



Digital Inclusion For All

Medici Final Conference

26th - 27th - 28th January 2021

MEDICI - Agreement number: LC-00943537.
This project is co-funded by the European Union





KEYNOTE

27th January 10:00am CET

Medici Knowledge Community - Diversity and Inclusion



Dr. Anna Tsiboukli



Ms. Stefania Aceto



Dr. Remos Armaos



MEDICI - Agreement number: LC-00943537. This project is co-funded by the European Union



Practical info

Part 1 – Keynote – 10.00- 10.20

Comfort break: 5 min

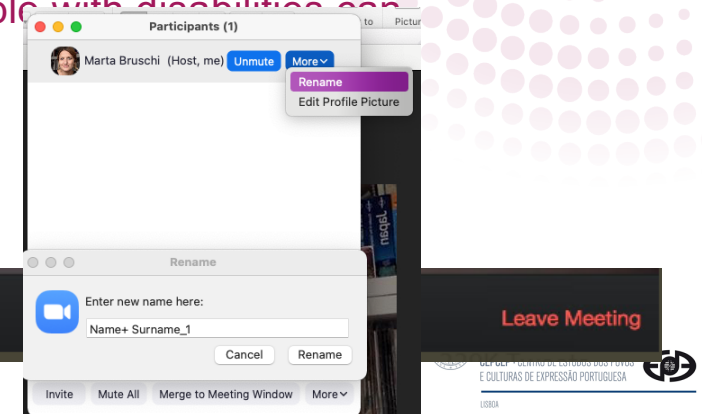
Part 2- Parallel Sessions/Breakouts – 10.30- 11.30

Parallel session/Breakout 1 - Challenges of Digital Inclusion among youth, unemployed, migrants and minorities

Parallel session/Breakout 2- Not just words: how older people and people with disabilities can become better integrated in the digital world

✓ Breakout allocation: 10.30

Those who registered for ALL IN tickets: please add next to your name: 1 or 2





MEDICI Knowledge Community – Diversity and Inclusion

- Understand the context of Digital Inclusion of socially vulnerable groups.
- The Digital Inclusion Atlas and Knowledge Community as means to identify barriers, existing gaps and opportunities.
- Lessons learnt in engaging the Digital Inclusion community members



MEDICI - Agreement number: LC-00943537. This project is co-funded by the European Union



Socially Vulnerable Groups

- Individuals aged over 55+ (men, women, unemployed, employed, health issues etc.)
- People with disabilities (what type of disability?)
- Children and young people, facing social problems (school drop-outs, homeless, NEETs, correctional institutions etc.)
- Unemployed (education level, gender, past experience, field of work etc.)
- Migrants (legal, illegal, asylum seekers, women, ethnic origin etc.)
- Is **heterogeneity** between and within the groups taken into consideration?
- **Multiple identities** (e.g.: woman, asylum seeker, low educational level, unemployed, homeless)
- **Dual or Triple Exclusion**



MEDICI - Agreement
number: LC-00943537.
This project is co- funded
by the European Union



Understand the context – Molnar model vs. dystopia

- The faster and more accessible the internet is to people the higher the chance of bridging the gap of the digital divide
- **Dystopia** model-a large portion of the population will remain on the margins of the knowledge society, as these persons do not fully comprehend the potential and benefits of a technologically advanced society, mainly perceiving the entertainment aspect of the internet (Cullen, Hadjivassiliou & Junge, 2007).



MEDICI - Agreement
number: LC-00943537.
This project is co- funded
by the European Union



Understand the context – Some data

- In 2019, the percentage of people that have at least basic digital skills reached 58% (up from 55% in 2015).
- A large part of the EU population still lacks basic digital skills, even though most jobs require such skills.
- In UK, 9 million people can't use a device on their own
- 64% of large enterprises and 56% of SMEs that recruited ICT specialists reported that vacancies for ICT specialists are hard to fill. (2018)
- There is a gender balance issue as only **one in six** ICT specialists are female.

Source: DESI, Good Things Foundation



MEDICI - Agreement
number: LC-00943537.
This project is co- funded
by the European Union



Understand the context – The Socially vulnerable groups

- **80 million Europeans** today have never used the internet
- They **don't have** a computer
- Access to internet is too **expensive**
- They find it **too difficult** to connect digitally
- They find it **not-relevant** to connect digitally
- **Education** is one of many factors contributing to digital exclusion.
- Lack of **motivation for low-income groups** to move on-line is another barrier

Source: DESI, Good Things Foundation



MEDICI - Agreement
number: LC-00943537.
This project is co- funded
by the European Union



Understand the context – Some considerations 1/2

- Racial difference in Internet use is a corresponding symptom of the “digital divide”
- Digital divide is playing an ever-growing role in the lives of low-income families living in poverty.
- Limited availability means **limited opportunity** to develop digital skills and literacy.
- Those who “have limited online access options tend to be **younger, lower-income,** and are more likely to be **non-white**”.
- “**One-third of adults** have no broadband connection at home.
- For **low-income** families with a household income of less than \$20,000, it’s closer to **60 percent**” (Lapowsky, 2017)

(Source: Horrigan and Maeve Duggan, Pew Research Center report, Home Broadband, USA 2015)



MEDICI - Agreement number: LC-00943537. This project is co-funded by the European Union





Understand the context – Some considerations 2/2

- Significant numbers of people who are unable to move online, or who are not computer-literate, might miss out on **e-government** services.
- Paradoxically people who are digitally excluded are likely to be **more heavy users** of government services.
- Nearly half of those seeking help on tax and tax credit issues do not have access to a computer
- Many organisations, not least among them governments, make the **false assumption** that access to internet is already **universal**.
- When digital health services are not available to all, the unintended but inevitable consequence is **health inequality**.

Sources: *Digital Exclusion, Low Incomes Tax Reform Group/Chartered Institute of Taxation, UK/Poverty Report UK, Lancet)*



MEDICI - Agreement number: LC-00943537. This project is co-funded by the European Union





Poverty, Digital Exclusion and Health Inequality

Health inequality has worsened in the past 10 years and digital exclusion plays into that trend. *“There's a massive overlap between **digital exclusion** and **social exclusion**, and then **social exclusion** and **poverty**, and **poverty** and **health inequalities**.”*

Milner puts them into three **broad** categories:

1. **lack of access**, mostly on account of an inability to pay for devices and their running costs;
2. **lack of motivation** among people who do not believe that connectivity is relevant to their lives or worth the effort; and
3. **lack of digital skills** and education.

COVID-19 has highlighted digital inequality

The engineer who invented the **World Wide Web**, has long argued that access to it should be viewed, like water or electricity, as a **human right** (Sir Tim Berners-Lee)

Source: The Lancet Digital Health



MEDICI - Agreement number: LC-00943537. This project is co-funded by the European Union





The Digital Inclusion Atlas and Knowledge Community

What?

- Online catalogue and map of European good practices for the Digital Inclusion of vulnerable groups
- Virtual space for collaborative learning and knowledge exchange

Why?

- Sporadic and unevenly distributed interventions in the field of Digital Inclusion for vulnerable groups in Europe
- Limited evaluation results and poorly developed evaluation culture
- Limited collaboration and exchange of knowledge among stakeholders

Where?

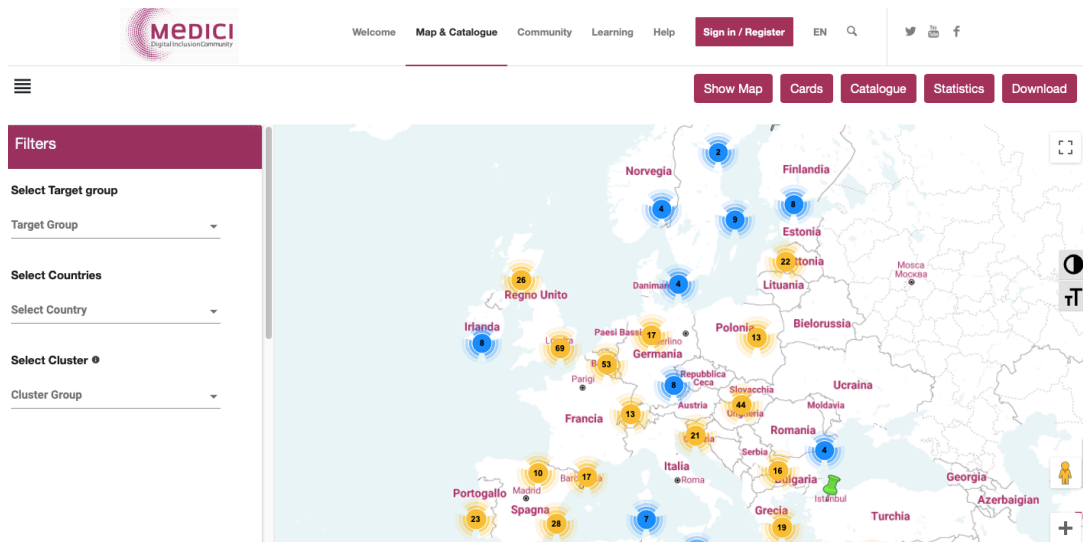
<https://digitalinclusion.eu>



MEDICI - Agreement number: LC-00943537. This project is co-funded by the European Union



The Digital Inclusion Atlas



- 268 good practices stored to date
- Classification by Cluster (A, B, C)
- Interactive & searchable catalogue and map (by cluster, target group, country, open)
- Practices identified by the consortium and proposed by the Community



MEDICI - Agreement number: LC-00943537. This project is co-funded by the European Union





Mapping Good Practices in Digital Inclusion

Out of the projects and initiatives carried out in the 27 EU MS and the UK for the digital inclusion of socially vulnerable groups, **268** have been **selected as good practices for the MEDICI Digital Inclusion Catalogue and Map.**

3 Clusters:

- **A- INNOVATIVE** interventions (recent, designed with care, likely to have an impact)
- **B- EFFECTIVE** interventions (sound evaluation implemented, with positive impact on target group)
- **C- REPLICABLE** interventions (more than 1 evaluation carried out with positive results; replicated already).

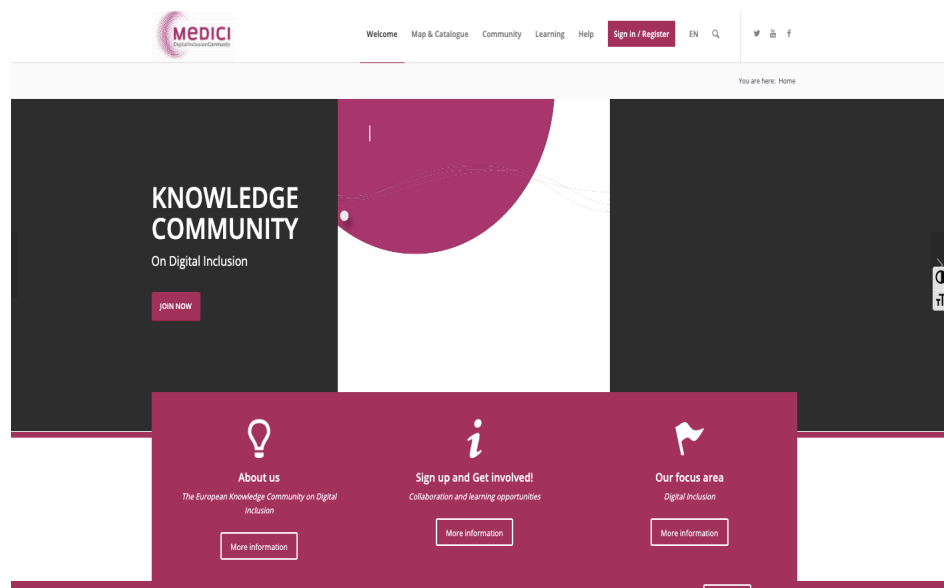


MEDICI - Agreement number: LC-00943537. This project is co-funded by the European Union





The Digital Inclusion Knowledge Community



- 261 registered members to date
- More than 30 practices proposed by the community and 27 selected and visible in the Digital Inclusion Stories Space
- 9 community practices upgraded to the MEDICI catalogue
- 13 webinars organized with more than 500 participants overall
- 4 podcasts
- DI News & Evidence Digests
- Learning resources on Evaluation and DI

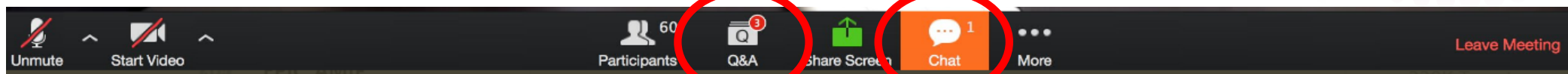


MEDICI - Agreement number: LC-00943537. This project is co-funded by the European Union



Using Zoom

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



MEDICI - Agreement number: LC-00943537. This project is co-funded by the European Union





Thank you!



www.facebook.com/medici.eu/



www.linkedin.com/company/medici-eu/



www.twitter.com/medici_eu



Search us on youtube.com



MEDICI - Agreement number: LC-00943537. This project is co-funded by the European Union



www.digitalinclusionforall.eu

"This document reflects the views only of the authors, and the European Union cannot be held responsible for any use which may be made of the information contained therein."