FINAL REPORT

Innovative Practices in Inclusive Digital Public Services

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Innovative Practices in Inclusive Digital

Public Services

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Contents

1. CONTEXT

A survey was conducted in 2023 at the request of the European Commission's Directorate-General for Structural Reform Support (DG REFORM): [Flash Eurobarometer 526. Understanding Europeans' views on reform needs.](#)

When respondents were asked what best describes the public administration in their country, close to half of them (48%) said that 'complex and burdensome' describes it; a similar share (47%) selected 'slow in providing services'.

In most countries, respondents selecting 'NOT close to the citizens' outnumbered those selecting 'close to the citizens'.

When asked how their interactions with the public administration in their country could be improved, about one in two respondents (49%) answered that their interactions with the public administration in their country could be improved with 'more channels to directly contact the administration, including in-person'. A somewhat lower share (46%) said the same about 'clearer information about procedures and services' (46%). 'More digital services offered by the administration' was selected by 31% of respondents.

Respondents were also asked how the EU can help their country with its reforms. Over four in ten respondents (42%) thought that the EU could help their country with its reforms by 'sharing good practices from administrations in other Member states'.

2. CHALLENGES

The Spanish Government is particularly concerned about the fact that progressive generalization of digital public services gives rise to new scenarios, contexts and conflicts that must be resolved by adapting constitutional rights to the digital environment.

Besides, the exceptional situation resulting from the COVID-19 pandemic has highlighted the difficulties that exist when accessing electronic services by citizens, particularly older people.

Older people run into obstacles with digital administrative procedures. Navigating public services can often be bewildering. Although significant efforts have been deployed in order to provide for multichannel administrative services, searching for information about how to access services still can be a tiresome and confusing process.

Innovative, inclusive, and ethical practices that ensure that no one is left behind in the digital transition were highlighted during the Spanish Presidency.

The topic chosen as a priority during the Spanish Presidency, "inclusive digital public services", is related to one of the 3 strategic domains established in the EUPAN

Strategy: III. Organizational changes, public innovation, digital transformation, and greening of public administrations.

As stated in the Strategy, EUPAN presidencies could choose to address the following themes, among others:

The digital divide and how to address it, particularly through innovative, inclusive and ethical practices that ensure that no one is left behind in the digital transition.

As member of the EUPAN network, Spain wants to take the opportunity to compare models between European countries and enrich everyone with the debate.

3. EUPAN SURVEY

3.1. Purpose and scope

A questionnaire was launched by the Spanish Presidency to EUPAN members and observers.

The survey concerned the following topic: Innovative practices in inclusive digital public services.

The aim was to further know about your models and see if we could share good practices and learn from your organizations.

3 topics were dealt with in this survey:

- E-government
- Digital divide
- Older people

The study was conducted by the Spanish Ministry of Finance and the Civil Service, Directorate-General for Public Governance (currently DG for Citizenry and Open Government), Deputy Directorate-General of Transparency and Citizen Assistance.

3.2. Methodology

We made use of a sort of hybrid methodology, mixing a quantitative approach, with closed answers with open ended, more qualitative questions, so all respondents had room to better explain their choices and offer further information, if they wished to do so.

Although it was an online survey, responses in non-digital format were also allowed.

The survey was launched at the beginning of July 2023 and the last answers were received in late October.

3.3.   Results

Finally, 24 answers to the survey were received, including the ones from Spain.

These 24 EUPAN countries responded to the survey

24 EUPAN countries responded to the survey
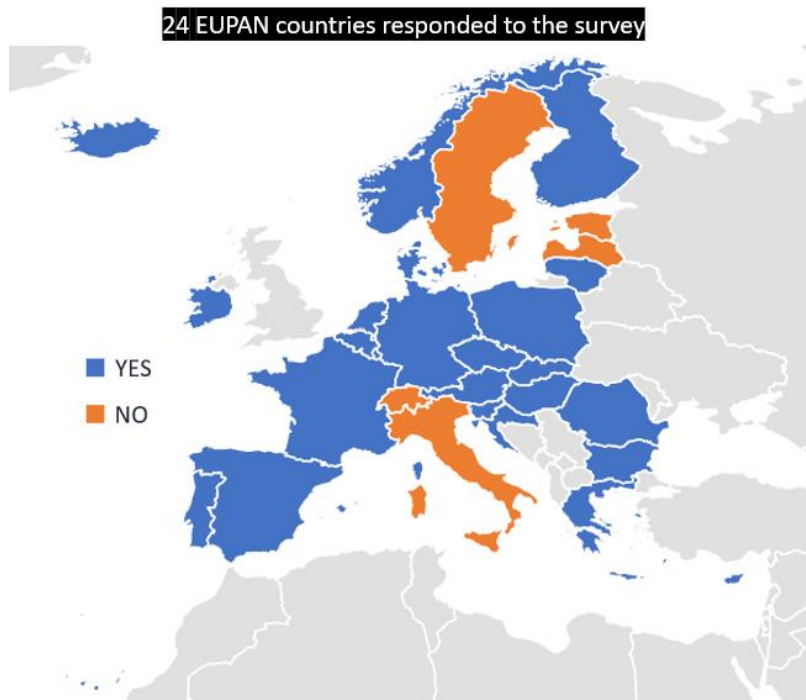
All questions raised and responses received from the different delegations are included in the Annex to this document.

3.4. Conclusions

The survey results shown in Annex I indicate that there are no major trends in the aspects investigated.

Nevertheless, certain remarks can be highlighted, as they seem to be especially relevant:

- Not surprisingly, usually the older you become, the more willing you are to interact with public administrations either by telephone or in person. People over 65 years prefer to access either telephone or face-to-face assistance.
- However, most of the barriers for the citizens are general and not specific for the older group.
- Therefore, in many countries there are no measures specifically addressed to citizens over 65 years of age. Rather, the claim is to be inclusive for all age groups. Measures for digital inclusion focus on all groups with low digital skills, rather than just those over the age of 65.
- All those who look for specific assistance are supported by staff to access the service/information required, regardless of age.
- Private sector, nonprofit organizations and the civil society are often involved in public initiatives regarding training, assistance and support.
- There are initiatives aimed at reducing the digital divide by training the country's civil servants in the challenges of digital inclusion and in assisting citizens with their online administrative procedures.
- In some countries it is possible to be exempted from the mandatory digital self-service, just as it is possible to be exempted from mandatory digital mail (and then get your mail on paper instead).

4. WL MEETING

During the plenary session of the Working Level (WL) meeting, that took place on October 4th, 2023, the preliminary results of the survey were presented by María Teresa de Martín Martínez, Directorate-General for Public Governance, Ministry of Finance and the Civil Service, Spain.

Two rounds of workshops on this topic were held after lunch.

Below are the 3 questions for discussion and the methodology followed in the workshops:

Workshop

- Q1. Do you consider that the issues raised by the Spanish Presidency on the development of inclusive digital public services are relevant for your public administrations?
- Q2 If the answer is yes, has the development of inclusive digital public services been a challenge for your public administrations?
- Q3 Which ones do you consider to be useful innovative practices for the development of inclusive digital public services?

Share good practices → Identify challenges: issues, barriers → Propose innovative solutions

In the first round of the seminar, the Danish delegation shared its experience.

In the second round, it was the Norwegian delegation that did it.

In both rounds, the Hungarian delegation acted as rapporteur and the Spanish delegation acted as moderator.

Annex II contains the summary of the 2 rounds of seminars, prepared by the Hungarian delegation (rapporteur).

Relevant identified challenges during the workshop are: In some cases, not only digital skills, but so-called "governmental skills" are missing, even for tech-savvy people.

Regarding innovative solutions**:** Clear, plain, and easy design and language, a proactive approach and AI (artificial intelligence), were identified as useful innovative practices.
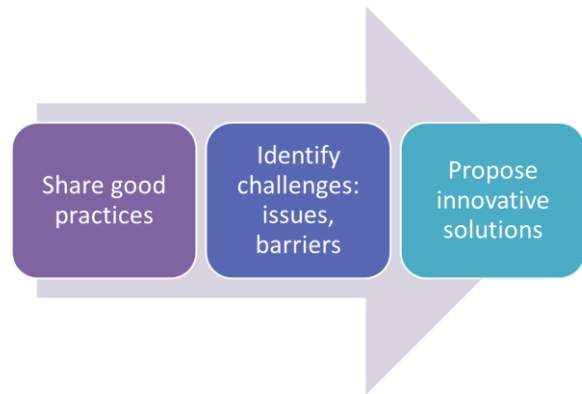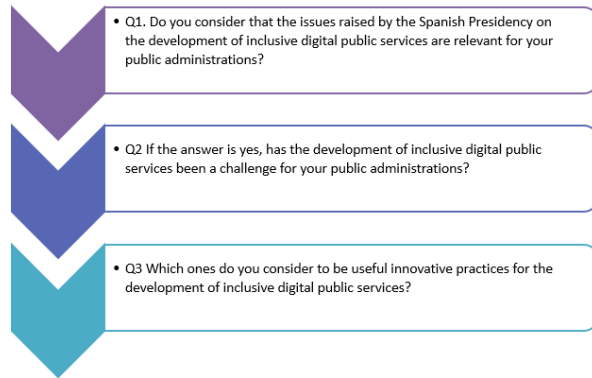
5. DG MEETING

During the plenary session of the Directors General (DG) meeting, that took place on November 27th, 2023, the preliminary results of the survey were presented by María Teresa de Martín Martínez and Javier Barace Morales, Directorate-General for Public Governance, Ministry of Finance and the Civil Service, Spain.

First, the most relevant results of the quantitative part of the survey were presented, divided into 2 groups of subjects: e-government and digital divide, and older people.

E-government
Digital divide

E-government

A large majority of countries regulate the digital interaction between citizens and public administrations

Digital divide

In one out of two countries, there is a regulation that addresses the problem of the digital divide

e-Tools

The so-called "citizen folder" exists in three out of four countries

Face-to-face assistance

- In one out of three countries, face-to-face assistance has not yet reached pre-COVID existing levels

- In a third of cases, the reason for the decrease is a lower demand by citizens for face-to-face assistance

Free choice

In one out of two countries, citizens have the right to receive assistance through the channel of their choice

Not all channels are available for every service; however, if all channels (face-to-face, telephone, the web) are available for a certain service, the citizens can freely choose

In one out of two countries, there are currently prior appointment systems in place only in some services
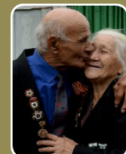
In one out of four countries, citizens can always access in person without a prior appointment

In one out of two countries, appointment systems have not been found to have prevented citizens from accessing public services within a reasonable timeframe
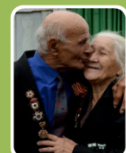
Older people

In one in three countries, there has been a special demand for face-to-face assistance from groups of people over the age of 65

In more than half of the countries, there is a plan or measures in place to ensure that people over the age of 65 can navigate through a digital environment and hence, do not feel excluded

In one out of three countries, a specific assistance model for older people has been or will be developed

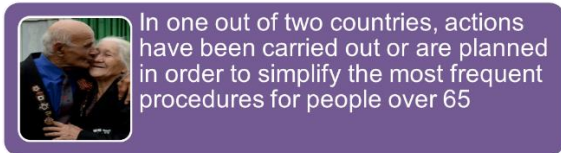Some countries have specific sections on their national portals with information in a user-friendly format, easy-to-read info, useful info or guided navigation.

But in almost half of the countries there is no specific section for older people

> In one out of two countries, actions have been carried out or are planned in order to simplify the most frequent procedures for people over 65

> In one out of two countries, training plans have been implemented or are planned for staff assisting people over 65

Secondly, the most relevant remarks relating to the qualitative part of the questionnaire were presented, which have already been shown in the previous section 3.4. Conclusions.

After the presentation, attendees were encouraged to share experiences and concerns based on the following reflections:

- We all know that different groups have different needs, however is a tailor-made approach to each group possible/feasible?
- We have talked long and hard about the digital divide, but what is going on with the growing governmental divide?
- Is the 65-years-old milestone still relevant? Shall we move towards a new approach/perspective?

The following countries and the European Commission shared their views:

NETHERLANDS: They are happy to hear about this topic is in the agenda. They do not target specific audiences. The governmental divide is deeply connected to low income. Studies show that young people of 17 or 18 years old do not know how to interact with the Public Administration, despite the fact they interact digitally with others.

A key outcome of human contact with the PA is trust.

A good and simple practice they have found productive is putting the name of the civil servant responsible of the procedure in the template or questionnaire (of course GDPR applies, and it is usually the name of a higher rank or supervisor).

Stablishing contact points in public libraries has helped a lot.

Collision of interoperability (key for digital administration) and personal Data Protection (GDPR is a must but can hinder the full potential of interoperability of data).

EUROPEAN COMMISSION: High demand of "back-to-human" contact, particularly on human resources issues. In fact, they have created a HR corner where any employee of the COM can sit down and ask about their problems, needs, etc.

A strong feeling that we are taking a step back from 100% digital procedures.

Spanish Director-General for Public Governance: The problem of the governmental divide. We take the risk of sending mixed messages, we cannot talk about open government and at the same time keeping the Public Administration "closed" or "gated" behind digital tools.

SLOVENIA: A huge step towards digital services has been made, but still, the lack of digital competences impedes full speed digitalisation. A duality arises: there are basic digital competences and special digital competences.

In their country they are targeting specially people over the age of 65 and substantial progress has been made, particularly on e-Health or issuing documents.

They have developed special corners for the 65+, a project funded by the EU.

We should not underestimate the potential of people over 65 and their capabilities when using technology.

FINLAND: There is indeed a collision between one-stop-shops and GDPR. One-stop shops might not be able to consult all data and therefore have limited capacities to provide an all-encompassing experience to users. It is clear that ICT systems are not "talking" enough to each other. There is a set of obstacles.

Finland conducted a survey on channel preferences (e.g., pre-booked appointments, etc.) and they were surprised when they knew 75% of respondents said that their preferred way would be a phone call. Only one third of the participants on the survey said that they would like to have a fully digital relationship with the PA. 60% preferred face-to-face interaction. The problem with face-to-face interaction is for example that people answered that the best schedule for public sector office interaction would be 10am to 18 pm and PA offices do close at 16pm in Finland.

POLAND: There is a legal right to contact face-to-face with public sector employees.

We shall not forget the regional divide: in Europe's bigger countries this can be a problem, differences between regions are present.

They have a satisfactory experience with their own mobile app or citizen app.

DENMARK: two observations. One is that even if digital opting-out is possible in the country, only 6% of citizens opted-out form digital mail and preferred letters and notifications on post. Only the digitally challenged are exempt.

Secondly, when it comes to age, two effects are commonly mixed together: one is the deterioration of people, and therefore a cohort effect -being 65 years old in 10 or 20 years will look very different-.

GREECE: They have been doing a lot after the covid-19 crisis. It is key to make everything easier: a combination of channels and giving citizens a choice.

One-stop shops implementation in Greece has been very positive.

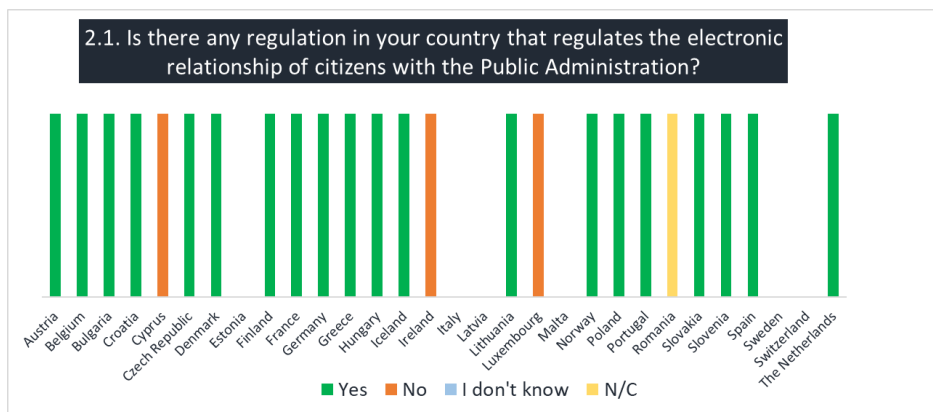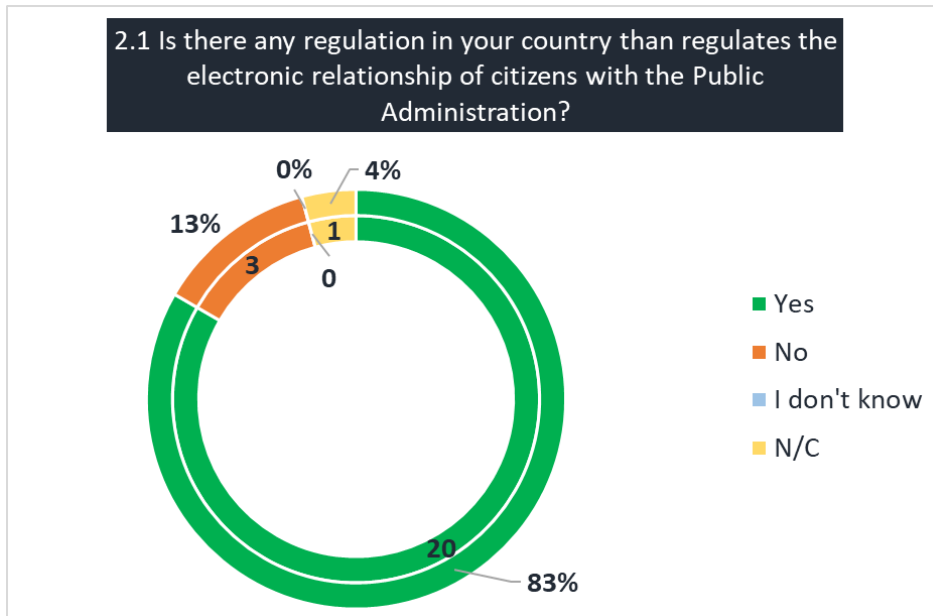The idea of "guiding" people at first when using digital tools: older people use digital services now intensively, particularly for e-health (e.g., medical prescriptions).

All in all, a combination of channels remains the best option.

Conclusion: In short, this panel ended successfully with a fruitful debate, which highlighted the relevance of this topic for EUPAN countries and the European Commission.

6. ANNEX I

Results of the survey on innovative practices in inclusive digital public services

2.1 Is there any regulation in your country than regulates the electronic relationship of citizens with the Public Administration?

Legend:
- Yes
- No
- I don't know
- N/C

Values shown: 4% (1), 0% (0), 13% (3), 0%, 83% (20)

2.1. Is there any regulation in your country that regulates the electronic relationship of citizens with the Public Administration?

Countries: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, The Netherlands

Legend: Yes, No, I don't know, N/C

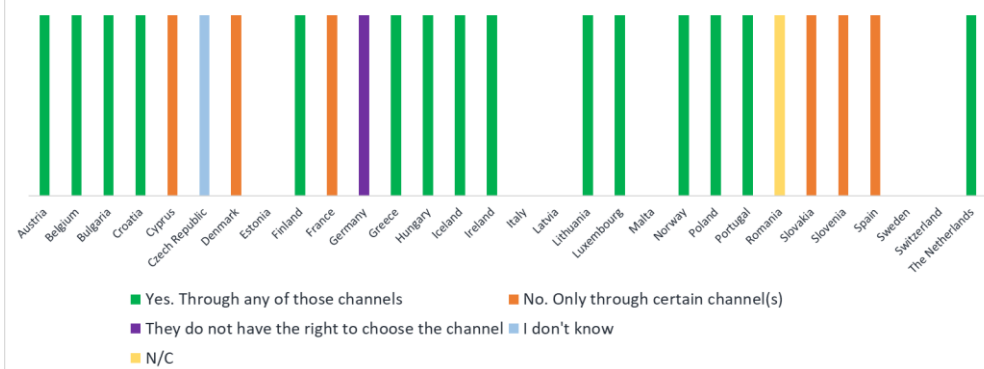|	**2.1. Is there any regulation in your country that regulates the electronic relationship of citizens with the Public Administration? (G)**
	If it exists, please indicate what it is and summarize its content
Austria	The Austrian regulation is called Federal Act on Provisions Facilitating Electronic Communications with Public Bodies (E-Government Act – E-GovG). The object of the act is to promote legally relevant electronic communication. Electronic communications with public bodies are to be facilitated, having regard to the principle of freedom to choose between different means of communication when making submissions to such bodies. Furthermore, it contains the relevant provisions regarding the implementation of the eID, the source PIN and the Source PIN Register Authority which are the pillars of the Austrian e-government.
Belgium	https://www.ibz.rrn.fgov.be/nl/identiteitsdocumenten/eid/reglementering/wetgeving/
Bulgaria	in accordance with the Electronic Governance Act, the Electronic Document and Electronic Authentication Services Act, the Access to Public Information Act and the Electronic Identification Act;
Croatia	The Law on Electronic Commerce (OG 173/2003) regulates the provision of information society services, the responsibility of information society service providers, and rules regarding the conclusion of contracts in electronic form. The Law on Electronic Media (OG 153/2009) which regulates the rights, obligations and responsibilities of legal and natural persons who perform the activity of providing audio and audiovisual media services and electronic publication services via electronic communication networks of interest to the Republic of Croatia in the field of electronic media. The Electronic Communications Act (OG 76/2022) which regulates the field of electronic communications and, among other things, the protection of the rights of the user, that is, a legal or natural person who uses a publicly available electronic communication service or requests that service. Law on the Implementation of Regulation (EU) no. 910/2014 of the European Parliament and the Council of July 23, 2014 on electronic identification and trust services for electronic transactions in the internal market and repealing Directive 1999/93/EC (OG 62/2017), which prescribes the rights, obligations and responsibilities of signatories, of trust service providers and holders of electronic identification means and the related by-law Regulation on the Provision and Use of Trust Services (OG 60/2019), which establishes the measures, procedures and forms of protection of electronic trust services, other identification methods that provide equal security in terms of reliability physical presence, with which a qualified trust service provider verifies the identity of the signatory, prerequisites and rules for automated remote electronic signing and sealing, general and special business conditions for trust service providers, rules on the temporary suspension of certificates for electronic signatures and certificates for electronic seals in cases where the certificate temporarily loses its validity, mandatory insurance of the trust service provider. Code of Consulting the Public Concerned in the Procedures for Passing Laws, Other Regulations and Acts (OG 140/2009), the aim of which is to facilitate interaction with citizens and representatives of the interested public in the democratic process, and to encourage more active participation of citizens in public life. The central state internet portal for consultation with the public concerned "e-Savjetovanja", was established in accordance with Article 11 of the Law on the Right to Access to Information (OG 25/2013, OG 85/2015). Ordinance on the Central Catalog of Official Documents of the Republic of Croatia (OG 123/2022), a publicly available tool on the Internet that provides users with permanent access to documents stored in the electronic document database and/or physical collections through the full text and/or an edited set of metadata. User instructions for the use of the National Identification and Authentication System - the central system of identification and authentication of users of public sector electronic services whose goal is to enable citizens and natural persons acting on behalf of a business entity to succsesfully, safely and conveniently use public e-services while at the same time frees electronic service providers from managing user authentications.
Cyprus	
Czech Republic	The Act on the right to digital services - ensures the right of citizens to receive government services online (by 2025). The Act on information systems of public administration - sets standards, principles, processes and security measures related to public administration systems in order to provide secure, accessible and user-friendly electronic services to citizens. User-friendliness, accessibility and data protection are among key national eGovernment principles defined in the Government ICT strategy and supervised by the Chief Architect of eGovernment. Client-oriented public administration strategy 2030 defines user-centric approach to digital transformation of public administration. The electronic channel is an option; in general, the relationship whit public administration is being regulated by the Rules of Administrative Procedure.
Denmark	Act on digital mail Act on E-ID 89 different laws where digital self-service is made mandatory Act on exemption from mandatory digital self-service
Finland	
France	
Germany	
Greece	The Law 4727/2020, which provides the institutional and legal basis for the digital transformation of Greece. The law regulates crucial issues in ways that boost the development of AI-related infrastructures such as open data, cloud-first policies, and electronic communications. It incorporates into the Greek legal order, among others, Directive (EU) 2018/1972, establishing the European Electronic Communications Code (?EECC?), as well as Directive (EU) 2016/2102 on the accessibility of the websites and mobile applications of public sector bodies and Directive (EU) 2019/1024 on open data and the re-use of public sector information.
Hungary	Act CCXXII of 2015 on the General Rules of Electronic Administration and Trust Services It aims to promote the widespread use of electronic administration, to accelerate procedures and reduce administrative burdens, to ensure cooperation between bodies providing electronic administration, and to provide more modern and efficient public services.
Iceland	https://www.althingi.is/lagas/nuna/1993037.html Administrative Law and use of digital services Law on Digital Mailbox and legal meaning of digital procedures https://island.is/en/o/digital-iceland/island-services/inbox
Ireland	
Lithuania	The law of Management of State Information Resources
Luxembourg	
Netherlands	The Law MEBV ("Wet Modernisering Elektronisch Bestuurlijk Verkeer" in Dutch, "Electronic Administrative Modernisation Act" in English) comprises, among other aspects, the caring responsibility for municipalities where communication with inhabitants is concerned. The inability of inhabitants to cope with restraints regarding digital contacts with the (local) administration. The law enforces mandatory measures for nnabling proper contact with admistrators.
Norway	Forskrift om elektronisk kommunikasjon med og i forvaltningen (eForvaltningsforskriften): The purpose of the regulation is to facilitate the safe and efficient use of electronic communication with and in the public administration.
Poland	- Act of 17 February 2005 on computerisation of the activity of entities performing public tasks (https://isap.sejm.gov.pl/isap.nsf/download.xsp/WDU20050640565/U/D20050565Lj.pdf) - Act of 18 November 2020 on electronic delivery (https://isap.sejm.gov.pl/isap.nsf/download.xsp/WDU20200002320/U/D20202320Lj.pdf) - Act of 26 May 2023 on the mObywatel application (https://isap.sejm.gov.pl/isap.nsf/download.xsp/WDU20230001234/O/D20231234.pdf)
Portugal	-Code of Administrative Procedure, in the part relating to electronic Administration; -Decree-Law n.º 135/99, of April 22, in its current wording, which provides for the digital provision of public services by all Public Administration bodies; -Decree-Law n.º 92/2010, of July 26, in its current wording, which establishes the creation of a single electronic services counter, which allows any provider or recipient of services, from all Member States of the Union European Union, electronic access to competent administrative entities; -Decree-Law n.º 43/2012, of February 23, in its current wording, designated AMA, in pursuit of its responsibilities in the areas of administrative modernization and simplification and electronic administration, as an entity responsible for management and maintenance of the ePortugal portal, an electronic one-stop shop for services in Portugal. -Ordinance n.º 365/2015, of October 16, combined with Resolution of the Council of Ministers n.º 46/2019 of February 22, which provides for the electronic one-stop shop for services in Portugal, which corresponds to the ePortugal portal, and which is serves as this single point of contact for the entire Portuguese public administration. -Law n.º 26/2017, of May 30, under which AMA, in collaboration with the competent public entities, seeks to increase the offer of digital services at this eletronic desk. -All sectoral laws that provide for the provision of public services by electronic means.
Romania	
Slovakia	
Slovenia	Electronic Business and Electronic Signature Act - regulates electronic business, which includes business in electronic form by the use of information and communication technology and use of electronic signatures in legal affairs, including also electronic business in judicial, administrative and other similar procedures, unless otherwise provided by an Act. Electronic Identification and Trust Services Act - regulates he personal electronic identity assigned by the Republic of Slovenia, as well as the means of electronic identification used to verify this electronic identity, along with the electronic identification scheme based on this electronic identity. Administrative Procedure Act - applies to the procedures of administrative and other state authorities, self-governing local community authorities and bearers of public authority where, in administrative cases, through direct application of regulations, they decide on the rights, obligations or legal benefits of individuals, legal persons and other parties.
Spain	- Law 39/2015, of 1 October, on Common Administrative Procedure of Public Administration (https://www.boe.es/buscar/act.php?id=BOE-A-2015-10565). - Royal Decree 203/2021, of 30 March, approving the Regulation of the Performance and Functioning of the Public Sector by Electronic Means (https://www.boe.es/buscar/act.php?id=BOE-A-2021-5032).

2.2. In your country, do citizens have the right to receive assistance through the channel of their choice: face-to-face, by telephone, via the web and through other channels?

- Yes. Through any of those channels
- No. Only through certain channel(s)
- They do not have the right to choose the channel
- I don't know
- N/C

2.2 In your country, do citizen have the right to receive assitance though the channel of their choice: face-to-face, by telephone, via the web and through other channels?

- Yes. Through any of those channels
- No. Only through certain channel(s)
- They do not have the right to choose the channel
- I don't know
- N/C

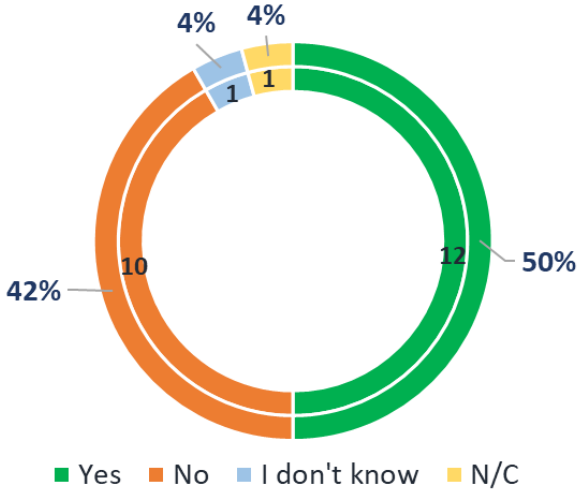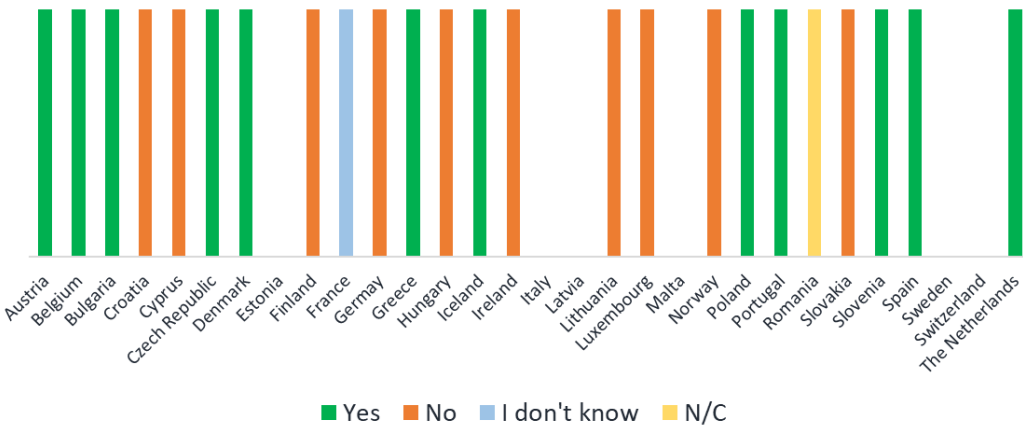|	2.2. In your country, do citizens have the right to receive assistance through the channel of their choice: face-to-face, by telephone, via the web and through other channels? (I)
	Please indicate the channels through which citizens receive assistance. **Here you can add any other comments.**
Austria	Pursuant to section 1 a of the Federal Act on Provisions Facilitating Electronic Communications with Public Bodies, everyone has the right of electronic communications with courts and administrative bodies in matters of federal legislation excluded matters which are not suitable to be provided electronically. The available channels include online forms, e-mail, telephone, the web and face-to-face. Pursuant to section 13 of the General Administrative Procedure Act, applications, requests, notifications, complaints and other communications may be submitted to the authority in writing, orally or by telephone. Appeals and submissions that are subject to a time limit or by which the running of a time limit is determined shall be submitted in writing. Written submissions may be transmitted to the authority in any technically possible form, but by e-mail only to the extent that no special forms of transmission are provided for electronic communication between the authority and the parties involved.
Belgium	
Bulgaria	
Croatia	
Cyprus	
Czech Republic	
Denmark	municipal citizen service
Finland	
France	There is no single answer to question 2.2 in France. Users can receive assistance, but this is not a written "right". The contact channel may vary according to the public services in question.
Germany	
Greece	
Hungary	
Iceland	
Ireland	
Lithuania	
Luxembourg	
Netherlands	
Norway	
Poland	
Portugal	
Romania	
Slovakia	only f2f
Slovenia	Not all channels are available for every service; however, if all channels (face-to-face, by telephone, via the web) are available for a certain assistance, the citizen can make their own decision.
Spain	No regulation establishes explicitly the right to receive assistance through the channel of one's choice, and not all channels are available to choose for each service provided. However, when some channels are available, it is normal that each citizen can choose the channel he/she wants to be assisted through.

2.3. Is there any regulation in your country that addresses the problem of the digital divide?

Legend: Yes (green), No (orange), I don't know (light blue), N/C (yellow)

Donut chart values: Yes 12 (50%), No 10 (42%), I don't know 1 (4%), N/C 1 (4%)

2.3. Is there any regulation in your country that addresses the problem of the digital divide?

Countries (left to right): Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, The Netherlands

Legend: Yes, No, I don't know, N/C

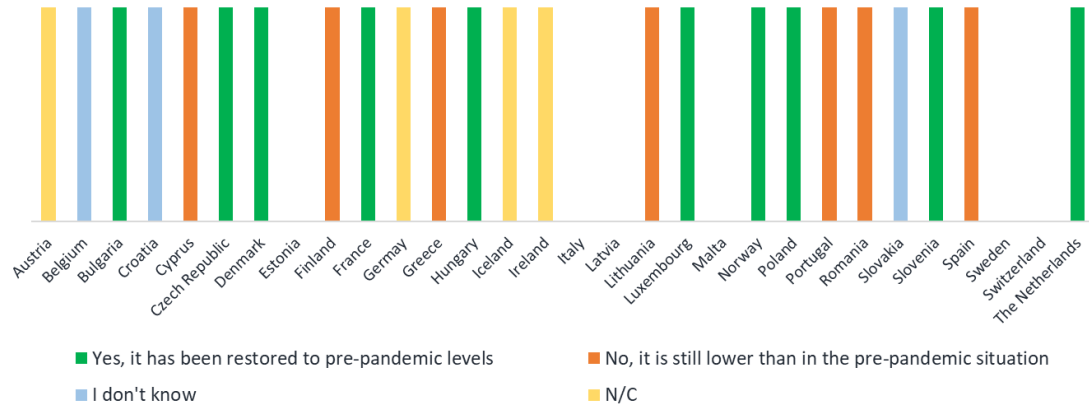|	2.3. Is there any regulation in your country that addresses the problem of the digital divide? (K)
	If it exists, please briefly describe its content
Austria	There is not one specific regulation that addresses the digital divide but all regulations are designed to narrow the digital divide as much as possible. The administrative services are designed to make websites and mobile applications more accessible in order to enable the use of e-government services, especially for people with disabilities (so-called WCAG conformity). The freedom to choose the means of communication with the authorities allows for the submission of applications electronically as well as face-to-face, in order to enable access to government services to all citizens, especially those who lack digital skills or electronic infrastructure.
Belgium	/
Bulgaria	Act on Electronic Communication Networks and Physical Infrastructure (Prom. SG. 21/9 Mar 2018, suppl. SG. 20/9 Mar 2021, amend. SG. 15/22 Feb 2022, amend. SG. 102/23 Dec 2022) provides for the relations, connected with provision of access to and using the existing physical infrastructure, including such, servicing other types of networks, and joint planning and use of the physical infrastructure. (This legislation aims to ensure fair competition and encourage investment in telecommunications infrastructure). Act introduces the requirements of Directive 2014/61 / EU of the European Parliament and of the Council of 15 May 2014 on measures to reduce the costs of deployment of high-speed electronic communications networks (OJ L 155/1 of 23 May 2014). Available here: https://lex.bg/bg/laws/ldoc/2137182374 Electronic Communications Act ? https://lex.bg/bg/laws/ldoc/2135553187
Croatia	
Cyprus	
Czech Republic	Not a regulation, but strategies addressing digital divide and measures to prevent it. The Strategy for the digital literacy The Strategy of the educational policy of the Czech Republic 2030.
Denmark	Act on exemption from mandatory digital self-service
Finland	
France	
Germany	
Greece	The ?Digital Transformation Bible 2020-2025? sets out the strategic roadmap for Greece?s digital transformation and pillars such : (i) digital skills; (ii) digital state; (iii) digital innovation; (iv) connectivity. Generally the scope is to reduce the digital divide in all areas.
Hungary	
Iceland	https://www.althingi.is/lagas/153b/2018085.html Law on equality, including the need for public bodies to make appropriate amendments.
Ireland	
Lithuania	
Luxembourg	
Netherlands	Pamflet Dicht de digitale kloof (Dutch) ("Factsheet Close the digital divide" in English) is an appendix of the Working Agenda ?value driven Digitalisation? Issued by the Ministry of the Interior in February 2023
Norway	
Poland	Act of 4 April 2019 on the digital accessibility of websites and mobile applications of public entities (https://isap.sejm.gov.pl/isap.nsf/download.xsp/WDU20190000848/U/D20190848Lj.pdf)
Portugal	-Decree-Law n.º 74/2014, of May 13, which enshrines assisted digital service, through digital service mediators assigned to the Citizen Spaces network (in order to assisting citizens who, for various reasons, have difficulties in accessing and using public bodies' websites and mobile applications); -Decree-Law n.º. 83/2018, of October 19, regarding the accessibility, usability and digital inclusion of websites and mobile applications of public bodies; -Resolution of the Council of Ministers n.º 30/2020, of April 21 - "Action Plan for Digital Transition" (PATD), which provides for pillar I.3 — Inclusion and digital literacy; -Resolution of the Council of Ministers n.º 55/2020, of July 31 – "Strategy for State and Public Administration Innovation 2020 -2023", whose 4th axis has strategic objective 11: Promote integration and inclusion in service, and Measure 11.2 — Make service spaces (physical and virtual) more inclusive, creating conditions for personalized service for senior citizens, expanding the telephone translation service and providing services that guarantee access to people with disabilities; -Resolution of the Council of Ministers n.º 59/2021, of May 14 - «National Digital Skills Initiative e.2030 - INCoDe.2030»., which provides for Axis 3 — Inclusion: training and generalization to the entire population and all the territory of access to digital technologies, for obtaining information, for communication and for access and use of public and private digital services; -Law n.º 27/2021, of May 17, in its current wording – "Portuguese Charter of Human Rights in the Digital Era", which provides for everyone's right, without any discrimination, to have access to the digital environment, and includes the creation of a social tariff for access to Internet services applicable to economically vulnerable end customers.
Romania	
Slovakia	
Slovenia	Promotion of Digital Inclusion Act -establishes the planning and measures to promote digital inclusion of the population of the Republic of Slovenia.
Spain	Although it has not strictly the status of a regulation, on May 24th 2022, the Council of Ministries approved an Agreement that in turn approved the Plan for energy savings and efficiency measures. This Plan includes the reinforcement of the face-to-face assistance in the offices of the General Administration, in which a preferent assistance shall be given to people over 65 years of age, without a prior appointment, through the development of plans to reinforce this face-to-face assistance. The Plan also states that monitoring mechanisms shall be established to facilitate face-to-face assistance for the people affected by the digital divide. The text of the Plan can be found, as an Annex, in https://www.boe.es/eli/es/o/2022/05/25/pcm466.

2.4. Due to the COVID-19 pandemic, in many cases face-to-face assistance was no longer provided to citizens. Has face-to-face assistance been restored to pre-pandemic levels or is it still lower than in the pre-pandemic situation?

- Yes, it has been restored to pre-pandemic levels — 42% (10)
- No, it is still lower than in the pre-pandemic situation — 29% (7)
- I don't know — 13% (3)
- N/C — 17% (4)

2.4. Due to the COVID-19 pandemic, in many cases face-to-face assistance was no longer provided to citizens. Has face-to-face assistance been restored to pre-pandemic levels or is it still lower than in the pre-pandemic situation?

Legend:
- Yes, it has been restored to pre-pandemic levels
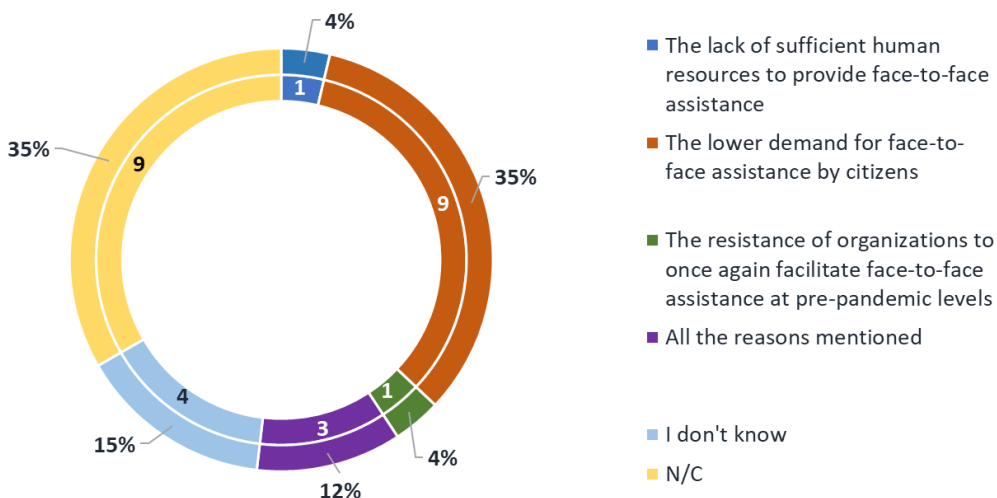- No, it is still lower than in the pre-pandemic situation
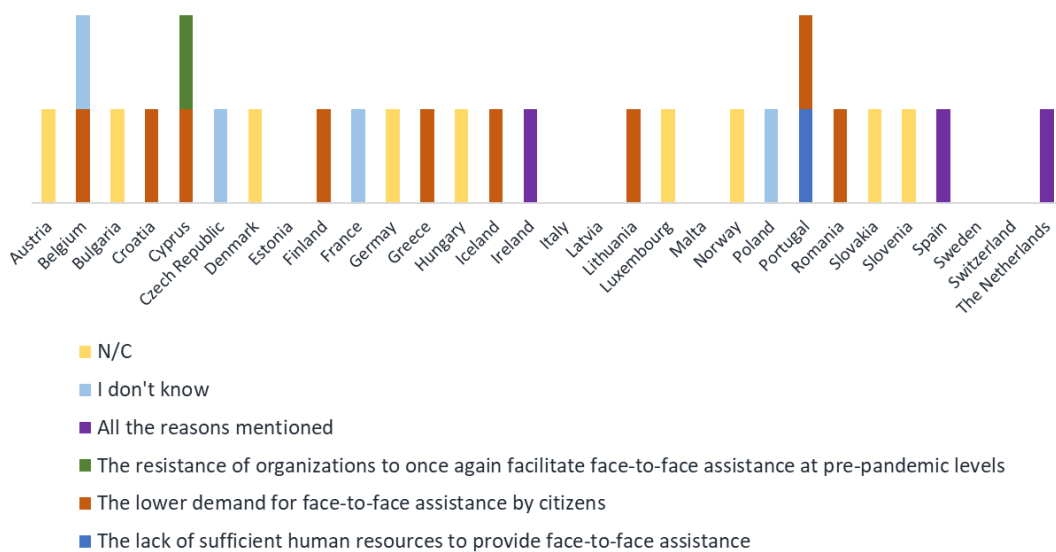- I don't know
- N/C

	2.4. Due to the COVID-19 pandemic, in many cases face-to-face assistance was no longer provided to citizens. Has face-to-face assistance restored to pre-pandemic levels or is it still lower than in the pre-pandemic situation? (M)
	Here you can add any comments
Austria	Information could not be gathered
Belgium	
Bulgaria	
Croatia	
Cyprus	
Czech Republic	
Denmark	
Finland	
France	
Germany	
Greece	There was a huge increase in the digital services that mainly remains after the COVID -19
Hungary	
Iceland	
Ireland	Many face-to-face services have been restored but some have not. However, it is recognised in the Government's Digital Inclusion Roadmap that there is a need to put in place options for those who require additional assistance. https://www.gov.ie/en/press-release/779fa-minister-donohoe-publishes-digital-for-good-irelands-digital-inclusion-roadmap/
Lithuania	
Luxembourg	
Netherlands	Incidentally life contact has been replaced by video conferencing or even replacing birth registration by a mobile device to be used in the nursery environment e.g. of a hospital
Norway	Face-to-face assistance was already lower in Norway pre-pandemic, as many citizens/residents prefer to use digital channels.
Poland	
Portugal	
Romania	
Slovakia	
Slovenia	
Spain	

2.5. In the event that face-to-face assistance is less than the situation prior to the pandemic, what is the reason? (multiple answers possible)

- The lack of sufficient human resources to provide face-to-face assistance
- The lower demand for face-to-face assistance by citizens
- The resistance of organizations to once again facilitate face-to-face assistance at pre-pandemic levels
- All the reasons mentioned
- I don't know
- N/C

2.5. In the event that face-to-face assistance is less than the situation prior to the pandemic, what is the reason? (multiple answers possible)

- N/C
- I don't know
- All the reasons mentioned
- The resistance of organizations to once again facilitate face-to-face assistance at pre-pandemic levels
- The lower demand for face-to-face assistance by citizens
- The lack of sufficient human resources to provide face-to-face assistance

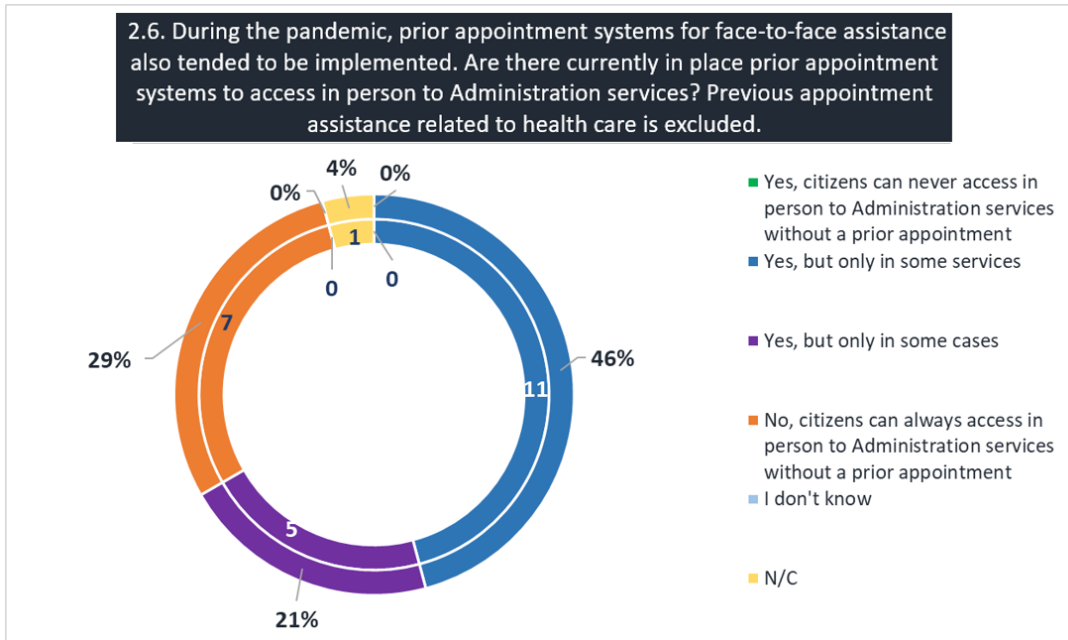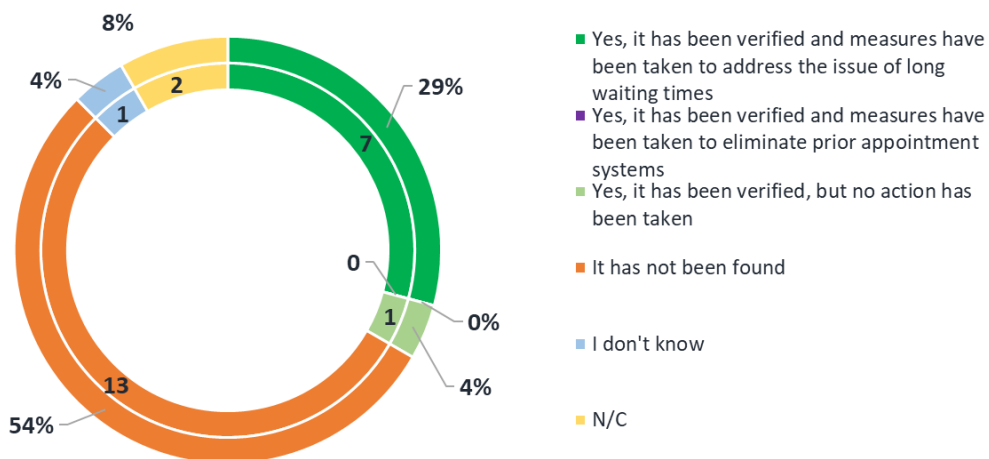|	2.5. In the event that face-to-face assistance is less than the situation prior to the pandemic, what is the reason? (multiple answers possible): (O)
	Here you can add any comments
Austria	Information could not be gathered
Belgium	
Bulgaria	
Croatia	
CYPRUS	
Czech Republic	
Denmark	
Finland	
France	
Germany	
Greece	
Hungary	
Iceland	
Ireland	All the above are relevant. New forms of service delivery have overtaken previous services.
Lithuania	
Luxembourg	
Netherlands	Please notice that in NL municiplaities are allowed to defiine there own policies. Often based on a dedicated approach of target groups of citizens involved in communication.
Norway	
Poland	
Portugal	Besides the issue of the lack of human resources, which does not allow responding to all daily requests, citizens are solving matters regarding public services through channels without the need for face-to-face service (using on line public services for example) and entities are increasing services available through other channels. Also since the pandemic, public services made available scheduled appointments and many currently maintain a mixed model, not fully providing spontaneous service.
Romania	
Slovakia	
Slovenia	
Spain	Observation regarding the second reason: it has also to be considered that technology progress, in part accelerated by pandemic situation, has motivated that electronic procedures have been increasingly available and used by citizens, which has caused in many cases a lower demand for face-to-face assistance.

2.6. During the pandemic, prior appointment systems for face-to-face assistance also tended to be implemented. Are there currently in place prior appointment systems to access in person to Administration services? Previous appointment assistance related to health care is excluded.

2.6. During the pandemic, prior appointment systems for face-to-face assistance also tended to be implemented. Are there currently in place prior appointment systems to access in person to Administration services? Previous appointment assistance related to health care is excluded.

- N/C
- I don't know
- No, citizens can always access in person to Administration services without a prior appointment
- Yes, but only in some cases
- Yes, but only in some services
- Yes, citizens can never access in person to Administration services without a prior appointment
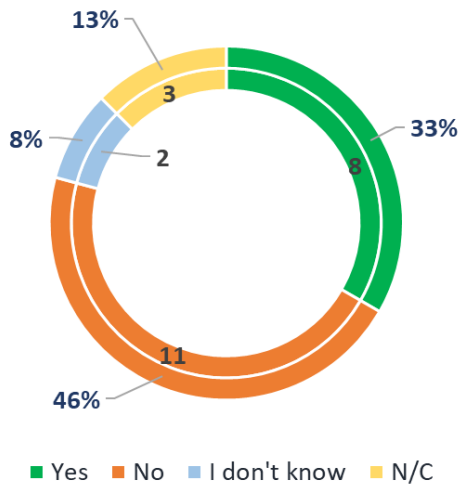
2.7. In some cases, appointment systems have prevented citizens from accessing public services in a reasonable time. Has this situation been found in your country? What measures have been taken?

- Yes, it has been verified and measures have been taken to address the issue of long waiting times
- Yes, it has been verified and measures have been taken to eliminate prior appointment systems
- Yes, it has been verified, but no action has been taken
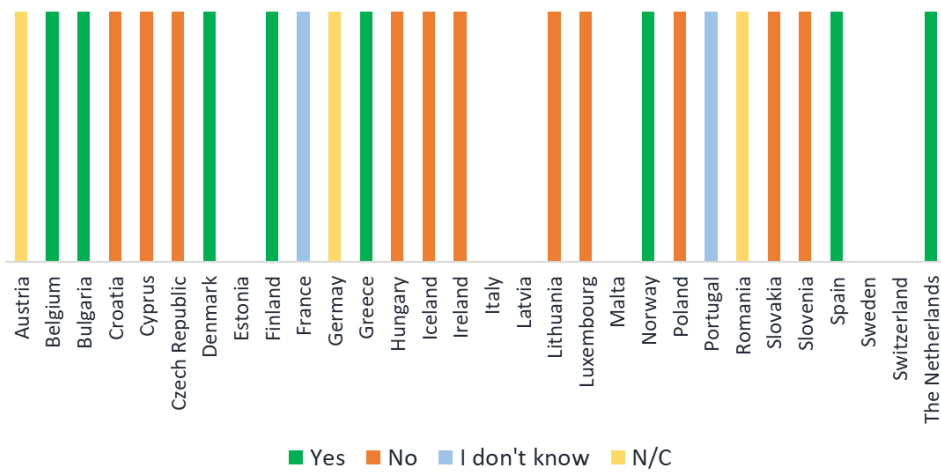- It has not been found
- I don't know
- N/C

2.7. In some cases, appointment systems have prevented citizens from accessing public services in a reasonable time. Has this situation been found in your country? What measures have been taken?

Legend:
- ■ N/C
- ■ I don't know
- ■ It has not been found
- ■ Yes, it has been verified, but no action has been taken
- ■ Yes, it has been verified and measures have been taken to eliminate prior appointment systems
- ■ Yes, it has been verified and measures have been taken to address the issue of long waiting times

	2.7. In some cases, appointment systems have prevented citizens from accessing public services in a reasonable time. Has this situation been found in your country? What measures have been taken?®
	The measures taken have been (please briefly describe)
Austria	Information could not be gathered
Belgium	
Bulgaria	
Croatia	
Cyprus	
Czech Republic	
Denmark	More resources for citizen services and for the joint public joint support system (telephone help).
Finland	
France	Question 12 only addresses the system. This system can also prove to be a way of to improve the organization of administrative services and simplify life for users...
Germany	
Greece	
Hungary	
Iceland	
Ireland	Examples include streamlining of back-office systems, introduction of new /enhanced digital services and triaging customers on arrival
Lithuania	
Luxembourg	
Netherlands	
Norway	
Poland	
Portugal	
Romania	
Slovakia	
Slovenia	
Spain	If this problem is detected, the measures to address it are taken on a case by case basis.

2.8. In your country, has there been a special demand for face-to-face assistance by groups of people over 65 years of age?
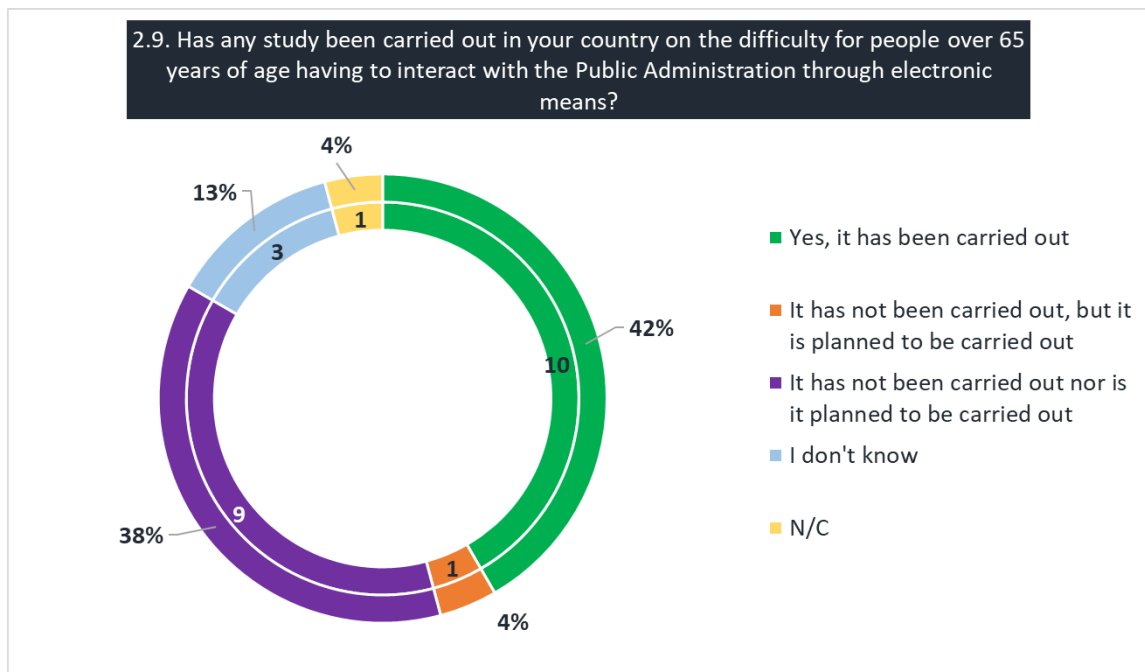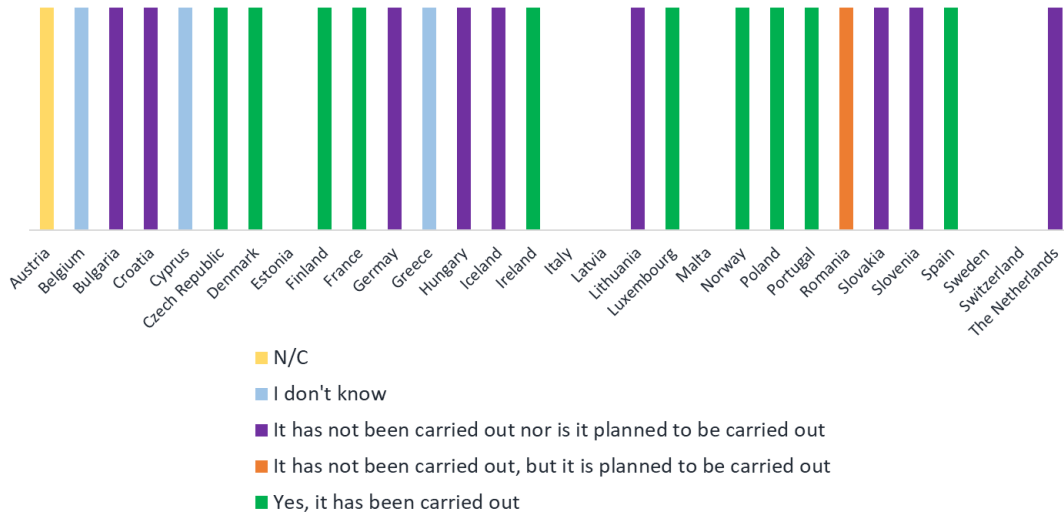
13%
3

8%
2

33%
8

46%
11

Yes ■ No ■ I don't know ■ N/C

2.8. In your country, has there been a special demand for face-to-face assistance by groups of people over 65 years of age?

Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, The Netherlands

Yes ■ No ■ I don't know ■ N/C

23

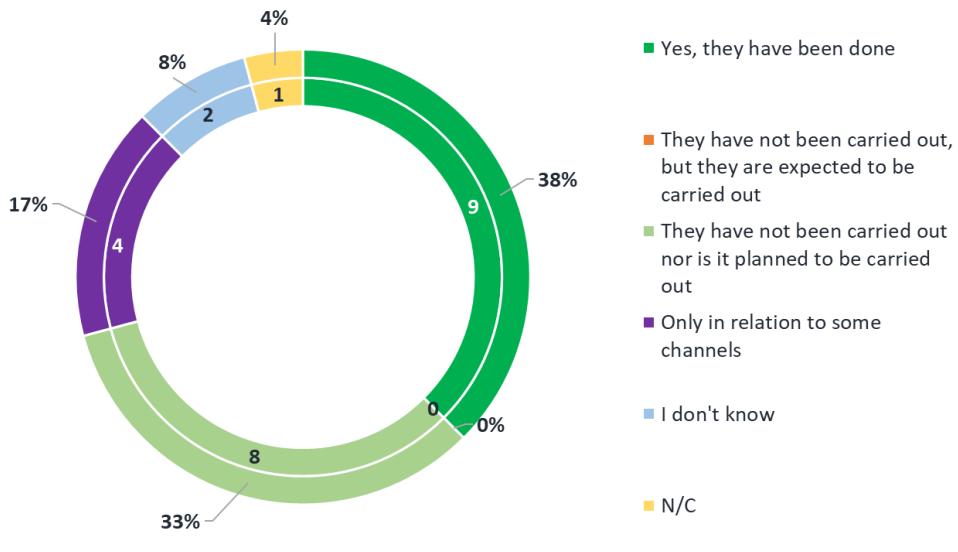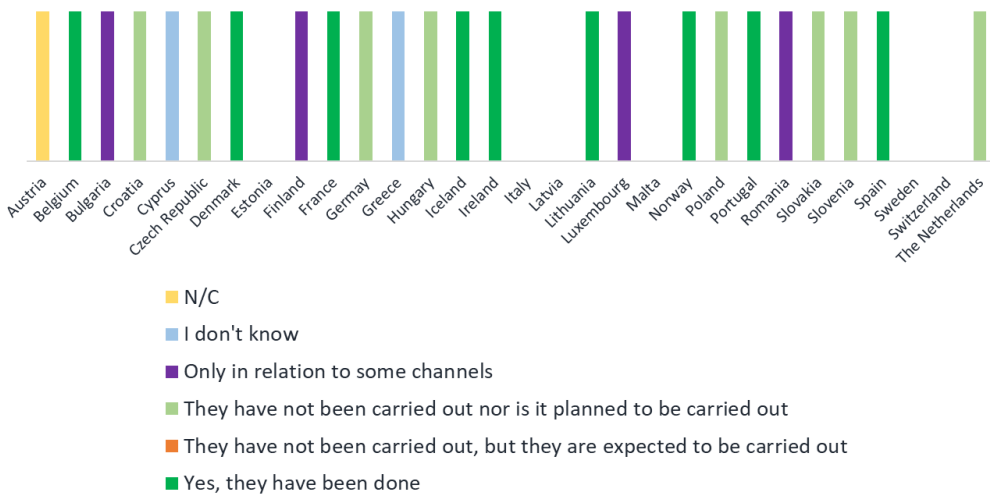|	2.8. In your country, has there been a special demand for face-to-face assistance by groups of people over 65 years of age? (T)
	Please indicate in which areas
Austria	
Belgium	/
Bulgaria	
Croatia	
Cyprus	
Czech Republic	
Denmark	Fx E-id (new system)
Finland	
France	
Germany	
Greece	In some municipalities courses for elderly people have been provided for using digital services. The initiative is still in pilot implementation.
Hungary	
Iceland	
Ireland	
Lithuania	
Luxembourg	
Netherlands	When relevant the approach is defined by the ability of people to help themselves. There are dedicated approaches, however these are focused on the following situation (and not so much age related): Deafness, visual constraints, illiteracy, mental disabilities, fysical constraints, language barriers, Lack of digital abilities, or devices, distant living, temporal fysical disabilities etc. Notice most > 65 people are well educated and often able to accommodate.
Norway	Generally people over 65 years tend to want to access either telephone or face-to-face assistance
Poland	
Portugal	Older citizens are usually a segment of the population that resorts to face-to-face service, either because they are not as comfortable with providing services in another non-face-to-face channel (they do not have knowledge of technology, etc.) or because they actually prefer personal contact for reasons of culture, habit and trust. It is suggested to analyze the evolution of statistics regarding the face-to-face appointment method of the Service Management Information System (Sigä Platform) by the group of people over 65 years of age. This platform is aimed at entities with customer service services. It includes several Public Administration entities, including the Social Security Institute.
Romania	
Slovakia	
Slovenia	
Spain	Some initiatives have been developed in the last years showing that there is a special demand for face-to-face assistance. We provide some examples: •The initiative called "I am older but not fool" began with the collection of signatures to demand face-to-face assistance and more humane treatment in bank branchs, and had a great impact in public opinion. •In the Spanish Parliament, some non-legislative proposals have been presented, for example: oNon legislative proposal number 161/003250 on digital divide as a reason of social exclusion among older people. oNon legislative proposal number 161/003657 on the right to be effectively assisted by Public Administrations and enterprises providing basic services. oNon legislative proposal number 161/003762 on the inclusion of older people in digital bank services.

2.9. Has any study been carried out in your country on the difficulty for people over 65 years of age having to interact with the Public Administration through electronic means?

- Yes, it has been carried out — 42% (10)
- It has not been carried out, but it is planned to be carried out — 4% (1)
- It has not been carried out nor is it planned to be carried out — 38% (9)
- I don't know — 13% (3)
- N/C — 4% (1)

2.9. Has any study been carried out in your country on the difficulty for people over 65 years of age having to interact with the Public Administration through electronic means?

Legend:
- ■ N/C
- ■ I don't know
- ■ It has not been carried out nor is it planned to be carried out
- ■ It has not been carried out, but it is planned to be carried out
- ■ Yes, it has been carried out

Countries: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, The Netherlands

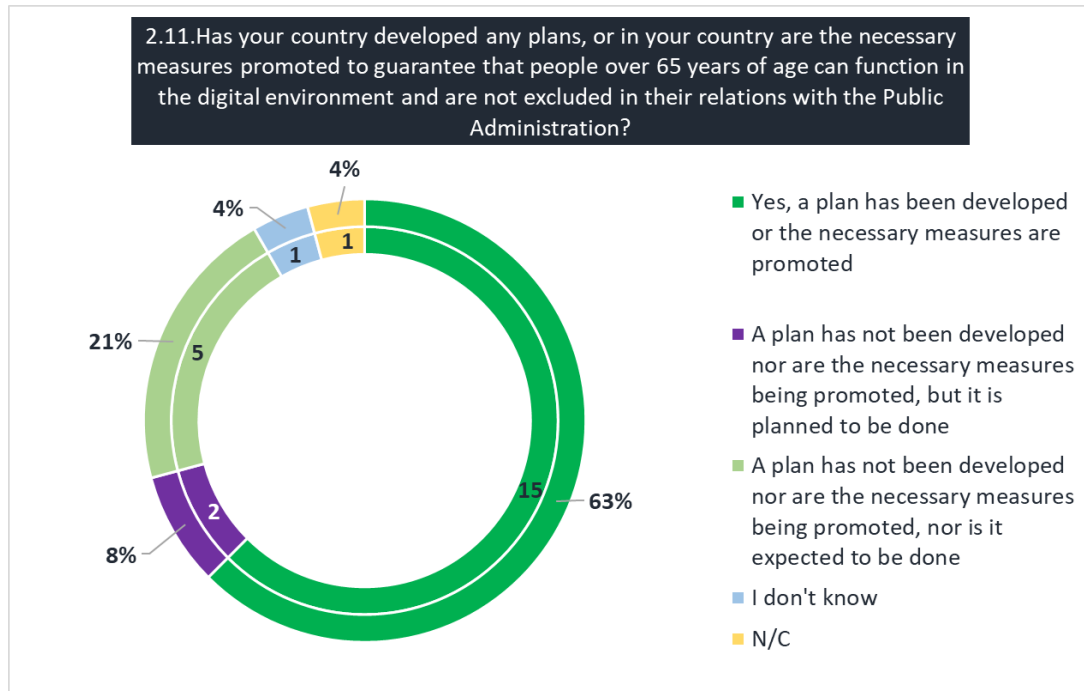|	2.9. Has any study been carried out in your country on the difficulty for people over 65 years of age having to interact with the Public Administration through electronic means? (V)
	What are the main conclusions of the study (please briefly describe)?
Austria	To the best of our knowledge, no such study has been carried out, and information on whether one is planned could not be gathered.
Belgium	
Bulgaria	
Croatia	
Cyprus	
Czech Republic	The people over 65 years of age were part of a wider study. The finding of that study was that critical factors that might indicate digital divide are lower education, socio-economic status and ? to some extent ? place of residency (city vs. certain locations). Age of itself was not found to be a risk of digital divide indicator.
Denmark	Denmark does not divide digital challenges according to age. We experience that the digital challenges cut across target groups. Our analysis shows that the common digital barriers are, among other things: Solutions do not match the citizen's choice of device Weak digital skills Weak administrative skills Weak skills in written Danish Get opportunities for digital proxies Missing and/or difficult alternative routes
Finland	
FRANCE	The study wasn't only on this segment of the population and not only on digital administration. It was led the DITP, and according to the results, 12% of users express a need for help/support when carrying out an administrative procedure. The preferred medium for online procedures is the telephone (call or callback 48%), except for young working people, who prefer the e-mail (Mel: 42% / Guichet: 36%). Those who prefer the counter relatively more than the average are more likely to be over 60. Also those who are afraid of making a mistake, the less educated, foreigners in France... Young people, managers and employees are less attracted to the counter. The approach and the situation determine the type of contact: it's more likely to be a counter for the police and gendarmerie, victim support, comprehensive social assistance... The user also adapts to the offer available in his environment, to the channel that has already given him satisfaction or not (sometimes disappointed by the quality of answers from call centers that refer to websites). The government has drawn up a report on the use of the various channels available to our fellow citizens in their dealings with the main public services. The digital channel (websites, e-mail) has established itself as the preferred means of contact between our citizens and public services: over 2 billion visits are counted each year to the main public service websites. In this respect, the success of the DGFiP's digital transformation is particularly appreciated by our citizens. In 2021, there were more than 200 million interactions with a public agent : 85% of those interactions were carried out remotely, including 43% by telephone. In the same year, France services carried out 3.5 million acts of assistance, making it a significant player. Access to public services must continue to adapt, in line with the uses and expectations of the French people, around two priorities: -For all French citizens, improve digital services and the quality of telephone reception; -For those who need it most, continue to develop a local, human and versatile service. We need to invest in those of our citizens who are furthest removed from administrative procedures, in initiatives to improve the quality and accessibility of online procedures. The Government is also pursuing its initiatives to improve the quality and accessibility of online procedures. In 2019, the Government launched L?Observatoire des démarches en ligne with the aim of digitizing the 250 procedures most used by the French. This promise has been kept, but the quality of online services remains insufficient. As the main interface in the relationship between user and administration, the quality of online public services needs to be significantly improved. A new version of the digital service quality observatory will therefore be deployed shortly, with : -An update to take account of changes in French usage - and all French citizens will now be able to suggest that a service be monitored in the observatory; -An opportunity for local public service contacts (France services agents, social workers, digital mediators) to report persistent difficulties encountered when carrying out online procedures; -Reinforced quality indicators for procedures Our commitments are as follows: -Guaranteed digital accessibility for people with disabilities, with tangible progress to be made within 18 months, in line with the objectives set by the French National Disability Council;
Germany	
Greece	
Hungary	
Iceland	
Ireland	All age groups were included in a recent public consultation on digital public services.
Lithuania	
Luxembourg	- One by STATEC (https://statistiques.public.lu/fr/publications/series/regards/2020/regards-22-20.html). The following publication shows the main findings of the STATEC study: https://statistiques.public.lu/fr/publications/series/regards/2020/regards-22-20.html - One by the Ministry for Digitalisation and LISER on digital inclusion of different populations where this issue is analysed (https://digital.gouvernement.lu/fr/publications/rapport-etude-analyse/liser-inclusion-numerique-2023.html) The following press release summarizes the study by the Ministry for Digitalisation and LISER: https://digital.gouvernement.lu/fr/actualites.gouvernement%2Bfr%2Bactualites%2Btoutes_actualites%2Bcommuniques%2B2023%2B05-mai%2B12-digitalisation-liser.html
Netherlands	
Norway	Generally conclusions are that the older you are, the more likely you want to interact with public administration either by telephone or in person.
Poland	According to the results of the Community survey on ICT usage in households and by individuals done by Statistics Poland (GUS): The difficulties for people over 65 years of age having to interact with the Public Administration through electronic means: 57% of people of age 65-74 in Poland (the scope of the Community survey on ICT usage is population in age of 16-74 years) used the Internet in last 12 months in 2022. 54% didn?t use e-administration services, 45% because of lack of need to do this and only 4% because of lack of skills. In case of 3% of them someone else dealt with e-administration services on behalf of them. 24% of the group of people in age of 65-74 interacted with public administration online. Only 6% of adults in age 65-74 years reported any problems while using e-administration services. They were as follows: ?2,9% technical problems ?2,9% it was too complicated for them
Portugal	Based on the information available aqui, between July 2017 and March 2020, ISS developed together with the Institute of Informatics, I.P, the project "360º Vision Customer Relationship Management System" to define the future model of the System of Customer Relationship Management. This project aimed at the development and implementation of the new relationship management system, whose model results from the Preliminary Study that was prepared within the scope of the AGORA operation - subproject no. 2 "Management of the Customer Relationship Management System". It is intended that the implementation of the technological solution will contribute to responding to the needs and expectations of customers, supporting the needs of Social Security service from a transversal perspective of integration of business areas with a focus on responding to the citizen/customer. The implementation of the System also aims to promote organizational alignment that guides everyone in the organization to provide a quality service to the various interested parties.
Romania	
Slovakia	
Slovenia	
Spain	Project 1 in the Strategic Plan of the Directorate-General for Public Governance 2022-2024 is entirely focused on the global assistance to older people in carrying out procedures within the State General Administration. Activity 1 of this project consists of the development of a diagnosis report on the matter. The report is based on some studies developed at different levels, as an example: •Questionnaire addressed to citizen information and assistance offices (OIAC) and register assistance offices (OAMR). 2022. •Diagnosis on the assistance to older people in the access to information and administrative procedures in the State General Administrations. IMOP-Insights. 2023. The mentioned Strategic Plan can be found in https://funcionpublica.hacienda.gob.es/dam/es/portalsefp/gobernanza-publica/PLAN_ESTRATEGICO_DGGP_2022_2024.pdf.

2.10. Have studies of satisfaction with the assistance received by older people through the different channels been carried out in your country?
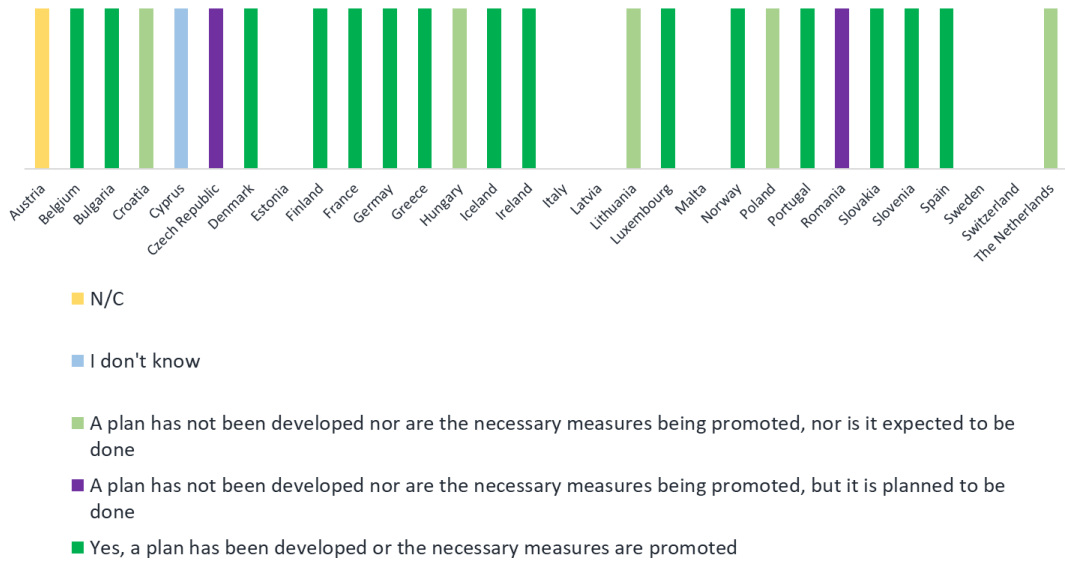
Yes, they have been done

They have not been carried out, but they are expected to be carried out

They have not been carried out nor is it planned to be carried out

Only in relation to some channels

I don't know

N/C

2.10. Have studies of satisfaction with the assistance received by older people through the different channels been carried out in your country?

N/C

I don't know

Only in relation to some channels

They have not been carried out nor is it planned to be carried out

They have not been carried out, but they are expected to be carried out

Yes, they have been done

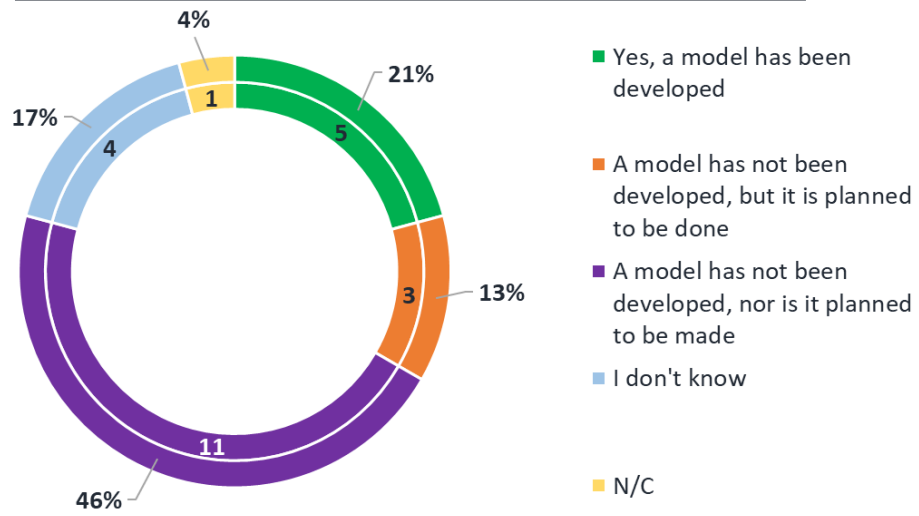|	2.10. Have studies of satisfaction with the assistance received by older people through the different channels been carried out in your country? (X)
	Please briefly indicate the results obtained
Austria	To the best of our knowledge, no such study has been carried out, and information on whether one is planned could not be gathered.
Belgium	/
Bulgaria	
Croatia	
Cyprus	
Czech Republic	
Denmark	Older people want more help with digital self-service
Finland	
FRANCE	Check answer 17
Germany	
Greece	
Hungary	
Iceland	Older people in general are happier with the services. There is some higher demand for face-to-face as first choice of service method for the elderly, but they use other channels to about the same amount as first choice (email is a little less than all groups) self service use is about the same. https://www.stjornarradid.is/verkefni/rekstur-og-eignir-rikisins/konnun-a-thjonustu-rikisstofnana/
Ireland	All age groups are included in such surveys.
Lithuania	
Luxembourg	No special satisfaction survey has been carried out on the assistance received by older people; however, the Ministry for Civil Service has undertaken a general survey on the quality of public services. This survey analyzes the frequency of channels used by different age categories (web channel is the most frequent channel used, also by the >55 years), the satisfaction regarding the number of existing channels (80% of >55 years are "very satisfied" or "satisfied".
Netherlands	
Norway	Some sector agencies, for example the Taxation and Welfare authorities, have undertaken studies of satisfaction. The general conclusions are again that older people (over 65) prefer to access either telephone or in person channels.
Poland	
Portugal	Within the scope of the ISS Action Plan 2023, data from satisfaction surveys carried out with customers regarding service (aggregated across the 3 channels) for the years 2018 to 2021 are presented.
Romania	
Slovakia	
Slovenia	
Spain	Activity 1 of Project 1 in the Strategic Plan of the Directorate-General for Public Governance 2022-2024 consists of the development of a diagnosis report on the situation of the assistance to older people. To that end, some satisfaction questionnaires and field works have been done. In addition, within other channels of public assistance, some other questionnaires are being carried out, where the citizens responding to them are asked whether they are above 65 years old, in order to evaluate the satisfaction of this group (for example, questionnaire in 060 platform (general information number of the State General Administration), or in some assistance offices). The mentioned Strategic Plan can be found in https://funcionpublica.hacienda.gob.es/dam/es/portalsefp/gobernanza-publica/PLAN_ESTRATEGICO_DGGP_2022_2024.pdf.

2.11.Has your country developed any plans, or in your country are the necessary measures promoted to guarantee that people over 65 years of age can function in the digital environment and are not excluded in their relations with the Public Administration?

- Yes, a plan has been developed or the necessary measures are promoted
- A plan has not been developed nor are the necessary measures being promoted, but it is planned to be done
- A plan has not been developed nor are the necessary measures being promoted, nor is it expected to be done
- I don't know
- N/C

2.11.Has your country developed any plans, or in your country are the necessary measures promoted to guarantee that people over 65 years of age can function in the digital environment and are not excluded in their relations with the Public Administration?

■ N/C

■ I don't know

■ A plan has not been developed nor are the necessary measures being promoted, nor is it expected to be done

■ A plan has not been developed nor are the necessary measures being promoted, but it is planned to be done

■ Yes, a plan has been developed or the necessary measures are promoted

|	2.11.Has your country developed any plans, or in your country are the necessary measures promoted to guarantee that people over 65 years of age can function in the digital environment and are not excluded in their relations with the Public Administration? (Z)
	Can you briefly indicate which measures are involved?
Austria	There are no measures specifically addressed to citizens over 65 years of age. Rather, the claim is to be inclusive for all age groups with the services offered. Further information on digital services can be found at https://www.digitalaustria.gv.at/ and https://www.bmf.gv.at/themen/digitalisierung.html.
Belgium	Connectoo: https://oecd-opsi.org/innovations/connectoo-training/ SmartNation-strategy: https://smartnation.be/nl Digital Open Playbook: https://digitalopen.belgium.be/nl/playbook
Bulgaria	
Croatia	
Cyprus	
Czech Republic	
Denmark	Denmark has worked with digital inclusion since 2015. By 2023 at the latest, the Folketnget has adopted a law that makes it possible to be exempted from the mandatory digital self-service, just as it has been possible since 2014 to be exempted from mandatory digital mail (and then get your mail on paper instead)
Finland	
France	Check answer 17
Germany	
Greece	Support is planned to be provided f2f in the Citizen Service Centers.
Hungary	
Iceland	The content strategy for the national portal is user centric design that works for various groups, including the elderly.
Ireland	All age groups are included in the Digital Inclusion Roadmap. Similarly for the Government's Adult Literacy for Life Strategy.
Lithuania	
Luxembourg	The plan can be found here: https://digital.gouvernement.lu/en/publications/document-de-reference/panin-2021.html The National Action Plan for Digital Inclusion, announced in the coalition agreement, was drawn up by the Ministry for Digitalisation in close consultation with the inter-ministerial working group dedicated to digital inclusion and following bilateral exchanges with associations and various non-state actors close to populations isolated from the digital world. On the basis of all the consultations and dialogue, the Ministry for Digitalisation has defined three strategic levers to foster the digital inclusion of all citizens. These levers bring together a set of 40 concrete initiatives, 18 of which fall within the competence of the Ministry for Digitalisation. Those strategic levers are as follows: - Increasing digital motivation and building digital confidence - Facilitating digital access - Developing digital skills The National Action Plan was adopted by the Government Council on 24 September 2021 and was presented to the public on 6 October 2021 by Marc Hansen, Minister Delegate for Digitalisation. It will be evaluated next year to develop a 2nd action plan for digital inclusion. The following links indicate the measures involved: https://zesummendigital.public.lu/en/plan-national.html https://digital.gouvernement.lu/en/dossiers/2022/initiatives-inclusion-numerique.html
Netherlands	
Norway	Norway has a strategy and action plan for digital inclusion with comprehensive measures such as measures to improve competence, in person guidance to access digital services as well as improving usability and design of digital services.
Poland	
Portugal	See link https://www.ama.gov.pt/web/agencia-para-a-modernizacao-administrativa/espaco-cidadao Within the scope of the Social Security Institute's activities, a new "Social Security Digital Transition Program - CLIC – Social Security Digital Transformation Program to simplify, anticipate, personalize and ensure that no one is left behind" is being developed, supported by Recovery and Resilience Plan, in its component C.17 – i03 "Quality and Sustainability of Public Finances - Digital transition of Social Security", which aims to change the paradigm of the relationship between social security and people and companies. This program includes 85 measures divided into three axes to transform social security: i) human and close; ii) digital and innovative; and iii) efficient and robust. Within the scope of the "digital and innovative" axis, one of the emblematic initiatives is related to "smart relationships", which provides for the following measures: -"360º vision - implementation of a 360º vision in Direct Social Security, which allows a single view of all relationship interactions and all individual processes of people and companies with Social Security"; -"e-Clic: Single Channel - provision of a single channel, in Social Security Direct, for relationships with people and companies in a centralized manner. With a single channel, people and companies will be able to interact more simply with Social Security and obtain a more efficient and harmonized response. It is intended that at the end of the project response levels will be reached within 48 hours"; -It is "automatic service assistant - development of automated service alternatives, using natural language processing (NLP) tools and artificial intelligence (AI) models, supported by conversational flows that simulate in-person service, allowing services to be available 24 hours a day 7 days a week. -For example, within the scope of the "Social Security Digital Transition Program", emphasis is placed on the possibility of requesting "Pension on the spot", a Direct Social Security service that allows you to request an old-age pension online in a simple and quick way.
Romania	
Slovakia	There is a plan to privide a tablet to every citizen over 65 and give them a basic education. This action is covered by the RRF.
Slovenia	The residents of the Republic of Slovenia, aged 55 and above were be able to participate in subsidized informal education for improving digital competencies (until October 30, 2022). Successfully completing the informal education intended for individuals aged 55 and above were a requirement for utilizing the '22 digital voucher credit, which enables participants to purchase computer equipment.
Spain	Project 1 in the Strategic Plan of the Directorate-General for Public Governance 2022-2024 is entirely focused on the global assistance to older people in carrying out procedures within the State General Administration). This project consists of the following activities: •Activity 1: Diagnosis report. •Activity 2: Model development for the multichannel assistance to older people through the innovation laboratory HazLab. •Activity 3: Implementation of a pilot project in the OIAC and OAMR of Francisco de Rojas, 12, for the integration of older people. •Activity 4: Pilot extension to other OIAC and OAMR within the State General Administration. •Activity 5: Assistance by telephone agent to older people. •Activity 6: Personalized assistance by video calls using 060 platform. •Activity 7: Personalized assistance by virtual assistant. •Activity 8: Section in the electronic General Access Point (PAGe) with useful and friendly information for older people. •Activity 9: Biometrics' pilot. •Activity 10: Simplification of the most frequent procedures carried out by older people. •Activity 11: Training plan in the use of electronic administration aimed at workers assigned to assistance tasks for older people. The mentioned Strategic Plan can be found in https://funcionpublica.hacienda.gob.es/dam/es/portalsefp/gobernanza-publica/PLAN_ESTRATEGICO_DGGP_2022_2024.pdf.

2.12. Has your country developed any specific assistance model for older people regardless of the channel chosen?
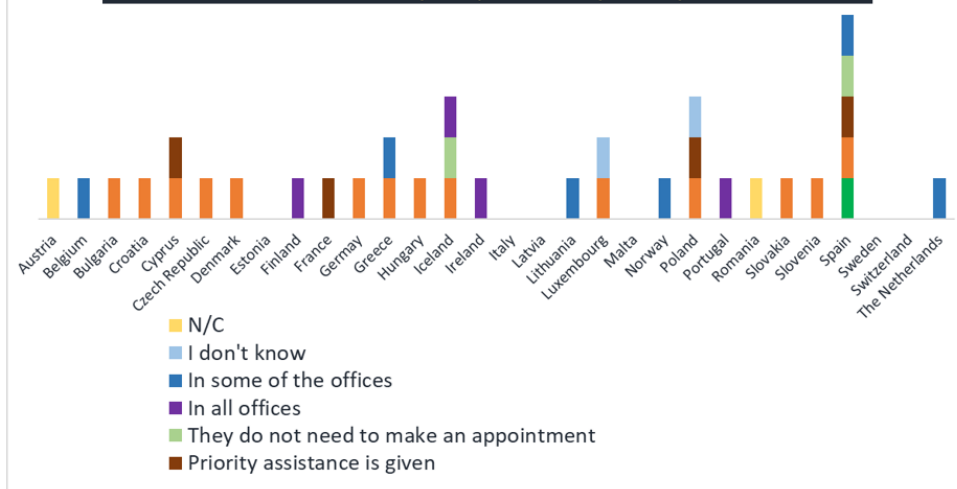
- 4%
- 1
- 21%
- 5
- 17%
- 4
- 13%
- 3
- 46%
- 11

■ Yes, a model has been developed

■ A model has not been developed, but it is planned to be done

■ A model has not been developed, nor is it planned to be made

■ I don't know

■ N/C

2.12. Has your country developed any specific assistance model for older people regardless of the channel chosen?

■ N/C
■ I don't know
■ A model has not been developed, nor is it planned to be made
■ A model has not been developed, but it is planned to be done
■ Yes, a model has been developed

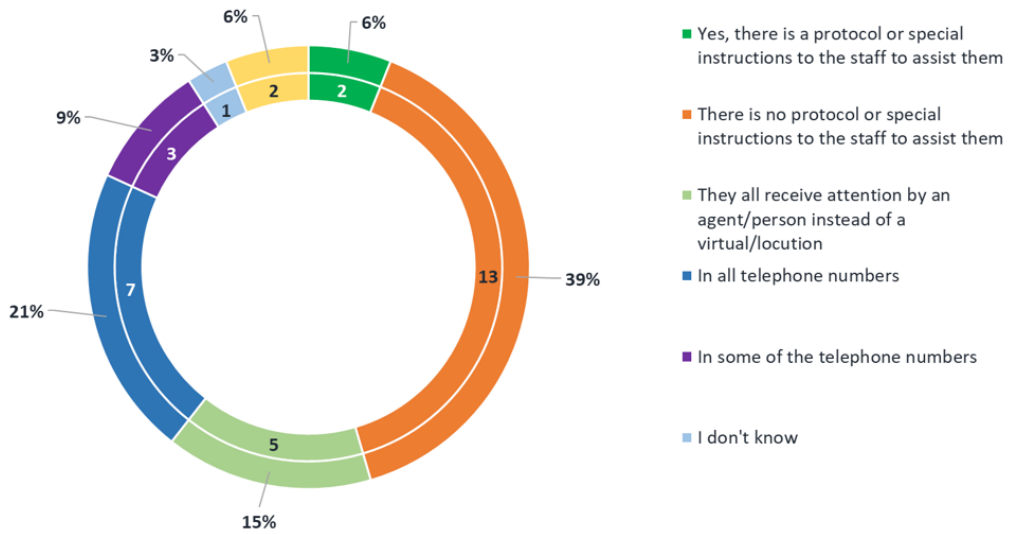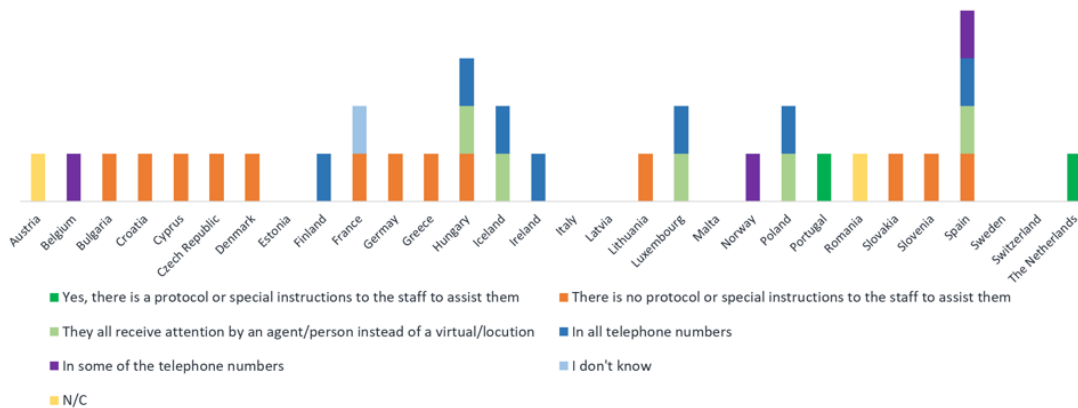|	2.12. Has your country developed any specific assistance model for older people regardless of the channel chosen? (AB)
	Please briefly explain the model
Austria	There are no measures specifically addressed to citizens over 65 years of age. Rather, the claim is to be inclusive for all age groups with the services offered. Further information on digital services can be found at https://www.digitalaustria.gv.at/ and https://www.bmf.gv.at/themen/digitalisierung.html.
Belgium	
Bulgaria	
Croatia	
Cyprus	
Czech Republic	
Denmark	It is always possible to get personal help at citizen services. There is a special telephone number for the Common Support, which older people can contact for quick help.
Finland	
France	A SPECIFIC model has not been developed, nor is it planned to be made, but a model of assistance DOES exist.
Germany	
Greece	
Hungary	
Iceland	
Ireland	
Lithuania	
Luxembourg	
Netherlands	
Norway	National government together with the Norwegian Association of Local and Regional Authorities have developed a model called "Digihjelpen" (Digital help). The aim of the Digihjelpen is to enable the municipalities to establish a low-threshold guidance to people with little or no digital skills.
Poland	
Portugal	The Senior Citizen's Line (800 20 35 31 (toll-free telephone number)), is a free telephone line especially aimed at the problems of the older population, providing information about the rights and support they receive to older people, particularly in areas such as health, social security, housing, equipment and services. In this support line for elderly citizens, personalized service is provided and, informally and quickly, the desired clarifications are made available, and, if the case warrants it, the situation can be forwarded to the competent entities (for example, to the Social Security Institute, I.P.) and contact the relevant institutions (such as healthcare establishments).
Romania	
Slovakia	
Slovenia	
Spain	Within the framework of Project 1 in the Strategic Plan of the Directorate-General for Public Governance 2022-2024 (global assistance to older people in carrying out procedures within the State General Administration), an assistance model is being developed to be implemented initially in one assistance office, and then translated to others. In the context of this model, a decalogue on the assistance of older people has been approved by the Director General for Public Governance. At present, the decalogue is subject to observations from offices and some older people associations to enhance it. The mentioned Strategic Plan can be found in https://funcionpublica.hacienda.gob.es/dam/es/portalsefp/gobernanza-publica/PLAN_ESTRATEGICO_DGGP_2022_2024.pdf.
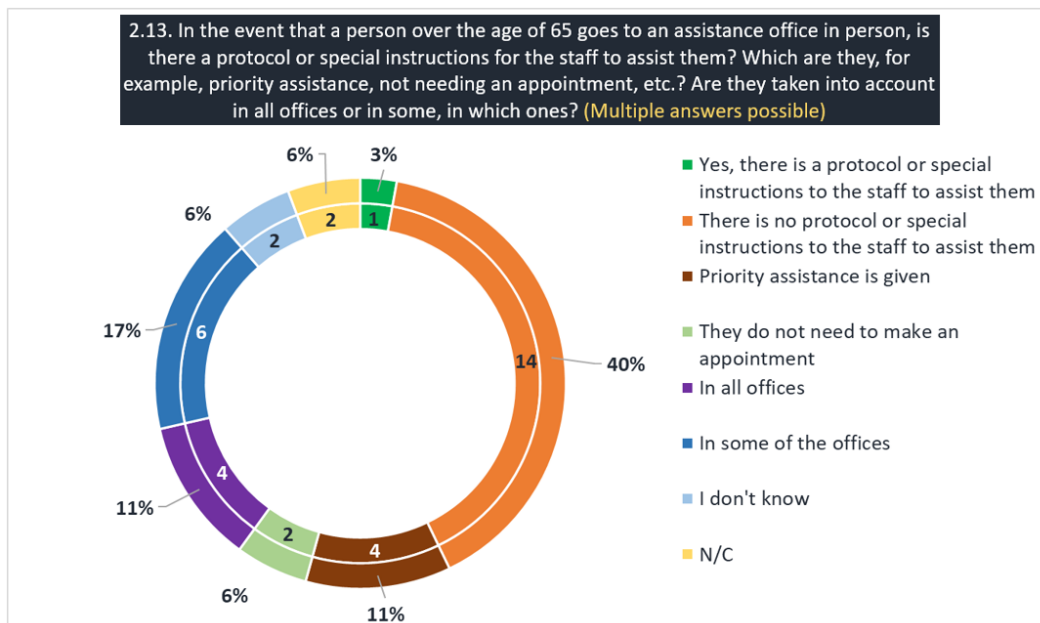
2.13. In the event that a person over the age of 65 goes to an assistance office in person, is there a protocol or special instructions for the staff to assist them? Which are they, for example, priority assistance, not needing an appointment, etc.? Are they taken into account in all offices or in some, in which ones? (Multiple answers possible)

2.13. In the event that a person over the age of 65 goes to an assistance office in person, is there a protocol or special instructions for the staff to assist them? Which are they, for example, priority assistance, not needing an appointment, etc.? Are they taken into account in all offices or in some, in which ones? (Multiple answers possible)

Legend:
- N/C
- I don't know
- In some of the offices
- In all offices
- They do not need to make an appointment
- Priority assistance is given

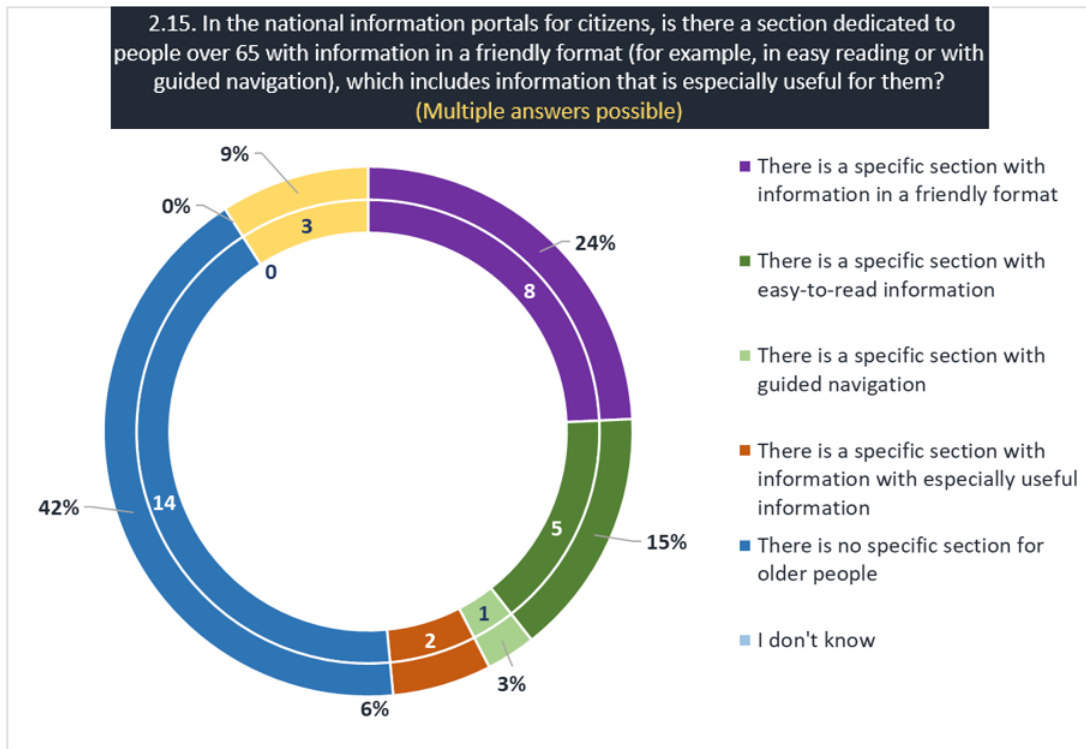|	2.13. In the event that a person over the age of 65 goes to an assistance office in person, is there a protocol or special instructions for the staff to assist them? Which are they, for example, priority assistance, not needing an appointment, etc.? Are they taken into account in all offices or in some, in which ones? (Multiple answers possible) (AD)
	Please briefly indicate the indications or the protocol and which offices
Austria	There are no measures specifically addressed to citizens over 65 years of age. Rather, the claim is to be inclusive for all age groups with the services offered. Further information on digital services can be found at https://www.digitalaustria.gv.at/ and https://www.bmf.gv.at/themen/digitalisierung.html.
Belgium	/
Bulgaria	
Croatia	
Cyprus	
Czech Republic	
Denmark	
Finland	
France	This question cannot be answered in a general way; the response varies from one department to another.
Germany	
Greece	In some agencies e.g. for Social Security, Citizens Service Centers special protocols are applied.
Hungary	
Iceland	
Ireland	As above, all those who look for specific assistance are supported by staff to access the service/information required, regardless of age.
Lithuania	
Luxembourg	
Netherlands	Web Content Accessibility Guidelines, WCAG 2.1(https://www.ww.w3.org/TR/WCAG21/), advice for proper approaches of older people.
Norway	This is very dependent on the sector and/or public authority and the individual needs of the user, therefore this would be determined accordning to need rather than age.
Poland	
Portugal	Priority assistance in Portugal is defined by Decree-Law No. 58/2016, of August 29, which establishes the obligation to provide priority care to people with disabilities, elderly people, pregnant women and people accompanied by infants, for all public and private entities that provide face-to-face service to the public. It is assistance in face-to-face, public or private assistance services, provided to: -people with a disability percentage equal to or greater than 60% proven by a medical certificate of multipurpose disability -pregnant women -person accompanying a lap child up to 2 years old -people over 65 years of age, as long as they present evident changes or limitations in physical or mental functions.
Romania	
Slovakia	
Slovenia	
Spain	The implementation of a protocol or special instructions depends on each assistance office. In some assistance offices, prior appointment systems are not required for older people. In addition, in the context of Activity 1 of Project 2 (Consolidation of Leadership in multichannel assistance) in the Strategic Plan of the Directorate-General for Public Governance 2022-2024, some questionnaires were answered by assistance offices. In one of the questions, it was asked if the offices had a protocol aimed at older people or people with disabilities. Only 4% of the offices that answered this question declared to have a protocol for older people, and 18% a protocol for both older people and people with disabilities. The mentioned Strategic Plan can be found in https://funcionpublica.hacienda.gob.es/dam/es/portalsefp/gobernanza-publica/PLAN_ESTRATEGICO_DGGP_2022_2024.pdf. Some public organisms already have a protocol. For example, Muface (Health Insurance of Public Administration Civil Workers) has implemented a pilot to develop a special service to older people, consisting of the flexibilization of procedures to people over the age of 75 (not 65), and the preference of this group to be assisted by telephone. The pilot has been implemented in some provinces and will progressively be extended to all provinces throughout the country. More information on this initiative can be found in https://www.muface.es/muface_Home/muface_comunicacion/hemeroteca-noticias/2023/Junio-2023/MUFACE75--en-otras-20-provincias.html.

- Yes, there is a protocol or special instructions to the staff to assist them
- There is no protocol or special instructions to the staff to assist them
- They all receive attention by an agent/person instead of a virtual/locution
- In all telephone numbers
- In some of the telephone numbers
- I don't know

- Yes, there is a protocol or special instructions to the staff to assist them
- There is no protocol or special instructions to the staff to assist them
- They all receive attention by an agent/person instead of a virtual/locution
- In all telephone numbers
- In some of the telephone numbers
- I don't know
- N/C

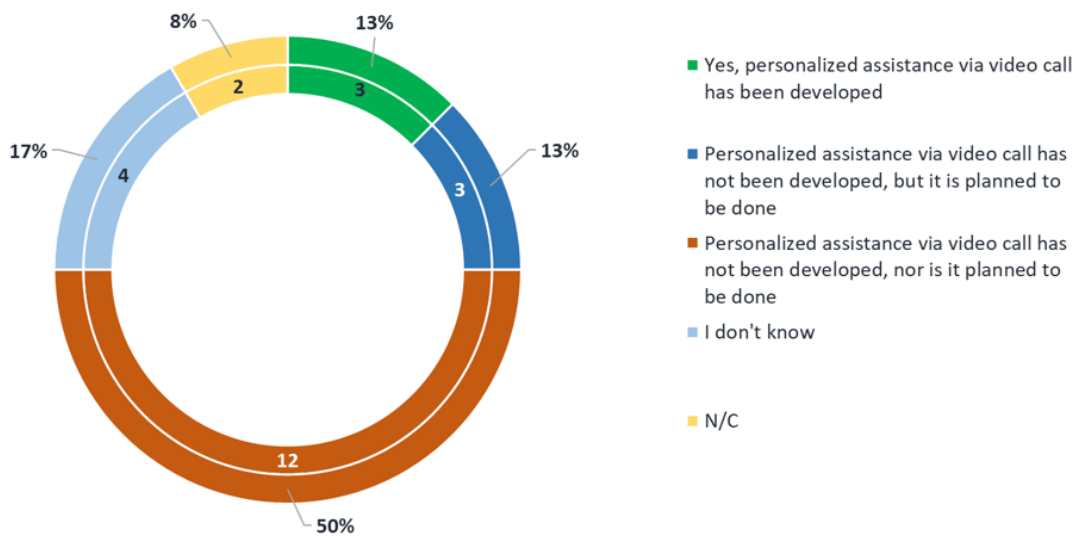|	2.14. In the event that a person over 65 requests telephone assistance regarding general information or electronic procedures, is there a protocol or special instructions for the staff to assist them? Do they receive attention by an agent/person, and not by a virtual/locution? Are these instructions taken into account in all telephone numbers or in some, which ones? (Multiple answers possible) (AF)
	Please briefly indicate the indications or the protocol and which telephone numbers (areas)
Austria	There are no measures specifically addressed to citizens over 65 years of age. Rather, the claim is to be inclusive for all age groups with the services offered. Further information on digital services can be found at https://www.digitalaustria.gv.at/ and https://www.bmf.gv.at/themen/digitalisierung.html.
Belgium	/
Bulgaria	
Croatia	
Cyprus	
Czech Republic	
Denmark	
Finland	
France	
Germany	
Greece	
Hungary	1818 Governmental Hotline is available 0-24 in order to provide information about public services.
Iceland	There is no age specific requirement, but all citizens can get a personal telephonic assistance, all get get face-to-face without an appointment and all service design is for ease of use. The digital self service channel is heavily used by the elderly because it is easy.
Ireland	As above, all those who look for specific assistance are supported by staff to access the service/information required, regardless of age.
Lithuania	
Luxembourg	MyGuichet.lu calls, overflow of CEDIES and CTIE helpdesk calls
Netherlands	
Norway	There are protocals and special instructions developed by individual sector agencies/public authorities, rather than one protocol or set of instructions across the public sector.
Poland	+48 222 500 110
Portugal	
Romania	
Slovakia	
Slovenia	
Spain	Some initiatives have been developed in the context of the 060 platform (telephone of the State General Administration devoted to general issues). For example, as part of Project 1 (Global assistance to older people in carrying out procedures within the State General Administration) in the Strategic Plan of the Directorate-General for Public Governance 2022-2024, Activity 5 is focused on assistance by telephone agent to older people, using some voice recognition, in the 060 telephone platform. Initially, it has been proposed that all the calls related to electronic certificates made by older people could be answered by an agent, ignoring for this group of people the automatic voiceovers. The mentioned Strategic Plan can be found in https://funcionpublica.hacienda.gob.es/dam/es/portalsefp/gobernanza-publica/PLAN_ESTRATEGICO_DGGP_2022_2024.pdf.

2.15. In the national information portals for citizens, is there a section dedicated to people over 65 with information in a friendly format (for example, in easy reading or with guided navigation), which includes information that is especially useful for them? (Multiple answers possible)

- There is a specific section with information in a friendly format — 24% (8)
- There is a specific section with easy-to-read information — 15% (5)
- There is a specific section with guided navigation — 3% (1)
- There is a specific section with information with especially useful information — 6% (2)
- There is no specific section for older people — 42% (14)
- I don't know — 0% (0)
- 9% (3)

2.15. In the national information portals for citizens, is there a section dedicated to people over 65 with information in a friendly format (for example, in easy reading or with guided navigation), which includes information that is especially useful for them? (Multiple answers possible)

Legend:
- N/C
- I don't know
- There is no specific section for older people
- There is a specific section with information with especially useful information
- There is a specific section with guided navigation
- There is a specific section with easy-to-read information
- There is a specific section with information in a friendly format

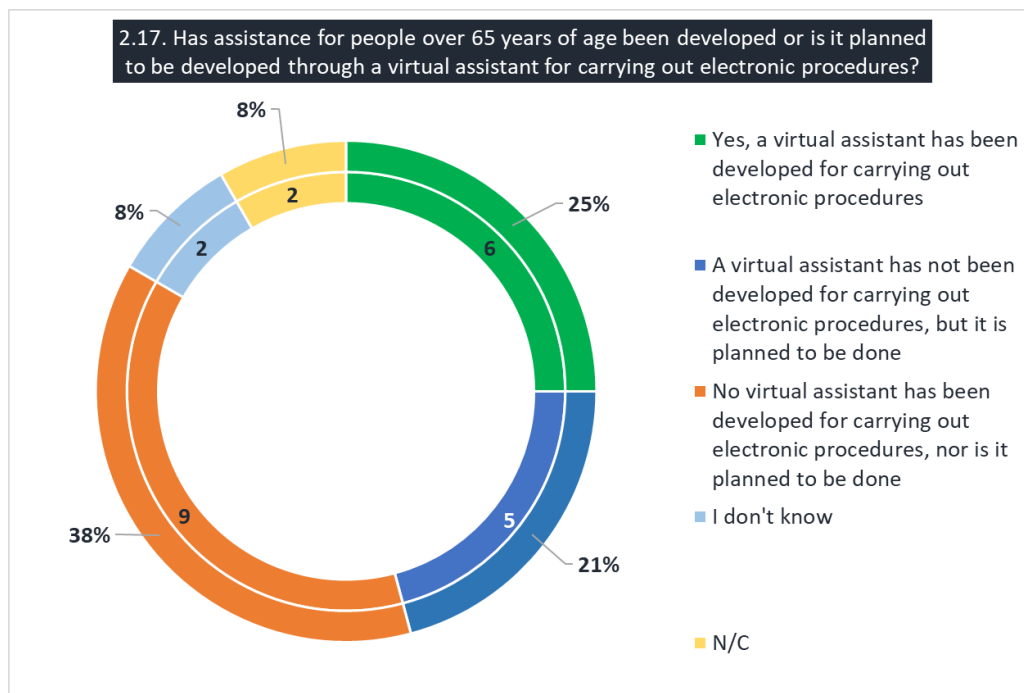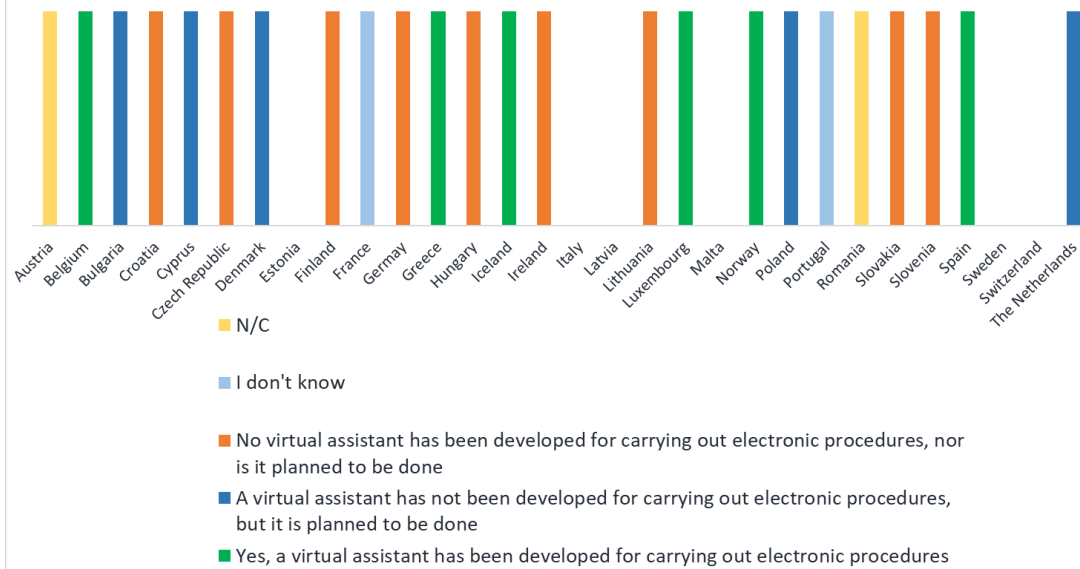|	2.15. In the national information portals for citizens, is there a section dedicated to people over 65 with information in a friendly format (for example, in easy reading or with guided navigation), which includes information that is especially useful for them? (Multiple answers possible) (AH)
	Please briefly indicate other features of the section and the URL
Austria	There are no measures specifically addressed to citizens over 65 years of age. Rather, the claim is to be inclusive for all age groups with the services offered. Further information on digital services can be found at https://www.digitalaustria.gv.at/ and https://www.bmf.gv.at/themen/digitalisierung.html.
Belgium	
Bulgaria	The provided answers are based on the websites accessibility of the administrations.
Croatia	
Cyprus	
Czech Republic	There are government guidelines for public administrations on how to provide information in easy-to-read format. This format is not specifically targeted on people over 65, but to all citizens with special needs. The majority of public administrations and other public service providers have now this section on their website.
Denmark	
Finland	
France	Comment faire si ? | Service-public.fr https://www.service-public.fr/particuliers/vosdroits/comment-faire-si
Germany	
Greece	
Hungary	
Iceland	The content strategy for the national portal is for ease of reading. There is no specific section written in jargon, the overall strategy is very straightforward language and ease of use.
Ireland	
Lithuania	
Luxembourg	
Netherlands	
Norway	Universal design of ICT is a legal requirement for both public and private sector, Websites, applications and self-service machines must be universally designed. The EU's web directive on universal design of websites and mobile applications (WAD) is part of Norwegian law. The same applies to the WCAG 2.1 standard.
Poland	
Portugal	On the ISS Portal there is information dedicated to "Elderly People" in a specific section – available here, which includes documentation related to publications and legislation. Includes a Social Security Line, the Social Security virtual assistant and access to Direct Social Security.
Romania	
Slovakia	
Slovenia	
Spain	Currently, in the national information portal for citizens called electronic General Access Point - PAGe (https://administracion.gob.es), there is no specific section for older people. However, a section of friendly reading for some issues is already elaborated and pending publication. Other initiatives have already been planned in the context of Project 1 (Global assistance to older people in carrying out procedures within the State General Administration) in the Strategic Plan of the Directorate-General for Public Governance 2022-2024, for example, a section with useful and friendly information (Activity 8) or the simplification of the most frequent procedures carried out by older people (Activity 10). The mentioned Strategic Plan can be found in https://funcionpublica.hacienda.gob.es/dam/es/portalsefp/gobernanza-publica/PLAN_ESTRATEGICO_DGGP_2022_2024.pdf.

2.16. Has any initiative been developed or is personalized assistance planned through other less traditional channels, such as video calls, for people over 65 in the field of general assistance to citizens? Video calls related to medical assistance are excluded.

8%   13%

2   3

17%   13%

4   3

12

50%

- Yes, personalized assistance via video call has been developed

- Personalized assistance via video call has not been developed, but it is planned to be done

- Personalized assistance via video call has not been developed, nor is it planned to be done

- I don't know

- N/C

2.16. Has any initiative been developed or is personalized assistance planned through other less traditional channels, such as video calls, for people over 65 in the field of general assistance to citizens? Video calls related to medical assistance are excluded.

Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germay, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, The Netherlands

- N/C

- I don't know

- Personalized assistance via video call has not been developed, nor is it planned to be done

- Personalized assistance via video call has not been developed, but it is planned to be done

- Yes, personalized assistance via video call has been developed

37

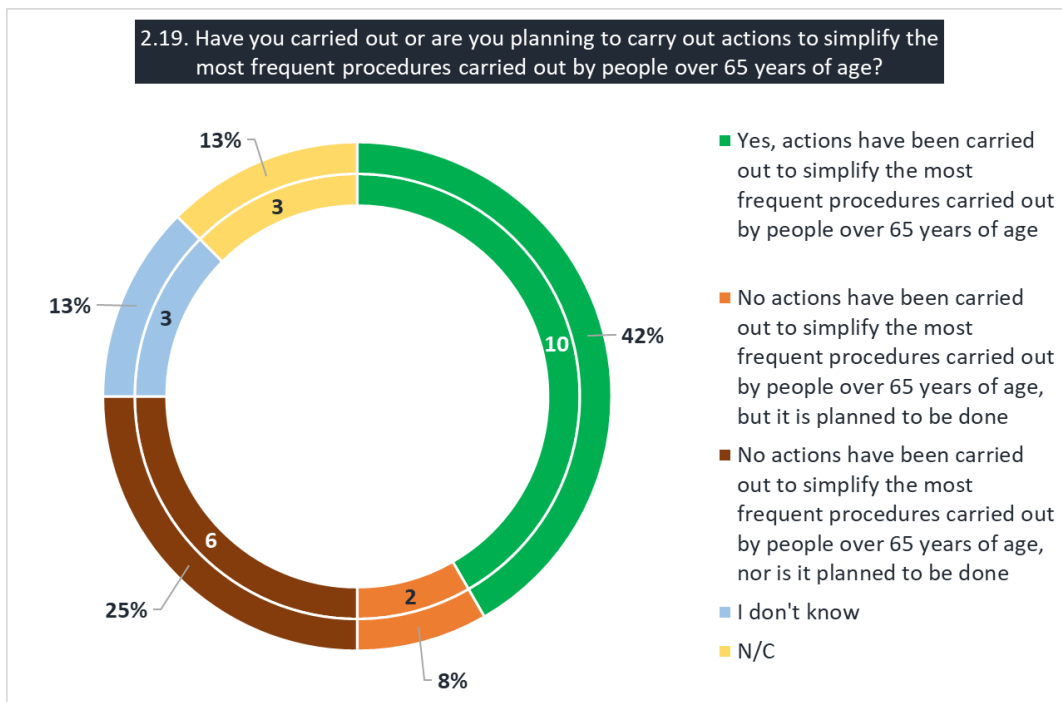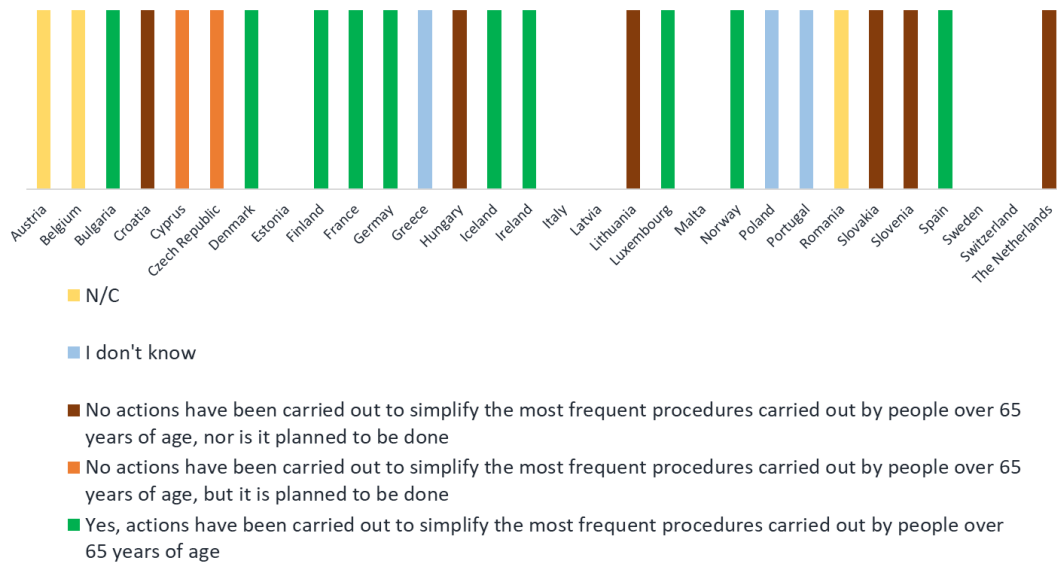|	**2.16.** Has any initiative been developed or is personalized assistance planned through other less traditional channels, such as video calls, for people over 65 in the field of general assistance to citizens? Video calls related to medical assistance are excluded. (AJ)
	Here you can add any comments.
Austria	There are no measures specifically addressed to citizens over 65 years of age. Rather, the claim is to be inclusive for all age groups with the services offered. Further information on digital services can be found at https://www.digitalaustria.gv.at/ and https://www.bmf.gv.at/themen/digitalisierung.html.
Belgium	
Bulgaria	The development of the functionality is not aimed at citizens above the age of 65 only.
Croatia	
Cyprus	
Czech Republic	The non-profit organisations working with people over 65 provide courses, assistance and support focusing on digital literacy and electronic interaction with public administration, when needed. There is a government strategy ?Strategic framework for preparation for the agency of the society 2021-2025?, under which certain initiatives are being prepared.
Denmark	
Finland	
France	
Germany	
Greece	There are a lot of My agency Live systems in several agencies e.g. https://www.gsis.gr/polites-epiheiriseis/stoiheia-politon-kai-ex-apostaseos-exypiretisi
Hungary	
Iceland	
Ireland	As above, all those who look for specific assistance are supported by staff to access the service/information required, regardless of age.
Lithuania	
Luxembourg	
Netherlands	Notice there is no detailed information on this subject. The approach of people over 65 is following a general policy of accomodating citizens experiencing constraints
Norway	Personalised assistance is provided by telephone, chat or in person services.
Poland	
Portugal	
Romania	
Slovakia	
Slovenia	
Spain	Activity 6 of Project 1 (Global assistance to older people in carrying out procedures within the State General Administration) in the Strategic Plan of the Directorate-General for Public Governance 2022-2024 consists of the implementation of personalized assistance by video calls. This shall be a new channel within the existing 060 platform aimed at older people. The mentioned Strategic Plan can be found in https://funcionpublica.hacienda.gob.es/dam/es/portalsefp/gobernanza-publica/PLAN_ESTRATEGICO_DGGP_2022_2024.pdf. In some organizations, assistance via video call is already available, for example, for the basic registration in Cl@ve system provided by the Spanish Tax Agency AEAT. This system is available for all publics, not only for older people. More information can be found in https://clave.gob.es/clave_Home/registro/Como-puedo-registrarme/Registro-basico-internet-por-videollamada.html.

2.17. Has assistance for people over 65 years of age been developed or is it planned to be developed through a virtual assistant for carrying out electronic procedures?

- 8% — 2
- 8% — 2
- 38% — 9
- 25% — 6
- 21% — 5

Legend:
- Yes, a virtual assistant has been developed for carrying out electronic procedures
- A virtual assistant has not been developed for carrying out electronic procedures, but it is planned to be done
- No virtual assistant has been developed for carrying out electronic procedures, nor is it planned to be done
- I don't know
- N/C

2.17. Has assistance for people over 65 years of age been developed or is it planned to be developed through a virtual assistant for carrying out electronic procedures?

Legend:
- N/C
- I don't know
- No virtual assistant has been developed for carrying out electronic procedures, nor is it planned to be done
- A virtual assistant has not been developed for carrying out electronic procedures, but it is planned to be done
- Yes, a virtual assistant has been developed for carrying out electronic procedures

	2.17. Has assistance for people over 65 years of age been developed or is it planned to be developed through a virtual assistant for carrying out electronic procedures? (AL)
	Here you can add any comments.
Austria	There are no measures specifically addressed to citizens over 65 years of age. Rather, the claim is to be inclusive for all age groups with the services offered. Further information on digital services can be found at https://www.digitalaustria.gv.at/ and https://www.bmf.gv.at/themen/digitalisierung.html.
Belgium	
Bulgaria	
Croatia	
Cyprus	
Czech Republic	
Denmark	Some municipal citizen services are experimenting with AI chatbots
Finland	
France	
Germany	
Greece	In some portal there is virtual assistant but not specifically for elderly people
Hungary	
Iceland	The virtual assistance is not specific for the elderly, the AI chatbot is for all. There is low demand for the chatbot as first choice of service but it is very useful in follow up to reduce need for additional information.
Ireland	As above, assistance, virtual or otherwise, is provided to anyone who seeks additional help, regardless of age.
Lithuania	
Luxembourg	We have created tutorials in PDF and video format : https://guichet.public.lu/en/support/aide/tutoriels.html
Netherlands	
Norway	Yes, virtual assistants exist but they are not specifically aimed at people over 65.
Poland	
Portugal	
Romania	
Slovakia	
Slovenia	
Spain	Some virtual assistants are already available in Spain, although not specifically aimed at older people. For example: •The Spanish Tax Agency AEAT provides a virtual assistant to help citizens prepare the personal income tax (IRPF) declaration, which has to be presented annually. This virtual assistant is accessible in https://www2.agenciatributaria.gob.es/wlpl/AVAC-CALC/AsistenteIRPF. •The Social Security provides the virtual assistant "Issa", available in https://issa.seg-social.es/. •The National Commission on Markets and Competition (CNMC) provides the virtual assistant "Ulises", available in https://sede.cnmc.gob.es/tramites/telecomunicaciones/tasas-de-telecomunicaciones.

39

2.18. Has assistance for people over 65 years of age been developed or is it planned to be developed through a virtual assistant for the use of electronic services?

- Yes, a virtual assistant has been developed for the use of electronic services
- A virtual assistant has not been developed for the use of electronic services, but it is planned to be done
- No virtual assistant has been developed for the use of electronic services, nor is it planned to be done
- I don't know
- N/C

2.18. Has assistance for people over 65 years of age been developed or is it planned to be developed through a virtual assistant for the use of electronic services?

- N/C
- I don't know
- No virtual assistant has been developed for the use of electronic services, nor is it planned to be done
- A virtual assistant has not been developed for the use of electronic services, but it is planned to be done
- Yes, a virtual assistant has been developed for the use of electronic services

40

	2.18. Has assistance for people over 65 years of age been developed or is it planned to be developed through a virtual assistant for the use of electronic services? (AN)
	Here you can add any comments.
Austria	There are no measures specifically addressed to citizens over 65 years of age. Rather, the claim is to be inclusive for all age groups with the services offered. Further information on digital services can be found at https://www.digitalaustria.gv.at/ and https://www.bmf.gv.at/themen/digitalisierung.html.
Belgium	
Bulgaria	
Croatia	
Cyprus	
Czech Republic	
Denmark	Some municipal citizen services are experimenting with AI chatbots
Finland	
France	
Germany	
Greece	
Hungary	
Iceland	The virtual assistance is not specific for the elderly, the AI chatbot is for all. There is low demand for the chatbot as first choice of service but it is very useful in follow up to reduce need for additional information.
Ireland	As above, assistance, virtual or otherwise, is provided to anyone who seeks additional help, regardless of age. https://www.ops.gov.ie/app/uploads/2022/10/Design-iPrinciples-for-government-in-Ireland-web.pdf

https://universaldesign.ie/products-services/customer-communications-toolkit-for-services-to-the-public-a-universal-design-approach/Foreword/ |
Lithuania	Only in some cases of public services
Luxembourg	We have created tutorials in PDF and video format: https://guichet.public.lu/en/support/aide/tutoriels.html
Netherlands	
Norway	
Poland	
Portugal	
Romania	
Slovakia	
Slovenia	
Spain	Activity 7 of Project 1 (Global assistance to older people in carrying out procedures within the State General Administration) in the Strategic Plan of the Directorate-General for Public Governance 2022-2024 consists of the development and implementation of a virtual assistant platform for personalized assistance, based on Artificial Intelligence. This assistant could be accessible through different channels and would include 2 functionalities:
•An assistant in the use of electronic means: orientation on the most demanded electronic services, such as identification, authentication, electronic certificates and electronic signature.
•An assistant for the access to information and, when applicable, accomplishing the most demanded procedures (Social Security, Justice…)
The mentioned Strategic Plan can be found in https://funcionpublica.hacienda.gob.es/dam/es/portalsefp/gobernanza-publica/PLAN_ESTRATEGICO_DGGP_2022_2024.pdf.
In addition, the 060 platform of general information provides the chatbot "Leo", available through the electronic General Access Point (PAGe) in https://administracion.gob.es/pag_Home/contacto/WebChat.html.

2.19. Have you carried out or are you planning to carry out actions to simplify the most frequent procedures carried out by people over 65 years of age?

- Yes, actions have been carried out to simplify the most frequent procedures carried out by people over 65 years of age — 42% (10)
- No actions have been carried out to simplify the most frequent procedures carried out by people over 65 years of age, but it is planned to be done — 8% (2)
- No actions have been carried out to simplify the most frequent procedures carried out by people over 65 years of age, nor is it planned to be done — 25% (6)
- I don't know — 13% (3)
- N/C — 13% (3)

2.19. Have you carried out or are you planning to carry out actions to simplify the most frequent procedures carried out by people over 65 years of age?

■ N/C

■ I don't know

■ No actions have been carried out to simplify the most frequent procedures carried out by people over 65 years of age, nor is it planned to be done

■ No actions have been carried out to simplify the most frequent procedures carried out by people over 65 years of age, but it is planned to be done

■ Yes, actions have been carried out to simplify the most frequent procedures carried out by people over 65 years of age

42

	2.19. Have you carried out or are you planning to carry out actions to simplify the most frequent procedures carried out by people over 65 years of age? (AP)
	Please briefly explain what they consisted of
Austria	There are no measures specifically addressed to citizens over 65 years of age. Rather, the claim is to be inclusive for all age groups with the services offered. Further information on digital services can be found at https://www.digitalaustria.gv.at/ and https://www.bmf.gv.at/themen/digitalisierung.html.
Belgium	
Bulgaria	
Croatia	
Cyprus	
Czech Republic	
Denmark	User journeys are prepared especially for the elderly. Instructions are prepared, etc. especially for citizens with digital challenges.
Finland	
France	We will also be launching a new communications campaign by the end of the year to continue to raise awareness of France services among the French. The challenge is to guarantee the fundamentals of public services in order to meet the priority demands of the French, i.e. simpler, more accessible and more efficient public services, by transforming organizations, streamlining procedures, improving the quality of information, digitizing tasks and using data. To be as close as possible to the day-to-day lives of French people, we need to start from the moments in their lives that lead them to carry out administrative procedures, particularly those linked to the opening of entitlements. The aim is to break out of the silos of the various administrations, and consider the user's journey as a whole, regardless of the channel used, by putting ourselves in their shoes to better understand their difficulties. This means paying as much attention to the time it takes to obtain identity papers, for example, as to access to an agent in person, and respecting the right to error and the "tell us once" principle. The government is implementing a new simplification method for 10 "life moments". For 2023, priority has been given to five key moments in life, for which the first concrete results will be seen in the coming months: -I'm becoming a student -I'm establishing my identity -I'm leaving, living or returning from abroad -I'm renovating my home -I've lost a relative
Germany	
Greece	
Hungary	
Iceland	The simplification is for all procedures on the national portal, but the life event procedures for the elderly has been identified and assessed as well as all the others: https://island.is/en/life-events/getting-older https://island.is/en/life-events/Retirement
Ireland	As above, service design is aimed at improving the experience of everyone, regardless of age. https://www.ops.gov.ie/app/uploads/2022/10/Design-iPrinciples-for-government-in-Ireland-web.pdf https://universaldesign.ie/products-services/customer-communications-toolkit-for-services-to-the-public-a-universal-design-approach/Foreword/
Lithuania	
Luxembourg	In 2022, a Digital Inclusion Day, was held for people over 55. Workshops were organized to discuss the electronic platform MyGuichet.lu, which, is used to carry out administrative procedures online. Participants had the opportunity to suggest how to improve the platform. In 2023, a digital inclusion fair open to the public was organized.
Netherlands	
Norway	A lot of work has gone into service design/seamless user experience in the public sector, however this is not specially aimed at people over 65.
Poland	
Portugal	
Romania	
Slovakia	
Slovenia	
Spain	Since 2014, in Spain, there is an official handbook of administrative simplification and reduction of charges to the State General Administration as well as a plan on administrative simplification and reduction of charges for each Ministry, which is approved annually (continuous improvement). These plans do not refer exclusively to older people. Within the Ministry of Finance and Civil Service, the Secretariat of State of Public Function is devoted, inter alia, to establish the policy for the reduction of administrative charges and the simplification and improvement of administrative procedures and the improvement of the quality if public services. In addition, Activity 10 of Project 1 (Global assistance to older people in carrying out procedures within the State General Administration) in the Strategic Plan of the Directorate-General for Public Governance 2022-2024 consists of the simplification of the most frequent procedures carried out by older people. The mentioned Strategic Plan can be found in https://funcionpublica.hacienda.gob.es/dam/es/portalsefp/gobernanza-publica/PLAN_ESTRATEGICO_DGGP_2022_2024.pdf.

2.20. Have the most frequent procedures carried out by people over 65 years of age been identified? Procedures related to health care are excluded.

- Yes
- No
- I don't know
- N/C

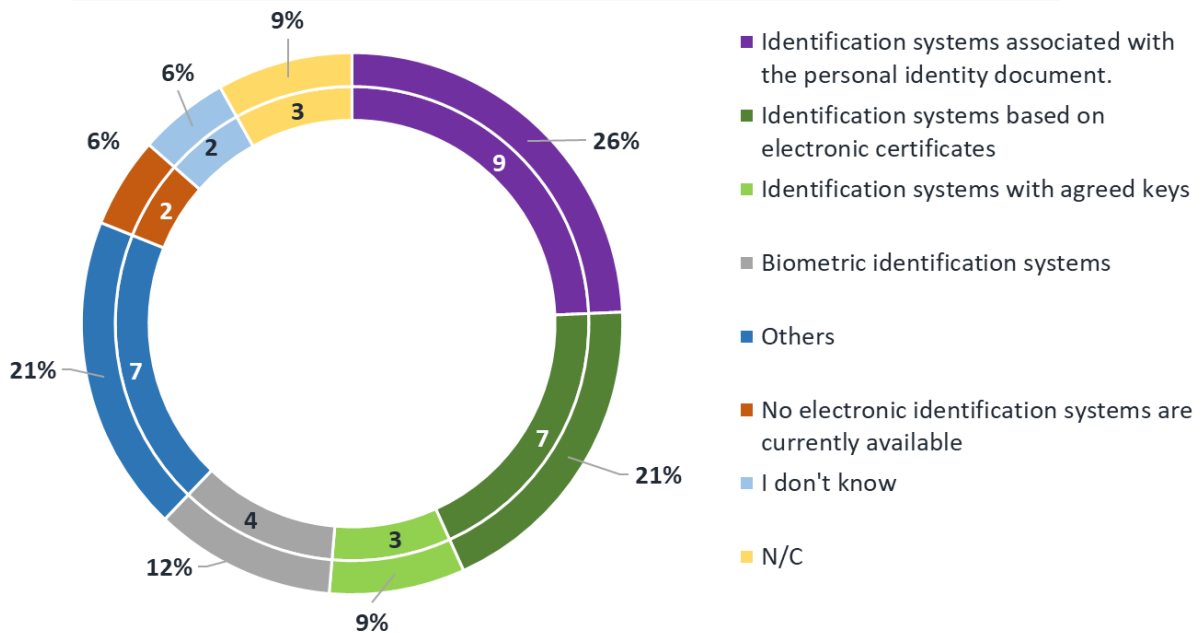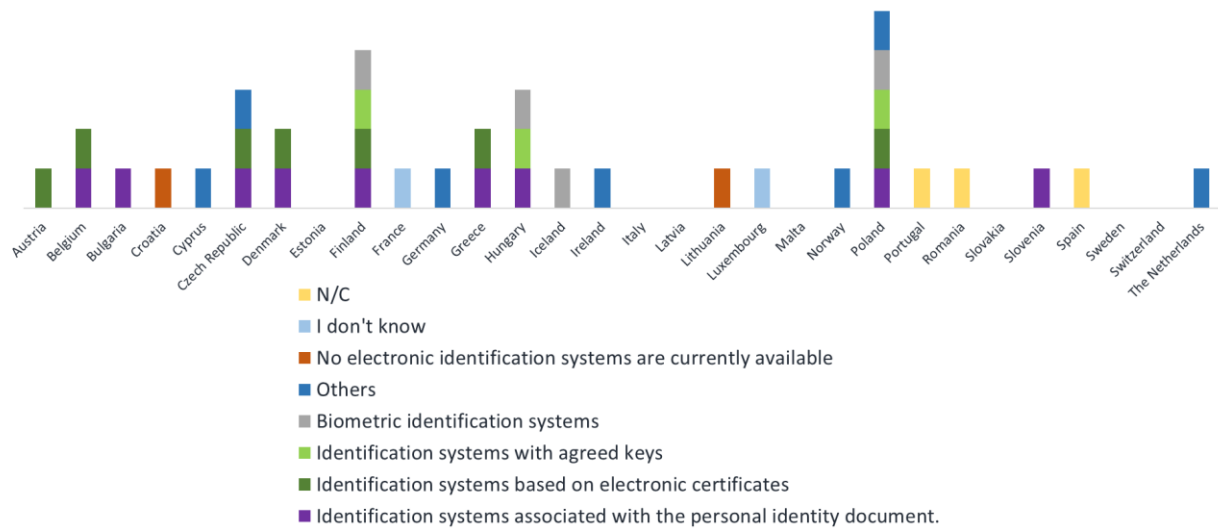
2.20. Have the most frequent procedures carried out by people over 65 years of age been identified? Procedures related to health care are excluded.

Yes   No   I don't know   N/C

	2.20. Have the most frequent procedures carried out by people over 65 years of age been identified? Procedures related to health care are excluded. (AR)
	Please indicate them briefly
Austria	
Belgium	
Bulgaria	
Croatia	
Cyprus	
Czech Republic	
Denmark	
Finland	
France	The conclude, the most frequent procedures carried out by people over 65 years of age been identified, here are some of the life events identified: -A loved one has died -I'm disabled / I'm losing my independence -My child is disabled -I'm preparing for retirement -I'm organizing my estate -I am a victim or a relative of a victim of terrorism
Germany	
Greece	
Hungary	
Iceland	https://island.is/en/life-events/Retirement https://island.is/en/life-events/getting-older
Ireland	
Lithuania	
Luxembourg	Identified during the Digital inclusion day 2022: - Hunting permit - Tax returns - Informing the Ministry of Foreign and European Affairs of a stay abroad
Netherlands	
Norway	
Poland	
Portugal	
Romania	
Slovakia	
Slovenia	
Spain	Activity 10 of Project 1 (Global assistance to older people in carrying out procedures within the State General Administration) in the Strategic Plan of the Directorate-General for Public Governance 2022-2024 consists of the simplification of the most frequent procedures carried out by older people. This activity has not been launched yet, as it is planned for year 2024. The first task in this activity is the identification of the most frequent procedures. The mentioned Strategic Plan can be found in https://funcionpublica.hacienda.gob.es/dam/es/portalsefp/gobernanza-publica/PLAN_ESTRATEGICO_DGGP_2022_2024.pdf.

2.21. What electronic identification systems are currently available for use by citizens in your country?
(Multiple answers possible)

- Identification systems associated with the personal identity document. — 30% (19)
- Identification systems based on electronic certificates — 25% (16)
- Identification systems with agreed keys — 14% (9)
- Biometric identification systems — 16% (10)
- Others — 13% (8)
- No electronic identification systems are currently available — 2% (1)
- I don't know — 0% (0)
- N/C — 0% (0)

2.21. What electronic identification systems are currently available for use by citizens in your country? (Multiple answers possible)

N/C
I don't know
No electronic identification systems are currently available
Others
Biometric identification systems
Identification systems with agreed keys
Identification systems based on electronic certificates
Identification systems associated with the personal identity document.

2.22. Which electronic identification systems are planned to be available in the near future for use by citizens in your country? (Multiple answers possible)

Identification systems associated with the personal identity document.
Identification systems based on electronic certificates
Identification systems with agreed keys
Biometric identification systems
Others
No electronic identification systems are currently available
I don't know
N/C

2.22. Which electronic identification systems are planned to be available in the near future for use by citizens in your country? (Multiple answers possible)

	2.22. Which electronic identification systems are planned to be available in the near future for use by citizens in your country? (Multiple answers possible) (AU)
	Here you can add any comments, as well as if Others has been selected, briefly indicate what other identification systems (AV)
Austria	
Belgium	Most systems for electronic identification currently existing are available in Belgium.
Bulgaria	
Croatia	
Cyprus	
Czech Republic	The BankID is currently among most popular digital identity systems used by users of digital government services. The MojeID is an identification system operated by the private provider CZ.NIC. It is used by citizens to access regional and local administration services, including libraries. Both, eID provided by the government and the MojeID are identity systems notified for the cross-border use under the EU EIDAS Regulation.
Denmark	
Finland	
France	
Germany	
Greece	
Hungary	
Iceland	
Ireland	https://www.mygovid.ie/
Lithuania	
Luxembourg	
Netherlands	Question 40: DigiD personal unique identification code for online identification in administrative processes. (eIdas conformity in general) Question 41: European (EU) Identity Wallet
Norway	Norway is looking at introducing a publically issued electronic ID at the highest security level. As per now, the electronic ID at the highest level is issued by banks (BankID).
Poland	
Portugal	There is no planning, because it has already been implemented.
Romania	
Slovakia	
Slovenia	
Spain	

2.23. In Spain, the so-called "citizen folder" is available for use by citizens, a personal online space that facilitates the relationship of citizens with the Public Administrations, in which they can consult personal data and previous appointments, find out about pending notifications of read, the status of the files in process, or receive notices and alerts. Is there a tool like this in your country?

Legend:
- Yes, it exists (green)
- It does not exist, but it is planned to be developed (purple)
- It does not exist, nor is it planned to develop (orange)
- I don't know (light blue)
- N/C (yellow)

Donut chart values: 71% (17), 25% (6), 4% (1), 0% (0), 0% (0)

2.23. In Spain, the so-called "citizen folder" is available for use by citizens, a personal online space that facilitates the relationship of citizens with the Public Administrations, in which they can consult personal data and previous appointments, find out about pending notifications of read, the status of the files in process, or receive notices and alerts. Is there a tool like this in your country?

Countries: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, The Netherlands

Legend:
- Yes, it exists (green)
- It does not exist, but it is planned to be developed (purple)
- It does not exist, nor is it planned to develop (orange)
- I don't know (light blue)
- N/C (yellow)

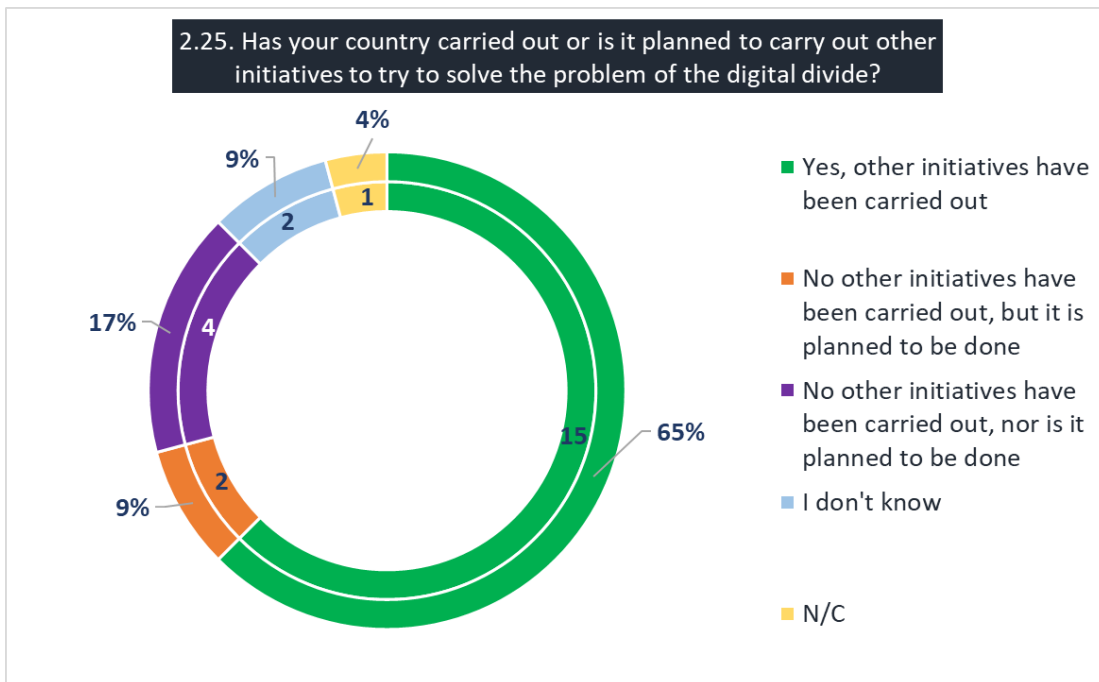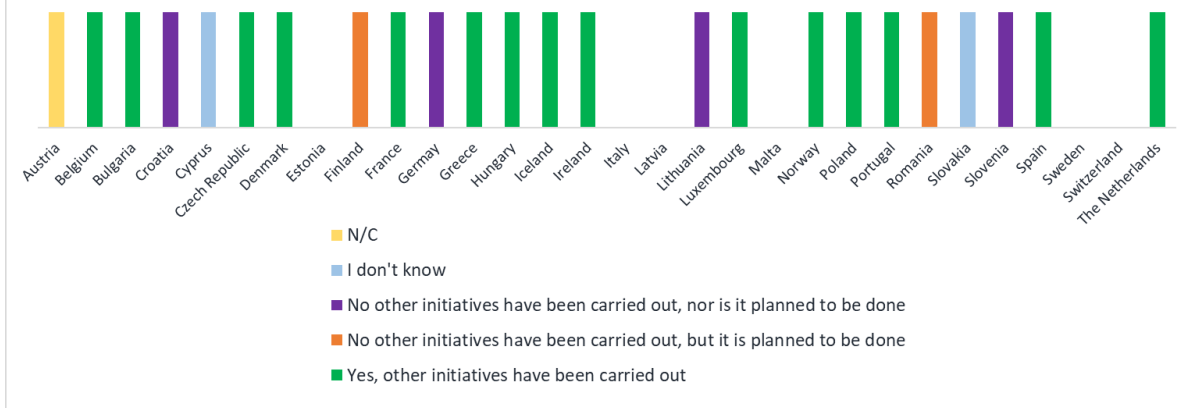|	2.23. In Spain, the so-called citizen folder" is available for use by citizens, a personal online space that facilitates the relationship of citizens with the Public Administrations, in which they can consult personal data and previous appointments, find out about pending notifications of read, the status of the files in process, or receive notices and alerts. Is there a tool like this in your country?" (AW)
	Here you can add any observation or detail your answer.
Austria	There are plans to create a personal citizen account, which would enable citizens to deal with frequent proceedings with the authorities simply, quickly and securely, and view which personal data the state has stored.
Belgium	https://mydata.belgium.be/
Bulgaria	
Croatia	
Cyprus	
Czech Republic	The Citizen Portal provides some of the functionalities you mention, including notifications. Gradually, new services and features are available through the Citizen Portal.
Denmark	In Denmark, all citizens have a folder called "My overview" on the portal borger.dk (citizen.dk)
Finland	
France	This question cannot be the answer varies from one department to another services.
Germany	
Greece	The Citizen's Inbox is a digital mailbox that stores the documents issued digitally by gov.gr services
Hungary	?Ügyfélkapu?, literally translated as the ?Client Gate? in Hungary, is a portal maintained by the central government, through which you have access to electronic administration. The service is available on the portal called "Tárhely" traslated to "Certified Electronic Mailbox", ensures that citizens can send official documents to public authorities or receive in many different cases.
Iceland	https://island.is/en/o/digital-iceland/island-services/inbox
Ireland	While there are plans to develop a MyData portal, there is already a Digital Postbox service available for use https://digitalpostbox.ie/
Lithuania	
Luxembourg	On the secure MyGuichet.lu platform, citizens can consult some of their personal data and carry out administrative procedures in their personal space.
Netherlands	DIGID
Norway	Although one "citizen folder" does not exist, there are platforms for communication and exchange and documents/information for taxation and welfare authorities, as well as health authorities.
Poland	
Portugal	
Romania	
Slovakia	
Slovenia	The eGovernment is a public portal of the Republic of Slovenia for citizens and an electronic entry point for various services provided by state bodies or public administration bodies. The portal is administered by the Ministry of Digital Transformation. https://e-uprava.gov.si/en/o-e-upravi/o-eupravi.html
Spain	Information about the Spanish "citizen folder" can be found in https://carpetaciudadana.gob.es/carpeta/clave.htm.

2.24. Have you carried out or are you planning to carry out any training plan in the use of electronic administration aimed at personnel assigned to assistance tasks of those over 65 years of age?

- Yes, a training plan has been carried out in the use of electronic administration aimed at staff assigned to assistance tasks — 42% (10)
- No training plan has been carried out in the use of electronic administration aimed at staff assigned to assistance work, but it is planned to be done — 13% (3)
- No training plan has been carried out in the use of electronic administration aimed at staff assigned to assistance work, nor is it planned to be done — 38% (9)
- I don't know — 4% (1)
- N/C — 4% (1)

2.24. Have you carried out or are you planning to carry out any training plan in the use of electronic administration aimed at personnel assigned to assistance tasks of those over 65 years of age?

Legend:
- **N/C** (yellow)
- **I don't know** (light blue)
- **No training plan has been carried out in the use of electronic administration aimed at staff assigned to assistance work, nor is it planned to be done** (dark brown)
- **No training plan has been carried out in the use of electronic administration aimed at staff assigned to assistance work, but it is planned to be done** (orange)
- **Yes, a training plan has been carried out in the use of electronic administration aimed at staff assigned to assistance tasks** (green)

	2.24. Have you carried out or are you planning to carry out any training plan in the use of electronic administration aimed at personnel assigned to assistance tasks of those over 65 years of age? (AY)
	Please describe it briefly.
Austria	To the best of our knowledge, no training plan is currently being developed, and we have not been able to find out whether such a training is planned.
Belgium	Connectoo: https://oecd-opsi.org/innovations/connectoo-training/
Bulgaria	
Croatia	
Cyprus	
Czech Republic	
Denmark	Teaching materials and materials for IT volunteers (who have IT cafes with older citizens) are prepared on an ongoing basis. Furthermore, digital practice environments, films, videos and special guides are prepared for citizens with digital challenges.
Finland	
France	All over France, mediators offer support to elderly people who need help with administrative procedures on the Internet. In addition to one-off support, workshops can be organized to familiarize seniors with other uses of the Internet (communicating with family and friends, etc.). Once you've mastered the basics, there are resources available to help you choose the right computer equipment. Digital mediation services vary from region to region. Town halls direct seniors to the right structure. Generally speaking, it is possible to be accompanied by a mediator in: many libraries or media libraries or France Services.
Germany	
Greece	Yes it has been planned and currently is being implemented in pilot phase.
Hungary	
Iceland	The public administration trade unions and the public administration employers have both invested heavily of digital training of staff, and with the investment of self servic digitalization of public administration task all face-to-face support staff has to be able to assist people with digital tasks, not just the elderly.
Ireland	As above, any training is aimed at helping everyone seeking assistance. There are some private sector initiatives which target digital skills for older people. These initiatives will be recognised in the charter introduced in the Digital Inclusion Roadmap.
Lithuania	
Luxembourg	
Netherlands	
Norway	Earlier in the survey we described the "Digihjelpen" model. This applies to all people with local digital skills, though not just those over 65 years.
Poland	
Portugal	See https://www.incode2030.gov.pt/ and https://academia.ama.gov.pt/ Within the scope of the ISS Action Plan 2023, it is planned to ensure the frequency of specific training for front-office workers (service workers).
Romania	
Slovakia	
Slovenia	
Spain	In the context of Activity 1 of Project 2 (Consolidation of Leadership in multichannel assistance) in the Strategic Plan of the Directorate-General for Public Governance 2022-2024, some questionnaires were answered by assistance offices. In one of the questions it was asked whether the staff had received special training for assistance to older people. Only in 6% of the offices that answered this question (which were only 35% of the offices that completed the questionnaire) declared that their staff had received training on that issue. In addition, as part of Project 1 in the Strategic Plan, Activity 11 is focused on a training plan in the use of electronic administration addressed to the staff assigned to assistance tasks, as well as family members and volunteers. The mentioned Strategic Plan can be found in https://funcionpublica.hacienda.gob.es/dam/es/portalsefp/gobernanza-publica/PLAN_ESTRATEGICO_DGGP_2022_2024.pdf.

2.24. Have you carried out or are you planning to carry out any training plan in the use of electronic administration aimed at family members and volunteers of those over 65 years of age?

Yes, a training plan has been carried out in the use of electronic administration aimed at staff assigned to family members and volunteers

No training plan has been carried out in the use of electronic administration aimed at family members and volunteers, nor is it planned to be done

No training plan has been carried out in the use of electronic administration aimed at staff assigned to family members and volunteers, but it is planned to be done

I don't know

N/C

2.24. Have you carried out or are you planning to carry out any training plan in the use of electronic administration aimed at family members and volunteers of those over 65 years of age?

N/C

I don't know

No training plan has been carried out in the use of electronic administration aimed at staff assigned to family members and volunteers, but it is planned to be done

No training plan has been carried out in the use of electronic administration aimed at family members and volunteers, nor is it planned to be done

Yes, a training plan has been carried out in the use of electronic administration aimed at staff assigned to family members and volunteers

51

	2.24. Have you carried out or are you planning to carry out any training plan in the use of electronic administration aimed at family members and volunteers of those over 65 years of age?
	Please describe it briefly.
Austria	To the best of our knowledge, no training plan is currently being developed, and we have not been able to find out whether such a training is planned
Belgium	Connectoo: https://oecd-opsi.org/innovations/connectoo-training/
Bulgaria	
Croatia	
Cyprus	
Czech Republic	
Denmark	Look at answer 46
Finland	
France	
Germany	Bitte Antwort als Freitext hier eingeben
Greece	
Hungary	
Iceland	
Ireland	As above, any training is aimed at helping everyone seeking assistance. There are some private sector initiatives which target digital skills for older people. These initiatives will be recognised in the charter introduced in the Digital Inclusion Roadmap.
Lithuania	
Luxembourg	The Ministry for Digitalisation and the non-profit learning center "ErwuesseBildung" developed a training course for MyGuichet that is available free of charge to all volunteers, family members, associations or other actors that wish to have the course or wish to offer the course. There is also a "train the trainers" to teach potential course instructors: https://zesummendigital.public.lu/en/toolbox/actualites/2022/ewb-convention-2022.html
Netherlands	
Norway	
Poland	Training plan has been carried out in the use of the Internet and electronic administration aimed at digitaly excluded persons, also 65 years of age
Portugal	
Romania	
Slovakia	
Slovenia	
Spain	This comment is valid for this question and the previous one. In the context of Activity 1 of Project 2 (Consolidation of Leadership in multichannel assistance) in the Strategic Plan of the Directorate-General for Public Governance 2022-2024, some questionnaires were answered by assistance offices. In one of the questions, it was asked whether the staff had received special training for assistance to older people. Only in 6% of the offices that answered this question (which were only 35% of the offices that completed the questionnaire) declared that their staff had received training on that issue. In addition, as part of Project 1 in the Strategic Plan, Activity 11 is focused on a training plan in the use of electronic administration addressed to the staff assigned to assistance tasks, as well as family members and volunteers. The mentioned Strategic Plan can be found in https://funcionpublica.hacienda.gob.es/dam/es/portalsefp/gobernanza-publica/PLAN_ESTRATEGICO_DGGP_2022_2024.pdf.

2.25. Has your country carried out or is it planned to carry out other initiatives to try to solve the problem of the digital divide?

- Yes, other initiatives have been carried out — 65% (15)
- No other initiatives have been carried out, but it is planned to be done — 9% (2)
- No other initiatives have been carried out, nor is it planned to be done — 17% (4)
- I don't know — 9% (2)
- N/C — 4% (1)

2.25. Has your country carried out or is it planned to carry out other initiatives to try to solve the problem of the digital divide?

Legend:
- ■ N/C
- ■ I don't know
- ■ No other initiatives have been carried out, nor is it planned to be done
- ■ No other initiatives have been carried out, but it is planned to be done
- ■ Yes, other initiatives have been carried out

	2.25. Has your country carried out or is it planned to carry out other initiatives to try to solve the problem of the digital divide? (BC)
	Please describe them briefly
Austria	Further information on digital services and related initiatives can be found at https://www.digitalaustria.gv.at/ and https://www.bmf.gv.at/themen/digitalisierung.html.
Belgium	Digital Inclusion is one of the three pillars of the SmartNation-strategy of the federal Secretary of State for Digitalization Mathieu Michel. https://www.smartnation.be/
Croatia	
Cuprus	
Czech Republic	Digital divide was addressed by the Strategy for digital literacy in the past, and now is planned to be addressed by other strategies and action plans under the Digital Czech Republic government program. The measures include provision of computers for public use and the training courses in collaboration with non-profit organisations. The different vulnerable groups are addressed by different measures (assistance, training, provision of computers).
Denmark	Since 2015, Denmark has worked with digital inclusion. Political strategies are drawn up to reduce the "digital divide". FX The joint Government Digital Strategy from June 2022 and the government's political agreement on digital inclusion from June 2023. Tools such as films, practice environments, pamphlets, games and guides are prepared to help citizens with digital challenges. Teaching materials etc. are prepared. to those who have to help citizens with digital challenges.
Finland	
France	
Germany	Bitte Antwort als Freitext hier eingeben
Greece	Especially when it comes to accessibility and digital skills.
Hungary	The European Union-funded " Reducing the Digital Divide " project, launched in 2015, provided training for more than 260,000 people between 2015 and 2021. The practical, easy-to-learn training programme has enabled people with low levels of education to use the Internet. The skills acquired in the training courses help them to connect people, manage and increase their knowledge on a computer, tablet or smartphone, which can improve their quality of life and increase the chances of finding a job.
Iceland	There has been mapping of the different group needs and different initiatives needed to address them. Elderly is just one of the groups, young, less abled physically, less abled mentally, foreign nationals, citizens abroad.
Ireland	See Digital for Good: Ireland's Digital Inclusion Roadmap for details. https://www.gov.ie/en/publication/b90af-digital-for-good-irelands-digital-inclusion-roadmap/
Lithuania	
Luxembourg	The National Action Plan for Digital Inclusion, announced in the coalition agreement, was drawn up by the Ministry for Digitalisation in close consultation with the inter-ministerial working group dedicated to digital inclusion and following bilateral exchanges with associations and various non-state actors close to populations isolated from the digital world. On the basis of all the consultations and dialogue, the Ministry for Digitalisation has defined three strategic levers to foster the digital inclusion of all citizens. These levers bring together a set of 40 concrete initiatives, 18 of which fall within the competence of the Ministry for Digitalisation. Those strategic levers are as follows: - Increasing digital motivation and building digital confidence - Facilitating digital access - Developing digital skills The National Action Plan was adopted by the Government Council on 24 September 2021 and was presented to the public on 6 October 2021 by Marc Hansen, Minister Delegate for Digitalisation. https://digital.gouvernement.lu/en/publications/document-de-reference/panin-2021.html
Netherlands	Pamflet Dicht de digitale kloof (Dutch) ("Factsheet Close the digital divide" in English) is an appendix of the Working Agenda ?value driven Digitalisation? Issued by the Ministry of the Interior in February 2023
Norway	Yes, we have a national strategy "Digital Throughout Life" -https://www.regjeringen.no/contentassets/8f8751780e9749bfa8946526b51f10f4/digital_throughout_life.pdf - as well as an action plan "Increased Inclusion in a Digital Society" - https://www.regjeringen.no/no/dokumenter/handlingsplan-for-auka-inkludering-i-eit-digitalt-samfunn/id2984233/
Poland	Almost 77 500 indyviduals of age 65+ have been trained to get digital competences in years 2019-2023. Also the Digital Competence Development Programme (DCDP) has been established for years 2023-2030.
Portugal	50 - The INCoDe.2030 is developed through initiatives promoted by public and private entities, which are the responsibility of different government areas, and presents itself as an aggregator of those entities and the various initiatives with converging objectives, organizing itself around five action lines and ensuring transversally the promotion of gender equality, deconstructing stereotypes in the technological area and promoting equal opportunities.
Romania	1.Schemes dedicated to the improvement/retraining of company employees Allocation: EUR 36 million Target:2.000 SME`s funded to train at least 2.000 staff in digital skills 2.Funding schemes for libraries to become digital skills development hubs Allocation: EUR 37 million Target: 100.000 citizens who have benefited from training courses to develop digital skills
Slovakia	
Slovenia	
Spain	The objectives of the Digitalization Plan of Public Administrations 2021-2025, which was approved in the framework of component 11 of the Recuperation, Transformation and Resilience Plan (PRTR) are to ameliorate the accessibility to digital public services of citizens and enterprises, to bridge the digital divide and to promote the efficiency and effectiveness of civil workers. The Digitalization Plan is structured around 3 strategic axes: Digital transformation of the State General Administration, high impact projects in the digitalization of the public sector and digital transformation and modernization of the Autonomous Communities and Local Entities. Each axis is composed of different actuation lines and measures. More information on the Digitalization Plan can be found in https://portal.mineco.gob.es/RecursosNoticia/mineco/prensa/noticias/2021/210127_np_admon.pdf Additionally, the National Plan of Digital Competencies establishes a roadmap to identify necessary measures to ensure that citizens have the required tools to acquire and develop digital skills. The Plan has 7 actuation lines and 16 measures. For example, the first two lines refer to the digital divide: Digital training of the citizens with focus in groups in risk of digital exclusion, and struggle against the gender-related digital divide. This Plan can be found in https://www.lamoncloa.gob.es/presidente/actividades/Documents/2021/270121-PlanCompetenciasDigitales.pdf.

Bulgaria	Intermediary for providing electronic services;

Bulgaria	Intermediary for providing electronic services; 1. The National Development Programme Bulgaria 2030 aims to build a modern and secure digital infrastructure as a basis for offering more services through digital management. The goal is to build very high capacity networks, which will form a platform for providing a variety of digital value-added services while ensuring that no part of the country or a society group will be left without adequate digital connectivity. The focus is on deploying high-speed networks, especially broadband in rural areas, effective assignment of the spectrum for wireless broadband and 5G, accelerated development and take-up of broadband-dependent services such as cloud, IoT, etc. as well as the development of digital skills and services. Available here: https://www.minfin.bg/en/1394; 2. National Broadband Infrastructure Plan for Next Generation Access ?Connected Bulgaria? promotes the deployment of high-speed networks throughout the country. The Plan outlines the steps to provide digital infrastructure for the provision of various services. The measures envisage improving access to high-speed Internet in less populated regions and developing the high-speed mobile Internet in the country. Investments for the introduction of 5G networks shall be of key importance for the digitisation of the Bulgarian economy and public services. The plan sets out the need for targeted investments in technological development, completion of the necessary infrastructure and guaranteed network and information security. The main priority fields in the plan are: Broadband infrastructure - accelerated building of broadband infrastructure, incl. for the needs of the state administration; Very high-speed infrastructure ? creating conditions for very high-speed networks? deployment; Spectrum efficient use - establishing conditions for building NGA networks; Improving coverage in settlements located in peripheral, sparsely populated and rural areas; Bridging the Digital divide; Network security. https://www.mtc.government.bg/en/category/46/updated-national-broadband-infrastructure-plan-next-generation-access-connected-bulgaria-and-updated-policy-field-electronic-communications-have-been-adopted; 3. Digital Transformation of Bulgaria for the Period 2020-2030 approved in July 2020 aims to deploy networks with a very high capacity to ensure that no part of the country or a group in society is left without adequate digital connectivity, and provide better access of the enterprises to diverse, high-quality and innovative digital services. Digital connectivity shall contribute to providing access to all major drivers of socio-economic development, such as schools, hospitals, transport centres, major public service providers, etc. https://egov.government.bg/wps/wcm/connect/egov.government.bg-2818/12cc790a-5c7a-4e3f-99f2-4bdc0bf3afe1/digitaltransformationofbulgariafortheperiod2020-2030f.pdf?MOD=AJPERES&CVID=oocXMfO; 4. By Decision No 1015 of December 2022, the Council of Ministers adopted the ?Innovation Strategy for Smart Specialisation? (ISSS) which has a horizon to 2027. The ISSS is a strategic framework for sustainable development based on research and innovation, on the territorial capacities and ambitions of regions and on broad stakeholder participation. The strategy plays a leading role in strengthening regional innovation ecosystems so that they can sustain and stimulate economic growth. Over the 2021-2027 programming period, smart specialization strategies at European level aim to contribute to the implementation of the cohesion policy ?A Smarter Europe through Innovation and Support for Economic Transformation and Modernization?. 5. National Plan for Recovery and Sustainability 2022-2026 ? measures for reliable, sustainable and inclusive digital future are also enshrined in the Plan https://commission.europa.eu/business-economy-euro/economic-recovery/recovery-and-resilience-facility/recovery-and-resilience-plan-bulgaria_en; 6. On 8 January, the European Political Programme ?Digital Decade? was launched. The EU?s drive towards a digital transformation of the economy and society encompasses digital sovereignty, as well as respect for fundamental rights, the rule of law and democracy, inclusiveness, accessibility, equality, sustainability, sustainability, security, improved quality of life, availability of services and respect for citizens? rights and aspirations. Bulgaria has started preparations for a National Strategic Roadmap in implementation of the European political agenda, which is due to be ready in September 2023; 7. The project ?Training for digital skills and building a national online platform for adult education? envisages training 500,000 people over the next five years. In addition to the training itself, it includes the creation of a platform for digital training, e-learning programs, a tool for evaluating digital skills and for their validation, digital learning clubs. The main groups that will be included in training will be unemployed persons and employed persons who have a very low level or no digital skills and competences. Priority shall be given to persons at a disadvantage in the labour market, including persons of Roma origin, persons with a low level of education, older persons, etc. The Ministry of Education and Science develops additional plans and strategies for digital education of youngsters. The Ministry of Labour and Social Policy, in order to increase the level of digital skills in our economy and society, foresees: a) According to the Human Resources Development Program 2021-2027 by 2029 ? 161 000 people to be included in training for the acquisition of digital skills; b) According to NPRR, through the project ?Providing digital skills training and creating a platform for adult education?: ? By 2024 ? 200 000 people with acquired digital skills; ? By 2026 ? 500 000 people with acquired digital skills. 8. In accordance with the Preschool and School Education Act, in the academic year 2021-2022, the first batch of students who were given the right to study informatics and information technologies to acquire profiled training graduated. There are opportunities for specialized training in the field of programming and digital technologies already within secondary education and to ensure a smooth transition between secondary and higher education. Activities are directly linked to the Digital Decade target: at least 80% of 16-74 year olds with at least basic digital skills. In the last academic year, informatics and information technologies were for the first time included among the subjects on which State Matriculation Exams /SME are taken. 9. National Digital Skills and Jobs Platform December 2022 : At the end of 2022, Digital National Alliance launched the National Platform for Digital Skills and Jobs, created under the European Commission's Digital Skills and Jobs Coalition (DSJC) initiative. The website provides open access to a wide variety of high-quality information and resources to everyone interested in the broad topic of digital skills and jobs. The Bulgarian National platform plays a key role in fostering digital skills not only at national but also at European level. The website is among the two-way key content providers of the EU Digital Skills and Jobs Platform and shares key information about national digital skills policies and initiatives, best practices in digital skills area, as well as training opportunities, events and digital skills resources. Tens of members such as Bulgarian universities, organisations and private companies are engaged with the enrichment of the platform, by regularly sharing useful information for digital skills and opportunities.

7. ANNEX II

Summary of the workshop "Developing inclusive digital services"

This summary was drafted by Hungary, that acted as a rapporteur during the workshop.

During the workshop presentations, we received information on the current state of digitalisation in Norway and Denmark.

DENMARK:

It is a forward-looking factor that in 2022 the current government of Denmark established a Ministry, responsible for Digitalisation.

94% of the country's population communicate digitally with the public sector according to a study, at the same time 17% of the citizens need help to manage their cases digitally.

As it was said, they focus on digital inclusion of diverse groups such as senior citizens, non-western immigrants, disabled citizens and socially vulnerable groups. Surprisingly, they found that young people can also be part of such a group, not because they don't have digital skills but because of the lack of so-called "governmental skills".

Main areas of their activities are providing help for the digitally challenged, through authorities as well as volunteers and family members.

NORWAY:

We got to see from the presentation that Norwegian measures on digital inclusion do not have a focus on elderly persons, rather put an emphasis on measures for the digital inclusion of all groups with low digital skills. Approximately only 2% of Norway's population are non-digital, nevertheless 11% of the people have low skills regarding digitalization.

Part of the measures a Digital Strategy as well as an Action Plan were launched this year.

Part of the Action Plan is an establishment of a forum, responsible for coordination. In this forum a wide range of stakeholders are going to be represented from public institutions through business sector entities to voluntary organisations.

The primary goal in Denmark and Norway as well is to leave no one behind.

Regarding the preliminary questions of the workshop, the participants gave their answers to the following questions:

Q1. Do you consider that the issues raised by the Spanish Presidency on the development of inclusive digital public services are relevant for your public administrations?

The participants agreed that the issues were highly relevant for their public administrations.

Q2. If the answer is yes, has the development of inclusive digital public services been a challenge for your public administrations?

The participants indicated that their countries identified diverse challenges, among others:

There are some groups where not or not only the digital skills, but the "governmental skills" are missing because the public administration cases are often complex.

Therefore, digitalization must go hand-in-hand with deregulation and administrative simplification.

GDPR can also be a barrier when trying to connect data from different systems in order to provide better services.

Some people are worried about cyber security, so they avoid using digital services.

In some parts of some countries the lack of broadband can also cause difficulties when trying to handle public administration cases online.

Last but not least, there are always some groups of the population who prefer face-to-face costumer service for different reasons.

Q3. Which ones do you consider to be useful innovative practices for the development of inclusive digital public services?

It could be seen from the workshop's contributions that participants saw – among others – clear, plain, and easy design and language, proactive approach, the use of life event-based solutions as the most useful innovative practices. The prudent use of Artificial Intelligence can also be helpful and effective in the future.