

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:

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

Please specify:

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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:

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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:

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:

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:

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

Please specify:

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:

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

Please specify:

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:

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.