



**KEYNOTE**

**28th January 11:00am CET**

# **Project results: Evidence behind the practices, gaps and areas for improvement**

**Dr Joe Cullen, Tavistock Institute, London and Arcola Research, London**

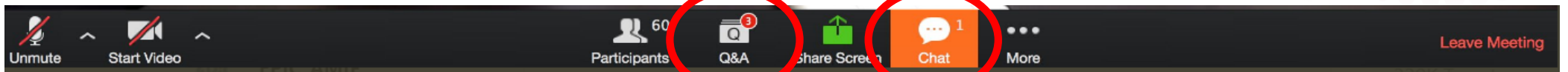


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# Using Zoom

For conversation please use:  
Questions & Answers and the Chat Box



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# What's in the presentation

Getting our bearings – what do we mean by ‘results’?

The Coverage and Reach of MEDICI good practices

Practice Profiles

Outcomes and Impacts

Gaps

Key Messages going forward



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# GETTING OUR BEARINGS



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# Evidence-based digital inclusion good practices

## What do we mean by digital inclusion?

“ways to ensure that everybody can contribute to and benefit from the digital economy and society” (EC Digital Single Market Strategy for Europe, 2015)

## What do we mean by a good practice?

“a successful experience, which has been tested and validated, in the broad sense, which has been repeated and deserves to be shared so that a greater number of people can adopt it” (UNFAO, 2014)

## What do we mean by evidence-based?

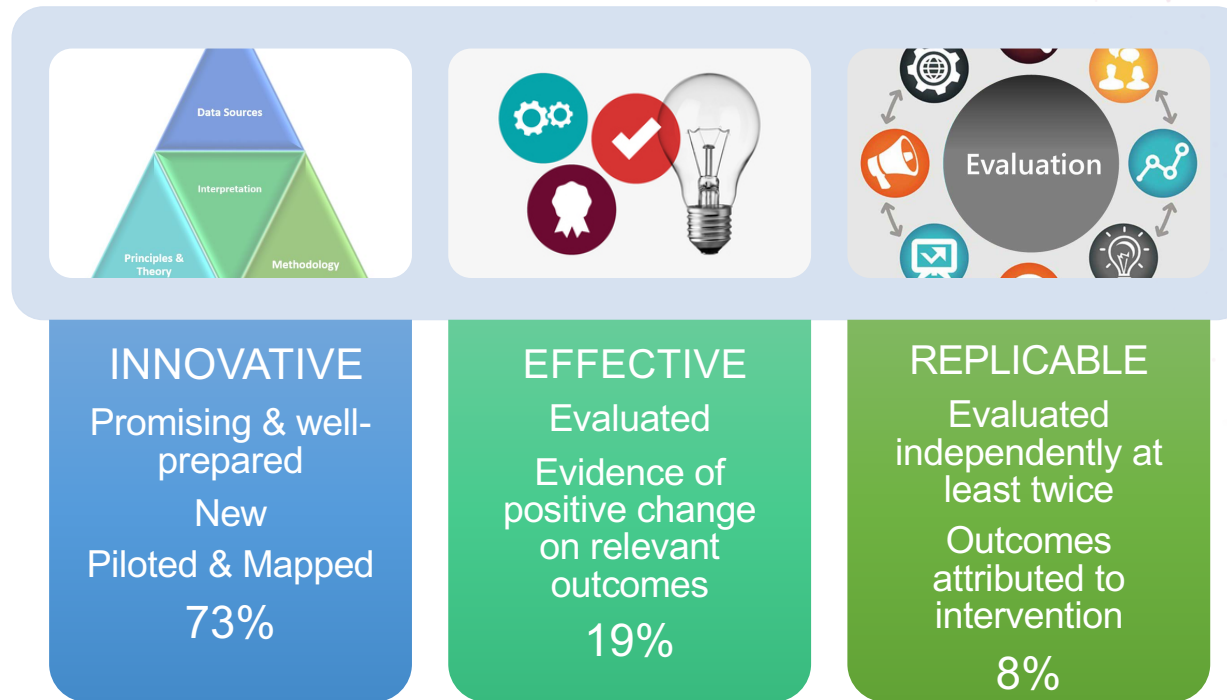
“an assessment of the extent to which a practice works well and produces good results, set against accepted standards of evidence” (NICE, NESTA, SMS, EPIC)



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# The Types of Good Practice (N=270)



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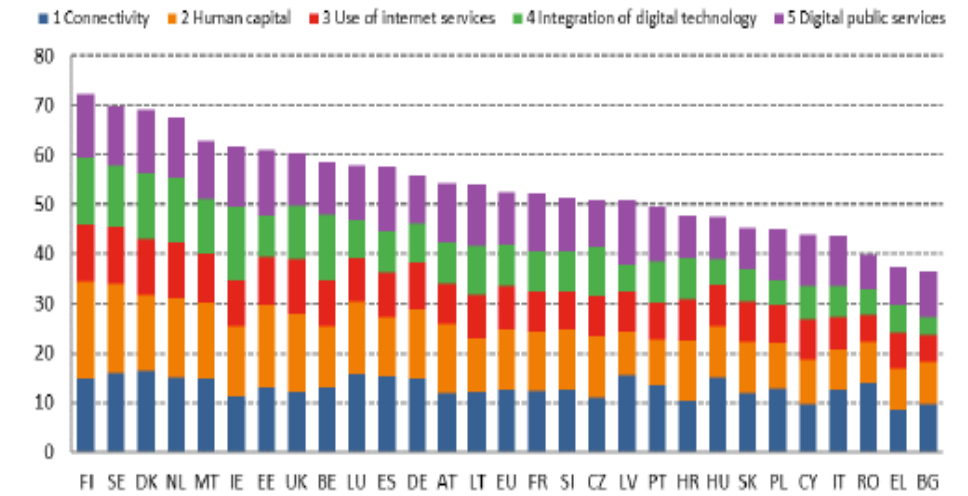
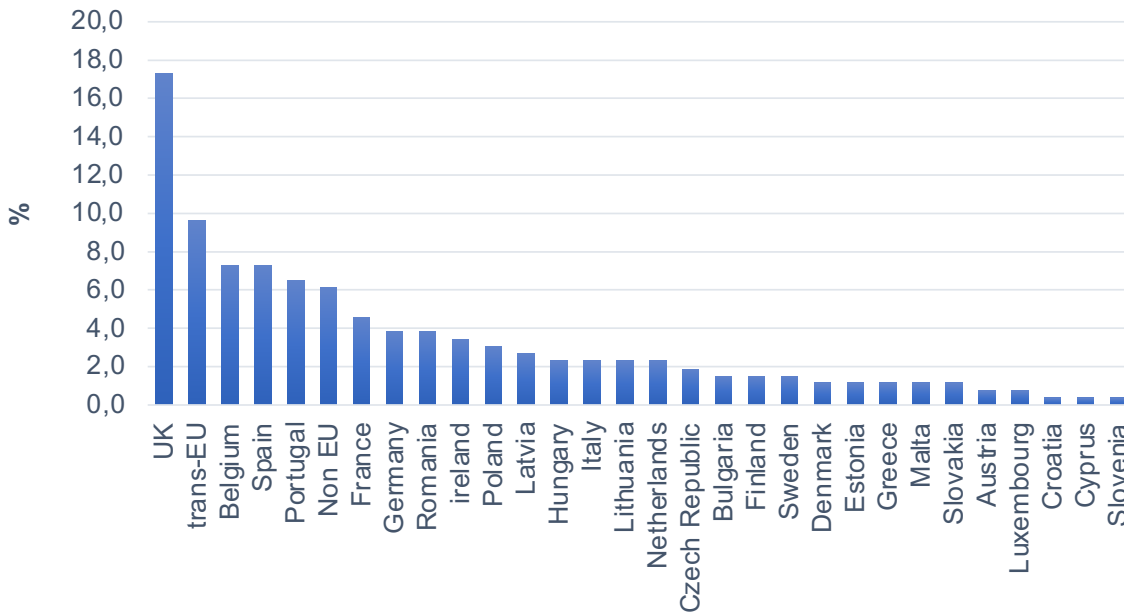
# COVERAGE AND REACH



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## Distribution of Practices by Country



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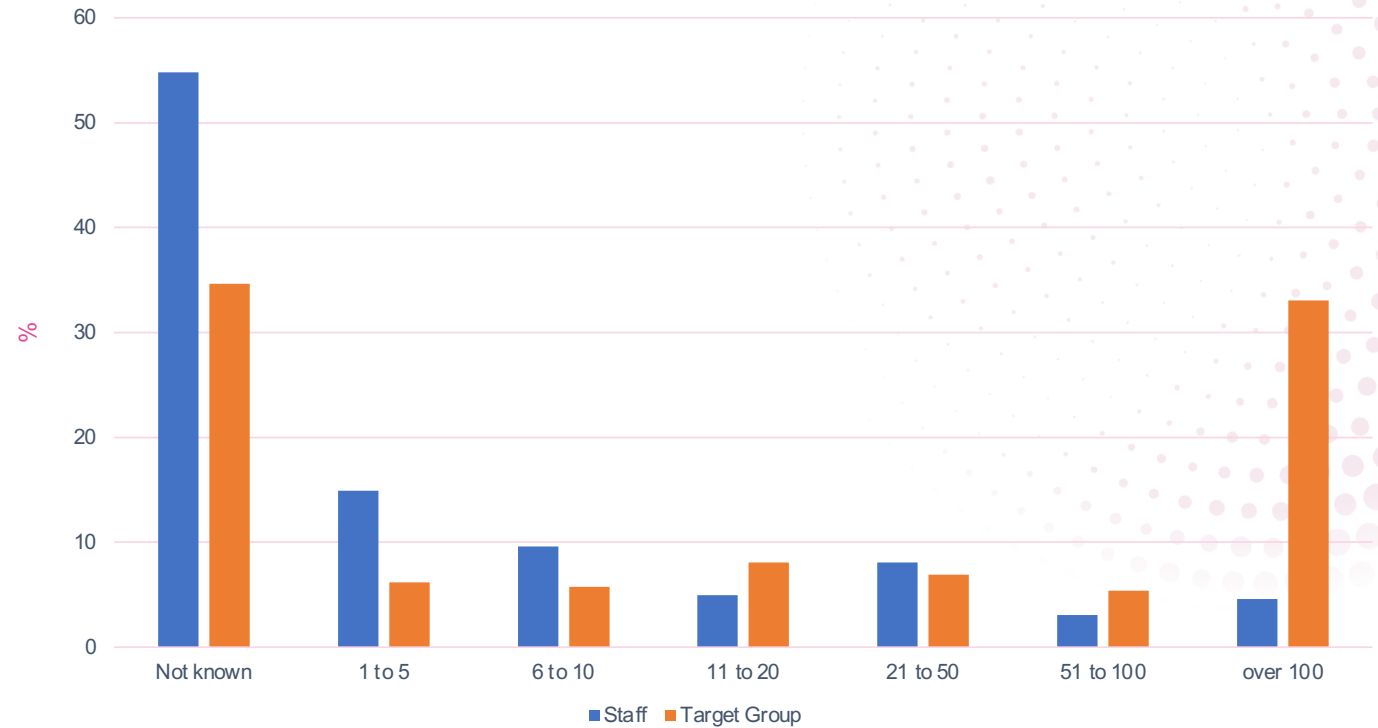
### Operational Staff

Total 33,904  
 Min 1  
 Max 26,000\*  
 Average 289

### Target Group reached

Total 17.4m  
 Min 2  
 Max 3.4m  
 Average 95,790

People Involved



\* 26,000 is Orange Foundation global staff – without this average is 65 and total is 7904



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# PRACTICE PROFILES

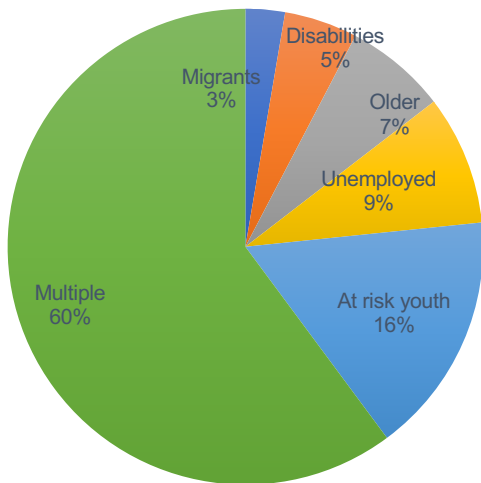


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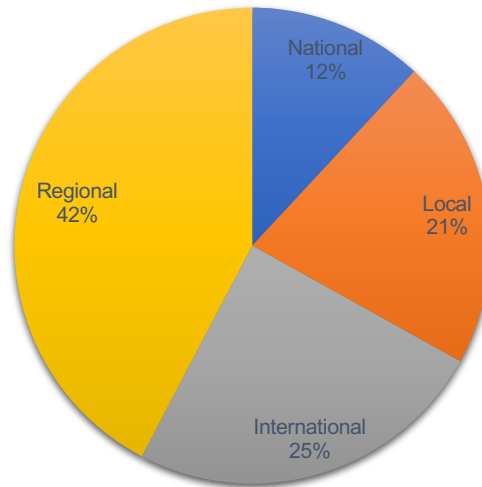




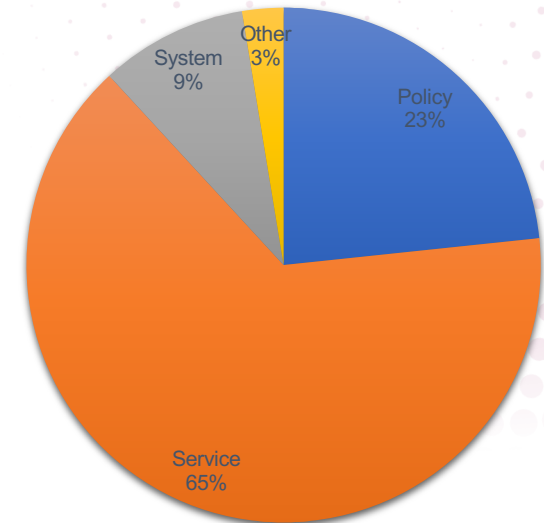
### Practices by Target Group



### Practices by scale of implementation



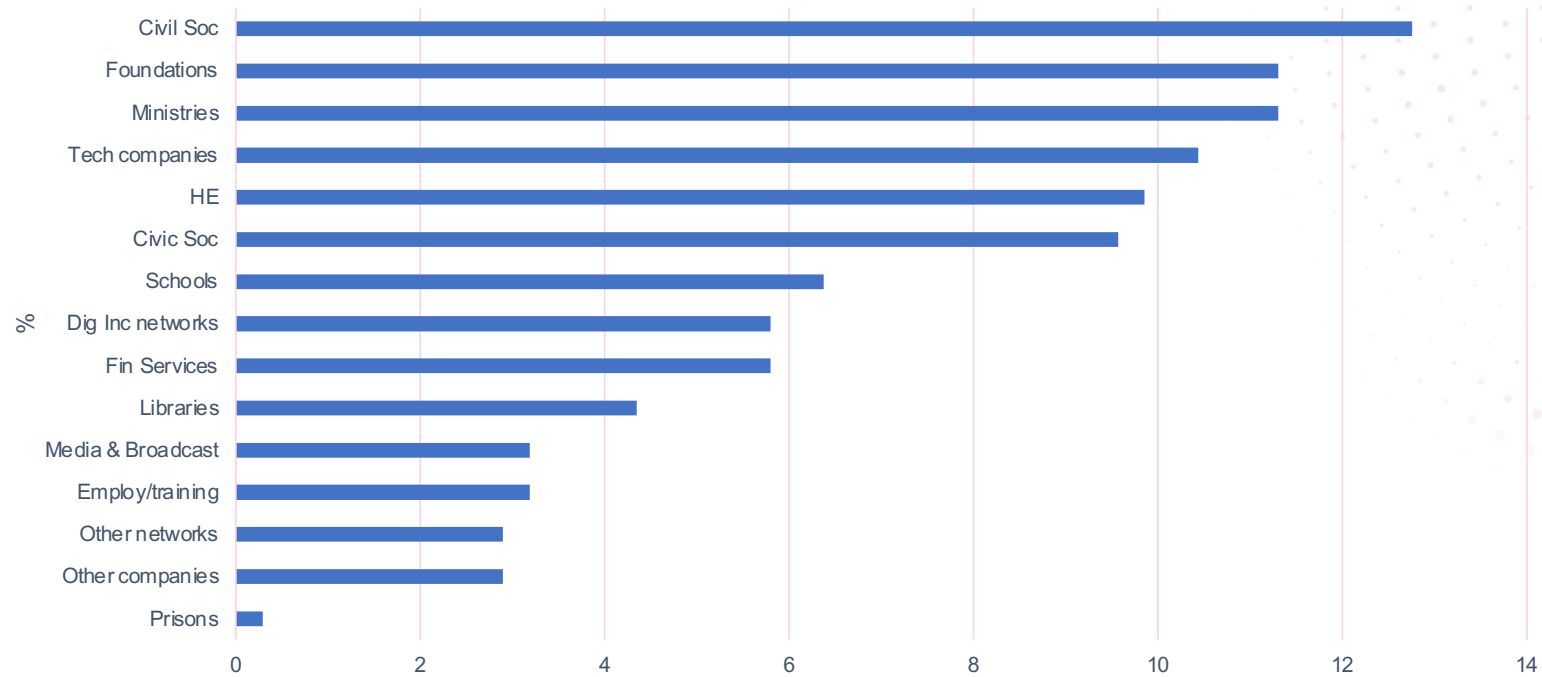
### Practices by Implementation Type



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### Stakeholder Involvement



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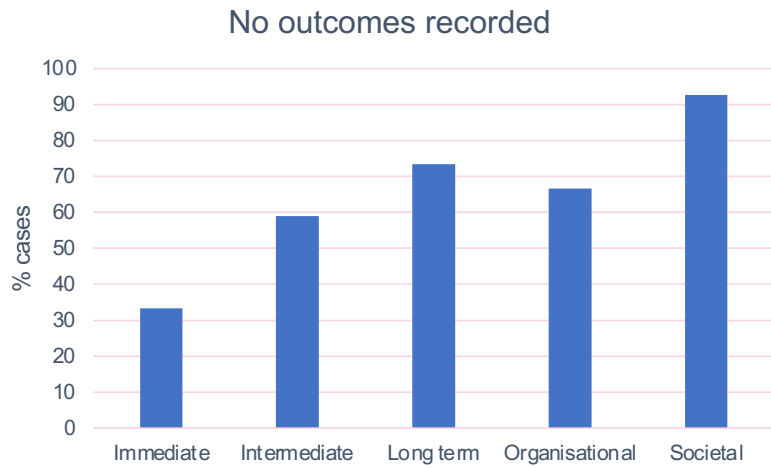


# OUTCOMES AND IMPACTS



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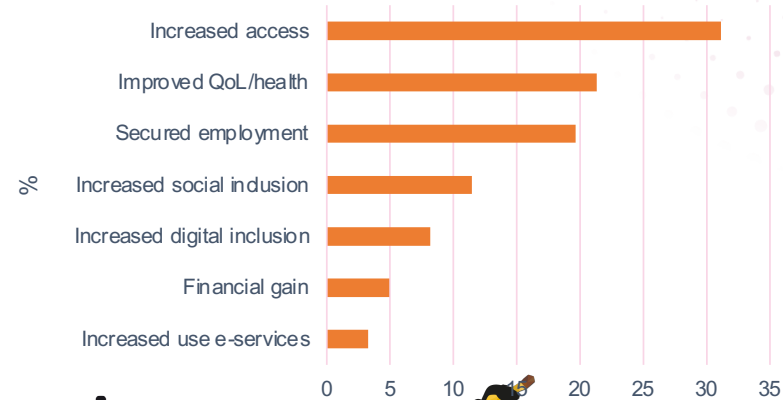




### Beneficiary Immediate Outcomes



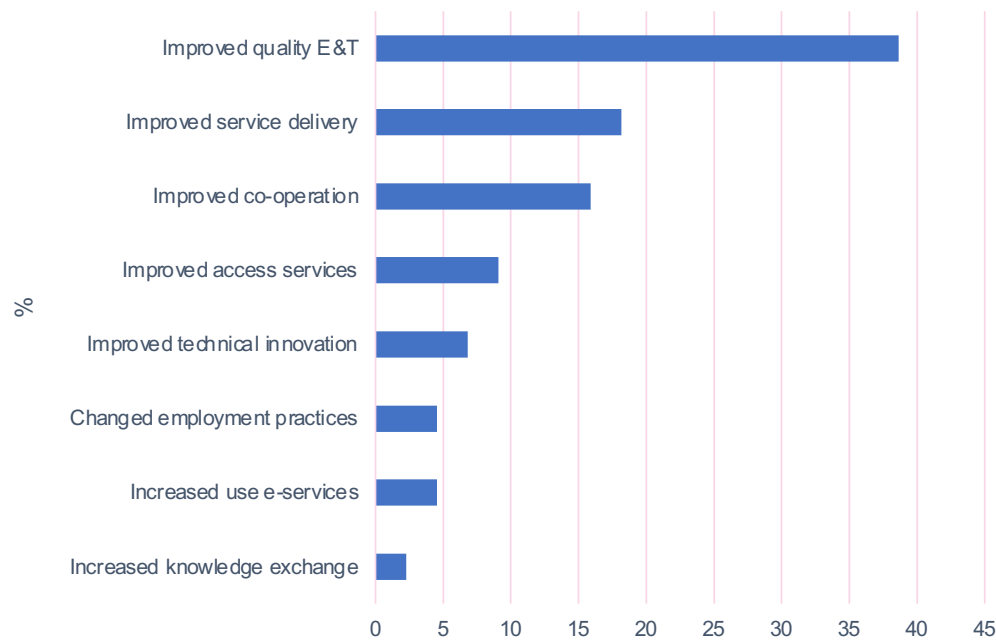
### Beneficiary Intermediate Outcomes



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### Organisational Outcomes



### SOCIETAL IMPACT

- Improved policy design
- Improved social inclusion
- Increased employment
- Improved infrastructure
- Improved public service delivery
- Improved inter-agency collaboration



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# What makes a practice successful?

- We don't really know
- Analysis shows no significant differences between Type A (Innovative) and Type B (Effective) practices
- Type C (Replicable) shows some distinguishing features:
  - More likely to be National and International in scope
  - More likely to focus on developing systems (infrastructure) rather than services
  - More likely to target multiple range of vulnerable people
  - Tend to be longer established



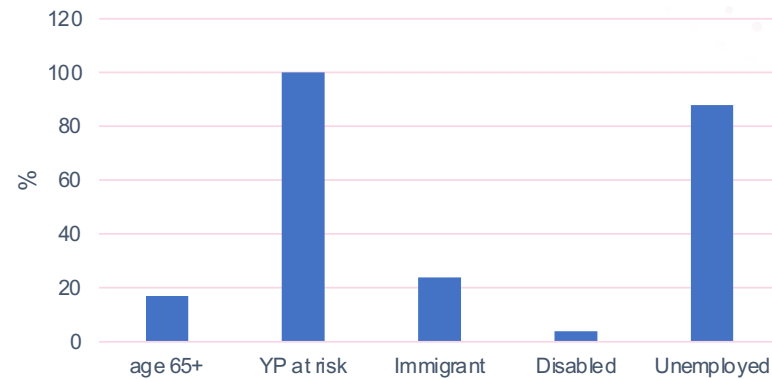
	m
<b>age 65+</b>	<b>90.7</b>
<b>YP at risk</b>	<b>9.3</b>
<b>Unemployed</b>	<b>16.2</b>
<b>Immigrant</b>	<b>21.8</b>
<b>Disabled</b>	<b>112.1</b>
<b>Total</b>	<b>250.1</b>

%	Use internet daily	Learning	Job search	Civic Part
Total pop	85	9	17	19
YP at risk	95	32	23	19
Unemployed	81	15	59	20
Immigrant	98	13	25	20
Disabled	54			
age 65+	57	2	1	9

Source: Eurostat, 2019; EU SILC, 2018

m	EU DE pop	MEDICI reach
age 65+	39.0	6.7
YP at risk	0.5	6.1
Immigrant	0.4	0.1
Disabled	51.6	1.8
Unemployed	3.1	2.7
Total	94.6	17.4

Digitally excluded reached by MEDICI practices

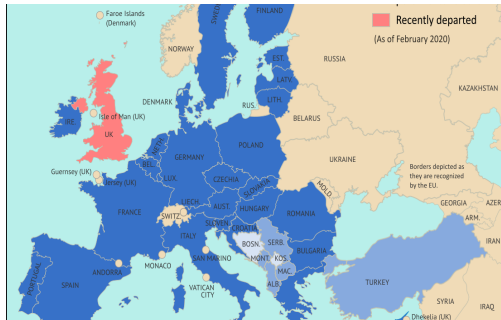


# GAPS



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## GEOGRAPHICAL COVERAGE

**High:** UK, trans-national, BE, ES, PT  
**Low:** SK, SL, CY, MA, EL, LU, AT, DK



## TARGET GROUP COVERAGE

Migrants  
 People with Disabilities  
 Older people  
**Not covered**  
 Gender; Sub-groups



## OUTCOMES EVIDENCE

33% no immediate outcomes  
 59% no intermediate outcomes  
 67% no organisational outcomes  
 95% no societal outcomes



## LIVED EXPERIENCE

Digital Diversion  
 Engagement in everyday life  
 Choices and trade-offs  
 Improvisation  
 Intersectionality

# KEY MESSAGES



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## Key Messages Going Forward

- Build an evaluation culture for digital inclusion
- Less DESI\*, more lifeworld analysis
- More multi-stakeholder initiatives that include 'vulnerable groups' without labelling them vulnerable
- Use of design thinking and co-design tools

\* DESI – Digital Economy and Society Index





# Thank you!



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