



# **e-INCLUSION**

## ICT for an Inclusive Society

Riga 11-13 June 2006

*No one left behind*



# Digital Inclusion: Policy Formulation and Delivery

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# Inclusive eGovernment

- Commission definition has 2 dimensions -
  - ensure online public services are accessible and usable by all
  - pro-active improvement of inclusion with the help of ICT in public services
- “Inclusion by Design”
- Here we focus on the second dimension...

See ‘Notes Page’ view of presentation for more detail on each slide

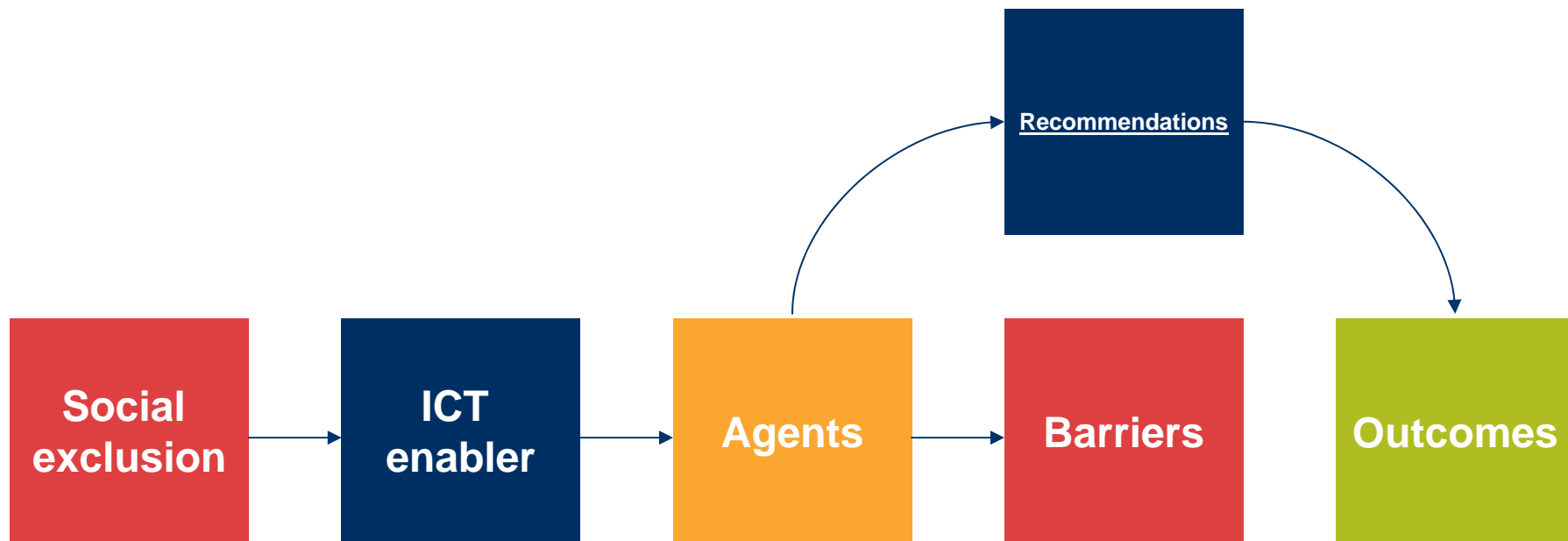


# Problem definition

- Complex and multiple need
- Low access to mainstream services
- Innovative services
- Personalisation
  
- Massive ICT potential...



# 'Inclusion through Innovation' project





# Understanding excluded groups

- Excluded groups do use ICT
- Excluded groups view ICT positively
- Excluded groups welcome data sharing

“I use it for incoming calls, for jobs, hostel places, you don’t want to be in the wrong place at the wrong time and miss out on a place.”

“I use it a lot for going on holidays, booking flights and hiring cars and stuff like that.”

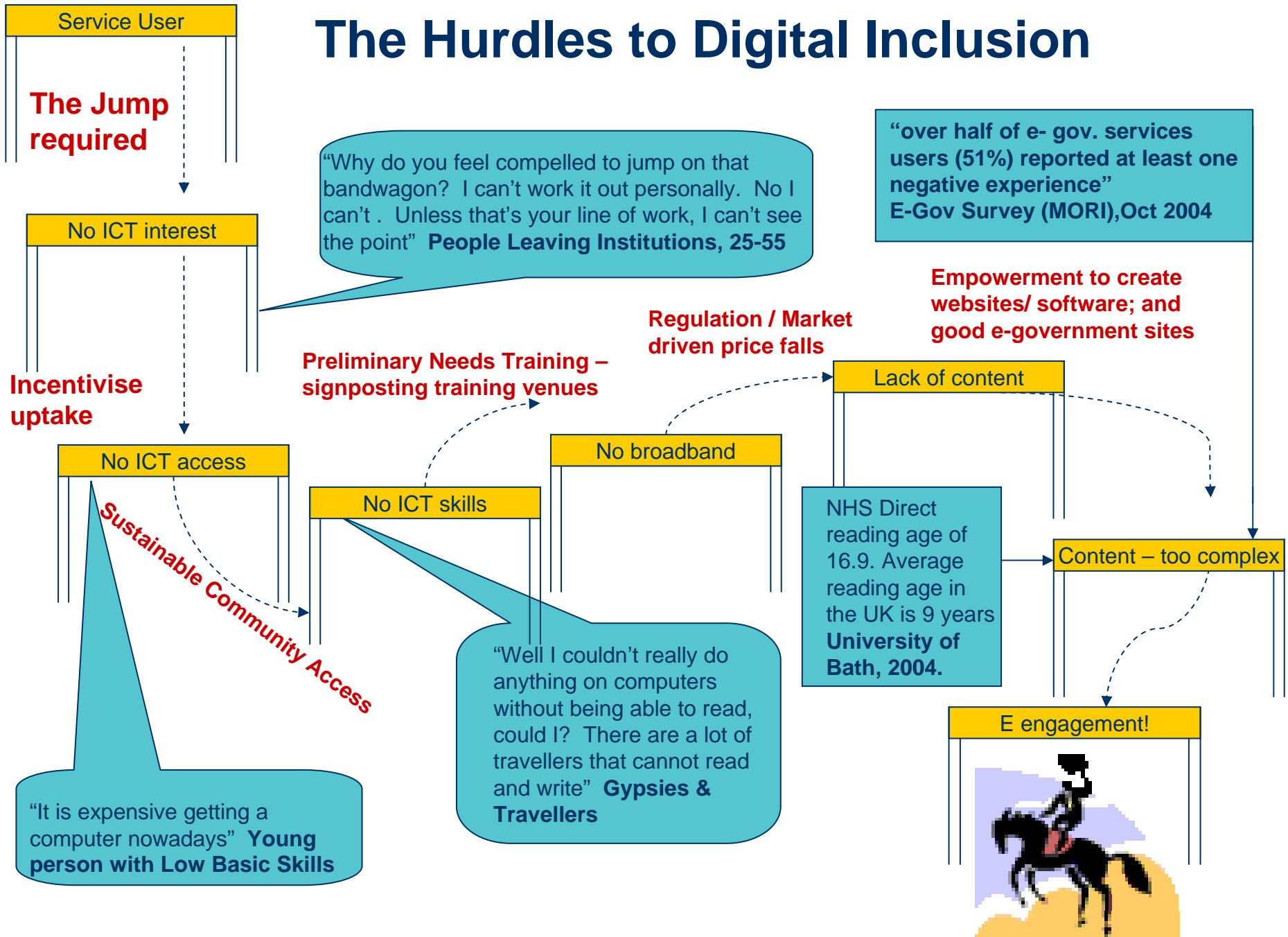
“If I am looking for a hostel and two hostels are sharing information about me that is a good thing.”



## Examples of what works

- School attendance automated notification
- Internet access in homeless shelters
- Online consultation on drug abuse
- The Life Portfolio
- Telemedicine and disease management
- Community Referral and Inclusion Network

# The Hurdles to Digital Inclusion





## Summary

- ICT initiatives rarely focus on the ‘hard to reach’
- Not ‘clever technology’ but ‘clever use of ICT’
- Users innovate – not producers
- Supply issues
- Lack of public trust in data sharing



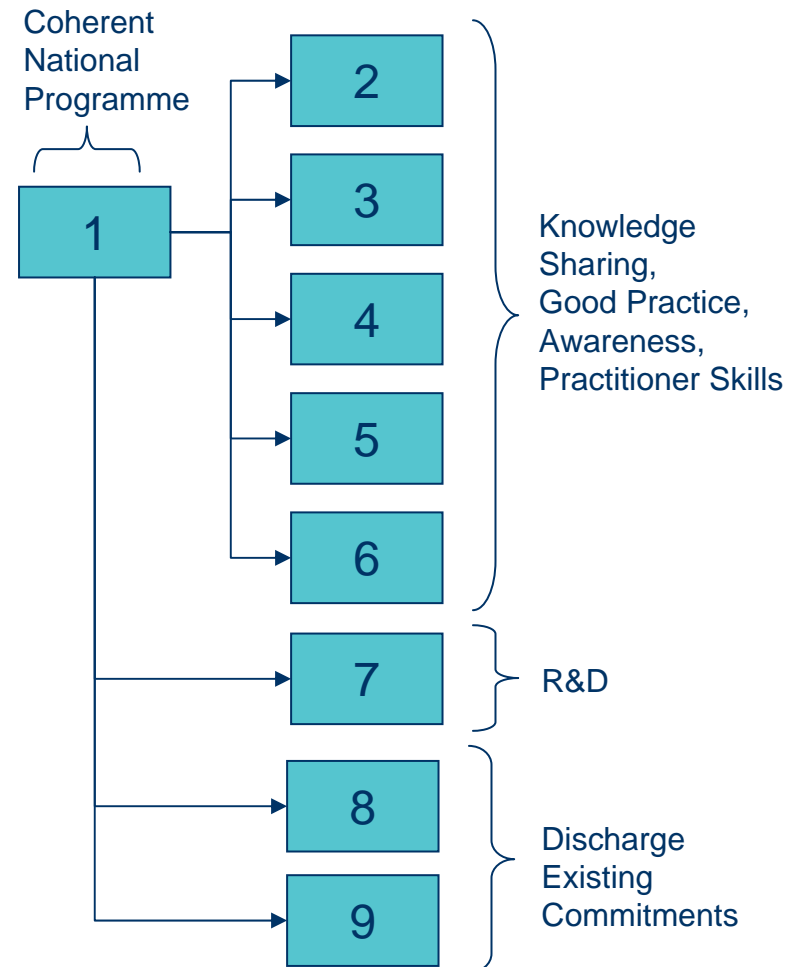
# Key Actions

- Cabinet Committee on data sharing
- Implementation programme
  - The Digital Inclusion Team
- Working alongside...
  - ... The Digital Challenge



# Digital Inclusion Team Work Plan

- Coherent National Programme
- Sustainable outputs from Digital Challenge
- EU Programmes/ Research
- Practitioner Community
- Awareness/ Communication
- Skills/ Capability
- R&D – Pathfinder Projects
- Digital Divide Review
- Other Report Actions





## Further details

- For further information about the 'Inclusion through Innovation' report:

<http://digiteam.org.uk>

<http://www.socialexclusion.gov.uk>

See 'Notes Page' view of presentation for more detail on each slide





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ICT for an Inclusive Society

Ministerial Conference  
Riga 11-13 June 2006

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