





E-inclusion in Ghent: “Digital exclusion is social exclusion”

E-inclusion in Ghent

“We want to be a city that is a frontrunner, but also one that looks behind, to see if everyone is still with us. A city where everyone gets the chance to be a part of society.”

- City of Ghent

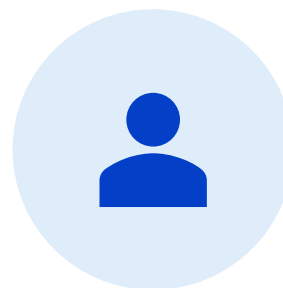
“We work for the digital inclusion of Ghentians. The e-inclusion team supports partners and city services so that our citizens can grasp the opportunities instead of being left out by digitalisation.”

- District09 E-inclusion team

E-inclusion Team @ District09, IT partner City of Ghent



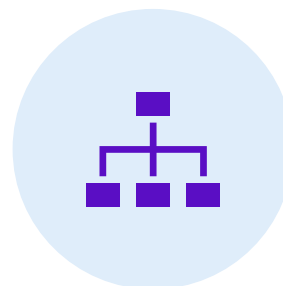
Transversal and
connecting e-inclusion
team



Helping citizens in the
digital world

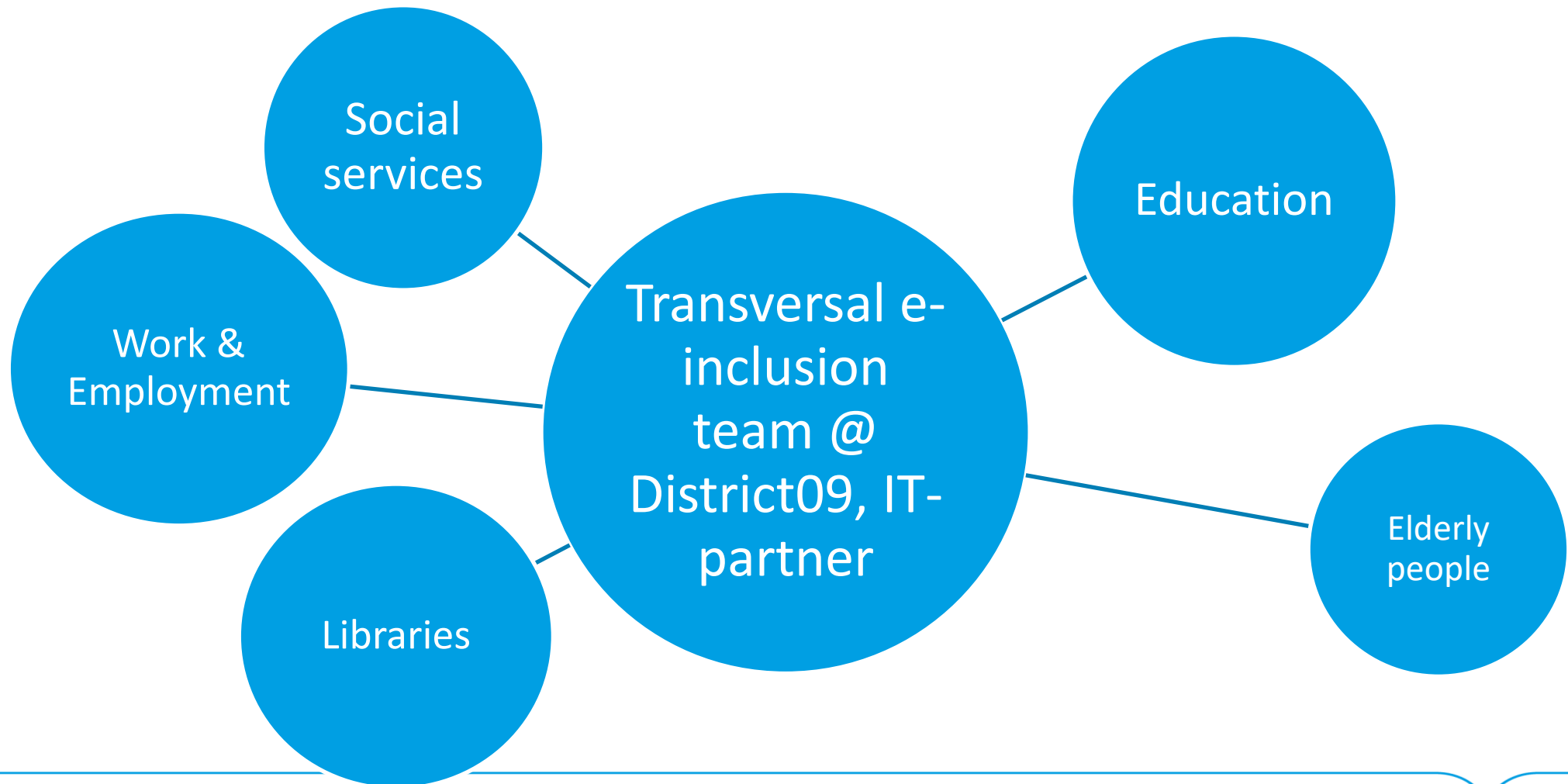


Supporting and
coaching organisations
and city services



Working on digital
inclusion internally
(city workers)

E-inclusion team + thematic projects and teams in city services



Bridging the digital divide

- **Access** to digital tools (laptops, tablets, smartphones) and internet
- **Training** for those who want to learn more
- **Individual aid** for anyone who needs help with digital questions
- Digital **learning opportunities** within education, services, social work, etc.
- E-inclusion by design in city services

E-inclusion in Ghent

<https://stad.gent/nl/samenleven-welzijn-gezondheid/welzijn/alle-gentenaars-digitaal-mee> for more information about the projects

Awards winning projects such as:

- Cross & Learn: how to be a digi-helper
- Digikriebels: for young children and (grand)parents
- “Mediacoach” training for teachers
- Lending service for digital material for organisations

Access to devices

Stad Gent and the city's social services have handed out over 4000 laptops and tablets to vulnerable families: new laptops, used laptops from the city itself and different devices collected from individual Ghentians and companies.

Digi-points: digital access and support



36 Digi-points with a digihelper

25 Surf-points without digihelper

Focus on points with high quality assistance

194 Computers

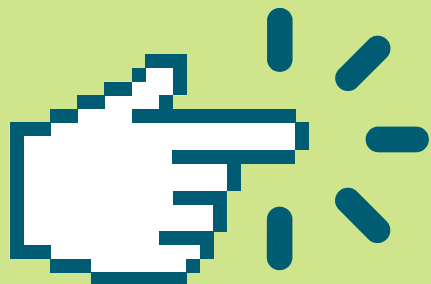
75 Begeleiders (11 social economy & 64 volunteers)

9078 Digital aid questions

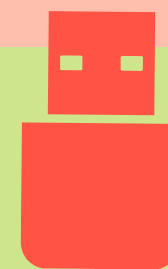
stad.gent/digipunten




DIGI
BANKEN



**ledereen
UP-TO-DATE**



Digi-banks: accent on skills

EXTRA on top of the Digipunten

=> in order to better reach certain groups

1. Digibank De Serre

(in New Ghent = neighbourhood with social housing etc.)

= making a digitally inclusive neighbourhood

2. Digibank Welzijnsbureaus

(Welzijnsbureaus: city's social services)

= people in poverty

3. Digibank U-Connect

(Work and activating agency)

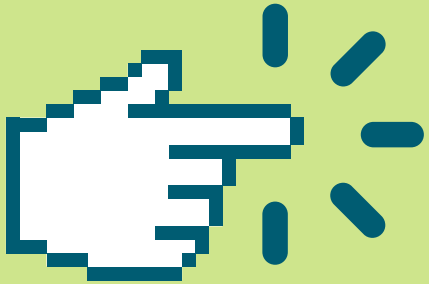
= unemployed and social economy workers



Digibank in the “welfare bureaus”

- Giving laptops to those in need (for studies, personal administration, ..)
 - Individual aid, mostly with digitalised government services
 - Coaching 1-on-1 and in small groups on certain apps or themes (Itsme, online safety, phishing, using MijnGent, ...)
 - Working together with neighbourhood organisations
 - Supporting social workers
-





E-inclusion: Zooming in on the context of work

Digital Works! (since 2019)

Work force support: Jobcoaches and social workers dealing with increasing digital services and a digital skills gap

Digibanks (since 2022)

- Job seekers
- People with a distance to the labour market, in a context of activation
- Social economy workers

Actions

Digital screening for those who start a art. 60 training programme

Workshops or contact moments on specific work related topics (e.g. online taxes, Jobbonus, ..)

Contact days at VDAB

Workshops in the activation group sessions (e.g. online safety)

Digital tools training for those who end a art. 60

several day-trainings such as working with e-mail or Mijn VDAB

Goals



Integrating digital skills in every path to work



Supporting vulnerable job seekers



Bringing basic digital skills to the work floor, also for those who don't use a computer



Focusing on being safe online

With Digibanken, we'll be working from 2022-2026 on...

Impressions



Digital Works!



2-yearly “Digibeurs” : a seminar on integrating digital skills as a social worker



“Coffee and Computers”: a monthly session on relevant digital topics



Working on a digital inclusion vision within our service



Mediacoach course and digital ambassadors



Learning network with partner organisations

Tools: Tips and video's





Lessons learned

- > Creating opportunities for practising
- > Integration of digital skills starts with the social workers
- > Learning takes time, many experience shame
- > Digitalisation enforces existing exclusion



Our challenges for the future

The more public services digitalise, the more we need people who assist those who are digitally excluded

- > More questions, more difficult questions, increasingly hard to keep up, increasingly hard to get volunteers to help out

Life long learning is an attitude, but not an individual responsibility

- > Digital exclusion is not limited to vulnerable groups: also highly educated people, youngsters or people with a high income can have difficulties catching up

Short term project funding and ownership

- > It's hard to build a good policy on 2-year funding calls, and it's no ones core business



Contact info

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