Whatever Happened to Inclusive eGovernment?

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What Started It?

By 2010 all citizens, including socially disadvantaged groups, will have become major beneficiaries of eGovernment

EU Ministerial Declaration on eGovernment 2005

Why?

A response to:

"... [the] underprivileged, who rely on public services (and would benefit most from accessing them on-line)..."

UN e-Government Survey 2014

Who?

Children in care Unemployed young people **Prolific & Priority Offenders** Disadvantaged families Immigrant communities Mental health sufferers Elderly isolated people People living in poverty

But...

"they lack internet access and/or skills."

UN e-Government Survey 2014

And the transactions put online weren't even relevant to them!

"In the past decade, countries have given priority to the improvement of services that generate income for government (such as taxation) which, with an average score of 98%, remain the most advanced service cluster.

The registration and the returns cluster currently both stand at 88%. Permits and licenses ... now reach a sophistication score of 83%."

EU 9th Benchmark Measurement 2010

So What did it Mean...?

"Inclusive eGovernment":

- To improve the lives and life chances of disadvantaged groups through the innovative use of ICT
- To build ICT innovatively into policy design, public service delivery, and information provision to actively include the disadvantaged

NOT

- eAccessibility of government web sites
- elnclusion (digital inclusion, access and skills)

What Happened to the 2010 Target?

The €100.000.000 Question

50-50





A. The target was met

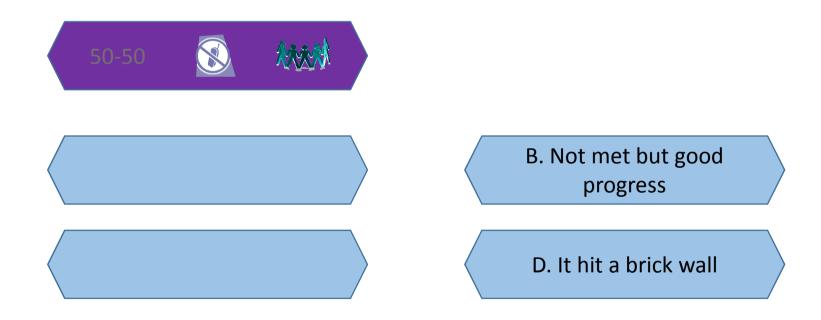
C. Not much progress but momentum

B. Not met but good progress

D. It hit a brick wall

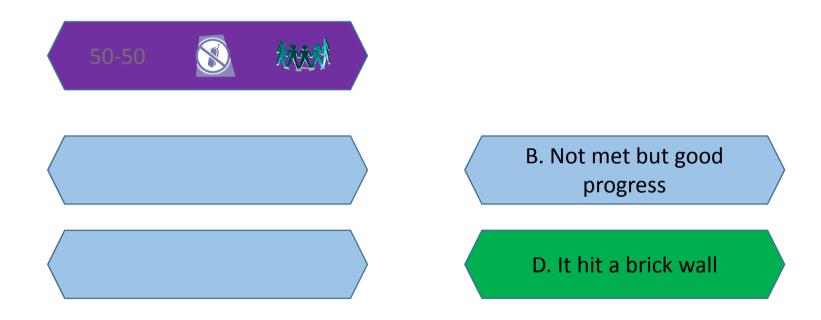
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What Happened to the 2010 Target?

The €100.000.000 Question



Why a Brick Wall?

- The services are local not central government: EU representation is central government
- Gap between techies and social service practitioners
- Low technology at point of delivery
- Little managerial choice

eGovernment: remained all about web sites and transactions

What was done anyway?

EU:

- i2010 Action Plan
- Roadmap
- Flagships
- Conference streams
- MCe-Gov study <u>www.mcegov.eu</u>

UK:

- eService innovation process
- Resource toolkit
- Implemented projects
- www.diteam.org.uk

What did we Learn?

- ICT potentially enables 100s of solutions to real social problems
- Political will, managerial courage, legitimate scope for change: hard to find
- Capacity and capability: hard to do

These lessons apply to public sector innovation generally

What Next?

- Focus on pressures on social services, renew the proposition
- Rephrase the cliché make it a call for action… for 2025?
- Ground the discussion cut through the tech & innovation hype e.g. use principles of Demand Management*

BUT EVERY LOCALITY IS DIFFERENT

* Randle, A. and Kippin, H. 2014, *Managing Demand: Building Future Public Services*, RSA, <u>www.thersa.org</u>

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