



Overview of Digital Support Initiatives for/by Immigrants and Ethnic Minorities in the EU27

S. Kluzer, A. Hache, and C. Codagnone



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European Commission
Joint Research Centre
Institute for Prospective Technological Studies

Contact information

Address: Edificio Expo. c/ Inca Garcilaso, s/n. E-41092 Seville (Spain)
E-mail: jrc-ipts-secretariat@ec.europa.eu
Tel.: +34 954488318
Fax: +34 954488300

<http://ipts.jrc.ec.europa.eu>
<http://www.jrc.ec.europa.eu>

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Preface

This report is one of the outcomes of the study “The potential of ICT for the promotion of cultural diversity in the EU: the case of economic and social participation and integration of immigrants and ethnic minorities” carried out by the Joint Research Centre – Institute for Prospective Technological Studies (JRC-IPTS) on the request of DG Information Society and Media, Unit H3 (eInclusion) of the European Commission.

IPTS designed, oversaw and continuously interacted with the consortium which did most of the study's field work during 2008. The consortium was made up of IDC Italia Srl (main contractor), Milan Polytechnic University, Fondation Maison des Sciences de l'Homme – TIC-Migration, University of Bremen - Institut für Medien Kommunikation und Information, Universidad Sevilla – Laboratorio de Redes Personales y Comunidades, and Sheffield Hallam University – Culture, Communication and Computing Research Institute.

First, the study surveyed a wide range of ICT-based initiatives carried out for and/or by immigrants and ethnic minorities (henceforth IEM) in all EU27 Member States. An in-depth analysis then followed of national policies, supply and demand aspects and case studies of specific experiences of ICT and digital service adoption and use by selected IEM groups¹ in four countries: France, Germany, Spain and the UK. A foresight workshop later explored trends, challenges and policy options, leading to the preparation of the the final report on the study.

The study's results will be published in the following seven reports, which will be available at: <http://is.jrc.ec.europa.eu/pages/EAP/eInclusion.html>

- Overview of digital support initiatives for/by IEM in the EU 27
- Country reports on ICT supply and demand for/by IEM: FR, DE, ES and UK
- Case studies on ICT uses for/by IEM (4 reports on DE, ES, FR, UK)
- The potential of ICT for the promotion of cultural diversity in the EU: final report

The cases available in the four case studies reports are listed below:

France	Fighting the digital gap: eGovernment and the role of the public sector in improving ICT access and literacy
	The Education without Borders Network: ICT as a Tool for Bottom-Up Integration
	IEM and the Matrimonial Web: Economic Aspects
Germany	The relevance of digital media/ICT for social integration and economic participation of IEM living in a low-income neighbourhood (Neue Vahr Nord, City of Bremen)
	The relevance of digital media/ICT for managing local mobility in migrant groups
	Conditions of occupational success in the IT business – the case of Turks
Spain	The role of Internet shops in the articulation of local immigrant communities: Ecuadorians in Vera
	Online Romanian and Bulgarian Communities
	Small-scale enterprises, ICT and innovation by immigrants and ethnic minorities in Andalucía
UK	Bangladeshi Youth and Cultural Shomiti
	Yorkshire Safe
	Oxford Ethnic Minority Business Service

¹ The groups selected by the research partners have been: Bangladeshi (UK), Bulgarians (ES), Ecuadorians (ES), Indians (FR, UK), Moroccans (FR, ES), Polish (DE, UK), Romanians (ES), Russians (FR, DE), Turks (DE).

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Executive Summary

Key findings

Immigrant and ethnic minorities (henceforth IEM) seem to have similar ICT adoption rates to the EU population, despite worse socio-economic status. This can be explained by the following factors and common challenges faced by IEM:

- the average younger age of this population group, associated with greater familiarity with ICT;
- the need to keep in touch with often distant social networks of family and friends, both within Europe and across the world;
- the need to "connect" and "go digital" for education and work purposes in the host society, and also the high mobility of economically active IEM;
- the desire of IEM to maintain and cultivate their roots (especially for younger people) and also to explore new ICT-mediated content, services and social relationship in the host society.

Nevertheless, lack of digital literacy and ICT access are still critical for many IEM and 30% of the 119 initiatives presented in this overview address these barriers.

In 50% of cases, ICT are used to make intermediaries and service providers more efficient and effective when dealing with IEM customers.

Adaptation/development of public e-services for IEM does occur, but still on a very limited scale.

Most initiatives see IEM people and associations as leaders or active agents in the delivery process, reflecting ICT appropriation by IEM to enhance visibility, "voice" and dialogue with the host society.

Most initiatives are highly fragmented and face sustainability problems, but some articulated eInclusion measures addressing IEM are emerging at the local level (in areas with high IEM populations) and there is considerable scope to learn and coordinate across good practices.

IEM are an important and growing component of European society, which has been the host in recent years to around 1.5 to 2 million net entries into the EU25 Member States. High levels of immigration into Europe are also expected to continue in the coming decades. In addition to new arrivals, the children of yesterday's and today's immigrants will, in any case, be a growing part of tomorrow's European student, worker and overall population.

Facing this evolution, the 2006 Riga Declaration on eInclusion² identified as one of its six priorities the promotion of cultural diversity in Europe by "improving the possibilities for economic and social participation and integration, creativity and entrepreneurship of immigrants and minorities by stimulating their participation in the information society". This report is part of the study that Joint Research Centre – Institute for Prospective Technological Studies carried out on the request of DG Information Society and Media, Unit H3 (eInclusion) to explore ICT adoption and use by IEM in Europe in the light of the Riga goals for cultural diversity.

The few statistics available from the UK, Germany and Spain –presented in the study's other reports (see Preface) - show that IEM are, on average, similar or more intensive adopters and users of ICT than the native population, despite their worse socio-economic conditions. This fact probably reflects their younger age profile, the drive represented by a "lifestyle" embedded in, and dependent on, mobility and geographically-dispersed social networks (which create a strong need to "keep in touch" from a distance) and the pressure to "go digital" and to "connect" as conditions of better understanding, relating to and especially finding a job and work in the European (information) society. As with

² Available at http://ec.europa.eu/information_society/events/ict_riga_2006/doc/declaration_riga.pdf

the overall population, however, gaps in ICT adoption and use also characterize IEM, mostly reflecting the usual socio-economic and demographic factors (education, income, age, gender), along with some ethnic/national group-specific features.³

The present survey of ICT-related initiatives, carried out by IEM individuals, associations and entrepreneurs and by these and other public, non-profit and commercial organisations for IEM customers (often the most disadvantaged segments of this extremely varied population), confirms the above picture and adds nuances to it.

Out of a larger set of identified cases, 119 were selected for a closer look, and were classified according to variables such as duration, promoters, targets, content, and aims (see Chapter 2). Brief descriptions of the projects can be found in Annex II. The survey's aim was not to try to identify all possible initiatives, but rather to explore and characterise their diversity, covering, as far as possible, all the EU Member States. The results cannot thus be considered statistically representative of the (unknown) universe of cases, yet some general findings can be drawn from them. Country coverage was achieved in all but four Member States, and also in Norway.⁴

Looking at both the aims and content of the initiatives, providing ICT access and literacy has the highest relative frequency in this survey (20-30% of cases). This reflects the fact that digital divides also exist (and are addressed) among IEM and that there are many multi-target digital inclusion initiatives all around Europe. While there are basically no policies dedicated specifically to ICT and IEM (as also confirmed by the study's country reports on France, Germany, Spain and the UK), there are many ICT access and literacy initiatives, especially at local level, which include IEM among their potential beneficiaries (10% of about 470 digital literacy cases from another survey, see footnote 18) or as their de facto primary recipient, when deprived areas with high IEM concentrations are involved.

Beyond the "helping IEM to use ICT" perspective, many initiatives have been found that can be qualified as "using ICT to help IEM". This occurs in the first place by using ICT to support intermediaries (40 cases addressing associations, non-governmental organisations, local community groups, networks of internet access points, etc.) and service delivery actors (22 cases addressing civil servants, doctors, teachers, social care workers, TV professionals etc.) to improve their capacity and efficiency in dealing with IEM customers through digital or traditional channels. Secondly, it occurs by developing or adapting online content and services focused on IEM needs for integration (one third of all initiatives by type). To the extent that the delivery of public services is involved, directly or in cooperation with third sector agents, all these initiatives highlight different facets of inclusive eGovernment from a cultural diversity perspective.

Finally, many examples have been found of what looks like a growing appropriation of ICT by IEM groups and individuals, for uses beyond the strictly personal. Overall, the delivery process of more than half the identified initiatives has been led by IEM people, or has at least had their active involvement. Again, many such initiatives have a service orientation like the ones above, even though they could now be classified as "using ICT for self-help". Others are experiences in the cultural and public communication spheres. We refer here to ICT-enabled initiatives which aim to enhance IEM's "voice" and visibility through information, discussion and community websites and blogs, often as a prerequisite to starting a "dialogue" with the host society; to creating or maintaining the collective memory and identity of more or less broad IEM communities (through digital story-telling and media biographies) and so on. This is again a driver, as well as a consequence of IEM's greater participation in the European information society, which

3 IEM group specific features which have been identified to affect ICT adoption and/or use include: overall ICT development in the country/community of origin, maturity of a group's immigration process in the host country (hence likely settlement stage), patterns of geographic distribution/concentration of the group in the host country and cultural factors.

4 No cases were found for Cyprus, Estonia, Poland and Slovenia. On the other hand, input to the survey was provided by the Norwegian representative of the i2010 eInclusion subgroup.

seems to also reflect broader socio-technical trends affecting all ICT users (social computing services known as web 2.0, empowerment of users as content producers, multiplication of digital media devices etc.).

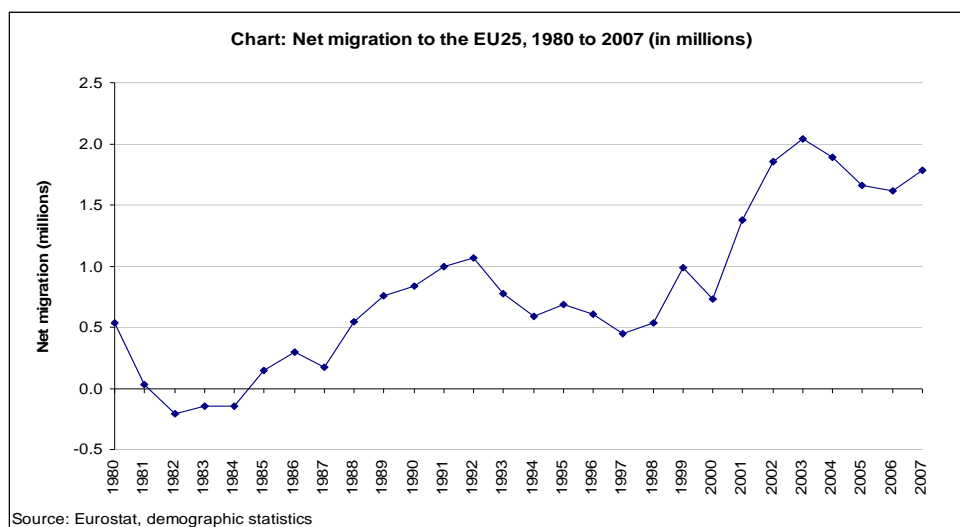
An additional interesting finding is that the vast majority of the initiatives (80%) are carried out by third sector or public sector organisations; very often collaborating among themselves (a similar result came from the 2007 eInclusion survey mentioned in footnote 21). Public sector organisations in these initiatives are varied; with the most frequent types being: integration-immigration offices of national and local administrations, public libraries, schools and parts of the vocational training system. The public sector is clearly the most important funder of these initiatives: 50% of the 160 identified funding sources are from the Member States' public sector (equally split between national and regional/local sources); 30% are from the private sector (mostly self-funding or grants and donations, with only a few cases of commercial revenues); and the remaining 20% are EU funds. Based on the few cases where the actual amount of contributions was available, it can be safely assumed that, in value terms, the role of public sector sources is even more important. At the moment, however, this role does not translate into much coordination and exchange of good practices across the many disparate initiatives.

These findings seem largely to confirm the intuition behind the Riga Declaration -i.e. that the high levels of digital inclusion (either existing or achievable) among IEM might give a particularly important role to ICT for enhancing their integration and participation in the European economy and society. The survey has, of course, produced a rich and "optimistic" picture of what is being done in this respect as this was its goal and it is its inherent bias. The subsequent in-depth country and usage case studies (available in other reports) provide a more shaded picture. For instance, the cases of adapted/ad hoc online public services for IEM are very few in the overall panorama of eGovernment services (French case study); the e-readiness of third sector organisations working with IEM can all but be taken for granted (Spanish and French case studies); digital divides and barriers to ICT adoption can also be strong within segments of the IEM population (German case study). Much therefore still needs to be done if the Riga vision of the contribution ICT can make for the promotion of cultural diversity in Europe is to materialize.

1. Introduction

Immigrants and ethnic minorities (henceforth IEM) are an important and growing component of the European population. Net entries in the EU-25 Member States more than tripled from around 198,000 people per year during the 1980s to around 750,000 people during the 1990s.⁵ Since the mid-1990s net migration doubled, reaching around 1.5 to 2 million people per year from 2002 onwards (although a sizeable part of this can be attributed to regularization of illegal immigrants, notably in Spain).

In 2006, 27.3 million foreigners were registered as living in Europe, representing 5.6% of its total population; 18.5 million of them (3.8% of the population) were third-country nationals, i.e. from non-EU member states. The number of the foreign-born, also including immigrants who acquired new citizenship, almost doubled to reach 50 million.



Source: reported in EC (2008) see footnote 5

High levels of immigration into Europe are expected to continue in the coming decades,⁶ driven by current demographic trends in the continent (population ageing, low fertility rate and so on) and the ensuing loss of working age population, and by "push factors" acting from the countries of origin (lower incomes, effects of climate change, etc.).

Facing this evolution, the 2006 Riga Declaration on eInclusion identified, as one of its six priorities, the promotion of cultural diversity in Europe by "improving the possibilities for economic and social participation and integration, creativity and entrepreneurship of immigrants and minorities by stimulating their participation in the information society". This priority has also been renewed by the 2007 eInclusion Communication.⁷

Since very little was actually known about the adoption and use of new digital technologies and services by IEM in Europe, DG Information Society and Media of the European Commission asked the JRC-IPTS to carry out a study that would explore ICT adoption by IEM and how it affects their social and economic integration and participation in Europe (more on this in the Preface). This report presents the results of the study's first step, which aimed to identify and broadly characterize ICT-based initiatives carried out for and/or by IEM in all the EU27 Member States.

⁵ EC (2008), Commission Staff Working Document, Accompanying the Communication "A Common Immigration Policy for Europe: Principles, actions and tools"; Impact Assessment SEC (2008) 2026, Brussels

⁶ See for instance Giannakouris, K., "Ageing characterises the demographic perspectives of the European societies" Statistics in focus n. 72/2008, Eurostat, European Commission

⁷ EC (2007), European i2010 initiative on e-Inclusion: To be part of the information society, COM(2007) 694 final, Brussels

2. Goals, scope and results of the survey

1.1 Picturing the diversity of initiatives in the EU 27

The overall survey of ICT initiatives for/by IEM in the EU27 aimed to provide a preliminary picture of the wide range of initiatives which were expected (and found) in this field, by gathering basic information on their stakeholders, activities, target groups, aims and so on. The approach adopted for data gathering is briefly illustrated in Annex I.

Most of the selected initiatives can be qualified as "relevant" for their size/scope, innovativeness, specific social targets, duration and (usually correlated to it) success among the users, resulting in a degree of visibility/reputation high enough to make them relatively easy to find online. As they deal mostly with computers and the Internet,⁸ such initiatives tend to leave marks, often products, in cyberspace. These can be found through web search engines and online databases (e.g. of projects supported by public programmes) and by navigating the web. In any case, we have included some initiatives which do not have a "window" on the Internet to view them through, but which are still nonetheless significant for some the above criteria.

It was not intended that the survey find as many initiatives as possible in all EU27 countries, as this would have entailed dealing with hundreds of cases⁹ and would probably have required an ad hoc project¹⁰. Instead, the guiding rule of the search process was to gather a few interesting cases from all the EU Member States as far as possible, while attempting a more extensive coverage of initiatives in the four countries selected for the subsequent deeper analysis.

Table 1- Number of cases by country

Austria	4	Latvia	1
Belgium	6	Lithuania	1
Bulgaria	1	Luxembourg	1
Czech Republic	2	Malta	1
Denmark	3	Netherlands	7
Finland	4	Norway	1
France	10	Portugal	3
Germany	17	Romania	1
Greece	5	Slovakia	1
Hungary	1	Spain	12
Ireland	7	Sweden	6
Italy	5	UK	19
Total			119

As shown in Table 1 only four Member States have no reported cases (Cyprus, Estonia, Poland and Slovenia), while one case is provided for Norway. Predictably, the presence of initiatives is correlated to the level of IEM population (either as cumulated stock or as recent immigration flows) and to the maturity of information society developments,

⁸ For reasons of concentration, the IPTS studies on ICT and migrants have focused almost exclusively on computer and internet technologies and their applications, leaving aside other important technology areas for the lives of migrants, such as mobile phones and traditional media, all of them converging around digital systems (e.g. web TV and radio).

⁹ For instance, here only a few cases have been included of Turkish-German web sites devoted to advocacy initiatives and political discussion on migration, integration and related topics. These cases have been selected from a longer list produced by a research which identified over 100 Turkish-German "political" web sites.

¹⁰ The Minoritymedia project carried out by Migrinter at the University of Poitiers identified about 530 ethnic media on the web (mostly web-zines, but also web-radio and web-TV), out of a total of over 5,300 ethnic media in all the media (traditional and web) in 8 EU countries. See http://www.mshs.univ-poitiers.fr/migrinter/minoritymedia/index_eng.html

including eInclusion measures. In some countries, one or both of these aspects are low or missing, leading to the absence of relevant cases for this study.

Given the previous considerations, it should be clear that the picture provided in this report cannot be considered representative and exhaustive of the situation in the EU27 and therefore that extreme caution should be exercised when drawing generalisations from it, especially on a country-by-country or cross-country basis.

1.2 Selecting the “initiatives”

The “initiatives” identified for this report have been selected and classified on the basis of three broad sets of criteria: the importance of IEM as more or less exclusive targets of the initiatives; the more or less central or instrumental role of ICT in the initiatives; the different ICT-related content/focus of the initiatives.

The “specifications” provided below were partly defined ex-ante to guide data collection, but they were also adapted during the process, given the exploratory nature of this research and the fact that unexpected cases which looked interesting, but did not fit the initial selection criteria, emerged from the search process itself.

In what follows, the above criteria are briefly explained and illustrated, and reference is made to individual cases resulting from the survey (described in Annex II) and the overall findings. Further aspects which have been investigated in the survey – e.g. geographic scope and duration of the initiatives, sources of funding, main aims and others- and the related findings will be presented later on.

1.2.1 IEM as target group

Four possible instances were considered as falling within the scope of the survey:

1. initiatives addressing general eInclusion needs (typically internet access and digital literacy initiatives, at national to neighbourhood level) and open to any group at risk of digital exclusion, hence potentially also IEM. Since, in principle, any such eInclusion initiative would have fallen within the scope of the survey, it was decided that the filter would be that IEM should at least be explicitly mentioned as a possible target. This led to select initiatives ranging from nationwide programmes such as the National Digital Inclusion Initiative (NDII) in Portugal, Latvia@World in Latvia and ASCI - Access skills and content initiative in Ireland;¹¹ to local implementations of national programmes (e.g. UK Online local partnerships¹² or Plan Avanza – Ciudadania in Spain); to strictly local eInclusion initiatives (e.g. KAE - Centre for Employment and Business Skills in Athens).
2. initiatives targeting specifically IEM along with other targets. These are usually cases where de facto IEM are the real, often main target, but for some reason (including political or symbolic ones) the initiative is presented in more general terms and IEM appear as targets along with other groups at risk of social or digital exclusion. eInclusion measures carried out in localities with high IEM populations usually end up addressing primarily people from these groups, while being open to others as well (e.g. Atelier Informatique APCIS in Stains, France; GULP UK Online experience in Greenwich and the large scale Digital/ConnectMK programme in Milton Keynes, both in the UK, the WMA Media Ateliers in The Hague's public libraries and others).

¹¹ In this case, for instance, only 1 out of 90 projects funded in 2007 was specifically devoted to refugees and immigrants, but many others are deemed to involve IEM along with other groups.

¹² Statistics taken from the UK Online's July 2008 centre users survey show that 25% of users are from ethnic backgrounds different to white British/Irish/European (12% are Asian or British Asian, 7% Black or Black British, 1% Chinese and 5% other)

3. initiatives targeting only IEM. Most cases of this type are started by IEM individuals and associations (or third sector entities working with/for them) such as online Diaspora communities,¹³ ethnic portals¹⁴ or interest-focused online services,¹⁵ at times targeting specific ethnic or cultural groups (all of them increasingly with social networking functionality). There are also, however, other cases, such as ad hoc eGovernment services for immigrants, which provide either access to rights such as residence permits or multi-language versions of general public online information and services.
4. initiatives addressing both IEM and members of the host society as they focus explicitly and primarily on inter-cultural dialogue and other integration-enabling dynamics. Projects typically focusing on IEM culture, memory, identity, life conditions often have communication and interaction components addressing the host society or specific segments of it (e.g. Migrations a Besancon in France, Roots&Routes in Germany, BEME in the UK).

On the basis of the above taxonomy, the surveyed initiatives are distributed as shown in Table 2.

Table 2 - IEM as target group

	N.
a) Exclusive focus on IEM	52
b) eInclusion measures involving also IEM	25
c) Mainly IEM, but also other at risk groups	24
d) IEM and host society	18
Total	119

A closer look shows that about half of the initiatives (62/119), most of them falling under categories a) and b) above, benefit IEM indirectly, by providing ICT-enabled support to intermediaries (40 cases addressing associations, NGOs, local community groups, networks of internet access points etc.) or to service delivery actors (22 cases addressing civil servants, doctors, teachers, social care workers, TV professionals etc.) in order to improve their capacity to deal with IEM customers. Examples include: De Quel Droit! (France) and MeltingPot (Italy) which provide specialised advice on legal matters concerning IEM to both public and third sector operators; EMA (UK), DP NOBI (Germany), Tikas (Finland) which support school teachers and further education institutions on intercultural competences; ESTIA which provides coordination and information sharing tools to all NGOs working with refugees in Greece, or "10 golden rules" about the use of Internet tools for social workers dealing with hard-to-reach people.

From a different angle, the vast majority of the initiatives (73/119) do not seem to segment the IEM community in any specific way. When a specific target group is addressed (often exclusively), the two most frequent ones in terms of socio-demographic

¹³ Web sites with a community focus and strong references to home countries or localities, used for keeping in touch with people of same origin in the new country and abroad, e.g. case of Guasunto.es (Ecuadorians in Spain).

¹⁴ Mostly commercial ventures providing a lot of information, communication and business services (shopping, travels etc.) for specific ethnic groups at national and pan-European level, e.g. Vaybee! (for people of Turkish origin in Germany and elsewhere) and Ekodafrik, for "French Africans".

¹⁵ Online information and service sites which target IEM people with specific interests, problems or needs. Their orientation can be social (e.g. GLADT for gays and lesbians with Turkish origin in Germany or FATIMA for women in the UK), cultural (e.g. 007-berlin.de for Russians artists in Berlin and people interested in their work) or entertainment (e.g. "suikast nokat de" for the Turkish hip-hop community spread between Germany and Turkey).

features are women and young people (mostly referring to second generations), respectively with 14 and 16 cases. Other targets, with a few cases each, are: newly-arrived immigrants, IEM entrepreneurs (all of them in the UK), asylum-seekers and refugees, older and/or disabled IEM people.

1.2.2 Role of ICT

When selecting the initiatives, we found that ICT could play either a primary or a more instrumental role. In the search process, the priority was, of course, given to the first typology.

Following the terminology of the 2007 eInclusion Communication, ICT can play a primary role in two possible forms:

- initiatives addressing directly and specifically the digital inclusion of IEM on the enabling dimension, i.e. providing access to equipment and Internet services, basic digital literacy skills, and accessible and usable contents;
- initiatives addressing IEM on the dimension of accelerating eInclusion, i.e. supporting the fuller exploitation of ICT to enhance the conditions of disadvantaged groups, in this case IEMs integration prospects. These initiatives typically focus on providing more advanced skills and competence and relevant ICT-based content/services which have been developed specifically to address IEM's needs (and those of the intermediaries and service providers working with/for them) to enhance their employability, economic participation, social inclusion, active citizenship, education and so on. In this case, private sector initiatives are also relevant, such as ethnic job portals (e.g. ETJob in the UK) and/or ICT platforms developed for customisation of content (e.g. Multikulti in the UK).

ICT tends to play an instrumental role, although it is not the main focus or a major component of an initiative, when its use makes the activities directed at IEM easier or cheaper to carry out (e.g. all communication functions¹⁶), or adds specific value to them (e.g. anonymity, privacy and distant outreach in critical counselling services).

Illustrative examples are network building and coordination initiatives with co-ethnics (e.g. polonia.de in Germany) and/or among entities providing support and services to IEM within the host society (e.g. DP NOBI in Germany, De Quel Droit! in France, RIS in Ireland). Other examples are mobilisation, "voice" and lobbying initiatives (e.g. TGD in Germany and EFM in Greece) where websites, mailing lists and blogs amplify activities also carried out by other means.

While they might be classified as "instrumental" cases, the web sites of public and third sector organisations working for IEM and simply providing institutional information and contact details have been left out of the picture, since almost all such organisations today have at least a website or some information pages on the web, which, as such, are not particularly significant.

1.2.3 Types of ICT-related activities

The types of ICT-based initiatives which have been searched for and found in terms of their main content and output are listed in Table 3 and explained in the following text, which also makes reference to specific cases.

¹⁶ Information websites, emails and mailing lists, shared online working environment and resources and others may make initiatives much more affordable, accessible, and steady than using other media and/or travelling.

Table 3 - Types of initiatives

	N.
Awareness, demonstration, campaigns for ICT use	11
Access (collective, individual)	19
Basic digital literacy	41
Advanced ICT training	8
Training for multimedia skills	14
Adapted content/services - Public administration	16
Adapted content/services - Third sector and user generated	27
Adapted content/services - Commercial sector	6
Adapted content/service – Non specified or multiple sources	13
Networking and communities	14
Integrated actions	10
Research	3
Policies and programmes	4
Total	186

The number of instances in the table is higher than the number of initiatives, because many of them have more than one implementation focus, for instance: providing ICT access along with digital literacy or more advanced training; training for multimedia skills enabling users to generate their own audiovisual content and so on. Sometimes, articulated initiatives with several implementation lines have also been found and classified as "integrated actions".

Actions tackling basic barriers to ICT use

- Awareness, demonstration campaigns for promoting ICT use: many potential users are not aware of the opportunities and benefits that ICT can bring them and these initiatives aim to make them known and fight fears and concerns about ICT. Two examples are the DISK project of the Workers Educational Association ABF in Sweden (addressing migrant women especially) and the Parco del Popolo project at Reggio Emilia (Italy) which aims to make newly-arrived immigrants aware of the Municipality's online services;
- Access – Collective: public internet access points, internet centres and similar initiatives offer free or subsidized access to computers, internet and other digital media, often along with some training and user support. Many examples of such initiatives can be found in Table 7 under "Digital literacy and access initiatives";
- Access - Individual: discounts and other incentives for individuals or households can be provided to purchase ICT equipment, internet connectivity and so on. An example is the LOGIN project in Hungary for Romany people;
- Basic digital literacy training: addresses basic PC and internet operations, often with attendance certification and, at times, skills certification (ECDL type¹⁷). It can be delivered through classes, workshops and informal learning opportunities. It is often associated in the case of IEM with language teaching, literacy courses, introduction courses (on the host society, public services, basic rights etc.) and job orientation courses. Again, several examples can be found in Table 7 under "Digital literacy and access initiatives".¹⁸

¹⁷ On the adaptation of ECDL assessment to account for IEM specific needs, see the UK IT-ECDL case in Annex II.

¹⁸ More experiences in this area have been found by a parallel study on digital literacy initiatives in the EU27 and beyond (also promoted by DG INFSO) which identified about 470 cases of which roughly 10 % address in some way or another ethnic, cultural, and language minorities, including immigrants. The cases will be available on <http://www.digital-literacy.eu/>

Actions enhancing ICT usage skills and competences

- Advanced training for ICT literate users: aims to provide more advanced skills and competence to support more sophisticated or purposeful ICT use, often to enhance employability, in IT jobs or activities where these skills are essential. It is provided also through eLearning approaches, which are particularly suited for already working IEM individuals. Examples are the MAKS project in Kuregem (Belgium) providing desk-to-publisher qualification, the Digital Community programme in Inner City Dublin (Ireland) and several other projects supported by Microsoft's Unlimited Potential initiative;
- Training for media empowerment: a variant of the previous category where the focus is on multimedia use and audiovisual content production. Three different types of projects have been identified here: professional training initiatives aimed at work opportunities for IEM in the media industry (e.g. Mediashakers in the Netherlands and Mundo in Finland); initiatives which develop (critical) multimedia technical and social skills for creative expression and employability among young people at risk of exclusion (e.g. Roots&Routes TV in Germany, XénoCLiPse and Bordergames in Spain); projects which enable digital content production by IEM people to explore their cultural heritage, enhance communication capacity, support active citizenship and so on (Voces Gitanas in Spain, Wikim in France and iRespect in the UK, WMAs in the Hague). All these initiatives tend to have a strong community focus and those of the latter type have also involved elderly IEM (Senioren Migranten in Germany and Migrations a Besancon in France).

Actions providing content and services

- Adapted/ad hoc content and services by public administrations: can take different shapes, such as:
 - General information on public services and “how to” questions on welfare benefits, health, safety, anti-discrimination rules and initiatives, civic participation etc. provided in the languages of specific IEM groups (most cases in Section 5 of Table 7);
 - Interactive/ transactional online public services which have been adapted to reflect specific cultural differences and/or are provided in the languages of specific IEM groups (e.g. GovWork in the Netherlands and Multikulti in the UK);
 - Services that, regardless of the language used, are provided ad hoc for immigrants, such as: online submission of requests for residence permits (recently implemented in Italy and Spain); online management of housing permits requests and approvals (e.g. Ethnicity at the Prato Municipality in Italy).
- Adapted/ad hoc content and services by third sector and user-generated: besides information services usually complementary to the ones provided by the public administration (see previous point), there are many cases where content is produced and published for a number of purposes by IEM organisations and increasingly by IEM individuals or groups, also thanks to the diffusion and enhanced usability of web 2.0 services and platforms.¹⁹ Many examples of this type can be found in different sections of Table 7;
- Adapted/ad hoc content and services by commercial sector: digital-based content and services provided on the market at a price (or supported by other types of

¹⁹ Only a few cases of this type that could be related to the Riga goals have been included in the survey. Since there is a growing number of blogs, social networking sites and so on developed/used by IEM individuals and groups for personal interests, to document cultural and social events, for business reasons and so on, specific research activities have been promoted in parallel by IPTS to investigate them.

revenues) which help to address the integration challenges faced by IEM. An example is the Ethnic Job-ETJob portal in the UK, which provides job matching services to both IEM and employers needing to comply with equal opportunity policies. The training courses by ITpreneurs in the Netherlands, responding to the Integration Act, are another example. Commercially-oriented ethnic portals offering jobs, housing and other information or social networking and communication services also fall within this category (e.g. Vaybee! in Germany and Ekodafrik in France);

- Networking support to organisations: these are mostly cases where, as already described above, ICT is usually instrumental in addressing the communication, content sharing and coordination needs within or across geographically-spread organisations working on IEM-related needs and issues. Examples are: ESTIA in Greece where ICT facilitates the exchange of information and coordination among NGOs working with asylum seekers; the FATIMA Women's Network in the UK; DP NOBI in Germany.

Beyond the implementation initiatives described above, the survey also paid attention to the policies and programmes from which they usually stem. In fact, with the partial exception of the UK and only until 2005, the survey found neither explicit references to ICT and IEM in national policy documents, nor ad hoc ICT for IEM national strategies. As already anticipated, when mentioned, such issue is bundled together with broader issues of digital inclusion (e.g. in the ASCI strategic programme launched by the Department of the Taoiseach in Ireland or in the NDII - National Digital Inclusion Initiative launched in Portugal within the ConnectPortugal Programme). On the other hand, in many countries local delivery of publicly supported initiatives directly or (more frequently) indirectly addressing the issue of IEM and ICT are growing. The EPN initiative (Espaces Publiques Numeriques) of the Walloon Government and the Digital/Connect MK (UK) or the Immigrant Integration Programme in Donegal (Ireland) are three examples, respectively from the eInclusion and the immigrant integration policy domains.

A few projects dealing with ICT and IEM have also been found with a significant research component (e.g. DKN80 in France or All inclusive in Austria, addressing disabled migrants).²⁰

1.3 Other results of the survey

Besides the aspects presented in the previous section, we briefly illustrate here other interesting results of the survey, which contribute to better characterize the set of identified initiatives, without as already said, any ambition to provide a representative picture of the situation in Europe.

1.3.1 Timing of the initiatives

The identified initiatives span over the entire current decade: about half (67/119) started in 2005 or afterwards, while most of the rest started between 2000 and 2004.

There is no visible growth trend over time in the number of initiatives launched per year, which one would have expected, given the recent growth in Europe of both immigration and information society initiatives. On the other hand, as could be expected, initiatives in the UK –an old immigration country with well-developed eInclusion policies- tend to be older, while those in Spain – a new immigration country, where eInclusion measures were launched more recently- tend to have had a shorter life.

²⁰ At the time of writing, IPTS was carrying on a survey of socio-economic research projects and organisations in Europe focusing on the use of ICT by IEM. The results will be available in early 2009.

1.3.2 Geographic scope of the initiatives

The identified initiatives tend to be equally balanced between those with a national scope and those with a regional and local focus.

Table 4 - Scope of the initiatives

Scope	N.
Local	39
Regional	16
National	47
Pan-European	14
International	3
Total	119

Compared to the results of a previous survey,²¹ which mapped all types of eInclusion initiatives and found them much more biased towards the national level, ICT initiatives for/by IEM seem to have a more local character. Besides methodological differences,²² this might reflect the fact that IEM often concentrate in specific locations, making it both more necessary and easier for local authorities and third sector organisations, including IEM groups themselves, to develop ad hoc initiatives targeted at the local community.

At the same time, many eGovernment services (e.g. multi-language introduction information), ethnic portals for specific IEM groups, and digital access and literacy initiatives which are part of broader eInclusion policies, tend to have a national or even pan-European scope (e.g. portals and blogs addressing the Turkish community in Germany and neighbouring countries).

Many pan-European projects have been supported by EC funding schemes²³ and frequently address ICT training of immigrant women and the use of multimedia tools for identity exploration and intercultural expression. The few international cases address different types of Diaspora communities.

1.3.3 Lead entities, collaborations and funding

As showed in Table 5, the vast majority of the initiatives are carried out by third sector or public sector organisations; very often collaborating between themselves (a similar result came from the broader eInclusion survey mentioned in footnote 21).

Table 5 - Lead entity types by sector

Sector	N.
Third sector	56
Public sector	47
Commercial sector	16
Total	119

80% of the initiatives are actually carried out by some form of partnership or collaboration: approximately 30 cases are public-third sector collaborations and another 30 cases extend such collaboration (public-third sector) to commercial sector actors.

²¹ The call for contributions to the "eInclusion: Be part of it!" campaign, carried on in October-November 2007, gathered information about over 150 eInclusion initiatives addressing all types of targets. An analysis of them is available at <http://www.epractice.eu/node/281732>

²² The call for contributions explicitly searched for "high impact" initiatives, which inevitably created a bias towards "large scale" ones, more likely to have a national scope.

²³ In particular, the EQUAL Community Initiative under the 2000-2006 European Social Fund and Grundtvig, the adult education sub-programme of the Lifelong Learning Programme.

IEM associations, collectives and networks are quite often the lead entities of these initiatives by third sector organisations. Additionally, beyond a leadership role, in over half of the cases some sort of active involvement of IEM individuals or collectives has been found in the implementation or delivery of the initiative or service. The role of IEM is even higher among commercial sector entities, as they are mostly companies and individual entrepreneurs with an ethnic origin. These figures show that the development of the information society in Europe has indeed created interesting opportunities for social and economic participation by IEM already.

Public sector organisations in these initiatives make up a very composite group, both in terms of administrative levels (from ministries and national agencies to municipal or regional governments) and sectors involved. The most frequently-found types are: integration-immigration offices of national and local administrations²⁴ and public libraries which drive several initiatives, especially in Denmark, Sweden, the Netherlands and UK. Schools and other parts of the education and training system seem to be much involved, especially in the UK and the Netherlands. Cross-sector collaborations among such public sector entities have been found in a few cases.

The above results show that, as in other eInclusion areas, initiatives (at least those which endure over time) seem to require the involvement of a plurality of stakeholders. This aspect is particularly striking in the UK initiatives, which usually have extended partnerships, which work with actors from all the different sectors.

Finally, while initiatives' design and implementation tend to involve entities from all three sectors, most of their funding tends to come from public sources.²⁵ Out of over 160 identified sources of funding for the survey's initiatives, 50% are from the member states' public sector (equally split between national and regional/local sources); 30% are from the private sector (mostly self-funding or grants and donations, with only a few cases of commercial revenues); and the remaining 20% are EU funds. Based on the few cases where the actual amount of contributions was found, it can be safely assumed that in value terms the role of public sector sources is even higher.

1.4 Aims of the initiatives and the Riga goals

The attempt to classify the initiatives on the basis of their aims and their relations to the eInclusion Riga goals for cultural diversity led to the table below. It is worth underlining the fact that, in the definition of the two levels of categories, attention has been paid to a similar effort made for the development of the forthcoming European Web Site on Integration (EWSI).²⁶

²⁴ See for instance the Austrian Integration Fund's own initiatives using ICT in the Help case (Austria) in Annex II.

²⁵ For the vast majority of initiatives only the sources of funding, but not the value could be identified.

²⁶ In the development of EWSI specific categories have been defined for the classification of all the content, including case studies, by referring to the "Common Basic Principles for Immigrant Integration Policy in the European Union" adopted by the Council of the European Union on 19 November 2004. The Principles identify 11 themes-priorities-goals which characterize the EU approach to integration. Some of them are very similar the Riga goals for cultural diversity and since they are better articulated and specified, they were used for the definition of IPTS survey's taxonomy. More on the Principles at http://www.consilium.europa.eu/ueDocs/cms_Data/docs/pressdata/en/jha/82745.pdf

<i>EI & integration goals</i>	<i>Main aims of ICT initiatives (frequency in the survey)</i>
Digital inclusion	1 Digital literacy and access initiatives
Education	2 ICT-enabled learning and education
	3 ICT training-competences for employability
Introduction - Access to services	4 ICT in delivery of introduction measures and information
	5 ICT for better access to/delivery of administrative services
	6 ICT fostering intercultural competence in service delivery
Social inclusion	7 ICT for providing inclusive, anti-discrimination support and services
	8 ICT-enabled local community regeneration/development
Economic participation	9 ICT for job finding and recruitment
	10 ICT in support of, used by ethnic entrepreneurship
Empowerment, voice and dialogue	11 ICT for empowerment, visibility and "voice" of IEM groups
	12 ICT fostering IEM interaction and dialogue with host society

The first column in the table highlights the broader eInclusion and integration goals and the second column the different types of ICT-related initiatives contributing to them.

A brief explanation of each category in column 2 is provided in Table 7 where all the cases presented in Annex II are associated with these categories, so as to help explain their meaning and to provide a navigation tool for the annex (where the cases are organised by country).

As it can be seen from the category descriptions, many of them show some overlap or address different, albeit close facets of the same issue. For instance, "4 ICT in delivery of introduction measures" for new immigrants overlaps with "5 ICT for administrative services" where the service provider is a public organisation, rather than a third sector organisation. Initiatives fostering intercultural competence (6) in turn can be seen as contributing to inclusive eGovernment (5), but they are important in their own right and they often address third sectors organisations working with IEM. Services for job search and recruitment of IEM (9) can be seen as a specific instance of category "7 ICT for providing inclusive, anti-discrimination support and services ", but they have been isolated as such, because of their specific relevance for the economic participation of IEM and so on.

Beyond intrinsic weaknesses in the taxonomy, it must be taken into account that the vast majority of the surveyed initiatives address multiple needs and aim at several goals, or at goals which are inherently multi-dimensional, so they are impossible to deal with in simple terms, without losing the richness of the experiences being analysed. For the same reason, in Table 7 some initiatives can be found in more than one section.

Given the multiple aims of many initiatives (68 were assigned by the analysts 2 categories and 18 had three), altogether 200 category recurrences have been counted, with the following distribution:

Table 6 - Recurrence of initiatives' aims categories

Aims category	N.	%
1 Digital literacy / access	37	18,5
12 ICT fostering IEM interaction and dialogue with host society	32	16,0
11 ICT for empowerment, visibility and "voice" of IEM groups	23	11,5
3. ICT training-competences for employability	18	9,0
2 ICT-enabled learning, education	16	8,0
4 ICT in delivery of introduction measures and information	16	8,0
6 ICT fostering intercultural competence in service delivery	14	7,0
7 ICT for providing inclusive, anti-discrimination support and services	12	6,0
5 ICT for better access to/delivery of administrative services	11	5,5
8 ICT for local community regeneration or development	10	5,0
10 ICT in support of, used by ethnic entrepreneurship	6	3,0
9 ICT for job finding and recruitment	5	2,5
	200	100

Table 6 highlights three broad drivers of most ongoing initiatives (the relative weight of each is not really relevant at this stage):

- (cat. 1 = 18%) addressing the digital access and literacy needs/gaps which are felt to affect the IEM population, as we have seen, often in the context of broader digital inclusion measures;
- (cat. 11, 12 = 27%) exploiting ICT to empower IEM communities in terms of their communication capacity (we called it "voice") and socialization processes, both with an inward-looking perspective (intra-community, bonding social capital) and in a "bridging" perspective with the host society,²⁷ when "voice" becomes "dialogue". Many initiatives here result from the ICT appropriation process of IEM groups themselves;
- (cat. 4, 5, 6 = 26%) exploiting ICT to improve the activities of those supporting IEM through the delivery of various types of information, advice, assistance and support services. This can be seen, to a large extent, as part of the broader drive towards inclusive eGovernment.

²⁷ While overall very frequent, category "12 ICT fostering IEM interaction and dialogue with host society" was assigned as primary aim to only 5 out of 114 initiatives. This is however a very frequent second or third level aim of many initiatives, hence the overall high score.

Table 7- Initiatives classified by aims

<p>1. Digital literacy and access initiatives</p> <p>Initiatives providing free or subsidized access to PCs, other multimedia devices and internet connectivity. Very often they are associated with basic digital literacy training, and vice versa</p>	<p>ATEL (BE), IT access and training in neighbourhood initiatives DO IT! (BE), 11 NGOs providing IT skills to unemployed women EPN Network (BE) EEE – Easy E space (BE), low cost, open source IT package for digital training CHAVE (CZ) addressing Roma pupils IT Competence Upgrading (DK) Tikas (FIN), IT training for people with special needs AutreMonde (FR) Atelier Informatique APCIS (FR) Emmaüs Cyberspace (FR), over 10,000 users since 2003 Senioren Migranten (DE) Conecta joven (ES), young voluntaries teach IT to elderly people and immigrants Fundacion Bip Bip (ES) Web del Inmigrante (ES) CASI (ES) Inmigra- Red: Wellcome - Pack para Inmigrantes (ES) ESI - eSkills Initiative (GR) KAE (GR) UFU (GR) Login (HU), low cost PCs and web access for young Roma people ASCI (IE), large scale multi-target eInclusion initiative Immigrant Integration Programme (IE) Digital Communities Programme (IE) Leva Giovani - Digital Divide (IT), teenagers teach IT to elderly people and immigrants Parco del Popolo (IT) Latvia@World (LV), large scale multi-target eInclusion initiative Integration of Roma (LT) Caritas Centres ouverts (LU), training refugees and others PIAP (MT) WIN (NL) Damer og Data (NO), ICT skills to access local services Choices 3G (PT), targeting immigrant students in schools NDII (PT), large scale multi-target eInclusion initiative Espacoos Internet (PT) BRIDGE (SE) DISK (SE), IT awareness and skills for women's empowerment IS for All (SE) CALTEC (UK) BYO (UK) specific for Bangladeshi community Bradford BITS for ALL (UK), multilanguage IT training material and access GULP (UK), 19 NGOs in UK Online learning partnership ENGINE (UK) SHEBYTES (UK) focus on women IT-ECDL (UK) adapting ECDL assessment to IEM needs ConnectMk/DigitalMK (UK)</p>
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<p>2. ICT-enabled learning and education</p> <p>Initiatives aiming to improve/ease teaching to IEM children (including second generation) and adults in mainstream, continuous and informal education</p>	<p>Alphanumérique (BE), learning to read and write in French and digital skills CHAVE (CZ), innovatively teaching digital skills to Roma pupils AutreMonde, Paris (FR), illiterate people Nénuphar (FR), helping newly arrived children integrate at school Wikim (FR), collaborative development of language training LIFT (DE), learning language, IT skills and others ICT for A8 migrants (IE), language and social networking ITpreneurs (NL) on integration courses Europe for all (NL), tool to measure/develop intercultural competences and language Choices 3G (PT), targeting immigrant students in schools SAFIR English (SE), online tools to learning English (and Swedish) BorderGames (ES), developing videogames to teach technical and social skills to disadvantaged IEM youth</p>
<p>3. ICT training-competences for employability</p> <p>Initiatives providing more advanced or functional ICT skills to increase employability, also but not necessarily for IT/technical professions</p>	<p>ICE (AT), generic IT skills for employment MAKS (BE), desk top publishing skills DO IT! (BE) generic IT skills for employment iCentres for Roma eIntegration (BG), generic IT skills for employment + advanced IT skills Work in Czech (CZ), generic IT skills for employment Roots&Routes TV (DE), digital media skills Fundacion Bip Bip (ES), generic IT skills Mundo (FI), media education and digital media skills ICT for A8 migrants (IE), language and IT skills for employment Mediashakers (NL), media training EOS (RO), ICT skills in vocational training ICT for immigrants (SE), generic IT skills for employment BYO (UK), early school leavers KCBMEB (UK), IT skills for business EMBS (UK), IT skills for business GULP (UK), various IT skills</p>
<p>4. ICT in delivery of introduction measures and information</p> <p>Websites and other digital resources providing "welcome services" with information on host country institutions, culture, language etc. mostly for newly arrived immigrants and foreigners in general</p>	<p>kvinde.finno.dk (DK) finno.dk (DK) Infopannki (FI), information site for newcomers Das Integrationsportal (DE), information site for newcomers Web del Inmigrante (ES) Fundacion Migrar (ES) ESTIA (GR), NGOs sharing information on asylum seekers Newcomers Guide (IE), on living in Cork RIS - Refugee Information Service (IE) Parco del Popolo (IT), ICT skills to access local online public services ITpreneurs (NL) on integration courses Europe for all (NL), tool to measure and develop immigrants' intercultural competences and language Damer og Data (NO), ICT skills to access local services Home in Slovak Republic (SK), information site for newcomers BYO (UK), IT training with specific module for new arrivals Multikulti (UK), multi-language advice and info services W2N - Welcome to Norfolk (UK)</p>

<p>5. ICT for better access to/delivery of administrative services (inclusive eGovernment)</p> <p>Initiatives developing back-office and/or front-office services and solutions either dealing with administrative needs specific of IEM (residence permits, housing, etc.) or adapted to address IEM requirements (simplified language, iconic interfaces, translations etc.)</p>	<p>HELP & Integrationsfonds (AT), eGovernment portal and sites for IEM WISTI (AT), ad hoc back-office services at City of Vienna info portal kvinde.info.dk (DK) info.dk (DK) Infopannki (FI) Selko-e (FI), training and tools promoting use of plain language Das Integrationsportal (DE) Immigrant Integration Programme (IE), multilingual service directory Ethnicity (IT) certification of accommodation eligibility GovWork (NL) The world bridge (SE), equal access to library services Multikulti (UK), multi-language advice and info services W2N - Welcome to Norfolk (UK) ConnectMk/DigitalMK (UK)</p>
<p>6. ICT fostering intercultural competence in service delivery</p> <p>Usually back-office tools and services which support public and private professionals, intermediaries and so on in better tailoring and managing their activities/services when catering for IEM specific needs in health and social services, education etc.</p>	<p>All Inclusive (AT), interculturally barrier-free model and tools for disabled people with a migrant background Tikas (FIN) IT training for people with special needs Media des Diversites (FR) DP NOBI (DE) Aula Intercultural (ES), support for teachers The world bridge (SE), equal access to library services EMA (UK), support for teachers ARTKIT (UK), focus on racism iRespect (UK), online resources to promote cultural diversity</p>
<p>7. ICT for providing inclusive, anti-discrimination support and services</p> <p>Includes ICT-enabled or enhanced initiatives to raise awareness of and access to legal rights, to support specific IEM groups at risk of social exclusion and others</p>	<p>Online-Beratung zum (DE) (women against forced marriage) GLADT (DE) (turkish gays, lesbians etc.) Fundacion Migrar (ES) DeQueIDroit! (FR) EMC – Health care for immigrants (IE) RIS - Refugee Information Service (IE) MeltingPot (IT) 10 golden rules (NL) DISK (SE) IT awareness and skills as tool for women's empowerment and independence IS for All (SE) FATIMA (UK) Online info and resources (also user-generated) to support (also) IEM women for better integration</p>
<p>8. ICT-enabled local community regeneration / development</p> <p>Often integrated initiatives that address a neighbourhood or specific location also with ICT literacy and access measures (e.g. through public Internet access centres) so may overlap with these categories</p>	<p>Alphanumérique (BE) ATEL (BE), IT access and training in neighbourhood initiatives MAKS (BE) Atelier Informatique APCIS (FR) IT Competence Upgrading project in Aarhus (DK) Digital Communities Programme (IE) WIN (NL) BYO (UK), ICT for Bangladeshi in Bradford ENGINE (UK), IT-focused activities for 350 households in Peabody Estate South London ConnectMk/DigitalMK (UK) addressing deprived areas in Milton Keynes</p>

<p>9. ICT for job finding and recruitment</p> <p>Initiatives which provide ICT-based tools and services for preparing and publishing CVs, matching jobs demand and supply and other functions supporting either IEM job seekers or their recruiters</p>	<p>MAKS (BE) Work in Czech (CZ) DP NOBI (DE) Pontest (IT) Integration of Roma (LT) ETJOB (UK)</p>
<p>10. ICT in support of, used by ethnic entrepreneurship</p> <p>Includes commercial ethno-portals as often IEM-started ventures and/or as initiatives driving other IEM business through e-commerce functions</p>	<p>Vaybee! (DE), portal for the Turkish community Turkdunya.de (DE), portal for the Turkish community suikast nokat de (DE), Turkish hip hop music portal Mediashakers (NL), media training and self-employment KCBMEB - Knowledge Center on BME Businesses (UK) EMBS (UK) ICTCULT (UK) MEEM (UK)</p>
<p>11. ICT for empowerment, visibility and "voice" of IEM groups</p> <p>Initiatives where ICT is used to promote/support the activities of IEM organisations, to support Diaspora networks, to enhance their public communication and advocacy efforts (on rights, discrimination, immigration, integration etc.), etc. Many such initiatives also declare "bridging" goals towards the host society</p>	<p>Mundo (FI), media education and work training initiative Diaspora Knowledge Network 80 (FR) Ekodafrik (FR), portal for the "Africans of France" Migrations a Besancon (FR), IEM memories, identity Media des Diversites (FR), networking ethnic media Senioren Migranten (DE), IEM memories, identity Roots&Routes TV (DE), IEM youth promoting youth culture and life polonia.de (DE) germany.ru (DE) 007-berlin.de (DE) TGD (DE), info and debate ... integration, immigration, etc. Politikcity (DE), info and debate Turkish-talk (DE), info and debate with forum ha-ber.com (DE), online newspaper with blog EFM (GR), NGOs forum Melting Pot (IT), immigration issues, legal etc. also radio channel) BorderGames (ES), developing videogames to teach technical and social skills to disadvantaged IEM youth Voces Gitanas (ES), radio and web to give voice to Gipsy women XenoCLIPse (ES), empowering IEM youth as media agents RedConVoz (ES), voice of Latin American IEM, including via radio Guasuntos.es (ES), localized Ecuadorian Diaspora community WMA's (NL) new media ateliers in district libraries in the Hague FATIMA (UK), supporting (also) IEM women for better integration BEME (UK), digitalized IEM stories also as learning materials</p>

<p>12. ICT fostering IEM interaction and dialogue with host society</p> <p>Initiatives supporting both collaboration processes ("doing things together") and information and communication activities towards the host society</p>	<p>Migrations a Besancon (FR) Senioren Migranten (DE) Roots&Routes TV (DE) polonia.de (DE) germany.ru (DE) 007-berlin.de (DE) Inmigra- Red: Wellcome - Pack para Inmigrantes (ES) Conecta joven (ES), young voluntaries teach IT to elderly people and immigrants TGD (DE) (info and debate ... integration, immigration, etc.) Leva Giovani - Digital Divide (IT), young students teach IT to elderly people and immigrants Europe for all (NL), tool to measure and develop immigrants' intercultural competences and language WMA's (NL) new media ateliers in district libraries in the Hague WIN (NL) Damer og Data (NO), ICT skills to access local services Choices 3G (PT), targeting immigrant students in schools iRespect (UK) online info and resources (also user-generated) to promote cultural diversity BEME (UK) Digitalized IEM stories for identity and as learning materials W2N - Welcome to Norfolk (UK)</p>
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Final Considerations

The initiatives identified in the survey confirm the perspective outlined in Riga and in the 2007 eInclusion Communication (see footnote 7) on the multiple aspects of the eInclusion challenge and on the opportunities afforded by ICT for the promotion of cultural diversity and IEM integration. While it can be said that there is a bias behind this statement, as the initiatives were searched for and looked at from this very perspective; the evidence gathered fully supports the statement nonetheless.

While many IEM may be digitally literate and often more intensive ICT users than the average population (this has been found to be true in the few countries which measured it²⁸ and is further discussed below), the large number of initiatives which aim to provide IEM with basic digital literacy and, more importantly, with ICT access, show that a part of the IEM population still suffers from digital divide. "Helping IEM to use ICT", i.e. the "enabling dimension" of eInclusion is therefore still relevant.

Many initiatives, on the other hand, can be qualified as "using ICT to help IEM", both by supporting intermediaries and service delivery actors which deal with IEM through digital or traditional channels in different areas and by developing or adapting online content and services focused on IEM needs and requirements in an integration perspective. These developments probably accelerate the participation of IEM in the European information society, by making it more valuable to them. Since the lack of relevant/adapted content has often been mentioned as a reason for non-ICT usage, this move is also synergetic with the efforts in the enabling dimension.

Finally, we also found many examples of what looks like a growing appropriation of ICT by IEM groups and individuals, leading to initiatives of the previous type, which might be renamed as "using ICT for self-help", and also to other experiences in the cultural and public communication spheres. We refer here to ICT-enabled initiatives which aim to enhance "voice" and visibility for IEM. These are often a pre-requisite to starting a "dialogue" with the host society; a means of creating or maintaining the collective memory and identity of more or less broad IEM communities (through digital story-telling and media biographies), and so on. This is again a driver, as well as a consequence, of IEM's greater participation in the European information society, which seems to also reflect broader socio-technical trends affecting all ICT users (web 2.0, empowerment of users as content producers, multiplication of digital media devices, etc.).

Based on these findings, the "ICT for cultural diversity" topic does indeed show different features from other eInclusion challenges addressed by the Riga Declaration. IEM appear to be a part of the population which is much more digitally included than other "at risk" groups. The research steps which followed this survey led IPTS to conclude that high ICT take up and use among IEM, despite their worse socio-economic conditions, reflect their younger age profile, the drive represented by a "lifestyle" embedded in and dependent on mobility and geographically-dispersed social networks (which create a strong need to "keep in touch" at a distance) and the pressure to "go digital" and to "connect" as conditions of better understanding, relating to and especially finding a job and work in the European (information) society.

The survey appears to confirm the Riga intuition about the positive role that ICT can play for enhancing IEM's integration and participation in the European economy and society. The survey, however, has undoubtedly produced an "optimistic" picture of what is being done in this respect. The subsequent in-depth country and usage case studies (available in other reports) provide a more shaded picture. For instance, the cases of adapted/ad hoc online public services for IEM are very few in the overall panorama of eGovernment services (French case study); the e-readiness of Third Sector organisations working with IEM can all but be taken for granted (as showed by the Spanish and French case

²⁸ See Simon, Erk "Migranten und Medien 2007" in Media Perspektiven 9/2007 for Germany and OFCOM "Media Literacy Audit: Report on UK adults from ethnic minority groups" 15.09.2008 for the UK.

studies); digital divides and barriers to ICT adoption can also be strong within segments of the IEM population (German case study). Much therefore still needs to be done if the Riga vision of the contribution ICT can make for the promotion of cultural diversity in Europe is to materialize.

Having said this, the evidence gathered up until now leads to a few more considerations and raises several questions.

The identified initiatives span over the whole of the last decade and most are still active. Many of them can thus be considered relatively well established, having run for a number of years. Many initiatives, covering different domains, might therefore be a useful source of knowledge about user needs and behaviours, effective solutions, implementation strategies and challenges, effects/impact of the activities undertaken and so on. They would also help to define useful lessons and suggestions for future initiatives.

However, the evidence and analyses publicly available on these initiatives are usually very limited, except for the initiatives from the UK, which are more often well documented and assessed and for which information can be gathered more easily. The search process followed in this survey (which entailed only occasional direct contacts with the "case owners") did not allow us to tell whether useful and usable evidence is indeed available - but only in the national language and not published online- or whether it is missing altogether. However, the impression gained in the research is that usually little documentation is available. As most initiatives are supported by public funding, this situation could probably be addressed.

The lack of detailed information is particularly critical for understanding the character of IEM's involvement in the initiatives; the actual take up and use made of the technologies, services and support provided to them and the problems faced in the process, and hence the achievements and the ensuing effects and implications. This lack of knowledge on users, usages and impact also makes it difficult to assess the relative contribution to the Riga goals for cultural diversity of policy-driven projects (like most of those found in the survey), compared to more informal, bottom-up initiatives (like many initiated by IEM individuals and associations) and to market-driven processes (e.g. the so-called Internet/phone shops which are much used, especially by first generation and young second generation immigrants²⁹).

Besides adoption rates, ICT usage patterns among IEM also differ depending on their age, gender, and the phase of the immigration and integration process they are in, and so on. For instance, 12 of the identified initiatives explicitly address IEM women, on quite different topics (from digital literacy, to rights, and forced marriage) and with different aims (train, help, empower and foster greater independence). Initiatives for IEM women and ICT were included in the past programming period (2000-2006) of the European Social Fund, when equal opportunities and the information society were both horizontal priorities, and are likely to multiply in the new 2007-2013 programming period, since the social and labour market inclusion of immigrants has been set as a new priority and gender equality has remained at the top. A deeper analysis of past and new experiences from this gender perspective could thus benefit from an exploration of many cases and would probably result in interesting conclusions.

The evidence also reveals the different perspectives of national policies in the information society-eInclusion domain (mostly focused on digital inclusion), integration and anti-discrimination policies (which mostly promote an instrumental use of ICT) and sector policies in areas of particular relevance for IEM, e.g. education, social inclusion and health. The implications of such different approaches are open to investigation.

Evidence from the survey shows the important and often creative presence of third sector entities in this area. However, the role of these organisations in policy definition and

²⁹ This has emerged from the in-depth case studies in France and Spain realized after the present survey, as part of the broader IPTS study.

implementation, their level of e-readiness and their contribution to the eInclusion challenge for cultural diversity are still little known and understood.

Annex I - Data gathering approach and sources

The information provided in this report results from different research activities performed as part of the study commissioned by IPTS (contract n. 150866-2007 F1SC-I) to IDC Italia Srl (Main contractor) and carried on in collaboration with MIP, Milan Polytechnic University, Fondation Maison des Sciences de l'Homme – TIC-Migration (Paris), University of Bremen- Institut für Medien Kommunikation und Information, Universidad de Sevilla – Laboratorio de Redes Personales y Comunidades (LRPC) and Sheffield Hallam University – Culture, Communication and Computing Research Institute.

For four countries –France, Germany, Spain and the UK- the search of initiatives was carried out by the above local partners through desk and online search, and direct contacts with relevant players (public institutions, IEM associations etc.). For the other 23 EU Member States research was carried out mostly online by IDC and MIP, with the contribution of IPTS staff.

Data gathering for this survey has taken place between February and April 2008, with updates and integrations carried out in September 2008.

A wide range of sources have been used, also reflecting the diversity of policy areas involved in this topic. At EU level, for instance, the following policies and European Commission's DGs were considered, along with the funding programmes that they run:

- overall integration of immigrants (DG Justice Liberty and Security),
- 2008 Year of Intercultural Dialogue and education of IEM children (DG Education and Culture),
- immigrants' integration in the labour market as a priority of the European Social Fund (DG Employment and Social affairs),
- cultural diversity and eInclusion following the Riga Declaration (DG Information Society and Media).

Similarly, in each country the websites of national level ministries, departments, agencies in charge of those policy fields were searched both for policy documents and for implementation initiatives. Since many activities were known to occur at the local level (even when funded by national programmes), the search was extended to the websites of local entities (administrations, public libraries, continuous education institutions) in the largest cities known to have a multi-ethnic population.

Several already existing repositories of possibly relevant cases were also queried such as:

- the EC good practice exchange platform on eGovernment, eInclusion and eHealth (www.epractice.eu) and the site of the first eInclusion Awards competition for the 2008 eInclusion Ministerial conference in Vienna (<http://www.e-inclusionawards.eu/>);
- the www.e-migra.org/ database of good practices on ICT in/for IEM education;
- the repository of the Equal initiative's projects;³⁰
- the study and database of Public Internet Centres and adult education initiatives.³¹

Especially to identify further cases from the third sector and the commercial sector, open web searches were carried on using several key words and search items in different languages.

Last but not least, experts and stakeholders known by the study's partners in the 27 Member States were contacted, requesting that they indicated cases relevant for this survey.

³⁰ <https://webgate.ec.europa.eu/equal/jsp/index.jsp?lang=en>

³¹ <http://www.pic-project.eu/index.php?id=13>

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AUSTRIA

All inclusive

Acronym/Name	All Inclusive- disability and migration
URL	www.lebenshilfe-stmk.at
Country	Austria
Scope of initiative	National and pan-European
Lead Entity	Lebenshilfe Graz Und Umgebung – Voitsberg (Graz). The European partners of the project are: Ibis-Interkulturelle Arbeitsstelle für Forschung, Dokumentation, Bildung und Beratung E.V., DE; Sdrujenie Otvoreno Obstuvane, BG; Training 2000, IT; Wyzsza Szkoła Humanistyczno-Ekonomiczna w Lodzi, PL; European Association of Service Providers for Persons with Disabilities, BE
Status of initiative	Launched in 2007, ongoing
Target group	Disabled people with a migrant background and their families
Source of funding	EU funds - Grundtvig Programme (223,000 Euro) and partners co-funding (ca. 74,000 Euro)

Abstract

Organisations in the disability sector are increasingly having to deal with a group of people who are doubly discriminated against: people with disabilities from a migrant background and their families. This project aims to develop an interculturally barrier-free model, which would secure migrants with disabilities and their families access to services for people with disabilities and thus counteract social isolation and exclusion.

This model will comprise criteria, strategies and methods for a European interculturally, barrier-free information design, as well as quality criteria for an intercultural qualification process for knowledge disseminators in institutions in the disability sector, and in public and private evaluating and allocating authorities.

The interculturally barrier-free model, the respective products of the project, test and evaluation reports, and integrated links to the project website will be collected in a handbook and published for Europe-wide use. Taking transferability into account, the handbook can also be used as a product development tool by other service providers in the social sector all over Europe.

The project website will include downloads and blended learning tools. The needs analysis, criteria catalogues, and measures of certification developed during the project will be offered, implemented and disseminated through e-learning, ICT-functions and learning platforms. The interculturally barrier-free model will be published in the official languages of the participating countries and in English as easy to read versions.

HELP & Integrationsfonds

Acronym/Name	HELP, A virtual guide to Austrian authorities and institutions
URL	http://www.help.gv.at/Content.Node/HELP-FC.html
Country	Austria
Scope of initiative	National with local applications
Lead entity	The Federal Chancellery in collaboration with several other public authorities, with outsourced services provided by the private company Net-Value
Status of initiative	Launched in 1999, currently ongoing
Target Group	All foreign citizens (including by default immigrants).
Source of funding	Public national budget

Abstract

Help.gv.at is an Internet platform, with links to a large number of public authorities. It provides information on all interactions citizens may be required to carry out with the Austrian authorities as regards the most frequent life and business events. It permits the electronic processing of some of these procedures.

The prototype of HELP was developed by a small team consisting of staff members of the IT Division of the Federal Ministry of Finance and Net-Value and launched in 1997. On 1 May 2003, responsibility for the contents of help.gv.at was assigned to the Federal Chancellery.

Today, HELP covers the services provided by 12 federal ministries, 9 federal provinces, 80 local authorities and 2,359 municipalities. Help.gv.at has a special section in English specifically targeted at foreign citizens living in Austria, called "HELP for Foreign Citizens". Structured in accordance with individual life situations, HELP for Foreign Citizens provides information and support to foreigners who come to Austria to live and work. It also provides access to government forms and the possibility to carry out electronic transactions. For this target group, the objective is also to guide foreign users step by step through the required administrative procedures. This service describes the most important steps that have to be taken, from reporting one's place of residence to starting a business. In order to help people with no internet access to use the portal's services and to overcome the digital gap, Help.gv.at can be retrieved free of charge from around 700 multimedia stations and 1,300 phone booths with broadband web-access.

Complementary services targeted in particular to refugees are provided by the Austrian Integration Fund:

- the Fund's website www.integrationsfonds.at features forms, applications, information for migrants and refugees
- NGOs working with refugees granted asylum are given access to the web-platform "Wohnungsplattform" that provides an overview over 5000 apartments all over Austria and the possibility to apply online for them on behalf of their clients. Computer courses are also provided to the refugees at the Fund's integration homes

- the Fund's job centre provides through a touch-screen computer a direct link to the Austrian Labour Market Service (AMS) and up to date information about job opportunities in Austria

Finally, the Fund operates the "ZertOnline" administration platform for organisations providing German-language courses for migrants. The platform contains all course related data (institutes, locations, courses, exam dates, participants) and is the main communication channel between certified organisations and the Austrian Integration Fund.

ICE

Acronym/Name	ICE - InterCulturalExpress
URL	http://www.waff.at/ http://ec.europa.eu/employment_social/equal/practical-examples/employ-07-ice_en.cfm
Country	Austria
Location	Vienna
Scope of initiative	Local
Lead Entity	Beratungszentrum für Migranten und Migrantinnen (Consulting Center for Migrants) has coordinated the initiative with the involvement of the Department for Integration and Diversity, which operates as an interface between migration organisations, NGOs and the City of Vienna, the Immigration Authority, the Viennese Economic Chamber and the Chamber of Labour and others
Status of initiative	Started in 2005 and completed in 2007
Target group	Mostly newly arrived immigrants to Austria, especially from EU accession countries, with special attention to women
Source of funding	The project cost over 1.5 M€ and was covered by EU funds and by public local budget

Abstract

Though they may have good qualifications, migrants often have to accept jobs which are far below their qualification in order to secure their extended residence in Austria. In response to this situation, the InterCulturExpress EQUAL Development Partnership aimed: to increase labour mobility through access to training; to reduce income gaps between Austrians and foreigners; to promote migrant labour market entry, career progression and job mobility, with more rapid access to occupations appropriate to their training; to survey migrants' qualifications; to enhance self-directed learning ability and motivation and negotiating skills; and to increase employers' awareness of migrants and intercultural skills as a potential resource. To achieve these goals, ICE developed 6 complementary sub-projects with different approaches, which addressed a wide range of issues: e.g. training immigrants for work as intercultural vocational counsellors and trainers; producing teaching materials and a model of self-oriented learning; producing a film on gender discrimination in the labour market and others.

The PONTE sub-project implemented by the [Hebebühne](#) (The Lift) association, addressed the particular problems of unemployed immigrants with difficult personal or psychological situations resulting from migration biographies or traumatising experiences as refugees. PONTE piloted a course adapted to the specific needs of this target group (24 trainees). It offered a basic IT qualification (ECDL) through e-learning, combined with individual psycho-social assistance, intercultural communication training and personal coaching for career planning and job search.

WISTI

Acronym/Name	WISTI – Vienna Citizenship information
URL	https://www.wien.gv.at/ENB/ENB.cgi?LANG=EN ; https://www.wien.gv.at/english/social/integration/index.html ; https://www.wien.gv.at/english/social/immigrant.htm
Country	Austria
Location	Vienna
Scope of initiative	Local
Lead entity	Vienna municipality
Status of initiative	Operational since in 2007, currently ongoing
Target Group	Mostly Serbs, Croats, Bosnians and Turks immigrants
Source of funding	Public local budget

Abstract

The Municipal Department 17 - Integration and Diversity (MA 17) of the Vienna Municipality provides a wide range of information in English on several issues concerning formal rights, but also on inter-cultural activities, support to associations and the like.

In mid-January 2007, the City of Vienna went online with important information for new immigrants in Vienna in the Bosnian/Croatian/Serbian and Turkish languages

Immigrants interested in finding out whether they qualify for Austrian nationality and what documents they should present can access a catalogue of questions and answers. They can select the answers which apply to their case (or their spouses' and children's cases). When they have completed the catalogue of questions and answers, they send it out online and then receive an information sheet specific to their case. They will also be informed if the catalogue of questions and answers has found them not eligible for nationality at the point in time when it was filled in and sent.

BELGIUM

Alphanumérique

Acronym/Name	Alphanumérique - learning to read via PC and informatics for immigrant women and children
URL	http://www.telenetfoundation.be/fr/le%20resultat%20map/premier-appel-a-projets/asbl-joseph-swinnen.html http://www.paluche.org/education/asbl-joseph-swinnen/index.htm
Country	Belgium
Location	Brussels, Quartier Nord
Scope of initiative	Local
Lead Entity	asbl Joseph Swinnen. This non-profit association has been active since 1975 in the Brussels North neighbourhood in a popular and multicultural social milieu
Status of initiative	Launched in 2006, ongoing
Target group	Immigrant women and children
Source of funding	Funds provided by a private company's foundation

Abstract

Many problems of the Brussels North neighbourhood date back to the time of the expulsions related to the Manhattan Project, which envisaged the transformation of the neighbourhood into an administrative city. The residents of this neighbourhood share several characteristics: poverty, unemployment, and lack of education and information. In the face of this social exclusion context, the association carries out proximity work which aims to foster the autonomy and sense of responsibility of each individual within a strategy of community development. Some of the specific activities carried out include training courses, information, medical assistance and meetings.

The project Alphanumérique, financed by the Belgian telecommunication company Telenet (through its charitable foundation), is aimed, above all, at immigrant women and children and focuses on learning to read via PCs and other tools. The primary goal is to teach spoken and written French by making use of the computer, and secondly to help bridge the digital gap by making women and children of foreign origins familiar with computers and the Internet.

The project is based on the assumption that the use of ICT has a positive impact on people's self-image. ICT opens up another window on the world, one which ensures that these women are less dependent on their social and family environment for the use of technology. ICT also lowers the threshold for learning to read: the PC ensures that mistakes can be deleted and corrections are quickly made.

ATEL

Acronym/Name	ATEL - small-scale ICT neighbourhood initiatives for immigrants
URL	http://www.telenetfoundation.be/fr/le%20resultat%20map/troisieme-appel-a-projets/atel-anvers.html http://www.atel.be/
Country	Belgium
Location	Antwerp
Scope of initiative	Local
Lead Entity	ATEL is a non-profit association with experience in vocational training programmes aimed at the tertiary sector in Antwerp and in various locations in Flanders. Since 1991, ATEL has also been supporting women and men who are looking for employment.
Status of initiative	Launched in 2006, ongoing
Target group	Small-scale ICT neighbourhood initiatives for immigrants
Source of funding	Self-funding and support from the Telenet Foundation

Abstract

Every year ATEL reaches more than 700 unemployed people and employees, of whom more than half are from underprivileged groups. Following intense training and supervision, 75% of all attendees find a job or manage to better position themselves with their employer. Since 2005, ATEL has also been focusing on the digital divide in Antwerp.

Through this project, ATEL provides technical and didactic support to small-scale ICT neighbourhood initiatives for immigrants. In order to be more effective, ATEL will be developing low-access ICT stations, with the objective of reducing the digital divide from 2008 onwards. This project uses a bottom-up approach and ensures the general public's access to the new media, by installing low-access ICT locations with partner organizations, including immigrant associations and others. The volunteers in these organizations will ensure that organisation members and neighbourhood residents receive ICT basic training under the supervision of ATEL. Extra attention will be paid to various underprivileged groups: immigrants, senior citizens, and people with low incomes or little education. ATEL aims to develop a network of ICT initiatives, by working with existing neighbourhood projects, and hopes to function as the focal point for all ICT support.

ATEL is also a partner of the Do IT! initiative (see separate case) which has been creating a network of community technology learning centres, with 10 other NGOs.

DO IT!

Acronym/Name	DO IT!
URL	http://www.interface3.be/
Country	Belgium
Location	Several location both in the French-speaking and Dutch-speaking regions
Scope of initiative	National
Lead Entity	Interface3, is a vocational training centre that since 1988 has specialised in providing IT and language training as a way of helping women access the labour market. Other 10 Belgian NGOs are members of the Do IT partnership
Status of initiative	Launched in 2006, ongoing
Target group	Unemployed women, mostly immigrants
Source of funding	Grant from Microsoft's Unlimited Potential Community Technology Skills programme

Abstract

Do IT initiatives target the 8% of women in Belgium, between the ages of 25 and 49, who are unemployed, and particularly the non-European residents, who have a much higher unemployment rate than their European counterparts. In response to the growing importance of issues like social exclusion and long-term unemployment among immigrants, Interface3, in collaboration with 10 other NGOs, have launched the Do IT initiative to offer training activities to this target group.

Through the combination of training resources and the network of community technology centres established around the country, the project trained 5,000 in 2006 and provided 4,500 more people with IT skills training in 2007.

One of the organisations taking part in the Do IT initiative is Collectif des Femmes, a centre for education, expression and creativity, open to immigrants, refugees and Belgians, which encourages cross-cultural connections among women. In 2007, Collectif des Femmes had 1,800 members of 60 nationalities. Another key partner of the Do IT initiative is ATEL (see separate case).

EEE - Easy E space

Acronym/Name	EEE - Easy E space
URL	http://www.easyspace.be http://www.oxfamsol.be/fr/rubrique.php3?id_rubrique=1 http://www.epractice.eu/node/277679
Country	Belgium
Location	Brussels and then expanding to other cities
Scope of initiative	Local
Lead Entity	Oxfam is an NGO which focuses on solidarity within Belgium and with developing countries. In Belgium, it traditionally tackles issues of social exclusion, unemployment, poverty and racism and has started to tackle issues of eExclusion
Status of initiative	Launched in 2005, ongoing
Target group	Newly arrived, often undocumented immigrants
Source of funding	National budget of the Ministry of Social Integration and self-funding

Abstract

Oxfam implemented the Easy E space project, which targeted the 580 Public Social Welfare Centres located throughout Belgium. People depending on these centres have often been expelled from the traditional social assistance circuit, for example (un-registered) unemployed people without welfare benefits and newly-arrived undocumented immigrants. These people are usually computer illiterate also. In order to have a real impact in the fight against e-Exclusion, the project was thus directed towards the Welfare Centres.

Easy-E-Space is a computer network of 5 PCs, linked to a powerful server and an Internet connection, a printer and a scanner. The equipment (except the server) is all refurbished second hand and the software environment is open source (Edubuntu), making it a cheaper, ecological solution. The Ministry of Social Integration supported Oxfam's initiative to install such networks in several Welfare Centres totally free of charge (Oxfam pays for the installation costs and for the first 12 months of Internet connectivity services). The Centres have to provide a person who is responsible for the good use of the network.

A pilot project was launched in 2005 to equip 10 centres. The operation was a success and it was then decided to renew it for the following year, with twice as many installations. Given the enthusiastic response from the centres and from the end users in 2007, no fewer than 80 new centres were being equipped by Oxfam and 50 more were planned for 2008. Oxfam has started presenting its solution to other potential beneficiaries, like associations fighting against illiteracy for example, or centres for elderly people.

EPN

Acronym/Name	EPN - Espaces Publiques Numeriques
URL	http://www.epn-ressources.be
Country	Belgium
Location	Walloon Region
Scope of initiative	Regional
Lead entity	Tecnofutur TIC
Status of initiative	Launched in 2005, ongoing
Target Group	Groups at risk of social exclusion, including immigrants
Source of funding	Regional public sector

Abstract

The Espaces Publiques Numeriques are public places for IT-training, which operate as a network. They were created in the Walloon Region in 2005, when the first call was launched by the Wallonian Ministry of Interior and Public Service, after the implementation of a similar initiative in France in 2002. Since then, 40 local spaces for IT training have been created.

These centres (mainly not-for-profit organisations) focus their activities on socially disadvantaged groups, with low familiarity with ICT: short- and long-term unemployed, elderly, immigrants, etc.

In 2006, the Walloon Regional Government decided to strengthen the EPN initiative in order to support eInclusion more actively. Thus, a label and a Resource Centre for the EPN were created. The EPN were organised around a network, managed by Technofutur TIC, a not-for-profit IT training organisation that operates in cooperation with other organisations, including the Universities of Brussels and Louvain, trade unions, enterprises organisations (Agoria, association of IT enterprises), and public employment and training services (Leforem).

The EPN label is given to those EPN that comply with delivery service standards fixed by the Walloon Government. These standards include a minimum hardware infrastructure, mandatory levels of IT training courses, compliance with training programmes, long opening hours etc. Labelled EPN are entitled to receive support services from the Network (for example, updated training programmes and materials, partnerships, etc), as well as additional financial support from the Walloon Government.

In 2007, 30 EPN out of 40 existing in the Walloon Region received the official EPN label. In 2007, a new call was launched by the Walloon Region Government, targeted to the creation of new EPN for rural and semi-rural communities.

MAKS

Acronym/Name	MAKS
URL	www.maksvzw.be
Country	Belgium
Location	Municipality of Kuregem
Scope of initiative	Local
Lead entity	MAKS vzw
Status of initiative	Launched in 2000, ongoing
Target Group	Kuregem population: strong prevalence of immigrants and people with migration background (mainly from: Turkey, Morocco and Eastern European Countries).
Source of funding	Regional public sector

Abstract

The activities are targeted at people living in Kuregem neighbourhoods, which have a strong prevalence (about 80% of the overall population) of immigrants, and people with migrant backgrounds. They come mainly from Turkey, Morocco, and, over the last few years, from Eastern European Countries.

Three main lines of activities are carried out by MAKS:

1. Kurasaw Productions: a communication office for associations and organisations from the non-profit sector of the Brussels region, providing graphic services (i.e. logos, folders, brochures, posters, websites, etc.). It also offers two-year training programmes for long-term unemployed people, culminating in a desk-top-publisher (DTP) qualification. The training programmes are coupled with "real" experience on desk-top publishing. The service is used and sustained by different public organisations: the Municipality of Etterbeck, the Flemish Community Committee, the Centre for Adult Education in Brussels, and the Municipality of Anderlecht, among others.
2. Kurasaw Employment, part of the Kuregem service centre, is a project which aims to help unemployed people into work. It focuses particularly on the long-term unemployed and/or low-qualified people. Access to work is facilitated through individual support and training, support in learning to use new instruments for job search (such as the Internet), and writing CVs. The courses also include Dutch language classes and training in office software applications. The project partners are: the Brussels regional service for employment (BGDA) and the Flemish Office for Work (VDAB).
3. KuregemNet is an open ICT centre, equipped with PCs and Internet connections, where Anderlecht inhabitants can go and use the equipment, and also receive support and help. Different groups use this centre: young people, adult men and women, and elderly people. In addition, the long-term unemployed can participate in two-year multimedia tool training, which includes study of common and specific software programmes and accompanying services.

BULGARIA

iCentres for Roma eIntegration

Acronym/Name	eIntegration project and others
URL	http://www.epractice.eu/node/284627
Country	Bulgaria
Location	Several cities
Scope of initiative	National
Lead Entity	The Telecentres/iCentres project is a joint initiative between the Government of Bulgaria and UNDP, implemented by the NGO iCentre
Status of initiative	Launched in 2008, ongoing
Target group	Members of the Roma community
Source of funding	National budget and support from private organisations (Microsoft, Open Society Institute of Hungary)

Abstract

The Telecentres/iCentres project has been establishing a broad network of public telecenters providing services (access to on-line administrative services, distance working, information enquiries, learning, affordable communications, etc.) to the widest possible range of users in small or economically underdeveloped communities in Bulgaria. As the iCentres are located throughout the country, including those areas which are highly populated by the Roma community, about 10% of iCentre customers were Roma users by mid 2008. In fact, plans were underway to establish 10 "Roma iCentres" in Roma city/town areas in order to facilitate the penetration of ICT in the every-day life of the Roma community.

Two specific ICT training initiatives have also been specifically directed at the Roma community. The 'eIntegration' project, launched in 2008 by the Bulgarian State Agency for IT and Communications and supported by OSI-Hungary, provides a 9-month course, involving a group of 80 Roma men and women between the ages of 16 and 30 from five cities (Lom, Dryanovo, Montana, Stara Zagora and Blagoevgrad). The trainees follow a four-phase course which becomes progressively more specialised. Those who successfully complete phase 3 will receive an ECDL certificate. Only ten of the most outstanding trainees will continue on to phase 4 (100 hours) for expert-level skills, and will then be given the opportunity to meet prospective employers and embark on a three-month internship programme in the IT area.

In 2007, 56 people of Roma origin were trained in Basic IT Skills 60-hour courses (Microsoft Unlimited Potential curriculum) conducted in 3 iCentres in Lom, Cherven Bryag and Mezdra. The 6 student groups consisted of Roma people up to the age of 40, from different backgrounds: government, the NGO sector, one university student, ordinary workers and unemployed people (mostly women). The Roma trainees had to pay minor training fees. The iCentres project aimed to benefit the students psychologically by increasing their qualifications and, at the same time, helping them appreciate the skills they learned. Thus, they would be motivated to go out into the labour market and apply their skills.

CZECH REPUBLIC

Work in Czech

Acronym/Name	Work in Czech
URL	www.soze.cz/workinczech
Country	Czech republic
Location	
Scope of initiative	National
Lead entity	Society of Citizens Assisting Migrants (SOZE)
Status of initiative	Launched on 2005, ongoing
Target Group	Refugees, women
Source of funding	EU funds and national public funding

Abstract

SOZE – Society of Citizens Assisting Migrants - is a non-governmental, non-profit organisation. It aims to assist refugees, and other categories of foreigners coming to the Czech Republic. The support offered includes free legal, social and psychological counselling, the organization of leisure and educational activities, and the provision of complex social-legal assistance to legal long-term foreign residents during the challenging process of integration into the Czech society. CIC (Centre for Integration of Foreigners) and the Organisation for Aid to Refugees (OPU) provide similar help, focusing mainly on the legal and social help (OPU) and social work and volunteer services (CIC). The three organisations cooperated on the EQUAL project "Systemic support for the employment of recognized refugees and foreigners living for an extended period in the Czech Republic" (funded by the ESF and the Czech national budget). The project aims to improve opportunities for recognized refugees and foreigners with long-term and permanent residence, to find work. A suite of courses has been established, together with a methodology for individual social work with clients. These entail courses in Czech, PC skills, employment integration, and special motivational courses.

Throughout the project, extensive social work is conducted with the target group including help with looking for work. The project may also send people to accompany immigrants on visits they need to make to the various administrative authorities.

CH@VE

Acronym/Name	Internet Clubs CH@VE project
URL	http://internetovekluby.cz
Country	Czech Republic
Location	Prague
Scope of initiative	Local
Lead Entity	Erudis, o.p.s. is an NGO providing services to support innovative forms of education using ICT for the benefit of primary and secondary schools in the Czech Republic. The CH@VE project was realized with four other NGOs with experience in education, social inclusion and ICT
Status of initiative	Carried out from 2006-2008
Target group	Children of the Roma community and their teachers
Source of funding	European Social Fund (50%), Czech Government Budget (40%) and Prague Municipal Budget (10%)

Abstract

The project established a network of Internet clubs called “CH@VE” (“chave” in Roma language means “children”) in 14 primary schools and 1 community centre, giving free access to computers and the Internet for study purposes and for everyday leisure to socially and culturally disadvantaged pupils. Besides stimulating pupils’ creativity and interpersonal skills by using games and leisure activities to develop their e-skills, pupils were provided with instructor-led ECDL-based sessions, were showed how to use e-learning programmes and introduced to opportunities for lifelong learning. At the same time, teachers could learn how ICT can support the learning process by incorporating various online educational, interactive, e-learning methodologies into their teaching practice.

Almost 500 youth beneficiaries and 29 teachers were involved. In order to enhance pupils’ motivation to learn and join project activities, competitions were organized each month for individual and team participation (over 300 PowerPoint presentations, websites etc. were submitted in total). A game-based programme inspired by ECDL, created by the Czech Society for Cybernetics and Informatics, was used to test the children’s progress.³²

The project had an 80% rate of regular participation and, from the final tests, 45% of the beneficiaries displayed an increased level of computer literacy, 6% showed no change in their level of skills, while 29% of initial participants could not be tested. Beyond this, participants from different backgrounds and cultures had the opportunity to work together, which resulted in cooperation and improved inter-cultural relations.

The project also created two methodology manuals for primary school teachers in order to provide them with inspiration for instructing Roma pupils, to encourage them to use the Internet more extensively and to implement intercultural education. Both can be downloaded for free from the project website.

³² The system has two parts: the game CastleQuest (which provides the background for actual testing) and the associated web application with database of tests. The teachers can access the web application to create, edit and share individual test questions or whole tests. These can be later exported and used in the game CastleQuest.

DENMARK

IT Competence Upgrading

Acronym/Name	IT Competence Upgrading
URL	http://www.aakb.dk/
Country	Denmark
Location	Kuregem
Scope of initiative	Local
Lead entity	Gellerup Library- public library services in Århus
Status of initiative	Launched in 2002, ongoing
Target Group	Citizens with no home access to a computer, and especially ethnic women
Source of funding	Public local and regional funds and EU funds (Urban Programme)

Abstract

IT Competence Upgrading is an integration project funded by Aarhus Public Libraries (Aarhus Municipality) and by the EU-promoted Urban Programme. Gellerup-Hasle-Herredsvang was designated as an urban area in the period 2002 – 2007 (www.urbanbydel.dk). The aim of the project was to disseminate knowledge of IT and to increase citizen involvement in the urban area through free, measurable and tangible IT activities. The project ran for 18 months between 2003 and 2004. It comprised IT-courses: PC-training, IT-guides (lessons in how to teach others), digital administration for staff, Internet introductions, inspirational meetings and the founding of one or two new IT-associations.

Empowerment as method: Citizens in the designated urban area who do not have access to computers at home constitute the project's target group. There is a special focus on ethnic women and other groups that do not have the time or the resources to acquire basic knowledge of IT. Using the empowerment method, the project has succeeded in involving citizens in a process pertaining to them. The key is awareness and respect. The citizens' needs and wishes are the focal point and at the same time the efforts of citizens/users are strengthened from the very beginning through their involvement in the various activities. This increases their sense of ownership of the different initiatives.

kvinde.finfo.dk

Acronym/Name	kvinde.finfo.dk
URL	http://kvinde.finfo.dk/
Country	Denmark
Location	
Scope of initiative	National
Lead entity	FINFO
Status of initiative	Ongoing
Target Group	Ethnic minorities, youth women
Source of funding	National public funds

Abstract

kvinde.finfo.dk is an internet portal for younger women from ethnic minority backgrounds. The portal is the result of cooperation between over 30 institutions and organisations in Denmark, which all aim to improve and facilitate the integration process for immigrants in the best way possible. The portal targets woman from "Asia, Latin America, Africa, Middle East or Europe". The initiative states in its homepage: "we hope to provide you with relevant and current information about Denmark. On this site you will find information about e.g. education, jobs, marriage, female life, etc. in Denmark."

finfo.dk

Acronym/Name	finfo
URL	http://www.finfo.dk/wwwfinfo/HTML/engelsk/Finfo_Danmark/OmFinfo.html
Country	Denmark
Location	
Scope of initiative	National
Lead entity	finfo.dk
Status of initiative	Ongoing
Target Group	Ethnic minorities, refugees, immigrants
Source of funding	National public funds

Abstract

FINFO aims to strengthen ethnic minority access to information on rights, obligations and opportunities in Danish society. FINFO contains a subject-categorised index of links to information about asylum and residence, work, education, politics and culture, as well as a links guide to information on the 45 countries from which refugees and immigrants in Denmark most often come. The nationwide information is available in 11 languages, while regional information is available in fewer languages. FINFO is maintained by the State and University Library/Immigration Library and 130 county and public libraries.

FINLAND

Infopannki

Acronym/Name	Infopannki (Infobank)
URL	http://www.infopankki.fi/
Country	Finland
Location	Helsinki
Scope of initiative	National
Lead entity	International Cultural Centre "Caisa", which belongs to the Cultural Office of the City of Helsinki.
Status of initiative	Launched on 2003, ongoing
Target Group	Immigrants and ethnic minorities
Source of funding	Regional and local public funds

Abstract

Infobank is a multilingual website for immigrants. This national web service provides information in 15 different languages on Finnish society and public services, thus making 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 helps immigrants to find 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 that active measures are taken to ensure that representatives of minorities receive sufficient information about their legal rights and options. Minorities must have equal opportunities to become active members of the society. Infobank has been established to implement these goals.

Mundo

Acronym/Name	Mundo
URL	http://www.yle.fi
Country	Finland
Location	Helsinki
Scope of initiative	National
Lead Entity	Finnish Broadcasting Company Ltd (YLE Oy - Yleisradio Oy). YLE manages TV and radio channels, and Internet media. The project was carried out in cooperation with the Helsinki Polytechnic School – Stadia and Dream Catcher Ltd always from Finland and international partners in the UK, Netherlands, Germany, Greece and Slovakia.
Status of initiative	Started in 2004 and completed in 2007
Target group	Immigrants, Roma, Sami and other ethnic minorities living in Finland, Finnish media professionals and employers and the media public
Source of funding	The overall project cost of 1,579,000€ has been covered partly by EU funds and partly by local public budget

Abstract

The "Mundo" project was a media education and work training initiative, the strategic objective of which was to reduce the social exclusion of immigrants and ethnic minorities from the Finnish media by increasing their participation and representation levels in Finnish television, radio, press and internet media. The project also aimed to improve individual integration and collective community capacity of immigrants and ethnic minorities in Finland.

The operational objective of the project was to establish a regular weekly TV programme on YLE TV1, made by immigrants and ethnic minority staff trained by the Mundo project as reporters, camera people, video editors, sound technicians and researchers. Along with the training and production activities, the project aimed to develop a training model that could also be adapted to the transnational level.

Selko-e

Acronym/Name	Selko-e (Plain-e) Accessibility for everyone
URL	http://www.selko-e.fi/
Country	Finland
Location	Throughout the country
Scope of initiative	National
Lead Entity	Finnish Association of Societies for People with Intellectual Disabilities aims to promote a good life, equality and participation for people with intellectual disabilities and others who need support with learning, understanding and communicating.
Status of initiative	Launched in 2003, ongoing
Target group	Developers and providers of online services of interest to people with learning disabilities, in particular, the elderly, the disabled, immigrants, and these end-users themselves.
Source of funding	EU funds and support from private organisations.

Abstract

The purpose of the Selko-e (Plain-e) project is to promote accessibility of public web-services for people with learning disabilities such as the elderly, disabled people and immigrants by enhancing their access to content and promoting the use of plain language. The rationale for this project is that the identified target groups often lack the social, intellectual and educational skills to acquire enough information to take part in information society development. Due to their lack of ability to handle information, they are in danger of marginalization. They need plain-language guides and materials to take part in the information society. They also need to be involved in shaping the Internet and information services.

Activities for achieving these goals are: educating both users and those who decide on and design public web-services; gathering information from usability tests and training of users with learning disabilities and distributing it to web professionals; making statements concerning accessibility issues and web services; publishing free guides for end users and networking with other accessibility-related activities; and making users with learning disabilities more visible on the net.

The activities carried out by the project include training sessions that are free of charge. All materials produced are available for free on the Internet. Courses have 2-4 periods which extend over the year. Between periods, the students do some remote work in their homes with email, message boards and homepages. After the course year, students may keep the tools which they have learnt to use (open source programmes and homepage space). Mainstream technology and open source software are used as much as possible, as they are easily available to people after the training period, whereas more tailored and commercial solutions are not. The Selko-e website has over 3,000 unique visitors per month. Frequent contacts are made by those who organize courses for people with learning disabilities.

Tikas

Acronym/Name	Tikas Learn ICT skill More Easily
URL	http://www.verkkotikas.net/
Country	Finland
Location	
Scope of initiative	National
Lead entity	FAMR/FAIDD (the Finnish Association on Mental Retardation/the Finnish Association on intellectual and development Disabilities).
Status of initiative	Launched on 2000, ongoing
Target Group	People with special learning needs
Source of funding	EU funds and national public funds

Abstract

Tikas was developed by FAMR/FAIDD (with support from the European Social Fund and the State Provincial Office of Southern Finland. When the ESF-funded project came to an end in July 2005, Tikas was funded by FAMR and became part of FAMR's Center of Teaching Materials (OPIKE). The goal of Tikas is to promote good standards of living, equality and participation for people with intellectual disabilities and others, who need support with learning, understanding and communicating.

Tikas is an innovative ICT training model, based on easy-to-read language, designed for student groups with special needs, including immigrants and ethnic minorities. Tikas aims to assist educational establishments, associations and other organisations in providing ICT tuition for learners of all ages with special needs. Tikas gives comprehensive support to students who are learning basic ICT skills. Learning is supported by qualified Tikas instructors, detailed goals and learning material adapted for student groups with special needs. Owing to its flexibility, Tikas gives students a chance to proceed with their ICT studies individually according to their own capabilities.

In Finland, immigrants are an increasingly important target in the easy-to-read field, so Tikas provides instructors who train immigrants (some of them exclusively). Most of these trainers work in the vocational / adult education field and with immigrant children in schools. No special educational material has been developed exclusively for immigrants. Teachers / educators have considerable freedom in managing the curriculum and are expected to adapt the options, ideas and material provided by Tikas, since they know their students and pupils best.

FRANCE

Atelier Informatique APCIS

Acronym/Name	Atelier Informatique APCIS
URL	http://www.e-migra.org/BEST_PRACTICES.57.0.html?&L=1&tx_ttnews[tt_news]=37&tx_ttnews[backPid]=61&cHash=522ec95e04
Country	France
Location	Clos Saint-Lazare, Stains
Scope of initiative	Local
Lead Entity	APCIS- Association pour la promotion culturelle et intercommunautaire stanoise is an NGO engaged in inter-cultural dialogue and community promotion in the town of Stains. Though APCIS targets its activities at the entire population, it is located in Clos Saint-Lazare (an area hosting 25% of Stains' population) where 99% of the residents are of foreign origin.
Status of initiative	Launched in 2005, ongoing
Target group	Young people from local schools or the unemployed originating mostly from Maghreb or from Sub-Saharan Africa
Source of funding	Self-funding

Abstract

The Atelier Informatique project aims to foster positive attitudes toward ICT and to improve the digital literacy of the young people involved, which also supports their employability. The Atelier is equipped with 12 PCs connected to a printer, a scanner and broadband Internet connection. The Atelier provides the following courses: a) introduction to basic software; b) job seeking (draft a CV and a cover letter); c) Internet usage (uploading online a CV, use of e-mail, Internet navigation) and d) learning support for young people (6 to 18) using ICT.

The Ateliers do not formally target immigrants, but de facto they are attended only by immigrants and people of immigrant origin. Most of the teachers and animators are also of immigrant origin.

To use the access and training services, individuals must become members of APICS (5 € a year) and pay a yearly contribution of €20 (new comers, however, are exempted from such payments). APICS collaborates with schools or towns and with ANPE (National Employment Agency), which sends jobs opportunities to APICS.

AutreMonde

Acronym/Name	AutreMonde
URL	http://www.autremonde.org/
Country	France
Location	Paris
Scope of initiative	Local
Lead entity	AutreMonde association jeunesse de solidarités (Youth Association of Solidarity)
Status of initiative	Launched in 2000, ongoing
Target Group	Immigrants
Source of funding	

Abstract

Autremonde was born in 1994, as a result of the desire of the members of a youth association to do something to help migrant and precarious people. Their actions are grounded on the ability to listen, the dialogue and the links between people. Autremonde conducts a programme to eliminate (traditional, not digital) illiteracy among the residents (about 200) of four centres for immigrant workers living in Paris. The programme has three main orientations:

- Initiation to computing for the residents of the immigrant centres.
- Use of multimedia tools, in particular educational applications dedicated to the elimination of illiteracy
- Free access to computers

The association has equipped two immigrant centres with computers, software and printers. It has also created a "media library" for educational support, for use by the trainers.

DeQuelDroit!

Acronym/Name	DeQuelDroit!
URL	http://www.dequeldroit.net/
Country	France
Location	
Scope of initiative	National
Lead entity	Cicade (Centre d'initiative Citoyenne et d'Accès au(x) Droit(x) des Exclus) together with Gisti (Groupe d'Information et de Soutien des Immigrés)
Status of initiative	Launched in 2002, ongoing
Target Group	Intermediaries working with immigrants
Source of funding	

Abstract

Two organisations lead this project. The first is the Cicade, an association located in Montpellier, which provides support to foreigners. It helps individuals, social workers and legal professionals to understand the Foreigners Law and the Family International Law. It also provides them with the means to take judicial action so that they can actively defend rights and liberties.

The second organisation, Gisti, an independent non-profit organisation, provides information and support to immigrants. It uses its knowledge of immigration law—French, European, and in some respects international—and its experience of immigration practices, to defend foreigners, offer training and publications and participate in the debate on migration policies.

The project "De Quel Droit!" offers free tools to access legal information to the associations and the professionals working for the defence and promotion of foreigners' rights (and more generally, to any individuals concerned with this matter). The digital database "De Quel Droit!" publishes and comments on the most significant decisions of the justice system (State Counsel, Administrative Court of Appeal, Administrative Tribunal). The database contains a summary of the facts and procedure for each decision, and also comments on the most important ones. It is a practical and efficient database which allows anyone interested to understand the law in operation and to follow its evolution.

DKN 80

Acronym/Name	Diaspora Knowledge Network 80
URL	http://www.dk-network.org
Country	France
Location	
Scope of initiative	International
Lead entity	LIMSI - Laboratoire d'Informatique pour la Mécanique et les Sciences de l'Ingénieur (part of the CNRS, National Scientific Research Council)
Status of initiative	Ongoing
Target Group	Intermediaries working with immigrants
Source of funding	National Public Funds

Abstract

The specific purpose of the DKN Project is to supply UNESCO decision-makers with evidence justifying growing optimism in the idea that the mobility of the highly educated can provide their countries of origin with the skills and knowledge they need for development. Each of the three following issues is addressed in building the social-informatics approach to supporting “brain gain”:

- 1) From technical to social networks: As a result of work in social informatics (a computer science research field), the conceptual and methodological tools have been developed for computer-supported collective efforts to build solid social ties through the use of Internet. The DKN project is firmly anchored in this research tradition.
- 2) From managing knowledge to structuring “knowing organizations”: Knowledge is often considered in organizational studies as being embodied in the practical skills of individuals, as corresponding to their formal levels of education or as being reified in the databases serving to register the results of their activity (publication databases, project databases, skill databases, etc.). From this perspective, connecting immigrants to their country of origin can be considered as a problem of adequately managing knowledge about human resources abroad.
- 3) From “brain drain” to “brain gain”: Migrants know how to mobilize the skills and knowledge available to them in their host countries for use by their countries of origin. The DKN project has identified over 150 Diaspora Knowledge Networks and discusses how and to what extent they could be useful instruments for host country / home country cooperation. Together with this bottom-up, grassroots activity, many government, NGO and other development agency initiatives are also being taken to engage diaspora in country of origin development projects. That said, one of the major difficulties in evaluating the contribution of diaspora communities to country of origin development lies in the ambiguity of the diaspora concept itself.

Emmaüs Cyberspace

Acronym/Name	Emmaüs, Cyber-Space
URL	Not available
Country	France
Location	Paris and surroundings
Scope of initiative	Local
Lead Entity	Emmaüs, established in 1953, is a non-governmental organization renowned throughout France for its work on combating social exclusion and improving the lives of the poor and homeless
Status of initiative	Launched in 2003, ongoing
Target group	Homeless and other disadvantaged groups including many asylum seekers and immigrants
Source of funding	Self-funding and Microsoft grants

Abstract

With 40 centres across the Paris region, Emmaüs has developed day care centres, temporary accommodation, and housing facilities, as well as literacy, health, food, and prevention programmes for young people and families. In 2003, Microsoft France and Emmaüs began a partnership to open a computer-learning centre in one of the Emmaüs centres in Paris. The centre, originally with 9 donated PCs, provided free and continuous public internet access, the possibility to have an e-mail account and to store documents online. Later on, it started offering basic IT skills training, French language lessons, assistance in finding a job, and guidance on administrative paperwork.

Working in partnership with Microsoft, Emmaüs has since opened 13 new community technology centres, supported by 30 volunteer trainers, at Emmaüs centres around the Paris area. The Cyberspaces offer computers equipped with broadband, video projection, printers, scanners, webcams, headsets and digital cameras. Cyberspaces provide support and training in creating personal websites that people in need can use to store their personal information (ID papers, photos, administrative documents etc.), to communicate with friends and family through email and webcam, to look for jobs and so on.

Since 2003, 10,000 people are estimated to have benefitted from the Cyberspaces and the majority of users are immigrants from Africa, Eastern Europe and Asia. 1,200 of them have done a training course, 900 have created an email address and 50 people have found work via the Internet. To accommodate the large volume of demand, several Cyberspaces stay open until late at night 3 times a week. The 2008 goal is to create two new centres and train the trainers and the volunteers in all of the centres.

EKODAFRIK

Acronym/Name	EKODAFRIK
URL	http://www.ekodafrik.net
Country	France
Location	Based in Lyon
Scope of initiative	National
Lead Entity	Groupe Kpakpato, Lyon
Status of initiative	Launched in 2002, ongoing
Target group	French-speaking Africans and immigrants from francophone Africa
Source of funding	Commercial revenues from the website

Abstract

EKODAFRIK is a website clearly targeted at both new African francophone immigrants and second and third generations, and people interested in African issues. Visitors are mostly from France, but some also come from African countries. The website defines itself as the main information portal for the "Africans of France". It aims at to inform French Africans about news of specific interest to them and to provide a point of contact and sharing for the community. It provides online marriage services, event information, as well as a political and cultural agenda, contribution to the debate on discrimination, migration policy and legislation.

Migrations à Besançon

Acronym/Name	Migrations à Besançon - Histoire et mémoires
URL	http://migrations.besancon.fr/
Country	France
Location	Besançon
Scope of initiative	Local
Lead entity	CCAS Besançon, Centre Communal d'Action Social de Besançon
Status of initiative	Ongoing
Target Group	The whole local community and its different immigrants constituencies
Source of funding	Local public funds

Abstract

The CCAS (Municipal Center for Social Action) is involved in three domains: legal social assistance (its first mission); social assistance and social action; and the animation of social activities.

The project "Migrations à Besançon" aims to establish a convergence between two dimensions. First is the collective appropriation of migration history: giving value to France's "compounded past" and welcoming symbolically the immigrant populations in France's history (this project is inscribed in the partners' network of the "Cité Nationale de l'Histoire de l'Immigration"). The history of immigration is a common and shared history which has to be appropriated collectively. Second, is the development of the collaborative Internet: promoting the use of new Internet technologies, especially Web 2.0 and constructing a network of co-writing and collective intelligence. The goal is to use these technologies as a means of creating social links and public participation.

The project consists then in the development of a local Internet website dedicated to collective life in Besançon. The website is implemented and fed by a network of members, who collectively write the history of immigration in Besançon.

Media des diversités en Europe

Acronym/Name	Mediam'rad
URL	http://www.mediamrad.org/
Country	France
Location	
Scope of initiative	Pan-European (France, Italy, Netherlands)
Lead entity	Institut Panos (French NGO)
Status of initiative	Launched on 2005, on going
Target Group	Intermediaries, medias, researchers
Source of funding	Public and private funds

Abstract

Mediam'Rad is a 3-year European programme (2005-2008) led by the Institut PANOS Paris. It developed mainly in France, Italy and the Netherlands to increase the pluralism of opinions and reinforce the diversity of points of view by supporting lasting collaborations and partnerships between ethnic and mainstream media.

The objectives of the programme are: to identify ethnic media and to analyze the information they produce; to network ethnic media with other groups of media (mainstream and community media), in order to facilitate wider dissemination of their news; and to allow public opinion to have access to up dated information and perspectives on the divides of the contemporary world.

Nénuphar

Acronym/Name	Nénuphar pilot project
URL	http://nenuphar.cfeditions.com/ ³³ http://cice.londonmet.ac.uk/TEAM/CSFR1.pdf
Country	France
Location	Paris
Scope of initiative	Local
Lead Entity	CASNAV de Paris (Centre académique pour la scolarisation des nouveaux arrivants et des enfants du voyage, Academic Centre for the schooling of newly arrived and travellers' children) is a departmental institution of the Ministry of Education.
Status of initiative	Started in 2004 and completed in 2007
Target group	Children and teenagers (11-15 years in the pilot project) from migrant families recently arrived in France.
Source of funding	National Budget from the Technology Directorate of the Ministry of Education

Abstract

In the 2003-04 academic year, around 40,000 non-French-speaking students entered France's primary and secondary schools. Several studies pointed to the lack of suitable tools, in particular to help immigrant students in the integration process. At the time, existing ICT products dealt exclusively with language difficulties, but none aimed to help the new comers to understand the school culture and how the host country functioned. Nénuphar was launched to address these aspects with a 3 years experimentation. Given its mission, CASNAV de Paris was involved in: monitoring the introduction, assessment and schooling of migrant students in Paris; initial and continuous training, research into teaching French as a second language; expert evaluation for partners dealing with school integration; promotion of pedagogical projects and tools addressing immigrants and ethnic minorities; and building international partnerships on the theme of school integration.

Nénuphar provides a very simple to use platform - website with videos, sound, flash animations, texts, and mail - for students with a broadband connection. Nénuphar aims to be a friendly guide for the student, suggesting different types of activities: presentation of school situations with videos, flash animations and teaching activities around the difficulties the students may encounter in their integration process. Gaps that might emerge in learning about the new school environment are addressed: explicit vs implicit discourses, codes of conduct of local school systems, problems of representation, language situations and so on.

Nénuphar was tested at each step of its development by a group of teachers in their classes and the pilot implementation involved about 100 pupils and their teachers in Paris and Poitiers. All the results show great acceptance and interest by the users and the opportunity to further develop the initiative. Nénuphar was also built in such a way that it can be easily applied to other target groups such as young pupils, adults, and learners in specific situations.

³³ To visit this demo site with restricted access you must use:
Username: enseignant@cfeditions.com
Password: enseignant

Wikim

Acronym/Name	Wikim
URL	http://wiki.wikim.eu/
Country	France, Germany, Belgium, Spain, Switzerland
Location	
Scope of initiative	Pan-european
Lead entity	Project coordinator AFORMAC, Association de Formation du Massif Central (FR). Other partners: CESEP, Centre socialiste d'Education Permanente (BE); Arbeit und Leben (DE); ITD - Inovación, Transferencia y Desarrollo (ES); CRI-Greta du Velay (FR); AUPS, Association des Universités Populaires Suisses (CH)
Status of initiative	Launched in 2008, currently ongoing (first step planned for 2 years)
Target Group	Immigrants especially newcomers that have to learn the national language
Source of funding	European funding from the Grundtvig programme (grant of 300,000 Euro of total cost of 400,000 Euro)

Abstract

Wikim aims to improve social cohesion through social and professional integration of newly arrived immigrants to five countries: France, Spain, Germany, Switzerland and Belgium. The initiative aims to adapt language training through the involvement of immigrants using multimedia tools. With Wikim, language training contents are tailored to the needs of different cultures, and to the local host regions' characteristics. The training environment also enables personalised learning pathways, involving the immigrants themselves in preparing the content used during the training.

To achieve these objectives, Wikim includes:

- An online tool that supports dynamic learning of languages. The tool is available online and the license for its use and modification is free (subject to distribution under the same conditions);
- A methodological guide to the training content, developed with the help of the final beneficiaries;
- A training module on intercultural communication and diversity, tailored to trainers.

Thanks to Wikim's innovative approach to language training, immigrants and trainers can create contents and manage their development. The focus groups (or groups of consensus) meet in the four countries so that immigrants, trainers and volunteers from the civil society can become creators and experiment together with new links between culture and digital education for the integration of migrants. These groups can benefit from mutual experiences and transform everyday life situations at the local level into contents for language learning.

The tool for editing and content creation is based on a wiki, meaning that a collaborative approach can be used and it is accessible to all on the Internet. This accessibility will catalyse and capitalise on the contributions of each group, and it will also help the dissemination and sharing with all potential users, whether they are immigrants or trainers.

GERMANY

Das Integrationsportal

Acronym/Name	Das Integrationsportal (Integration Gateway)
URL	http://www.integration-in-deutschland.de
Country	Germany
Location	
Scope of initiative	National and international
Lead entity	Bundesamt für Migration und Flüchtlinge (Federal Office for Migration and Refugees)
Status of initiative	Launched in June 2007, ongoing
Target Group	Immigrants and potential immigrants; associations, professionals and other intermediaries working on integration issues, citizens interested in the topic
Source of funding	Public national budget

Abstract

The Internet Gateway Integration (www.integration-in-deutschland.de), run by the Federal Office for Migration and Refugees (BAMF), is the central information platform for all topics concerning integration available in German and (for many sections) in English. It is aimed at immigrants, interested citizens and stakeholders of integration activities and provides targeted information for each of these groups.

In the "immigrants" section, immigrants find the information they need for successful integration, written in language which aims to be clear and easy to understand. Specific attention is also paid to the needs of people who plan to immigrate to Germany, so that they can get the information they need in their countries of origin. In the "stakeholders" section, information is provided for those dealing with integration on a professional basis. Additionally, they can find immigration-related downloads and forms that they may need for their work. The section "integration overview" is aimed at people who do not deal with the issue on a professional basis, but want to inform themselves in a comprehensive way.

All three target-groups can use Web-Gis (the web-based geo-information system) which allows them to search for asylum offices, introduction advisory services, regional offices, integration courses, integration projects and other information based on a location.

Senioren-Migranten

Acronym/Name	Medien-Senioren-Migration-Integration-Partizipation (Media-Senior Citizens-Migration-Integration-Participation)
URL	http://www.senioren-migranten.de/
Country	Germany
Location	Münster
Scope of initiative	Local, but with influence at regional level
Lead entity	Bürgermedienzentrum Bennohaus (Citizen- and Media-Centre Bennohaus is a social- cultural and media-pedagogical institution, spanning all generations, located in the eastern quarter of Münster).
Status of initiative	Started in 2004 and completed in 2007
Target Group	Older people with immigrant origin
Source of funding	158,000 Euro were provided by public regional and local budgets.

Abstract

Today, a growing number of senior immigrants and ethnic minority members (IEM) live in Germany. These people have been found to be affected by the concurrency of migration and age specific burdens. Their material and socio-cultural situation differs from that of German senior citizens and their participation in non-ethnic social networks and integration within German society tend to be low. Their overall limited knowledge of the German language contributes to the situation.

The senioren-migranten project aimed to promote greater integration and participation of senior IEM by motivating them to recover their cultural identity and represent it with the help of digital media and public or community media (citizen TV, citizen radio). To reach these goals (the following figures refer to a formal evaluation, published in early 2006): contacts were established on a regular basis with 13 IEM associations, groups, and initiatives of in Muenster; 38 courses were given on computers and internet (including six introductory courses for the stakeholders on using the project's multilingual web platform) along with 13 radio classes; the monthly talkshow "Merhaba Europa" (Hello Europe) was aired 13 times (in 2004-2005) through the public TV channel (Bürgerkanal TV Münster); five television programmes were produced for the same station, together with Seniorama, a German association of senior citizens; more than 30 documents, short features or video movies were produced, always involving older IEM from different countries; over 40 intercultural activities with the project partners were promoted (e.g. intercultural nights, intercultural art exhibitions, religious exchange).

LIFT

Acronym/Name	LIFT - Lernen, Integrieren, Fördern und Trainieren (Learning, Integration, Support, and Training)
URL	http://www.lift-web.de
Country	Germany
Location	Hamburg
Scope of initiative	National
Lead entity	Schulen ans Netz e.V. - Competence center for the use of digital media for education in schools and out-of-school settings. The Bureau for Education and Sports Hamburg, Project Förmig (Support of Children and Youth with migration background), the University of Hamburg, the Hertie Foundation (Secondary Modern School Award) and a number of selected schools serving the target population also cooperated in running of the project.
Status of initiative	Started in 2005 and completed in 2007
Target Group	Children and young people of migrant origin
Source of funding	About 1.3 million Euro from public national budget

Abstract

Young people from migrant backgrounds have been found to be especially disadvantaged with regard to education. Limited language skills impede their societal integration and participation. Their chances of finding apprenticeships are strongly limited. Facing this situation, LIFT aimed to build and expand language skills and intercultural competence, which are crucial for the integration processes. It also aimed train these young people in the proficient use of new media, which is increasingly considered an essential skill in many professional domains.

To achieve this, LIFT provided individual support to disenfranchised young people from migrant backgrounds through an online learning environment that offered access to web-based learning units. The learning environment and the learning units were aimed at young people aged 12 and older, and especially pupils attending secondary modern schools.

In November 2007, LIFT had 2,038 registered and "active" users. Most of these were pupils attending secondary modern schools and some were pedagogues (usually school teachers). A survey conducted at participating schools (including 128 questioned pupils) revealed that more than 90% of users were young people, the largest age group being 14 year olds (32.8%). Boys and girls were equally represented; and more than 40% of participants were from migrant backgrounds (most from Turkish and Russian origins), even though 81% stated Germany as their country of origin. 52% of the participants had already some experience with eLearning and/or using learning software prior to using LIFT. Despite technical problems in the early project stage, the available learning games were adopted well by users and evaluated positively. Similar judgements were given to the learning units.

Roots&Routes TV

Acronym/Name	Roots&Routes TV - My City. My Culture. My Video Community
URL	http://rootsnroutes.tv/
Country	Germany and others
Location	Started in Köln (Cologne) and other five cities in Germany, it is planned to extend to Finland, France, Greece, Hungary, Italy, the Netherlands, Spain, Sweden and the UK.
Scope of initiative	Pan-European
Lead entity	JFC Medienzentrum Köln (Cologne) in partnership with other German and European entities.
Status of initiative	Launched in 2007, ongoing
Target Group	Young people with immigrant origins and from the host society
Source of funding	Ca. 470,000 Euro over a period of three years has been allocated by the German federal programme "Vielfalt tut gut" (diversity does good). The same amount of money is needed as co-funding and is being gradually found.

Abstract

The JFC Medienzentrum Köln is a qualified institution for media work with children and youth. Since 1976, it has been offering consulting, qualification, project development, publication services, events, and other services related to new media, video, film, radio and media education.

Three factors led to this project. First, young people, the main target group of the JFC, increasingly use Web 2.0 applications, hence the decision to focus on this realm. Second, the JFC wanted to continue working with video, given its long history of pedagogical video work. Third the JFC wanted to extend the successful work of the international ROOTS&ROUTES network (www.rootnroutes.org) that JFC is part of, with a new project specifically focussed on media. Other drivers were: the importance of celebrating cultural diversity; the desire to promote the creative and journalistic use of media for the articulation of personal ideas and issues, and to increase chances of participation.

ROOTS&ROUTES TV is the web-TV for youth, culture, music, lifestyle and cultural diversity which will work thanks to young editorial crews in six cities in Germany, and, from 2008 on, all over Europe. Young people with different cultural roots get together in workshops and young journalist groups, producing creative products and a web-TV magazine on urban culture and cultural diversity in their everyday life. Results are presented on the website and at annual presentation events in all the cities involved.

The "news-section" of the project offers up-to-date information on project progress (<http://www.rootnroutes.tv/news>).

DP NOBI

Acronym/Name	DP NOBI - Development Partnership / North German Network for the Professional Integration of Immigrants (Entwicklungspartnerschaft/Norddeutsches Netzwerk zur beruflichen Integration von Immigranten)
URL	http://www.ep-nobi.de
Country	Germany
Location	Hamburg
Scope of initiative	Multi-regional
Lead entity	Weiterbildung Hamburg e.V. (Association for Continuing Education, founded in 1987 to develop, implement and maintain quality standards for training programmes and award compliance certificates for its members, who are approx. 80% of continuing education providers in Hamburg).
Status of initiative	Launched in 2005, ongoing
Target Group	Continuing education organisations working with immigrants and immigrants themselves
Source of funding	Public national budget and EU funds

Abstract

Since the political acknowledgement that Germany has turned, de facto, into an immigration country was delayed for decades, no concrete employment policies were drawn up for immigrants and ethnic minorities until some time ago. A consensus has however been gradually developing in recent years that a comprehensive and unified labour market policy for immigrants and ethnic minorities is needed. As a reflection of this, DP NOBI aims to establish and institutionalise an information and counselling network for better professional qualification and integration of these groups in the North German labour market.

DP NOBI consists of a network of 12 operative partners and a variety of strategic partners, located in the North German federal states of Hamburg, Bremen, Schleswig-Holstein and Mecklenburg-Western Pomerania. DP NOBI's five main work areas are:

1. enhancing customised information and counselling services
2. improving the infrastructure for intercultural staff and diversity management
3. developing individual competence assessment and evaluation methods as a basis for further qualification schemes
4. supporting job-related German language training through shared teaching materials and approaches
5. counselling and guidance for start-ups and new job opportunities

The ICT tools and network services (Nobi-Net) have helped to manage the relations between the network partners (located in four different German states and including some foreign organisations). A password-protected area on the web site has enabled the production and sharing of materials; the up- and downloading of documents, forms and minutes for the network's work; the constant updating of an address book with information about relevant opportunities of interest to the final customers. The public webpage is, in turn, an important means for all DP NOBI's outreach activities, e.g. it provides information on past and current activities and offers a convenient means of accessing the materials produced by network members.

polonia.de

Acronym/Name	polonia.de
URL	www.polonia.de
Country	Germany
Location	
Scope of initiative	National
Lead entity	Joint venture of the following three companies: cpmo agentur für informationsdesign OHG (agency for information design), Wirtschaftskanzlei Polonia GbR (law firm oriented towards commercial law), Wolski & Partner, Journalisten und Unternehmensberater (journalists and corporate consultants)
Status of initiative	Launched in 2000, ongoing
Target Group	Poles living in Germany and the host society
Source of funding	Private sources

Abstract

Polonia.de is an ethno portal for Poles living in Germany. Based on an initiative launched in 1996 by Thomas Sladkowski, Polonia.de claims to be the first and one of the largest platforms for the Polish diaspora in Germany. The target audience of the site is Poles, as well as Germans.

Polonia.de is mostly a tool for searching for information. The website provides information about culture, society and business relevant to Poles living in Germany, interactive services (an internet forum etc.) and informs users about the bilateral relationship between Germany and Poland. The website offers useful information for everyday situations and entertainment possibilities in Polish and German.

The stated overall objective of the site is to maintain the understanding between Poles and Germans and strengthen the potential for synergy between both nations. The owners of the site would also like to stimulate the integration of the Poles in Germany, without them having to give up their Polish identity.

germany.ru

Acronym/Name	germany.ru
URL	http://www.germany.ru/
Country	Germany
Location	Not relevant
Scope of initiative	
Lead entity	Xanthos GmbH
Status of initiative	Launched in 2000, ongoing
Target Group	Russian-speaking people in Germany
Source of funding	Private sources

Abstract

The website's main slogan is "Germany in Russian". The site is an ethno portal which aims to give useful information on everyday life to facilitate the integration of Russian-speaking people in Germany. The content is actually in both the German and Russian languages.

The website provides information about entertainment, culture, society and business relevant to Russians living in Germany and also interactive services (see below).

The owner of the website also runs an advertising company, and organizes concerts for artists from Russia and other former Soviet Union's countries in Germany. One can purchase tickets for these concerts via this website, which also hosts an online shop and different tools for online communication – chat, forum, e-mail, dating, community networking etc., where Russian-speaking people can communicate with each other.

In 2006, the website won the "RUNet Award", a competition created by the Russian Federal Agency for Print and Mass Media for the development of the Russian-speaking web.

The number of users constantly increases. There were ca. 438,000 registered users on 26 February 2008, and approximately 1,500 – 2,000 users are online every day.

007-berlin.de

Acronym/Name	007-berlin.de
URL	http://www.007-berlin.de/
Country	Germany
Location	Berlin
Scope of initiative	National
Lead entity	Ildar Nazyrov (individual entrepreneur), with collaboration from Berlin City Council.
Status of initiative	Launched in 2000, ongoing
Target Group	Russians living in Berlin and Berliners interested in the Russian art scene in the city of Berlin
Source of funding	Private sources and advertising revenues

Abstract

The initiative started with the idea to promote the Russian artists living in Berlin and develop the existing networks of the Russian art scene towards a broader audience. A key choice has been, and still is, to maintain the website's high aesthetic standards and only promote high quality art projects.

The Website 007-berlin.de is thus a portal for Russians living in Berlin, guests of Berlin or Berliners who are interested in the Russian way of life in the city of Berlin, with an informational but also educational character. The portal is basically a Russian ethno portal focussing on Russian culture and art in Berlin and is produced by Russians living in Berlin and Germans interested in Russian culture.

The site's content is offered in Russian and German and partly reflects the different needs of the two audiences (differences may become even larger in the future). The owner of the site regularly evaluates the usage made by visitors and in order to enhance interaction with/among them, new web 2.0 services are being introduced.

The initiative has been successful in promoting artists from former Soviet Union countries, many of whom are popular in Berlin now. The initiative is also a contact and information joint for many professionals (i.e. journalists, public sector specialists etc.) interested in Berlin's Russian art and cultural scene. It also attracts Germans who would like to learn Russian and/or want to get acquainted with Russian art. 007-berlin.de offers opportunities to meet Russian people and to practice Russian.

TGD - Türkische Gemeinde in Deutschland

Acronym/Name	TGD - Türkische Gemeinde in Deutschland
URL	http://www.tgd.de/
Country	Germany
Location	
Scope of initiative	National
Lead entity	Türkische Gemeinde in Deutschland (Turkish Community in Germany)
Status of initiative	Launched in 2003, ongoing
Target Group	Turkish population living in Germany and host society
Source of funding	Own funding and contributions from associated organisations representative of several regional Turkish communities and professional unions

Abstract

TGD was created in December 1995 in Hamburg. It reflects the concerns and interests of people with a Turkish background living in Germany about achieving full civil rights and integration into German society. Today, TGD represents approximately 200 associations throughout the country.

TGD's activities are strongly focused on shaping public opinion, by conducting panel discussions, commenting on current political affairs in Germany and so on. For instance, a result of TGD's protests was that the Minister of the Interior of Baden-Württemberg had to rethink the so-called "Muslim-Test". TGD also promotes specific educational and training projects (see for instance www.veli.tgd.de on the successful project to improve education and vocational training of Turkish children and teenagers) and other initiatives.

Tgd.de is the online communication channel of TGD, established by Seref Erkayhan TGD's deputy federal chairman. Content for the website is published in German and Turkish. Integration, immigration and political activities are the main themes featured on the website. Over 2.6 million people have visited [tgd.de](http://www.tgd.de)'s homepage since its launch on 1 January 2003 and the website is deemed to have played an important role in enhancing TGD's visibility and reach within German media and society.

Politikcity

Acronym/Name	Politikcity
URL	http://www.politikcity.de
Country	Germany
Location	
Scope of initiative	Pan-European
Lead entity	Voluntary initiative of a group of immigrants of Turkish origin in Germany
Status of initiative	Launched in 2003, ongoing
Target Group	Turkish population living in Germany and Europe and interested members of the host society
Source of funding	Private sources

Abstract

Politikcity.de was founded, and is being developed, by a group of people of Turkish origin living in Germany in order to provide a communication platform for political discussion about subjects relating to migration, integration, discrimination and cultural exchange.

The website provides Web 2.0 services including an online radio, blogs, picture galleries, links to other German and Turkish media and discussion forums. The forums contain a variety of political, economic and cultural topics. Some of the website's content is available in three languages: Turkish, German and English.

The website has nearly 3,800 registered members and 4,000 unique visitors daily. It contains more than 400,000 postings and is viewed ca. 2 million times each month. Politikcity.de defines itself as Europe's biggest Turkish forum for political debate.

Turkish-Talk

Acronym/Name	TT – Turkish-Talk
URL	http://www.turkish-talk.com
Country	Germany
Location	
Scope of initiative	National
Lead entity	Turkish-Talk, private enterprise, owned by Turgay Albayrak
Status of initiative	Launched in 2005, ongoing
Target Group	Turkish population living in Germany and host society
Source of funding	Private sources

Abstract

Turkish-talk.com is an online discussion forum for Turkish people living in Germany and others who are interested in issues about Turkey and Germany and German-Turks. The discussion subjects vary from lifestyle, partnership issues to current political discussions. The website does not include any editorial content and relies on participants' contributions.

In February 2008, about 6,200 users were registered to [turkish-talk.com](http://www.turkish-talk.com), and a total of more than 600,000 postings could be counted. The homepage and the titles of the forums are in German. The postings are written both in German and Turkish.

The self-declared aim of [turkish-talk.com](http://www.turkish-talk.com) is to “achieve a common understanding of differences and to support and create meeting points of everyday worlds, lifestyles and needs”.

The website can of course also be a source of information about Turkey and, beyond the discussion forums, it provides an online travel service.

ha-ber.com

Acronym/Name	ha-ber.com
URL	http://www.ha-ber.com
Country	Germany
Location	Berlin
Scope of initiative	National
Lead entity	Boyacioglu-Dogunay-Onaldi GbR
Status of initiative	Launched in 2005, ongoing
Target Group	Turkish population, mostly younger people
Source of funding	Private sources

Abstract

Ha-ber.com is a Turkish online newspaper, produced in Berlin. The launch of the newspaper in 2005 was driven by the idea to offer people with a Turkish background living in Germany, especially the younger ones who are more familiar with the internet, a broad selection of information with particular relevance for them. Unlike online newspapers from Turkey, the focus of ha-ber.com is on developments in Germany, which are more important for Turks living here. Current developments and discussions in Germany and Turkey have priority status. The news articles are subdivided into different categories such as local (in this context Berlin), Germany, Turkey, Europe, World and Sport. The Sport section is subdivided into categories such as Football, Boxing and Wrestling. Users can comment on the different articles. One of the newspaper's most popular authors is Faruk Sen, who is the director of the German Centre for Turkish Studies.

Online-Beratung zum Schutz vor Zwangsheirat

Acronym/Name	Online-Beratung zum Schutz vor Zwangsheirat (Online counselling centre for the protection against forced marriage)
URL	http://www.zwangsheirat-nrw.de
Country	Germany
Location	Center located in Bielefeld, but online service available nationwide.
Scope of initiative	National
Lead entity	Maedchenhaus Bielefeld e.V.
Status of initiative	Launched in 2006, ongoing
Target Group	Women from different ethnic and language backgrounds
Source of funding	Public regional budget

Abstract

Forced marriages violate human rights that are now acknowledged by almost all States in the world and, of course, they are forbidden by the Basic Constitutional Law of the Federal Republic of Germany. However, young women, especially within certain ethnic communities, are still being forced to marry a partner they did not choose.

Maedchenhaus Bielefeld e.V. is a social non-profit organisation that assists girls and women who are in distress or suffering from a crisis and seeking advice, support and protection. Besides a counselling centre, a refuge and a hosting community, since 2006 Maedchenhaus also offers an online counselling service with regard to the topic of forced marriage.

Within a protected framework (SSL codification), women seeking assistance may contact the online advice service by e-mail, single chat or group chat. They can also get personal advice or advice over the phone on request.

The online counselling service employs women between 35 and 50 years old from different cultures, who speak German, Turkish and Kurdish. e-mails can also be written in Arab or Albanian, thanks to cooperation with a translation service. Privacy is clearly essential for the service, so guarantees that information will be strictly confidential are provided and the counselling service is anonymous. Even in case of contact conversations, the whole team, as well as the interpreters and/ or translators, are bound to professional discretion.

GLADT

Acronym/Name	Gays & Lesbians aus der Türkei (Gays and Lesbians from Turkey)
URL	www.gladt.de
Country	Germany
Location	Berlin
Scope of initiative	National
Lead entity	Gays & Lesbians aus der Türkei (voluntary organization)
Status of initiative	Launched in 2003, ongoing
Target Group	Lesbians, gays, bisexuals, transexuals, transgenders with Turkish or similar cultural origins (Arabs, Iranians etc.)
Source of funding	Self-funding of approximately 35,000 Euros in 2008 (up from 8,000 Euros in 2006).

Abstract

Though GladT was officially founded in 2003, the social activities of the people involved reached back to 1993. The organization was established with the purpose of working towards the emancipation of LSBTT (Lesbians, Gays, Bisexuals, Transexuals, Transgenders) with Turkish or similar cultural origins (Arabs, Iranians etc.). Most of GladT's members are of Turkish origin, but it is open to other nationalities. GladT also wanted to disseminate role models among these groups through improved presence within the public sphere.

GladT's main work is providing information about subjects related to gender, migration and politics and supporting immigrants practically on legal issues, language, job search and other topics, including by accompanying immigrants on different occasions (to employment centres, bureau of foreign affairs, medical visits etc.) and giving them translation services for filling in forms and so on.

The organisation has an office in Berlin and more than 100 registered members. The organisation website offers information about GladT, an events calendar, an online consulting service (GladT offers counselling services to nearly 300 people each year), links to other web services, texts and films to download. Furthermore, GladT runs a library open to the public that focuses on the issues of migration, gender and sexuality and it organizes cultural activities like reading lectures, stage shows, parties, etc.

GladT collaborates with a number of other organisations: Migrationsrat Berlin-Brandenburg (Council of Migration Berlin-Brandenburg), Antidiskriminierungsnetzwerk Berlin (Anti-Discrimination Network Berlin), Queere Jugendhilfe (Queer Youth Support), Transgendernetzwerk Berlin (Transgender Network Berlin), HIV-Prävention mit Migrant/innen (HIV-Prevention with Migrants), InterQueerNetz (Interkulturelles Queer-Netzwerk) and other similar organizations in Berlin, Germany, Europe and Turkey.

Vaybee!

Acronym/Name	VB- Vaybee!
URL	http://www.vaybee.de
Country	Germany
Location	
Scope of initiative	Pan-European
Lead entity	Vaybee! GmbH
Status of initiative	Launched in 2000, ongoing
Target Group	Turkish population, mostly young people, living in Germany and Europe
Source of funding	Private sources

Abstract

Launched in February 2000 by four young Turkish men, Vaybee! is now one of the most famous online ethno-portals in Europe, addressing the Turkish population living in Germany and elsewhere. It offers content and services both in Turkish and German and is primarily commercially oriented, as shown by the number of commercial services and advertisements on the website.

In 2006, the site had more than 600,000 registered users and more than 1 million monthly visitors. The services offered by Vaybee! include interactive services, community and communication services, online magazine, chat and e-mail services, web services, dating services, online games, value-added services, information about the economy, job search and education in Germany.

Vaybee GMBH also runs a separate website specialized on travelling to Turkey (www.vaybee-reisen.de).

Turkdunya.de

Acronym/Name	TD - Turkdunya.de
URL	http://www.turkdunya.de/
Country	Germany
Location	
Scope of initiative	National
Lead entity	EAP TürkNet Media GmbH
Status of initiative	Launched in 2000, ongoing
Target Group	Turkish population living in Germany (mostly young people) and host society
Source of funding	Private sources

Abstract

Turkdunya.de is another successful online-portal for people of Turkish origin in Germany, with about 11 million page impressions and 600,000 visits on a monthly basis (early 2008). The web site is bilingual (Turkish and German) and its content differs to some extent, depending on the language. Since turkdunya.de is primarily commercially oriented (targeted “ethnic advertising” is the key source of income) and since younger people are deemed to have the highest purchasing power within the Turkish-speaking community, they are the main target group of the portal and the content and services are mostly tailored around their interests.

The Turkish pages offer various services which include an information and communication platform, a web directory with Turkish and German links, chat, forums about various topics, dating services, ring tones and information about Turkey. On the German homepage www.turkdunya.de/de one can find, besides the above content, extensive information about Turkey.

According to the site managers, discussion forums are also expected “to promote the communication and understanding between Germans and Turks”.

suikast nokta de

Acronym/Name	suikast nokta de
URL	http://www.suikast.de
Country	Germany
Location	
Scope of initiative	International
Lead entity	Suikast online (webmaster Özcan Özgün)
Status of initiative	Launched in 2002, ongoing
Target Group	Young Turks (or Turkish origin) living in Turkey, Germany and anywhere
Source of funding	Private sources

Abstract

Suikast.de is a portal which specialises in Turkish hip hop. Even though the website is entirely in Turkish, it is based in Germany, due to the fact that Turkish hip hop actually started in Germany with groups like "Islamic Force". It was later, after the success of groups like "Cartel", that the hip hop scene in Turkey became bigger and Turkish hip hop became famous. This website was created to address the hip hop scene in these two countries and to provide a virtual infrastructure for the Turkish hip hop community regardless of location. After its launch, this website became one of the most important portals for Turkish hip hop worldwide.

The website itself provides the following services: news archive for Turkish hip hop, MP3 and video download of new artists, album reviews, artists, pictures, lyrics, reports about Turkish rappers (also to be found on youtube.com), shop, guestbook and an active web forum where members of suikast.de discuss latest developments in their region. Most of these services are only available to registered members of the site. New artists and concerts can also be easily promoted on the site.

GREECE

ESI - eSkills Initiative

Acronym/Name	ESI - eSkills Initiative
URL	http://www.hepis.gr http://www.epractice.eu/node/277750
Country	Greece
Location	Prefectures of Epirus; Elis; West and Central Macedonia; South Aegean Islands
Scope of initiative	National
Lead Entity	HePIS (Hellenic Professionals Informatics Society) is a non-profit, non-governmental organization, which aims to realize projects relating to human rights protection, social support, education, equality between the sexes and how to deal with incidents of xenophobia and racism.
Status of initiative	Launched in 2007, ongoing
Target group	Young people at risk of marginalisation, minorities and migrants, people with no or poor digital literacy
Source of funding	Self-funding

Abstract

The e-Skills Initiative is being implemented 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.

By the end of the project, more than 1,000 participants will be certified in computer skills, following the ECDL standards, in different prefectures and regions of Greece. Furthermore, 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 demonstrate their computer literacy for various reasons - for example, simply that 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 by several not-for-profit regional organizations, which will be responsible as local hosts of the programme. ECDL Hellas will provide technical and human support, as well as the actual certification. For the duration of the programme, local associates of the ECDL Hellas network will be readily available to welcome the initiative in their area.

ESTIA

Acronym/Name	ESTIA
URL	not available
Country	Greece
Location	Athens
Scope of initiative	National
Lead Entity	National Youth Foundation (semi-public organisation) in collaboration with other NGOs, Ministries, UNHCR, Prefectures, Municipalities, University of Athens
Status of initiative	Launched in 2006, ongoing
Target group	Asylum seekers and refugees
Source of funding	EU EQUAL initiative

Abstract

Led by the National Youth Foundation, the Anadrasis-Istos Development Partnership (DP) under Equal's first round (2000-2003) and the Ithaca DP in the second round (2005-2008) decided to set up a common national system for assistance and service provision to asylum seekers and refugees, involving the various (mostly) non-governmental organisations working in this field. As an EU country with external borders, seen by many as the entry point to the EU, Greece has witnessed a large increase in asylum seekers. Asylum seekers are not allowed to work until they receive the "red card", issued after an interview with the police and the completion of other administrative procedures, which can take a full year (in the meantime, they have "white papers" allowing them only to stay in the country until the interview with the police takes place). Given the high inflow, the number of asylum seekers who do not receive legal support to address such issues has rapidly increased, delaying their legal integration into the labour market and impacting on other immediate needs (housing, social integration etc.).

To address this critical situation, the National Youth Foundation created an interactive electronic network which connects, via a common online database called ESTIA, as many actors providing services to asylum seekers as possible. Previously, asylum seekers were registered at each separate agency they visited, using mostly paper forms. This could create considerable stress, as the immigrants had to provide the same personal data several times and also, perhaps, re-live difficult memories. Duplication of work across agencies also abounded, slowing down overall service provision. Thanks to ESTIA, the asylum seeker's personal information is recorded only once and electronically, at the first agency they go to (after agreeing in writing that the information may be shared). The other connected agencies can access this information by simply entering the name or record number of the individual. Staff working with asylum seekers become more efficient, gaining valuable time and energy for improving the services they provide.

Besides the ability to enter, update, and have direct access to electronic files, the users may also:

- register the claims of each beneficiary and the actions taken each time for his/her assistance;

- refer claims which a specific agency cannot resolve to other users/agencies, through the electronic network;
- be aware at any given time, where and when each beneficiary has submitted his/her claim, if this particular claim or problem has been resolved, or if it remains unresolved, and at which stage.

ESTIA therefore supports both the coordination of actions and the constant evaluation of the beneficiaries' needs and the effectiveness of each connected agency.

Following the introduction of ESTIA, several thousand asylum seekers have been registered in the system by an ever growing number of different organisations. The collected information is also used (anonymously) for statistical and research purposes (e.g. by the Ministry of Health) and to enable entry into the labour market (job matching services through the Chamber of Commerce).

KAE

Acronym/Name	Centre for Employment and Entrepreneurship (KAE)
URL	www.kae.gr ; http://www.cityofathens.gr/deltia-typoy/2007/aprilios/04-05-2007-seminaria-ypologiston
Country	Greece
Location	Athens
Scope of initiative	Local (but gradually extending to other cities)
Lead entity	Athens Municipality and later Municipality of Thessaloniki and Region of Western Greece
Status of initiative	Launched in 2005, ongoing
Target Group	Women (unemployed and or single mothers), long term unemployed, immigrants, refugees, asylum seekers.
Source of funding	Public local budget and grants from Microsoft Greece “Unlimited Potential Programme”

Abstract

In 2005, the Centre for Employment and Business Skills of the Municipality of Athens, together with the Department for Foreigners of the Municipality of Athens, using funds and support provided by the Microsoft programme “Unlimited Potential”, launched an ICT literacy programme targeting women (unemployed or lonely mothers with kids), long-term unemployed, immigrants, refugees and asylum-seekers. The initiative started by creating two educational centres in Athens, which were then followed by similar IT skills centres being created (one in each city) in the downtown areas of Thessaloniki (with the Municipality of Thessaloniki) and Patras, in collaboration with the Region of Western Greece.

The centres provide a space for disadvantaged immigrants to learn IT, look for employment opportunities and stay in touch with family and friends abroad through email. Early courses provided only basic computer training, but the offer has later been extended to IT courses entailing 100 hours of training, ending in tests and certification (ECDL).

Through this initiative 55 people were trained in 2005, 400 in 2006 and over 600 in 2007. Of the people trained so far, about 30% have already managed to find a job.

The long-term objective is to create 10 such educational centres in other Greek cities.

UFU

Acronym/Name	Underground Free Economy (UFU)
URL	www.ufu.gr ; http://tsamadou13.gr/
Country	Greece
Location	Athens
Scope of initiative	Local (but networking at national and EU level)
Lead entity	NGO "Migrants' Place"
Status of initiative	Launched in 1997, currently ongoing
Target Group	Mostly immigrants
Source of funding	Financial and in kind contribution by members

Abstract

"Migrants Place" is an NGO which was started in 1997 in Athens by the Network of Social Support for Refugees and Migrants. It has since become a point of contact and relations between Greeks and immigrants. Both Greeks citizens and immigrants are the animators of a large range of activities which aim to encourage inter-cultural dialogue, diversity, and anti-discrimination campaigns. Among these initiatives, the Underground Free Society has been designed as a place of exchange and training focussing on ICT issues. Its purpose is the exchange of computer knowledge, from hardware to operating systems, from open source to internet. Digital literacy and internet usage classes are taught, for different audiences, from beginners to advanced users. Courses last 2 months on average, and classes are organised during afternoon and evening hours. The students are mainly immigrants, who also attend the Greek language courses of the Centre.

EFM

Acronym/Name	Greek Forum of Immigrants (EFM)
URL	www.migrants.gr
Country	Greece
Location	
Scope of initiative	Local (but networking at national and EU level)
Lead entity	38 Migrants Community Associations
Status of initiative	Launched in 2002, currently ongoing
Target Group	Immigrants and host society.
Source of funding	75% from EU Programme “Equal” and 25% from Greek Government. Also financial and in-kind contributions from members

Abstract

The Greek Forum of Immigrants (EFM) is an informal Network of Migrant Organisations established in September 2002 by 9 immigrant community organisations. Today, there are 39 participating migrant community organisations. The funding for the development of the forum website as one of the main instruments of networking and voice was provided by the EU EQUAL programme (75%) and the Greek Government (25%). Voluntary contributions (e.g., volunteer work for the Forum) are also a source of funding. Both off line and online (through the website, which includes web 2.0 functionalities), EFM undertakes several activities such as: a) lobbying and voice on all legislation affecting immigrants; b) media scrutiny to improve and monitor the image of immigrants presented in newspapers and television; c) networking with similar migrant associations both in Greece and at the EU level

HUNGARY

LOGIN

Acronym/Name	LOGIN Initiative
URL	www.logininitiative.eu
Country	Hungary
Location	Borsod and Szabolcs counties
Scope of initiative	Regional and transborder
Lead Entity	Az Internet Terjesztéseert Alapítvány (Foundation for Internet Propagation), which aims to propagate knowledge of and access to the Internet in remote rural areas, mainly among Romany people. The T-Com, Hadrianus Computers and Port.hu companies collaborate in this initiative. Two Roma associations are also involved: Romsom Foundation (www.romsom.hu), Kis Tigris Secondary School (www.kistigris.hu)
Status of initiative	Launched in 2007, ongoing
Target group	Young Roma people
Source of funding	The overall cost of 1.2 M Euro is covered mostly by the national public budget, complemented by private funds

Abstract

The Foundation for Internet Propagation helps young Romany people to access the Internet and also supports their education, their chances to work and organize their community through the Internet. The intention is to transfer the experiences of similar programmes intended for the Third World to the special circumstances of Europe. One of the partner organisations sells recycled desktop PC-s under fair trade conditions, for 80 Euro.

Local authorities of the participating villages purchase these computers and then resell them to local Romany people under a 4-month leasing plan. These PCs run Linux and users are instructed to use Google's web applications (Gmail, Docs & Spreadsheet). Internet access is provided via a Wi-Fi network and the entire project is based on the deployment of the latest technologies. However, providing the network and desktop infrastructure is just the first step. In the long term, the Foundation plans to provide education and working possibilities.

The current initiative is based on a previous pilot project, also named Login Initiative, which was developed under the Equal programme.

IRELAND

ASCI

Acronym/Name	Access Skills and Content Initiative (ASCI)
URL	http://www.taoiseach.gov.ie/attached_files/Pdf%20files/ASC%202007%20Application%20Form.pdf
Country	Ireland
Location	
Scope of initiative	National
Lead entity	Department of the Taoiseach
Status of initiative	Launched in 2007, first project being launched
Target Group	Elderly people, disabled, community/neighbourhoods, long term unemployed, immigrants, refugees.
Source of funding	National Budget

Abstract

The ASC Initiative is a strategic programme, launched by the Department of the Taoiseach, which aims to enhance understanding and appreciation of how technological advances benefit society. It also encourages and assists the development of initiatives which focus on providing the necessary skills for confident use of technology by all citizens - particularly those who have been identified as being at higher risk of exclusion - so that they may participate in an inclusive Information Society. Over 2.38 million euro has been allocated in 2007 to about 90 different projects. These projects are at various stages, with most due to be completed in 2008. Most of them are general eInclusion initiatives addressing underprivileged communities and/or groups, which will also benefit immigrants and ethnic minorities. There is only one project specifically targeted at immigrants (a basic digital literacy initiative managed by the NGO Galway Refugee Support Group.)

The expected impact and added value of this programme in terms of the quality of life and participation in society is very high. It is estimated that over 7,000 people will benefit directly and several thousand others will derive further benefits through, for example, peer training. Full evaluation of impact will be provided at the end of 2008).

Digital Community

Acronym/Name	Digital Community
URL	http://www.prodigy.ie/documents/IC3/IC3%20Case%20Studies/Digital%20Community%20Project-Info.pdf http://www.dit.ie/DIT/communitylinks/digital_community/ http://www.epractice.eu/cases/digitalcommunities
Country	Ireland
Location	Inner-city Dublin
Scope of initiative	Local
Lead Entity	Dublin Institute of Technology
Status of initiative	Launched in 2003, ongoing
Target group	People at risk of social exclusion, including immigrants
Source of funding	The initiative is supported by the local public budget and private funds

Abstract

Inner-city Dublin has long been associated with socioeconomic disadvantage and long-term unemployment. The Digital Communities programme is a joint initiative of the Dublin Institute of Technology (DIT) and Hewlett Packard, in collaboration with the Dublin City Council and various other private sector partners.

It provides community ICT centres and training programmes in 19 inner-city Dublin flat complexes. It is part of a broader Community Links programme, operating in communities with high levels of persistent educational disadvantage. These projects aim to break the cycle of deprivation in families and communities in Ireland where the rate of long term unemployment is highest and retention rates in education are lowest.

The largest programme of its kind in Ireland, the Digital Communities Programme trained over 2,000 people in the first three years. The training programme encourages students to strive for professional and national accreditation, and provides them with the valuable skills they need to find employment.

A specific initiative, within this programme supported by a grant from Microsoft's Unlimited Potential Community Technology Skills programme, offers high quality IT skills training in IC3 and MOS to young people, adults, and immigrants at 21 community technology centres throughout the inner city and disadvantaged suburbs of Dublin.

EMC - Healthcare for immigrants

Acronym/Name	EMC - Healthcare for immigrants
URL	http://www.emc-healthcare.ie/eng/
Country	Ireland
Location	Dublin
Scope of initiative	Local
Lead Entity	EMC LTD is a private healthcare centre which has been set up in Dublin by MC Instytut Medyczny S.A. (www.emc-sa.pl), an important medical care company which has been working in Poland for the past six years.
Status of initiative	Opened in 2007, ongoing
Target group	Newly-arrived immigrants from Poland, Russia and Lithuania.
Source of funding	Commercial revenue

Abstract

EMC LTD provides a fully multi-language online consultation and online appointment platform in in Polish, Russian Lithuanian and English. Immigrants can find all the explanation they need and illustrative examples of several health matters. It also provides online and offline psychological help for immigrants missing their homelands.

ICT for A8 migrants

Acronym/Name	Meeting learning needs of A8 ³⁴ migrants using ICTs
URL	http://www.fit.ie
Country	Ireland
Location	Dublin
Scope of initiative	Local and Pan-European
Lead Entity	FIT - Fast Track into Information Technology Ltd (IE) is a industry-led initiative, involving major indigenous and international companies, which aims to meet the recruitment needs of industry in the area of IT, by providing training, support and career opportunities for unemployed people. The European partners of the project are: County Meath Vocational Educational Committee, IE; Industrial Research Institute for Automation and Measurements, PL; Castlereaigh College of Further and Higher Education, UK; Board of National Association of Folk High Schools in Lithuania, LT
Status of initiative	Launched in 2007, ongoing
Target group	Newly-arrived immigrants from Poland and Lithuania.
Source of funding	EU funds - Grundtvig Programme (295,000 Euro) and partners co-funding (ca. 100,000 Euro)

Abstract

Official statistics and research about the large migration flows from Poland and Lithuania to the UK and Ireland after EU enlargement in 2004 show that most immigrants work below their skill levels and that more could be done by adult education authorities to meet their needs. Based on these observations, the project aims to support the integration of the new immigrants (especially those less skilled) into society and the economy; to develop new ways to use their competences and educational experiences acquired prior to migration; and to support the acquisition of ICT competencies to help immigrants meet their social, cultural and career needs.

The specific objectives of the project are: to carry out a study to determine the needs and to map the qualifications of migrants from Poland and Lithuania to the system in the UK and Ireland; to develop a model, tools and strategies for adult education providers to engage them and to deliver services; to use ICT with embedded ESOL (English for Speakers of Foreign Languages) and Web 2.0 tools to support learning and social networking; and to pilot the tools and strategies developed to evaluate their effectiveness and impact. The project will therefore also produce materials and courseware for Polish and Lithuanian immigrant learners which can help them to attain recognition of prior learning, gain ICT competencies and improve their English through embedded ESOL.

³⁴ With the expansion of the EU in May 2004, the acronym "A8" was created to refer to the eight countries from Eastern Europe who joined the EU at that time - Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovakia and Slovenia- along with Malta and Cyprus.

Newcomers Guide

Acronym/Name	Newcomers Guide
URL	http://www.corkcorp.ie/newcomersguide/
Country	Ireland
Location	Cork
Scope of initiative	Local
Lead Entity	Cork City Council
Status of initiative	Launched in 2007, ongoing
Target group	Newly-arrived immigrants (mostly Poles, Russians, Romanians, Francophone Africans)
Source of funding	Local public budget

Abstract

Cork City Council provides online multi-lingual information for newly-arrived immigrants on all aspects of living in Cork – from finding somewhere to live and a job to understanding the school system and what bus goes where. The guide has been produced by the "Cork – One City, Many Communities" group. This broad partnership brings together organisations such as Cork City Council, Cork City Partnership, Cork Social and Health Education Project, Irish Immigrant Voice, NASC – Irish Immigrant Support Centre, YMCA, Youth Information Centre and others, with a view to promoting interculturalism and awareness of cultural diversity in the city. The guide was funded by the Know Racism programme, Comhairle, Cork City Council and the RAPID programme.

RIS

Acronym/Name	The Refugee Information Service (RSI)
URL	http://www.ris.ie/default.asp
Country	Ireland
Location	Dublin and Galway
Scope of initiative	National
Lead entity	The Refugee Information Service Ltd. The RIS is supported and assisted by the Citizens Information Board, The Atlantic Philanthropies (Ireland) Ltd; the Pobal Supporting Communities; and St. Stephen's Green Trust.
Status of initiative	Launched in 1999, ongoing
Target Group	Asylum seekers, immigrants and refugees
Source of funding	Public funding, private funding

Abstract

The idea of the RIS came about as a result of contacts between the Irish Refugee Council (IRC) and Citizen Information Centres (CICs) operating in Dublin's north-west inner city. It was clear from experience 'on the ground' that there was a need for a service dedicated to the information needs of the growing refugee and asylum-seeking community. The information gap in this area was very evident.

The RIS offers free, confidential and independent information, advice, referral and advocacy services for people seeking asylum in Ireland, or for those who are in need of protection, have refugee status, or permission to remain in Ireland. The RIS also offers a comprehensive and nationally-based training service, as well as a family reunification and integration service for legally resident immigrants. It undertakes research and develops policy positions in order to effect change in government policy and legislation. The RIS also conducts public awareness-raising activities. The service is provided on an outreach 'clinic' basis in areas of Dublin and Galway where refugees and asylum-seekers live in significant numbers. Currently the RIS operates six information clinics in Dublin; Meath Street, Amiens Street, Green Street, Blanchardstown, Tallaght, and Rathmines. It offers three clinics a week in Galway City at the Citizens Information Centre (CIC), Augustines House, St Augustine Street. Additionally, it offers monthly clinics in Kiltimagh, Ballyhaunis and Castlebar in County Mayo. Besides the face-to-face clinics, the RIS website offers information about legislation and rights of specific migrant groups, depending on their legal status.

Immigrant Integration Programme

Acronym/Name	Immigrant Integration Programme
URL	http://www.dlhc.org/index.html
Country	Ireland
Location	Donegal (with the exception of Inishowen and the Gaeltacht)
Scope of initiative	Regional
Lead entity	Donegal Local Development Company (DLDC) in cooperation with Pobal (Fund for Initiatives to Support the Integration of Legally Resident Immigrants)
Status of initiative	Launched in 2007, ongoing
Target Group	Legally-resident immigrants
Source of funding	Public funding, private funding

Abstract

This programme is funded by the Ministry for Justice, Equality and Law Reform under the Fund for Non Government National and Regional Organisations to Support the Integration of Legally Resident Immigrants. The programme aims to facilitate the reciprocal accommodation by all immigrants and members of the host society and to support the formation of a new intercultural Donegal. The overall aim is to provide direct support that will address the two primary obstacles to immigrant integration: linguistic barriers and the effective sourcing of support services and social outlets. To achieve these aims, DLDC offers financial and practical support to projects which focus on some or all aspects of the integration of legally-resident immigrants (see below). The programme involves immigrants themselves in the planning and delivery of projects and contributes towards the empowerment of immigrants and towards their participation in society generally.

The actions of the programme are listed below:

- English language training to immigrants to enable them to join more advanced mainstream provision
- IT training to immigrants to upgrade their IT skills
- public networking events which aim to give immigrants the opportunity to network between ethnic groups as well as with the host community
- a multi lingual information directory that will accurately signpost service provision
- multi agency interpretation service to be piloted by the partnership
- baseline research on the target group to establish a clear and definitive profile of immigrants in the area
- supporting local group integration projects, to increase the social inclusion and integration of immigrants into the area.

ITALY

ETHNICITY

Acronym/Name	Ethnicity (certification of accommodation)
URL	www.comune.prato.it/immigra
Country	Italy
Location	Prato (Tuscany)
Scope of initiative	Local
Lead entity	Prato Municipality
Status of initiative	Operational since 2007 ongoing
Target Group	Immigrants (about 12,000), intermediaries (NGOs and associations engaged with immigrants), service delivery actors (local government employees dealing with immigration and integration policy).
Source of funding	Local budget

Abstract

Prato Municipality migration services deal with a very large legally-resident immigrant population. According to Italian legislation, the “Certification on Accommodation” (i.e. proving that immigrants meet the criteria on minimum levels of housing required for maintaining legal residence status) is needed by immigrants for different purposes such as employment, education, healthcare, and family re-unification. This requirement has created a huge workload for the municipality and long waiting times for the applicants. A back-office IT solution (connecting the internal database with cadastre information) has rationalized the administration’s internal work and its front-office solution has improved the speed and quality of services provided to immigrants. The use of a mobile application matched by a multi-channel delivery strategy has greatly enhanced delivery.

Immigrants are notified via SMS or e-mail when the certificate is ready and he/she can collect it, not only from the Municipality Offices, but also from the nearest of the 100 T-Serve points in the Municipality (T-Serve is a web-based system used, via PC and internet, from several accredited shops in the area to provide several other government services, such as payment of local taxes). This system issues 200 certificates per month and the waiting time for immigrants has decreased from 45 days to 15 days.

Leva Giovani - Digital Divide

Acronym/Name	Leva Giovani - Digital Divide (Youth recruitment: digital divide project)
URL	http://www.portalegiovani.eu
Country	Italy
Location	Reggio Emilia
Scope of initiative	Local
Lead Entity	Municipality of Reggio Emilia (Youth Sector) in cooperation with a local secondary school (Istituto Bus 'Blaise Pascal) and the local association of Social Centres (Ancescao)
Status of initiative	Launched in 2007, ongoing
Target group	Elderly people and immigrant women (mostly from the Ukraine) working as home carers of elderly people
Source of funding	Local public budget (below 10,000 Euro for the technical devices), a private sponsor for the free Wi-Fi connection and support of the school in charge of training the students and trainers

Abstract

Leva Giovani-Digital Divide promotes the digital literacy of disadvantaged people, mostly elderly people and immigrants, through the voluntary activity of young people. The pilot phase started at the end of 2007. This involved 60 students from a local secondary school, already familiar with ICT, in the design (with their teachers' support) of an introductory digital literacy course and in learning how to teach it. The course envisages 6 two-hour lessons focused on communication (e-mail, VoIP) and everyday life-oriented applications, such as using the Internet for booking tickets, finding information, accessing online public services, and uploading digital photos, etc.

Six social centres (five of them managed by elderly people) were equipped with regenerated PCs (discarded by the local Administration), mostly open source software, and a broadband wi-fi connection offered by a private sponsor (also covering other locations in the city centre). In Spring 2008, students taught the courses to over 120 adult learners. The sixth centre, Centro Madreperla, hosts mostly immigrant women working in Reggio Emilia as carers of elderly people who meet there for socializing and other needs. The Municipality identified one lady at the centre who was willing to organise her peers (also a pre-requisite in the other locations) and 10 immigrant women were then trained.

Although a proper assessment of the experience has not yet been made, the response of all those involved has been very positive overall, and has also boosted inter-generational socialisation. In fact, group training, rather than individual lessons had to be organised, as so many elderly people were interested. Besides creating a permanent opportunity for ICT access and use in the social centres, the initiative also aimed to stimulate the trainees to act as multipliers of the offer, sometimes even becoming trainers themselves.

Parco del Popolo

Acronym/Name	Parco del Popolo (People's Park)
URL	No URL available
Country	Italy
Location	Reggio Emilia
Scope of initiative	Local
Lead Entity	Municipality of Reggio Emilia (Social Services Department) in collaboration with the NGO CEIS (Centro di Solidarietà di <i>Reggio Emilia</i>)
Status of initiative	July - September 2006
Target group	Newly-arrived and settled immigrants
Source of funding	Local public budget and a private sponsor

Abstract

Parco del Popolo was a low-cost (less than 5,000 Euro) exploratory project, which lasted only three months. It was embedded into a broader initiative that made broadband Wi-Fi connectivity (provided by a private sponsor) available for free in several areas of the town of Reggio Emilia. Exploiting this opportunity, the Parco del Popolo project aimed to promote ICT awareness and use among local immigrant communities, with the ultimate aim of enhancing their work and educational chances and encouraging access to social services.

The initiative was implemented in three phases. First, the main meeting points of the immigrants in the town were mapped (hence the name of the project, as the People's Park was one of them). Second, immigrants were approached in those very locations and were invited to join the initiative (some advertising also took place through the local media). In order to motivate them initially, they were offered the possibility to use a PC for searching for information, sending e-mail messages and/or using VoIP to call their families abroad. In this phase, social workers from Romania and Morocco (native-language speaking) and other intermediaries from various nationalities were also involved to overcome mistrust, especially among irregular immigrants. In the final phase, after they had gained confidence with basic ICT usage, the immigrants were informed about and trained to use the local online public services, in particular those addressing immigration issues and job opportunities. In the last phase, the beneficiaries were interviewed in order to assess the effects of the initiative.

During the three month project, about 300 people were contacted and involved at different levels. The Municipality collected a lot of information from them, which was used later to redesign and improve services, according to emerging needs and requirements. The involvement of intermediaries and the possibility to use PCs and VoIP for free were clearly the key facilitators of this project. Nevertheless, the project is acknowledged to have partially failed to attract the specific group of newly-arrived and less integrated immigrants.

MELTINGPOT

Acronym/Name	Melting Pot Europe
URL	www.meltingpot.org
Country	Italy
Location	Venice
Scope of initiative	Local/regional
Lead entity	NGO “Tele Radio City Onlus”
Status of initiative	Launched in 2003 and ongoing
Target Group	Immigrants (content available in all languages spoken by immigrants present in Italy), intermediaries and associations
Source of funding	Funding from several municipalities and from Regional Administration of Veneto and Marche

Abstract

Melting Pot Europe is a multilingual portal devoted to providing a constantly updated guide to Italian immigration legislation and easy-to-access information to immigrants and to all Italian intermediaries, NGOs and service providers in the sector (both institutions and associations). Besides the information available on the site, Melting Pot members also provide ad hoc consultancy online and/or off-line.

The website is part of a project which aims to promote the rights of citizenship for immigrants in Italy. It was started by Tele Radio City s.c., which now runs it with the support of several municipalities and the Regional Administration of Friuli Venezia Giulia and Marche. The website also contains multimedia material from the project's radio broadcasts, which can be listened to via satellite, streaming and local FM broadcast. Several editorial groups in different Italian regions (with 2 contracted journalists and 11 voluntary ones) feed the Melting Pot portal with information on national and local matters concerning immigration: from legislation (which is also analysed and commented upon by one contracted lawyer and 9 voluntary ones, who also provide legal advice and consulting services.), to political and cultural initiatives. Around ten migrant associations are currently actively involved in the project and translations are guaranteed by about 150 volunteers (almost all of them immigrants), supported by mailing-list tools.

The project has been a reference point for all Italian operators and one of the most visited websites in the sector since its inception in 2003. Currently, it has an average of about 150,000 unique visitors per month, giving high visibility to all cultural or political initiatives promoted through it. Most of all Melting Pot staff has provided many immigrants and operators with free legal advice for several years now. The most important contribution made by Melting Pot has been to provide large numbers of immigrants and operators with free legal advice over several years.

Pontest

Acronym/Name	Pontest – A network for the assimilation of immigrants
URL	http://www.pontest.it
Country	Italy
Location	The Province of Trento
Scope of initiative	Local
Lead Entity	TSM (Trentino School of Management) is a public company owned by the Province, the Trento Chamber of Commerce and the University of Trento. TSM is active in higher education and addresses particularly the needs of those industries that are relevant for the local economy. Several other local entities were involved (see web site).
Status of initiative	Launched in 2005, finishing in 2008
Target group	Qualified immigrant workers, with a view to making better use of their expertise. The trials were limited to a single sector (craft-based industry), a single area (metalworking), and a single Eastern European country (Poland).
Source of funding	The project's cost of 931, 000 Euro was covered by EU funds (EQUAL) and the local public budget

Abstract

The Pontest project aims to facilitate the professional and social integration of immigrant workers, especially those from Eastern Europe, and to foster the internationalization of local companies. The initiative started from the observation that most immigrants carry out simple jobs requiring very limited or no qualifications. Moreover, when immigrants have qualifications, they are not in a position to exploit their educational and job expertise. Thus, local firms do not fully exploit the human resource potential, and the immigrants feel frustrated and discriminated against. This situation is worsened by the lack of proper tools to support the recruitment of immigrants, and their professional integration. To address these challenges, Pontest identified two levels of action: highlighting the value of immigrants' expertise and the fact that it is under-exploited; and redesigning and improving public services dealing with recruitment and insertion.

As part of the project, a pilot model for the reconciliation of job supply and demand was developed, based on a multilingual, transnational e-Recruitment service, centred on skills modelling, and taking into account the highly fragmented labour demand coming from typically small local companies. A form for online data entry was set up to allow candidates to declare their skills and generate CVs. The CV, compiled via a browser interface, is available to interested parties as a file in HTML or .doc compatible format. Companies can choose the language to browse through the CVs, regardless of the original one used. Once completed, the CV is available in Europass format (previously the European CV). On the demand side, a "notice-board for job advertisements" was created, where companies can describe the required roles and candidates can read and reply in their own language, sending in their CV in the language required by the company. In summary, the system has developed a bottom-up approach and matches the recent legislative evolution towards selective immigration policies. After the conclusion of the project (June 2008), the main challenge has been the sustainability of the initiative especially as far as the project website is concerned.

LATVIA

LATVIA@WORLD

Acronym/Name	Training in Computer and Internet Usage for the Unemployed in Latvia (Latvia@World)
URL	http://www.litta.lv/en ; http://www.latvijapasaule.lv
Country	Latvia
Location	Several cities and rural communities
Scope of initiative	National with regional and local applications
Lead entity	Professional Association Latvian Information and Communications Technology Association (LIKTA)”
Status of initiative	Completed in 2007
Target Group	Unemployed people, remote rural communities, ethnic minorities
Source of funding	EC Funds (75%), Local authorities budget and private funding (25%)

Abstract

The Latvian Information and Communications Technology Association (LIKTA) is a professional association which promotes the development of information society in Latvia so that all citizens have the opportunity to benefit from ICT and contribute to the knowledge-based economy. Among its various activities there are several computer literacy programmes. LIKTA has licensed and set up the European Computer Driving License (ECDL) certification programme in Latvia and the developed applied informatics courses for schools, compatible with ECDL requirements.

LIKTA has played a key role in the implementation of the project 'Computer and internet training for the unemployed in Latvia', which has been financed by the EU Equal Programme (75% of about €1 Million, the remaining 25% being provided by local authorities and private funding). LIKTA has acted in close collaboration with the Latvian Ministry of Welfare (responsible for implementation of the project financed by Equal) and with State Employment Agency and local authorities.

During the initiative, more than 15,000 people received training, mainly thanks to the support of local authorities and private funding. The initiative involves an innovative approach which aimed to motivate and include all social groups, including the unemployed, disabled and retired people and those from ethnic minorities. They were all offered an opportunity to learn the basic skills of computer and internet use. The training module 'Basic skills of the information society' lasts only eight hours, and it demonstrated successfully that it was possible to teach basic skills and encourage trainees to use them in their daily lives within this short time period.

Participant feedback was very positive, with 90% keen to improve their computer and internet skills in the future, 52% using e-mail on a regular basis, and 20% of the unemployed having found a job after training.

Project sustainability is ensured by the eDevelopment centres that now operate in all regions of Latvia. The main goal of these centres is to support citizens in matters related to computers and Internet, as well as to create a link between entrepreneurs and jobseekers, and provide information on the skills demanded in the labour market. Furthermore, the centres provide support to eLearning activities.

LITHUANIA

Integration of Roma

Acronym/Name	Integration of Roma
URL	https://webgate.ec.europa.eu/equal/jsp/dpComplete.jsp?cip=LT&national=29 http://ec.europa.eu/employment_social/equal/practical-examples/employ-07-supmec_en.cfm
Country	Lithuania
Location	Vilnius region
Scope of initiative	Regional
Lead Entity	The Lithuanian Children's Fund, an NGO with over 10 years experience of working with Roma, has been leading a Development Partnership with several other organisations (see field other entities).
Status of initiative	Launched in 2006, ongoing
Target group	Roma people
Source of funding	EU funds from the EQUAL initiative

Abstract

The Lithuanian Children's Fund, in collaboration with the Department of National Minorities and Emigration of the Government of Lithuania, the Social Workers Training Centre of the Ministry of Social Security and Labour, the Municipality Administrations of the Ukmerge District and Vilnius City, is managing a development partnership financed through the EC Equal programme, which aims to improve by various means the integration and employability of Roma people.

In and around Vilnius, and in two areas north and south of the capital, the partnership is testing novel solutions for the vocational, and also the social, integration of Roma people. What is extremely important is that Roma representatives (from the Lithuanian Roma Association "Gypsy Fire" and the Roma Community Centre) are directly involved and are making sure that many other members of that community have the opportunity to gain additional skills and to strengthen their existing capacities. The overall aim is to ensure that these isolated individuals and groups can participate in the labour market and wider public life.

Digital literacy courses and job search support through the use of the Internet are the key components of this project.

LUXEMBOURG

Caritas Centres ouverts

Acronym/Name	Caritas Centres ouverts de Formation à l'Informatique (open centres for IT skills training)
URL	http://www.caritas.lu/index.php?include=communiqu&communiqu=240
Country	Luxembourg
Location	Luxembourg-Ville and other locations
Scope of initiative	National
Lead Entity	Caritas Luxembourg in collaboration with Microsoft and State Street
Status of initiative	Launched in 2005, ongoing
Target group	Refugees
Source of funding	Self-funding and grants from Microsoft's Unlimited Potential Community Technology Skills programme

Abstract

With more than 2,000 refugees in need of specialized support to help them enter the labour market, Caritas Luxembourg joined forces with Microsoft in 2005 to open three community technology learning centres called 'Centres ouverts de Formation à l'Informatique'. After catering initially for the refugee community, the initiative has been gradually extended to assist long-term unemployed people, disabled people, migrants, women, disadvantaged students and the homeless. In total, 5 centres have been opened: two in Luxembourg-Ville, and one each in Mersch, Diekirch and Wiltz.

Since 2005, more than 800 people have completed the IT skills training and certification, and a further 3,500 are estimated to have been indirectly helped to gain IT access and basic training by attending the centres.

MALTA

PIAP

Acronym/Name	Public Internet Access Points
URL	www.miti.gov.mt
Country	Malta
Location	
Scope of initiative	National
Lead entity	The Ministry for Investment, Industry and IT (MIIT)
Status of initiative	Operational since in 2001 and ongoing
Target Group	Digitally excluded individuals including immigrants
Source of funding	National budget

Abstract

The Public Internet Access Point (PIAP) Project was launched in 2001. The Ministry for Investment, Industry and IT (MIIT) transformed 100 telephone booths into web phones by setting up ADSL telephone lines in every town and village in Malta and Gozo in squares, public libraries, and the front offices of Government institutions. These web phones provide access to all e-Government services free of charge, but nominal rates are charged for accessing the Internet for other purposes. PIAPs provide a dual service: a normal payphone and free access to a specifically designed internet portal. PIAPs are targeted at those citizens without access to the Internet at home or work. They provide easy access, with no waiting in queues, to information and government services, online banking and bill payment options. PIAPs are there to provide additional services and time/money savings to all the Maltese community - especially to those who have no other means or access to ICT.

The goal of PIAPs was to expand and stimulate further usage of information society in Malta and Gozo and, at the same time, obtain information. This type of initiative has also broadened educational opportunities, and the accessibility of modern technologies to different age groups within the population is a step in this direction.

All Government agencies are moving from traditional office work practice to the electronic service delivery of eGovernment with a wide array of services available online, and this has been matched by the establishment of an ever increasing number of PIAPs. There is no need for the latest computer and training to access online government services. The Government has developed this extensive network of PIAPs to enable all citizens to access services, including Government services, online.

NETHERLANDS

ITpreneurs

Acronym/Name	ITpreneurs – “Nederlands aan het Werk” & “Thuis in Nederlands” (freely translated as “Dutch on the workfloor” and “At home in Holland”)
URL	http://www.itpreneurs.nl
Country	The Netherlands
Location	Rotterdam
Scope of initiative	National
Lead Entity	ITpreneurs is a technology company that creates user-centric blended-learning solutions: game-based, scenario-based and e-learning complemented with traditional coach/trainer-based support.
Status of initiative	Two products developed and successfully rolled out in 2007 and 2008.
Target group	Products in the areas of cultural and social integration address high school dropouts, elderly immigrants and immigrants who need to learn the Dutch language. Local governments and practitioners in the fields of integration, Dutch language education, youth unemployment and school dropout prevention deploy the ITpreneurs’ products.
Source of funding	Commercial revenues and co-funding from educational institutes for product development.

Abstract

Since early 2007, the new Civic Integration Act requires, amongst other things, that all immigrants to the Netherlands and foreign nationals (except from EU, Antilleans, Arubans and a few other countries) who are between the ages of 16 and 65 and have long term residence permits, pass two types of integration exams: one for the work profile and the other for the child-raiser profile.

In 2007, ITpreneurs developed "Nederlands aan het Werk" to prepare immigrants for the exam in the work domain. This blended course combines e-learning, television,³⁵ classroom, practical assignments, coaching and an Exam Preparation Guide. It has already been adopted by over 20 major Dutch educational institutes to educate their learners (5,000 in mid 2008).

In 2008, ITpreneurs developed a new course for the child-raiser domain. Besides the above elements, to address societal participation an innovative learning environment now includes a virtual neighbourhood and a multi player online participation game. The Learning Management System has an inbuilt mechanism to measure (sustainable) participation in Dutch society. In a 3D virtual neighbourhood, students are placed in situations where they can practice their language skills and start a dialogue with the residents of the neighbourhood, visit a virtual bank, school, library, local government, etc. They can also learn about these organisations and chat with the employees who work there.

³⁵ The educational TV series is broadcast on the Internet through the company’s learning portal and via the local educational TV channels. This has proved very effective to reach the target group, and several immigrants signed up for the integration courses because they saw the TV series and wanted to learn more.

Since 80% of the students, mainly consisting of the older immigrants, have never used a computer, a start-up IT training course is provided. By signing up for ITpreneurs' integration course, immigrants thus not only learn about the Dutch language and society, they also learn how to use the computer and the Internet.

GOVWORK

Acronym/Name	GovWork's Virtual Integration Counter
URL	www.govworks.nl
Country	Netherlands
Location	Applied in 163 municipalities
Scope of initiative	National with local application
Lead entity	GovWorks Ltd, a private company
Status of initiative	Operational since in 2001 and ongoing
Target Group	Immigrants, elderly people, disabled, functionally illiterate
Source of funding	Private applications sold in the market and used by several municipalities (initial funding to develop the application came from a foundation)

Abstract

GovWorks Ltd provides centrally-managed internet sites digital screens offering public information with technological solutions that, through a unique and specially developed system employing the simultaneous use of pictograms and other media, make information easy accessible and usable for immigrants (20% of Dutch population, though in large cities first and second generation immigrants make up more than 50%), the elderly (25% of Dutch population is above 55 years), the disabled (15% of Dutch population), and the functionally illiterate (10-15% of Dutch population).

One of the key platforms is the Virtual Integration Counter VI, first piloted in 2000. It has since developed very successfully and been adopted by more than 150 Dutch municipalities. The Virtual Integration Counter (VI) is a multi-media and multi-language application presented on stand-alone touch screen computers (at public places and points of access) and on the web. It was originally designed to enable immigrants to obtain information on public services and other matters to allow full participation in Dutch community life. It was then extended to the other target groups mentioned.

The key design/success factors in the Virtual Integration Counter VI and other GovWorks applications are: (1) language (simple text, font size, multi-language); (2) audio, i.e. text to speech ('Read' button for the functional illiterates and the visually impaired); (3) visualisation (simple and clear graphical design, pictograms, clear and reduced navigation, i.e. maximum of 3 steps to the requested information); (4) culture-neutral communication; (5) interaction design (hardware and touch screen); (6) cost of usage (making sure the application does not require high bandwidth use).

In 2003 and 2004, the Virtual Integration Counter VI was introduced in Amsterdam, The Hague, Eindhoven and Deventer. Other applications include iPoints that can be seen via the internet and also via five touch-screen information stations at various locations; Virtual Integration Counter; Living-Welfare-Care Counter' (this counter can be accessed in various ways including via a wheelchair-friendly digital information station with a touch screen. The service is suitable for poorly educated people, the elderly with little experience of computers and members of the immigrant community who speak little Dutch), thanks to a multimedia portal in 4 languages. 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. Today more than 150 municipalities have implemented Virtual Integration Counter VI. 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 need special attention and care.

Europe for all

Acronym/Name	Europe for all – towards successful integration of migrants
URL	http://www.e4all.eu/
Country	Netherlands (coordinator)
Scope of initiative	Local and Pan-European
Lead Entity	Regionaal Opleidingen Centrum Albeda College (Regional Training Center based in Rotterdam) and other European partners: Vuc Vestegnen, DK; Mjk-Koulutuskeskus Ry / Mjk-Instituutti, FI; Interconnect BV, NL; Eniaio Kek Nomoy Kykladon, GR; Mater, IT; Association pour le Developpement de la Pedagogie de l'individualisation, FR.
Status of initiative	Started in 2007, ongoing
Target group	Adult immigrants, both newcomers and 'oldcomers'
Source of funding	EU funds - Grundtvig Programme (ca. 300,000 Euro) and partners co-funding (ca. 100,000 Euro)

Abstract

Adult immigrants (newcomers and 'oldcomers') often come up against obstacles to their integration in their 'new countries', such as backlogs on the labour market, difficulties in learning a new language, difficulties in communication and adapting to a new culture with different customs and habits. Making themselves understood, but also understanding their new country and being able to communicate are key factors for immigrants to participate in a new country. To face up to these challenges, the central aim of the project is the development of an integral (digital) tool to measure and develop intercultural competences and language for immigrants in EU countries.

The first step of the project is research into the problems experienced by immigrants in the new country; the gaps between their expectations and the actual situation in the new country; the strengths and weaknesses of current integration processes; and the intercultural competences needed for successful integration in EU countries. Based on the result of this phase, a range of ICT-based tools and a methodology will be developed to measure / test competences before migration to EU countries (self assessment); to advise immigrants on personal development; for practical language training (task-based, learning in a practical context); and to coach and guide immigrants (tailor made for the different target groups) These tools and methodologies will be tested and evaluated in a pilot, along with study visits between partners and target groups.

10 golden rules

Acronym/Name	Health, e-Outreach and e-Counselling: 10 golden rules to get started
URL	http://www.correlation-net.org http://www.epractice.eu/node/277597
Country	Netherlands
Scope of initiative	National and pan-European
Lead Entity	Foundation Regenboog AMOC and Correlation Network. Foundation Regenboog AMOC (www.deregenboog.org) provides services and support to homeless people and hard drug users. The Correlation Network (www.correlation-net.org) is a project of the Foundation Regenboog AMOC and links different initiatives dealing with marginalization and exclusion. The partners of the network cover a wide range of backgrounds and activities: National Health Institutes, Research Institutes, grass roots organizations, service providers and service user associations. Correlation cooperates with other European networks, transnational bodies, organizations from East Europe and the US (see http://www.correlation-net.org/partners.html)
Status of initiative	Started in 2005 and completed in 2007
Target group	Individuals at risk of social exclusion
Source of funding	Various sources including EU funds, local public budget and support from foundations or companies

Abstract

An increasing number of social service providers would like to approach their users directly through the Internet, in order to serve groups that are difficult to locate and to recruit into services, or difficult to retain within a service. Marginalised groups are largely excluded from the social structures of mainstream society and share a number of characteristics: homelessness, stigmatised or criminalised behaviour, low socio-economic status, discrimination, illegal judicial status, mobility and migration. Often they are part of an ethnic minority and/or engage in drug use and sex work. Marginalised groups end up in a social vacuum, unable to access health and social services.

While ICT provide increased opportunities to involve them and/or to reach them efficiently, many services lack the financial resources and know-how to exploit ICT. Within other activities of the Correlation group, the development and dissemination of the CD Rom "TEN GOLDEN RULES" aimed to stimulate both experienced and less-experienced service providers to plan and implement electronic-Outreach and e-Counselling. The CD Rom contained strategic guidelines, examples and methodologies, software and good practices. Some information was quite detailed and specific, while other articles described general guidelines for carrying out e-Health, e-Outreach and e-Counselling.

Mediashakers

Acronym/Name	Mediashakers - Ethnic entrepreneurs in the media
URL	http://www.miramedia.nl
Country	Netherlands
Scope of initiative	National and Pan-European
Lead Entity	Stichting Mira Media is a Dutch organisation, which focuses on media and minorities. Mira Media's main goal is to achieve more diversity and 'ethnic' pluralism by supporting the participation of immigrants in radio, television and the interactive media. Mira Media has no broadcasting time but closely co-operates with Dutch national and local (public and commercial) broadcasters. It is an independent co-operative body, which was founded in 1986 by the major national immigrant organisations in the Netherlands. Other partners in the Mediabraker project were: Forum, Institute for Multicultural Development; NFTVM, Association of new film and television makers; and the Chamber of Commerce, Utrecht.
Status of initiative	Started in 2004 and completed in 2007
Target group	Immigrant and ethnic minority entrepreneurs
Source of funding	EU funds (EQUAL) and support from private entities

Abstract

An increasing number of ethnic minority media professionals in the Netherlands start small media enterprises - either because they are forced to work as freelancers due to developments in the media industry, or because they choose to start their own company. Apart from this development, more and more local ethnic community and commercial media are starting to appear on open cable channels and local FM-frequencies. These media can only survive, if they learn to work more professionally and commercially. The idea behind this initiative, funded by the Equal programme, is that the potential of people from minority groups is ignored or not fully exploited by the media industry. Moreover, in the Netherlands, there are hardly any training and support structures for these small ethnic media enterprises. Existing consultants and training facilities have too little knowledge and experience of both the media industry and ethnic minorities, and are, in general, too expensive anyway.

Mediashakers aimed to fill this gap by supporting ethnic entrepreneurs to start their own media businesses. Around 300 ethnic minority media practitioners have been offered specific information, advice, educational and training programmes and support services all over the Netherlands. At the same time, media information and support frameworks have been developed, potential funding resources have been mapped, and new business ventures have been promoted and started. An interesting feature of this initiative is that it can rely on transnational partnerships: Pluriel Media – France, Audio Visual Entrepreneurship – UK, and the Umbrella Project, a Swedish Equal Development Partnership. Besides exchanging information and expertise, these contacts aimed to link in to the opportunities afforded through complementary European programmes (e.g. MEDIA).

WIN

Acronym/Name	Web in de Wijk - Web in Neighbourhoods
URL	www.webindewijk.nl
Country	Netherlands
Location	Developed in many neighbourhoods
Scope of initiative	National with local application
Lead entity	NGO “Web in de Wijk”
Status of initiative	Operational since in 2002 and ongoing
Target Group	Deprived communities and all citizens living in them including immigrants
Source of funding	EU funding, public funding national, public funding local, private sector, charity, voluntary contributions

Abstract

Web in Neighbourhoods (WiN) employs specially-educated social professionals (animators), who assist inhabitants of a neighbourhood to use ICT strategically in their daily lives. This project makes ‘Digirooms’, spaces where people can meet and work, and a specially-designed toolbox available. It enables people to experience the extra potential and fun ICT can add while communicating with others nearby. It is a bottom-up approach to stimulate self organization and cooperation. The inhabitants learn to cope and to take initiatives in all domains of life: work, care, hobbies, education, etc. Animators (social professionals with a specially-designed media education) reach out to all individuals and help them to identify their ambitions, drive and needs. They discuss with neighbourhood inhabitants the opportunities ICT can offer for achieving their personal goals in the community. WiN changes people from consumers into producers of websites by using a special toolbox. Instead of getting all kinds of services, they can assemble particular services they have chosen and even start services of their own. Animators also teach people how to create networks and how to participate in them. In each neighbourhood, there are Digirooms, places to meet and greet and where people can work on websites together. They get to know people, they work and inspire and help each other to learn more every day. Here, ICT is not the aim of the project but the tool to meet the wishes of the inhabitants in their daily lives, in contact with others in the community. Following their ambitions and drive, they keep on working with ICT. Along the way they gain more and more e-skills. WiN works most of the time with people who have never thought of themselves as being able to use computers and make websites.

WiN is used for sharing information (text and photos in web magazines), communication with others (guest books, fora, links) and for organizational purposes: agendas, maps and manuals with the publication of tasks and deadlines. Users report that they feel more competent, they learn new things and get to know new people and new networks, and that organizing is much easier. Their idea of their neighbourhood changes, sometime for the worse, but this does not seem to matter: it is more their place, it supports their feeling of belonging and pride. It is already innovative to make people media-wiser and to teach them how to use ICT strategically for their own benefit. To stimulate them to use web pages to create networks and participate in the context of their neighbourhood is even more innovative.

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 and 1,500 people logged on over four years. The WiN portals have approximately 1,400 visitors a month. The Digirooms are visited by many citizens (in Emmen, 2,900 people in 2006). 60% of them are unemployed, 50% women, 14% handicapped. They are of all ages.

Wma's

Acronym/Name	WMA's - Wijkmedia-ateliers, Community/neighbourhood Media Centres
URL	www.bibliotheekdenhaag.nl and www.wijkmediaateliers.nl
Country	The Netherlands
Location	The Hague
Scope of initiative	Local
Lead Entity	The Hague Public Library in cooperation with local schools, residents' committees, welfare institutions and other municipal departments
Status of initiative	Started in 2008, ongoing
Target group	All residents, especially youths 12-25 years old in disadvantaged areas
Source of funding	Local public budget

Abstract

The municipality of The Hague strives to develop innovative multimedia communication systems for its citizens in cooperation with them. The action plan 'Lokaal Verbinden' (Connecting People Locally) envisages the participation of all 8 city districts and their residents in this process. The 18 neighbourhood branch libraries of the Hague Public Library already play an important role in connecting people to local city life and other city residents, in teaching people and organizations how to use ICT, and in stimulating creativity for the common good in 'digital breeding grounds'. Having made innovative digital media an integral part of the library services, the Hague Public Library also attracts formerly unreachable target groups such as youngsters from the ages of 12 to 25.

The so called 'Community Media Centres' (CMCs) are envisaged by the above action plan as places where people, completely free of charge, can meet and produce their own digital wall-newspaper, start a web log, edit a radio interview or make recordings on film of the latest local news, in this manner sharing their experiences with the neighbourhood. For example, citizens can make a production of a neighbourhood barbeque, a music festival or an intercultural event. They can also make a documentary of something they think needs improvement, for example the position of youth in the neighbourhood. In a CMC, the inexperienced can attend multi-media courses or workshops and hence increase their knowledge. There is instruction by qualified professionals to ensure that scripts, recordings, photo, text and film editing will be of high quality. The guidance of highly qualified personnel also increases the self confidence of CMC users to work with advanced digital technology. Besides publishing on the web, media productions made at the CMC are digitally distributed and displayed on tens of 42-inch LCD screens positioned at various hotspots in town. Radio or video productions can also be broadcasted on local radio and television stations.

To better reach its target, the Library has initiated alliances with neighbourhood schools and local welfare organisations, which provide practical assistance and bring the groups they represent to the CMCs. In this way, distinct sections of society now meet each other in the local library whereas previously they would hardly associate with each other.

The first CMC has been founded in Bouwlust, a part of town with a lot of youngsters, unemployed, ethnic communities, deprivation and poor housing conditions. In 2008 and 2009

twelve more CMCs will be founded and, if they are successful, the number of CMCs will be expanded over the whole city.

NORWAY

Damer og Data

Acronym/Name	Damer og Data (Dames and Data)
URL	http://www.bydel-grunerlokka.oslo.kommune.no/category.php?categoryID=29362
Country	Norway
Location	Oslo
Scope of initiative	Local
Lead entity	Municipality of Oslo - Unit for Diversity and Integration, the Federal Chancellery (in collaboration with several other public authorities, with outsourced services provided by the private company Net-Value)
Status of initiative	Launched in 2008, currently ongoing
Target Group	Immigrant women: especially those who are members of immigrant organizations, mothers, those who have no or poor digital literacy, or are unemployed. Authorities dealing with these groups.
Source of funding	Funding and coordination of the project is guaranteed at state level by the Ministry of Government Administration and Reform and through the Municipality of Oslo

Abstract

The main aim of the project "Damer og Data" is competence development in ICT-skills and knowledge for immigrant women, who, due to their lack of ICT-learning, are at risk of exclusion from a more and more digitalized society. The project seeks to give basic computer skills and knowledge to immigrant women through courses given by immigrant organisations, or by ICT-skilled role models in the migrant Diaspora.

The project aims to incorporate themes like confidence building, career development through education and work, childcare and contact between home and school, availability of public services on the internet (banks, kindergarten, school, doctors etc) and democratic rights and inclusion in society at large. The project also aims to arrange opportunities to discuss these themes with role models. The courses and gatherings will provide the women with social networks and a gateway to inclusion and participation in society on their own premises.

The project also aims to explore the ICT skills and knowledge of immigrant women living in Oslo. This research will contribute to making the the authorities more aware of the importance of the availability of ICT-learning and user-friendliness of public information and services.

PORTUGAL

NDII

Acronym/Name	National Digital Inclusion Initiative
URL	http://www.infosociety.gov.pt/ ; http://www.ligarportugal.pt/
Country	Portugal
Location	
Scope of initiative	National strategic policy initiative
Lead entity	Knowledge Society Agency (UMIC), Ministry of Science, Technology and Higher Education
Status of initiative	Launched in 2008, components projects yet to be implemented
Target Group	Digitally-excluded individuals, among which immigrants explicitly targeted
Source of funding	National budget

Abstract

As from 2008, the main policy framework for all ICT-related initiatives in Portugal is the ConnectPortugal Programme (www.ligarportugal.pt), which widens the scope of state intervention in mobilizing the information society. Its second strategic orientation is to “Promote social inclusion”, which has two action lines: fight digital exclusion, and facilitate access to excluded groups and groups at risk of exclusion. The objective of fostering “digital inclusion” in Portugal involves underpinning opportunities for new jobs, and overcoming traditional physical and geographical barriers to mobility of people, products and services. The practical objective is to provide access to technology for people and groups at risk of being excluded from the potential benefits of the information society, and to avoid new forms of exclusion due (inter alia) to lack of skills (digital illiteracy) or lack of physical access. Consequently, digital inclusion is but a part of the wider social inclusion objective. This is important for the European Union, and is explicitly covered by the (renewed) Lisbon Strategy. Obviously, it is also a priority for the Portuguese Government. The new “National Digital Inclusion Initiative”, launched in 2008, integrates and enlarges previous initiatives (which were essentially targeted at people with disabilities and the elderly) coherently with national political priorities. This initiative also takes into account the current and forthcoming European initiatives, namely the “i2010 European eInclusion Initiative 2008”. It covers 5 strategic pillars (under which several specific measures will be grouped): (1) Digital accessibility (e-accessibility), (2) Access to information and communication technologies (ICT), (3) Quality of life for elderly citizens, (4) Education, training and digital literacy, (5) Higher education, research and international cooperation. It is expected that the new initiative will encompass several separate previous initiatives, as well as enlarging the scope/ target group to the whole spectrum of groups at risk of exclusion. As it is being launched in 2008, no impacts have been reported yet.

Espaços internet

Acronym/Name	Internet Spaces Network ("Rede de Espaços Internet")
URL	www.espacosinternet.pt
Country	Portugal
Location	
Scope of initiative	National with local applications
Lead entity	Knowledge Society Agency (UMIC), Ministry of Science, Technology and Higher Education
Status of initiative	Launched in 2008, components projects yet to be implemented
Target Group	Low-income groups, elderly people, immigrants and people with special needs
Source of funding	National budget

Abstract

The Portuguese Internet Spaces Network provides free access to multimedia computers and the internet to all citizens, with the help of trained personnel (mediators) and is equipped to support accessibility for people with special needs. A major goal of this initiative is making ICT technology available to groups at risk of e-Exclusion, particularly low-income groups, elderly people, immigrants and people with special needs.

This network assumes a very important role as a social mediator to computer and internet technology in local (frequently remote) communities. The most common usage profile for Public Internet Access Spaces (PIASs) and Public Internet Access Points (PIAPs) includes: access to public e-Services; job search; basic ICT literacy competence training and certification; and leisure. Public Internet Access Spaces are encouraged to establish partnerships with local schools, community associations (e.g., of elderly people, of immigrants). As of October 2007, there were more than 1,000 PIASs, with the following characteristics: a) free internet access; b) at least 3 workstations available; c) service available to the public at least during "normal office hours"; d) permanent on-site support provided by trained "instructors" (mediators); e) at least one workstation with the necessary hardware and software to support people with special needs.

Additionally, there are slightly over 2,000 more Public Internet Access Points (PIAPs), which provide free internet access, but not all the other characteristics of PIASs described above.

Public Internet Access Spaces are the responsibility of the local promoter organisation, and are encouraged to establish partnerships with (e.g.) local schools, local community associations (elderly citizens, disabled people, leisure groups).

This initiative is embedded in the broader government programme for the development of the Information Society in Portugal. In particular, it aims to promote the usage of ICT to foster social inclusion by exploiting the contribution and the cooperation of various players at national and local level and by delivering infrastructures, services and support in disadvantaged areas and to disadvantaged groups of people, including immigrants.

Choices 3G

Acronym/Name	Choices 3G - Programme Escolhas 3ª Geração (3 rd Generation Schools Programme)
URL	http://www.acime.gov.pt/modules.php?name=News&file=article&sid=1625
Country	Portugal
Location	The programme is organised in about 120 projects: 38 in the Northern part of the country, 45 in the centre and 37 in the South and Islands
Lead Entity	High Commissioner for Immigration and Inter-Cultural Dialogue (ACIDI – Alto Comissário para a Imigração e Diálogo Intercultural)
Status of initiative	Launched in 2006, to be completed by 2009
Target group	Young people
Source of funding	The programme (21 M Euro) is funded by the Ministry of Immigration and Ethnic Minorities, by the Ministry of Finance, Labour and Social Security and by regional budgets

Abstract

Choices 3G is an integrated set of actions (arts, ICT, leisure occupations) which aims to lower school dropout rates and increase digital inclusion in groups at risk, namely the descendants of immigrants and ethnic minorities. It consists of 120 projects, targeting about 40,000 young people, and is promoted and managed - through a decentralised approach - by public schools, education and training centres, IEM associations, cultural and leisure associations and social institutions active in the area of IEM integration. The Programme is structured around 4 measures: 1. promoting inclusion at school and vocational training; 2. leisure activities and participation in the community; 3. full societal integration (aimed specifically at children and relatives of immigrants and ethnic minorities); 4. digital inclusion of children and young people through the creation of digital inclusion centres – CID@NET.

Choices 3G is the third step of a programme that has been running since 2001. The original CHOICES Programme ended in December 2003 and aimed essentially to prevent criminality and promote youth integration in the most problematic neighbourhoods in the cities of Lisbon, Porto and Setubal. Building on the results of the first phase, CHOICES 2G financed and monitored 87 projects covering the whole country. The priority target group for CHOICES 2G were children (6-18) from low socio-economic status families (priority was already given to descendants of immigrants and ethnical minorities). It also covered young people (19-24), families and other members of the community such as teachers, social workers, etc. CHOICES 2G moved its focus from criminality prevention to inclusion and changed its management from a centralized approach to a network of locally-designed projects. It gave clear priority to vulnerable children and young people of immigrant origin. CHOICES 3G has confirmed this evolution and emphasized the importance of digital inclusion.

ROMANIA

EOS

Acronym/Name	EOS - Education for Open Society
URL	www.eos.ro
Country	Romania
Location	Western part of Romania
Scope of initiative	National and regional
Lead Entity	Education for Open Society (EOS) is a non-profit organization that facilitates an open society and promotes sustainable development in Romania by enabling young people to acquire entrepreneurial skills and technology training
Status of initiative	Launched in 2007, ongoing
Target group	Young people at risk of marginalisation, minorities and migrants, people with no or poor digital literacy, with a specific focus on Roma people
Source of funding	Various sources including a grant from Microsoft's Unlimited Potential Community Technology Skills programme

Abstract

Six years ago, EOS initiated, with Microsoft support, its work of promoting vocational training with a strong ICT skills component in three centres located in Timis, a area in the western part of Romania where unemployment is high and the work force requires new skills. EOS will use the new grant obtained in 2007 to continue building a national network of Outreach Community Training Centres across Romania, in collaboration with Civitas, as a complement to a World Bank-funded project named 'Knowledge Economy'. The grant will support more than 40 centres and the training of about 20,000 people over three years.

SLOVAK REPUBLIC

Home in Slovak Republic

Acronym/Name	Home in Slovak Republic
URL	http://www.domavsr.sk/index.asp
Country	Slovakia
Scope of initiative	National
Lead Entity	Partnership between the IOM (International Organization for Migration), the Czech Helsinki Committee, the Migration Office, Ministry of the Interior of the Slovak Republic and the Wide Open School Foundation
Status of initiative	Launched in 2007, ongoing
Target group	All immigrants/foreigners
Source of funding	EU funds (INTI Programme)

Abstract

This multi-language (Slovak, Russian, and English) website has been developed within a joint project of the International Organization for Migration and the Czech Helsinki Committee called “Empowering migrants: Integration through Information and Training of Public Officials and NGOs”.

The project website, “Home in the SR”, provides information on the state of legislation in the Slovak Republic from April 2005 and April 2006 (the duration of the project). Its aim is to facilitate the integration of foreigners living in Slovakia. It contains practical information, advice and hints on how to solve various situations one may encounter while staying in the country, as well as news about the social, political and cultural life in Slovakia.

The site provides online information and interactive help for immigrants to the Slovak Republic on the following questions:

- Where can I have my visa renewed?
- What conditions do I have to meet to qualify for visa renewal?
- What should I do to obtain a permanent residence permit and how should I proceed?
- What do I need to get healthcare insurance?
- What do I need to get a work permit?
- How should I open business?
- Am I entitled to social welfare from the State?
- Where can I apply for it?
- What are the accommodation options in Slovakia?

SPAIN

Fundación Bip Bip

Acronym/Name	Fundación Bip Bip
URL	http://www.fundacionbip-bip.org/
Country	Spain
Location	
Scope of initiative	National
Lead entity	Fundación Bip Bip
Status of initiative	Launched in 2003, ongoing
Target Group	All citizens who are excluded, or at risk of social and digital exclusion
Source of funding	Private and public funds

Abstract

Fundación Bip Bip serves those sectors of the community which are most disadvantaged and most in need. IT-related actions aim to promote social inclusion, so that these groups learn to use what is nowadays a basic tool for work and communication. With respect to the donated computers, the Foundation takes responsibility for their refurbishment and cleaning and for the instalment of legal software. Lastly, they are transferred to organizations which serve the following groups:

- Minors who have spent time in state institutions and live in homes and shelters
- Immigrants who turn to shelters or other associations for help.
- The physically, psychologically or sensorially challenged, who have difficulties in incorporating themselves into the labour market.
- The chronically ill.
- Drug addicts undergoing detoxification.
- Women, with fewer opportunities due to inequality, gender discrimination or who live in shelters.
- The elderly with special difficulties.
- The homeless.
- Ethnic minorities.

In the last 3 years, equipment and software have been installed in over 1,900 rooms and have helped about 570,000 people at risk of social exclusion, giving them more opportunities in today's society.

A Bip Bip Classroom is a space equipped with computers with connection to Internet, from which people without resources or in risk of exclusion receive education for their social integration and labour insertion.

Voces Gitanas

Acronym/Name	Voces Gitanas (Veus Gitanes)
URL	http://www.vocesgitanas.net/
Country	Spain
Location	Barcelona
Scope of initiative	Local
Lead entity	ALIA, Centro Cultural Gitano La Mina, Unió de Gitanos de Gràcia, Lachó Bají Cali, Secretariado General Gitano de Sabadell, RavalNet
Status of initiative	Launched on 2006, ongoing
Target Group	Gipsy women
Source of funding	Private sources of the associations involved and local public support

Abstract

Veus Gitanes is an open and participative radio that aims to become a space to represent and spread the culture, ideas and actions of the gipsy culture. It gives special emphasis to women's voices, as the wheel of change for the community. **Veus gitanes, Rromane Glasura** is a new communication medium for the gipsy people and for the women who represent them. Veus Gitanes aims to explain, giving "voice" to gipsies themselves what the gipsy culture means today in Catalonia, and tries to avoid stereotypes, commonplaces and prejudice.

This project is coordinated by 5 associations located in Catalonia and is being developed within 4 different neighbourhoods. So far, the gipsy women involved in the project have given it their full commitment, and their social inclusion, digital literacy and knowledge have benefited.

XénoCLiPse

Acronym/Name	XénoCLiPse
URL	http://www.xenoclipse.net/
Country	Norway, Belgium, Spain, Germany
Location	Multiple
Scope of initiative	Pan-European
Lead entity	Laboratori de Mitjans Interactius (LMI) - Universitat de Barcelona; Universiteit Gent; Universität zu Köln; Universitetet i Stavanger.
Status of initiative	Launched on 2002, ongoing
Target Group	Ethnic minorities, youth
Source of funding	EU funding

Abstract

XenoCLIPse is an action research project about ethnic minorities, media and participation. 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 easily and to pass on knowledge and skills to peers. Thus, the project 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 a sociological dimension (analysing media in society), an educational dimension (use of new technologies in education), technological aspects (digital video for the web) and a 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. Additionally, a directory/address book has been developed, i.e. a data base of contacts between journalists and people from minority groups and different ethno-cultural backgrounds, which aims 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 (http://www.xenoclipse.net/address_book.php).

Bordergames

Acronym/Name	Bordergames
URL	http://blog.sindominio.net/blog/bordergames http://jovesteb.org/ravalgames/weblog
Country	Spain (with international developments)
Location	Madrid and others
Scope of initiative	International
Lead entity	Bordergames collective
Status of initiative	Launched on 2000, ongoing
Target Group	Youth, especially of migrant origin
Source of funding	Self-funding and local public support

Abstract

Bordergames is a travelling workshop that gives kids the opportunity to learn 3D animation, video-editing, Photoshop, script writing, photography, drawing and social skills including team building, self-respect and organisation.

The project was started in 2000 by a group of "independent people" in the Lavapiés multi-ethnic quarter in Madrid to work on videogames as a tool to reflect on one's reality with youth of migrant background. Videogames are designed and developed jointly with the members of specific communities, usually teenagers and young people between 12 and 25 years old. The workshops (*talleres*) are organised with local groups or associations; they often start with a soccer game among all participants, and may last a few weeks or over a month. In the workshops, besides learning technical and social skills young people are led to critically reflect on their condition and to explore alternative solutions to their daily life problems, which are then incorporated into the videogame.

Besides extending to Barcelona (see <http://jovesteb.org/ravalgames/weblog> for the Ravalgames 2.0 initiative), Figueras and Gijón in Spain, the Bordergames collective has developed projects also in Berlin (Germany), Al-Hoceima (Alhucemas), capital of the Rif region in Morocco (RifGames developed in 2007 with RifSystems, a local IT cooperative) and in the Favela Alvarenga de Sao Paulo (Brasil) in August 2008.

Conecta joven

Acronym/Name	Conecta joven (Youth Connect)
URL	www.conectajoven.org
Country	Spain
Scope of initiative	National
Lead Entity	Fundación Esplai (Barcelona) supports the Third Sector in the fight for social inclusion and value-based education, working in partnership with actors from the sector itself, public administration and others.
Status of initiative	Launched in 2006, ongoing
Target group	Young people, many of immigrant origin, and adults and elderly people at risk of social exclusion
Source of funding	Own funds and a grant from Microsoft's Unlimited Potential Community Technology Skills Programme

Abstract

Conecta joven is an educational and social project through which young 15-19 years old volunteers teach basic IT skills to adults and elderly people at risk of social exclusion. While not specifically devoted to immigrants and ethnic minorities, about 30% of the volunteers in Conecta joven are of immigrant origin (mostly those who moved to Spain to join their families) and many of the beneficiaries are themselves immigrants, often women.

The project's objectives are: 1) to improve social participation and solidarity of young people; 2) to facilitate ICT access by disadvantaged adults and improve their social inclusion, and 3) to create and/or enhance synergies among different actors of civil society (19 NGOs from 28 cities were involved by mid 2008). The last two objectives are shared by the other (older) Esplai's project, Red Conecta, which has set up a network of 61 telecenters throughout Spain in collaboration with all kinds of local civil society organisations (<http://www.redconecta.net/>) to provide ICT access and learning opportunities, especially for socially-disadvantaged groups and locations.

Conecta joven provides training –including training through an eLearning platform- for the *dinamizadores* (people in charge to promote/run the project at local level and tutor the young teachers), to the young people who will later act (in couples) as teachers, and to the final beneficiaries. By mid 2008, 1,300 young volunteers had attended the project's courses and over 5,600 adults had received from them an IT course. Significantly, approximately 72% of both "teachers" and "students" are women.

Other Esplai projects in the ICT area are:

- Plan de Informatización de Asociaciones (PIA) started in 1998. It supported over 1,900 non-profit organisations to adopt ICT equipment (<http://www.esplai.org/pia/es/>), and
- www.voluntariado.net/ - a web site devoted to the voluntary sector in Spain.

Web del Inmigrante

Acronym/Name	Web del inmigrante
URL	http://inmigrantes.fundetec.es/
Country	Spain
Location	
Scope of initiative	National
Lead entity	Fundetec
Status of initiative	Launched on 2004, on going
Target Group	Immigrants and ethnic minorities and intermediaries
Source of funding	Public national budget and private funds

Abstract

Fundetec is a coalition of the public and private sectors to promote information and communication technologies in Spain, with two areas of intervention: citizens and enterprises. It promotes the dissemination of ICT in Spain, and in particular the use of Internet. It works on the digital literacy of citizens, in particular the elderly, women and immigrants. It also promotes the incorporation of ICTs in business and the "home connected to Internet" initiative. A section of the Fundetec initiative is called the "Web del inmigrante" (Immigrant's Web), which provides specific resources for this collective. It provides (a) practical information and (b) courses, with some training on ICTs. The practical information is oriented towards information about the host society: Spanish language courses, information on associations and legislation, prevention of labour risks, and practical information on the legal status of immigrants in Spain. The courses are: general courses on informatics; courses on 3G mobile phones; office applications; living in a "digital world", and others.

RedConVoz

Acronym/Name	RedConVoz
URL	http://www.redconvoz.org/
Country	Spain
Location	
Scope of initiative	International
Lead entity	RedConVoz
Status of initiative	Launched in 1997, ongoing
Target Group	Intermediaries working with immigrants, and immigrants
Source of funding	EU funds, public national funds

Abstract

RedConVoz is oriented towards promoting social participation and providing content of interest for Latin-American immigrants. It is non-profit and non-commercial and tries to disseminate content that is not addressed by general mass media. It is run by a coalition of Ecuadorian and Spanish foundations and non profit organizations (from Ecuador: Asociación Latinoamericana de Educación Radiofónica, Fondo Ecuatoriano Populorum Progressio, Comisión Ecuatoriana de Pastoral Social, Instituto Latinoamericano de Investigaciones Sociales; and from Spain: Fundación Comunicación y Democracia, Cáritas Española, ¿Deuda Externa?).

RedconVoz broadcasts a programme on the migration phenomenon everyday. It collaborates with community radios in Latin-America for that aim. Redconvoz also broadcasts a "Special Issue" per year, with teaching and awareness raising materials. It is an innovative experience because (a) it disseminates audio content through the Internet, (b) it elaborates content related to migration and broadcasts to an audience interested in the topic, (c) it involves collaboration radio located in Spain (RedconVoz) and community radios in Latin-American, and also (d) collaboration between civil society organizations from Latin-America and Spain.

Aula Intercultural

Acronym/Name	Aula Intercultural
URL	http://www.aulaintercultural.org/
Country	Spain
Location	
Scope of initiative	National
Lead entity	FETE-UGT
Status of initiative	Launched on 2003, ongoing
Target Group	Immigrants and ethnic minorities and teachers
Source of funding	Public national budget

Abstract

Aula Intercultural offers a rich source of teaching materials and information for teachers at primary schools with immigrants pupils. It provides (a) best practices of how to manage intercultural relationships at school, (b) networking opportunities through an e-mail distribution list, and (c) examples of how to address cultural diversity at school. It provides a long list of effective teaching resources which have been disseminated widely, particularly to primary school teachers.

Aula Intercultural works as an inventory of resources. The list of resources covers 8 topics: communication, cooperation, cultures, training, gender, educational research, and native populations. For each one of them, Aula Intercultural provides a directory with links and a news section. Each participant comments on the resources offered, thus forming also a learning community. Overall, the system is built so that comments, news and the opinions of people interested in intercultural matters can be shared.

There are two multi-blog systems. One of them is devoted to Second Language Learning (SLL) made up of 55 blogs, divided into 5 linguistic categories. The other is devoted to intercultural contents with 19 blogs. The system provides the latest posts published in each blog.

Aula Intercultural also works as a reputation system. A community of interest assesses the resources available in the area of intercultural training and Second Language Learning. The users of the service are usually secondary and primary school teachers, who apply intercultural programmes or teach a second language. They are connected through an e-mail distribution list and share different reviews on didactic tools, books and articles, teaching materials, videos etc. Aula Intercultural pays particular attention to ICT-based resources and to the prevention of racism and prejudice.

Aula Intercultural has received over 2.7 million visits since October 2006, reaching a total of over 3.7 millions since its online launch. About 50% of them originate from Spain; other countries with a significant share are México (11.3%), Perú (5.9%), Venezuela, (4.7%), Argentina (3.9%), Colombia (3.6%) and Chile (2.7%). Two non-Spanish speaking countries are among the 10 countries with more visits: USA (2.1%) and Brazil (1.6%).

Guasuntos.es

Acronym/Name	Guasuntos.es
URL	http://guasuntosonline.com/index.html
Country	Spain
Location	
Scope of initiative	International
Lead entity	User driven initiative
Status of initiative	Launched on 2002, ongoing
Target Group	Diaspora community of migrants from Guasunto (Ecuador)
Source of funding	Not available

Abstract

Guasuntos Online and Guasuntos.es are two websites created by migrants from Guasuntos (a parish in Canton Alausí, Chimborazo province, Ecuador) who currently reside in over twenty countries like the USA, the UK, Spain, Venezuela, and Italy, among others. The goal of both websites is to create a virtual community of "guashucos" around the world, which is also open to all Ecuadorians and foreigners who somehow feel connected to this traditional town. The two portals seek: (1) to maintain links between people from the same geographical origins despite the fact that they live thousands of miles away: and between migrants with their families and / or friends (2) to provide information to immigrants on local and national developments in Ecuador, and (3) to share experiences, information and opinions that will help them adapt to new areas of residence.

Fundación Migrar

Acronym/Name	Fundación Migrar
URL	http://www.en.migrar.org
Country	Spain
Location	
Scope of initiative	National
Lead entity	Cruz Roja (Spanish Red Cross)
Status of initiative	Launched in 2005, ongoing
Target Group	Mostly recently-arrived immigrants
Source of funding	Mostly self-funding

Abstract

Migrar started as an initiative of the Spanish Red Cross to deal with the new wave of immigration to Spain driven by the country's recent social and economic growth. It acknowledges that immigrants face multiple obstacles in society: lack of knowledge of local society and culture; lack of social or family support; language difficulties in gaining access to employment, accommodation or health assistance; dependence on administrative authorisation for access to the official job market; conditions of legal uncertainty, racism and xenophobia, etc.

Migrar offers a user-friendly web page with practical information. The menus are organized with simple questions (as for example “are you looking for a job?” or “are you looking for training?”) which make navigation through the site’s content easier.

The site offers three main types of content:

- (a) information on immigration and refugee legislation,
- (b) job market and training resources, and
- (c) news on migration.

The legal information is divided in two parts: structured information on residence and work permits, naturalization, irregular immigrants etc.; and a section of questions and answers. Migrar has received and answered over 41,000 requests for advice so far (March 2008). The labour market and training resources section works with a search system. It provides the opportunity to publish information on courses, job offers, job demands, and so on. It has publicised over 2,000 items so far: over 800 on training opportunities and over 360 on job offers. Finally, the site has published over 1,000 events and news.

Digitalización CASI

Acronym/Name	Digitalización de Centros de Atención Social y de integración de inmigrantes
URL	http://www.planavanza.es/
Country	Spain
Location	Madrid
Scope of initiative	Local
Lead entity	Comunidad Autonoma de Madrid (Regional Authority of Madrid)
Status of initiative	Launched 2006, ongoing
Target Group	All immigrants and ethnic minorities, especially newly arrived people
Source of funding	Public national budget (Information society Plan Avanza, priority action Citizenship)

Abstract

Madrid currently hosts more than 900,000 third-country nationals. Many of these people have specific support and assistance needs, which are particularly acute in the early phases after their arrival. These needs include identifying and understanding the functioning of local institutions and services addressed to them and learning the Spanish language. To cater for these needs, the regional government has created ad hoc the Centros de Atención Social a Inmigrantes (CASI, social assistance centres for the immigrant population), which complement the basic social services provided by the Municipalities to the general population, with a special focus on the social integration needs of the most vulnerable groups, to be addressed through a holistic and more intense effort. Access to the labour market is the most important activity of the CASI. Other centres, known as CEPI (Centros de Participación e Integración), offer complementary support on cultural and social integration to a broader target group of people at risk of social exclusion.

This digitalization initiative aims to lower the technological barriers faced by immigrants and other people. It operates from the above centres through two main actions:

- The creation of dedicated rooms with Internet connection in 10 CEPI and 19 CASI centres and the provision of related ICT equipment
- The provision of digital literacy and other training opportunities, which aim to create an adequate level of competence in the use of ICT to enhance social integration.

Inmigra- Red: Welcome - Pack para Inmigrantes

Acronym/Name	Fundación Migrar
URL	http://www.planavanza.es/
Country	Spain
Location	Madrid
Scope of initiative	Regional
Lead entity	Red Local para la la Promoción Económica, el Empleo y la Formación (Local network of the Arganda, Coslada y Mejorada del Campo Municipalities for economic promotion, employment and training)
Status of initiative	Launched in 2007, ongoing
Target Group	Immigrants
Source of funding	Public national budget (Information society Plan Avanza, priority action citizenship)

Abstract

The project aims to overcome the problems, faced by both immigrants living in the Red Local's area and the Municipal officials dealing with them. These problems stem from the fragmentation and dispersal of the services offered to immigrants. With a view to making immigrant integration into local life and access to services easier, this project set out to make available on a web site a "welcome-pack" which would also streamline the service-delivery process among the Municipalities supported by Red Local.

The welcome pack includes various sorts of information of interest to immigrants (including information on locally available money transfer and communication services), a service for housing and job requests and offers, an eLearning programme and the possibility to submit online requests for administrative services.

The project is targeted at the over 66,000 immigrants currently living in the area and the over 50 dedicated public offices, associations and other entities working or dealing with them. Out of the overall immigrant population, 1,000 people will be given the InmigraRED introductory course to the Welcome Pack, which also includes (when needed) basic ICT training to access the service. Increasing the usage of ICT by immigrants and their participation in the information society is an explicit goal of the project. For this reason, specific workshops known as Divertic (FunICT) will be offered to children, both from immigrant and local families (the target is about 700 children). The workshops make use of the ICT available in the local public internet access centres to promote cultural diversity, by involving children in the production of digital content and blogs which are hosted in a specific section of the Inmigrared portal.

The local experience is also expected to be disseminated more widely, with the publication of the CD book "Guidelines for the preparation of a welcome pack", expected to be shipped to over other 1,500 local administrations.

SWEDEN

SAFIR English

Acronym/Name	SafirEnglish
URL	www.cfl.se/safirenglish http://www.epractice.eu/cases/safir
Country	Sweden
Location	Vasternorrland
Scope of initiative	Pan-European
Lead Entity	CFL (Swedish Agency for flexible learning) of the Swedish Ministry of Education. CFL is working to make lifelong learning possible for everyone by enhancing and stimulating the development of flexible learning in municipal adult education, folk high schools, study associations and at the work place. Partners involved in SafirEnglish, which addresses the labour market integration problems of disabled people, are: in Ireland, the Irish Roscommon Partnership Company and Rosequal Company Ltd; and in Italy, the Province of Macerata and their subcontractor, Euro-centro of Jesi.
Status of initiative	Launched in 2007, ongoing
Target group	Newly-arrived immigrants
Source of funding	National budget and EU funds (EQUAL)

Abstract

SafirEnglish has several purposes, but the main one is to rapidly integrate people with low computer and language skills into society and the labour market. In the EU, language and computer skills are necessary in order to get employed.

SafirEnglish is a teaching resource which aims to teach English by using the web and exploiting the interaction between the computer and the student. The project is a European co-production and was also supported by the Equal programme. SafirEnglish is based on the original Safir (a web-based course for learning Swedish, www.cfl.se/safir) which was a very successful initiative.

Safir's main idea is that the student should have the freedom to learn at his/her own pace, time and location. Safir can be used as a course material in classroom teaching or for distance learning with a tutor, but it can also be used as an individual language programme. The material has also been used for capacity development for hundreds of teachers. Using the same concept and structure, the Safir Health programme has also been produced to facilitate the employment of immigrants in the healthcare sector (www.cfl.se/safiromvardnad).

Following the same principle and taking into account that immigrants to European countries often face the same problems and similar first steps in specific jobs (e.g. taxi driver, cleaning, care taking etc.), Safir could be easily developed further for other target languages.

Information Society for all

Acronym/Name	Information Society for all
URL	http://www.sv.se/ikc
Country	Sweden
Location	Stockholm
Scope of initiative	Local
Lead entity	International Centre of Culture
Status of initiative	Launched 2007 - ongoing
Target Group	Immigrants and ethnic minorities, women
Source of funding	Public national budget

Abstract

The International Centre of Culture – IKC, almost 40 years old, is an international gathering place in Södermalm, Stockholm for people from different cultures and countries, who speak different languages. IKC is composed of international culture associations with members from different countries. They have about 50 associations that run study circles and cultural activities for the public. ICT-oriented courses are targeted at immigrants and ethnic minorities. The following projects are ongoing:

1. Study circles for women with immigrant backgrounds.
2. Study circles on how to handle contact with the Swedish authorities.
3. Creation of a method development model to improve work with immigrants in order to involve an increasing number of immigrants and people from ethnic minorities in the digital society.
4. Publishing information in different languages and easy Swedish on the website.

ICT for immigrants

Acronym/Name	ICT for immigrants
URL	http://www.regionuppsala.se/?pageID=186&projectCategoryID=19&projectID=325
Country	Sweden
Location	Uppsala
Scope of initiative	Regional
Lead entity	Regionförbundet, Uppsala - Regional authority
Status of initiative	2006/2007
Target Group	Immigrants and ethnic minorities
Source of funding	Public regional budget

Abstract

The main aim of the project "IT-för invandrare" (ICT for immigrants) is competence development in ICT through a practical and resolute ICT usage with special focus on employment. Besides addressing end users directly, the project has trained to persons from each one of 10 ethnic minority groups to act as ICT mentors within their own communities.

The world bridge

Acronym/Name	The world bridge
URL	http://www.ordbron.nu/
Country	Sweden
Location	Västra Götaland and Skåne
Scope of initiative	Regional
Lead entity	The regional Libraries in Västra Götaland and Skåne -Public library services
Status of initiative	Launched 2005 - ongoing
Target group	National
Source of funding	Public national and regional budget

Abstract

The goal of Ordbron is to promote integration and democracy by giving equivalent library services to residents in Sweden who cannot read and write in the Swedish language in order for the target group to better integrate into the society and to actively participate to the Swedish society life on all levels.

BRIDGE

Acronym/Name	Broar över den digitala klyftan (Bridges over the digital divide)
URL	http://www.cfl.se//default.asp?sid=2693
Country	Sweden
Location	Malmö
Scope of initiative	Local
Lead entity	Folkbildningsföreningen i Malmö
Status of initiative	Launched in 2007, ongoing
Target Group	Mainly immigrants, as well as other people with special needs;
Source of funding	Regional budget (because schools are funded by regional budget)

Abstract

Folkbildningsföreningen i Malmö, a school in Malmö, is part of the regionally-funded system for adult and lifelong learning, and specialises mainly in teaching Swedish language courses to both adult and young immigrants. In 2007, in collaboration with other organisations, it has launched the project Bridge over the Digital Divide to provide PC and internet access and skills to immigrants which are lacking them.

The collaborating organisations are: Föreningen Bryggeriet- an indoor skating rink facility with study and education facilities for youth; Malmö Allemans TV (TV-Malmö) – a local TV station that invests in public and adult learning. Södra Innerstadens stadsdelsförvaltning (Malmö Stad) - the city council responsible for the southern central part of the city which has a very young population (one third of the population is aged between 20-30).

This project also aims to develop Open Source software solutions for community and neighbourhood associations to increase their use of ICT applications.

DISK

Acronym/Name	Digital integration genom Internet, Samarbete och Kommunikation (DISK: Digital integration through internet, collaboration, and communication)
URL	http://www.cfl.se//default.asp?sid=2577; http://www.abf.se/?PortalPageId=6422
Country	Sweden
Location	Sydhalland
Scope of initiative	Local
Lead entity	Arbetarnas Bildningsförbund (ABF: Workers' Educational Association)
Status of initiative	Launched in 2007, ongoing
Target Group	Immigrant women;
Source of funding	National, regional and local government grants, fees from the participants and the affiliated organisations

Abstract

ABF (Workers' Educational Association) is an NGO independent association that is, however, close to the labour movement. Democracy, diversity, justice and equality are the foundations of the ABF's operations. Its main goal is to encourage people to study together and form an opinion on key social issues. Most of ABF's financing comes from grants from the government, county and municipal councils, and fees from participants and affiliated organisations. ABF headquarters receives government grants, which it distributes to its local branches, according to the scope of their activities.

Most ABF activities are carried out through "Study Circles", conceived as "practical workshops in democracy". A study circle is a group of people who meet regularly and study together at a local level, under the guidance of a Facilitator who has received appropriate training at ABF headquarters.

"Digital integration through internet, collaboration, and communication" is an example of such a Study Circle, launched by a local facilitator in the city of Sydhalland.

This study circle focuses on ICT and is organised in a neighbourhood with a high percentage of first and second generation immigrants. In particular, it involves immigrant women and aims to raise awareness about the potential the Internet offers, and to provide basic Internet-usage skills. The idea is to explain to immigrant women how the Internet can be an instrument of independence and empowerment (finding information without depending on their husbands/ children).

UNITED KINGDOM

CALTEC

Acronym/Name	Computer Assisted Learning and Training Centre (CALTEC)
URL	http://www.bradford.gov.uk
Country	United Kingdom
Location	Bradford District
Scope of initiative	Local
Lead entity	Bradford Metropolitan District Council
Status of initiative	Launched in 1992, ongoing
Target Group:	Black and minority ethnic men and women (especially Pakistani women), alongside other socially disadvantaged groups
Source of funding	Public national budget

Abstract

The primary focus of CALTEC's activities is to provide ICT access and skills, ESOL (English for Speakers of Other Languages) and more generally to provide basic skills education for adults experiencing social and economic disadvantage. In doing so, the application of Information and Communication Technology (ICT) is built into as many of its programmes as possible. The overriding aim of the project, reflected in its mission statement, is "to promote and underpin the local economy and the social fabric of Bradford by providing training in information technology and basic skills in line with local needs." To achieve this, it strives to establish effective delivery partnerships wherever possible. CALTEC courses, following the national Widening Participation agenda are targeted at a wide range of disadvantaged groups: ethnic minority men and women, men and women on low income, lone parents, 16-18 year olds, and older learners. Given the profile of the local population, however, CALTEC is particularly tailored to Black and Minority Ethnic groups (BME). CALTEC, in fact, through a network of neighbourhood venues (community centres, schools, etc) targets its ICT provision and services at residents within a number of disadvantaged wards in Bradford (University, Undercliffe, Toller, Holmewood and Newlands). These areas represent some of the most deprived districts of Bradford and three of them (University, Undercliffe and Toller) rank within the most deprived 10% of wards in England. Whilst access to the project is open to all ethnic groups, approximately 80% of its current users are drawn from black and minority ethnic communities, with Pakistani women accounting for a particularly high proportion. Such patterns of ethnicity among the project's key user group reflect those at the City level where the Pakistani community represent the largest BME group, accounting for 16% of Bradford's total population. At times, CALTEC also offers more targeted provision for specific groups. For example, it has recently worked with the Frontline Community Initiative whereby basic computer training was provided for African Caribbean men. It has also supported an Asian women's Cancer Support Group and the Drug and Alcohol Abuser's Project through its laptop loan programme, and has targeted ICT and ESOL provision aimed at Asian mothers through linking in with local schools. Established in 1992, the project benefits from receiving valuable core funding from the local authority and may be considered to represent a good example of mainstreaming. Having recently been awarded UK Online status (from UK online centres), CALTEC now also hopes to attract harder-to-reach, first time users to ICT and to support them on an incremental path of learning and development.

EMA

Acronym/Name	Online Support for Ethnic Minority Achievement (EMA)
URL	http://www.emaonline.org.uk
Country	United Kingdom
Location	Online and at educational sites in three cities
Scope of initiative	National (online) and multi-local (offline components)
Lead entity	Co-developed by Birmingham, Leeds and Manchester LEAs (Local Education Authorities)
Status of initiative	Launched in 1999, ongoing
Target Group	Ethnic minority school teachers, ethnic minority pupils, ethnic minority parents
Source of funding	Public national budget from DfES (Dept. for Children, School and Families)

Abstract

Co-developed by Birmingham, Leeds and Manchester Local Education Authorities (LEAs) with financial support provided by the DfES, EMA is an online resource base mainly for ethnic minority teachers, but contents are also being developed for pupils and parents. As a policy-context background note, LEAs are expected to: monitor the attainment and performance of all minority ethnic groups; support schools in developing and implementing policies and in setting targets which feed into LEA targets and its Education Development Plan (EDP); consult schools and local minority communities about the development of the LEA Ethnic Minority Achievement Grants (EMAG, a funding scheme provided by DfES) action plan; ensure the continuing professional development of EMAG funded staff and ensure that mainstream teachers have access to in service training in relation to linguistic diversity and strategies to raise minority ethnic pupils' attainment. The harnessing of ICT potential figures as an horizontal support to all of the above mentioned activities.

The teaching and learning toolkit resources provided online focus especially on the way to increase educational achievement for children and young people with English as an additional language and those from minority ethnic backgrounds. A scoping study on Ethnic Minority Attainment Resources Online was carried out from January to March 2003. This study provided up-to -date information on resources in use, and the visions of front-line staff, in schools in Birmingham, Manchester and Leeds. The final report was published in May 2003 on the BGfL.³⁶ According to the result of the study, the online portal has been and is being updated and expanded.

³⁶ <http://services.bgfl.org/services/itedevelop/files/Final%20scoping%20report%20-%20May%202003.pdf>

BYO

Acronym/Name	The Bangladeshi Youth Organisation (BYO)
URL	http://www.bym.org.uk/splash.asp
Country	United Kingdom
Location	Manningham area of Bradford
Scope of initiative	Regional
Lead entity	The Bangladeshi Youth Organisation (BYO)
Status of initiative	Launched in 2000, ongoing
Target Group:	Bangladeshi youth (early school leavers), newly arrived Bangladeshi adults
Source of funding	Various (some funding from Bradford City Council's Youth Service)

Abstract

The overall aim of the Bangladeshi Youth Organisation (BYO) is to serve the local Bangladeshi community by helping to create better living standards, improve people's welfare, and address the social and economic exclusion suffered by young people. In overall terms, the ICT objectives of the BYO can be summarised as:

- to improve basic IT skills among the local population;
- to increase young people's confidence by using ICT as a learning tool;
- to help prepare young people for the workplace;
- to improve communication and language skills;
- to reduce social and economic exclusion.

The BYO provides two modules: New Arrivals and FreshStart. The New Arrivals module is mostly targeted at the adults recently arrived from the Indian sub-continent in order to reduce feelings of isolation, enhance language skills and support the process of social integration. It may be considered to represent a particularly valuable form of ICT learning as it enables new immigrants to access ICT and begin the process of social integration soon after arrival. Other types of providers, such as some local colleges, require details such as National Insurance numbers prior to enrolling participants on their courses. The FreshStart module works with young people between the ages of 16 and 21 years who are generally excluded from mainstream society. The project primarily targets school leavers with few or no qualifications or achievements, who live in disadvantaged communities, such as Manningham. The Bangladeshi Youth Organisation provides access to a computer room equipped with nine PCs. A laptop, scanner and laser printer are also available.

The project demonstrates a range of positive quantitative outcomes for its users. For instance, of the 50 young Bangladeshis involved in the FreshStart course in 2000-2002, 44 were found to have gained IT qualifications, whilst 30 are thought to have entered employment or training and another 10 have gone on to further education. In addition to quantified outcomes, both the FreshStart and New Arrivals projects demonstrate other positive impacts such as: increased confidence; social integration; improved access to services; improved communication and understanding of activities with children; better inter-personal skills; reduced apprehension on learning new skills and ICT.

The Bangladeshi Youth Organisation obtains its funding through a variety of mechanisms and funding streams. Whilst some support is provided by Bradford City Council's Youth Service (salary of a full-time Centre Manager), other funding streams come from the New Opportunities Fund and European Social Fund, as well as Bradford College.

ARTKIT

Acronym/Name	Anti-racist Toolkit
URL	http://www.antiracisttoolkit.org.uk/html/mainmenu.htm ; http://www.antiracisttoolkit.org.uk/html/020101.htm
Country	United Kingdom (Scotland)
Location	Glasgow
Scope of initiative	Regional (all Scotland)
Lead entity	Learning and Teaching Scotland ³⁷
Status of initiative	Launched in 2001, ongoing
Target Group:	Ethnic minority school teachers and also other teacher
Source of funding	Public Regional Budget (Scottish Executive Education Department, SEED)

Abstract

In 2001, this project was funded by the Scottish Executive Education Department (SEED) as one of the actions following recommendations made in the report of the Stephen Lawrence Inquiry (Macpherson Report, 1999³⁸) regarding the need to include anti-racism within the educational curriculum. Teachers across Scotland have been consulted about the current issues of race equality in education and, as a result, a package of materials which aims to address the identified needs was developed as an online toolkit available for all teachers to improve their teaching of the subject in schools. This staff development resource is particularly useful for teachers who are at an early stage of developing an anti-racist approach to their practice. For teachers and schools who are already familiar with the key tenets of anti-racist education and legislation, this resource may be useful for accessing further information. By going through the resource, a teacher can find out more about race equality and how to implement good practice in race-related issues. The material includes examples of good practice, exercises for staff development and electronic links to practical ideas about including racial equality in approaches to learning and teaching.

³⁷ Executive non-departmental public body sponsored by the Scottish Government

³⁸ The Stephen Lawrence Inquiry report is at <http://www.officialdocuments.co.uk/document/cm42/4262/sli-06.htm> . The section dealing with institutional racism is Chapter 6.

iRespect

Acronym/Name	iRespect
URL	http://www.irespect.net/index.htm ; http://www.irespect.net/schools/index.htm ; http://www.irespect.net/stories/index.htm
Country	United Kingdom
Location	Gloucestershire
Scope of initiative	Regional
Lead entity	The Gloucestershire Race Equality and Diversity Service.
Status of initiative	Launched in 2001, ongoing
Target Group:	Ethnic minority and host society
Source of funding	Public regional budget

Abstract

The iRespect website is a resource provided by the Gloucestershire Race Equality and Diversity Service. iRespect exists to promote positive tolerance, cultural diversity and active citizenship - in Gloucestershire and beyond. The website provides Web 2.0 functionalities for user-content generation and for sharing and developing stories (including [multi-lingual "talking books"](#)), and provides resources and lesson plans. These lesson plans are based around 'Our Untold Stories' - the history of the Black, Asian and Chinese communities in Gloucestershire; a range of other lesson plans on diversity themes; a calendar and community section to celebrate culturally diverse events; resources for schools to promote inclusion of Minority Ethnic and Traveller pupils – and much more. The website is also a vibrant interactive resource for life-long learning in the local Gloucestershire diverse society. Contributions also come from schools and the wider community.

FATIMA

Acronym/Name	FATIMA women's network
URL	http://www.fatima-network.com/main/Home
Country	United Kingdom
Location	Leicester
Scope of initiative	National
Lead entity	FATIMA Women's Network (NGO)
Status of initiative	Launched in 2004, ongoing
Target Group:	Black and minority ethnic women, but also women in general
Source of funding	Public national budget

Abstract

The FATIMA Women's Network is an online resource designed to represent all women's issues at a regional and national level, with a view to bringing about positive change in the lives of women, and in particular women from BME and diverse communities through consultation, representation and advocacy in local and national policy and all levels of service delivery. FATIMA's objectives are:

- To provide regional and national support for women through an online network which will ensure the provision of dynamic initiatives through personal development, education, training and employment opportunities for women of all backgrounds, in particular, those from the excluded communities; in order to encourage their integration into mainstream society and employment or self-employment, in public, private or social enterprise.
- Advocacy: to promote participation in cross-community relations and activities in order to encourage inter-racial and inter-faith harmony and cohesion in the learning and working environments and improve representation on strategic bodies and influence policies, priorities and outcomes for underrepresented and or BME communities.
- To represent issues identified by women through community consultation and research and to encourage, undertake, collect, disseminate and promote research and better understanding on issues relating to the empowerment of women, particularly from the excluded or disadvantaged communities, whilst combating negative gender, ethnic, religious and faith stereotyping.

Fatima is dedicated to improving the information dissemination, capacity and performance of civil society organisations which work on gender-related issues. One practical way to support its members and groups is to provide an online service that is a reliable source of information 24 hours a day.

KCBMEB

Acronym/Name	Knowledge Centre on Black and Minority Ethnic Businesses
URL	http://www.knowledgecentres.com/bme ; http://www.equal-works.com/DPDetail.aspx?ety=ebc49515-aa3a-4728-b520-3ec7d6502e81 ; http://www.businesslink.gov.uk/bdotg/action/home?r.l1=1073858781&r.s=1
Country	United Kingdom
Location	London
Scope of initiative	Local
Lead entity	Business Link , London Branch (BL4L)
Status of initiative	Launched in 2003, ongoing
Target Group:	Black and minority ethnic entrepreneurs
Source of funding	Regional Development Agency, EU funding through Equal Programme

Abstract

Business Link is an online service managed and funded by HM Revenue & Customs on behalf of the cross-government Businesslink.Gov programme. Business Link also provides support through Local Business Link services primarily funded by the Regional Development Agencies, sponsoring Development Partnership projects (often co-founded with EC funds such as Equal and the Social Fund). Business Link provides a wide range of support services to small and medium businesses as well as to individuals who want to start a business. These include support on finance, human resources management, and also on a specific set of services on IT, eBusiness and eCommerce.

In 2003, Business Link for London (BL4L) launched the Development Partnership (DP) Knowledge Centre on Black and Minority Ethnic Businesses. Through this DP project they have formulated a new model for supporting BME. This model includes, among other things: online training, e-services, internet marketing tools, Market Your E-Books with Secure E-Book and other online support to develop the eBusiness and eCommerce capabilities of BME businesses.

Beyond the IT component, the DP project has adopted a strategic approach to viewing and engaging with BME businesses and communities. It has provided models for engagement and information on the differentiation between race and ethnicity. The DP has also raised the profile of business support for BME business at legislative level, with briefings and articles in magazines of both the UK and European parliaments. The DP involved: City of London, Business Link network, Abi Associates Ltd (Middlesex), Business Link Birmingham, Commonwealth Business Council, European Federation of Black Women Business Owners (EFBWBO), London Chamber of Commerce & Industry, London Development Agency - Public Liaison Unit, Small Business Service.

BITS4ALL

Acronym/Name	Black County Libraries in Partnership – BITS for All
URL	http://www.idea.gov.uk/idk/aio/1002497
Country	United Kingdom
Location	Wolverhampton, Dudley, Sandwell, and Walsall Councils
Scope of initiative	Regional
Lead entity	Wolverhampton, Dudley, Sandwell, and Walsall Councils
Status of initiative	Launched in 2002, ongoing
Target Group:	Ethnic minorities (especially Asian origin), elderly people
Source of funding	Public regional budget

Abstract

Working in partnership, Wolverhampton, Dudley, Sandwell, and Walsall Councils have developed a libraries project that gives older people and ethnic minorities better access to ICT provision and to ICT skills development. This improves the access of these groups to learning and leisure opportunities, and makes sure that they can benefit from the development of e-government. The project demonstrates how library services can contribute to inclusion and e-government agendas, with ICT provision based in libraries proving its crucial role in bridging the digital divide.

Basic IT skills for All (BITS for All) is a Black County Libraries in Partnership (BCLiP) consortia project, led by Wolverhampton Libraries and Information Services in partnership with: Dudley Libraries and Information Services; Sandwell Libraries and Information Services and Walsall Libraries and Information Services. The project developed tailored ICT training packages in English and community languages to support and promote the use of ICT within library services by the over 50s and Asian ethnic minorities in the region. The Black County consortia project has a high proportion of people from ethnic minorities (15.2%) and over 16.5% of the total population are aged 65 and over. Through the People's Network, libraries participating in the Black County consortia project have been offering public access to the Internet for a number of years. However, statistics have highlighted that there appears to be very little use made from people aged over 50 and virtually no use at all by individuals of a similar age from ethnic minorities. Therefore, the main focus of the BITS for All project was to encourage the use of library-based ICT facilities by specific groups within the community and to create ICT training packages in community languages (Punjabi, Hindi and Urdu) that provided: a basic introduction to computers for non experts/beginners; a basic introduction to the Internet for non experts/beginners; a basic introduction to Email for non experts/beginners to design. It also set out to build basic ICT packages that other service providers could utilise; work with local community groups to ensure that the training is both appropriate and relevant; encourage the use of ICT facilities in libraries by ethnic minority elders; form partnerships with local colleges, voluntary organisations and trainers etc. to provide small group training through libraries; and form a basis for transliteration of materials that can be applied to all sorts of other materials.

Multikulti

Acronym/Name	Multikulti
URL	http://www.multikulti.org.uk/
Country	United Kingdom
Location	London
Scope of initiative	National
Lead entity	London Advice Service Alliance LTD (LASA, supported by Big Lottery Fund and Association of London Government)
Status of initiative	Launched in 2005, ongoing
Target Group:	Ethnic minorities and immigrants
Source of funding	Big Lottery Fund plus local public budget

Abstract

LASA, although registered as a private company, is an initiative funded by the London Local Council which supports organisations providing advice and information services. LASA provides help on information systems and IT on welfare benefits and on policy work.

LASA's Multikulti project portal has been funded by the Big Lottery Fund and by the London Government Association to provide information and learning materials, in the local community's languages, on public services (especially welfare benefits). The idea for the project originally came from community groups in Haringey, North London. They were keen to use the internet to get good-quality information to service users whose first language was not English. The website enables them to keep the information up-to-date, and avoid duplication of effort as different agencies provide their own translated material. Multikulti provides accessible, accurately translated advice and information in the local community's main 12 languages: Albanian, Arabic, Bengali, Chinese, Farsi, French, Gujarati, Portuguese, Somali, Spanish, Turkish and Urdu. Currently, new material is being translated in three subject areas - immigration, health, and discrimination and racism. The portal uses cutting-edge multilingual interactive technology that, however, still presents some problems with viewing certain language texts, particularly Bengali, Farsi and Gujarati. For these languages, the portal continues to deliver PDF files and Unicode text.

ETJOB

Acronym/Name	The Ethnic Jobsite
URL	http://www.ethnicjobsite.co.uk/
Country	United Kingdom
Location	Online only
Scope of initiative	National
Lead entity	Ethnic Jobsite LTD
Status of initiative	Launched in 2000, ongoing
Target Group:	Ethnic minorities, immigrants
Source of funding	Private initiative funded from sold services

Abstract

The Ethnic Jobsite was established in 2000. Working together with the public and private sectors, the Jobsite is widely regarded as one of the leading job resource providers in the field. The Jobsite ensures that the best candidates are chosen for relevant roles and strives to see that job placements in the UK provide an accurate reflection of diversity within British society. One of the Ethnic Jobsite's core objectives is to develop closer links with BME groups. This is achieved by encouraging greater engagement in the Ethnic Jobsite services among people from diverse communities; helping organisations to achieve policy changes by adhering to the requirements of the Race Impact Assessment service; and assisting organisations to meet the requirements of the Race Equality Challenge.

A detailed section is available for recruiters on the site, including a Press and Human Resources Centre, as well as details of all current advertisement rates and site statistics. In the Ethnic Media section, information is provided about the ethnic minority newspapers, radio and television stations the EM site has developed key partnerships with. By working closely with these partners, the site offers advertisers the opportunity to advertise vacancies with the media outlet of their choice, reaching thousands of prospective applicants.

EMBS

Acronym/Name	The Ethnic Minority Business Service
URL	http://www.s105152020.websitehome.co.uk/4598.html
Country	United Kingdom
Location	Oxfordshire (UK)
Scope of initiative	Regional
Lead entity	Oxfordshire Ethnic Minorities Enterprise Developments Ltd. (funded by Oxfordshire county and Oxford Local Council and by Business Link)
Status of initiative	Launched in 2007, ongoing
Target Group:	Ethnic minority entrepreneurs
Source of funding	Public national and regional budget

Abstract

The Ethnic Minority Business Service (EMBS), an initiative of Oxfordshire Ethnic Minorities Enterprise Developments Ltd., was established in 1988 and has, in the past years, received funding from the Oxfordshire County Council, Oxford City Council, and Business Link.

The Ethnic Minority Business Service (EMBS) Portal for online provision of support and services was launched in 2007. It aims to help members of ethnic minority communities to start new businesses in potentially viable market areas with the assistance of existing services; encourage and promote the expansion of existing ethnic minority businesses through the provision of specialist advice and assistance from existing services; and provide skills training to improve access to the labour market (specifically in business start-up skills, information technology, sewing, basic literacy, numeracy and communication skills). It provides free advice and training to pre-start and established businesses and free vocational training in Information Technology.

Board members are volunteers representing minority ethnic groups, local government and public sector organisations. They over-look and control all aspects of the Ethnic Minorities Business Service activities.

BEME

Acronym/Name	Black & Ethnic Minority Experience
URL	http://www.be-me.org/
Country	United Kingdom
Location	Wolverhampton
Scope of initiative	National
Lead entity	Wolverhampton's African-Caribbean and Asian communities
Status of initiative	Launched in 2002, ongoing
Target Group:	African-Caribbean and Asian ethnic minorities
Source of funding	New Opportunity Fund, The Heritage Lottery Fund

Abstract

BE-ME was established in 1999 to record the experiences of African-Caribbean and Asian people who came to Wolverhampton after World War II. In 2002, this project was placed on the web.

BE-ME has recorded over 100 audio/video interviews with respondents from Wolverhampton's African-Caribbean and Asian communities. A selection of these interviews is now accessible on the BE-ME website. This website also contains on-line learning packages created in conjunction with local schools and universities. These packages are available to the public and demonstrate BE-ME's resolve to create models of good practice in education. Recognising that a traditional Western curriculum has historically overlooked the experiences of non-white communities, often to the detriment of individuals within these communities, BE-ME aims to utilise its resources for educational purposes. Grants from the New Opportunities Fund and the Heritage Lottery Fund have supported the development of learning materials based on the archive. Designed in collaboration with local education practitioners and students, these packages have brought the experiences of BE-ME respondents to the classroom. Students from the University are also using BE-ME materials to assist them with their studies and to broaden their understanding on issues of cultural diversity.

In autumn 2003, BE-ME became a foundation with the following institutional goals: raising attainment; community empowerment; projecting positive identity; promoting active citizenship; skills development; and spreading good practice.

ICTCULT

Acronym/Name	Fostering an ICT Culture in Minority Businesses
URL	http://www.meem.org.uk/home/meem-projects
Country	United Kingdom
Location	East Midlands
Scope of initiative	Regional
Lead entity	Minority Enterprise East Midlands (MEEM)
Status of initiative	Launched in 2006, ongoing
Target Group	Ethnic minorities entrepreneurs and managers (especially female)
Source of funding	European Social Fund, and Regional Public Budget

Abstract

MEEM is a partnership of minority businesses and others that provides a strategic voice and conduit to inform and influence policy makers, so that the views and needs of minority businesses are understood and acted upon. MEEM was established as a ‘not for profit’ organisation in 1999 and has worked closely with the East Midlands Development Agency, the Government Office for the East Midlands (GOEM), the Small Business Service (SBS), Business Links and others including financial institutions, academic institutions, training providers and organisations working with minority businesses.

The project ‘Fostering an ICT Culture in Minority Businesses’, funded by the European Social Fund, targets owner managers and decision-making staff (particularly female managers) within the region’s Objective 2 wards, from small/micro ethnic minority businesses across the East Midlands, to train them in ICT and management skills in order to help them: a) be part of the ICT revolution; b) develop a strong culture of enterprise and innovation within a sector that is, by and large, rooted in traditional and/or declining low value-added sectors that need innovation and enterprise skills development in order to evolve into more competitive and sustainable enterprises.

By increasing awareness of the benefits, and use of, ICT, including increased usage of e-business tools, in what are very low usage enterprises and by directly encouraging increased connectivity in these business communities, the project aims to get these businesses to maximise the benefits of the ICT revolution. Four delivery partners are helping MEEM with this project: Leicestershire African Caribbean Business Association; Cornerstone (Leicester) Training; Community Learning Network - Nottingham; Community Education & Training – Derby.

GULP

Acronym/Name	Greenwich UK Online Learning Partnership
URL	www.greenwich.gov.uk/
Country	United Kingdom
Location	Greenwich, London
Scope of initiative	Local
Lead entity	Greenwich UK online (London Borough of Greenwich)
Status of initiative	Launched in 2004, ongoing
Target Group	Black and Minority Ethnic groups and other excluded neighbourhood groups
Source of funding	Government Office for London (GOL) and New Opportunities Fund (NOF – Lottery) both of which receive funds from the public national budget

Abstract

Greenwich UK Online Learning Partnership (GULP) is made up of 19 community and voluntary organisations working in collaboration with the London Borough of Greenwich to deliver ICT access and skills training in predominantly deprived areas, which include the hardest-to-reach groups. The vision for the project is to meet the ICT needs of people in the borough and especially those from excluded groups, for example, the unemployed, those with low incomes, under/low achievers, lone parents, the elderly, those with physical, mental and/or learning disabilities, black and minority ethnics and the elderly, to free ICT access and training. This is the local application of a nationwide Government initiative to promote inclusion amongst groups that tend to be traditionally excluded from the use of ICT and especially those from areas of high deprivation.

The Partnership now delivers ICT access and skills training from more than 25 centres across Greenwich. The ICT provision is offered across a variety of centres, for example, community and voluntary centres, primary and secondary schools, libraries, youth centres and the City Learning Centres. These centres cover a wide geographical area, and are mainly concentrated in areas of highest deprivation, containing some of the hardest-to-reach groups in the borough. The ICT provision ranges from drop-in sessions where individuals can access broadband internet technologies, for example, email, surfing the internet, online shopping, council and government services, and work independently; to more formal ICT learning activities, ranging from basic introductions to ICT to learn how to use and manipulate confidently a range of new technologies, for example, web page/site development, digital photography and related software, video production with sound and special effects.

GULP was evaluated by the Equality Monitoring Review in May 2006 and deemed very successful.³⁹ The service has proved very successful with over 5,000 registered new users/learners over the last 3 years and with an estimated 150,000+ of recorded user visits to

³⁹ Equality Monitoring Review of GULP (<http://www.greenwich.gov.uk/NR/rdonlyres/0A3F1B4B-03A7-45EB-B227-8403A86A05C3/0/EMRGreenwichUKOnline.pdf>) released on May 16 2006.

centres over the same period. It has successfully managed to re-engage some of the hardest-to-reach people in the community into learning, most of whom had not interacted with learning since leaving school. Research has indicated that those individuals who start learning activities in ICT more often progress onto other learning opportunities. A Council decision has enabled the service to continue beyond its initial three year life span. The service is expected to continue and extend in the foreseeable future, offering more local people ICT access and skills training. The provision will be extended to offer related formal and informal qualification courses through ICT, for example, Skills for Life (literacy and numeracy), along with ICT skills qualifications – CLAIT and ECDL.

ENGINE

Acronym/Name	The Engine Room UK Online Centre
URL	http://www.peabody.org.uk/pages/GetPage.aspx?id=127
Country	United Kingdom
Location	London
Scope of initiative	Regional
Lead entity	Peabody Trust jointly with Bricklayers Arms Tenants' Association
Status of initiative	Launched in 2002, ongoing
Target Group	BME alongside other hard-to-reach and excluded neighbourhood groups
Source of funding	Peabody Trust

Abstract

The Peabody Trust is one of London's oldest housing associations and a general charity. Founded in 1862 by American philanthropist George Peabody, the Peabody Trust today owns and manages nearly 18,500 properties across London, providing affordable homes for nearly 50,000 people. An Act of Parliament lays out the aim of Peabody Trust: to fight poverty in London now and in the future. The Peabody Trust works with local communities, the Greater London Authority, local government and a wide range of voluntary, private and public sector partners to create better homes, better opportunities and a better quality of life for Londoners. The Engine Room UK Online centre was set up by the Peabody Trust at the request of the Bricklayers Arms Tenants' Association who wanted to develop an ICT centre on their estate to bring long term benefits to the residents and the surrounding community. The Association represents 350 households on a large Peabody Estate in South London. The capacity building project developed as a way of increasing resident involvement. A particular aim was to encourage more people from BME groups and more young people to have a say in the way services were run and to take more interest in the management of their estate. The project commenced in 2003 with a grant from the Housing Corporation covering a two year period. A training programme was developed, both for those wishing to be assistant trainers and for the management committee. The training for the latter incorporated all the skills needed to run a successful project, including recruiting and managing staff, managing performance, fundraising and financial management, as the eventual aim was to hand over the centre to the resident management committee to run as their own social enterprise. The first step towards encouraging people from the target groups to come in was to set up 'hook' taster ICT sessions to attract them. This received a positive response with large numbers of people coming into the centre to find out what it offered and to ask questions. Following on from the taster sessions, residents were encouraged to become involved in the management committee, and residents who were willing to join were offered training. Sixteen people showed interest in the training programme and being part of the management committee, a high proportion of them from black and ethnic minority communities. In addition, a range of activities aimed at young people and their parents were organised. The sessions were facilitated by the Trust's youth workers, who already had a relationship with young people on the estate via a football coaching scheme. Thirteen young people aged 14 to 18 years took part in the informal

discussion. Although young people wanted to be involved they preferred that involvement to be informal. This consultation showed the need for more participation work with this age group, and, as a result, a number of youth forums have been set up. The funding from the Housing Corporation has allowed the centre to put effective tenant involvement at the core of its development work and to create a 'can do' attitude, which will have lasting benefit for those who have made the commitment to it.

ConnectMK/DigitalMK

Acronym/Name	Connect / Digital Milton Keynes
URL	http://www.digitalmk.org/ and www.milton-keynes.gov.uk
Country	UK
Location	Milton Keynes
Scope of initiative	Local
Lead Entity	Milton Keynes Council with companies (Adepteq, Microsoft, Creative Virtual, FREEDOM4, Intel, Tunstall and others), MK community, faith groups and voluntary sector, UK's Open University and local schools, the DC10+ partnership, the EU CommonWell project
Status of initiative	Started in 2007, ongoing
Target group	All residents, especially disadvantaged people and ethnic minorities
Source of funding	Initial investment 3.7M£: 2.7M industry's contribution and 1 M from MK Council and its social enterprise Connect MK Ltd

Abstract

A successful and fast growing city (will be one of the 10 largest UK cities in 2031), Milton Keynes has a culturally diverse population - 16% of the 230,000 residents (25% of school pupils) are from black and ethnic minorities including Somali, Bangladesh, Polish and Roma communities- and 15 areas of the city are within the 20% most deprived areas of England.

Connect MK/Digital MK are the brand names of a wide range of digital inclusion actions and services set up by MK Council with a large group of partners to achieve a deep ICT enabled transformation in the key sectors of the city: community life, business, voluntary and education sectors, and public services. The initiatives include:

- a 'worldwide first' deal with Microsoft for social software licenses at very low cost (software costs are borne by Milton Keynes Council which retains ownership of the licenses), associated with low cost equipment loans (re-using PC equipment loaned out at £1.50 per week, with software fully loaded and not separately charged for; 1000 loans targeted by end 2008);⁴⁰
- better broadband/bandwidth by introducing low cost WiMAX wireless broadband (access already increased from 40% to 60% of households; 90% target for 2011);
- Digital Service Centres (DSC's) where people do free internet surfing, get help and training in using digital technology. 15 centres already set up by mid-2008, including in Somali and Bangladeshi community centres, schools, children and family centres, two local Mosques;
- support volunteer Digital Champions and 'digital evangelists' to encourage digital participation in the communities;
- exploiting Avatar technologies (first UK Council) and natural language to search and access online public services;
- developing new telehealth solutions (using Tunstall Gemini Equipment) to improve the quality of life for patients with chronic illness (respiratory diseases) and for their families; a project area supported by the EU under the CommonWell initiative in which MK is partnering with authorities in Spain, Germany and the Netherlands.

⁴⁰ Connect MK is now a Microsoft Authorised Refurbisher (MAR), providing office, educational, literacy and security software and a testbed for the MS Citizen Software Skills Pack.

Shebytes

Acronym/Name	Shebytes
URL	http://www.shebytes.com/
Country	United Kingdom
Location	London
Scope of initiative	Local
Lead entity	Shebytes Ltd
Status of initiative	Launched in 2003, ongoing
Target Group:	Women, some of whom are also from ethnic minorities
Source of funding	Self-funded and some support from City of London

Abstract

SheBytes, a commercial company working in partnership with community-based organisations to deliver ICT services in the East London area (with support from the City of London), is involved in an ongoing process of development and change in order to meet client demands and achieve progress against its organisational objectives.

Shebytes makes use of emerging technologies as a means of closing the digital divide and to offer ICT solutions to its female target group. Its future plans include the development of short, modular-based courses to enable participants to pick and choose learning appropriate to their needs as well as the development of bilingual ICT training leading to a professional qualification. As the project co-ordinator states: "Providing access to the most deprived is only a first step towards closing the digital divide. New technologies are emerging as fast as we grasp the old ones, so ICT providers need to keep abreast of developments and harness them in order to offer smarter, cheaper solutions for their client groups."

W2N

Acronym/Name	W2N - Welcome to Norfolk
URL	www.welcometonorfolk.org.uk http://www.epractice.eu/node/277711
Country	UK
Location	Norfolk
Scope of initiative	Local
Lead Entity	Norfolk Criminal Justice Board. The project has witnessed collaboration with the Lithuanian Association, which has provided feedback on the site layout and content and has taken on the future maintenance of community forums, building on the development of a local Lithuanian newsletter.
Status of initiative	Launched in 2006, ongoing
Target group	Newly-arrived immigrants, mainly from Central and Eastern Europe
Source of funding	Local public budget

Abstract

The Welcome to Norfolk website and project aims to increase community engagement and promote the positive aspects of migration, of which there are many. The site aims to offer practical advice and make it easier for people coming to Norfolk to live, visit or work from overseas. Although there are a number of Welcome Packs that have been developed across the UK none have been web based, or use web forums for dissemination of community information by members for members. The addition of the online forum now enables anyone from statutory bodies, support groups and the wider community to make contact with each other, to promote their events and services and generally offer help and advice.

The site has thousands of visitors from overseas, enabling contact with people even before they leave their home countries. It also allows people from overseas to ask questions and seek advice before leaving home. The Welcome to Norfolk website helps to dispel any myths or concerns the local community may have regarding their new neighbours and it helps promote understanding and community cohesion.

The Welcome to Norfolk website went live in September 2006. It is managed by Police Constable Gary Pettengell. The funding is managed by Claire Bailey, Diversity Officer for the Norfolk Criminal Justice Board.

IT - ECDL

Acronym/Name	Pan-Accessible IT Qualification (ECDL)
URL	http://www.epractice.eu/node/277610
Country	UK
Scope of initiative	National
Lead Entity	British Computer Society (BCS)
Status of initiative	Launched in 2007, ongoing
Target group	Immigrants for whom English is their second or additional language
Source of funding	In-house.

Abstract

About 1% of total registrations for the BCS qualifications such as ECDL are associated with a request by disabled candidates for reasonable adjustments to be made in their assessments. Disability, as defined within the framework of the UK Disability Discrimination Act (DDA) 2005, is clearly the main reason, and the adjustment opportunity is given to provide equal access to assessment for all candidates, ensuring that there are no unnecessary barriers to it and that the adjustments for candidates preserve the validity, reliability and integrity of the qualification.

Even though candidates for whom English is their second or additional language are often deemed to lie outside the influence of the DDA, most awarding bodies like BCS agree they have a moral obligation to include members of this group from different ethnic and cultural backgrounds, who have communication difficulties in aspects of language and literacy. BCS thus approves reasonable adjustments based on these candidates' length of residency and objective assessments of their reading and comprehension skills.

ECDL assessment figures for 2006/2007 show that of the 1384 applications for reasonable adjustments, 140 were submitted on behalf of candidates for whom English is their second or additional language. Over the past three years, such applications have been around 11% of the total, with an upwards trend for absolute numbers. This can be related also to the increased number of immigrants from Eastern Europe in that period and their commitment to gain qualifications in vocational subjects such as ICT. ECDL is an ICT qualification recognised in the UK by public and private organisations as a benchmark of IT competency.

Approving additional time and the provision of a bilingual dictionary goes some way towards removing the barriers for this group of candidates; however BCS felt that a greater impact could be made by addressing the readability and layout of the test material. A candidate for whom English is their second or additional language may share similar reading and comprehension difficulties as those candidates with a specific learning difficulty and those with a hearing impairment. Hence a common approach to accessibility as been developed for these groups of candidates. Guidelines on the barriers to readability and solutions to remove them have been produced by BCS and can be downloaded from: <http://www.bcs.org/server.php?show=ConWebDoc.14607>.

These guidelines will be used and tested in the creation of the new v.5 ECDL manual test bank to be launched in September 2009.

European Commission

EUR 23566 EN – Joint Research Centre – Institute for Prospective Technological Studies

Title: Overview of Digital Support Initiatives for/by Immigrants and Ethnic Minorities in the EU27

Authors: S. Kluzer, A. Hache, and C. Codagnone

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Abstract

Immigrants and Ethnic Minorities (henceforth IEM) are an important and growing component of European society, which has been the host in recent years to around 1.5 to 2 million net entries to the EU25 Member States. High levels of immigration into Europe are also expected to continue in the coming decades. In addition to new arrivals, the children of yesterday's and today's immigrants will, in any case, be a growing part of tomorrow's European student, worker and overall population.

In the face of this evolution, the 2006 Riga Declaration on eInclusion identified, as one of its six priorities, the promotion of cultural diversity in Europe by "improving the possibilities for economic and social participation and integration, creativity and entrepreneurship of immigrants and minorities by stimulating their participation in the information society". This priority has also been renewed by the 2007 eInclusion Communication.

Since very little was actually known about the adoption and use of new digital technologies and services by IEM in Europe, DG Information Society and Media of the European Commission asked the JRC-IPTS to carry out a study that would explore ICT adoption by IEM and how it affects their social and economic integration and participation in Europe. This report presents the results of the study's first step, which aimed to identify and broadly characterize ICT-based initiatives carried out for and/or by IEM in all the EU27 Member States.

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