



# SCOTTISH EXECUTIVE

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Your ref:  
Our ref:

28 October 2005

**To: All addressees listed in Appendix 1**

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## CONSULTATION – REVIEW OF SCOTTISH DIGITAL INCLUSION POLICY

### Introduction

1. This written consultation comprises a number of documents:
  - This explanatory letter
  - A questionnaire
  - List of consultees – Appendix 1
  - Respondee information form – Appendix 2
  - Scottish Executive consultation information – Appendix 3
  - List of projects currently being funded by the Scottish Executive – Appendix 4
2. The aim of this explanatory letter is to set out the background to the Scottish Executive's 2001 strategy '[Connecting Scotland's People](#)'<sup>1</sup>; offer information about progress and set out an overview of possible future direction. The structure of the letter broadly reflects the key themes, identified in the previous strategy as Awareness and Promotion, Access, Support, Skills, Content and Community Involvement and builds on these by offering the broader Scottish Executive policy context. As part of the process of policy development leading from this consultation, a race equality impact assessment will be undertaken. In addition we will seek to apply these same impact assessment principles to consideration of policy impact for all excluded groups identified in this letter.

### The consultation questionnaire

3. The questionnaire reflects the key themes identified in the 2001 strategy and invites your views on aspects of these. Some questions invite you to consider possible future developments in wider Scottish Executive policy and on the uses of technology for service delivery. However, use of the questionnaire is optional and responses to the consultation, in any format, are welcome. If you feel we have missed anyone from our consultation, please share this document or pass us details so that we may ensure that they have an opportunity to contribute.

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<sup>1</sup> <http://www.scotland.gov.uk/library3/enterprise/dics-00.asp>

4. We are inviting written responses to the questionnaire **by Friday 27 January 2006**. The consultation document-set is available both as hard-copy and from the Scottish Executive Website <http://www.scotland.gov.uk/consultations>. If you have any queries or cannot access the documents in the formats available, please contact Sanjin Kaharevic by telephone on **0131 244 0534** or by email to: [sanjin.kaharevic@scotland.gsi.gov.uk](mailto:sanjin.kaharevic@scotland.gsi.gov.uk)
5. Your response will help to shape future Scottish Executive activity where the emphasis is likely to be on supporting and encouraging activities which are sustainable, have potential for national rollout and are evidence based.
6. Key areas for consideration in this consultation are awareness and promotion, partnership working, support for learning, accessibility issues and how to achieve a more consistent approach to many of the strands of the work we do – without becoming prescriptive.
7. The success of the future strategy will be dependant not only on the enthusiasm of practitioners and the support of their communities, but on the achievement of a more cohesive way of working across public, private and voluntary sectors to support work across Scotland.

### **Current position**

8. While a small number of much smaller scale projects (**Appendix 4**) are currently being funded by the Scottish Executive and delivered in partnership with other organisations in the voluntary or public sector, the initiatives arising from the 2001 strategy have concluded and evaluations have been published:
  - PIAPs: <http://www.scotland.gov.uk/library5/finance/epiapi-00.asp>
  - Digital Communities: <http://www.scotland.gov.uk/library5/finance/dcfr-00.asp>
9. It is a fact that public spending is now very carefully prioritised and monitored. It is therefore necessary to consider new and innovative ways of working in order to ensure the sustainability of the range of digital inclusion initiatives aimed at excluded groups, while reducing the cost burden to those supporting and funding this activity.
10. To supplement this written consultation, the e-Government and Take-Up team will be holding a number of public meetings and focus groups. As part of the wider policy review process, we have commissioned a consultant to produce a report on Digital Inclusion activity stemming from the 2001 strategy. This has involved some mapping of current initiatives. We have also separately commissioned a literature review of UK Digital Inclusion research and policy initiatives. Findings from this review will be published on the Scottish Executive website when it is available.

### **Focus Groups**

11. A focus group for those with a professional interest in or responsibility for provision and delivery of ICT skills and training at national, local authority or community level was held on 26 October. A further focus group aimed at those involved in planning and delivering services and support for disadvantaged groups whether at strategic level or as practitioners will be held on 28 October. Further focus groups, one aimed at experts and interested parties from the private sector and another seeking views from voluntary and equality groups will be

held in late November and dates will be announced on the Digital Inclusion area of the Scottish Executive website. If you are interested in participating in one of these groups, please contact: **Sanjin Kaharevic on 0131 244 0534 or by email at: [sanjin.kaharevic@scotland.gsi.gov.uk](mailto:sanjin.kaharevic@scotland.gsi.gov.uk)**.

## Public Meetings

12. A number of public meetings are currently being organised across Scotland with the help of local partners. Areas identified so far are: Dumfries, Dundee, Pollock, Tiree, and Stornoway. Areas have been selected by using Scottish Household survey statistics to identify local authority areas with the lowest levels of ICT ownership and internet access, or because they face particular challenges e.g. rurality or high levels of deprivation. Full details, including confirmation of the locations, venues and arrangements for these public meetings will be placed on the Digital Inclusion pages of the Scottish Executive website and publicised locally.

## Background

13. In September 2001, Wendy Alexander, then Minister for Enterprise and Lifelong Learning, launched the Scottish Executive's Digital Inclusion Strategy document 'Connecting Scotland's People', which was aimed at overcoming the Digital Divide. This document can be found at: <http://www.scotland.gov.uk/library3/enterprise/dics-00.asp>

14. The Digital Divide is a disparity of access to ICT which affects a range of already excluded individuals. Those on low incomes; the unemployed; older people; people with disabilities; people with learning difficulties; people with literacy and numeracy problems; people excluded by rurality and people for whom English is not their first language - all have lower rates of take-up and access to ICT and the internet. Digitally excluded individuals have less opportunity to take part in the education, training, shopping, entertainment and communications opportunities that are available online. We also know that they are financially disadvantaged as they are unable to realise the savings to be made by making purchases, paying bills, applying for credit or opening a bank account online. They have less opportunity to take up the many jobs in which the ability to use digital technology is now an everyday requirement and as there is a continued drive towards provision of online public services, it is possible that such already excluded individuals will suffer further as a result.

15. The main themes of the 2001 strategy were; Awareness and Promotion, Access, Support, Skills, Content and Community Involvement. A range of activities stemmed from this strategy and 3 major initiatives were introduced:

- the creation of a basic internet skills course on CD-ROM – over 400,000 copies distributed to date with further copies still available for distribution.
- the creation of two digital communities - **North Argyll Islands** (Mull and 12 other islands) and **Bellsmyre** a disadvantaged housing scheme in West Dunbartonshire.(4,000 PCs were given to householders)
- the creation of over 800 Public Internet Access Points (PIAPs) across Scotland. Over 220 of those situated in the Highlands and Islands.

## Awareness and Promotion

*“Ensuring excluded individuals and groups are aware of the opportunities that the Web and ICTs can provide”.*

16. The Scottish Executive Awareness Raising Campaign, was a low level campaign which ran in Scotland during May/June 2003. We worked with a range of organisations to develop local activities to coincide with the campaign. These included free local internet taster sessions in venues such as libraries and Learndirect Scotland centres and free distribution of a basic web skills CD-ROM through public internet access facilities, libraries, Learndirect Scotland centres, the UK Online call-centre, commercial and voluntary sector partners. During the campaign period, a helpline provided callers with location information on taster sessions and gave ongoing contact/location information of public internet access facilities in Scotland, as well as dispatching the Internet Made Easy CD-ROM and an information leaflet to all callers from Scotland. During the Awareness Raising Campaign in September/October 2003, a web awareness campaign based around national press advertising and regional radio coverage took place. This aimed to involve communities as well as public, commercial and voluntary sector partners.

## Access

*“Providing access to the web and ICTs at the time, place, method and price appropriate to the needs and lifestyles of disadvantaged communities and individuals.”*

17. The Public Internet Access Points initiative (PIAPs), which put approximately 1,600 computers in over 800 different venues, was the Scottish Executive’s means of providing cheap or free access in places people already visited. They have provided access to around 100,000 users who lack home access, and around 40,000 users who have no other public access. While they have been particularly effective in attracting unemployed users and have had a greater impact on disadvantaged areas, they have not succeeded in attracting older people to any great extent, and have not been an effective way of getting new people to use the internet.

18. It appears that two types of targeting have been successful to some extent in the PIAP programme:

- addressing current gaps in public access, especially in more remote rural areas; and
- targeting disadvantaged users in areas with low rates of home internet access.

19. The environment where PIAPs were situated was critical to their success. Those in the business sector were more likely to site them within the main business area and attract existing customers to use them. The other element that contributed to the level of success was staff support. Guidance was only available in a minority of venues, and staff were available to help in less than half of all venues. The situation was better in the public sector where a third of venues provided guidance and more than half had staff available to help.

20. While this initiative was not sustainable due to the need for considerable ongoing funding and support, the [PIAPs report](#) highlights key factors in the success of public internet access; opening hours, visibility, physical access, technical and user support. The report on PIAPs also suggested the most effective way of targeting disadvantaged groups is through agencies/projects that currently work with them as this approach is effective in levering in the necessary support for these target groups.

## Support

*“Providing reliable, accessible and cost effective sources of advice and support is crucial.”*

21. Without back-up, many people lose interest or worse, are too afraid even to experiment with technology. Providing reliable, accessible and cost-effective sources of advice and support on ICTs and the internet is crucial.
22. The role of volunteers, whatever the setting, contributes to the success of many initiatives where the reassurance of peer support may appeal to excluded groups that otherwise might be reluctant to engage.

## Skills

*“Developing the basic computer and technological skills that will instil individuals with the confidence to use the web and ICTs.”*

23. Learndirect Scotland helps and encourages individuals to take action to improve their own skills and employment prospects. It provides services aimed at streamlining access to lifelong learning and is the brand name for Scotland's one stop shop to learning. It offers advice and information on a range of ICT training opportunities.
24. The successor Individual Learning Account scheme ‘ILA Scotland’ offers support of up to £200 per year for those residents of Scotland, aged 18 and over, on individual earned income of less than £15,000 per year. This support can be used to help fund a wide variety of courses including a wide range of ICT courses which can be undertaken at various levels and via different modes of study. There is no requirement for ICT courses undertaken in this offer to lead to formal qualification or certification. To complement this offer a £100 per year offer is now available to all residents in Scotland over 18 years of age which can be used to assist funding towards basic skills ICT courses, limited to courses which lead to formal qualification or certification up to and including the Scottish Credit and Qualifications Framework (SCQF) level 5.
25. The European Computer Driving Licence (ECDL) is now probably the most established basic ICT qualification and is recognised by many employers. It is a practical qualification, geared to demonstrating competence in ICT, with a syllabus that is designed to cover the key concepts of computing, its practical applications and their use in the workplace. However, for users, who may already have suffered a less than satisfactory educational experience or who have existing learning difficulties, the structure and content of the course may initially be too demanding and could if offered to a new learner requiring more support, de-motivate that learner from pursuing and completing skills training. Additionally, the increasingly wide range of training available across all sectors while sometimes good quality, may cause confusion by adding to what would seem to be a more than adequate range of comprehensive and effective training programmes and material available.
26. It is important to remember that not all ICT training currently available is delivered in environments where the focus is on attainment, such as educational establishments or learning for work schemes and instead is offered in small community groups or other supportive environments using a more flexible approach that best suits the individual learner. Though basic ICT proficiency is important, the strength of effective Community Learning

and Development activity is that it contextualises ICT use in learners lives – thus arguably making the learning more useful, transferable and sustainable, and having a more significant impact on learner’s lives.

## **Content and Community Involvement**

*“Ensuring that initiatives are sustainable at a local level, and that local communities have a sense of ownership.”*

*“Ensuring that disadvantaged individuals and communities are provided with, or can themselves develop online content and services that they value and wish to use.”*

27. The Scottish Executive and other Scottish public bodies, including local authorities and the NHS, have made a wide variety of services available online. These range from genealogical searches through to route planning and booking travel tickets with Caledonian MacBrayne.
28. Involving geographic communities in the development of relevant local Web content and local support networks increases the value of the Web to those communities, as well as developing an increased sense of local ownership. There may be opportunities to involve local partners in developing infrastructure and low cost access. In addition, as a by-product of the commitment to developing ICT and web skills in primary and secondary age children at school, we are providing opportunities for transfer of skills between children and their parents.
29. Developing a 'critical mass' of ICT and Web users in geographic communities and in the social networks of disadvantaged individuals will increase the value of the Web to each individual participating, and increase the rate of active participation in the Web. ‘Connecting Scotland’s People’ had identified this as a theme and we are aware that around the country a number of community websites are already supported through Community Learning and Development (CLD), and in particular through CLD Partnerships (which exist in all local authority areas). The document ‘[Working and Learning Together to Build Stronger Communities](#)’<sup>2</sup> sets out the Scottish Executive’s priority of seeing CLD support targeted to disadvantaged individuals, groups and communities.

## **Service Delivery and Closing the Opportunity Gap**

30. The Scottish Executive’s ambition is for world class public services, which are designed and delivered to make sure the interests of those who use them come first. Public services have the power, when delivered effectively and appropriately, to change lives for the better and to support strong communities throughout our nation. We aim to lead the way in efficiency, innovation and productivity.
31. The consequence of not delivering the means by which the digital divide is recognised and dealt with is to widen the gap between the information rich and the information poor. As Scotland has some on-line public sector facilities that are world class, we need to remove the barriers that prevent those with greatest need from accessing these resources. We have to ensure accessibility to delivery channels and take full account of customer segmentation to ensure that access to the service is not limited as a consequence of literacy, age, disability, race, geographic location, income.

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<sup>2</sup> <http://www.scotland.gov.uk/library5/housing/segclld-00.asp>

32. Ensuring that those in disadvantaged areas or from excluded groups have access to the internet was a key element of the Scottish Executive's social justice strategy launched in 1999. But the contribution of ICT to tackling poverty and disadvantage through our strategy for Closing the Opportunity Gap is now of greater and wider importance.
33. The need to connect up a potential growth in the use of technology in public services particularly in delivery and communications between public sector organisations and the citizen/consumer implies that we have to ensure there is the highest level of digital inclusion possible.
34. Scottish Executive digital inclusion policy should contribute to the targets associated with Closing the Opportunity Gap objectives;
- To increase the chances of sustained employment for vulnerable and disadvantaged groups - in order to lift them permanently out of poverty
  - To improve the confidence and skills of the most disadvantaged children and young people - in order to provide them with the greatest chance of avoiding poverty when they leave school;
  - To reduce the vulnerability of low income families to financial exclusion and multiple debts - in order to prevent them becoming over-indebted and/or to lift them out of poverty;
  - To regenerate the most disadvantaged neighbourhoods - in order that people living there can take advantage of job opportunities and improve their quality of life;
  - To increase the rate of improvement of the health status of people living in the most deprived communities - in order to improve their quality of life, including their employability prospects; and
  - To improve access to high quality services for the most disadvantaged groups and individuals in rural communities - in order to improve their quality of life and enhance their access to opportunity.

### **How to Respond to this consultation**

We are inviting written responses to the questionnaire **by Friday 27 January 2006**. The consultation document set is available both as hard-copy and from the Scottish Executive Website <http://www.scotland.gov.uk/consultations>. If you have any queries or cannot access the documents in the formats available, please contact Sanjin Kaharevic by telephone on **0131 244 0534** or by email to: [sanjin.kaharevic@scotland.gsi.gov.uk](mailto:sanjin.kaharevic@scotland.gsi.gov.uk). Please take the time to read the information provided in the appendices. If you have any questions or points you wish to discuss as a result of reading this document, you can speak to me, or another member of the e-Government & Take-Up Team by ringing the number at the top of this letter.

Electronic replies and comments should be marked "Digital Inclusion Consultation Response" in the subject box and submitted to the [Digital Inclusion](mailto:digital.inclusion@scotland.gsi.gov.uk)<sup>3</sup> mailbox together with a completed

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<sup>3</sup> [digital.inclusion@scotland.gsi.gov.uk](mailto:digital.inclusion@scotland.gsi.gov.uk)

**Respondent Information Form (Appendix 2 of this document).** You can also telephone Freephone 0800 77 1234 to find out where your nearest public internet access point is.

Hard-copy replies and comments, together with a completed **Respondent Information Form (Appendix 2)** and marked “Digital Inclusion Consultation Response”, should be addressed to Sanjin Kaharevic, E-Government & Take-Up Team, Scottish Executive, Area 3-G80, Victoria Quay, Edinburgh, EH6 6QQ.

We look forward to hearing from you.

Yours faithfully

**Ann Sunderland**  
Digital Inclusion Policy Manager  
E-Government and Take-Up Team

**Appendices:**

- List of Consultees
- Respondent Information Form (to be returned with your consultation response)
- Information on the Scottish Executive consultation process
- List of Digital Inclusion projects currently being funded by the Scottish Executive

**REVIEW OF SCOTTISH DIGITAL INCLUSION POLICY  
QUESTIONNAIRE**

In providing responses, it is helpful to have evidence and information which will set your response in context. If you are unable to respond to a Y/N question because you don't know or have no strong view, please feel free to leave the tick box unchecked. You may still wish to provide additional comments, either in the space provided or on a separate page if required.

## Marketing/Branding

*“Ensuring excluded individuals and groups are aware of the opportunities that the Web and ICTs can provide”*

1. **Do we need better signposting of public internet access points to encourage usage?**

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

2. **Would it help to have a single, national brand for all public internet access points?**

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

3. **If there was a single, national brand, should it include private, voluntary and community public internet access points also?**

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

4. **Should a ‘quality mark’ be introduced to identify public internet access points and ICT training venues which conform to an agreed standard?**

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

## Support

*“Providing reliable, accessible and cost effective sources of advice and support is crucial.”*

5. **Should there be a central point for sharing of Digital Inclusion best-practice and resources across Scotland?**

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

6. Are you currently involved in any practitioner groups or networks (e.g. for ICT trainers or sharing best practice) which you find useful?

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

*If YES, please specify including the reason why you find it useful:*

7. What range of information and support do practitioners need and why?

*Please specify:*

8. Do you have any examples of techniques or projects which have proven successful and which you would be willing to share with us?

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

9. Which resources do you use for information about access to and training for use of ICT and the Internet?

*Please specify:*

### ICT Learning

*“Developing the basic computer and technological skills that will instil individuals with the confidence to use the web and ICTs.”*

10. Is it important that already disadvantaged groups, whether disadvantaged by income, unemployment, gender, race, disability, sexual orientation, religion or age, regardless of their geographical location or point of access to ICT and the Internet, should have a consistent experience of public internet access, support and ICT training?

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

**11. What impact has existing Digital Inclusion policy had on equality groups, particularly minority ethnic groups (given the legal duty on the public sector to promote race equality)?**

*Please specify:*

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**12. Should there be a nationally unified range of learning and support materials for use in delivery of ICT training to ensure consistency in approach?**

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

**13. Would you be willing to contribute to the development of such a unified range of learning and support materials?**

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

**14. Should the content of such training courses be accredited by national organisations (e.g. Scottish Qualifications Authority) to encourage progression to further learning?**

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

## **Communities**

*“Providing access to the web and ICTs at the time, place, method and price appropriate to the needs and lifestyles of disadvantaged communities and individuals.”*

**15. Does additional support need to be given to rural or remote communities which may lack a public internet access venue?**

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

*If YES, please specify:*

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16. What measures should be taken to facilitate access and usage by users for whom English is not a first language or for whom cultural factors might play a part in preventing access?

*Please specify:*

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17. What support do communities need to develop and offer the attractive content that we know encourages new users to the internet?

*Please specify:*

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18. Should the Scottish Executive promote and support the development of a range of community based portals and support provision of relevant content?

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

### Public Service Delivery

*“World class public services, which are designed and delivered to make sure the interests of those who use them come first.”*

19. Does the way in which public services are currently delivered adequately support groups which are disadvantaged, whether by gender, race, disability, sexual orientation, religion or age?

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

20. Do we need to make more effective use of technology to better deliver services to those groups?

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

**21. Do you know of, and are willing to share, examples where using different technologies to deliver services has been successful in reaching these groups or individuals?**

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

*If YES, please specify:*

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**22. How can we incentivise the take-up of electronic services and increase their relevance in the lives of users?**

*Please specify:*

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**23. Do intermediaries have a role in introducing users to electronic services and benefits?**

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

*If YES, please specify:*

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**24. Should the Scottish Public Sector have a common Channels Strategy which identifies particular delivery channels which are effective for particular services and customer groups?**

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

**General**

**25. Are the themes in ‘Connecting Scotland’s People’ still relevant?**

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

*If NOT, please specify:*

**26. What role should the Scottish Executive have in Digital Inclusion?**

*Please specify:*

**27. What role should Local Authorities have in Digital Inclusion?**

*Please specify:*

**28. What should a revised Digital Inclusion policy do to support the [Closing the Opportunity Gap](#) objectives?**

*Please specify:*

**29. We welcome your responses to the above questions but would also be pleased to receive any additional comments which you may have.**



*Thank you for taking the time to respond to this questionnaire.*

6 Legal Deposit or “Copyright” Libraries  
A4e Action For Employment  
Aberdeen Action on Disability  
Aberdeen Advocacy Service  
Aberdeen Chinese Women's Association  
Aberdeen City Council Disability Advisory Group  
Aberdeen Women's Alliance  
Aberdeenshire Disabled Person's Housing Services  
Aberdeenshire North Access Panel  
Abernethy Trust  
AbilityNet Scotland  
ACOSVO (Association of Chief Officers of Scottish Voluntary Organisations)  
Action for Blind People  
Action of Churches Together in Scotland  
Active Rural Communities in Scotland  
Advice Services  
Advocacy Project  
Afasic Scotland  
African and Caribbean Network  
African Caribbean Women's Association  
African Women's Group  
Afrumasian Sunghum (open) kolej  
Age Concern  
Age Concern Scotland  
All Community Planning partnerships  
All Local Authorities  
All NHS bodies  
All Scottish MEP's  
All Universities and Colleges  
Alzheimer Scotland, Action on Dementia  
An Talla (Tiree Community Hall)  
Angus 50+ Project  
Angus Access Panel  
Angus Association of Voluntary Organisations  
Angus Independent Advocacy  
Angus Mental Health Association  
Angus Rural Partnership  
Angus Talking Newspaper  
Annandale & Eskdale Council for Voluntary Service  
Annandale & Eskdale Local Rural Partnership  
Annandale and Eskside Coalition of Disabled People  
Annandale United Reformed Church Women's Organisation  
APNA Women's Group  
Argyll and Bute Community Planning Partnership  
Asian Concern  
Asian Women's Action Group  
Association of Disabled Professionals  
Association of Young People with ME  
Augment  
Ayrshire Disabled Person's Housing Services

Ayrshire Independent Living Network  
Badaguish Centre  
Badenoch & Stathspey Access Panel  
Bahai Community of East Fife  
Banardos Scotland  
Barrhead and Neilston Disability Forum  
BAVS  
BBC News Online  
Becta  
BEMIS (Black and Ethnic Minority Infrastructure Scotland)  
Bethany Christain Trust  
Better Government for Older People Network (South Lanarkshire)  
Better Government for Older People Stirling  
Better Neighbourhood Services Project  
Beyond Barriers  
Bharatiya Ashram  
Bield Housing Association Limited  
Bingham & District Older People's Project  
Birse Community Trust  
Black and Ethnic Minorities in Scotland  
Black and Minority Ethnic Elders Group  
Black Community Development Project  
Black Community Development Project Greater Pilton  
Black Isle Partnership  
Body Positive Tayside  
Borders Disability Forum  
Borders Independent Advocacy Service  
Boys' and Girls' Clubs of Scotland  
Boys Brigade  
Breakthrough for Women  
Brechin Partnership  
Bridges Project  
British Council Of Disabled People  
British Deaf Association, Scotland  
British Diabetic Association (Fife Branch)  
British Disabled Water-Ski Association  
British Dyslexia Association  
British Federation of Women Graduates  
British Institute of Brain Injured Children  
British Institute of Learning Disabilities  
British Wheelchair Sports Foundation  
Brittle Bone Society  
BSA Scotland  
BT  
BT Scotland  
BTCV Scotland  
Buchan Development Partnership  
CACDP  
Cairngorms Leader+  
Caithness Partnership Limited  
Caledonian Awards  
Call Centre  
Campaigners

Capability Scotland  
Care and Repair Forum Scotland  
Careers Scotland  
Carse of Gowrie Group  
Castlemilk Economic Development Agency  
Castlemilk Youth Complex  
Catholic Parliamentary Office  
CBI Scotland  
CCIS Teleport  
CEMVO - Council of Ethnic Minority Voluntary Organisations  
Central Gurdwara Singh Sabha  
Central Scotland Chinese Association  
Central Scotland Racial Equality Council  
Central Scotland Rape Crisis & Sexual Abuse Centre  
Centre for Accessible Environments  
Centre for Education for Racial Equality  
Centre for Independent Living in Glasgow  
CERES  
Change People  
Chess Scotland  
Children 1st  
Children in Scotland  
Church of Scotland Offices  
Cisco  
Citizens Advice  
CitizensOnline  
City of Edinburgh Older People's Equalities Forum  
Clackmannanshire Community Access Volunteers  
Clerk of the Finance Committee  
Close the Gap Project  
Clydebank Forum on Disability  
Commission for Racial Equality  
Common Knowledge  
Commonwealth Youth Exchange Council  
Communities Scotland  
Community Care Works  
Community Planning Partnerships  
Community Transport Association  
Confederation of Scotland's Elderly  
Contact a Family  
Contact Point in East Dunbartonshire  
CoSLA  
Council for Disabled Children  
Council Offices  
Council on Disability  
Cowal & Dunoon Access Panel  
Craigmillar Partnership  
CRUSE Bereavement Care (Scotland)  
CSV Health Action Project  
CSV Scotland  
Cue and Review Recording Services  
Cultural and Leisure Services  
Cumnock & Doon Valley Access Panel

CVS Stirling  
Dalmellington Partnership  
Dare Foundation  
Deaf Action  
Deaf Connections  
Deafblind Scotland  
Deeside Access Panel  
Departmental Committee Liaison Officer  
DIAL - Centre for Independent Living In Glasgow  
DIAL - Contact Point in East Dunbartonshire  
DIAL Falkirk  
DIAL UK  
Digital Media Access Group  
Direct Payments Scotland  
Disability Alliance  
Disability Awareness in Action  
Disability Centre for Independent Living  
Disability Equality Awareness Training  
Disability Equality in Education  
Disability Now  
Disability Resource Centre Paisley  
Disability Rights Commission  
Disability Shetland Access Panel  
Disability View Magazine  
Disability West Lothian  
Disabled Drivers' Association  
Disabled Entrepreneurs Network Scotland  
Disabled Living Centres Council  
Disabled Living Foundation  
Disabled of Craigmillar  
Disabled Parents Network  
Diversity LGBT Group  
Domestic Violence Forum  
Doulos Trust  
Down's Syndrome Scotland  
Drumchapel Disabled Action Group2  
Duke of Edinburgh's Awards  
Dumfries & Galloway Access Panel  
Dumfries & Galloway Elderly Forum  
Dumfries & Galloway Leader +  
Dumfries and Galloway Coalition Of Disabled People  
Dundee Ability Centre  
Dundee Access group for the disabled  
Dundee Association of Women's Graduates  
Dundee Blind and Partially Sighted Society  
Dundee CVS  
Dundee Disabled Children's Association  
Dundee International Women's Centre  
Dundee Khawateen Group  
Dundee Women's Aid Collective Ltd  
Dyspraxia Foundation  
Dystonia Society  
East Dumbartonshire Council

East Fife Leader +  
East Kilbride Council on Disability  
East Kilbride Disability  
East Lothian Access Panel  
East Neuk Community Centre  
East Renfrewshire Access Panel  
East Renfrewshire Disabled Person's Housing Services  
East Renfrewshire Muslim Community Forum  
Edinburgh & Lothian Racial Equality Council  
Edinburgh & Lothian Townswomen Guild  
Edinburgh & Lothian Racial Equality Council  
Edinburgh Access Panel  
Edinburgh and Lothians Branch of Ataxia  
Edinburgh Association for Mental Health  
Edinburgh Cyrenians  
Edinburgh Leisure  
Edinburgh Society  
Edinburgh University Settlement  
Edinburgh University Students Association  
Edinburgh Women's Aid  
Edinburgh Youth Social Inclusion Partnership  
Educational Institute of Scotland  
ELHA  
Employers' Forum on Disability  
ENABLE  
Enact for Women  
Engender  
Engendering Change  
Enquire  
Enterprise Women  
Epilepsy Action  
Equal Opportunities Commission  
Equalities Group  
Equalities Policy Development  
Equality Network  
Equality Network Forum Glasgow  
Ethnic Business Forum  
Ethnic Enable  
Ethnic Minorities Law Centre  
European Disability Forum  
EVA (ending violence and abuse)  
Evangelical Alliance (Scotland)  
EVOG  
Fabb Scotland  
FAIR Multimedia  
Fair Play Scotland  
Fairbridge  
Falkirk & Stirling Access Panel  
Fast Forward  
Fertility Care Scotland  
Fife Assessment group  
Fife Chamber Of Commerce & Enterprise Ltd  
Fife Chinese Association

Fife Community Mediation  
 Fife Independent Disability Network  
 Fife Primary Care NHS Trust  
 Fife Rural Partnership  
 Fife Society for the Blind  
 Fife Women's Network  
 Forfarshire Society for the Blind  
 Formartine Rural Partnership  
 Forres Groups Action  
 Foundation for Assistive Technology  
 Foveran Partnership  
 FRAE Fife  
 Gairloch & Loch Ewe Action Forum  
 Galashiels Access Panel  
 Gingerbread  
 Girls Brigade  
 Glasgow Anti Racist Alliance  
 Glasgow Association for Mental Health  
 Glasgow Association of Family Support Group  
 Glasgow Chinese Women's Project  
 Glasgow City Access Panel  
 Glasgow Council for Voluntary Services  
 Glasgow Disability Alliance  
 Glasgow Disabled Peoples Housing service  
 Glasgow District Council Social Work Services  
 Glasgow Learning Disability Partnership  
 Glasgow Women's Library  
 Glasgow Working Group on Women, Religion and Violence  
 Glencairn Community Trust  
 Gorbals Library  
 Gordon Disability Action  
 Grampian and West Society for the Blind  
 Grampian Racial Equality Council  
 Grampian Society for the Blind  
 Grampian Women's Aid  
 Grangemouth Disabled Living Centre  
 Granite Sisters  
 Greater Glasgow Network of Supported Employment  
 Greater Glasgow Primary Care NHS Trust  
 Guide Association  
 Gujarati Association of Scotland  
 Gypsy/Traveller Inter Agency Group  
 Hamilton & East Kilbride Access Panel  
 Hamilton Shopmobility  
 Hamilton Townswomen's Guild  
 Harmeny Education Trust  
 Harris Development Ltd  
 Health in Mind  
 Hearing Concern  
 Help the Aged  
 Hemat Gryffe Women's Aid  
 Highland Community Care Forum  
 Highland Perthshire Communities Partnership

Highland Senior Citizens Network  
Highland Snowsport Development Programme  
Highland Wellbeing Alliance  
Highlands and Islands Equality Forum  
HoDis  
Holyrood Community ICT Association  
Horizon Housing Association  
Housing Diversity  
IBM  
Ideal Training  
Inclusion Scotland  
Independent Consultant  
Indian Educational & Cultural Centre  
Indian Music & Dance Collective  
Intel  
International Teledemocracy Centre  
International Voluntary Service  
Interpretation and translation service  
IntoWork  
Inverclyde Council on Disability  
Inverness Access Committee  
Iona Community  
Irvine Valley Local Regeneration Partnerships  
Islay & Jura "People First" Disability Forum  
Islay & Jura CVS  
Islay Sustainable Dev. Co  
Isle of Barra Access Panel  
Isle of Harris Access Panel  
Isle of Jura Dev. Trust  
Isle of Lewis Access Panel  
Jewish Care Scotland  
John Muir Trust  
Kainhill Community Education Centre  
Key Housing Association Limited  
Kincardine and Mearns Area Partnership  
Kinross-Shire Partnership  
Kirk Care Housing Association Ltd  
Laggan Community Partnership  
Lanarkshire CVS  
LEAD Scotland  
Learn and Teach Scotland  
Learndirect  
Learndirect Scotland  
Learning Link  
Leonard Cheshire Scotland  
Lesbian & Gay Committee  
Lesbian Archive and Information Centre  
Lesbian Mothers Scotland  
Lesbian Outreach Services  
Lesbians in Peer Support  
Lews Castle College  
LGBT CENTRE  
LGBT Youth Scotland

## LIBRA

Life 50+ Scottish Borders Elder Council  
Limbless Association  
Loch Lomond and The Trossachs National Park Community Partnership: Community Futures Programme  
Lochaber Action on Disability  
Lochaber Business Support Group  
Lochaber Disability Access Panel  
Lochaber Economic Forum  
Lochaber Routes  
Lomond & Rural Stirling Leader +  
Lothian Centre for Integrated Living  
Lothian Disabled Living Centre  
Lothian Primary Care NHS Trust  
Luce 2000  
M E Association  
Manic Depression Fellowship Scotland  
Margaret Blackwood Housing Association  
Marr Area Partnership  
Mearns Area Project  
MERDIAN  
Microbeacon  
Microsoft  
Migraine Trust  
Mobility and Access Committee for Scotland  
Momentum  
Montrose Self Advocacy Group  
Moray Access Panel  
Moray Action for Communities  
Moray Disability Forum  
Motability  
Multiple Sclerosis Society Scotland  
Muscular Dystrophy Campaign  
Museums and Galleries Disability Association  
Music and the Deaf  
National Autistic Society  
National Centre for Independent Living  
National Deaf Children's Society  
National Federation of the Blind in the United Kingdom  
National Library for the Blind  
National Schizophrenia Fellowship Scotland  
Ness Development Ltd (Iomairt Nis)  
Network 21  
Network of Voluntary Service Scotland  
Nisus Scotland  
Nithsdale Coalition of Disabled People  
Nithsdale Local Rural Partnership  
North Highland Leader+ (Heritage)  
North Highland Leader+ (Youth)  
North Lanarkshire Advocacy Project  
North Lanarkshire Disability Forum  
North Uist Partnership  
Northern Isles Leader+ Partnership

Oban & District Access Panel  
Ocean Youth Trust Scotland  
Opening  
Orkney Access Panel  
Orkney Disability Forum  
Out of School Federation  
Ownership Options in Scotland  
Pain Association Scotland  
PAMIS  
Partners in Advocacy  
Partners in Play  
People First  
Perth and Kinross Access Panel  
Perth and Kinross Society for the Blind  
Perth Blind Society  
Portree Regeneration Partnership  
Positive Action In Housing  
Possil & Milton Forum on Disability  
Poverty Alliance  
Priesthill Volunteers and Disabled People  
Proiseact Uibhist 2000  
Project Ability  
Quality Action Group Stirling  
Raploch Regeneration Company  
Reach  
React  
Real Partnership  
Recreation for Disabled  
Remploy  
Renfrewshire Association For Mental Health  
Renfrewshire Club for the Visually Impaired/ Blind Bowling Club  
Renfrewshire Council for Voluntary Services  
Renfrewshire Disability Network  
Renfrewshire Disabled Person's Housing Services  
Ricability  
RNIB Transcription Centre Scotland centre for Sensory Impaired People  
Rosehearty Project  
Ross and Cromarty Access Panel  
Roxburgh Access Panel  
Royal Association for Disability and Rehabilitation  
Royal Deeside Partnership  
Royal National Institute for the Blind Scotland  
Royal National Institute for the Deaf Scotland  
Rural Stirling Partnership  
Rural Tayside Leader +  
Scoliosis Association  
Scotent - Business Advisors  
Scottish Accessible Information Forum  
Scottish Accessible Transport Alliance  
Scottish Adult Learning Partnership  
Scottish Association of Community Councils  
Scottish Association of Mental Health  
Scottish Association of Young Farmers Clubs

Scottish Borders Leader +  
Scottish Borders Rural Partnership  
Scottish Braille Press  
Scottish Centres  
Scottish Civic Forum  
Scottish Community Foundation  
Scottish Consortium of Learning Disabilities  
Scottish Consumer Council  
Scottish Council for Minorities  
Scottish Council for Voluntary Organisations  
Scottish Council on Deafness  
Scottish Crusaders  
Scottish Disability Equality Forum  
Scottish Disability Sport  
Scottish Employment Opportunities  
Scottish Enterprise  
Scottish Executive Equality Unit  
Scottish Federation of Housing Associations  
Scottish Further Education Council  
Scottish Human Rights Centre  
Scottish Human Services Trust  
Scottish Interfaith Council  
Scottish Islands Network  
Scottish Libraries Information Council  
Scottish National Council of YMCA's  
Scottish Older Peoples Advisory Group  
Scottish Personal Assistants Employers Network  
Scottish Qualifications Authority  
Scottish Sensory Centre  
Scottish Social Enterprise Coalition  
Scottish Society for Autism  
Scottish Spina Bifida  
Scottish Union of Supported Employment  
Scottish Youth Parliament  
Scout Association  
SCVO (Scottish Council Voluntary Organisations)  
SE Library  
Sense Scotland  
Shetlands Islands Partnership  
Shopmobility Calendar  
Six Circle Arbroath Project  
Skill Scotland  
Skye and Lochalsh Access Panel  
SLCU  
South Ayrshire Access Panel  
South Lanarkshire Mental Health Service  
South Lanarkshire Rural Partnership  
South Lanarkshire Rural Partnership Leader+ Group  
Southern Uplands Partnership  
SPICe Library  
Spinal Injuries Association  
SSC  
Stepping Stones for Families

Stewartry Local Rural Partnership  
Stewarty Coalition of Disabled People  
Stonewall Scotland  
Strathmore & the Glens Partnership  
STUC  
Sutherland Access Panel  
Sutherland Partnership  
TACT Scotland  
Tape Recording Service for the Blind  
Tayside Association for the Deaf  
Teviot Wheels  
Texthelp  
The Lighthouse  
The Moray Firth Partnership  
The New Ways Forum  
The Partnership for Rural Inverness & Nairn (PRIN)  
The Poverty Alliance  
The Unst Partnership  
The Wise Group  
Three Eyes Project Glasgow  
Thurso Caithness Deaf Care  
T-Mobile  
Transcription Interpreters  
TYNE/ESK Leader +  
Uist Disability Access Panel  
UK Disability Forum for European Affairs  
Unity Enterprise  
UPDATE  
VDS (Voluntary Development Scotland)  
Venture Scotland  
Visibility  
Voluntary Arts Scotland  
Volunteer Centre Network Scotland  
Volunteer Development Scotland  
Wage Project  
Wellbeing  
West Lothian Access Committee  
West of Scotland Housing Association Ltd  
Western Isles Skye & Lochalsh Leader +  
WHELK  
Whizz-Kidz  
Wick Caithness Deaf Care  
Wigtonshire Coalition of Disabled People  
Wigtown Local Rural Partnership  
Wise Group  
Woodcraft Folk  
Work With Us  
Workers Educational Association  
Young Scot  
Youth Scotland  
Youthlink Scotland  
YWCA

**RESPONDENT INFORMATION FORM - REVIEW OF SCOTTISH DIGITAL INCLUSION POLICY**

Please complete the details below and return it with your response. This will help ensure we handle your response appropriately. Thank you for your help.

Name:

Postal Address:

1. Are you responding: (please tick one box)
- (a) as an individual go to Q2a/b and then Q4
  - (b) **on behalf of** a group/organisation go to Q3 and then Q4

**INDIVIDUALS**

2a. Do you agree to your response being made available to the public (in Scottish Executive library and/or on the Scottish Executive website)?

Yes (go to 2b below)

No, not at all

We will treat your response as confidential

**2b. Where *confidentiality is not requested*, we will make your response available to the public on the following basis (please tick one of the following boxes)**

Yes, make my response, name and address all available

Yes, make my response available, but not my name or address

Yes, make my response and name available, but not my address

**ON BEHALF OF GROUPS OR ORGANISATIONS:**

3 The name and address of your organisation **will be** made available to the public (in the Scottish Executive library and/or on the Scottish Executive website). Are you also content for your **response** to be made available?

Yes

No

We will treat your response as confidential

**SHARING RESPONSES/FUTURE ENGAGEMENT**

4 We will share your response internally with other Scottish Executive policy teams who may be addressing the issues you discuss. They may wish to contact you again in the future, but we require your permission to do so. Are you content for the Scottish Executive to contact you again in the future in relation to this consultation response?

Yes

No

### THE SCOTTISH EXECUTIVE CONSULTATION PROCESS

Consultation is an essential and important aspect of Scottish Executive working methods. Given the wide-ranging areas of work of the Scottish Executive, there are many varied types of consultation. However, in general, Scottish Executive consultation exercises aim to provide opportunities for all those who wish to express their opinions on a proposed area of work to do so in ways which will inform and enhance that work.

The Scottish Executive encourages consultation that is thorough, effective and appropriate to the issue under consideration and the nature of the target audience. Consultation exercises take account of a wide range of factors, and no two exercises are likely to be the same.

Typically Scottish Executive consultations involve a written paper inviting answers to specific questions or more general views about the material presented. Written papers are distributed to organisations and individuals with an interest in the issue, and they are also placed on the Scottish Executive web site enabling a wider audience to access the paper and submit their responses<sup>4</sup>.

Consultation exercises may also involve seeking views in a number of different ways, such as through public meetings, focus groups or questionnaire exercises. Copies of all the written responses received to a consultation exercise (except those where the individual or organisation requested confidentiality) are placed in the Scottish Executive library at Saughton House, Edinburgh (K Spur, Saughton House, Broomhouse Drive, Edinburgh, EH11 3XD, telephone 0131 244 4565).

All Scottish Executive consultation papers can be accessed at: <http://www.scotland.gov.uk/consultations> and related publications (eg, analysis of response reports at <http://www.scotland.gov.uk/Publications/Recent>

The views and suggestions detailed in consultation responses are analysed and used as part of the decision making process, along with a range of other available information and evidence. Depending on the nature of the consultation exercise the responses received may:

- indicate the need for policy development or review
- inform the development of a particular policy
- help decisions to be made between alternative policy proposals
- be used to finalise legislation before it is implemented

Final decisions on the issues under consideration will also take account of a range of other factors, including other available information and research evidence.

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<sup>4</sup> <http://www.scotland.gov.uk/consultations>

**While details of particular circumstances described in a response to a consultation exercise may usefully inform the policy process, consultation exercises cannot address individual concerns and comments, which should be directed to the relevant public body.**

The Scottish Executive now has an email alert system for consultations ([SEconsult: http://www.scotland.gov.uk/consultations/seconsult.aspx](http://www.scotland.gov.uk/consultations/seconsult.aspx)). This system allows stakeholder individuals and organisations to register and receive a weekly email containing details of all new consultations (including web links). SEconsult complements, but in no way replaces SE distribution lists, and is designed to allow stakeholders to keep up to date with all SE consultation activity, and therefore be alerted at the earliest opportunity to those of most interest. We would encourage you to register.

### **Handling your response**

We need to know how you wish your response to be handled and, in particular, whether you are happy for your response to be made public. Please complete and return the **Respondent Information Form (Appendix 2)** as this will ensure that we treat your response appropriately. If you ask for your response not to be published we will regard it as confidential, and we will treat it accordingly.

All respondents should be aware that the Scottish Executive are subject to the provisions of the Freedom of Information (Scotland) Act 2002 and would therefore have to consider any request made to it under the Act for information relating to responses made to this consultation exercise.

### **Next steps in the process**

Where respondents have given permission for their response to be made public (see the attached Respondent Information Form), these will be made available to the public in the Scottish Executive Library and on the [Scottish Executive consultation](http://www.scotland.gov.uk/Publications/Recent) web pages by **30 December 2005**. We will check all responses where agreement to publish has been given for any potentially defamatory material before logging them in the library or placing them on the publications section of our website at <http://www.scotland.gov.uk/Publications/Recent>. You can make arrangements to view responses by contacting the SE Library on 0131 244 4565. Responses can be copied and sent to you, but a charge may be made for this service.

### **What happens next ?**

Following the closing date, all responses will be analysed and considered along with any other available evidence to help us reach a decision on future action to promote and support Digital Inclusion. We aim to issue a report on this consultation process by February 2006. Following analysis of the responses received, a Digital Inclusion action plan will be developed, which may require further stakeholder engagement.

## **Comments and complaints**

If you have any comments about how this consultation exercise has been conducted, please send them by e-mail to the Digital Inclusion mailbox [digitalinclusion@scotland.gsi.gov.uk](mailto:digitalinclusion@scotland.gsi.gov.uk) or to:

Chris Pape, Project Support Officer, E-Government & Take-Up Team, Scottish Executive, Area 3-G80, Victoria Quay, Edinburgh, EH6 6QQ.

### **IDTV Pilot**

The 6 month IDTV pilot project launched on 7 September 2004 was designed to test the potential of technology as a medium for the delivery of public sector information and services. This involved placing material from 6 partner organisations on the Sky platform.

The partner organisations were;

- the Scottish Executive
- West Lothian Council
- Dumfries and Galloway Council
- Young Scot
- StartHere
- NHS (Health Scotland)

The pilot was closed down on 2 April 2005 pending a full evaluation (which is now almost complete and will be published on the Scottish Executive website in due course). The total cost of the pilot was £375,000.

### **Home Computer Initiative**

The Scottish Executive has established a Home Computer Initiative Framework Contract on behalf of Scottish public authorities. The Framework enables the leasing of PCs, software and peripherals by public authorities to their employees. The aim of the scheme is to increase access to home computers in Scotland by significantly reducing the price of acquiring a PC.

Following a European procurement exercise three suppliers were identified to participate in the Framework Contract. These are BT/Dell, ClubIT/HP and Fujitsu Siemens.

The scheme reduces the cost of acquiring a PC and peripherals through a combination of bulk purchasing power and the use of a tax efficient salary sacrifice scheme.

- A public sector employer can offer its employees a computer for home use and allow the employee to pay for it over 36 months by having their monthly gross salary reduced. The amount will be dependent on the chosen computer package.
- The employee does not pay income tax or National Insurance contributions in respect of his/her salary sacrifice. They make a considerable saving on the already discounted computer packages.

Participating employees are able to choose from a selection of the latest specification desk top computers, laptops and other qualifying peripherals with different pricing menus. The package also offers operating software, a 3 year warranty, home delivery and a low cost technical helpline.

### **Angus 50+**

The project aim is to provide information and increase awareness, usage and uptake of IT/ internet access in the 50+ age group in Angus. Objectives are a branded smart-card, a 50+ publication, a website with local content (health and transport) and support for ICT learning via community

education workers. This is a 2 year project that began in April 2004 and will end in April 2006. Funding is mainly by the Scottish Executive with funding in kind provided by other partners in the form of services (Angus Council) and access to training (Angus College). Total Scottish Executive funding for this 2 year project is £460k.

Key players are Angus Council, Age Concern Scotland, Microsoft, Tayside Police and NHS Tayside. The project is on course to have achieved 250 learners by the end date and the take up by residents in sheltered housing has been very encouraging. More recently, the project has received support from BT with broadband being provided in some venues.

Accessibility has been a prime focus of this project and the project findings to date have been of interest to others looking at similar issues.

### **Renewing Local Democracy (E - democracy project)**

The project is investigating the use of information and communications technology to facilitate the renewal of local democracy through the development of a community e-democracy model supported by e-democracy tools. This is a 2 year project that began in February 2004 and will end in January 2006. Funding of £169k has been provided by the Scottish Executive for the project.

Key players are Stirling Council in partnership with the Association of Community Councils for Loch Lomond and the Trossachs National Park area, Stirling Assembly, the Association of Scottish Community Councils and the International Teledemocracy Centre at Napier University.

The toolkit developed is currently being piloted by 6 Community Councils, all of which have their own websites and associated tools. At the end of the project ownership of the websites and equipment will pass to the community councils piloting the project. Following evaluation, potential for national rollout will be considered by the project steering group.

### **Community Hub project definition**

This work aims to cost and assess the potential of a different approach to the provision of public services and digital inclusion in low income communities. The project proposal is for a set-top box which would provide personal computing access via TV screens to a low income/social housing community in West Lothian.

The emphasis will be on digital inclusion and social cohesion, e-government, home care and home learning. Funding of £93,750 has been provided by the Scottish Executive for this project definition. Funding is for the financial years 2004/2005 and 2005/2006.

Key players are Open Hub, West Lothian Council and the Scottish Executive. The Scottish Executive will use the results of the project definition to assess whether there is potential for the project to contribute to universal access to the web and benefit the digitally excluded.