

# **OFFICE FOR SOCIAL INCLUSION – NAP/INCLUSION PROCESS**

## **Report for Department of the Taoiseach**

VERSION 1, COMPLETED 03-06-05

### **SECTION A – REVIEW OF CURRENT SITUATION**

#### **PART A.1 – ANALYSIS OF PROGRESS TO DATE, BASED ON MATERIAL IN FIRST OSI ANNUAL REPORT**

**OBJECTIVE: The EU common objective to facilitate access by all to resources, rights, goods and services for all**

<b>Commitment</b>	<ul style="list-style-type: none"><li>• The development of more formal expressions of entitlements across the range of public services and the setting of standards and guidelines regarding the standard of service delivery that can be expected by the customer, taking into account the Council of Europe recommendations on access to social rights.</li><li>• Monitoring, by means of indicators, access to services of a given standard and working to improve performance over time</li></ul>
<b>Summary Assessment<sup>1</sup></b>	In Progress
<b>Will Target be met on time<sup>2</sup></b>	Likely
<b>Indicator (s)</b>	Reporting of Government Departments on development of customer charters.
<b>Progress being made</b>	All Government Departments and Offices have developed and published their Customer Charters. Departments and Offices are obliged to report on their performance against the commitments contained in their Charters in their 2004 annual reports. These annual reports are to be published through 2005.
<b>Areas where intended implementation not being achieved</b>	Not applicable

<sup>1</sup> Summary assessment of progress (taken from Implementation Criteria used in EU Joint Employment Report, with addition of new 'unknown' category):

"Complete" where the reform process is (practically) complete and the desired results have (practically) been achieved;

"In progress" where the policy reform is well advanced and progress in implementation is being made;

"Limited" where the policy response to the recommendation is only partial and implementation is limited;

"Insufficient" where no substantial policy measures going in the right direction have been taken;

"Unknown" where there is insufficient information/data available to assess what progress has been made.

<sup>2</sup> Yes/No/Likely/Unlikely/Unknown/Not time bound

<b>Data sources used to monitor progress</b>	Stats from the Department of the Taoiseach
<b>Areas where progress made/proposed to address data or indicator issues</b>	<p>“The National Office for Social Inclusion...will be mandated to ensure that access to public services and specified services standards is developed, as part of SMI, as a key strategy within NAPS” (Building an Inclusive Society, Page 21).</p> <p>OSI sees its role as liaising with the D/Taoiseach on the achievement of this objective as part of its general evaluation/monitoring NAPs/Inclusion function, rather than in duplicating the direct function of D/Taoiseach in this regard.</p>
<b>Data/Indicator Deficiencies</b>	Not applicable

<b>Commitment</b>	To raise the level of access to and participation in the Information Society by increasing the numbers using Information and Communication Technologies.
<b>Summary Assessment</b>	In Progress
<b>Will Target be met on time</b>	Likely
<b>Indicator (s) ?</b>	Usage of computers and broadband access in disadvantaged areas and by vulnerable groups
<b>Progress being made</b>	<p>A revised national e-Inclusion strategy has been developed. This strategy highlights 5 priority areas</p> <ul style="list-style-type: none"> <li>• Information and Communication Technology (ICT) access,</li> <li>• learning and skills;</li> <li>• building the ICT capacity of the Community and Voluntary sector;</li> <li>• measuring Inclusive Information Society development;</li> <li>• awareness raising; and mainstreaming Information Society issues</li> </ul> <p>ICT literacy and training is a core priority to be progressed under the Sustaining Progress Special Initiative. This priority will be progressed within the context of Lifelong Learning and the commitment under e-Europe 2005 Action Plan to produce a national Lifelong Learning Strategy by 2006.</p> <p>In advance of this, the Department of the Taoiseach has initiated examination of local government in fostering appropriate partnerships between the business community, the education/training sector and community development groups to respond to local ICT training and literacy needs.</p> <p>The Group Broadband Scheme which will be implemented over 3 years has been running since March 2004 covering a population base of approx 21,000. The scheme, operated by the Department of Communications, Marine and Natural Resources will address broadband needs in small, rural or more remote communities.</p>
<b>Areas where intended implementation not being achieved</b>	
<b>Data sources used to monitor progress</b>	<p>CSO statistics on how ICTs are being used.</p> <ul style="list-style-type: none"> <li>• 727,300 people use a computer every day</li> <li>• computer ownership and internet usage are strongly related to age, employment and geographical location</li> </ul>
<b>Areas where progress made/proposed to address data</b>	<p>An analysis of the ICT needs and the ICT capacity of the Community and Voluntary Sector was initiated by NUI Maynooth.</p> <p>The results of an analysis of the ICT needs and the ICT capacity of the</p>

<b>to address data or indicator issues</b>	Community and Voluntary Sector, being carried out by NUI Maynooth, will feed into the rollout of the Mobhaile projects. It will build on the work already undertaken by The Wheel, the Muintir na Tire Project and the needs analysis of the C&V Sector in Meath.
<b>Data/Indicator Deficiencies</b>	

