIT graduate to another employer.

In the last 7 years FIT has trained over 5,000 people. With a continuous throughput, qualified graduates are recruited by companies across sectors requiring a variety of quality ICT personnel. Over 75% of FIT graduates progress into employment. Over 2000 people have participated in our digital inclusion initiatives around the country and 900 people have attained our e-Cert award. FIT has demonstrated in its plan, savings to the exchequer of 10,000,000 pounds.

## FUEL ZONE POINTS REWARD SCHEME

COUNTRY	UK
FOCUS OF INITIATIVE	Healthcare services
URL	<a href="http://www.fuelzone.co.uk">www.fuelzone.co.uk</a>

### ABSTRACT

The Fuel Zone Points Reward Scheme has been introduced by Glasgow city council in 1996 to offer incentives for healthy eating to around 30,000 children in 29 secondary schools. The pupils, who sign up to the scheme on a voluntary basis, are given smartcards with magnetic stripes that are used to record points gained for eating sensibly. As the points accumulate, they can be redeemed for various rewards including cinema tickets and computer game consoles.

Fuel Zone was developed in two distinct phases. Phase one saw the refurbishment of dining halls to create a vibrant, colourful environment that offered menus to suit the tastes of Glasgow's young people.

Phase two of the Fuel Zone programme concentrated on promotion of healthy eating. This saw the introduction of a new healthy menu range, tariff incentives for healthier food items and a range of health promotion initiatives. This phase also saw the introduction of a web based points reward scheme administered via cashless system which further promotes the uptake of healthy options. The website allows pupils to view the points they have accumulated for healthy eating and exchange them online for a range of appealing rewards such as iPods, portable DVD players and cinema tickets.

Phase two was supported by partnership working with schools, NHS Greater Glasgow & Clyde, the Scottish Executive's Modernising Government initiative, Glasgow Young Scot, suppliers and other partners to ensure that the Fuel Zone offered Glasgow's young people the very best in school catering facilities.

Most recently the Fuel Zone service has been reviewed in line with the guidelines detailed in the Scottish Executive 'Hungry for Success' report. This has prompted a number of changes to the service style, menu and the website. Most notably full nutritional analysis of all menu items to ensure a balanced menu is on offer to all pupils.

Fuel Zone has attracted world-wide publicity and has won numerous awards, the latest being the 2006 COSLA Health Improvement Award which was presented for the points reward website based reward scheme.

Key facts:

- Healthy Eating incentives to 30 000 students in 29 schools.
- Health food sales up from 50% to 68%.

## FUNDACIÓN TOMILLO

COUNTRY	Spain
FOCUS OF INITIATIVE	Skill-building for employability
URL	<a href="http://www.tomillo.es/">http://www.tomillo.es/</a>

### ABSTRACT

The Tomillo Foundation was established in 1984 as a non-profit, independent organisation with the objective of providing value to the community through solidarity actions and initiatives. Tomillo carries out programmes and projects in five major fields of activity (with corresponding results for the year 2005):

- Pedagogy: attention to diversity and compensatory education:
  - 72 seminars and courses organised
  - 30 women attended
  - 2000+ children attended
- Training and Employment Services: vocational training and an employment centre:
  - Of the 1000 attendees of the Aurora program, 40% were employed
  - 33 new businesses were created as part of the Entrepreneurial Program
  - 2000 CVs managed as part of the Labour Intermediation, 7.5% were finally hired
  - 600 immigrants were assisted at the Social Assistance for Immigrants Centre
  - 1,150 organisations were involved for the launch of 20 seminars and events through the labour orientation website ([www.sieres.org](http://www.sieres.org))
- Open Centre: self development, cultural courses and conferences:
- Social Economy Organisations: immediate employment opportunities
- Economic Research: economic and social consulting

Tomillo Foundation is a not for profit organisation which focuses on people from Madrid's more deprived areas. Tomillo's training programs provide young adults that have low levels of education and employability, skills to gain highly qualified employment.

The Foundation's endowment of more than 5 million euros is dedicated to funding its office and operating centres, as well as start-up costs of new programmes.

Pedagogical activities and training and employment services are funded by public institutions and, to a lesser extent, private organisations. Economic research is funded by contracting with third parties. The Open Centre works on a fee basis.

## HEPIS E-SKILLS INITIATIVE

COUNTRY	Greece
FOCUS OF INITIATIVE	Basic digital literacy
URL	<a href="http://www.hepis.gr">www.hepis.gr</a>

### ABSTRACT

The e-Skills Initiative will be put in practice in Greece by HePIS, ECDL Hellas and other technology partners, in collaboration with local authorities and municipalities. The initiative aims to certify basic computer skills for the socially vulnerable groups, such as but not limited to people with disabilities, immigrants and indigent people. Throughout the intended project more than 1,000 participants are going to be certified in computer skills, following the ECDL standards, in different prefectures and regions of Greece, namely: Central Macedonia, Epirus, West Macedonia, Elis and South Aegean. Furthermore, for the duration of the programme, public regional organisations, local authorities or other hosts will be formally certified and equipped as official training centres. The concept behind the project is that there are people that cannot benefit from technology and they cannot show computer literacy for various reasons or as simply as because they cannot afford it. This initiative combines advanced technologies and strong partnerships with the Greek government, local authorities and non-governmental not-for-profit organizations, which, in turn, allows for a new perspective of social and economic empowerment. Through this project, funding will be raised for several not-for-profit regional organizations, which will be responsible as local hosts to opt for the participants in the programme. ECDL Hellas will provide technical and human support as well as the actual certification. The collaboration of at least two leading entities in their respective fields, namely HePIS and ECDL Hellas, ensures that the resources, the technological know-how and the specialized expertise will be shared among the intended recipients, resulting thus in essential assistance and creation of arising opportunities towards achieving one's own goals and a brighter future. For the duration of the programme, local associates of the ECDL Hellas network will be readily available to welcome the initiative in their area.

The established 7 year-long ECDL Hellas Corporate Social Responsibility programme “ECDL for Society” is directly relevant with this initiative, being an advanced programme leading to the aspiration of strong and productive societies. The most relevant ECDL Hellas actions and social initiatives operate among the axes of Society and People with Disabilities, in collaboration with local authorities. Specifically, these actions are:

- A special cooperation realized between the Municipality of Athens and ECDL Hellas in order to provide free computer training to 100 Athenians, aged 45 and over, as part of the ECDL equalskills programme. The participants' selection was conducted by public balloting, after an overwhelming public response (over 1.000 individuals).
- The municipality of Salonika and ECDL Hellas have collaborated and provided the necessary training and concomitant certification according to the ECDL standards, to 500 individuals, who were all members of poor families. The training took place in municipal premises by selected ECDL Hellas training centres. ECDL Hellas provided the necessary equipment (15 PCs, network peripherals and software infrastructure) and an ECDL Skills Card to all participants.

## HOTSPOTS IN PUBLIC AREAS FOR INTERNET SERVICES TO THE CITIZENS

COUNTRY	Romania
FOCUS OF INITIATIVE	Public access points availability
URL	n/a

### ABSTRACT

The project is an extension of the MCIT initiative called „Leave your mark on the net!” We installed by now 3 high-speed hotspots and another 12 localities are going to be included in the MCIT’s project; the technical characteristics of the outfits and the bandwidth allow a simultaneous access to Internet services by more than 30 users.

The Ministry of Communications and Information Technology (MCIT), in collaboration with the Town Hall of Brasov carried out two highspeed hotspots covering a public space of the city, these hotspots being part of the Project „Hotspots in Public Areas for Internet Services to the Citizens”.

The State Secretary to the Ministry of Communications and Information Technology, Mr. Constantin teodorescu, participated on Thursday September 6, in Civic Center, to the official inauguration of the hotspots in Brasov.

In the two locations of Brasov (the Civic Center and the Historical Center – Modarom), the users may access the informations they need on a laptop, a PDA, a mobile device or a desktop equipped with a wireless LAN or with a wireless LAN PCMCIA card.

The investment of the Ministry of Communications and Information Technology within the project in Brasov amounts 39.912,27 lei, the provided bandwidth of having a speed of 2Mbs.

The technical characteristics of the outfits and the bandwidth allow a simultaneous access to Internet services by more than 30 users.

To achieve this project the Ministry of Communications and Information Technology initiated a call for proposals after which Industrial Computer Group SRL was assigned as winner. The mentioned company provided and installed the outfits, subcontracting UPC Romania as Internet Service Provider.

Outfits were delivered as a free loan agreement to the municipality of Brasov, and starting with 2008 this company will also provide the necessary bandwidth.

By such projects the Ministry of Communications and Information Technology intends to boost the investments for the Information Society promotion, including public-private partnerships.

## ICENTRES NETWORK PROJECT

<b>COUNTRY</b>	Bulgaria
<b>FOCUS OF INITIATIVE</b>	Basic digital skills
<b>URL</b>	<a href="http://www.icentres.net">www.icentres.net</a>

### ABSTRACT

The iCentres project has established a constantly developing network of telecentre facilities in local communities in Bulgaria. Currently, the number of telecenters under this project totals 103. A special so-called telecenter Location Eligibility Calculator has been developed to evaluate the viability of locations for telecenters. It was later used to develop set of metrics to monitor the progress of each individual telecenter as part of a maturity level system of the project. The telecentres network possesses a developed Technology Base, allowing provision of services in every spot of the network. It includes broadband connectivity, modern computer and multimedia equipment in every telecentre, a sophisticated server system, a real-time communication system, as well as a specifically designed mobile telecentre, fully equipped with state-of-the art technology. The telecentres represent a fully operational access point – a link between content providers and their clients in any telecentre location. An iCentres' E-Learning System has been developed in order to introduce continuous and distance learning and handle the growing training needs. As a result of a successful partnership with Microsoft including financial and technical support, the project technical team has designed, implemented and tested e-Learning technology, allowing for simultaneous training of thousands of trainees and access from every telecentre. Moreover, the iCentres project has developed a team of instructors, including units of professional cadres in all telecentre regions.

Our impact to date can be measured by the following statistics:

- 47,000 civil servants trained in Core ICT Skills for 2006 and 2007 – this is more than 35 % of all Bulgarian administrative employees, or 60 % of all who have access at work to PC.
- 1,634 unemployed persons trained in Basic ICT Skills. 563 persons have signed labour contracts.
- 480 unemployed teachers trained in Core ICT Skills, English Language and Business Decision Making – representing almost 10 % of the unemployed teachers in Bulgaria. All 480 have found new jobs.
- 498 persons with disabilities trained in Basic ICT Skills which equals to approximately 7,5 % of the disabled persons in Bulgaria. 150 of the trainees were further trained in Web Design and upon course completion all 93 immediately found jobs with leading Bulgarian ICT companies. 269 of them have already found better jobs.
- 600 persons of Roma origin trained in ICT Skills thus enhancing their employment and social integration, 112 of which are already working.
- 277 seniors (aged 55+) trained in MS UP ICT Skills in small-sized and remote locations in Bulgaria.
- 198 orphans from various Homes for Children Deprived of Family Care trained in Basic ICT Skills courses. 45 of the children have found jobs upon leaving their recipient institution after turning 18 years of age.

## INFOPANKKI (INFOBANK - MULTILINGUAL WEB SITE FOR IMMIGRANTS)

<b>COUNTRY</b>	<b>FINLAND</b>
<b>FOCUS OF INITIATIVE</b>	eAccessibility
<b>URL</b>	<a href="http://www.infopankki.fi">www.infopankki.fi</a>

### ABSTRACT

Infobank is a multilingual website for immigrants. This national web service provides information in 15 different languages on Finnish society and public services. This makes every-day life for immigrants easier. It supports the multicultural progress and integration of immigrants by providing basic information on important topics, including links to other sites with more information. This facilitates finding information from the sites of different authorities. In Finland equal treatment of citizens regardless of their origins is stipulated in the Act on Integration and Reception of Asylum Seekers. This Act also requires active measures to be taken to ensure that representatives of minorities receive sufficient information about their legal rights and options. Minorities have equal opportunities to become active members of the society. Infobank has been established to implement these goals.

By serving both immigrants and the authorities working with them, the site improves immigrants' access to public services. In 2006 there were 1,9 million pages loaded in Infobank and approximately 40,000 visitors were registered per month. This year, the site has received approximately 45,000 visitors per month, so the growth has been significant. Approximately 120,000 foreign citizens live in Finland. A web questionnaire for Infobank users was carried out in May 2007. The results were very positive and indicated that Infobank is a much used and appreciated service. For example:

- 98 % of the respondents felt that the Infobank site is very easy or easy to use
- 93 % of the respondents thought that the information in Infobank is easy to read and understand
- most of the respondents (70-90 %, depending on the theme) thought that the themes on the site are well covered and that the site makes every-day life easier.

## INFORUM

COUNTRY	Hungary
FOCUS OF INITIATIVE	Basic digital literacy
URL	<a href="http://www.inforum.org.hu/mission/?PHPSESSID=c226f95e63bb7f24f21a4d55a7874dde">http://www.inforum.org.hu/mission/?PHPSESSID=c226f95e63bb7f24f21a4d55a7874dde</a>

### ABSTRACT

Inforum is an umbrella organisation of Hungarian ICT Non Government Organisations. Their Grandparent-Grandchild Competition of Informatics demonstrates how children can play an important role in the motivation of their grandparents for using computers and the internet.

The first competition take place in 2003 and 6 competition have been organized so far: in Budapest, in Kecskemét, and Miskolc. Altogether 1000 families participated in the competitions.

Concrete goals:

- To bridge the digital gap;
- To enhance the electronic inclusion (eInclusion) of minorities, disadvantaged persons and the elderly;
- To protect the rights of the IT users;
- To minimize the detrimental phenomena of the Internet in Hungary, such as spam, virus, illegal contents.;
- To establish and to develop the information society in Hungary;
- To represent the interests of business orientated and of non-profit organizations working on the field of IT, of private individuals and of IT users.

Interest representation activities

- Participation in the legislation:
  - Copyright law
  - Proposal for a directive on computer implemented inventions
  - e-commerce
  - Electronic signature
- Discussion about industry policy with governmental organizations

## IT FUNK (THE RESEARCH COUNCIL OF NORWAY)

COUNTRY	Norway
FOCUS OF INITIATIVE	eAccessibility
URL	<a href="http://www.itfunk.org">www.itfunk.org</a> ; <a href="http://www.itfunk.org/docs/english.html">www.itfunk.org/docs/english.html</a>

### ABSTRACT

On behalf of the Norwegian government, the Research Council of Norway operates an R&I program focusing on information technology for the disabled (acronym IT FUNK). IT Funk is also the Norwegian partner in the European Art.169-program AAL (Ambient Assisted Living), 2008-2013.

The purpose of the IT FUNK programme is to contribute to accessibility for all, including the disabled, to information and communication technology (ICT) and to society through the use of ICT. The strategy focuses on:

- Promotion of the use of universal design principles in research and development of ICT and ICT-based products and services, for both the public and private sector;
- Support for development of assistive technology which complements and interacts smoothly with standard technology;
- Promotion of participation by Norwegian companies, research institutions and user organisations in relevant international R&D and standardisation programmes and projects;
- Emphasis on the use of standards and guidelines for accessibility to ICT-based products and services in all projects.
- Promotion of user participation in research, development and implementation of ICT-based solutions everywhere in society; Special attention is paid to areas where accessibility issues impact on a person's life chances, such as ICT-based education and training, the workplace and basic public services.

The IT Funk program was last evaluated in 2005. The report concluded that the program has had positive impact on accessibility to ICT for users with disabilities, as well as positive commercial benefits for the companies involved.

## ITPRENEURS

<b>COUNTRY</b>	The Netherlands
<b>FOCUS OF INITIATIVE</b>	Community building
<b>URL</b>	<a href="http://www.itpreneurs.nl">http://www.itpreneurs.nl</a>

### ABSTRACT

ITpreneurs designs, develops and markets innovative and effective multimedia learning concepts for social social issues. Focus on integration, youth unemployment, school dropout rates and participation.

These solutions include game-based learning, e-learning and scenario-based learning, in conjunction with teacher / coach interventions. In what does or thinks is ITpreneurs Learning Fun Success for our participants, but also for ourselves, the guide.

ITpreneurs is a developer and publisher of innovative learning solutions for businesses and governments. Our products are aimed at social development and integration. In our products we make use of blended learning through multi-media applications. This means that components such as e-learning, game-based learning and television combined with face-to-face interventions. To join us the best of both worlds: a high quality and personal contact of experts / teachers with pleasant and efficient learning through multi-media solutions.

Tens of thousands of young people in the Netherlands are at home, without a diploma. In cooperation with ROC Zadkine ITpreneurs has developed a product with which these young people without qualifications find out what they can and what they want. With Back 2 Your Future direction they are suitable employment or training support. Back 2 Your Future (B2YF) uses e-learning, workshops, coaching, outdoor and one (online) game. B2YF is a collaboration between ITpreneurs and Zadkine. Zadkine is an institute for vocational and adult education. The education is accessible, effective and focused student. Zadkine encourages personal development, functioning in a multicultural society and seek a lasting relationship with the participants in the context of lifelong learning

## JOB CENTRE PLUS

<b>COUNTRY</b>	UK
<b>FOCUS OF INITIATIVE</b>	Job search services
<b>URL</b>	<a href="http://www.jobcentreplus.gov.uk/JCP/index.html">http://www.jobcentreplus.gov.uk/JCP/index.html</a>

### ABSTRACT

Jobcentre Plus is a government agency supporting people of working age from welfare into work, and helping employers to fill their vacancies. We are part of the Department for Work and Pensions (DWP) and play a major role in supporting the Department's aim to 'promote opportunity and independence for all through modern, customer-focused services'.

The agency is part of the Department for Work and Pensions (DWP) and plays a major role in supporting the Department's aim to 'promote opportunity and independence for all through modern, customer-focused services'. The agency's key objectives are, among others:

- to increase the effective supply of labour by promoting work as the best form of welfare and helping unemployed and economically inactive people move into employment
- to work towards parity of outcomes for ethnic minority customers; to pay customers the correct benefit at the right time and protect the benefit system from fraud, error and abuse; and
- to provide high-quality and demand-led services to employers, which help fill job vacancies quickly and effectively with well-prepared and motivated employees.

According to their Annual Report, a key achievement in 2007.2008 has been the rapid mobilisation of the Local Employment Partnerships:

- over 600 employers are now signed up which has exceeded the original commitment to March 2008 by more than 300.
- Additionally, by 31st March 2008 over 3,750 priority customers had found work through a Local Employment Partnership.
- Job searches on the project website have increased by 23% to 303 million and visits have increased by 35% to 103 million.
- In 2007-2008 employers posted 704,000 vacancies through the Employer Direct Online service, which is an increase of 62% on the 435,000 posted in 2006-2007.
- Job outcomes are calculated on the basis of a unique method: they are awarded points ranging from 1 to 12 and the most disadvantaged people in the labour market, who are the focus of adviser activity, attract a higher number of points.
- In 2007 – 2008 Jobcentre Plus aimed to achieve a total points score of 11.2 million. Û
- The most recent performance data to September 2007 shows achievement of 93% against profile.

## KATTINTS RÁ, NAGYI! (CLICK ON IT GRANDMA!)

COUNTRY	Hungary
FOCUS OF INITIATIVE	Ageing-well services
URL	<a href="http://www.nagyi.bmknet.hu">www.nagyi.bmknet.hu</a>

### ABSTRACT

In 2006 UPC Hungary extended the Budapest Cultural Centre's (BCC) computer learning programme for senior citizens by developing and sponsoring the 'Click on it Grandma' programme, which helps senior citizens and retired people overcome the main obstacles for computer and Internet usage. 'Click on it Grandma' courses are offered at a symbolic price of € 4.0. In 2007 more than 1,200 people joined the courses.

Linked to this programme, this summer BCC has founded Ezüstnet (Silvernet), the National Association of Senior Internet Users (<http://www.ezustnet.hu>), with the aim of promoting lifelong learning. BCC also launched the Silvernet project in order to build-up an international, regional educational network within the Carpathian Basin to extend "Click On It Grandma!" to the Hungarian speaking population of Romania and Slovakia.

The 'Click On It Grandma!' programme is currently running in 12 cities with 10 courses of groups of 10 on average at each site per year. This means 1,200 seniors completed the courses in 2007. This number is expected to grow further in the years to come. The number of participants has nearly doubled in 2006 when UPC joined the initiative. In addition to the courses, "Click On It Grandma!" has formed 'self-teaching circles' in every city. "Click On It Grandma!" clubs have been created, where current and former participants and others citizens get together.

Click On It Grandma has been presented as a best practice in the first ever e-Inclusion report from Hungary, made by BME-UNESCO Center for Research on Information Society and Trends (ITTK: [www.ittk.hu](http://www.ittk.hu)) and the Forum of the Hungarian IT Organizations for Information Society (INFORUM: <http://www.inforum.org.hu/>).

Presented to the Ministry of Equal Opportunities, the report describes Click On It Grandma has the only one of its kind in Hungary and makes specific recommendations regarding ICT and the elderly in preparation for the e-Inclusion Initiative 2008.

Key conclusions include the need to: (1) improve the motivation regarding information society, (2) introduce new tools for the propagation of knowledge on the Internet and (3) prepare and educate disadvantaged groups. The study reports that the senior education structure in Hungary needs to be further developed and the central and local educational initiatives need to be further supported.

In the best practices section the study presents 9 different types of initiatives, including the Click On It Grandma programme (p. 40). In addition to a short description of the programme, the report emphasizes that seniors are a target group with unique needs since they tend to be more inflexible, less open to new knowledge and technical novelties, and have significant fears regarding innovations. Therefore, ICT educational programmes targeted at seniors should surmount these fears and disadvantages to achieve successes.

## KINDERGARTEN FOR SENIORS

COUNTRY	Czech Republic
FOCUS OF INITIATIVE	Ageing-well services
URL	<a href="http://www.elpida.cz">www.elpida.cz</a>

### ABSTRACT

Kindergarten for Seniors is a project coordinated by ELPIDA, Endowment Fund, which started in 2003 with the goal of helping the elderly to integrate into the digital society and, thus, improve their quality of life and communication with their friends, families and public authorities. Since its beginning in 2003, the project has allowed for more than 8,000 seniors to participate in its sessions, administered by a permanent team of trainers selected mainly from university students specifically trained to meeting the challenges and specific training needs of this target group. Financially, supported by GlaxoSmithKline and other private contributors, the project received the support of the Czech Ministry of Informatics in 2006, within the framework of the National Programme of Computer Literacy (NPPG).

The Kindergarten for Seniors programme offers senior citizens the opportunity to actively integrate into contemporary life, giving them concrete solutions to their problems, helping them to regain psychological balance, and engaging into up to date interaction with public authorities. After completing the basic PC course which consists of ten lectures addressing PC components, Internet use, work with texts, tables, presentations, graphs, creation of web pages and programme installation, participants are able to electronically communicate with their friends and families and know how to use public e-services.

Benefiting from its four years experience, the Kindergarten for Seniors programme offers a thorough set of sessions, bringing both benefits and security to those willing to change their life. Its sensible pricing model makes it particularly attractive to older people who were not exposed to IT during their formal education, or had very limited opportunities to work with IT during their professional lives.

3,658 seniors were trained in Prague and other cities in the Czech Republic in 2006. 187 basic courses and 166 advanced courses were carried out.

Following the setting up of the Prague centres, 13 additional regional Kindergarten for Seniors centres were set up in major cities of the Czech Republic. Since 2006, 5 other towns have joined the project, contributing to building a more and more comprehensive network of Kindergarten for Seniors throughout the Czech Republic.

## KOMMUNFÖRBUNDET

COUNTRY	Sweden
FOCUS OF INITIATIVE	Ageing-well services
URL	<a href="http://www.y.komforb.se/in_english_1859.html">http://www.y.komforb.se/in_english_1859.html</a>

### ABSTRACT

The Association of Local Authorities in the county of Västernorrland is owned by and works for the seven local Authorities in the county. One of our main tasks is to make co-operation over municipal borders easier and therefore we provide different forums where it's possible for politicians and officials to share best practice and discuss new ideas. We also offer courses and conferences where issues of current interest for different professional categories are in focus. Through the use of videophone computers, the ACTION-project provides caregivers for the elderly access to an online network of health care personnel and other carers enabling them to share knowledge and experiences with others in the same situation.

The Association often acts as project co-ordinator and helps to oil the wheels to make ideas come true. Our involvement is often the result of the contacts and discussions with the local level. A question can arise from a specific need of a number of local authorities or from matters that arise from monitoring current affairs. In general it can be said that the open dialogue that we have with the local authorities is a prerequisite for carrying out our work. The areas that we focus on are growth and development, social services, education, integration and employment, environment and social planning.

In the area of e-service and e-government we've participated in different transnational projects. The foremost reason for us to focus on this area is the fact that the changes in society will have a great impact on our local authorities and on trade and industry in the region. Today it is self-evident for an increasing number of people that services and goods should be available around the clock independent of office hours and geographical obstacles. And these citizens also expect municipalities to keep up with development in the rest of the society regarding accessibility, interaction and collaboration.

There is also an increased interest and discussion surrounding e-services due to the expected shortage of workforce in the future and demands for increased efficiency in the authorities. The infrastructure for e-service operation is already in place, including the broadband investments already made, and now we need to increase the use of these IT investments.

## KPN MOOISTE CONTACT FONDS

COUNTRY	The Netherlands
FOCUS OF INITIATIVE	Learning through ICT
URL	<a href="http://www.mooistecontactfonds.nl/klassecontact">http://www.mooistecontactfonds.nl/klassecontact</a>

### ABSTRACT

KPN founded the Mooiste Contact Fonds company which supports the 'KlasseContact' project, together with Stichting Ziezon, a foundation that enables sick schoolchildren to stay in contact with their classmates. This is achieved through the installation of a laptop and webcam installed at the home or in hospital and a chair with a big screen and webcam installed at the school so sick children can follow lessons from home and maintain social contact with their friends.

Class Contact helps chronically ill children to return to participate in school life. According to CSR manager Sven Drillen Burg Lelij Field acknowledge that the most beautiful medal Contact Fund on the right track. "The project is digital and social exclusion among sick children. We are very proud of the medal. "

Ziezon place in 2008, with the support of the Best Contact Fund, at least 60 sets of ICT in the form of a specially designed 'chair' for distance learning. These include the use of communication technologies for teachers and pupils who are at different locations, with each other to communicate. They are placed in the classroom, with children at home and in hospitals, so that children get back to their classmates can be. The expectation is that each set for 2 different students are deployed, leaving the end of 2008 more than 120 children actually made a difference. Until 2007, there is twenty sets experience. The results of Class Contact must have a powerful impact on the further implementation of tele-education in 2009 and beyond. Contact with peers contributes to the healing and the development of a sick child.

The e-Inclusion Award, the European Commission to bridge the gap between people who take advantage of digital technology and people who can not. The ceremony was linked to a conference and exhibition. The position of the Fund was the most beautiful Contact pressure. Many high-ranking participants, including ministers, representatives from business and civil society organizations, were interested in the way KPN its social contribution. "Personally, we have many ideas about what is abroad in the field of corporate social responsibility is done," says Sven.

"We have learned a lot last year, together with an expert partner from the field, for example, Ziezon in this case. If you can use their experience and expertise. Of course you also dedicated, enthusiastic and professional work. We knew from the reactions of parents, children and education, even if this is a successful project, but the lessons we hope to win next year, "says Sven. This year, the first prize to the Finnish project Shadow World, which focuses on the online help abused children.

## K-PSI — BROADBAND COMMUNICATION NETWORK, KUJAWSKO-POMORSKIE REGION

COUNTRY	Poland
FOCUS OF INITIATIVE	Broadband coverage
URL	<a href="http://www.kpsi.pl">http://www.kpsi.pl</a>

### ABSTRACT

Broadband Communication Network of Kujawsko-Pomorskie Region (K-PSI) is the first and the biggest regional ICT project in Poland, as a result of the Voivodship and regional Universities' (Nicolaus Copernicus University in Torun and University of Technology and Life Sciences in Bydgoszcz) co-operation, which mostly aims at providing common access to broadband Internet, as a base for the implementation of the following applications and services:

- e-government
- e-learning
- e-health
- e-work

K-PSI project is the first in Poland which really reduces digital divide in remote and rural areas.

(K-PSI) of Poland is installing a high-speed network to provide fast broadband access throughout the territory, supporting applications in e-government, e-learning, e-business and e-health. K-PSI is giving people who live in the region access to broadband services through the construction and exploitation of a not-for-profit communications network for public administrations, schools, hospitals, libraries, public and emergency services. It helps institutions and organisations gain access to IT and related modern broadband services.

Our Objectives:

- Providing the inhabitants of the Kujawsko-Pomorskie Region with common access to broadband services by:
  - building and exploitation of non-profit communication network for public administration, schools, hospitals, libraries, public emergency institutions
  - providing partner institutions and organizations (mostly the Regional Networks of: Telemedicine, Libraries, GIS, Innovation Centers, Enterprise Development Centers,) with support in order to facilitate access to IT and related modern broadband services,
- Ensuring the common access to Internet on the rural areas and development of modern broadband services (e.g. eGovernment, eLearning, eHealth, eWork, eCommerce) at the regional and local level by:
  - 900 km optical fibre network which is connecting all 19 counties in Kujawsko-Pomorskie Region,
  - 19 distributional nodes in each county of Kujawsko-Pomorskie Region
  - 144 access nodes which will cover access to broadband Internet on rural areas (all villages in the region!)

## KYYJÄRVEN KUNTA – NOPOLOA NEWS

COUNTRY	Finland
FOCUS OF INITIATIVE	Community building
URL	<a href="http://www.kyyjarvi.fi/">www.kyyjarvi.fi/</a> <a href="http://www.nopolanews.fi/fin/etusivu/?id=2">www.nopolanews.fi/fin/etusivu/?id=2</a>

### ABSTRACT

Nopola News is an online news portal where the news content is mainly provided at a grass roots level by local citizens of Kyyjarvi, a town which does not have its own local paper.

Nopola News is a meeting place for the inhabitants of Kyyjärvi and people who are interested in the affairs of Kyyjärvi. It remains to be seen what this will be in the future—the possibilities provided by Internet are limitless.

The publishers in the web magazine are the municipality of Kyyjärvi, the local parish, Kyyjärven Kyky, the sports organisation, all enterprises, companies, societies as well as village communities who all have chosen their press secretaries. In the future there will be nearly 100 reporters writing stories for Nopola News, over 5 % of the inhabitants of Kyyjärvi. Currently approximately 10% of the town's population contributes to the online media articles; associations, societies, businesses and individuals in the town also provide the news content thus creating information chains that promote and strengthen communalism.

Different writing styles will be the essence of Nopola News. If someone writes all words together and separates compound words, we say “so what”. The main thing is that the readers get the main point. This magazine will naturally also contain articles written by prominent people—specialists, experts, MPs etc whose articles have been re-checked by secretaries and proof reading programmes. The main thing, however, is that no one is offended or oppressed and that all writing is done in good spirit and well-meaning manner. Of course this magazine is not meant to be too sugary, so negative viewpoints will also be published. But the best thing in the magazine will be stories written for ordinary people by ordinary men and women.

The web magazine is divided into different subject areas under which articles will be published. The web magazine is upgraded monthly but also the old issues can be read.

Our goal is that all essential information can be found in the web magazine, whether it is current affairs, bargains, events, meeting calls, family news, foreign news, municipal decisions, stomach aches etc. The list is endless. By linking the events guide with bargains in local enterprises we provide a unique marketing channel for companies and organisations. In the future we will surely see interesting connections between these different quarters.

## **KZ@BZ — KONEKTA ZAITEZ @ BANDA ZABALA**

<b>COUNTRY</b>	Spain
<b>FOCUS OF INITIATIVE</b>	Broadband coverage
<b>URL</b>	<a href="http://www.kzgunea.net">www.kzgunea.net</a> <a href="http://www.kzbandazabala.net">http://www.kzbandazabala.net</a>

### **ABSTRACT**

In May 2004 the Basque Government approved the so-called “Konekta Zaitetz@Banda Zabala”, a programme involving the deployment of broadband infrastructure to the serve entire Basque Autonomous Community (BAC). The purpose behind this initiative is to close the digital gap that has flourished under the free market and free competition operations presiding the telecommunications sector. At the same time the Basque Government agreed to entrust the public company ITELAZPI, with the implementation of the project.

Our Objectives:

- Practically 50% of the territory and around 5% of the population lacked access to broadband service at the time because of the zero or low profitability of the investment needed.
- In 2004 an exhaustive effort was made to define project objectives and to identify the target municipalities and population centres, as well as to define the public-private partnership model of intervention.
- The specific objectives were: 1) intervene where broadband service is not provided by private initiative; 2) provide similar quality/price as the urban environment
- So far more than 3,000 users now enjoy broadband Internet services.
- With the finalisation of Phase II the project will be completed, and with it over a hundred base stations, more than 1,000 km of communications network, and, in short, the elimination of the social gap. Thus, all Basque citizens, regardless of their place of residence, have access to the services of the Information Society under equal conditions.

Being it an already mature project, we can already highlight some impact on the territory:

- Nearly 3,000 active users, approx. 80% residential and 20% enterprise, it is expected that the penetration rate will reach to 20% by end 2007, getting similar to urban areas;
- Digital inclusion for 100 municipalities and 170 more population centres;
- E-learning: more than 700 Internet training courses led in the next 3 years in local KZguneas;
- E-gov: more than 500.000 government eTransactions in the next 3 years. Every municipality connected;
- Rural tourism development: mainly bed and breakfast, but many other activities up to 250, being possible to announce and reserve via Internet;
- Industry and services: more than 50 industrial areas, served, over 200 companies connected;
- Over 50 jobs directly related to the project;
- Rural population increase in more than 2%.

## LATVIA@WORLD

<b>COUNTRY</b>	Latvia
<b>FOCUS OF INITIATIVE</b>	Basic digital literacy Skill-building for employability
<b>URL</b>	<a href="http://www.latvijapasaule.lv/en">www.latvijapasaule.lv/en</a>

### ABSTRACT

One of the principal objectives of the Latvian Information and Communications Technology Association(LIKTA) is to popularise and promote the development of Information society in Latvia, in order to ensure that every resident in the country can benefit from the Internet technologies and thoroughly participate in the new knowledge-based economy. The aim of the project “Training in Computer and Internet Usage of Unemployed in Latvia” is to help the people of this socio-economic target group to overcome the so-called digital exclusion, thus motivating such people, who are subject to the risk of social exclusion, to join the labour market and lead active social lives.

The programme is designed for the unemployed without any knowledge and skills of IT usage, as well as for those who possess some knowledge and skills, but do not have the experience in using the Internet. By using the skills acquired during E-study courses, the unemployed should be able to master additional skills by subsequent E-study programmes and eventually to integrate the active labour market.

To achieve the goals of the project, the programme of learning computer skills and use of Internet resources will be developed and validated. This pilot programme will be tested to unemployed in the cities and rural areas of Kraslava, Preili, Valmiera and Ventspils districts. After completing the courses, the unemployed will be able to use computers and Internet resources in job searching, for independent work in developing basic skills required in the labour market, for writing CVs and motivation letters, in using e-services and information exchange.

Direct goals of the project:

- to develop improved access to labour market for the unemployed;
- to diminish discrimination and inequality in the labour market and support the involvement of people who are subject to social exclusion in the labour market;
- to stimulate the social and individual activities of the unemployed;
- to educate the target audience in computer and Internet usage, including searching for job opportunities;
- to develop the acquisition and exchange of information;
- to provide a chance to increase knowledge independently through E-studies;
- to gather information about public Internet access points;
- to promote communication opportunities and decrease social exclusion.

Since 2005, 167 trainers and more than 15,000 people have been trained in Latvia at the so-called community technology learning centres (CTLCs). Latvia@World provides trainees with access to new channels for communication and increased potential for an active social life and better prospects in the labour market, as well as knowledge to build on for further self-training.

Yearly costs are a bit less than € 1,000,000, 167 trainers and more than 15,000 people have been trained

## LEAVE YOUR MARK ON THE NET CAMPAIGN

COUNTRY	Romania
FOCUS OF INITIATIVE	Public access points availability
URL	<a href="http://www.mcti.ro/amprenta">www.mcti.ro/amprenta</a> .

### ABSTRACT

The first 2 stages consisted in offering free-access internet areas: the MCTI caravan and the mobile informatics lab. The 3rd stage, Free Wireless Internet, consists in providing hotspots in public areas, where the population can have free access to a flexible mobile internet service.

The first step of Leave your mark on the net! had spectacular results. Over 2500 children and young people accessed the Internet for 3 weeks, through the equipment made available by the Communications and Information Technology Ministry. We wanted children to have non-discriminating access to information, to modern means of communication.

The second step of the campaign was organized with the support of the National Authority for Youth and it took place between August 15 and September 3. During this period the MCIT Caravan stopped in several camps for children all over the country, offering free Internet access. The campaign was supported by the MCIT's partners: Radiocom – who ensured the satellite Internet connection, Flamingo – the company that offered the computers and the Romanian Post.

During the entire period, young people filled in questionnaires regarding their Internet usage habits. Based on their answers MCIT will draw an analysis regarding the degree of Internet and computer usage. During the caravan there were established already some characteristics of the young people's behavior related to the Internet: they prefer to access the Internet between 6 and 10 in the evening, the traffic on the network reaches a maximal point on Tuesdays and Wednesdays and the main programs used by them are those that include chatting.

The campaign aims that by 2007 the Internet penetration rate among the population raises from 28% to 33%, up to about 7 million users. "Education needs to begin from the earliest stages of life, and our youth needs to be aware that a person who doesn't know how to use the computer will be the equivalent of an illiterate person in the present century", added Minister Zsolt Nagy.

The campaign will continue with other actions for promoting the usage of the Internet, such as launching public spaces with free Internet access.

## LEICESTER CARE ONLINE

COUNTRY	UK
FOCUS OF INITIATIVE	Healthcare services
URL	<a href="http://www.leicscareonline.org.uk/index/about_careonline/evaluation.htm">http://www.leicscareonline.org.uk/index/about_careonline/evaluation.htm</a>

### ABSTRACT

CareOnLine reduces social isolation for vulnerable adults, including carers, older people and disabled people through the benefits of ICT. We introduce computers and the Internet to people with no previous experience to improve independence, quality of life and well-being and bridge the 'digital divide' between generations. CareOnLine works with Social Care and Health professionals, District Councils and voluntary organisations. We achieve this by taking advice, support and training into people's homes, Day Centres and Sheltered Housing to overcome fear of technology and encourage learning for people who would not otherwise access computers. Our accessible website ([www.leicscareonline.org.uk](http://www.leicscareonline.org.uk)) provides information in 2/3 clicks and our Chatroom encourages peer support in the community. CareOnLine has made a REAL difference to over 600 vulnerable people - no one is refused the chance to learn because of their ability.

We support over 50 visually impaired people; the team have learned new skills to help people with 30 conditions including MS, Parkinson's, dementia, Cerebral Palsy, Muscular Dystrophy, Motor Neurone Disease. A 2-year evaluation undertaken by Loughborough University showed:

- 97% had a favourable experience
- 69% would not have connected to the Internet without CareOnLine
- 76% said CareOnLine had a positive impact on their daily lives
- 58% said CareOnLine had a positive impact on people close to them
- 91% reported a high level of satisfaction with the COL website
- CareOnLine has made older people feel like they have something in common with the younger generation and others in the community

We measure impact against 6 government benchmarks by listening to what our users say:

- Quality of Life and Independence - "Please keep training us blind folk so we can share in the computer age and have information, communication and even shopping and travel at our fingertips."
- Well-being - "It has given Ray a new lease of life, and distracts him from his pain." and "It keeps my mind active even if the body isn't."
- Changes in lifestyle - "Without CareOnLine I would never have been able to afford a computer, now I am teaching computing for Age Concern."
- Choice and control "Today for example I filed a tax return to the Inland Revenue and arranged a Hospital Appointment. I could not function without my computer."
- Making a positive contribution - "Over the past year I have typed letters to the Prime Minister, Home Secretary and Health Minister - something I would not have had the confidence to do, even though I felt strongly."

Dignity and equality - "I felt inferior to young children ~ now I can keep up

## LES ATELIERS DU BOCAGE (ADB) ON BEHALF OF TECHSOUP EUROPE

COUNTRY	France
FOCUS OF INITIATIVE	Basic digital literacy
URL	<a href="http://www.ateliers-du-bocage.com/">http://www.ateliers-du-bocage.com/</a>

### ABSTRACT

The TechSoup Europe network is a European partnership of NGO's that provide technology product donations, lever technology expertise and training, promote knowledge transfer and the use of successful business models among not for profit organisations, and in turn for the disadvantaged communities that rely on them.

Les Ateliers du Bocage is for the Economy and Business Integration of Emmaus France. This enterprise is at the service of companies and administrations.

It was created in 1991 to meet strong demand of job seekers.

Its values are:

- Promoting the integration of people in need of economic activity,
- Develop a respectful men and women,
- Working for solidarity and preserve the environment.

Currently Workshops Bocage has a staff of 170 employees (40 CDDI and 25 disabled). It has activities in the wood, green spaces, subcontracting and treatment of waste (packaging, household, office, computer and electronics)

It covers the following locations: the Great West, the Ile de France and the Rhône Alpes from 6 sites (see map with coverage).

Les Ateliers du Bocage companies to provide answers to their legal obligations to recycle and reuse of waste electrical and electronic equipment.

1,7 million tonnes is the weight of WEEE produced in France each year, or 25kg per person. These wastes have a high growth rate: 3 to 5% per year.

WEEE containing hazardous substances. (Mercury, lead, cadmium, chromium, organic pollutants) and since the decree of 20 July 2005, concerning the composition of electrical and electronic equipment and disposal of waste from this equipment, the WEEE must be given to specific sectors of collection, transport, storage and processing. These are only some of the good reasons behind recycling!

## LIBRARIES FOR INNOVATION - PUBLIC ACCESS COMPUTING IN LIBRARIES

COUNTRY	Lithuania
FOCUS OF INITIATIVE	Basic digital literacy
URL	<a href="http://www.bibliotekospazangai.lt">www.bibliotekospazangai.lt</a>

### ABSTRACT

The key aim of the project “Libraries for Innovation” is to achieve, through strengthening and using public libraries’ capacities, a considerably better use of information technologies among Lithuanian people, especially in rural areas and among social risk groups, in order to obtain information and communicate. It is expected that within three years most of the Lithuanian public libraries will have launched free of charge public Internet services and librarians’ digital competences will improve substantially, which will allow libraries to become a powerful medium helping people and communities while mastering and using information technology capacities.

Estimated project results:

- 859 libraries will be provided with approximately 4,000 computers;
- 861 libraries will be equipped with broadband Internet connectivity;
- 11 training centers with the capacity of 220 training places will be set up;
- Approximately 2,000 librarians will receive training;
- Approximately 50,000 of the Lithuanian adults will undergo the training in computer literacy.

Estimated outcomes and impact of the project:

- Increased equitable access to computers and the Internet for the users including the hard-to-reach social groups;
- Increased computer and Internet skills among the public library users;
- Increased social and economic benefits to individuals and communities through the use of information technologies;
- Increased availability and use of locally relevant content.

## LOCALEYES

COUNTRY	UK
FOCUS OF INITIATIVE	Community building
URL	<a href="http://www.localeyes.org">www.localeyes.org</a>

### ABSTRACT

We are creating a consultation tool that: 1) enables a dialogue between the local community, district & county councils and their residents, engaging local people in the decision making processes, 2) enables a community to be self organising, identifying areas of common interest and demand for services. We are also creating a local social network, based around our geographical community and postcode that highlights all the activity in our area, from social groups, their events, local people, their skills, interests, products, journeys. We are delivering the latest internet technologies to social groups and employ a taskforce of “Community Builders”, funded by local business sponsorship, to help social groups in their capacity building journey. We are creating local “Community Chests”, again financed by local business sponsorship, that will provide seed funding for local projects where the demand has been identified by the “VOICE”, (the LocalEyes community consultation tool). We are providing an extensive range of individual and community carbon foot printing tools for every UK community.

Pilot of the “Community VOICE” module:

- UnLtd Level 1 award enabled us to pilot LocalEyes in 1 community, The Havens, Pembrokeshire.
- 10% of the community registered in the first week of promotion (120 local residents)
- 16 topics were suggested & rated within 30 days of launching the pilot
- 2 of the highest rated (most popular topics) were then voted on
- 3 key action points arose, within 8 weeks, as a result of the VOICE consultation tool being used
- Going Carbon Neutral group has been created (approx 40 members)
- 37 people subscribed to an organic food box
- Reusable bags have been introduced into the local shops.

Proving the Revenue Streams:

- 3 small businesses have sponsored the site @ £96/year
- 1 organisation has sponsored the Teenage VOICE @ £500/year
- 100% of all sponsorship approaches have been successful (5 approaches)
- Pembrokeshire County Council gave a grant of £1500 to engage the community through the school using LocalEyes
- Pembrokeshire County Council have agreed to promote LocalEyes to all schools in Pembrokeshire (67) as part of their “Community Focused Schools” programme.

## LONDON BOROUGH OF NEWHAM

COUNTRY	UK
FOCUS OF INITIATIVE	Healthcare services
URL	<a href="http://www.newhampct.nhs.uk/services/telecare/">http://www.newhampct.nhs.uk/services/telecare/</a>

### ABSTRACT

NeAT is the largest assistive technology implementation in England and one of the largest in Europe, with some 2,500 users. The objective of this programme is to assist vulnerable people in Newham (part of East London) to live independently, in control, with dignity and purpose by helping manage the risks of daily living. The financial benefits net of costs of this award-winning initiative are in line to reach €6m pa by 2010, and all users report a significant improvement in their quality of life. The UK government has recognised NeAT's leading position by awarding it one of their Whole System Demonstrator sites, which will enable a substantial expansion of both telecare & telehealth services provided.

The novelty of Neat lies in many different aspects of the implementation, for example:

- analysis shows that 50% of people go into institutional care because of 'carer exhaustion' so we have designed the programme specifically to help carers to avoid this happening;
- we don't just deliver assistive technology - we are seeking to offer an increasingly wide range of services using the same broadband 'pipe' used by assistive technology and progressive use of a set top box as a home delivery 'hub';
- the scale of our operation is far greater than other assistive technology delivery organisations - when we needed to, we have installed over 300 telecare sets in one week;
- we are integrating services such that, for example, our monitoring of domiciliary care enable us to know where workers are so they can be called upon to provide appropriate response in cases of a telecare alert;
- we are also integrating the service closely with practitioners and clinicians, so that the service is very much about improving care, not delivering ICT.

There are three forms of financial benefit that accrue from the NeAT Programme. These are:

- avoidance of demographic led cost increases: responding to the growth in the number of people needing support in a different, and cheaper, way from that which would otherwise have been followed.
- generalised savings: more intangible in nature and arise when, through telecare, a probable cost is avoided (eg it is impossible to prove definitively that assistive technology has prevented an admission into residential care as the scenario cannot be rerun in both states).
- specific cost reductions: a saving that can be specifically identified against an individual circumstance

Finally, we have put significant effort into ensuring that the projected benefits are actually realised, and recorded as being realised.

To date, the NeAT and WSD programmes have helped reduce the number of admissions of elderly people into long-term residential care by more than 40%.

## **MEDICTON GROUP**

<b>COUNTRY</b>	Czech Republic
<b>FOCUS OF INITIATIVE</b>	Healthcare services
<b>URL</b>	<a href="http://www.medicton.com/">http://www.medicton.com/</a>

### **ABSTRACT**

Medicton's I4Control system is an assistive technology that enables people with motor disorders to use eye movements not only to control their PCs but also other household equipment including the TV.

## MEGANEXUS

<b>COUNTRY</b>	UK
<b>FOCUS OF INITIATIVE</b>	Job search services
<b>URL</b>	<a href="http://www.meganexus.com">www.meganexus.com</a>

### ABSTRACT

MegaNexus is a web based social networking tool which operates in a number of areas in London and aims to connect socially excluded people, provide access to people, organisations, opportunities and information to find employment, and connect local support agencies to enable job brokerage. It empowers individuals in socially inactive positions to integrate more fully into the community.

MegaNexus works with local governments, funding organisations and support/training centres to establish a locally-focused network of support and information to local residents.

Some key facts:

- So far, the service has over 2,500 users, of which 1,700 are jobseekers;
- Over 150 people have found work through the service;
- Over 300 people have been connected to training opportunities and around 300 people made use of local services through the network.

## MELTING POT EUROPA

<b>COUNTRY</b>	Italy
<b>FOCUS OF INITIATIVE</b>	Community building
<b>URL</b>	<a href="http://www.meltingpot.org">www.meltingpot.org</a>

### ABSTRACT

Melting Pot Europa is a multilingual portal which since 2003 has been providing an updated guide to Italian immigration legislation and easy-to-access information to migrants and to public institutions and voluntary associations operating in the sector. The portal is organised in two main sections: “illegal immigrants”, a legal information counter giving access to a huge archive and to advice services; “diritti di cittadinanza” (citizenship rights) with news, reports and press coverage. The website is part of a project promoting citizens’ rights of migrants in Italy. It builds on the initial radio broadcasting experience of the NGO Tele Radio City in Venice. Today, several editorial groups in different Italian regions (2 contracted journalists and 11 voluntary ones) feed the portal with information on immigration ranging from legislation (which is also commented upon by a contracted lawyer and 9 voluntary ones), to political and cultural initiatives. Ten immigrants associations are currently actively involved in this project. The website also contains multimedia material from the project's radio broadcasts, which can be listened to via satellite, streaming and local FM broadcast. The portal is managed through a customised multi-lingual CMS software and is published in Albanian, Arabic, English, French, Italian, Rumanian, Serbian and Spanish, with effective search functions thanks to organic Search Engine Optimization (SEO). Translations are provided by 150 volunteers (almost all of them migrants) supported by mailing-list tools. The portal's archive had over 11,000 items in 2007.

With about 150,000 visitors per month and 3,000 newsletter subscribers, Melting Pot Europa has become a key reference point for Italian local administrations for migrants associations and migrants.

## MID-WEST REGIONAL AUTHORITY

<b>COUNTRY</b>	UK
<b>FOCUS OF INITIATIVE</b>	Community building
<b>URL</b>	n/a

### ABSTRACT

The CitizenFirst project, part of a pan-European partnership, encourages increased citizen and community participation with local and public bodies through ICT awareness training and the installation of Public Internet Access Points.

## MILTON KEYNES COUNCIL

COUNTRY	UK
FOCUS OF INITIATIVE	Tax relief & incentives for affordability
URL	<a href="http://www.digitalmk.org/">http://www.digitalmk.org/</a>

### ABSTRACT

The project's mission lies on two principles:

- Encouraging greater social and digital inclusion for minority ethnic groups, other culturally disadvantaged or excluded groups in majority populations, and for recent migrant populations;
- Helping these groups to gain confidence, learn new skills, or participate in wider society activity.

ConnectMK/Digital MK supports people on low incomes and those from excluded groups to improve their lifestyles through the use of digital technology. Initiatives range from distributing low cost PCs and providing tele-health initiatives to improving the accessibility of online public services.

Milton Keynes Council is a UK local authority area with great cultural diversity and significant social and digital deprivation issues. The Connect MK / Digital MK projects were set up to help create a digitally and socially inclusive modern city.

Through the initiative, the city has adopted a number of initiatives which include: a low cost Wimax broadband for the city; a PC loan/rental service for socially deprived and ethnic minority families; Digital Service Centres offering free Internet access and ICT training based in community facilities, such as places of worship and family centres; implementing innovative avatar technology on the council website; introducing innovative tele-health solutions to improve the quality of life of patients.

The Council has also become the first in the world to be authorised by Microsoft to provide social software licenses.

## MINISTRY OF COMMUNICATIONS AND IT - PMU KNOWLEDGE ECONOMY

COUNTRY	Romania
FOCUS OF INITIATIVE	Community building
URL	<a href="http://www.mcti.ro/index.php?id=14&amp;L=1">http://www.mcti.ro/index.php?id=14&amp;L=1</a>

### ABSTRACT

The project has set up knowledge centres in disadvantaged communities throughout Romania to provide information services to improve the quality of government services as well as creating an enabling business environment with a particular focus on SME's.

## MUNICIPALITY OF THE HAGUE PUBLIC LIBRARY

COUNTRY	The Netherlands
FOCUS OF INITIATIVE	Community building
URL	<a href="http://www.dobdenhaag.nl">http://www.dobdenhaag.nl</a>

### ABSTRACT

Community Media Centres have been established where citizens can produce their own media content, sharing it with the local residents and neighbourhood. Video and audio material can all be developed with support from qualified professionals.

## NETSQUARE

COUNTRY	Finland
FOCUS OF INITIATIVE	Public access points availability
URL	<a href="http://www.tampere.fi/kirjasto/hervanta/tietotori/inenglish.htm">http://www.tampere.fi/kirjasto/hervanta/tietotori/inenglish.htm</a>

### ABSTRACT

the Netsquare project at the Hervanta library in Finland offers citizens free access to computers and the internet. More specifically, there are 20 workstations available in the Netsquare. The target of this campaign was to increase the penetration rate of using the internet among population from 28% to 33% until the end of 2007, meaning approximately 7 million of internet users.

## NEW EMPLOYMENT OPPORTUNITIES FOR POLAND'S DISABLED

COUNTRY	Poland
FOCUS OF INITIATIVE	Skill-building for employability
URL	<a href="http://www.idn.org.pl/fpmiir/index.html">www.idn.org.pl/fpmiir/index.html</a> <a href="http://portal.idn.org.pl/idn/">http://portal.idn.org.pl/idn/</a>

### ABSTRACT

The Foundation Supporting Physically Disabled Computer Specialists offers free training courses at several levels in Poland, ranging from basic ICT skills to specialist training in server and database technologies. Disabled people in Poland, as elsewhere, face many challenges. Not least among these challenges are the difficulties experienced in finding employment. Even among those suffering from minor disabilities, only about one in five who is of working age is employed. This proportion appears to have fallen rather than risen in recent years.

From 2005 to 2007, a total of 1,026 people were trained at the foundation's two community technology centres in Warsaw. The Centres for Education and Professional Empowerment of the Disabled, besides ICT skills training, provide psychological and vocational advice. Their mission is to foster professional and social inclusion of the disabled, especially by improving their employability. Impact on people with disabilities is high, the initiative helps them to improve their vocational skills and realise their potential. 1,026 people have been trained to date and more than 2,300 have received counselling. 603 people have been matched to potential recruitment opportunities, of these 133 actually have found a job in the period 2005-2007. The project offers a wide range of services: professional and vocational advice, career consulting and ICT training courses.

## NEW HORIZONS

COUNTRY	UK
FOCUS OF INITIATIVE	Basic digital literacy
URL	<a href="http://www.cambridgehs.org.uk">www.cambridgehs.org.uk</a>

### ABSTRACT

Clearly, there is a Cambridge effect upon the Cambridge sub-region with practically full employment in some places. Nevertheless, local plans and strategies (Greater Cambridge Partnership, Learning and Skills Council) recognise that there are groups who do not benefit from the effect, are left behind and do not have good prospects for the future. They also offer consistent analysis of the challenges facing the area – the low aspirations of some sections of the population, the difficulty with engaging with these groups, and its rurality.

There is emerging evidence that ICT offers an effective way of engaging with hard to reach groups<sup>1</sup>, that digitally connected excluded groups make better use of services than those groups who are unconnected, and that ICT can help to transform the life chances of socially excluded groups. (Inclusion Through Innovation – tackling social exclusion through new technologies – Social Exclusion Unit (November 2005); Guidelines for a Pathway Approach to Employment in the Information Society, O’Donell S., Ellen D., Duggan C. (2003)).

New Horizons aims to respond to public policy in the sub-region and the opportunities presented by ICT to enable people to overcome personal (low aspirations, lack of confidence), institutional (previous poor experiences of education), resource (access to ICT equipment and the internet), and geographical barriers (rurality). New Horizons will combine an outreach style of delivery with products and services which create a platform for opportunity. Services may be provided in people’s homes so that they are universally accessible and combine opportunities for personal development – learning and skills – with digital inclusion. This style of provision will enable the project to reach people who would otherwise miss out because of transport, caring responsibilities or self-exclusion

New Horizons has been successfully road tested with Cambridge Housing Society’s residents in Cambridgeshire, and the project has been worked up through consultation with the various stakeholders involved in the Investing in Communities programme, as well as with advice from Digitopian, the consultancy arm of Citizens Online, a national charitable organisation which seeks to widen participation in the digital world.

The outcomes from delivery have been impressive - invariably beneficiaries say that their self-confidence has increased but there have been stories of people moving on in more dramatic ways – from stopping self-harming to getting a job after recovering from an addiction. Research carried out in 2004 suggested that the model empowered beneficiaries to want to fully use and realise the benefits of ICT. They were:

- 53% more likely than a control group to have thought about buying a computer themselves
- 67% more likely to want to have additional equipment such as printers and scanners with their computer
- 67% more likely to want to use their computer to do courses at home
- 73% more likely to want to use the internet
- 152% more likely to want to use their computer to work from home

## "NEW OPPORTUNITIES" INITIATIVE

<b>COUNTRY</b>	Portugal
<b>FOCUS OF INITIATIVE</b>	Skill-building for employability
<b>URL</b>	<a href="http://www.novasoportunidades.gov.pt">www.novasoportunidades.gov.pt</a>

### ABSTRACT

New Opportunities aims at significantly enhancing the relatively low qualification levels of the Portuguese population, which generally involves older generations but also younger people. Thus, the guiding objective for New Opportunities is to bring the general schooling up to the upper secondary education level. The project has two main pillars: 1) Addressing the low levels of schooling (and high drop-out) among young people; 2) Raise the basic qualification levels of the adult population. This requires: -a) Structuring the supply of vocational education and training courses to cover a growing number of people in qualifying paths; -b) Recognizing (lifelong acquired) competences; -c) Stimulating demand, mobilising the Portuguese population to the challenge of lifelong learning.

Created, presented and published in October 2007, the Quality Charter of the New Opportunities Centres aims at to improve quality assurance in the validation of non-formal and informal learning processes and the activities carried out by the network.

Having started with 6 centres in December 2000, the network has been progressively launched up to 2006 (98 centres) and boomed in 2007 (269 centres) and 2008 (457 centres).

In 2006 and 2007, the New Opportunities Initiative covered 352.563 adults, 150.542 of whom demanding an upper secondary level qualification.

## OAKGROVE MILLENIUM VILLAGE

COUNTRY	UK
FOCUS OF INITIATIVE	Broadband coverage
URL	<a href="http://www.oakgrove-mk.org/default.asp">http://www.oakgrove-mk.org/default.asp</a>

### ABSTRACT

Innovative fibre to the home project for a development of 2,000 new homes in Milton Keynes – 30 % social housing incorporating broadband infrastructure and networked services.

Some key facts:

- 2000 new homes in Milton Keynes, of which 30% are social houses, will be built with high speed internet connections.
- Minimum 10 Kbps connection.

## OPEN DOOR

COUNTRY	Latvia
FOCUS OF INITIATIVE	Skill-building for employability
URL	n/a

### ABSTRACT

The project is implemented by “Apeirons”, a NGO of people with disabilities and their friends.

The aims is creating educational, employment and social opportunities for people, notably individuals with disability, through free computer access, increased computer literacy and IT skills development.

The added value of the project is an attempt to end segregation of people with disabilities by creating a model of disability friendly community learning center where people with and without disabilities learn side by side.

## **PBYP (PERSONALISATION BY PIECES)**

<b>COUNTRY</b>	UK
<b>FOCUS OF INITIATIVE</b>	Learning through ICT
<b>URL</b>	<a href="http://www.camb-ed.net">www.camb-ed.net</a>

### **ABSTRACT**

PbyP is an online service for people aged 5 – 105, which helps users to structure their way of learning and record their learning progress. In addition, users can become part of a community of practice in which they can be experts themselves and help others. As the project is based on competencies, it brings together people with common goals, allowing for example parents to fully engage in the learning process of their children.

In 1995 small scale trials of the underlying theory saw a 50% increase in examination performance at age 16. In 2003 larger scale single school trials achieved an acceleration in competencies of 3 years over the 11-16 age range. Since this trial began in April 2007, we have already seen increased performance and independent working within the cohort. The success indicators will be in terms of the number of learners achieving evidence of skills progression. Currently 500 of the 3000 involved have demonstrated progression in this way since April. Our aim will be to demonstrate progress in all age ranges by this time next year over a sample size of 10,000 learners.

In the following year we hope to demonstrate that increasing numbers of learners put these skills in to practice in their local communities as active citizens running projects and adding to local capacity. We already have evidence of three such emergent projects since April.

There are 30 projects currently starting up. These include learners from 5-7, learners from 8-11 (1000 students already taking part), learners from 12-18 (1000 students and their parents already taking part), learners from 14-20 (3000 students due to start by Feb-08) and employees of a large engineering firm (1000 employees due to start by Mar-08). Finally a set of students in India and China will be involved in a project to link these learners.

## PCS AGAINST BARRIERS

COUNTRY	Czech Republic
FOCUS OF INITIATIVE	Basic digital literacy
URL	<a href="http://www.bariery.cz/nadace">www.bariery.cz/nadace</a>

### ABSTRACT

Main objectives of the Project are education and re-training of disabled persons in the ICT area. Some of the supported training centres are also used for training women on maternity leave. The project is implemented at a national level and provides assistance to handicapped individuals to work with their PCs. Part of the project also includes the distribution of used computers, including software, which are obtained from private companies.

The project is a logical continuation on from The Charta 77 Foundation other activities and can be seen as evidence of the non-profit and private sectors working together successfully. The number of projects supported by EU funds in recent years which work with under same idea as the 'PCs Against Barriers' project, which was established 10 years ago, can serve as confirmation of its successful philosophy (i.e. supporting the setting up of training centres offering courses).

During the 10 years over 1,500 computers have been given to individuals or organisations caring for handicapped people, which had been obtained as gifts from the private sector (companies, legal firms, etc.). Since 1996 a total of 14 training centres have been set up as part of the project. 3,586 people have passed the courses held at the centres between 2000 and 2006. Last year 1,453 people attended the courses, which confirmed the annual growth in people interested in the various courses. One pleasing aspect is that 111 course participants obtained employment last year thanks to the project.

The project represents co-operation between civic organisations (NGOs) and the private sector. As the project is organised by a charity, it is financed by donations it receives (either financial donations or gifts of computer equipment or software, or other non-material gifts such as training services). Used computers are provided to participants free-of-charge, and the financial contributions for acquiring PCs or notebooks are set on a case-by-case basis.

## PROGRAM “TRAINING AND EMPLOYMENT OF TEACHERS” (PROGRAM “TET”)

COUNTRY	Bulgaria
FOCUS OF INITIATIVE	Skill-building for employability
URL	n/a

### ABSTRACT

In 2006 the program “TET” is launched. The activities for training of teachers how to use ICT in the educational process take a significant place in it. In this module of the project 150 teachers are included.

## PVCS - PVP ® (POINT VISIO-PUBLIC) — PUBLIC VIDEO CONFERENCE SPOTS, AUVERGNE REGION

COUNTRY	France
FOCUS OF INITIATIVE	Tax relief & incentives for affordability
URL	<a href="http://www.auvergne-pointvisiopublic.com/">http://www.auvergne-pointvisiopublic.com/</a>

### ABSTRACT

The project makes sure everyone, including fragile and isolated citizens, have access to public services. Remote, mountainous and rural areas thanks to PVCS, a unique ICT solution, are offered a large range of services including a distributed video-conference facility that uses innovative techniques to simulate a genuine eye-to-eye communication.

At the end of 2008, 60 public video conference spots dedicated to the citizens will be connected to 30 professional spots:

- to ensure the principle of equality between all citizens, including fragile or isolated persons, by providing an easy and efficient access to public authorities in areas with a significant lack of suitable public services
- to enhance public service productivity
- to improve the access to public services with a help of an innovative ICT tool
- to reduce the number of trips in a mountainous area with harsh weather conditions
- to allow citizens to perceive the advantages of internet broadband in their daily life
- to enhance citizens living standards in order to reduce rural exodus and attract new permanent inhabitants
- promote the development of video conference services, teleworking and e-learning

## RAINBOW INTERNET

<b>COUNTRY</b>	Poland
<b>FOCUS OF INITIATIVE</b>	Basic digital literacy
<b>URL</b>	n/a

### ABSTRACT

The objective of the Rainbow Internet is popularization of Internet access and IT skills. Within the frame of the project UPC repairs and equips computer studios (in municipal centres of culture) and provides them with Internet access. Within the frame of the project the rooms for studios were repaired and turned to modern designed and equipped with the most recent technologies studios. These multimedia sites carry out free computers training e.g. “The basics of Internet”, html training, contest for the best designed website and Internet security workshop. During that trainings children are taught how to use Internet browsers, e – mail, multimedia, how to make the own webpage and seek required information.

The Rainbow Academy also carries out the trainings for seniors. Huge popularity of such a trainings negates the stereotype that old people do not want to use or even are afraid of the modern technologies. The special educational programme for elder people has been developed. During 3 weeks long training the attendees will learn how to browse Internet pages, send e-mail, use instant messenger or use multimedia. Furthermore, especially for seniors, additional lecturers duties ore organised – for 1 month after completion of the training the attendees can get support from the specialists. the training’s watchword is “Internet connects generations”. During those trainings the role of Internet as a perfect tool for intergenerational communication is accented.

## RED CONECTA

<b>COUNTRY</b>	Spain
<b>FOCUS OF INITIATIVE</b>	Community building
<b>URL</b>	<a href="http://www.redconecta.net">www.redconecta.net</a> ; <a href="http://www.conectajoven.org">www.conectajoven.org</a> ; <a href="http://www.fundacionesplai.org">www.fundacionesplai.org</a>

### ABSTRACT

Connect Now is an initiative within the framework of the strategy to overcome the digital gap based on two networks: “Red Conecta” on the one hand, which focuses on: (1) helping users to access the labor market; (2) improving community development; (3) developing a training methodology for digital literacy called “Ordenador Práctico” for groups at risk of social exclusion, i.e. mainly young people, women, unemployed, immigrants, and ethnic minorities. “Conecta Joven”, on the other hand, is directed to young people aged 16-18. Its main objectives are: (1) to improve the social participation and solidarity of young people, (2) to facilitate the access of young adults to the ITCs thus improving social inclusion, and (3) to promote synergies between and cooperation among the different actors of civil society. All telecenters are hosted by local NGOs which know very well the situation of the people at risk in their areas. The contacts with local NGOs and other networking telecenters have opened up opportunities for sharing knowledge and developing standards of excellence in training efforts.

The programme is running in 61 NGOs in Spain at present and will be expanded to a total of 70 centres by June 2008. All telecenters are equipped with broadband connections and nine personal computers with web cams and headphones. They provide e-skills to 19,000 people every year, and to more than 30,000 people through collaboration efforts with other networking centres. The website of “Red Conecta” has registered 130,000 visits during 2007, and the number of pages viewed has been more than one million. Similarly, the website of “Conecta Joven” has had 89,000 visitors in the same period.

## REDE DE ESPAÇOS INTERNET (INTERNET SPACES NETWORK)

COUNTRY	Portugal
FOCUS OF INITIATIVE	Public access points availability
URL	<a href="http://www.espacosinternet.pt">www.espacosinternet.pt</a> <a href="http://www.unic.pt">www.unic.pt</a>

### ABSTRACT

This national initiative launched in late 1999 is now covering the whole country with a network of more than 1000 public Internet Spaces responding to a common charter, whereby each and every node must provide (1) free internet access, (2) at least 3 workstations, (3) service available to the public at least during office hours, (4) permanent on-site support provided by trained “instructors” (mediators) and (5) at least one workstation with h/w and s/w to support people with special needs. Today the most extensive network of its kind in Europe, this initiative coordinated by UMIC (the Portuguese national Knowledge Society Agency) plays a unique role as a social mediator to computer and Internet technology in local, and frequently remote, communities. UMIC operates within the Ministry of Science, Technology and Higher Education.

Together these nodes provide a set of services that otherwise would often be missing due to geographical distance and/or demographic factors of a given location. Services include access to job search, basic ICT literacy competence training and certification, use of ICT for leisure. Internet Spaces offer appropriate resources for their target audience (i.e. citizens potentially running the risk of marginalisation) to benefit from the Information Society. The Internet Spaces Network initiative is partly supported by EU resources (ERDF development funds).

The initiative was launched seven years ago. To date 1030 Internet Spaces have been set up, plus an additional 2000 Public Internet Access Points (PIAPs).

## RIAPS-2 (DEVELOPMENT OF RURAL INTERNET ACCESS POINTS NETWORK)

COUNTRY	Lithuania
FOCUS OF INITIATIVE	Public access points availability
URL	<a href="http://www.vipt.lt">www.vipt.lt</a> <a href="http://www.vrm.lt">www.vrm.lt</a>

### ABSTRACT

Lithuania boasts about 23,000 small villages where 33 percent of the population lives. During 2007-2008, a total of 400 rural public Internet access points (RIAP) will be opened in Lithuania. RIAPs are one of the most important sources of access to the global information society. The RIAP network will set up and provide computer services and Internet access to small communities in rural and remote areas of Lithuania. This initiative generates new IT knowledge influencing the development of economics, social life and education. It will contribute to decrease unemployment in rural areas in Lithuania.

The novelty of the project lies in the vast number of RIAPs planned to be established across Lithuania. The development of the IT infrastructure in remote areas is a key factor for the national development and the transformation to an Information Society without digital divides. The project shows that in Lithuania libraries are the most successful places for establishing Internet access points in rural areas.

In urban areas in Lithuania, 50% of the households use the Internet at home. In rural areas this is only 23%. After implementation of the project in 2008, Lithuania will have the biggest number (875) of established RIAPs (considering population density) within the EU. The project will have a direct impact on half a million people in Lithuania's rural areas (total population 1,3 million).

## ROBOBRAILLE

COUNTRY	Denmark
FOCUS OF INITIATIVE	eAccessibility
URL	<a href="http://www1.robobraille.org/websites/acj/robobraille.nsf">http://www1.robobraille.org/websites/acj/robobraille.nsf</a>

### ABSTRACT

The RoboBraille service is an email-based translation service capable of translating documents to and from contracted Braille and to synthetic speech. Users submit documents as attachments.

Originally a Danish service, RoboBraille is currently being validated in Ireland, Cyprus, Italy, Portugal and Great Britain in the framework of a pan-European consortium supported by the European Commission. The Danish part of RoboBraille has been available since 2004; in January 2007, support for British English, Italian, Portuguese and Greek was added to the service. In June and July, French and Lithuanian were added.

The long-term goal of the RoboBraille Consortium is to secure a stable commercial customer base to finance the RoboBraille service. It could consist of banks, pharmaceutical companies, public institutions and other enterprises wishing to use the service to produce material in Braille or audio for customers and clients.

The first pilot test of RoboBraille was conducted by more than 700 visually impaired users in the winter/spring of 2007. On a scale from 1 to 5 where 5 is best, RoboBraille scored 3.8 in overall satisfaction, 4.2 in support, 3.9 in accuracy, 4.4 in ease of understanding, 4.4 in ease of use and 4.0 in relevance.

The pilot test furthermore revealed that RoboBraille is mainly used for translation of educational material, manuals, articles and letters. Comments added by pilot users furthermore suggest that RoboBraille leave people with reading difficulties better off in terms of independence, access to digital information, and self-sufficiency. Suggestions from pilot users included support for more document formats such as PDF, support for more output formats, e.g., DAISY talking books and the ability for users to control the speech quality, e.g., select to lower the quality or increase the reading speed.

A subsequent pilot test amongst more than 900 visually impaired users across Europe, which was completed in June-October 2007 confirmed the ratings and findings of the first pilot test.

## SAFIR

COUNTRY	Ireland, Italy, Sweden
FOCUS OF INITIATIVE	Learning through ICT
URL	<a href="http://www.cfl.se/safirenglish">www.cfl.se/safirenglish</a>

### ABSTRACT

The main purpose of SafirEnglish is to rapidly integrate people into the society and employment market. SafirEnglish is a teaching material with the purpose to learn English by using the web and it provides interaction between the computer and the student. The main target groups vary for each context. SafirEnglish is used to learn English (for beginners) and by immigrants in Sweden who do not have access to (higher) education and do not speak English. It is used as language training tool and for integration purposes in Ireland. In Italy it is specially targeted to disabled people who cannot go to a learning centre or a school. It is also used for the capacity development of teachers.

Safir English is launched during the autumn 2007, very reasently. Thus it's difficult to prove the impact, added value and result, but we can compare with the original Safir, Swedish and working life for immigrants. Swedish is a so much smaller language than English and interesting for so less people. Still the impact is enormous, in August 2007, there were 350.000 hits, 12.000 users in 48 countries. In Sweden so many teachers confirm that their students learn faster with Safir.

Added value: Students learn in their own pace, place and time. Safir and SafirEnglish is available to all, there's no need for broad band. It's easy to navigate, meaning that also users with low computer skills can use it. Many immigrant women are not allowed by their husbands to leave the house and attend classes regularly, but they use Safir in their homes during the day. Safir is produced for adults and has an adult approach. Safir wants to accelerate the integration into the society and thus many exercises treat different social issues, such as family life, housing, health care etc. Safir has different kinds of exercises, drag n'drop, fill in the blanks and many others, in order to make the material interesting and diversifying.

Capacity development for teachers, who had little computer skills but through Safir has improved and for whom e-learning has become an every day activity.

Results achieved :Original Safir is very popular and we are in contact with many teachers that confirm that students learn so much faster with Safir.

## SEI

<b>COUNTRY</b>	Romania
<b>FOCUS OF INITIATIVE</b>	Learning through ICT
<b>URL</b>	<a href="http://portal.edu.ro/index.php/base/en">http://portal.edu.ro/index.php/base/en</a>

### ABSTRACT

The IT Based Educational System (SEI) is a complex program initiated by the Ministry of Education and Research in 2001, aiming to offer ITC support for the Romanian education system. The program supports the objectives of the educational reform, in conformity with the eEurope 2005 action plan initiated by the European Union and with to the European eLearning initiative.

SEI is designed as an integrated nation-wide solution, composed of an integrated network of local and regional solutions. Each IT laboratory provided to schools is itself an integrated solution, ready to be used by teachers and pupils. The IT laboratories (local solutions) are integrated into a logical network comprising all the schools in a region. All Romanian regions are integrated into a national network connected to and coordinated by the SEI management unit located in RMER.

Key figures on SEI (26.04.2006)

- 2.468.589 users
  - 700.000 pupils and 62.000 teachers have access to the AEL eLearning platform and the eContent
  - 1.195.091 secondary school gradulators enrolled in the computerized high school admission and distribution in 2001-2005
  - The IT system centralized data on 353.878 applicants for the High School Leaving Examination 2004-2005
  - 157.620 teachers took part in the teachers' nomination upon vacant positions exam in 2003, 2004 and 2005
- 50.000 trained teachers in using AEL
- 43 man – years AEL training & implementation
- 4.780 IT labs
  - 76.320 performant computers
  - 4.780 servers
  - 4.780 installed and configured networks
  - Installation and configuration of the eLearning platform and educational content
- 600 high schools connected to the Internet
- 1.385 multimedia lessons (AEL lessons).

## **SENIOR.PL**

<b>COUNTRY</b>	Poland
<b>FOCUS OF INITIATIVE</b>	Ageing-well services
<b>URL</b>	<a href="http://www.senior.pl/">www.senior.pl/</a>

### **ABSTRACT**

Senior.pl is a portal dedicated to people over 40 years. Publishes news and the educational articles about all domains of life, that seniors may be interested in. The mission of the portal is to counteract excluding of elder people in any domain of life and showing them the possibility of professional success. Moreover Senior.pl is willing to restore proper respect for aged people that currently vanishing in our country. The above mentioned aims are implemented by cooperation with other portals, institutions, organizations and companies acting for seniors. Additionally the seniors are invited to cooperation in building the portal.

## SENIORMEDIA MARKETING

COUNTRY	Austria
FOCUS OF INITIATIVE	Basic digital literacy
URL	<a href="http://www.seniornett.no/">http://www.seniornett.no/</a>

### ABSTRACT

The Association has the following main areas:

- The creation of Seniorsnetts clubs
- Information, communication
- Training, club service, members

Seniorsnetts Norway's purpose is to promote a senior's participation in ICT-samfunnet. Seniorsnetts to help people over 55 years to be master of ICT so that they can survive even in today's technology community.

Seniorsnetts Norway is an independent, non-profit organization, a member league where everyone can join and help to promote the association's purpose. The Association is a national newspaper, has an office in Lower Castle Gate 13 in Oslo and has its own website [www.seniornett.no](http://www.seniornett.no).

According to Statistics Norway, 1.2 million Norwegians are over 55 years by September last year. Of these, it is over 700,000 who have not learned or master PC and the Internet. So there are only approximately. 40% of the senior who "is on the web", against 90% in the younger cluster. And it is not so strange! Senior researchers grew up not with the Internet and had it might not work. It was not a "data in his bedroom" at the time.

Seniorsnetts Norway will thus motivate and train these important citizens. As also in their training should have a form of teaching - in clubs and teams, in a social framework and with the tempo and the context that is stimulating and motivating for seniors. It applies not only to the senior who has gone out of their careers - just as concerned with many senior employees who often can eject because of a lack of ICT skills. Seniorsnetts Norway, together with the Center for Job, Data Card and the Ministry of Government Administration and Reform, is running in 2008 a pilot project `s where the municipality and a private company participating to train their senior staff in the use of PC and the Internet so that they can extend their professional life. The project also has a political focus, and can be an important template for similar projects across the country in the future.

As of April 2008 has been established over 60 clubs and about. 35 is under establishment. In the course of 2007 was implemented special club commitments in Stavanger, Oslo, Trondheim Østerdalen and with good results and in 2008's Tromsø, Southern Norway and Sogn / Møre for the trip.

WEBSITE there has been an increase in the number of visits in the last year. As for the newspaper, this page contains a combination of reportage, news and technical information, in addition to information about the board's work and other internal Seniorsnetts information. During the year the site is upgraded to a more modern look and with new technology. The site has been developed further with their own info pages for the local clubs and opportunities for blogs, Member etc.

## SIGNIFICAN'T

COUNTRY	UK
FOCUS OF INITIATIVE	eAccessibility
URL	<a href="http://www.signvideo.co.uk/index.php">http://www.signvideo.co.uk/index.php</a>

### ABSTRACT

Significant (Sign If I Can't) is a social enterprise that uses innovative SignVideo technology through a unique Video Call Centre to provide immediate and real time access for deaf people.

SignVideo is an award winning service developed by Significant't. The SignVideo Contact Centre provides high quality interpretation services for deaf people using remote computer links with interpreters.

Our mission is to empower deaf citizens and to use the latest developments in new technology to tackle barriers to their social inclusion.

We act as an enabling partner to organisations, businesses and home users who wish to have unrestricted communication with deaf people who use sign language. Whether interpreting is required for a simple everyday enquiry or a complex life saving situation, our service provides the means to instantly break down communication barriers.

Significant't started in 2003 as an international sign language interpreting agency led by Brigitte Francois.

In 2004, Jeff McWhinney, former CEO of the British Deaf Association, was recruited to help us harness Videoconferencing over the internet to provide a ground-breaking video interpreting service. Our social enterprise began to take shape, and in September 2004, the SignVideo Contact Centre was born.

Based in London, SignVideo expanded quickly, growing to become the UK leader in sign language video interpreting. By May 2007, it had distributed over 500 videoconferencing units to customers in the UK and Europe.

SignVideo has always been committed to delivering the highest levels of service and support to its customers. Today we provide services for the National Health Service, Local and National Government Agencies, Voluntary Organisations, Deaf businesses and Deaf individuals in their workplaces.

Before long, our team believes that the SignVideo interpreting service will be a widely available feature of all public services.

## SONOVISTA/TELEKOM AUSTRIA – BUNTES FERNSEHEN

COUNTRY	Austria
FOCUS OF INITIATIVE	Community building
URL	<a href="http://www.sonovista.com/">http://www.sonovista.com/</a>

### ABSTRACT

Sonovista develops trendsetting audiovisual, communication and media formats for corporations and communities.

Sonovista's unique approach in the ICT field is characterised by their sovereign handling of state of the art media technologies like IPTV and Web 2.0. Yet, beyond their commitment to excellence in high tech applications, Sonovista always focuses on human beings as the primary and determining factor in their work.

The interrelationship between man and message is of utmost importance for Sonovista, and this unique and internationally successful profile is reflected in their concepts, their productions and their applications.

Buntes Fernsehen encourages local people of the rural Austrian community of Engerwitzdorf to create their own digital content based on their personal interests and disseminate within their local community via Television over Internet Protocol (IPTV).

The establishment of the first European IPTV community in collaboration with Telekom Austria TA AG. The citizens of Engerwitzdorf and the vicinity produce local content and publish the same via an IPTV platform (aon.TV). An idealistic pilot project emerged as a successful and prize-winning model, attracting significant global interest, for the democratization of the media via IPTV technology.

Sonovista SERVICES: The idea and basic foundations for projects, project management, brand development, communications strategies, conception and implementation of a variety of web platforms and training for attendants.

Highlights: Reports on the BBC (3 million viewers) and on the ZDF (1,7 million viewers). Presentations at the UN World Summit on the Information Society in Tunis in 2005, at the conference and exhibition " Bridging the Broadband Gap" of the European Union in Brussels in 2007, at the EuroITV Conference in Salzburg 2008 and the Ministerial Conference on e-Inclusion of the European Commission in Vienna 2008.

## SOTIRIA HOSPITAL

COUNTRY	Greece
FOCUS OF INITIATIVE	Healthcare services
URL	<a href="http://www.sotiria-telecare.gr/en/index.htm">http://www.sotiria-telecare.gr/en/index.htm</a>

### ABSTRACT

The e-Health Unit at Sotiria Hospital has incorporated the use of ICT into clinical practice to allow a gradual evolution to more home and community based health and social care particularly for chronic care management, this has proved invaluable for elderly and disadvantaged patients.

“Sotiria” Hospital, is a 800 beds public teaching hospital, which mainly serves elderly and chronic patients (pulmonary, cardiology, oncology etc.). in a percentage more than 50% of its total capacity.

The E-health unit was established in March 1999, as a horizontal research and therapeutic unit, for the implementation of emerging ICTs in everyday clinical practice, as an initiative to modernize the previously offered rehabilitation services for chronic patients.

Our efforts are especially focused on:

- Home and community integrated care
- Home based rehabilitation
- Home based monitoring and support
- Early discharge and home-hospitalisation
- Personalized and mobile care
- Chronic Disease Management

The vast majority of the patients treated by our Hospital are socially disadvantaged elderly of low level of education and income. A very large percentage of them are chronic patients, suffering from more than one chronic condition with serious neglected co-morbidities, various degrees of disability, social isolation and depression.

The course of their condition, due to poor control, is characterised by multiple visits and admissions to public hospitals, on which they are exclusively dependent. The situation becomes severe, for those living in isolated rural areas or in small islands of the Aegean Sea, when their transportation to hospital becomes impossible, due to weather conditions.

There has been a strong medical and social need for an intervention and the application of today's ICTs in our clinical practice, was proposed as the effective reply to empower this very fragile population and give them the opportunity to have equal access to high quality care. So, our main targets are:

- To offer e-health assisted, home and community based, comprehensive and integrated clinical solutions to these patients.
- To bring together the hospital personnel of various specialties and subspecialties with scientists of the technological, academic, social, etc. field to gain synergy benefits.
- To raise awareness and to mobilize the interest of all the relevant stakeholders and to create the necessary critical mass able to influence the payers / decision-makers for further adoption of e-health services.
- To participate in R&D activities at national and EU level.

## **SOUTH WITHAM BROADBAND**

<b>COUNTRY</b>	UK
<b>FOCUS OF INITIATIVE</b>	Broadband coverage
<b>URL</b>	<a href="http://www.wireless.southwitham.net/">http://www.wireless.southwitham.net/</a>

### **ABSTRACT**

South Witham Broadband is a social enterprise set up when the rural community it serves found that it was not commercially viable to provide broadband. Should users need help, the service provides calm, clear, expert advice from an understanding, locally based technician. And if problems can't be sorted out by phone or email, a technician provides support locally.

When the big players in broadband Internet connection decided that the villages in our region weren't worth the investment, we decided to do it for ourselves. SWBB is now the longest running broadband provider in the area. An award winning local Internet Service Provider, we are unique as we engage closely to people as individuals which large impersonal providers cannot do and provide a level of service that others find hard to match. We also provide "mentoring to other communities who have set up or are aiming to set up a similar community broadband networks.

SWBB is a local, 'not for profit' company providing both secure wireless broadband internet using mesh technology as well as ADSL broadband solutions to business and home. Being able to deliver the mobility benefits of truly unwired/wireless internet means that whether inside or outside the home or office Internet can keep you secure, online and connected.

We offer a range of complementary services to businesses who wish to further enhance or expand their Internet or network capabilities. We have comprehensive range of wireless consultancy and support services. We can help you in defining your wireless strategy, choosing appropriate technologies, procurement, custom configuration, project management and installation. Once implemented we can provide a range of wireless support services to ensure long-term cost-effective performance of your wireless network.

## SWEDISH DISABILITY FEDERATION

COUNTRY	Sweden
FOCUS OF INITIATIVE	Healthcare services
URL	<a href="http://www.hso.se/start.asp?sida=298">http://www.hso.se/start.asp?sida=298</a>

### ABSTRACT

The Swedish Disability Federation's project 'MediAbility – Digital Storytelling' uses simple, cheap digital online tools to encourage people to express themselves on the internet.

The Swedish Disability Federation is the united voice of the Swedish disability movement before government, the parliament and national authorities. The federation was founded 1942 and consists today of 43 national disability organisations with about 500 000 individual members. Each organisation makes its own decisions and determines its own activities but on issues where all member organisations agree, common action is taken.

At least 10 per cent of Swedish citizens have some form of disability. All people, whether disabled or not, are affected by the same political decisions. The Swedish Disability Federation therefore considers that there should be a disability aspect to every political area and to every public issue at every level. These issues include employment, health insurance, public health services, schools and education, equality, culture and leisure, consumer issues and transport.

The disability movement is one of the largest popular movements in Sweden. There are many large and small disability organisations that represent people with disabilities. These organisations carry out a considerable amount of work to improve conditions, create networks and give their members a clear and positive identity. The conditions for each organisation vary depending on number of members, the geographical spread, financial conditions and general awareness about disabilities in society.

Every disability organisation represents its own individual members' special interests at state, county council and local authority level. The members of every organisation have different needs, but they have also many common needs. Therefore, most of the Swedish disability organisations have chosen to co-operate on certain issues through the Swedish Disability Federation. These issues include the right to equal health care, schooling and employment, as well as freedom from discrimination.

There is also an ongoing disability policy co-operation at regional and local level. There are co-operative bodies for disability organisations in every county and in most municipalities. These co-operative bodies are constituted separately from the Swedish Disability Federation, with their own statutes and their own activities.

The Swedish Disability Federation believes that a society for all must be based on the principle that all people have equal worth. Every citizen has the same fundamental needs, but the ways these needs are met are different. In far too many ways, people with disabilities are treated as victims and objects that should be taken care of, not as citizens with equal rights and obligations to build their own lives and participate in society.

## T.NET. — TRENTINO IN RETE

<b>COUNTRY</b>	Italy
<b>FOCUS OF INITIATIVE</b>	Broadband coverage
<b>URL</b>	n/a

### ABSTRACT

T.Net. aims to give the entire Trentino (a territory with a lot of mountainous areas and low housing density, where risk of marginalization is high) broadband internet coverage. To incentive also the development of these areas, a network infrastructure is being deployed: it will support the needs of all parts of the province and extend the advantages of information society throughout Trentino. A process started to bring broadband to the entire Province by 2010 using a public financed network, managed by a publicly controlled company and opened to private companies to guarantee competition.

Main objectives:

- the access to information society to all citizens of the province even where business driven investments of private operators are not sustainable.
- T.Net. will drastically reduce the need for citizens to move to the main cities of the province to access basic services, such as healthcare.
- small businesses will have more chances to remain on their villages, reducing the marginalization of those areas.
- the approach will benefit the end user by facilitating competition among the providers in offering connectivity to public administration, companies and citizens.
- the incremental deployment of the wireless and fiber infrastructure will not only allow to supply core services in a short time frame (e.g. Telemedicine services already deployed thank to the migration to the GBE backbone connecting hospitals), but also incentive the development of new advanced services later on.

## TAMPERE CITY LIBRARY, SAMPOLA LIBRARY

COUNTRY	Finland
FOCUS OF INITIATIVE	Basic digital literacy
URL	<a href="http://www.tampere.fi/kirjasto/sampola/english.htm">http://www.tampere.fi/kirjasto/sampola/english.htm</a>

### ABSTRACT

In addition to providing free internet access in its local branches, Tampere City Library offers free training in basic computer skills and also takes a mobile Internet prepared bus to local communities to teach them about using the internet.

The library was established in 1922 as the Tammela Library. It was the first branch library of Tampere City Library. The new library was opened on 19th on March 2003 under the new name: Sampola Library.

### COLLECTION

- literature mainly in Finnish, in future more and more also in English and other languages
- collection of music scores and maps
- recordings: music, talking books, language courses, CD-ROMs, videos, DVDs
- newspapers and periodicals

### ON-LINE SERVICE

- on-line lending/return ; in use also self-service facilities
- information service

### PREMISES AND FACILITIES

- access to Internet
- various registers, indexes and databases
- fotocopy machine
- reading room for newspapers and periodicals as well as for studying
- exhibition space
- meeting room
- Fairy-tale Cottage
- information on current events and topical subjects
- notice board, information material
- special subject weeks, exhibitions
- various cultural activities for adults and children

Sampola is situated in the middle of the city. It is easy to find and easy to reach by bus or on foot or by bicycle. For customers visiting Sampola, there is parking area for 40 cars. Parking is free.

Cafeteria is open during the terms of the Adult Education Center of Sampola.

## THE BRIGHTSIDE TRUST - EMENTORING FOR DISADVANTAGED YOUNG PEOPLE

COUNTRY	UK
FOCUS OF INITIATIVE	Skill-building for employability
URL	<a href="http://www.thebrightsidetrust.org">http://www.thebrightsidetrust.org</a> <a href="http://confidentfutures.org/">http://confidentfutures.org/</a>

### ABSTRACT

The Brightside Trust is an educational charity committed to helping underprivileged individuals to overcome social disadvantage. Working in partnership with government, corporate and not-for-profit organisations, Brightside delivers e-mentoring and internet-based programmes that raise the aspirations of young people and adults, enabling them to continue in education and training, and achieve meaningful careers. Brightside has developed a scalable model enabling e-mentoring to be a cost-effective, long-term intervention which has supported over 4000 young people from 700 schools, working with over 40 universities across the UK. These students have benefited from the advice and guidance of mentors from the fields of medicine, healthcare, engineering, law, business, chemistry and physics.

In a recent published evaluation of 'Bright Journals', a project linking young people, with an interest studying medicine or allied healthcare subjects at university, with undergraduate medical students, 66% of the young people rated the ease of using the online mentoring system as 'Excellent'. In addition 58% found the experience very rewarding and 39% found it 'quite' rewarding. 75% of the participants considered 'Bright Journals' to be a good way of learning more about health-related careers.

Recent evaluation results over two academic years clearly demonstrates that for mentees who engaged with the Future Blogs programme found it effective at providing the support and encouragement that students need to be able to make informed choices about school, university life and career choices. Overall 74% of mentees were more interested to study chemistry or the chemical sciences in the future, with the greatest improvement seen in the second academic year for 16-18 year old students, for whom there was a 43% increase. In addition, 72% of mentees who were the first generation to enter HE, reported that communicating with their mentor had inspired them to think about going in to HE.

The e-mentoring experience was regarded extremely highly with 98% of mentees stating they would recommend Future Blogs to a sibling, 86% reporting that they were happy with the e-mentoring experience and 83% of mentees rating the website as Good or Excellent.

An interim evaluation of the Live Journals pilot has indicated that it has had a positive effect on a mentees confidence and motivation, their aspirations to HE and their decisions to study engineering after GCSE. From an initial baseline survey of mentees who had been mentored for a period of up to six months, an increase was demonstrated in their confidence in their abilities (+25%) and their motivation for school work (+27%). The majority of mentees also reported that communicating with their mentor had inspired them to think about going in to HE. Notably the greatest e-mentoring improvement was seen for 16-18 year old students who reported that they were more likely to study for an A or AS level including science or maths or consider a BTEC in engineering. The e-mentoring experience was regarded extremely highly with 100% rating the website as Good or Excellent and 94% would recommend Live Journals to a sibling or friend.

## TRIO PROJECT FOR FOREIGNERS

COUNTRY	Italy
FOCUS OF INITIATIVE	
URL	<a href="http://www.progettotrio.it">www.progettotrio.it</a>

### ABSTRACT

TRIO Project for Foreigners is a training project aimed to provide foreigners citizens (particularly immigrants) living in Tuscany with tools that can improve their integration in the community in which they live. The project offers several free e-learning courses in the TRIO's training centers or at local associations, partners of the project. The project is promoted by the Ministry of Labour and Welfare and the Region of Tuscany.

At the end of the Project (february 2006):

- 715 users that had attended the courses.
- 525 users were still attending courses.
- 3002 courses has been attended
- 1876 courses has been completed with success
- 91,6% of users attended the courses of Italian language
- 8,4% of users attended courses on safety rules and regional institutions and regulations
- Italian language courses: beginner level 60,3% of users, pre-intermediate level 49,9% of users, intermediate level 34,5% of users
- 449 users attended courses from the associations, partners of the Project
- 224 users attended courses from the TRIO e-learning training centers
- 42 users landed on the Project by other different ways.

## UK ONLINE CENTRES

<b>COUNTRY</b>	UK
<b>FOCUS OF INITIATIVE</b>	Public access points availability Basic digital literacy Skill-building for employability
<b>URL</b>	<a href="http://www.ukonlinecentres.com">www.ukonlinecentres.com</a>

### ABSTRACT

UK online centres were set up in 2000 with money from the Department for Education and Skills (DfES) Capital Modernisation Fund and the New Opportunities Fund. In April 2003 Ufi, the organisation behind leardirect, was given responsibility by the DfES for the administration and development of UK online centres. The UK online centre network is now managed by the UK online centres team at Ufi, which is working to develop a sustainable, valuable network. Originally set up to provide public access to computers, the role of centres has evolved and they now play a strong role in exploiting ICT to develop skills and confidence, achieve social inclusion and create stronger communities.

For many UK online centre customers, computers and the internet can be the hook that draws them into a centre, and onto further learning. From starting out with myguide, the accessible, easy-to-use internet and email service, many go on to learn more about computers with simple word processing and spreadsheets. That can open up opportunities to address literacy and numeracy needs. As customers grow in confidence, many move on to take English, Maths and ICT qualifications, try more advanced online transactions, job searches, CV building and even volunteering in their centre. UK online centres offer vulnerable or excluded people the support, tools and flexibility to make changes to their own lives. Central to the UK online centres' journey is that the customer controls the route and pace of their progression, and centres work with other agencies to ensure they are referred to the appropriate courses, information and guidance.

myguide – [www.myguide.gov.uk](http://www.myguide.gov.uk) – was conceived and developed in consultation with a wide variety of public, private and third sector partners and is now one of the main tools used by UK online centres with their visitors. myguide supports the user journey through a free, easy-to-use email and web-search facility, plus short courses to help people get to grips with computers – was successfully rolled out nationally in October 2007, and is now one of the main tools used by UK online centres.

2007-08 Key facts:

- 10,000 people took part in the first ever Get online day in October 2007
- 75,000 people took their first steps on the internet through myguide and signed up to 150,000 myguide courses, following its national launch in October 2007
- 86% of myguide users said myguide has had a positive impact on their lives
- 97% of UK online centre users rated their experience at centres as good or excellent
- 40% of UK online centre users progressed to education, employment-related activity or information, advice and guidance
- There are UK online centres in 72% of areas of high social deprivation
- There were more than 175 mentions of UK online centres in national press articles, online news services and government strategies.
- Half of all UK online centres' customers have no formal qualifications
- 60% of participants said they were now happy using computers and the internet, and 70% said they now felt confident

## UN COMPUTER IN FAMIGLIA

COUNTRY	Italy
FOCUS OF INITIATIVE	Tax relief & incentives for affordability
URL	<a href="http://www.regione.vda.it/uncomputerinfamiglia/default_i.asp">http://www.regione.vda.it/uncomputerinfamiglia/default_i.asp</a>

### ABSTRACT

In February 2008, the Region of Valle d'Aosta launched the "Un computer in famiglia" initiative, which aims to increase the number of computers and the use of the Internet for families in the region. The project targets families with young children in particular, and helps them develop digital literacy skills and to use their newly acquired skills in a productive manner. The project provides a grant of 700€ (partially financed by the European Social Fund) to any family legally resident in Valle d'Aosta with a child aged between 11 and 17 years old, for the purchase of a computer with Internet capability. The 6,500 beneficiaries will also receive a free copy of the e-Citizen kit, distributed in partnership with AICA (Associazione italiana per l'informatica ed il calcolo automatico).

The beneficiaries also receive a free copy of the e-Citizen kit, distributed in partnership with AICA. e-Citizen is a computer skills certification programme which has been developed by the ECDL Foundation in partnership with the British Computer Society and the Irish Computer Society. Its objectives are to increase the residents' awareness of the importance of digital literacy, the benefits that e-skills bring to their personal and professional lives, and to fight against social exclusion. e-Citizen is also an internationally recognized certification equivalent to the 7th module of the official ECDL programme.

We expect to reach 100% of the targeted beneficiaries before the conclusion of the project. In the 74 municipalities involved in the project, an average of 60-70% of eligible citizens have applied to take part to the initiative.

The project also stimulated the development of local economies through the rise in the sales of personal computers: only 2% were bought online, while 98% of computers were supplied by vendors situated in the region. This has a positive effect on the regional economies.

Some other interesting figures:

- 80% of beneficiaries chose to buy a laptop, while only 20% opted for a PC.
- 61% of beneficiaries, who didn't have an Internet connection before receiving the grant (or owned obsolete technological devices), plan to activate a connection after the purchase of the computer.
- 67% of beneficiaries are participating in an e-Citizen training course, while over 5,500 young people have received a free copy of the e-Citizen programme which will help increase their basic knowledge of a computer and the Internet.

Overall the project shows that the Regional Administration can effectively increase the digital literacy skills of families and youth, not only by promoting the diffusion of ICT tools, but also by providing them an official certification for those skills.

## VI (VIRTUAL INTEGRATION COUNTER)

<b>COUNTRY</b>	The Netherlands
<b>FOCUS OF INITIATIVE</b>	Community building
<b>URL</b>	<a href="http://www.govworks.nl">www.govworks.nl</a>

### ABSTRACT

The Virtual Integration Counter (VI) is a multi-media application presented on stand-alone touch screen computers and on the web, originally designed to enable migrants to obtain information on public services and other matters to allow full participation in Dutch community life. The system requires only three steps, the navigation structure is 'life event' based, and the language used is simple. The VI and other applications developed by GovWorks are designed to respond to the needs of immigrants (nearly half the people of the largest Dutch cities today are first or second generation immigrants), of people with disabilities and elderly people (15% of the Dutch population is affected by some kind of disability and 25% is over 55 years old) and of functionally illiterate people (10%-15% of the Dutch population despite the good education system). Many in these groups are not familiar with ICT and face problems, e.g. when buying products on the internet or retrieving information from government websites. Facing these challenges, the Virtual Integration Counter project (VI) was started by two small Dutch private companies (@Globe Ltd and Hoefnagels Advies), supported by the Dutch Kennisland Foundation in 2001. In 2003 and 2004, the VI was introduced in Amsterdam, The Hague, Eindhoven and Deventer. Various products connected with the VI were launched, such as the National Integration Game. In 2004, the Virtual Integration Foundation changed status and became the limited company GovWorks.

One of the first implementations was the 'i-Punt Amsterdam' developed in 2003 in collaboration with the city of Amsterdam. Nearly 200,000 residents of Amsterdam have so far used the digital counter. More than 150 municipalities have implemented VI applications. In 2006, 104,000 users were counted in 164 municipalities, using the counters (75,000), Internet access (22,000) and games (6,400) on average for more than seven minutes. These figures are continuously growing, showing that many municipalities are recognising the importance of more effective and customised communication with target groups which are in need of special attention and care.

## VIRTUAL CLASSROOMS FOR CHILDREN IN HOSPITALS

COUNTRY	Italy
FOCUS OF INITIATIVE	Learning through ICT
URL	<a href="http://www.ao-umbertoprime.marche.it">www.ao-umbertoprime.marche.it</a>

### ABSTRACT

"A School for Friend" provides children in Italian hospitals tools to continue their school activities by video communication, studying with the aid of a teacher and integrated in a remote class. Since its implementation, the initiative has developed learning procedures, video communication links to the schools involved and training for teachers and students in the hosting classrooms. The project's target is to improve the quality of life to children constrained to stay in hospital beds, away from their normal life. The first trial started in 2001. The project has inspired new services now being offered by schools and hospitals in all Italy promoted by the Minister of Education under the name of HSH @ Network.

The project has involved 681 students in the 2001-2006 time frame in the Salesi Children Hospital of Ancona, 73 classes of primary and secondary schools and 81 teachers. It is foreseen that for the very next future there will be no major changes, except for the possibility to involve also high school classes.

In terms of ROI, the average number of student per year is about 136. It is easy to show that the cost for each student is about 183 € in an average hospital stay of 7 days, and they can receive 3/4 lessons. The cost for each lesson, including equipment, maintenance and telephone traffic is around 45-50 €, similar to a private school fee, with the difference that it is provided in a hospital by a public school. As a matter of fact the initial project has been taken as an example by the Minister of Education and Health and is presently being promoted as a service by 65 hospitals in Italy.

The project started in 2001 with an experimental phase targeting secondary school students and long stay hospital departments with video communication connections. In 2002-2003 the experience was deployed on a wider base, including 4 classrooms and incrementing the number of students. In 2004-2005 it was extended on an experimental phase to primary schools, becoming a normal service in 2006. Presently the Salesi Children Hospital has two video communication systems connected with three schools.

The most representative example of best practice influence is the HSH@Network project launched by the Ministry of Education. HSH stands for Hospital-School-Home and it has been originated by the School for Friend project, extended to homes, 65 hospitals and 18 schools. The service was launched in Italy in 2003 and implemented between 2005-06.

## VOCATIONAL TRAINING & PROMOTION OF PARS IN THE LABOUR MARKET

COUNTRY	Cyprus
FOCUS OF INITIATIVE	Skill-building for employability
URL	<a href="http://www.mlsi.gov.cy/mlsi/sws/sws13.nsf">www.mlsi.gov.cy/mlsi/sws/sws13.nsf</a>

### ABSTRACT

During 2005, the Social Welfare Services began the materialization of the Project “Vocational Training and promotion of Public Assistance Recipients in the Labour Market” under the Single Programming Document, Objective 3, “Human Resources”. The Project is co-financed by the European Social Fund and the Government of Cyprus. It falls within the wider State policy for promotion of equal opportunities for all, in terms of access to the Labour market, with particular attention to persons at risk of social exclusion.

The Social Welfare Services are the final beneficiaries of the project, which is going to provide vocational training to a number of unemployed recipients of public assistance. According to the Scheme of Subsidizing Employment Positions of Beneficiaries of Public Assistance in the Private Sector, the Social Welfare Services will support the integration or reintegration into the labour market of the recipients of public assistance, who will successfully complete the vocational training programme.

The Measure 1.3 project is co-financed by the European Social Fund and within its main aims is to combat digital illiteracy amongst Public Assistance Recipients (PARs). In an effort to achieve this aim, the Social Welfare Services of the Ministry of Labour and Social Insurance, promoted training programmes to the aforementioned target group in obtaining basic skills on how to use computers and in the use of Information Technology (i.e. the Internet).

The training provided the opportunity to 260 public assistance recipient’s in obtaining some basic skills in Information Technology in order to improve their employability. From the 260 participants, around 100 found employment. Social Welfare Services are planning to implement a similar programme in the new Programming Period of the Structural Funds 2007-2013. In order to safeguard their employment, the employers will be offered subsidy up to 40% of their gross annual salary.

The majority of the public assistance recipients had no skills in Information Technology and some had no educational qualifications. The private labour market needs specialised training in Information Technology and the programmes were a good beginning in obtaining these skills. Some of the public assistance recipients showed increased interest in continuing this education at their own cost and obtain the approved qualifications.

## VOLKSWAGEN LEVEL 5 INITIATIVE

<b>COUNTRY</b>	Germany
<b>FOCUS OF INITIATIVE</b>	Skill-building for employability
<b>URL</b>	<a href="http://www.volkswagen-coaching.de">www.volkswagen-coaching.de</a>

### ABSTRACT

The Volkswagen initiative aims to improve the basic Internet skills of all Volkswagen employees and to support their active ageing through a training programme structured in 5 levels.

The Volkswagen company has set up the initiative using its existing training structures- Volkswagen Coaching GmbH, a subsidiary company responsible for vocational training at Volkswagen GmbH. The initiative was launched in 2000 aiming at providing all employees with basic internet skills within 2 years. After having successfully passed the Level 5 test employees receive a certificate and are allowed to use the internet up to 10 hours per month for free (via the Volkswagen portal). In terms of content the course covers skills such as information search, security, downloading and use of email and it has effectively integrated eLearning processes into the learning culture of Volkswagen, offering customised training based on a blended approach (namely, a combination of on-line and traditional learning methods and tools such as group learning, seminars, etc.). Modules of the European Computer Driving Licence (ECDL) are also integrated into the programme, thus ensuring that the initiative offers Europe-wide recognition.

The initiative has effectively integrated eLearning processes into the learning culture of Volkswagen - - offering a target group oriented training and applying the blended-learning concept (e.g. a combination of online learning, learning in groups, presence seminars etc.). In this vein, a learning programme on compact disc and a learning tutorial were distributed amongst all employees offering the opportunity to learn at the Level 5 Internet Stations which have been established in each of the Volkswagen factories. In addition to that, employees could learn online at computer workplaces and at home.

The initiative was well resourced making Internet stations available in each factory. These are working rooms where employees can prepare for the Level 5 test. In addition, learners are given support in their efforts to pass the test - each of the stations is supervised by a so-called "Level-5 Scout", who is responsible for giving advice, helping with trouble shooting, and even training lessons at the workplace upon booking. Furthermore, mobile Level-5 Internet Stations are set up in cafeterias and canteens.

Already in 2002, 70 000 employees had successfully passed the Level 5 test, and according to most recent figures, 90 000 employees have successfully passed the Level 5 test thus far.

## WEB COMPLIANCE MANAGER ONLINE

COUNTRY	Germany
FOCUS OF INITIATIVE	eAccessibility
URL	www.imergo.com

### ABSTRACT

Web Compliance ensures that your Web site or your Enterprise Content Management System (ECM) conforms to a specification, a standard or a law that has been defined or issued by the corresponding standards or regulatory body. In today's complex Web environments, Web Compliance can reduce costs, ensure interoperability of your applications, increase customer satisfaction and usability, and protect you of liability issues.

Web Compliance is not reduced to accessibility of Web portals, but it is a wider concept that includes:

- Standards compliance and interoperability;
- Quality assurance and optimization of resources;
- Security and privacy;
- Searchability, discoverability of resources and ranking optimization;
- Corporate identity;
- Compliance to other financial or legal regulations like the Sarbanes-Oxley Act.

Lessons learnt:

- Lower costs for website owner:
- Easier management of look and feel
- Simplified development and deployment processes
- Page size reduction / Faster rendering (size + standards-mode)

Future-proof of websites:

- Cross-device portability
- Authoring tool/developer independence

More customers:

- Better search engine ranking
- Browse diversity is increasing: reaching wider audiences
- Fulfill legal obligations
- Improving the corporate image.

## WIGAN ACE VIRTUAL CLASSROOM

COUNTRY	UK
FOCUS OF INITIATIVE	Learning through ICT
URL	<a href="http://www.webex.co.uk/uk/pr/pr330.html">www.webex.co.uk/uk/pr/pr330.html</a>

### ABSTRACT

Pupils in the borough of Wigan who are unable to attend school due to illness have been able to keep up their studies by using a “virtual classroom” from online meetings specialist WebEx. Under the scheme, pupils between the ages of 8 and 15 join English and Maths lessons via the web meetings services of WebEx.

Wigan’s Alternative Complementary Education (ACE) centre, the organisation responsible for the education of students who are unable to attend school due to physical and emotional problems, has traditionally relied on home visits to provide lessons. WebEx Training Center platform enables pupils and teachers to share documents and applications to effectively create an online classroom environment, requiring only a web browser and a phone.

The WebEx virtual classroom offers several valuable capabilities for pupils and teachers:

- A virtual break-out room gives teachers a place to provide pupils with personal attention;
- An emotion indicator allows pupils to express feeling to the teacher in a simple and clear format;
- A polling feature allowing the teacher to gain feedback on the lesson as it happens;
- WebEx video capabilities deliver visual instruction and bring the classroom experience lesson to life;
- Pupils can virtually raise their hands to participate in the call and ask and answer questions.

Young people up to year ten are allocated six hours contact with an ACE teacher each week, while Year 11 students receive a minimum of seven hours each week. Thanks to the online classrooms, the centre is now able to deliver an additional four lessons a week, which has increased teaching time by 35% as well as costing much less than home teaching.

“The intuitive nature of WebEx allows pupils to achieve more in less time and the alternative learning environment provides a level playing field that actually enriches the learning experience,” said Millie Yates, the ACE teacher in charge of the service. “It’s not just a teaching aid, it’s also a social inclusion tool. In many cases, a pupil that would not have the confidence to raise their hand in a classroom will feel empowered to do so in the virtual classroom.”

Yates added, “For some of our pupils this is the only contact they have with other children. In particular, those who are “school-phobic” benefit from the anonymity of the online classroom. To them it’s a bit of normality; they feel like they’re just like everyone else.”

## WIN (WEB IN DE WIJK/MY PORTFOLIO ONLINE/WEB IN NEIGHBOURHOODS)

COUNTRY	The Netherlands
FOCUS OF INITIATIVE	Community building
URL	<a href="http://www.webindewijk.nl">www.webindewijk.nl</a>

### ABSTRACT

Web in Neighbourhoods (WiN) is an initiative launched in 2002, which employs trained professionals (“animators”) to assist inhabitants of a neighbourhood to use ICT strategically in their everyday lives. It enables people to experience the potential benefits ICT can add to the “daily business”, including fun: communicating with others nearby. The project is based on a bottom up approach to stimulate self-organisation and cooperation. People learn to cope with and to take initiatives in all domains of life: work, care, leisure, education, etc.

Animators (social professionals with specially designed media education) reach out to all individuals and help them to identify their ambitions, drives and needs. They also discuss with them the opportunities ICT can offer to achieve personal goals in the community.

The WiN method has been implemented in ten different neighbourhoods across the Netherlands. In Parkwijk Almere (4,500 households) 663 webpages were built by 300 people in one year. In Bargeres, Emmen (4,300 households) 4,500 webpages were built in four years and 1,500 different people logged in. The individual WiN portals are visited by approximately 1,400 visitors per month. The Digirooms are visited by many citizens (e.g. in Emmen 2,900 people in 2006). 60% of them are unemployed, 50% are women, and 14% are handicapped. WIN takes the acquisition of e-skills one step further: It changes people from consumers into producers of websites by using a special toolbox. The youngest user is six years old, the oldest 86.

## **XENOCLIPSE (DIGITAL VIDEO CLIPS BY ETHNIC MINORITIES)**

<b>COUNTRY</b>	Europe-wide
<b>FOCUS OF INITIATIVE</b>	Community building
<b>URL</b>	<a href="http://www.lmi.ub.es">www.lmi.ub.es</a> (coordinator); <a href="http://www.xmbcn.org">www.xmbcn.org</a> ; <a href="http://www.uni-koeln.de">www.uni-koeln.de</a> ; <a href="http://www.psw.rug.ac.be/comwet/">www.psw.rug.ac.be/comwet/</a> ; <a href="http://www.uis.no">www.uis.no</a> .

### **ABSTRACT**

The main tool is digital video and its distribution on the net. The idea is to allow people who have difficulties accessing new media and technologies to make and distribute their own information in an easy way and to pass on knowledge and skills to peers. The project thus aims to enhance the "media literacy" of cultural and ethnic minorities who have migrated to or are residents in the European countries involved in the project. The approach combines the sociological dimension (analysing media in society), the educational dimension (use of new technologies in education), technological aspects (digital video for the web) and the psychological dimension (impact of images on the public opinion). These dimensions are reflected in the nature of the partner institutions. The project has two strands: (1) reading, i.e. to (critically) analyse media messages, and (2) writing i.e. to produce media messages. The project also addresses the image and perception of ethno-cultural minorities in the media in particular, and in society in general. Furthermore it attempts to empower minorities as media agents. An on-line course and a face-to-face workshop on audiovisual production have been developed. Participants produce video clips and distribute them on the net through a streaming server. Furthermore a directory/address book was developed, i.e. a data base of contacts between journalists and people from minority groups and different ethno-cultural backgrounds with the aim to improve the visibility of minorities in the media on the one hand, and to promote the involvement of minority groups as media makers on the other.

## YPAITHROS

<b>COUNTRY</b>	Greece
<b>FOCUS OF INITIATIVE</b>	Community building
<b>URL</b>	<a href="http://www.ypaithros.gr">www.ypaithros.gr</a>

### ABSTRACT

The Ypaithros information platform utilises innovative communication technologies in order to supply accurate, timely and personalised information. Special emphasis has been given to deliver information via mobile phones due to the high penetration of the GSM network in Greece.

The results of the Ypaithros service implementation have mostly targeted farmers, SMEs and individuals active in remote areas. The Ypaithros information platform can be used by various organisations to deploy value added services for rural and distant area population. Ypaithros services contribute to the creation of work places in the countryside encouraging young people to live and work in rural areas, preventing or discouraging desertification.

The innovation of Ypaithros lies in the effective matching of the submitted information and the registered users' interests. Information services should pay a lot of attention to understanding users' information requirements, current as well as future interests, according to their occupation, residence and personal preferences. Ypaithros aspires to evolve into an information source for every businessman or individual who needs accurate and up to date information but has no time or the means to seek for it.

Particular emphasis has been placed by the partnership on the dissemination and exploitation of the Ypaithros results and outcomes, aiming not only to make the project and its achievements known to its potential target groups and wider audience, but also to attract the critical mass of subscribers required, in order to establish the sustainability of the Ypaithros service. A number of coordinated activities was carried out towards this direction.

A network of eight regional offices has been developed covering the whole administrative area of the Heraklion prefecture. Controlled access to various kinds of information is given to specialized personnel via the Ypaithros infrastructure, so they can retrieve and disseminate it to enterprises located in the most remote areas.

The AgroTeleDiagnosis service, which will be implemented within the framework of the Rural Wings project, aims to develop a communications platform based on the Ypaithros platform, providing wireless mobile technologies to the agricultural sector. The objective is twofold: a) Provision of on-line video communication services between the agriculturalists and farmers b) Provision of educational services to agriculturalists. By accessing the proposed platform using mobile devices such as Tablet PCs and PDAs, farmers will be able to raise issues and questions to agriculturalists, transmit digital photos in real-time of infected plants and wait for immediate diagnostic feedback from an expert, or even participate in seminars and conferences.

The farmer's corners in Citizen Service Offices (offices that provide information and services for the dealings with public administration) are information providers for Ypaithros platform. They provide information concerning the agricultural sector and public administration.

THE MAIN REPORT CAN BE DOWNLOADED AT  
[HTTP://EC.EUROPA.EU/INFORMATION\\_SOCIETY/ACTIVITIES/  
EINCLUSION/LIBRARY/STUDIES/ECO\\_IMPACT/INDEX\\_EN.HTM](http://ec.europa.eu/information_society/activities/einclusion/library/studies/eco_impact/index_en.htm)

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Authors: Cristiano Codagnone, Valentina Cilli, Federico Biagi, Paul Foley and Annalisa De Luca

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FOR FURTHER INFORMATION:

ICT for Inclusion  
Tel: +32 (0)2 29 90245  
DG Information Society and Media Directorate  
European Commission, BU31 01/66  
B-1049 Brussels Belgium  
[einclusion@ec.europa.eu](mailto:einclusion@ec.europa.eu)  
<http://ec.europa.eu/einclusion>

