MEDICI
Mapping Digital Inclusion

Mapping the Evolving Digital Inclusion landscape to support Cohesion and Integration

INTRODUCING THE TRANSFERABILITY TOOLKIT

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About MEDICI

MEDICI - 'Mapping the Evolving Digital Inclusion landscape to support Cohesion and Integration' – is a project funded by the European Parliament and managed by the European Commission the main objectives of which are:

- To develop and disseminate an interactive catalogue of best practices and online map of Europe that summarises the existing best practices that take place at local, regional, or national level to better integrate vulnerable/disadvantaged groups in the digital society across the 27 EU Member States and the UK.
- To identify areas where no initiatives exist to tackle digital exclusion and where vulnerable people are therefore more at risk of exclusion.
- To help different stakeholders to become aware of what already has been developed and implemented and use the experience of the existing tools at local/national and European levels.
- To help stakeholders to put more efforts in areas that are clearly identified as gaps, with little or no ongoing initiatives to tackle exclusion.
- To help stakeholders to avoid duplication of efforts, and to use and consolidate existing knowledge and experience to better integrate vulnerable communities in Europe.
- To reinforce information exchange among different stakeholders from public, private and civil society sectors.

About this Toolkit

The MEDICI Transferability Toolkit aims to help stakeholders working with vulnerable groups apply the tools available through the MEDICI platform and the learning from the good practice cases contained in the MEDICI Catalogue to develop and implement effective digital inclusion initiatives. It's essentially a 'User Manual' that provides Guidelines, procedures, tools and practice examples to support the successful transferability and implementation of the good practice cases within organisations who work with vulnerable groups. Its main objectives are:

- to inform Toolkit users about MEDICI and introduce them to the MEDICI platform and tools;
- to help users access the good practice cases in the MEDICI Catalogue and learn from successful examples;
- to show users how to design, set up and deliver a successful digital inclusion project;
- to provide advice on how to adapt good practice cases to suit their context and needs;
- to provide advice on how to evaluate their adapted project and sustain it going forward.

Whom is the Toolkit for?

The Toolkit is intended to be used mainly by practitioners working directly with vulnerable groups in community settings to increase their digital inclusion. It is also useful for:

- Policy makers.
- Public sector agencies, for example regional and local government actors responsible for social and digital inclusion of vulnerable groups and statutory service providers.
- Civil Society organisations – for example NGOs and community groups working with vulnerable people.
- Professional Social Workers and volunteers working with vulnerable people.

What is the Toolkit for?

The Toolkit is designed to help people who want to apply the lessons learned from successful implementation of digital inclusion interventions in their own context and to suit the specific needs of vulnerable people they are working with. It helps them adapt the digital inclusion project 'stories' of these good practice cases to their own story.

A good way of understanding the story of a good practice case is to look at its 'Theory of Change'. Theory of Change is a way of presenting a project 'journey' – from the challenge it is presented with at the start of the journey to where it hopes to be at the end. Connecting the presenting challenge to the journey's end- the impacts and changes a project hopes to make to the existing problem are:

- Activities – actions carried out by a project, that lead to.......
- Outputs – things that are produced by these activities, that lead to......
- Immediate outcomes – changes in awareness and knowledge, that lead to.......
- Intermediate outcomes – changes in behaviour and structures.

Underlying this 'change journey' are 'theories' (assumptions and hypotheses), for example:
- A theory of what is causing the 'presenting problem';
- A theory of what is needed to bring about the desired solution;
- Assumptions that if we take Action 'X', this will produce Output 'Y', which will then lead to Outcome 'Z'.

Toolkit Structure and Content

The Handbook structure follows a process based on 'Ten Steps to Transferability', as shown in the Figure below. These steps are what are required to help you use the MEDICI platform and tools to access and learn from the good practice cases in the Catalogue and to adapt and transfer the learning from these cases to suit your context and needs.

DESIGNING YOUR PROJECT

- *Step 1 – Understanding the MEDICI Platform and Tools*
- *Step 2 – Designing your Digital Inclusion Project*

GETTING STAKEHOLDES INVOLVED

- *Step 3 – Setting up local support teams*
- *Step 4 – Getting stakeholders involved*

DELIVERING YOUR PROJECT

- *Step 5 – Learning from MEDICI good practices*
- *Step 6 – Delivering the project*

SUPPORT AND ASSESSMENT

- *Step 7 – Mentoring and Support*
- *Step 8 – Assessing and accrediting participation*

EVALUATION AND SUSTAINABILITY

- *Step 9 – Evaluating and Learning from the project*
- *Step 10 – Replication and Sustainability*