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Under the Radar: The Contribution of Civil Society and Third Sector Organisations to eInclusion

Author: Alexandra Haché
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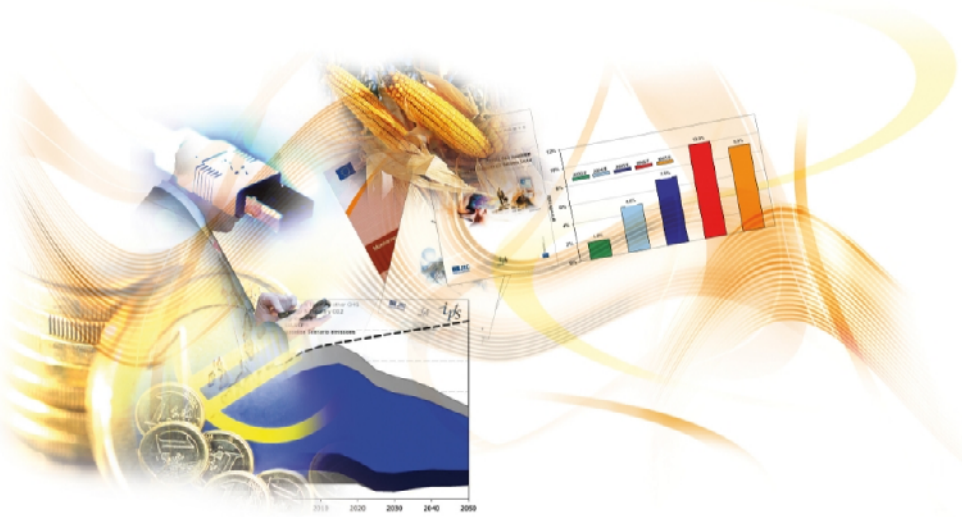

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European Commission
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Contact information
Address: Edificio Expo. c/ Inca Garcilaso, 3. E-41092 Seville (Spain)
E-mail: jrc-ipts-secretariat@ec.europa.eu
Tel.: +34 954488318
Fax: +34 954488300

http://ipts.jrc.ec.europa.eu
http://www.jrc.ec.europa.eu

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Preface

Launched in 2005 following the revised Lisbon Agenda, the policy framework "i2010: A European Information Society for Growth and Employment" clearly established digital inclusion as an EU strategic policy goal. Everybody living in Europe, especially disadvantaged people, should have the opportunity to use information and communication technologies (ICT) if they wish and/or to benefit from ICT use by service providers, intermediaries and other agents addressing their needs. Building on this, the 2006 Riga Declaration defined eInclusion as "both inclusive ICT and the use of ICT to achieve wider inclusion objectives" and identified, as one of its six priorities, "digital literacy and competence actions, in particular through formal or informal education systems, building on existing initiatives. These actions will be tailored to the needs of groups at risk of exclusion, according to their social circumstances or their capacities and special needs, which include the unemployed, immigrants, people with low education levels, people with disabilities, the elderly, and marginalised young people, contributing to their employability and working conditions".[1]

These goals have been recently renewed in the context of the Digital Agenda for Europe (DAE)[2] in 2010. In Section 2.6.1 (Digital literacy, skills and inclusion), it calls for multi-stakeholder partnerships, increased learning, recognition of digital competences in formal education and training systems, as well as awareness raising and effective ICT training and certification outside formal education systems, including the use of online tools and digital media for re-skilling and continuing professional development.

In this context, DG Information Society and Media, Unit H3 (ICT for Inclusion) asked the Institute for Prospective Technological Studies (IPTS)[3] to carry out specific research work to support the implementation of the eInclusion goals and the more recent DAE goals on digital literacy, skills and Inclusion.

Previous research[4,5] on existing eInclusion initiatives found that while the public sector has a key role at funding level, the vast majority of these initiatives were carried out by partnerships between third sector and public sector organisations. Furthermore, at the workshop on the role of large Third Sector Organizations (TSO) on eInclusion held at the e-Inclusion Ministerial Conference in Vienna (2008), TSO raised their concerns about the lack of recognition by EC policies of their key role in the implementation of these policies at the local level, the low "e-readiness" of TSO and the limitations in the skills and knowledge of their staff. This has led to a situation where only a small minority of TSOs make use of ICT in the delivery of their assistance and services, which limits their potentially huge contribution to eInclusion.

With a view to understanding better how EU-third sector synergies could be strengthened in favour of the eInclusion process and given the scarcity of data available about the structure, characteristics, needs and challenges of civil society and Third Sector Organisations, JRC-IPTS carried out the exploratory research on which this report is based to shed some light on the above questions.

The study starts by analysing the European policy framework for the third sector, and clarifies the nature and specificities of the civil society and TSO activities and their contribution to social innovation. It analyses TSOs' contribution to eInclusion objectives and makes an attempt to classify the different types of TSO from this perspective, providing many

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1 Available at: http://ec.europa.eu/information_society/events/ict_riga_2006/doc/declaration_riga.pdf

2 Available at: http://ec.europa.eu/information_society/digital-agenda/documents/digital-agenda-communication-en.pdf

3 IPTS is one of the seven research institutes of the European Commission's Joint Research Centre.

4 Kluzer S., Haché A. and Codagnone C. (2008), "Overview of Digital Support Initiatives for/by Immigrants and Ethnic Minorities in the EU27", European Commission, JRC Scientific and Technical Report, EUR 23566 EN. Available at http://ipts.jrc.ec.europa.eu/publications/pub.cfm?id=1888

5 European e-Inclusion Initiative, First Contributions to the Campaign "e-Inclusion: be part of it!", Lisbon. 3 December 2007, available at http://ec.europa.eu/information_society/activities/einclusion/docs/bepartofit/contributions_booklet.pdf

inspiring examples of TSO actions. Finally, it proposes some policy options to support and further develop the role this sector plays in achieving eInclusion goals, in the light of the recent Digital Agenda for Europe.

It must be noted that this study does not aim to provide a representative view of the state of the art of TSO across Europe. Instead, it examines successful initiatives in order to illustrate the different types of TSO contribution to eInclusion goals and provide inspiration for possible future paths to pursue. Although the conceptual analysis has taken a broad approach, in the selection of TSO initiatives documented in Chapter 2 it has deliberately chosen to select only those TSO activities that are based on free software and free culture, and that have been until now 'under the radar' of researchers and policy actors. Thus, although the study provides only a partial view of TSO activities, it also provides rich grass-roots data and analysis with new evidence, which we hope policy actors and researchers will find valuable.

About the author:

Alexandra Haché is a sociologist, PhD in social economy and a researcher on ICT for the public good. She has recently ended a post-doctoral position for the JRC-IPTS where she developed research in support of policy making in the field of eInclusion (both digital inclusion and social inclusion supported by ICT), with a special focus on migrants, ethnic Minorities, youth at risk and the intermediaries working with them. She has also worked on the impact of social computing and Web 2.0 on civil society and its potential for self-organisation and social innovation.

She is also researching how social movements use and develop ICT, and in turn how they communicate about them. This orientation has been often marked by her exploration of free software, free culture and gender relations to ICT.

She has also been involved since 2004 in the use and development of free software tools for social and political transformation of neighbourhood communities, engaged research networks, immigrant teenagers and women's groups. She has been contributing to the design of these tools by improving the software and its usability and by providing training.

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In 2010, these goals were renewed in the context of the Digital Agenda for Europe,[7] in which item *2.6.1 (Digital literacy, skills and inclusion)* calls for multi-stakeholder partnerships and effective ICT training outside formal education systems.

Previous research[8,9] on existing eInclusion initiatives found that while the public sector has a key role at funding level, the vast majority of these initiatives were carried out by partnerships between third sector and public sector organisations. In addition, it was found that Third Sector Organisations (TSO) had concerns about the lack of recognition by EC policies of their key role in the implementation eInclusion policies at the local level, their low "e-readiness" and the limited ICT skills and knowledge of their staff. This has led to the fact that only a small minority of TSO use ICT in the delivery of assistance and services, limiting the potentially huge contribution they could make to eInclusion.[10]

Purpose and method

In order to better understand how EU-third sector synergies could be strengthened in favour of the eInclusion process and given the scarcity of data available about the structure, characteristics, needs and challenges of civil society and Third Sector Organisations, JRC-IPTS carried out exploratory research to shed some light on the above questions. This report is based on this study. The study started by analysing the European policy framework for the third sector, and clarified the nature and specificities of civil society and TSO activities and their contribution to social innovation. It analysed TSO´s contribution to eInclusion objectives and made an attempt to classify the different types of TSO from this perspective, providing many inspiring examples of TSO actions. Finally, it proposed some policy options that could support and further develop the role that this sector plays in achieving eInclusion goals, in the light of the recent Digital Agenda for Europe. The research method combined desk research, interviews with 15 experts in the field and analysis of 37 existing initiatives.

Summary of findings

This report established that the **third sector** is defined, on the one hand, as civil society, understood as citizens carrying out activities individually, without being motivated by coercion or monetary profit, and, on the other hand, as Third Sector Organizations (TSO), which carry out collective actions, freely decided and self-organized by citizens under the umbrella of an organization (formal or informal). These activities and collective actions undertaken for social innovation and/or eInclusion are defined by their non-profit orientation and dependence, to a large degree, on volunteering.

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6 Available at: http://ec.europa.eu/information_society/events/ict_riga_2006/doc/declaration_riga.pdf

7 Available at: http://ec.europa.eu/information_society/digital-agenda/documents/digital-agenda-communication-en.pdf

8 Kluzer S., Haché A. and Codagnone C. (2008), "Overview of Digital Support Initiatives for/by Immigrants and Ethnic Minorities in the EU27", European Commission, JRC Scientific and Technical Report. EUR 23566 EN. Available at: http://publications.jrc.ec.europa.eu/repository/handle/111111111/6912

9 European e-Inclusion Initiative, First Contributions to the Campaign "e-Inclusion: be part of it!", Lisbon. 3 December 2007, available at http://ec.europa.eu/information_society/activities/einclusion/docs/bepartofit/contributions_booklet.pdf

10 Workshop on the role of large Third Sector Organizations (TSO) on eInclusion held at the e-Inclusion Ministerial conference in Vienna (2008).

Accordingly, **social innovation** carried out by the third sector has the following characteristics: i) it is implemented by individuals who are not motivated by monetary profit; ii) it has the capacity to cover and supply services and solutions that tackle social needs; iii) it can provide solutions to specific needs of small groups of citizens which are not covered by the commercial and public sectors; iv) it can experiment with alternative pathways and has an associated right to fail and learn from its mistakes. TSO have been classified through their four broad roles of: coordination, research, provision of socio-inclusion solutions and services and provision of support to ICT operations and ICT design.

Each TSO has its own tradition/capacity in developing tactical **uses of ICT** in order to overcome its weaknesses or boost its strengths. Levels of access, uptake and appropriation of ICT are different among TSOs and their participants. Additionally, TSO involvement with ICT ranges from using ICT simply as a tool at one extreme, to aiming expressly to have an effect on digital inclusion and social inclusion supported by ICT at the other.

The study has also shown the importance of taking into account as key actors those TSO which are "**under the radar**". The large numbers of small, medium and/or ephemeral organizations in this category not only shape the variety, richness and heterogeneity of the third sector, but they also enable experimentation, innovation and exploration of new uses, training and development of ICT by citizens. Their identification, definition and analysis constitute a challenging new field of research that should be scrutinized. Any reflection on the socio-economic importance of the third sector would be incomplete without an account of both legally-formalised TSO and informal TSO, which explore other forms of self-organisation and autonomy.

In particular, the analysis of initiatives shows that **TSOs' contributions to eInclusion objectives** can be classified as follows:

1. Specific activities performed in favour of socially disadvantaged groups, which increasingly use new ICT as instruments to fight social exclusion. These activities include efforts to improve digital inclusion and the provision of autonomous medias.
2. New employment opportunities in a wide range of service activities. For example, TSO engage large numbers of volunteers whose only opportunity to be exposed to and practice with new ICT (beyond the passive exposure they may have when using entertainment services) may be through their work for a TSO.
3. Provision of ICT support to other TSO.
4. Research and development of ICT and the development of free culture.

The report argues that most TSOs focus on the first type of activities, overlooking the potential of the rest. Therefore there is a need for a new and broader consideration of the role that the third sector can play in ICT development, access and adoption and in eInclusion. Furthermore, analysis shows that TSO initiatives **also contribute to the wider DAE objectives** by:

- *Supporting digital inclusion*: they lower the barriers to access, training, appropriation, and usability of ICT; raise awareness and provide information so that people can critically understand and participate in debates on information and communication rights.
- *Empowering users and actors / volunteers*: they provide users, actors and volunteers with formal and informal training in ICT so that they can acquire a variety of competences and skills; they help to target ICT use and development to specific needs and wishes; they can transform "consumers or passive users" into "active designers, producers and developers" of contents and ICT;
- *Acting as social inclusion agents*: they provide solutions for very specific needs and/or small groups of people; they provide spaces and opportunities for empowerment and development of social capital and they contribute to a social economy in which resources can be produced, shared and redistributed among its participants;
- *Providing a reservoir of social innovation and creativity* through: self-organization and

bottom-up dynamics that tackle social needs and provide for the public good; experimentation with alternative ICT development models; user-driven and community-driven development of ICT and sustainability models that result from the social economy.

In order to support monitoring and measurement of TSO activities and also encourage and further develop the contribution of TSO to eInclusion policy and DAE´s objectives, the following **policy options** are suggested. In addition, these policies should increase the capacity and opportunities for partnership between public authorities (local, regional, national and European administrations) and TSO networks, platforms and representatives:

- Adopt a more holistic view of the third sector's contribution to the achievement of eInclusion in line with the DAE´s objectives, and acknowledge and raise awareness of this contribution;
- Support further research into the relationships between ICT and the third sector and its socio-economic impact;
- Support more volunteering as a sustainable path towards the acquisition of digital and other socio-cultural competences through lifelong learning;
- Improve the delivery of digital competence training addressed to TSO staff by mapping, supporting and getting inspiration from existing and useful support initiatives;
- Reinforce funding for TSO acting for eInclusion and ICT, and promote successful sustainability models developed by TSO.

Introduction

I) Policy background

Launched in 2005 following the revised Lisbon Agenda, the policy framework "i2010: A European Information Society for Growth and Employment" clearly established digital inclusion as an EU strategic policy goal. Everybody living in Europe, especially disadvantaged people, should have the opportunity to use information and communication technologies (ICT) if they so wish and/or to benefit from ICT use by service providers, intermediaries and other agents addressing their needs.

Building on this, the 2006 Riga Declaration defined eInclusion as "*both inclusive ICT and the use of ICT to achieve wider inclusion objectives*" and identified, as one of its six priorities, "*digital literacy and competence actions, in particular through formal or informal education systems, building on existing initiatives. These actions will be tailored to the needs of groups at risk of exclusion, because of their social circumstances or their capacities and special needs, notably the unemployed, immigrants, people with low education levels, people with disabilities, and elderly, as well as marginalised young people, contributing to their employability and working conditions*".[11]

More recently, the importance of the third sector has been raised in several EU cross sectoral policies dealing with social exclusion, poverty, employment education and citizenship, and not only in eInclusion policies. These have begun to recognize the importance of involving all stakeholders. Several communications have referred to the third sector, albeit using different policy terminology – e.g., civil society, NGOs, intermediaries, social agents, volunteering, social economy.

The "*Single Market Act*"[12] announced as part of its "*Social entrepreneurship*" objective the following key measures: "*a European framework for mutual and social investment funds, a Regulation on a European Foundation Statute, a review of the Cooperative statute, the promotion of social economy as a tool for integration and a policy paper on corporate social responsibility*".

In addition, the Contribution to the BEPA Working Group on Social Innovation[13] by DG Employment, Social Affairs and Equal Opportunities' stated that "*the energy for change results from the interplay and synergy of dynamism of the innovations coming from the ground, and the political will expressed by the national decision-makers to reform "differently", with concern for an independent evaluation and the participation of actors from civil society, but also from the academic and university world*".

Finally in 2010, the European Platform against Poverty and Social Exclusion,[14] one of the seven flagship initiatives of the Europe 2020 Strategy, announced its intention to "*promote evidence-based social innovation*" and "*harness the potential of the social economy*" underlining how "*NGOs have become essential actors in the fight against poverty and social exclusion*". In addition, the Digital Agenda for Europe (DAE)[15] flagship has set out the "*key enabling role that the use of ICT will have to play if Europe wants to succeed in its ambitions*". Specific Key Performance Targets for digital inclusion are to increase regular internet use from 60% to 75% (from 41% to 60% for disadvantaged people), and to halve the

[11] Available at: http://ec.europa.eu/information_society/events/ict_riga_2006/doc/declaration_riga.pdf
[12] Available at: http://ec.europa.eu/internal_market/smact/docs/20110413-communication_en.pdf#page=2
[13] DG Employment, Social Affairs and Equal Opportunities, Contribution to the BEPA Working Group on Social Innovation, (2009), "Change through Learning from Others".
[14] Available at: http://ec.europa.eu/social/BlobServlet?docId=6393&langId=en
[15] Available at: http://ec.europa.eu/information_society/digital-agenda/documents/digital-agenda-communication-en.pdf

proportion of population that has never used the internet by 15% by 2015. In order to achieve these targets, an explicit recommendation has been made for "*top political level and mobilisation from all actors across Europe*" including Civil Society and Third Sector Organisations.

In the light of these goals, and given the dearth of research on the contribution of Civil Society and Third Sector Organisations (TSO) to the development of the above objectives, DG Information Society and Media, Unit H3 (ICT for inclusion) asked the Institute for Prospective Technological Studies (IPTS[16]) to investigate how ICT is being used by the third sector to support their activities and to develop eInclusion initiatives.

This research started informally during the 2008 EU eInclusion campaign. A research activity was carried out in order to compare the activities, needs and challenges of eight large Public eServices Centres (PESCE),[17] which showed that they were largely dependent for their implementation and delivery on Third Sector Organizations. In addition, during the European eInclusion Ministerial Conference[18] held in Vienna in December 2008 a specific session spotlighting the "Role of large Third Sector Organisations" was organised. According to the Conference website "*TSO have been playing a relevant role during the last years in favour of an equal development of Information Society, fighting to reduce the digital divide by targeting people more at a socially disadvantaged situation. At the same time, since the definition of Lisbon strategy, the European Union and Member States have made important investments in order to accelerate the eInclusion process. But have they properly valorised the role the third sector was already playing in this field? Have the Third Sector Organizations been able to demonstrate the impact of their base work in the benefit of so many disadvantaged target groups, who otherwise would be excluded from the Information Society? How can EU-third sector synergies be strengthening in favour of the eInclusion process?*".[19]

This report sets out to answer the first question by synthesizing key findings on the different roles played by civil society and Third Sector Organisations for social innovation, eInclusion and ICT development. As a starting point, it analyses the whole sector, including the more visible actors perceived as "large Third Sector Organizations" and then integrates an analysis of the role played by small and/or "invisible" organizations that are developing critical and disruptive uses and development of ICT. Finally, the study illustrates these different roles through the description of different outstanding initiatives being delivered currently.

ii) A European framework for the third sector

Leaving aside for the moment issues related to the information society and digital inclusion, the process of acknowledgement of the third sector by the EU has been characterised by a series of difficulties with identifying what the third sector is and what it does, and by a succession of political declarations that aimed to embrace the heterogeneity of the evidence found. This section revises the policy documents and events that have paved the way for the recognition of the role of the third sector and its gradual integration into governance and policy-making processes at EU level. It does so by highlighting the bottlenecks found in the process, in order to partially account for its slow and sometimes cumbersome progress.

Indeed, since the beginning of the EU there has always been some degree of acknowledgement of the third sector. In 1957, the Rome Treaties launched the European Economic and Social Committee (EESC) in order to involve "*economic and social interest groups in the establishment of the common market"* and to strengthen the "*democratic*

[16] IPTS is one of the seven research institutes of the European Commission's Joint Research Centre.
[17] Groeneveld, S., Haché, A., Coordination: Gonzalez-Sancho, M., (2008), "Comparative Study of Public e-Service Centres in Europe" – A contribution to the "e-Inclusion: be part of it!" campaign of the European Commission
[18] Available at: http://ec.europa.eu/information_society/events/e-inclusion/2008/index_en.htm
[19] Available at: http://ec.europa.eu/information_society/events/cf/einc08/item-display.cfm?id=939

legitimacy and effectiveness of the European Union by enabling civil society organisations from the Member States to express their views at European level".[20] Another fundamental step was achieved three decades later, in 1986, when the European Parliament launched a resolution on the "*role and administration of associations and the laws governing them*[21]". This was followed by a United Nations Economic and Social Council (ECOSOC) conference[22] which aimed to create indicators and statistics regarding the "*économie sociale*[23]".

The process of defining and creating a legal framework at EU level for TSO was then formally addressed in 1997 by the Communication "*Promoting the development of Voluntary Organisations and Foundations in Europe*[24]", the purpose of which was to *"commend them to policy makers as bodies whose social and economic importance has hitherto been underestimated and whose contribution will in the future be of increasing importance for the development of Europe. Despite its growth in the recent years, the diverse sector represented by voluntary organisations and foundations is largely unknown and needs to be further investigated. The economic weight as well as the social and political importance it has acquired can no longer be ignored*".

Along the same lines, the "*White paper on European governance*[25]" drafted in 2001 emphasised the fact that: "O*rganisations which make up civil society mobilise people and support, for instance, those suffering from exclusion or discrimination […] Non governmental organisations (NGOs) play an important role at global level in development policy as they often act as an early warning system for the direction of political debate*". This communication also describes "*civil society as a means of closing the gap between the EU and its citizens*[26]" and endorses its potential for detecting social problems arising from inequity, exclusion and discrimination and its capacity to research and supply solutions and services that meet social needs. In summary, civil society contributes to the enhancement of democracy and social cohesion and, at the same time, it respects the EU principle of "subsidiarity".[27]

NGOs, charity organizations and foundations are also referred to as central players regarding cooperation overseas, inasmuch as they are identified as playing a key role in the enlargement of the EU: *"NGOs acting locally in the new Member States have the potential to address prevalent deficits in the functioning of the EU. Through the generation of civic engagement, specifically citizens organised in civil society organisations at a local level, a greater role for these organisations will emerge in policy making and legislation*[28]".

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[20] Available at: http://www.eesc.europa.eu/

[21] European Communities, European Parliament, Report drawn up on behalf of the Committee on Legal Affairs and Citizens' Rights on non-profit making associations in the European Community (Rapporteur: Mrs N Fontaine), (1987) , "Resolution on Non-Profit-Making Associations in the European Communities. Available at: http://www.uia.be/node/322566

[22] "The Economic and Social Council (ECOSOC) of the United Nations constitutes one of the six principal organs of the United Nations and it is responsible for discussing international economic and social issues, and for formulating policy recommendations addressed to Member States and the United Nations system". Available at: http://www.un.org/en/ecosoc/

[23] "As an activity, the Social Economy (SE) is historically linked to grass-roots associations and co-operatives, which make up its backbone. The system of values and the principles of conduct of the popular associations, synthesised by the historical co-operative movement, are those which have served to formulate the modern concept of the SE, which is structured around co-operatives, mutual societies, associations and foundations", in Summary of the Report drawn up for the European Economic and Social Committee by the International Centre of Research and Information on the Public, Social and Cooperative Economy (CIRI), (2007"The Social Economy in the European Union". Available at: http://www.eesc.europa.eu/?i=portal.en.publications.83

[24] Available at: http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=COM:1997:0241:FIN:EN:PDF

[25] Available at: http://eur-lex.europa.eu/LexUriServ/site/en/com/2001/com2001_0428en01.pdf

[26] Daly, S., (2004), "The Third Sector and the European Union: What role for foundations?", European Foundations and Grant-making NGOs, Europa Publications.

[27] "The principle of subsidiarity is defined in Article 5 of the Treaty establishing the European Community. It is intended to ensure that decisions are taken as closely as possible to the citizen and that constant checks are made as to whether action at Community level is justified in the light of the possibilities available at national, regional or local level". Available at: http://europa.eu/scadplus/glossary/subsidiarity_en.htm

[28] Daly, S., (2004), "The Third Sector and the European Union: What role for foundations?", European Foundations and Grant-making NGOs, Europa Publications.

Another important attempt to acknowledge TSO was made with the development of the Constitution for Europe which sets out "*the principle of participatory democracy. In so doing, it affirms the EU's commitment to the maintenance of 'an open, transparent and regular dialogue with representative associations and civil society' and the Commission's responsibility to conduct 'broad consultations' with relevant actors*[29]".

Building on this, "European Civic Days[30]" funded by the Europe for Citizens Programme[31] were held in 2008 under the French EU presidency, and in the context of the 2010 European Year against Poverty and Social Exclusion, under the Spanish EU presidency. To guarantee the European dimension of these events, a steering committee consisting of European networks, such as the "European Civic Forum[32]" and the "European Social Platform[33]" was established. This demonstrates that effective interaction between TSO and EU policy-making institutions can be "*successful in fostering intra-social policy organizations links and sustaining a transversal agenda over time*[34]". It should also be noted that not only are there EU initiatives to get to grips with TSO, but there is also a movement among the TSO to deal with the EU. Different TSO have grouped into EU umbrella organisations (like for instance, Inclusion Europe[35] and the YouthForum[36]) to represent specific target groups, apply for collaboration and EU-funding and look for ways to fit into EU thinking and strategies.

Nonetheless, the strongest difficulty for the establishment of these partnerships is still the definition and scoping of the third sector: "W*ithin any particular Member State, it is clear that this sector is incredibly diverse, heterogeneous and populated by organizations with hugely varied goals, structures and motivations. How can an over-arching policy be possible towards such a 'loose and baggy monster?'*"[37] This leads to a situation where "*there is a basic lack of agreement as to what the third sector actually is, and therefore how the problems to which policy might react should be understood at EU level. Not only do the interested parties refer to the third sector with different terminologies, but the institutions themselves vary in their usage over time and between divisions and individuals*[38]". Besides, the regulation of political processes has to be taken into account, as the third sector "*by its very 'horizontal' nature, does not fit easily with the 'vertical traditional policy fields and associated interests which structure EU-level bureaucracies.*"[39].

For all these reasons, this report aims to deliver a comprehensive and informative framework to help stakeholders, researchers and policymakers concerned with eInclusion and Digital Agenda for Europe´s objectives to better understand the roles played by the third sector in the development of initiatives that fit their purposes. It also provides evidence about how ICT can boost education, learning, competences, social skills, autonomy, employability, volunteering and governance processes by showing the benefits that the appropriation of ICT by TSO brings to a variety of target groups and to the intermediaries working with them.

iii) Purpose and methodology

Policy and research fields dealing with digital inclusion and social inclusion driven by Information and Communication Technologies (ICT), i.e. eInclusion, have traditionally

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29 *Ibid.*
30 Available at: http://www.jornadascivicaseuropeas2010.com/en/menu.php?l=1
31 Available at: http://ec.europa.eu/citizenship/index_en.htm
32 Available at: http://www.civic-forum.eu/
33 Available at: http://www.socialplatform.org/
34 Kendall, J., (2005), "Third sector European policy: organizations between market and state. The policy process and the EU", Third Sector European Policy Working papers, Number 1.
35 Available at: http://www.inclusion-europe.org/
36 Available at: http://www.youthforum.org/
37 Kendall, J., Anheier, H. K., (1999), "The Third Sector and the European Policy process: an initial evaluation", Journal of European Public Policy 6:2.
38 Kendall, J., (2005), "Third sector European policy: organizations between market and state. The policy process and the EU", Third Sector European Policy Working papers, Number 1.
39 *Ibid.*

recognised the contribution made by the public and commercial sectors to the development of initiatives that support inclusive European informational and knowledge societies. Only recently, some research reports[40] oriented at policymaking have emphasised the crucial role that civil society and Third Sector Organizations (henceforth TSO) play in the actual implementation, coordination and delivery of "eInclusion initiatives" to their target population (ranging from "mainstream" citizens, digitally excluded people, groups that are marginalized or at risk of socio-economic exclusion, to the "intermediaries" working with/for them). Nonetheless, research on the characteristics and types of contribution of the third sector[41] to eInclusion remains scarce. As a result, policymakers' comprehension of the importance of this sector for social innovation, digital inclusion and socio-economic inclusion still has a long way to go before it becomes solidly integrated within policies and governance processes.

As explained previously, the purpose of this report is to shed light on the contribution of the third sector by highlighting:

- the links between the whole sector of TSO and bottom-up social innovation dynamics.
- the different activities developed by TSO involved in ICT activities to stimulate digital competences, achieve socio-economic inclusion processes and/or contribute to other objectives listed under the Digital Agenda for Europe (henceforth DAE).

Because of the loose dimensions and vague definitions of the third sector, it was decided to carry out a literature review on the state of the art of research on this topic through desk research. Fifteen interviews were also conducted, either face to face or by telephone, with experts from academic, policy, practitioner and activist fields dealing with ICT and/or the third sector. The combination of these methods led to the identification of 37 initiatives which illustrate the various roles played by the third sector in eInclusion. Conversations with the expert community provided valuable input to the definition of both the structure and the content of the present report.

The reader will notice that an important number of the initiatives selected and experts interviewed are in Spain. The main reason behind this choice is related to the limited resources available for this exploratory study, which was based on the knowledge and networks of the author who lives in Spain and has therefore built up an in-depth knowledge of ICT-driven initiatives developed by the Spanish civil society and TSO.

Furthermore, although the conceptual analysis has taken a broad approach, in the selection of TSO initiatives, she has deliberately chosen to select only those TSO activities that are

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[40] Groeneveld, S., Haché, A., Coordination: Gonzalez-Sancho, M., (2008), "Comparative Study of Public e-Service Centres in Europe" – A contribution to the "e-Inclusion: be part of it!" campaign of the European Commission;
Codagnone, C., Kluzer, S., (2011), "ICT for the Social and Economic Integration of Migrants into Europe";
Kluzer,S., Haché, A., Codagnone,C., (2008),"Overview of Digital Support Initiatives for/by Immigrants and Ethnic Minorities in the EU27", European Commission, JRC Scientific and Technical Reports: EUR 23566 EN. Available at: http://ipts.jrc.ec.europa.eu/publications/pub.cfm?id=4019
Haché, A., Kluzer,S., (2008), "El uso de las TIC por las personas inmigrantes y minorías étnicas", Contribution to "eEspaña 2008, Informe anual sobre el desarrollo de la sociedad de la información en España ", Ed. Fundación Orange.
Haché, A., Kluzer, S., (2009), "Las personas jóvenes y las TIC. Iniciativas orientadas hacia jóvenes en riesgo de exclusión social", Contribution to "eEspaña 2009, Informe anual sobre el desarrollo de la sociedad de la información en España" from Fundación Orange.
Redecker, C., Haché, A., Centeno, C., (2010), "Using Information and Communication Technologies to Promote Education and Employment Opportunities for Immigrants and Ethnic Minorities", European Commission, JRC Technical Note 57947 EN. Available at: http://ipts.jrc.ec.europa.eu/publications/pub.cfm?id=3219
Haché, A., Dekelver, J., Montandon, L., Playfoot, J., Aagaard, M., Stadler Elmer, S., (2010), "Using ICT to reengage and foster socioeconomic inclusion of youth at risk of social exclusion, marginalised young people and intermediaries working with them", JRC Technical Note - JRC61705. Available at: http://ipts.jrc.ec.europa.eu/publications/pub.cfm?id=3799
Haché, A., Cullen, J., (2010), "ICT and Youth at Risk: How ICT-driven initiatives can contribute to their socio-economic inclusion and how to measure it", European Commission, JRC Scientific and Technical Report: EUR 24430 EN. Available at: http://ipts.jrc.ec.europa.eu/publications/pub.cfm?id=3459

[41] The use of the "Third Sector" generic appellation in this report will refer to Civil Society and Third Sector Organisations together. When analysing specifics uses of ICT we will refer either to Civil Society, either to TSO. The following parts of this chapter settle the definition of those terms.

based on free software and free culture, and that have been until now ‘under the radar’ of researchers and policy actors.

While the author acknowledges the limitations of providing a partial view of TSO activities, she is confident that the number and variety of the TSO in Spain, and the rich grass-roots data and analysis provided, will nevertheless bring valuable insights to policy actors and researchers and allow them to launch a debate in the field.

Firstly, a review of what stands for civil society and Third Sector Organizations nowadays in the EU was carried out. This led to a descriptive chronology of the European Union policy understanding and definition of the third sector as neither private nor public, non profit oriented, deeply embedded in voluntary participation and marked by a profound heterogeneity, richness and complexity of forms. Other important factors explaining the variety of TSO are the high number of small-sized ones, and the fact that they can have a short lifetime and still produce important effects for digital inclusion and socio-economic inclusion processes. This situation has been referred to by several experts interviewed as the part of the iceberg of eInclusion that remains invisible to EU institutions. They underlined the fact that large reserves of creativity and innovation stood over there which remain untapped as regards to eInclusion and social innovation policies. These first findings translated into the challenge of taking into account inside the “big picture”, the existence of “informal” TSO which became those defined as “under the radar” of public institutions.

Secondly, when trying to understand how the third sector was using ICT, two scoping questions were asked. First, should the study focus on individual initiatives with ICT developed by citizens under the civil society banner or should it concentrate more specifically on TSO? Putting the focus on the civil society would enormously enlarge the scope of the study, implying many important methodological challenges which would be difficult for a single researcher to overcome. The decision was made to reflect its importance by underlining how the individual’s motivations and aims to participate in the development of non-profit activities is the basis for the development of collective actions, and the glue for the development of TSO. This decision also showed how blurred the frontiers between Informal TSO and Civil Society activities can become. Second, should the study analyse how TSO were using ICT to organize their “inner” daily operational activities, or how TSO were using ICT to deliver digital inclusion and socio-economic inclusion initiatives towards end-users? The decision was made to concentrate on the second dimension as it is clearly the most under-researched. Nevertheless, as will be shown, the use of ICT by TSO for self-organisation purposes is a pre-requisite for eInclusion activities, and this has been reflected as far as possible in the overall study.

Finally, the author would like to clarify the fact that, in a number of cases, she has deliberately decided to use wikipedia definitions. The rationale behind this choice is twofold. First, wikipedia constitutes one of the most interesting "non profit social innovation" ICT-driven initiatives developed by the civil society. It is the result of collective intelligence processes understood as "the capacity of human communities to co-operate intellectually in creation, innovation and invention. As our society becomes more and more knowledge-dependent, this collective ability becomes of fundamental importance. It is therefore vital to understand, among other things, how collective intelligence processes can be expanded by digital networks. It is one of the keys to success for modern societies[42]".

Second, because of the nature of this research project, the lack of consensus regarding common definitions and the complexity of translating the numerous controversies in the field about some of the technological and TSO definitions, the author opted to use wikipedia definitions. Nevertheless, these have been only introduced where the author considers that

[42] Levy, P., (1994), "L'Intelligence collective. Pour une anthropologie du cyberespace", Ed. La Découverte.

they improve the understanding of the subjects of study. Another important reason for choosing wikipedia definitions above one single expert definition is the fact they are the result of a process of collaborative definition based on negotiation, exchanges and consensus building among the participants editing the entry in wikipedia.

1: Setting the Scene: Specificities of the third sector

A strict differentiation between civil society and the third sector is difficult because "speaking of a clear cut sector makes little sense for the 'third' sector, but it makes even less sense for a 'civil' society defined by, among other things, the right to associate and speak freely, democratic politics and state guarantees".[43] Though both notions have been used in many research and policy documents in similar ways, differentiating between them can help us to understand them better.

1.1 Defining the third sector:

The Centre for Civil Society at the London School of Economics, refers to civil society as "*the arena of uncoerced collective action around shared interests, purposes and values. […] It commonly embraces a diversity of spaces, actors and institutional forms, varying in their degree of formality, autonomy and power.*"[44] The Marxist tradition completes this definition by underlining that civil society is a "*system of social relations based on the association of people independently of the State and the family which first emerged in Europe in the seventeenth century. Civil society is characterised by "free" labour and a commodity market, a system of law enforcement and voluntary association*".[45]

One common feature that links the third sector and civil society is their supposed "clear" distinction from the commercial and market sector, and from the institutional and governmental sector. Therefore it can be said that civil society and the third sector carry out activities for reasons not motivated by coercion, the purposes of which are social innovation and political change. In order to establish an operational distinction for our research scope, the term "third sector" will be used to generically refer to civil society and Third Sector Organisations (TSO) together. Civil society is involved in socio-political actions for transformation that are undertaken by individuals acting as citizens outside any collective structure defined as an organization. Finally, TSO will be understood as carrying out collective actions developed by organizations (in/formally structured) which are neither public nor commercial, and which define themselves as voluntary based and non-profit oriented. It should be clear that this non-profit orientation does not exclude organisations that started as only voluntary but have evolved to being (partly) funded by public or private organisations. In this study, "non-profit" will refer therefore to "an o*rganization that does not distribute its surplus funds to owners or shareholders, but instead uses them to help pursue its goals*[46]*".*

[43] Evers, A., Laville, J.L., (2004), "The third sector in Europe", in "Distinct realities and concepts: the third sector in Europe", Ed. Edward Elgar Publishing Limited.

[44] Centre for Civil Society, "What is Civil Society?". Available at: http://www.webarchive.org.uk/wayback/archive/20100820110531/http://www.lse.ac.uk/collections/CCS/introduction/what_is_civil_society.htm

[45] The Encyclopedia of Marxism. Available at: http://www.marxists.org/glossary/terms/c/i.htm

[46] Grobman, G.M., (2008), "The Nonprofit Handbook: Everything You Need to Know to Start and Run Your Nonprofit Organization (Paperback)", White Hat Communications.

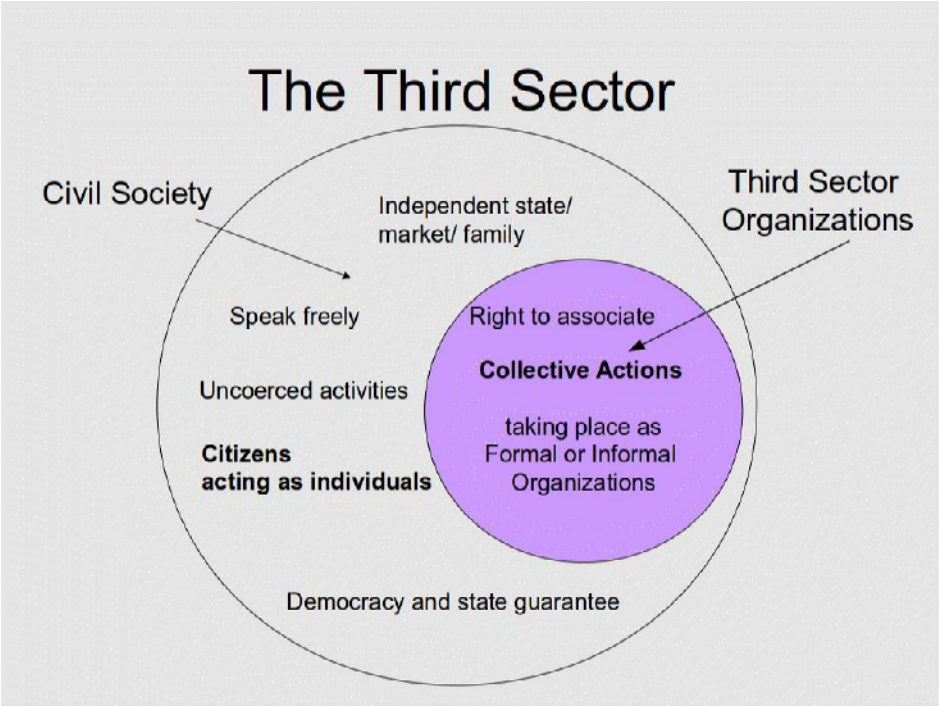

Figure 1: The Third Sector: Civil Society and Third Sector Organisations (TSO)

1.1.1 From formality to informality: mapping TSO under the radar

Another element explaining the difficulty to define the borders of the third sector is that definitions are influenced by political aims. As explained by Kendall[47]: "d*ecisions on who is recognized as "in" and who is "out" will determine downstream who is to be supported and funded or regulated and controlled*". This difficulty becomes a methodological challenge in the light of the bulk of TSO classified as "below the radar" (BTR).

What "below the radar" means can refer to several aspects: "*Whilst organisations and activities that are unregistered and are not included on national databases fall under existing categories of being under the radar, there are other dimensions that need to be explored. These might include types of community action that is not undertaken by organisations, but instead by entrepreneurs, individuals and activists; activity that takes place informally or virtually; actions that may have emerged from registered organisations that are nonetheless very small and operate independently from them.*"[48]

Phillmore and colleagues argue that the numerous types of contributions made by the third sector to social innovation and eInclusion generally remain invisible to public administrations and policy institutions. Regarding our sample of initiatives, being "below the radar" relates not only to the fact that an organisation is unregistered, but also to the fact that it carries out collective actions based on self-organization and bottom-up dynamic processes embedded in spontaneous or ephemeral places.

For instance, how should we interpret the many informal training initiatives which are undertaken in organisations to improve the ICT skills of staff and organisation members by the local ICT "champion" who is assigned to do the job of organising the training, provide

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47 Kendall, J., (2005), "Third sector European policy: organizations between market and state. The policy process and the EU", Third Sector European Policy Working papers, Number 1.

48 Phillimore, J., Mc Cabe, A., Soteri-Proctor, A., (2008), "Under the radar? Researching unregistered and informal third sector activity", Third Sector Research Centre, University of Birmingham. Available at: http://www.ncvovol.org.uk/sites/default/files/UploadedFiles/Research_Events/Phillimore_et_al.pdf

helpdesk and guidance? Furthermore, how should we classify a community of developers of free software who meet and organize themselves through an IRC[49] chat and a software repository? How should self-organised events be defined such as “install parties” where people gather in order to help others back up their data and install free operating systems? Where do women who set up an “affinity group” in order to learn and practice how to maintain a server stand? How should we define, from a policy perspective, the informal network of “hacklabs” which provide many people with a first class introduction to the use of ICT for social innovation and political transformation?

It should also be underlined that the above examples do not represent isolated initiatives. Free software communities, install-parties, peer-to-peer learning circles and “hacklabs” may not be registered under a legal organizational form, but they do support some of the core aspects of the European active mixed landscape which contributes to the development of free software, free culture, ICT design and ICT support to other third sector initiatives. These informal TSO can take the form of one-off gatherings or become organisations with several years’ experience; in both cases, they contribute to social innovation with ICT. They stem from civil society and ease and lower the barriers to the access, training, appropriation, design and development of ICT by citizens.

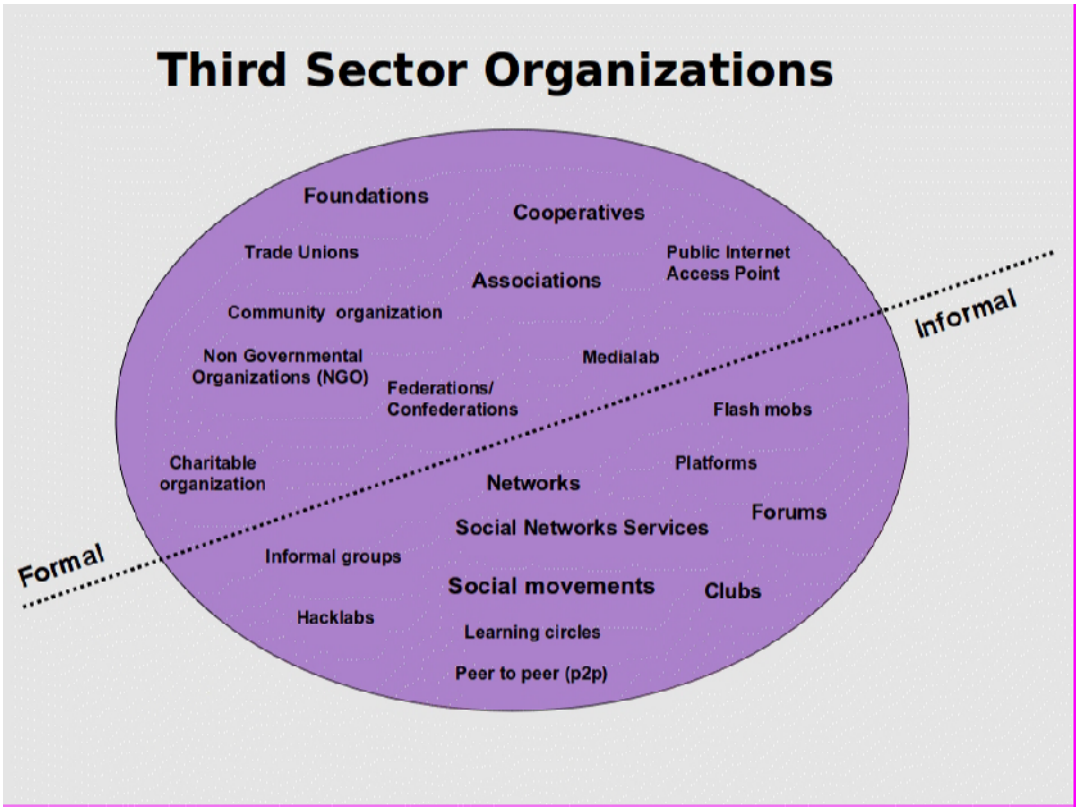

Figure 2: Formal and informal types of Third Sector Organisations.

Taking into account their twofold formal/informal dimension reinforces the understanding of how difficult it is to scope and grasp how many TSO there are and the outcomes they have. As underlined by Forrest from Givingineurope.org, a research project conducted by the King Baudouin Foundation that has developed an analysis of the third sector inside the EU27 Member States: "Valorising its importance and impact is extremely difficult because you have to first settle the boundaries of the type of organizations that are inside and the ones that are outside, where do we locate cooperatives, mutual, foundations, trusts for instance?. Settling this totally depends of the Member States legislation and regarding this each one has its own

[49] IRC stands for Internet Relay Chat.

specific history and tradition. Besides, there are very few statistics and available data regarding their importance for employment, social inclusion, and other kind of related socioeconomic impact".[50]

1.1.2 Facts and figures

As a result, in-depth and longitudinal research on the third sector is scarce. This type of research requires important resources to experiment with different research methodologies in order to overcome the knowledge gap and the lack of common agreements on "how" and "what" should be measured. Nonetheless, there have been some research projects which have settled important base-ground evidence by exploring these boundaries and analysing third sector activities. For instance, the "*Johns Hopkins Comparative Non-profit Sector Project*[51]", one of the most systematic and wide research projects, set out to monitor and measure the importance of the third sector.

According to the results of this project, the non profit sector represents for the 22 nations examined in-depth a "*$1.1 trillion industry that employs close to 19 million full-time employees. Non-profit expenditures average 4.6% of the Gross Domestic Product, and non-profit employment is nearly 5% of all non-agricultural employment, 10% of all service employment and 27% of all public sector employment. If the non-profit sector were a separate national economy, it would be the eight largest in the world*[52]".

Regarding the "domains of activities" and "non-profit employment" deployed: "*two-thirds is concentrated in the traditional fields of welfare services: education (30%), health (20%) and social services (18%), recreation and culture make up for 14%".* The analysis of the means mobilized to achieve their sustainability finds that: *"Private philanthropy is hardly the major source of non-profit income, accounting for only 11% of non-profit income on average. Thirteen of the 22 countries are fee-dominant countries while 9 nations are government-dominant*".

Data collected also shows that "*the non-profit contribution to employment growth was stronger in Western Europe than anywhere else, especially in France, Germany, the Netherlands and the UK, where it accounts for 40% of total employment growth between 1990 and 1995*". Finally, it should be noted that its socio-economic importance varies greatly among countries and regions and it is worth noting that "*the non-profit sector is larger in more developed countries. Compared to an average of 4.8% for all the countries, non-profit organizations account for about 7% of the non-agricultural labour force in Western Europe and in the other developed countries (6.9) examined by the project, but only 2.2% in Latin America and 1.1% in Central and Eastern Europe*".

Another study[53] developed by the European Foundation Centre confirms the importance of the third sector as a source for employment. According to its results: "*Foundation sector plays an important role in the labour market for both salaried and voluntary workers. Not only do they act directly as employers themselves, but by funding organisations and individuals in the non-profit sector they indirectly support employment and voluntary engagement in their areas of interest. In ten EU countries (Belgium, the Czech Republic, Estonia, Finland, France, Germany, Hungary, Italy, the Netherlands and Spain), some 34,400 foundations employ a total of 311,600 staff, which makes an average of nine employees per foundation.*

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50 Interview with Ludwig Forrest from Givingineurope.org realized by phone past 16/11/2008.

51 Salomon, L. M., Anheier, K.H, List, R., Toepler, S., Sokolowski, S. and Associates, (1999), "Global Civil Society – Dimensions of the Nonprofit Sector", The Johns Hopkins Comparative Nonprofit Sector Project, Johns Hopkins University, Available at: http://www.ccss.jhu.edu/

52 Data analysed refers to the 1990-1995 period and those figures were expected to keep growing.

53 EFC Research Task Force, (2008), "Foundations in the European Union; Facts and Figures", Brussels.

Although Italian foundations employ the highest absolute number of workers, 106,137 staff in 4,053 foundations (an average of 26 employees per body), in both France and Spain the average number of employees per foundation is considerably higher (45 and 41 employees per foundation)."

It should be noted that key findings, typologies and research methodologies produced by the Johns Hopkins research constitute the first-ever set of guidelines accepted internationally for the analysis and measuring of the non-profit sector. They have been synthesized in the new "*International Labour Organization Manual on the Measurement of Volunteer Work*[54]" which was integrated into the methodological framework used for the collection of data for the 2011 European Year of volunteering and in the United Nations "*Handbook on Non-profit Institutions in the System of National Accounts*[55]". Finally, based upon this international comparative research, Salamon and Anheier developed in 1997 an "*International Classification of Non-profit Organisations*[56]" which enables a more systematic adoption of common definitions of the sector. However, as regards TSO, it is difficult to see where they would fit in the twelve large groups identified (divided into 24 sub categories).[57] This can be partly explained by the fact that this research was conducted in the early digital period (before 1997). It also proves that the identification of ICT-driven initiatives stemming from TSO requires more research and comprehension. We therefore propose below an alternative and summarised classification of TSO roles in order to put those that deal with ICT and eInclusion in the picture.

1.1.3 Typology of TSO roles for social innovation

The following classification of the types of activities carried out by the TSO sector for social innovation should be seen as purely orientative. These four typologies are based on the analysis of the different TSO roles detected during the research process behind this report. It should be also said that these typologies can also be applied to the traditional activities performed by TSO in their daily work in order to progress and be effective. These categories are not mutually exclusive, they rather overlap producing endless shapes of TSO activities for social innovation. Finally, one should remember that although these categories apply to the whole TSO sector, each one is also enabled, affected by, and dependent on access to ICT, according to the degree of digital inclusion, informational and communicational capacities of the TSO involved. This last aspect will be further detailed in the next sections.

- **Roles of "Coordination and networking":**
  The activities focus on the development and promotion of tools and infrastructures that enhance and improve the share and diffusion of resources and knowledge between individuals, organisations, networks and/or social movements. These generate common spaces and sustain the transformation of *weak ties*[58] into collective actions in order to push forward their political agenda of priorities. For instance, the activities of TSO such as trade unions, federations, confederations, platforms and networks could fall into this category.

- **Roles of "Watching, monitoring and research":**
  These activities include the production of data, analysis, concepts and knowledge. These produce immaterial and cognitive labour, expertise and generally contribute to "free culture" development as they make their research available to the public

54 International Labour Organization, (2007), "Manual on the Measurement of Volunteer Work", ILO Publications.
55 International Labour Organization, (2007), "Manual on the Measurement of Volunteer Work", ILO Publications.
56 Available at: http://www.ccss.jhu.edu/pdfs/CNP_Working_Papers/CNP_WP19_INCPO_1996.pdf
57 One category located under the group "Culture and recreation" stands for "media and communications" and classifies non-profit organisations activities that consists in the "production and dissemination of information and communication; includes radio and TV stations; publishing of books, journals, newspapers, and newsletters; film production; libraries". Another sub-category refers to "Science and technology" under the group of "Education and research" and refers to "research in the physical and life sciences and engineering and technology."
58 Granovetter, M., (1983), "The Strength of Weak Ties: A Network Theory Revisited", Sociological Theory 1.

domain. These activities constitute the basis for the production of evidence to support and legitimate the activities developed by TSO. For instance, the activities of TSO such as observatories, watch-dogs, research centres could fall into this role category.

- **Roles of "Solutions and services":**
  Here, activities focus on monitoring situations of exclusion in specific places and/or affecting specific targets. They try to counterbalance the detected dynamics of inequity, discrimination and marginalisation by providing solutions and services to tackle them. The activities of TSO providing digital services (enabling the conditions to accede to, train on and skill with ICT) along with other activities targeting the socio-economic inclusion of their participants fall into this category: for instance TSO like NGOs, cooperatives, charities and community organizations.

- **Roles of "ICT operations and ICT design":**
  These activities focus on the properties of ICT, developing awareness and advocacy regarding the governance and laws applied to the ICT access and uptake. These include research, design and development of ICT and are generally closely linked to the creation, protection and spreading of "free culture". Finally, they can also provide access to, and training and skilling in ICT as their primary activities. For instance, activities of TSO such as associations, cooperatives, peer-to-peer learning groups, forums, and computer clubs could fall into this category.

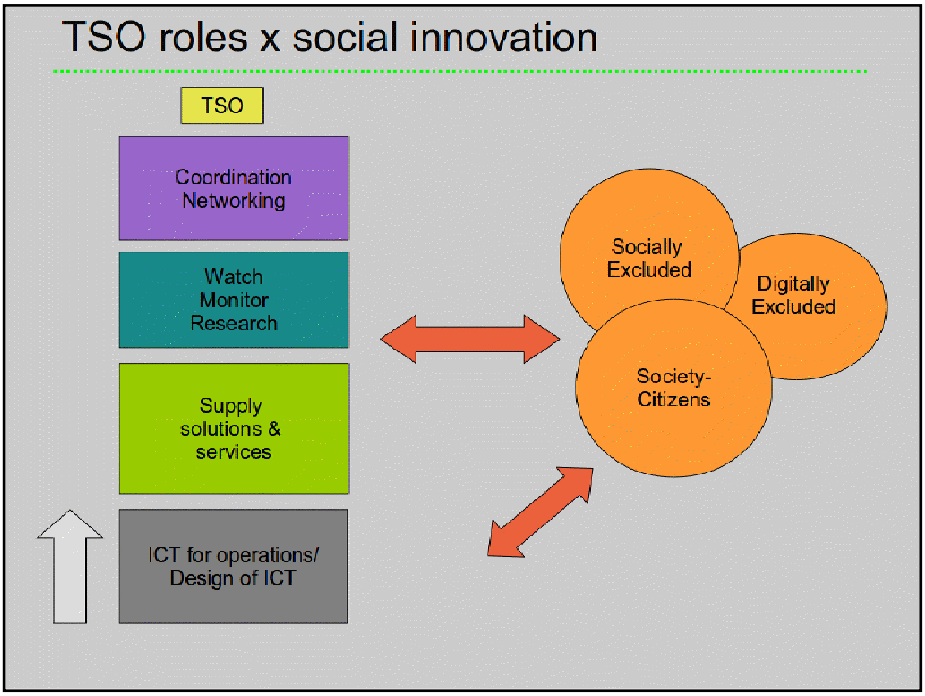

Figure 3: Typologies of TSO roles for Social Innovation

Evidence presented earlier has shown that the third sector is a complex subject for research and policymaking because of its heterogeneity and non-profit nature. On the other hand, all existing studies agree that it is an important sector for many cultural, political, economic and social reasons, and that both the diversity of roles it plays and the contributions it makes to the smooth functioning and well being of our societies should be therefore captured and adequately evaluated.

The following sections give a more in-depth description of the common characteristics of TSO. They will detail how social innovation is an aim largely shared by TSO and how the

non-profit nature of the activities carried out enable social innovation to be fostered. The intrinsic potential and challenges of TSO and how they use ICT to boost or overcome these will also be detailed.

1.2. Aims and motivations: Non-profit oriented social innovation

Social Innovation is not easy to understand as it generally stems from informal environments. This might explain why it was conceptualized later than other types of innovation such as technological or organizational. For instance, the NESTA study on social innovation determines that it is "*provided by organisations rather than being only about lifestyle choices and that it works in circumstances where normal commercial markets and existing public organisations have failed*[59]". Wikipedia, in itself an example of social innovation, defines it as "*new strategies, concepts, ideas and organizations that meet social needs […] that extend and strengthen civil society*[60]".

Departing from an analysis of historical "social enterprises and solidarity initiatives[61]", Prades states that Social Innovation: "*emanates from civil society (and not from business leaders), from a social critique (not a new niche for profitability) to create a collective project (not an individual project), which seeks social transformation (and not better agencement) inside a territory (and doesn't strictly use it for its benefits) through alternative forms of social economy for production and distribution of surplus.*"[62]

This definition underlines the fact that social innovation dynamics are bottom-up and aim to develop collective solutions/services/ideas in order to achieve new forms of socio-economic production and redistribution of resources. In this sense, any form of social economy (such as cooperatives, local exchange systems, bank of time, p2p network currencies[63], barter systems, gift economies, free software and free culture) constitutes a social innovation.

The "Open Book of Social Innovation" also equates social innovation to social economy as it says that: "*much of this innovation is pointing towards a new kind of economy. It combines some old elements and many new ones. We describe it as a 'social economy' because it melds features which are very different from economies based on the production and consumption of commodities. Its key features include: The intensive use of distributed networks to sustain and manage relationships, helped by broadband, mobile and other means of communication; Blurred boundaries between production and consumption; An emphasis on collaboration and on repeated interactions, care and maintenance rather than one-off consumption; A strong role for values and missions*[64]".

For this reason, there has been a growing interest in understanding the relation between social innovation and the third sector. For instance, the "Johns Hopkins Non-profit Listening

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59 Mulgan, G., Ali, R., Halkett, R., Sanders, B., (2007), "In and out of sync, The challenge of growing social innovations", NESTA. Available at: http://www.nesta.org.uk/publications/assets/features/in_and_out_of_sync

60 Available at: http://en.wikipedia.org/wiki/Social_innovation

61 Such as Mondragón in the Basque region, Marinaleda in Andalusia, economic development corporations in Montreal and ethical banks and social cooperatives in Spain and Italy.

62 Translated by the author :"E*lle émane de la société civile (et non des chefs d'entreprises), à partir d'une critique sociale (et non d'une nouvelle niche de profitabilité) pour créer un projet collectif (et non un projet d'individu), qui vise une transformation sociale (et non un meilleur agencement), pour s'inscrire sur un territoire (et non en se servant de ses avantages), à travers une autre forme d'économie qui aboutit à d'autres modes de production et de répartition des surplus*" in Prades, J., (2006), "Compter sur ses propres forces: Initiatives solidaires et entreprises sociales", Ed. De L'Aube

63 "P2P Currency is a currency that peers can create or destroy within a network to facilitate interchange between the members of the network. An important aspect of P2P currency and P2P Currency Systems is that a peer has the ability to create or destroy the currency with another peer, and doesn't need to confer with any central authority in order to create or destroy the currency. Additional network dynamics like trust, reputation, and quality come into play to regulate the currency by informing peers, in the process of engaging other member peers in the currency system, about the utility of the dealing with a certain peer", Available at: http://p2pfoundation.net/P2P_Currency

64 Murray, R., Caulier-Grice, J., Mulgan, G. (2010), "Social Innovator Series: The Open Book of Social Innovation", Ed. The Young Foundation and NESTA.

Post Project[65]" has surveyed 417 TSO in order to analyse their current trends, potential and challenges in regard to innovation and performance measurement. The study's key findings show that "*although innovation is widespread within the non-profit sector, it is not as widespread as it could be. The vast majority of all respondents attributed their inability to adopt a proposed innovation to lack of funding. Especially problematic was respondents' inability to move promising innovations to scale due to lack of "growth capital," narrow governmental funding streams, and the tendency of foundations to encourage innovations but then not sustain support for them*[66]".

Though lack of funding can be an important obstacle to achieving the full social innovation potential of TSO, these conclusions also reinforce the hypothesis that TSO have by nature a specific tendency to develop alternative models of sustainability rooted in social economy/social innovation. Though their non-profit nature makes them more susceptible to lack of funds, they are also more inclined to adopt organisational and technological changes and to develop specific reservoirs of creativity in order to find low cost and/or innovative solutions for achieving their aims.

Another crucial element, which explains the emergence of social innovation, relates to the large involvement of voluntary actors in TSO. The study,[67] previously quoted, which analyses foundations, confirms the importance of volunteer contributions showing that: "t*he 31,800 foundations sampled in seven EU countries (Belgium, Finland, France, Germany, Hungary, Italy and Spain), have 231,600 volunteers, an average of seven volunteers each*". And according to figures collected for the 2011 European Year of Volunteering,[68i] it has been estimated that over 92 million adults are involved in volunteering in the EU (representing 23% of all Europeans over 15 years of age). More precisely it has been found that: "*3 out of 10 Europeans volunteer and 80% of Europeans say that active participation in society is a crucial part of their lives; 7 in 10 people don't volunteer and many face barriers towards volunteering e.g. lack of information, time pressure, finances, negative images, discrimination, legal, visas*[69]".

As the reasons behind the activities carried out by many TSO are not for profit, motivations other than the ones falling in the "homo economicus[70]" paradigm are mobilized. This idea is synthesized by Anheier when he emphasises that: "*in the economy, we look for entrepreneurs, employers, employees and consumers; in politics, we look for politicians, voters and bureaucrats; yet where and what do we look for in the case of the third sector? Of course, there are social entrepreneurs, managers, employees, volunteers, users and clients in the third sector, but there is something perhaps even more basic at work: self-organisation—the capacity of citizens to organise around shared interests and needs outside the market and without being mandated to do so by the state.*"[71]

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65 Available at: http://www.ccss.jhu.edu/index.php?section=content&view=9&sub=5

66 Salamon, L.M., Geller, S-L., Mengel, K.L, (2010), "Nonprofits, Innovation, and Performance Measurement: Separating Fact from Fiction", Johns Hopkins University. Available at: http://www.ccss.jhu.edu/pdfs/LP_Communiques/LP_Communique17_Innovations_2010.pdf

67 EFC Research Task Force, (2008), "Foundations in the European Union; Facts and Figures", Brussels

68 The "*International Labour Organization Manual on the Measurement of Volunteer Work*" previously quoted has been integrated in the methodological framework of the "*European Volunteer Measurement project*" which has consisted of a review of existing studies in the Member States, and the conducting of a Eurobarometer flash in order to collect the above figures. Available at: http://europa.eu/volunteering/

69 Available at: http://eyv2011.ie/media-kit/facts-figures-about-volunteering-and-eyv2011/

70 "Homo economicus, or Economic human, is the concept in some economic theories of humans as rational and broadly self-interested actors who have the ability to make judgements towards their subjectively defined ends". Available at: http://en.wikipedia.org/wiki/Homo_economicus

71 Anheir, H.K., (2002), "The third sector in Europe: Five theses", Centre for Civil Society Working Paper 12. Available at: http://eprints.lse.ac.uk/29051/1/CSWP12.pdf

In the same line, the Himanem study on "hacker[72] ethics", showed that if one contributes to the development of free and open source software one does so because one has an "*i) enthusiastic, passionate attitude to the work that is enjoyed, ii) creativity wish to realise oneself and one's ability, often in teams that are formed spontaneously (project orientation), iii) wish to share one's skills with a community having common goals, along with the need to acquire recognition from one's "tribe"; one is motivated by inner zeal rather than external awards: the fruits of one's work are donated to everybody for their advances and further developments".*[73]

Building upon these reasons, it could be stated that TSO are located inside socio-economic relations whose nature is based on the principle of "reciprocity" defined by the economist Karl Polanyi as "*the circulation of goods and services between groups and individuals that can only take shape when all participating parties are willing to establish a social relationship. So reciprocity is an original non-contractual principle of economic action in which the social link is more important than the good exchanged. The reciprocity cycle is based on a gift calling for a counter-gift through which the groups or persons who received the first gift exercise their right to give back or not. There is an incentive for recipients to give back but they are not compelled to do so by outside forces; the decision is theirs. As a result, gift is not synonymous with altruism and free products or services; it is a complex mix of selflessness and self-interest. The reciprocity cycle is opposed to market exchange because it is inseparable from human relations that express the desire for recognition and power, and it is different from redistribution-based exchange because it is not imposed by a central authority*".[74]

Many of the motivations behind self-organization and reciprocity can relate to the desire to experience and find alternatives ways of engaging in socio-economic relations that meet social needs and promote public goods. In this sense, actions and reflections from the third sector develop alternative practices of sharing and redistributing that support the emergence of new models of innovation, social economy and therefore sustainability, as detailed previously.

Beyond this, the motivations for engaging voluntarily in TSO can be, for instance, to gain human and social capital, experiment with self-inclusion processes, expand social networks and obtain recognition of peers, increase self-confidence and self-esteem, establish

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[72] Defining a hacker is highly difficult and controversial, for the sake of the purpose of this paper we refer to the definitions of "hacker" made by the "*Jargon File": "**hacker** n.* [originally, someone who makes furniture with an axe] can be: 1. A person who enjoys exploring the details of programmable systems and how to stretch their capabilities, as opposed to most users, who prefer to learn only the minimum necessary. RFC1392, the *Internet Users' Glossary*, usefully amplifies this as: A person who delights in having an intimate understanding of the internal workings of a system, computers and computer networks in particular; 2. One who programs enthusiastically (even obsessively) or who enjoys programming rather than just theorizing about programming; 3. A person capable of appreciating hack value; 4. A person who is good at programming quickly; 5. An expert at a particular program, or one who frequently does work using it or on it; as in 'a Unix hacker'. (Definitions 1 through 5 are correlated, and people who fit them congregate.); 6. An expert or enthusiast of any kind. One might be an astronomy hacker, for example; 7. One who enjoys the intellectual challenge of creatively overcoming or circumventing limitations; 8. [deprecated] A malicious meddler who tries to discover sensitive information by poking around. Hence *password hacker*, *network hacker*. The correct term for this sense is cracker. The term 'hacker' also tends to connote membership in the global community defined by the net (see the network. For discussion of some of the basics of this culture, see the How To Become A Hacker FAQ. It also implies that the person described is seen to subscribe to some version of the hacker ethic (see hacker ethic). It is better to be described as a hacker by others than to describe oneself that way. Hackers consider themselves something of an elite (a meritocracy based on ability), though one to which new members are gladly welcome. There is thus a certain ego satisfaction to be had in identifying yourself as a hacker (but if you claim to be one and are not, you'll quickly be labeled bogus). See also geek, wannabee. This term seems to have been first adopted as a badge in the 1960s by the hacker culture surrounding TMRC and the MIT AI Lab. We have a report that it was used in a sense close to this entry's by teenage radio hams and electronics tinkerers in the mid-1950s", Source: http://www.jargondb.org/glossary/hacker (The **Jargon File** is a glossary of hacker slang. The original Jargon File was a collection of hacker slang from technical cultures such as the MIT AI Lab, the Stanford AI Lab (SAIL), and others of the old ARPANET AI/LISP/PDP-10 communities, including Bolt, Beranek and Newman, Carnegie Mellon University, and Worcester Polytechnic Institute, Source: http://en.wikipedia.org/wiki/Jargon_File).

[73] Himanem, P., (2001), "The Hacker Ethic and the Spirit of the Information Age", Ed. Random House Inc

[74] Evers, A., Laville, J.L., (2004), "The third sector in Europe", in "Distinct realities and concepts: the third sector in Europe", Ed. Edward Elgar Publishing Limited.

sentimental and affective relations, access informal and non-formal training spaces, and develop employment and professional career opportunities. From the citizen perspective, getting involved (generally as a volunteer) in collective actions piloted by TSO translates into active engaging with social networks, and a means of developing "bridging" and "bonding" social capital. As Zinnbauer tells us: "*social capital refers to the extent, nature, and quality of social ties that individuals or communities can mobilize in conducting their affairs. In this broad formulation, social capital encompasses a wide variety of connections and networks that people maintain with family, neighbours, colleagues etc. and it also relates to the strength of social norms, such as trust, sense of commitment and reciprocity or shared understanding that can underpin these ties*".[75]

This kind of engagement in activities developed by TSO endorses therefore a continuous training of social network properties. Citizens may use social networks to find the means to overcome a situation which undermines their possibilities of participating/being included in a specific socio-economic dimension of our societies. It may also allow them to create, maintain and expand exchanges based on trust, solidarity and reciprocity that help them to identify available resources, knowledge regarding cultural, social and political cultural interests.

For all these reasons, it can be said that any voluntary involvement of citizens in a TSO for Social Innovation, eInclusion and/or ICT development translates into an enhancement of their social inclusion.

Finally, it should be understood that TSO interacting with each other, and with the public and commercial sectors shape an "economy of reciprocity" which depends on the motivations of the individuals acting in those organizations. Indeed, understanding the motivations that drive people to become socially and/or politically engaged is the key question for researchers involved in theorizing on social transformation and social movements, and lack of understanding regarding personal motivations for joining a collective action constitutes the Achilles' heel of many TSO, which must be able to maintain the engagement of their participants all the way through the collective actions they develop.

To summarize, the social innovation characteristics of the third sector consist of: i) individual reasons for engaging which are not related to monetary profit; ii) its capacity to supply services and solutions that tackle social needs; iii) its ability to provide solutions adapted to the specific needs of small groups (niches) of citizens that are not covered by the commercial and public sectors; iiii) its experimentation with alternative paths, and the associated "right to fail" and learn from failed and erroneous experimentation.

1.3 Intrinsic potential and challenges faced by TSO

Each TSO is embedded in a set of relations with the collective action paradox, the available "Structures of Political Opportunities (SOP)"[76] and its capacity to mobilize useful resources to achieve its potential and/or overcome its weaknesses.

Collective action requires that a group of individuals agree upon a goal, and build together a methodology and a set of tasks/activities to achieve it. Collective action requires therefore exchanges of thoughts, knowledge and joint actions, and it depends upon "social networks[77]" to enable information exchange and communication between the people taking part.

[75] Zinnbauer, D., (2007), "What can Social Capital and ICT do for Inclusion?" European Commission, JRC Scientific and Technical Report. EUR 22673 EN. Available at: http://ipts.jrc.ec.europa.eu/publications/pub.cfm?id=1466

[76] Tarrow, S., (1994), "Power in Movement: Collective Action, Social Movements and Politics", Ed. Cambridge University Press

[77] "A social network is a social structure made up of individuals (or organizations) called "nodes," which are tied (connected) by one or more specific types of interdependency". Available at: http://en.wikipedia.org/wiki/Social_network.

Collective action is subsequently closely connected with social and cultural capital enhancement.

As participation in collective action is not primarily motivated by monetary profit, it appeals to other dimensions such as personal interests and empowerment, political commitment and/or social engagement. It is also important to note that possibilities to participate are unequal between the people contributing to the same collective action as their possibilities to get engaged depend on their personal backgrounds, motivations, skills, networks, capital (economic, social, cultural, informational, technological) and the characteristics of the "life worlds" in which they are embedded.

Collective actions, which emerge from non-profit contexts and which aim to achieve social innovation, can be undermined by the collective action paradox, also known as the "free-rider paradox". This states that "*any rational self-interested individual will not take part in collective action, since he will in all cases benefit from its benefits, when his own involvement has a cost in time and money. When all individuals make the same rational calculation, no collective action can ever take place, and the group objective will never be achieved*[78]". This paradox may increase in proportion to the size of the group involved. It can be particularly evident in urban social movements and territorial struggles as the motivations to get engaged may diminish if the possible benefits materialize in a shared territory (new public equipment, "not-in-my-backyard" dynamics). It seems to have less effect on collective actions related to the "New Social Movements", which are more focused on claiming human rights, social subjectivities and cultural diversity than achieving demands for material benefits (as was the case with their predecessors).[79] Nonetheless, this paradox can still apply to any collective action that emerges as it depends on the personal motivation of each individual joining the action. It is therefore intrinsically part of it.

At a meso and macro-political level, the structures of political opportunities operate upon collective actions by attributing them specific properties. As explained by Meyer and Minkoff, "*SOP applied to the world outside a social protest movement, has been the appropriate focus of much of recent theory and research on political protest. The basic premise is that exogenous factors enhance or inhibit prospects for mobilization, for particular sorts of claims to be advanced rather than others, for particular strategies of influence to be exercised, and for movements to affect mainstream institutional politics and policy*[80]". Therefore SOP express the degree of criminalization, censorship, interest, acceptance, partnership or institutionalization that will be accorded by the state to the third sector. The SOP depend on the existing legislation and policies, the collective and historical memory of TSO, the nature of the practices and social demands engaged by them and the degree of acknowledgement by the institutions of the organizations and participants involved.

Last but not least, the theory of mobilisation of resources (TRM) must also be taken into account as it "*stresses the ability of movement's members to acquire resources and to mobilize people towards accomplishing the movement's goals".*[81] Those resources include "*from knowledge, money, media, labour, solidarity, legitimacy until internal and external support from power elite*". This last approach emphasizes the study of why and how collective actions emerge and succeed, or not, in the achievement of their objectives. The essence of "collective actions" resides in its dynamic and constant transformation. For

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78 Olson, M., (1965), "The Logic of Collective Action", Ed. Harvard University Press.

79 "According to Melucci, these movements arise not from relations of production and distribution of resources but within the sphere of reproduction and the life world, as a result of which, the concern has shifted from the sole production of economic resources directly connected to the needs for survival or for reproduction to cultural production of social relations, symbols and identities". Available at: http://en.wikipedia.org/wiki/New_social_movements#Characteristics

80 Meyer, D. S., Minkoff, D. C, (2004), "Conceptualizing Political Opportunity", in "Social Forces," Ed. The University of North Carolina Press.

81 McCarthy, J. D., Mayer, N. Z., (1977), "Resource Mobilization and Social Movements: A Partial Theory", American Journal of Sociology 82.

instance, a TSO can count on a group of highly motivated participants (meaning that the collective action is not affected by the free rider paradox) who are able to mobilize the necessary resources but it can still fail to succeed because of unfavourable structures of political opportunities. In the same sense, a collective action can be undermined by weak engagement of its participants and still be influenced by favourable SOP and the capacity to mobilize resources that translates into the achievement of its objectives. To wrap up, each intrinsic characteristic can oscillate from being a challenge to becoming an advantage and *vice et versa.*

1.4 The third sector and ICT, a tactical relationship

Given the above, one of the resources most used by TSO to counter-balance these shortcomings (free rider paradox, unfavourable SOP and/or difficulties to mobilize resources), is a tactical use of media and ICT. Practices with ICT enable TSO to open new pathways towards creativity, innovation, expertise, knowhow, shared culture through networking activities with other "voices" expressing their personal perspectives, views and experiences.

The third sector and ICT form a dynamic duo because any collective action undertaken by a TSO pursues different goals and uses several means to overcome its limitations. TSO have a vital relation with ICT, as their capacity to adequately mobilize the necessary resources can depend on their tactical and creative use of them. In this sense, the dedication of TSO to informing people and documenting what they do, why they do it, and how they do it, seeks to enhance their responsiveness and survival. Both depend, in the end, on their capacity to influence and engage with individual and public opinions, enlarge the social base that supports them, and enhance their social force by detecting and involving more active participants.

Some of the tactical uses of ICT by TSO developed in their basic operational activities include: i) campaigning to make struggles, actions, and alternatives more visible; ii) providing services and solutions to final users; iii) collecting funds and developing volunteer involvement mechanisms; iv) documenting processes to generate collective memory; v) facilitating the transfer of knowledge and the access to information for all; vi) improving the internal management and interaction channels within the organization; vii) enhancing transparency and interaction with institutions and other stakeholders.

Another interesting classification of TSO roles according to their use of ICT has been developed by the "*Civil Society Declaration on the World Summit of Information Society*[82]": "*Instead of the reduced capabilities assigned in paragraph 35C of the Tunis Agenda that attempt to restrict Civil Society to a community role, governments should have at minima referred to the list of Civil Society roles and responsibilities listed in the WGIG report. These are: Awareness raising and capacity building (knowledge, training, skills sharing); Promote various public interest objectives; Facilitate network building; Mobilize citizens in democratic processes; Bring perspectives of marginalized groups including for example excluded communities and grassroots activists; Engage in policy processes; Bring expertise, skills, experience and knowledge in a range of ICT policy areas contributing to policy processes and policies that are more bottom-up, people-centred and inclusive; Research and development of technologies and standards; Development and dissemination of best practices; Helping to ensure that political and market forces are accountable to the needs of all members of society; Encourage social responsibility and good governance practice; Advocate for development of social projects and activities that are critical but may not be 'fashionable' or profitable; Contribute to shaping visions of human-centred information societies based on human rights, sustainable development, social justice and*

[82] Civil Society Statement on the World Summit on the Information Society, (2005), "Much more could have been achieved". Available at: http://www.worldsummit2003.de/download_en/WSIS-CS-summit-statement-rev1-23-12-2005-en.pdf

empowerment".

Moreover, civil society has never limited itself to the passive use of technological tools developed by others, but has always contributed to the design and development of its own ICT. Some historical examples can be seen in the development of communal radio and television broadcasting, the hacking[83] and making[84] cultures, the Homebrew Computer Club,[85] the invention of free software[86] and free licenses,[87] Creative Commons,[88] the setting up of the first news Internet portal using open and anonymous publication,[89] the creation of Wikipedia[90] and Wikileaks[91] and even the launch of the first non-military satellite into orbit.[92]

TSO involved in the design and development of the ICT listed above share a set of cultural and political commonalities[93] because:

- They take advantage of learning processes such as "Do It Yourself[94]" and "Do It Together" that rely on non-formal everyday knowledge.[95]
- They develop their own evidence-base and expertise by monitoring and analysing structures of power, dominance and control embedded inside ICT products and services. This "engaged research" sustains their alternative development of ICT.
- They develop "social imaginaries[96]" by documenting, producing contents and communicating their purposes, activities and the methodologies they use. These imaginaries can survive beyond the existence of the TSO that has produced them and become part of the "collective memory[97]" of social movements and the third sector.

It should be underlined that the capacity to build these imaginaries is directly affected by the type of media environment available. The shift from analogical to digital and the irruption of the Internet and social computing applications have propelled major changes in the ways in which TSO engage in their tactical relation with media and ICT in order to boost their communication capacities, outcomes, impact and sustainability. All these elements constitute powerful mechanisms for overcoming some of their structural weaknesses and boosting their potential by spreading, for instance, new "seeds" (such as information, events, networks, collective actions). These can activate citizens' social and political engagement and transform it into a virtuous loop of social innovation which increases in proportion with citizens' levels of digital competence and inclusion

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83 See footnote 64.

84 Available at: http://makeprojects.com/Info/About

85 Available at: http://en.wikipedia.org/wiki/Homebrew_Computer_Club

86 Available at: http://www.fsf.org/

87 Available at: http://www.gnu.org/licenses/license-list.html

88 Available at: http://es.creativecommons.org/

89 Available at: http://www.indymedia.org

90 Available at: http://en.wikipedia.org

91 Available at: http://www.wikileaks.ch/

92 Available at: http://projectoscar.wordpress.com/about/

93 Haché. A., (1997), "Le mouvement altermondialiste vs les TICs: Usages, pratiques et valeurs de l'activisme contemporain", Phd Social Economics for the Université Toulouse-le-Mirail, Available at: http://berthoalainmaster.files.wordpress.com/2007/09/these-hache.pdf

94 "Do it yourself (or DIY) is a term used to describe the creation, alteration or reparation of something without the aid of experts or professionals". Available at: http://en.wikipedia.org/wiki/Do_it_yourself

95 "According to De Certeau, everyday life is distinctive from other practices of daily existence because it is repetitive and unconscious. Certeau links "strategies" with institutions and structures of power, while "tactics" are utilized by individuals to create space for themselves in environments defined by strategies". Available at: http://en.wikipedia.org/wiki/Michel_de_Certeau

96 "The idea that social change involves radical discontinuities that cannot be understood in terms of any determinate causes or presented as a sequence of events. Change emerges through the social imaginary without determinations, but in order to be socially recognized must be instituted as revolution." Available at: http://en.wikipedia.org/wiki/Cornelius_Castoriadis

97 "Collective memory is a term coined by Maurice Halbwachs, separating the notion from the individual memory. The collective memory is shared, passed on and also constructed by the group, or modern society". Available at: http://en.wikipedia.org/wiki/Collective_memory#Collective_memory_in_mass_media

2: Specificities of the third sector contributing to EU eInclusion policy

This chapter synthesizes the main characteristics of TSO acting for eInclusion policies, analysing the policy context and the practitioners' field. Then initiatives which contribute to eInclusion policies and the DAE´s objectives have been selected to illustrate the roles of the third sector.

2.1 eInclusion, from vision …

The digital divide refers to the "*gap between people with effective access to digital and information technology and those with very limited or no access at all. It includes the imbalance both in physical access to technology and the resources and skills needed to effectively participate as a digital citizen*[98]**"**.

This definition emerged from the analysis of ICT uses which gradually shed light on the crucial effect that factors such as gender, age, ethnicity, location and social, cultural, technological, financial capital had on people's possibilities to take up and use ICT. These effects also show that the development of ICT, and its correct appropriation, are not unequivocal processes, but are embedded in contexts framed by heterogeneous paths of appropriation depending on the characteristics of users and developers. This underlines the fact that "*the adoption of computer technology and the Internet cannot be looked at in terms of simple categories of use or non-use. It is more accurate to say that people adopt technology in a series of stops and starts, often dictated by events and changes in their lives, including those associated with family structures, social networks and their understanding of what the technology can do for them*[99]**"**. Therefore eInclusion goals can not be achieved in a straight line but in a succession of separate steps that might be taken by citizens depending on their characteristics, "life moments" and the options and resources available to them.

Notwithstanding, key players from the ICT commercial sector have usually targeted users located at the beginning of the "innovation adoption curve of Rogers", the so called "innovators and early adopters" - generally wealthy, educated, young white males who are keen on ICT. As a consequence, other users have to adjust to these ICT designed for early adopters. Their success in doing so depends firstly on their capacity to access, train and skill; and then on their capacity to reap benefits from ICT. This means they have to critically understand the potential of technology for their needs and to exploit this potential to achieve their goals. The final step is to be able to exploit their degree of appropriation of ICT by designing, developing and/or giving ICT support to others.

As a consequence, research and EU eInclusion policies have gradually come to agree that providing access is not enough, neither is relying simply on market-driven diffusion of ICT. Accordingly, a first definition of eInclusion proposed in 2005 by the eEurope Advisory Group stated: "*1) the effective participation of individuals and communities in all dimensions of the knowledge-based society and economy through their access to ICT, made possible by the removal of access and accessibility barriers, and effectively enabled by the willingness and ability to reap social benefits from such access; 2) the degree to which ICT contribute to equalising and promoting participation in society at all levels (i.e. social relationships, work, culture, political participation, etc.)*[100]".

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98 Available at: http://en.wikipedia.org/wiki/Digital_divide

99 Bharat, M., Merkel, C., Paterson B.A., (2004), "The internet for empowerment of minority and marginalized users", New media Society.

100 eEurope Advisory Group, (coordinated by Kaplan, D.), (2005), "e-Inclusion: New challenges and policy recommendations". Available at: http://ec.europa.eu/information_society/eeurope/2005/doc/all_about/kaplan_report_einclusion_final_version.pdf

Building on this, the 2006 Riga Declaration defined eInclusion as "*both inclusive ICT and the use of ICT to achieve wider inclusion objectives*" and identified, as one of its six priorities, "*digital literacy and competence actions, in particular through formal or informal education systems, building on existing initiatives. These actions will be tailored to the needs of groups at risk of exclusion, because of their social circumstances or their capacities and special needs, notably the unemployed, immigrants, people with low education levels, people with disabilities, and elderly, as well as marginalised young people, contributing to their employability and working conditions*".[101]

This called for tailored and contextualised initiatives, rooted in the existing ones, which could then translate into new local and regional ICT-driven initiatives. Later successful impact assessment processes have been increasingly related to the non-technological and social aspects of these initiatives, rather than only to the type of ICT used/introduced.

As an illustration of this evolution, the research project INCLUSO[102] which focuses on what social software can do for marginalized young people, stated there was evidence which shows that provision of digital technologies without appropriate human intervention is not an effective measure. This was also reported in a study[103] on the use of ICT by young people 'Not in Employment, Education or Training' (NEET), underlining that the diversity of factors leading to risk situations ensure that no "*one size fits all*" solution can be effective. Rather, a set of solutions that focus on different groups, within a system that offers appropriate social intervention to help engage these groups is needed.

Along the same lines, Mehra and colleagues[104] emphasised that "*multiple factors are recognized as having an impact on internet use: type of marginalized group; kind of individual vs. shared community experience; perception of what is considered meaningful by different users; purpose and role of the internet in achieving particular agendas; type of applications use; and different problem-solving situations in which the internet is applied*". Finally, the Digital Literacy European Commission Working paper[105] pointed out that when fostering digital literacy with socio-economic inclusion objectives: "*benefits are best transferred through intermediaries who are well acquainted with the target group and know how best to motivate them. Many initiatives reported that the first contact was often the most important and the hardest challenge was to convince people to try technology for the first time* [106]".

These key findings all agree that initiatives should accompany their ICT activities with sufficient social intervention. Because TSO are frequently embedded in a social economy of reciprocity and/or proximity, they appear to be more capable of reaching and engaging with a broad plurality of target users as regards exposure, access, training and creative appropriation of ICT. Moreover, TSO can stimulate the uptake and adoption of ICT by adapting the action to the context, creating a balance between standard methodologies and the daily problems and needs experienced by targets groups. As TSO generally develop expertise regarding the social and economic conditions affecting the inhabitants of an area they can determine more easily the pre-conditions required to reach out and engage those people who are digitally excluded and/or at risk of social exclusion.

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101 Available at: http://ec.europa.eu/information_society/events/ict_riga_2006/doc/declaration_riga.pdf

102 Available at: http://www.incluso.org/

103 Passey, D., Williams, S., Rogers, C., (2008), "Assessing the potential of e-learning to support re-engagement amongst young people with Not in education, employment or training (NEET) status : An independent research and evaluation study", Ed. Becta. Available at:http://www.e-learningcentre.co.uk/Resource/CMS/Assets/5c10130e-6a9f-102c-a0be003005bbceb4/form_uploads/elearning_reengagement_neet_background.pdf

104 Mehra, B., Merkel, C., Paterson, A.B., (2004), "The internet for empowerment of minority and marginalized users", Ed. New Media Society.

105 (2008), "Digital Literacy European Commission Working Paper and Recommendations from Digital Literacy High-Level Expert Group". Available at: http://www.epractice.eu/files/media/media2388.pdf

106 *Ibid*.

However, it should be clear that eInclusion initiatives driven by TSO do not only benefit digitally excluded and/or socially excluded groups, but they also play an important role in raising the levels of social capital and digital competences[107] of the participating members (supporters, volunteers, developers, promoters, trainers, multipliers, intermediaries...).

2.2 ...to actions and initiatives

This next part describes in more detail the different roles (from visible towards invisible) played by TSO with different traditions of "ICT involvement". Indeed a historical distinction can be made between TSO types. The two extremes would be:

- TSO that set out to achieve goals unrelated to ICT or e-inclusion, but with an initial inclusion purpose that have since changed their focus and have embraced ICT as tools to boost the socio-economic inclusion activities they are now carrying out; and,
- TSO that set out from the beginning to contribute to ICT and e-inclusion goals.

As Figure 4 shows, TSO contribute to putting in place the conditions for the target participants to access, get training and acquire ICT skills, related to the aspects of "learning ICT". They also help participants to gain advanced ICT skills and make use of them for other social, learning, employment, culture or participation purposes (acceding to socio-inclusion services), through activities that focus on "learning with ICT" in order to address their other socio-economic needs, as for example look for information in a topic of interest, acquire new skills to access the labour market, acquire the needed competences to look for a job on line, learn to use online social services, participate to social networks, etc. Additionally, TSO play other more invisible roles such as building autonomous media, providing ICT support to other TSO, researching and developing ICT and protecting and spreading free culture.

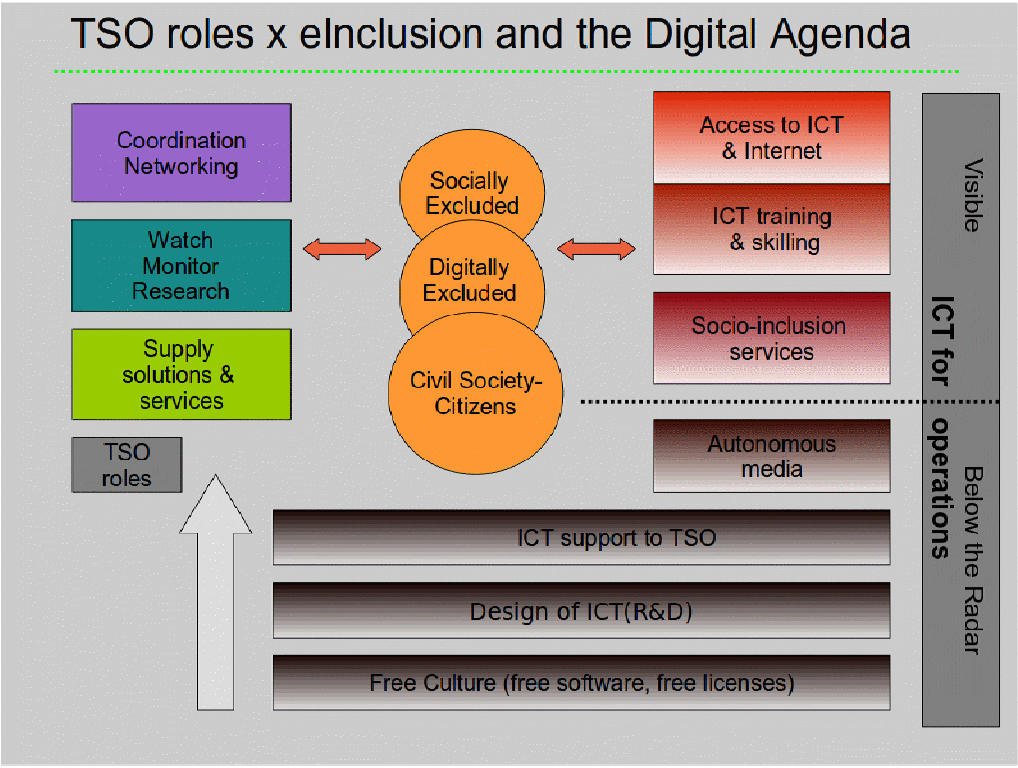

Figure 4: TSO roles for eInclusion and the Digital Agenda for Europe´s objectives

[107] Nonetheless, the INCLUSO experience states that TSO focusing on social inclusion often do not have an ICT culture, which undermines the potential of ICT activities within these organisations. Unfortunately, the lack of research on ICT penetration and Digtal Competences within TSO makes it difficult to generalize any assertion to the TSO sector as a whole.

These contributions are largely implemented and/or supported by the voluntarily involvement of citizens and in/formal organizations. They can be developed by individuals for individual and collective empowerment, by individuals for the general public, and they can also target niches of digitally excluded and/or socially at-risk citizens. However, trying to make a clear distinction between participants, volunteers, workers and end-users is not always helpful. It should be kept in mind that TSO boundaries are inherently dynamic: people who have been initially targeted as end-users could join the TSO and become part of its volunteering force; people who received training in ICT could later train other people around them; communities contributing to the development of free software and hardware are at the same time the first ones to use them. They become dreamers, then architects and finally *prosumers* (producers-consumers) of their own ICT. These examples show that when it comes to social innovation aims, non profit motivations and ICT tactical uses, everybody can be a student and a teacher, a user and a designer, a novice and an expert. The potential for eInclusion resides in the willingness of the participants to share, freely and for the public good, their knowledge with their peers.

The analysis of these initiatives also shows that TSO's contribution to the eInclusion policy and DAE´s objectives is based on the following precepts:

- The initiatives aim at generating social innovation that meets social needs, such as informing people about the existence of resources, solutions and services developed and raising awareness among citizens, policymakers and other stakeholders concerning the "information and communication rights in the age of ICT[108]" (such as freedom of expression, right to communication, security, privacy and data-mining issues, electronic identity protection, intellectual properties rights and governance of the Internet and the audiovisual spectrum).
- They make ICT available through actions or services targeted at general needs (access, training, skilling), socio-economic inclusion needs (socio-inclusion services) and more specific needs (tailored support, autonomous media, research and design of ICT). They also facilitate access to ICT and multimedia contents by using, developing and protecting "free software" and "free culture" (public domain, free licenses such as copyleft, creative commons, and free software and hardware);
- They offer a range of ways to access their services and initiatives through different financial sustainability models (funding, grants, philanthropy, fees, selling of services, subscriptions and also other socio-economic models such as cooperatives and local exchange systems based on banks of time,[109] barter systems, gift and/or trade of objects and services) that aim to take into account the socio-economic situation of individuals or groups, thus lowering barriers to access, and to the uptake and use of ICT and ICT-based services.

[108] "The evolution of ICTs and associated policy processes is clearly affecting human rights, in some instances undermining established rights standards, and in others presenting new challenges and opportunities to realise and expand rights. The question of how rights can be protected and opportunities taken to expand them is therefore an important issue for rights advocates. [...] Amongst civil society organisations, initiatives like the APC Internet Rights Charter, the multi-stakeholder Principles on Freedom of Expression and Privacy project and the Ford Foundation-sponsored Freedom of Expression Project Policy Principles seek to apply the international human rights framework to salient issues that have arisen with the proliferation of ICTs.19 Many groups working on ICT and development also follow a rights-based approach to ICT policy, in which communications technologies are seen as enabling tools supporting individual freedom, self-determination and the ability to participate in society. They therefore argue that guaranteeing universal access to ICTs should be seen as a key rights objective. Information and communications rights are currently on the international ICT policy agenda, and civil society advocacy has played a significant part in putting them there. However, addressing the human rights challenges and opportunities that emerge from evolving ICT use tends to occur on an ad hoc basis. Civil society activists, ICT policy makers and the human rights community have a significant amount of work to do if they are to ensure that these challenges are addressed in a more coordinated and effective way." in Souter, D. and al., (2009), "The APC ICT Policy Handbook",The Association for Progressive Communications.

[109] "Time banking is a pattern of reciprocal service exchange that uses units of time as currency. It is an example of an alternative monetary system. A time bank, also known as a service exchange, is a community that practices time banking", Available at: http://en.wikipedia.org/wiki/Time_banking

This typology has been constructed through the analysis of the 37 initiatives detailed below. The initiatives have been, identified by a review of previous IPTS studies,[110] through desktop research and 15 in-depth interviews [111](by phone or face to face) with a selection of researchers, practitioners, policymakers and media activists dealing with ICT and the third sector. [112] The final sample presented here represents only a very small part of the iceberg of TSO initiatives supporting eInclusion policy, and cannot be taken as representative of the European panorama of TSO acting for eInclusion. For example it does not cover all EU 27 countries, and even includes some examples from outside the EU. The main aim of the sample was to show the variety of practices in existence, and to make visible initiatives located under the radar rather than to build a representative sample. During the selection process, there was also a focus on initiatives which have demonstrated their viability and sustainability over time and/or present specific innovative and creative elements that make them outstanding.

2.2.1 Access to ICT and Internet

eInclusion goals cannot be achieved without access to ICT. Hence, first policies essentially focused on providing public and private access to ICT (hardware, software and internet broadband). This gave rise to TSO initiatives which aimed to improve the awareness of potential users of the benefits that ICT can bring. Public Internet Access Points providing free or subsidized access to computers, internet and other digital media such as public services online, often along with some training and user support were also set up in this phase. "Wireless community networks" which attempted to take a grassroots approach to providing viable alternatives to commercial options are also found.

Illustrative initiatives:[113]

- **Name of the initiative:** Guifi.net
  Since: 2005-ongoing
  Location/Scope: Spain, National
  Aim: Internet Service Provider (ISP)
  Synopsis: Guifi.net is a free, open and neutral, mostly wireless telecommunications community network, with over 12.100 operational nodes representing about 18.400 km of wireless links. The majority of these nodes are located in Catalonia but the network is growing in other parts of the Iberian Peninsula. It is probably the largest wireless network community in the world. It is self-organized and operated by the users using unlicensed wireless links and open optical links. The nodes are contributed by individuals, companies and administrations that freely connect to a true open network of telecommunications and extend wherever the infrastructure and content might not otherwise be accessible. Nodes join the network following the self-provision model since the whole structure is explicitly open to facilitate the understanding of how it is structured, so everyone can create new sections as required.
  Targets: Rural areas and poorly branded areas
  Website: http://guifi.net, Map of connections: http://guifi.net/guifi_zones

[110] Haché, A., Cullen, J., (2010), "ICT and Youth at Risk: How ICT-driven Initiatives can contribute to their socio-economic inclusion and how to measure it', European Commission, JRC Scientific and Technical Report: EUR 24430 EN. Available at: http://ipts.jrc.ec.europa.eu/publications/pub.cfm?id=3459
Rissola, G., Centeno, C., (Eds), (2011), "ePractice Digital Literacy Workshop: Digital Competences for Social Inclusion Actors and Intermediaries", Workshop Report, European Commission, JRC Technical Note - JRC65355. Available at: http://ipts.jrc.ec.europa.eu/publications/pub.cfm?id=4340
Haché, A., Kluzer, S., Codagnone,C., and Partners of Bridge-IT Thematic Network, (publication forthcoming 2011), "Migrants, Ethnic minorities and ICT: Inventory of Good Practices in Europe that promote ICT for socio-economic integration in culturally diverse contexts", Ed. Bridge-IT

[111] See Annex 1.

[112] See Annex 1.

[113] Each initiative is quoted using its original name and the synopsis presented is based on its public presentation on the webpages.

- **Name of the initiative:** Mesh Potato
  Since: 2008 -ongoing
  Location/Scope: International
  Aim: Low cost and open source telephony development
  Synopsis: The Mesh Potato is a new device for providing low-cost telephony and Internet in areas where alternative access either doesn't exist or is too expensive. It is a marriage of a low-cost wireless access point capable of running a mesh networking protocol with an Analog Telephony Adapter. Wireless APs such as the Meraki or OpenMesh APs are rapidly gaining in popularity due to their low-cost, relative robustness, and ease of installation. Adding the ability to plug an ordinary telephone into a device like an OpenMesh AP opens up very interesting possibilities.
  Targets: ICT developers, TSO
  Website: http://www.villagetelco.org/mesh-potato/

- **Name of the initiative:** Cabina de teléfono gratis
  Since: 2008-2009 in Madrid, 2008-ongoing in Barcelona
  Location/Scope: Spain, Madrid & Barcelona, local
  Aim: Access to ICT.
  Synopsis: Hamlab was a hacklab located in the Social Center Patio Maravillas (Madrid) which offered among other services, a free access to a phone box that enable its users to phone for free to landlines in over 40 countries using Asterisk, a SIP[114] telephony provider. This free phone box can be also found in the local Infoespai, (Barcelona) which offers free access to Internet and training to FOSS among many other ICT-related activities.
  Targets: Citizenship, Young Persons, Immigrants and Ethnic Minorities
  Website: http://patiomaravillas.net/hamlab/llama-por-la-patilla-con-isaac; http://www.infoespai.org/

- **Name of the initiative:** Software freedom day (SFD)
  Since: 2004-ongoing
  Location/Scope: International
  Aim: Raising Awareness
  Synopsis: A worldwide initiative for the celebration of Free and Open Source Software (FOSS) which goal is to educate the worldwide public about the benefits of using high quality FOSS in education, in government, at home, and in business. The idea of SFD is to unite and educate the world about the ideals of Software Freedom and the practical benefits of Free Software. The non-profit organization Software Freedom International coordinates SFD at a global level, providing support, give-aways and a point of collaboration, but volunteer teams around the world organize the local SFD events to impact their own communities.
  Targets: Citizenship
  Website: http://softwarefreedomday.org/

- **Name of the initiative:** Take back the tech!
  Since: 2005-ongoing
  Location/Scope: International
  Aim: Raising Awareness
  Synopsis: Take Back The Tech! is a collaborative campaign that takes place every year during the 16 Days of Activism Against Gender-based Violence. Each daily action explores an issue of violence against women and its interconnection with communication rights, such as the right to privacy, freedom of expression and the right to information. The actions approach different communication platforms - online and off - in creative and tactical ways. It aims at engaging in issues of violence

[114] SIP stands for Session Initiation Protocol.

against women and technology, learn and play with new communications tools, and in the process, take control of technology for activism to end violence against women.
Targets: Citizenship, women and young girls.
Website: http://www.takebackthetech.net/

2.2.2 ICT training and skilling

The high-level expert group of the EC on Digital Literacy defines it as "*the skills required to achieve digital competences, the confident and critical use of ICT for work, leisure, learning and communication*[115]". Therefore it encompasses "learning ICT" as receiving "basic digital literacy training" and "learning with ICT" as developing skills not only related to technological knowledge but also to other dimensions that are enhanced through the use of ICT for education, learning and training purposes. Basic digital literacy training addresses basic PC and internet operations often with attendance certification and, at times, skills certification.[116] Advanced training to ICT for literate users aims to provide more advanced skills and competence to support more sophisticated or purposeful ICT uses. Those trainings can cover very specific tools and/or very specific needs expressed by "niches" of users located in the "long tail of eInclusion". Both dimensions can be delivered through formal, non-formal and informal learning settings (such as classes, workshops, learning circles, seminars, online fora, mailing lists ...).

Illustrative initiatives Digital Literacy for all

- **Name of the initiative:** Cybersoek
  Since: 2001- ongoing.
  Location/Scope: The Netherlands, local.
  Aim: Access and training to Internet.
  Synopsis: Cybersoek is a community and training centre in the 'Indian quarter' (Indische Buurt) of Amsterdam, where local residents learn to work with computers and meet each other. For more than eight years the staff have organised various projects, training sessions and workshops in the fields of internet and new media. Cybersoek is open to everyone, young and old alike. As it is located in an area where many migrants live, they are an important target group for the range of activities. It is now a spot where new and experienced web-users have all sorts of useful tools and training programmes readily at their disposal and where people of different backgrounds can meet each other, participate in courses, work together on specific projects and start cross-cultural friendships.
  Targets: Immigrants, neighbours, communities, elderly, young people.
  Website: www.cybersoek.nl

- **Name of the initiative:** Web in de Wijd (WiN)
  Since: 2002- ongoing
  Location/Scope: The Netherlands, National
  Aim: Access and training to Internet.
  Synopsis: Web in Neighbourhoods is an initiative which employs trained professionals ("animators") to assist inhabitants of a neighbourhood to use ICT strategically in their everyday lives. It enables people to experience the potential benefits ICT can add to the "daily business", including fun: communicating with others nearby. The project is based on a bottom up approach to stimulate self-organisation and cooperation. Animators (social professionals with specially designed media education) reach out to all individuals and help them to identify their ambitions, drives

[115] (2008), "Digital Literacy European Commission Working Paper and Recommendations from Digital Literacy High-Level Expert Group". Available at: http://www.epractice.eu/files/media/media2388.pdf
[116] For instance see the ECDL: http://www.ecdl.org/ or the European Framework of e-Competences: http://www.ecompetences.eu/

and needs. The WiN method has been implemented in different neighbourhoods across the Netherlands.
Targets: Neighbours, elderly, young persons, immigrants.
Website: http://www.webindewijk.nl/

Illustrative initiatives: Digital Literacy for Advanced skills

- **Name of the initiative:** Surt.tv
  Since: 2008-ongoing
  Location/Scope: Spain, Barcelona, Regional
  Aim: Training Digital competences and advanced ICT skills
  Synopsis: SURT is a Women's Association for Labour Insertion which began its activities with the objective of making the processes of incorporation into the job market easier for women, especially those facing social, cultural and political situations of discrimination and/or finding themselves in situations of great vulnerability. Surt.tv is an initiative specifically focused in providing training to streaming technologies in order to improve women employability in the market of audiovisual production through internet.
  Targets: Women
  Website: http://www.surt.org/surttv/ andHowTo stream: http://culinariahacker.wordpress.com/telleres/

- **Name of the initiative:** Eclectic Tech Carnival
  Since: 2002-ongoing
  Location/Scope: International
  Aim: Advanced ICT skills
  Synopsis: The Eclectic Tech Carnival is a gathering of women interested in open source technology. It is usually held once a year, in a place where there is an interested group of women willing to host it, and is usually about a week long. A carnival typically includes hands-on workshops on installing and using open source and free software, building web sites, understanding network security, and exploring alternatives to commercial/mainstream social networking sites and other tools. The programme usually features cultural discussions and presentations, art exhibitions, performances and community events.
  Targets: Women
  Website: http://eclectictechcarnival.org/

- **Name of the initiative:** Hackademy
  Since: 2008-2009
  Location/Scope: Spain (Madrid), local
  Aim: Advanced ICT skills
  Synopsis: A grass-root initiative developed voluntarily by members of the hacklab Hamlab which offered during two years a cycle of advanced courses, open to anyone, and consisting in introduction to hardware, installation and administration of Gnu/Linux systems, tools for privacy and security, free audiovisual editors, webportals settling, free graphic and 3D design, Pure Data programming.
  Targets: Citizenship, hacktivists, low income and unemployed persons, young persons.
  Website: The complete list of courses held the first year: http://patiomaravillas.net/hamlab/hackademy1.0/Listado_completo_de_cursos_Hackademy_1.0

- **Name of the initiative:** Chaos Communication Congress
  Since: 1984 - ongoing
  Location/Scope: Germany, Berlin, International
  Aim: Advanced ICT skills
  Synopsis: An annual meeting of the international hacker scene, organized by the Chaos Computer Club. The congress features a variety of lectures and workshops on technical and political issues. It usually attracts between 2,500 and 3,500 participants. A large range of speakers are part of the scene and organizational work is done by volunteers called *Chaos Angels*. An important part of the Congress is the *hack center* allowing room for around 600 people to operate their devices and which is considered a huge laboratory for operating and testing modern network technology and software.
  Targets: Citizenship, hacktivists, hackers.
  Website: http://events.ccc.de/congress/ and documentation of the 27C3: http://events.ccc.de/congress/2010/wiki/Documentation

2.2.3 Socio-inclusion services

Initiatives focusing on the use of ICT for social inclusion have shown how ICT can support the inclusion of groups at risk of exclusion such as elderly, disabled, migrants, youth, unemployed and low educated. The analysis of ICT-based initiatives for inclusion of some of these groups[117] show that the potential of ICT-based tools, applications and services cover several dimensions: providing ICT access and literacy, supporting final users using ICT for education and learning, for labour and economic participation, for social participation and civic engagement and for social capital and social inclusion, and supporting intermediaries and service delivery (including social) actors in being more efficient and effective in their jobs. Research[118] also points at the crucial role of intermediaries, social inclusion and service delivery actors (family carers, third sector workers, etc) for realising the ICT potential for inclusion. In addition, while there is no systematic study on digital competence levels of these actors, there is some consensus among actors working on eInclusion that levels of digital competences of intermediaries working in the public sector and third sector organisations are low and aren't in general enough to take full advantage of using ICT in their daily work.

Illustrative initiatives: Digital Literacy for groups at risk of socio-economic exclusion

- **Name of the initiative:** Roots & Routes
  Since: 2007-ongoing
  Location/Scope: Germany, International
  Aim: Digital Literacy, raising voices and social skills.
  Synopsis: A web-TV platform targeted at young people of migrant origin who make their own stories about youth, culture, music, lifestyle and cultural diversity. Young people with different cultural roots get together in workshops and young journalist groups, producing creative products and a web-TV magazine on urban culture and other subjects that concern them. The video clips are then uploaded on the website, where participants can make a profile, build a network of friends and professional contacts, and create work groups or project websites. Every year, showcases are presented at live events in the participating cities. At these events, the international groups have the opportunity to meet each other in an intercultural context.

[117] Kluzer S., Hache A. and Codagnone C. (2008), "Overview of Digital Support Initiatives for/by Immigrants and Ethnic Minorities in the EU27", European Commission, JRC Scientific and Technical Report. EUR 23566 EN. Available at: http://ipts.jrc.ec.europa.eu/publications/pub.cfm?id=1888

[118] Rissola, G., Centeno, C., (Eds) (forthcoming 2011), "ePractice Digital Literacy Workshop: Digital Competences for Social Inclusion Actors and Intermediaries", Workshop Report. JRC Technical Note.

Targets: Young persons, Youth at risk of social exclusion, Immigrants and Ethnic Minorities
Website: www.rootsnroutes.tv

- **Name of the initiative: Everybody online**
  Since: 2001-ongoing
  Location/Scope: UK, National
  Aim: Access to Digital Literacy for all.
  Synopsis: EverybodyOnline delivers projects throughout the UK which supports people in disadvantaged areas to use computers and the Internet. By providing the opportunity to access technology, people can enjoy the benefits of learning new skills, improved well being, increased employability, economic regeneration and extended social support. Once an area has been identified as being disadvantaged and having low levels of Internet connectivity, we employ a local project officer to work with local agencies and individuals to promote and deliver digital inclusion activities. This includes developing Internet learning programmes, offering local volunteering opportunities and contributing to local digital and social inclusion networks.
  Targets: People living in disadvantaged areas
  Website: http://www.everybodyonline.org.uk/

Illustrative initiatives: Digital Literacy for Intermediaries

- **Name of the initiative:** Cuidadoras en red
  Since: 2008- ongoing
  Location/Scope: Spain, regional
  Aim: Digital Literacy and social networks of support for intermediaries.
  Synopsis: It consists in a social network site for non-professional care givers, that is, carers and informal care assistant. Most of them are immigrant women providing homecare to disabled and elderly. This project was launched in cooperation with the Institute of Innovation for human wellbeing and the Nursing department of Malaga University. Currently the network has 13 communities and 162 users engaging in activities such as blogging commenting, uploading photos, videos and files. The Carers with low levels of education and a great burden in everyday life are now motivated to learn to use ICT through a face to face training programme. The use of social network has promoted social relation between carers and, also, improved the relationships with younger members of the family. ICT has been proved very effective for learning at home and it encouraged carers to study what they have not been able to study before.
  Targets: Non professional caregivers, women, immigrants
  Website: http://www.cuidatel.es/

- **Name of the initiative:** Circuit Riders
  Since: Check
  Location/Scope: UK, National
  Aim: ICT support and training to ICT for intermediaries.
  Synopsis: A Circuit Rider is a technology expert that potentially has a community of organisations that they work with. The first project had 24 organisations that worked with migrant communities; with asylum seekers and refugees. In terms of the Circuit Riders' intervention (two-year duration), the organisations were monitored and looked upon the technology used, giving them a plan to aim to and scheduling face to face meetings and regular trainings on ICT. Most importantly, the focus of this intervention was to enable these organisations to have strategic approach to technology. Hence,

Circuit Riders are ICT intermediaries providing technology competence, development and support not for profit groups.
Targets: Intermediaries, TSO
Website: http://www.lasa.org.uk/ict/lasa-circuit-riders/

2.2.4 Autonomous media

Autonomous media relate to "tactical media" which are "*what happens when the cheap 'do it yourself' media, made possible by the revolution in consumer electronics and expanded forms of distribution are exploited by groups and individuals who feel aggrieved by or excluded from the wider culture*[119]*".* Autonomous media are vehicles of communication for the third sector and serve at "*a) amplifying the voice of people and groups that normally do not have access to mass media; b) providing information that is alternative to the one used/produced by corporate mass media; c) encouraging audiences to directly participate to the production of content*[120]".

In that sense, TSO can provide radio and television broadcast stations and/or streaming by Internet, production of alternative audiovisual contents and/or online technological platforms allowing open-publishing models. They also provide "media empowerment" with a focus on multimedia and audiovisual content production which help to develop technical and social skills.

Illustrative initiatives:

- **Name of the initiative:** Okupem les ones
  Since: 2003-ongoing
  Location/Scope: Spain, Barcelona, Regional
  Aim: Television broadcast
  Synopsis: The Assembly for Social Communication (ACS) maintained since 2003 an analogical television that has become streamed through the internet in 2005, and finally through the Digital Television (TDT) in 2011. The television is developed from and for social movements. It only broadcast free licensed audiovisual content production dealing with social and political issues. The assembly has also become a place to discuss and lobby the right of TSO to access and use for their communication needs the audiovisual spectrum frequencies ruling radios and televisions broadcasting.
  Targets: Social movements, TSO, activists, videoactivists and audiovisual producers.
  Website: http://okupemlesones.org/

- **Name of the initiative:** Neokinok.tv
  Since: 1998-ongoing
  Location/Scope: Spain, Barcelona, International
  Aim: Television broadcast and development of free hardware
  Synopsis: Their ongoing projects consist of several experimental "temporary televisions channels" developed through the involvement of communities such as neighbours, inhabitants of small villages or kids residing in Brazilian favelas. They learn to produce audiovisual contents and develop low-cost solutions for their analogical diffusion through ordinary television sets and via Internet throughout streaming protocols using Free Open Source (FOSS) technologies and free hardware devices. Neokinok.tv develops experimental television insisting on the involvement of the community, in order to transform the audience from passive viewer/consumer into active producer/creator.
  Targets: TSO, communities of neighbourhood, overseas cooperation
  Website: http://neokinok.tv/ and http://www.tvlata.org

[119] Garcia, D., Lovink, G., (1997), "The ABC of Tactical Media". Available at: http://www.ljudmila.org/nettime/zkp4/74.htm
[120] Dubois, Langlois, (2005), "Autonomous Media: Activating Resistance & Dissent.", Ed. Cumulus Press.

- **Name of the initiative:** Indymedia
  Since: 1999-ongoing
  Location/Scope: International
  Aim: Citizen media and Open publication
  Synopsis: The Independent Media Center (a.k.a. Indymedia or IMC) is a global participatory network of journalists that report on political and social issues. It is a collective of independent media organizations offering grassroots, non-corporate coverage. Indymedia is a democratic media outlet for the creation of radical, accurate, and passionate telling of truth by seeking to facilitate people being able to publish their media and opinions as directly as possible. It has represented for hundreds of young persons an entrance in the use and development of ICT for social and political transformation, besides the network is a space of solidarity which enables and support the mobility of its participants through the world.
  Website: http://www.indymedia.org

- **Name of the initiative:** Global Voices online and Global Voices Advocacy
  Since: 2005-ongoing
  Location/Scope: International
  Aim: Citizen journalism
  Synopsis: Global Voices is a community of bloggers and translators around the world who work together to bring reports from blogs and citizen media everywhere, with emphasis on voices that are not ordinarily heard in international mainstream media. Besides, Global Voices Advocacy is an anti-censorship network of bloggers and online activists which aims are to map and identify censorship happening, raise awareness of online freedom of speech issues, to share tools and tactics and provide legal support to activists and bloggers facing censorship on different parts of the globe.
  Targets: Citizens, bloggers, TSO.
  Website: http://globalvoicesonline.org and http://advocacy.globalvoicesonline.org/

2.2.5 ICT support to TSO

Many citizens and TSO are contributing to the development of methodologies in order to help others to take the best advantage of ICT, inasmuch as to accede and use ICT services designed to cover their specific -ethic, non profit, low cost, free software- needs for visibility, privacy and security. Services providing server hosting, email and mailing lists, specific applications (Content management Systems - CMS), databases, wikis, Social Networks Services) and/or developing tool kits and knowledge-base regarding ICT that best fits TSO purposes fall inside this category. It should be noted that even if there are no figures regarding the amount of TSO specifically devoted to this role, the overall impression in the research community is that their number is increasing, and that ICT-driven initiatives are becoming more interested in being ICT supported by other TSO, as those happen to understand better their motivations, aims and specific contingencies.

- **Name of the initiative:** Tactical technology collective
  Since: 2006 – ongoing
  Location/Scope: International
  Aim: Research and knowledge for TSO, ICT support for TSO
  Synopsis: Their mission is to advance the skills, tools and techniques of rights advocates, empowering them to utilise information and communications as a critical asset in helping marginalised communities understand and effect progressive social, environmental and political change. They believe that the effective use of information and digital technologies can create more effective campaigns as advocates need the right tools to gather and analyse information and the means to transform that information into action.

Targets: TSO
Website: http://www.tacticaltech.org/

- **Name of the initiative:** NTEN
  Since: 2000-ongoing
  Location/Scope: USA, National
  Aim: Research and knowledge support for TSO
  Synopsis: NTEN is primarily a community for those interested in the use of technology to support non-profit organizations and issues. Its major activity is an annual international conference for nonprofit organizations, IT staff, consultants and technology vendors. It also hosts various virtual and regional events throughout the year. NTEN aspires to a world where all nonprofit organizations skilfully and confidently use technology to meet community needs and fulfil their missions.
  Targets: TSO
  Website: http://www.nten.org/

- **Name of the initiative:** NCVO Third Sector Foresight
  Since: 1919-ongoing
  Location/Scope: UK, National
  Aim: Research and knowledge support for TSO
  Synopsis: Its aim is to help voluntary and community organisations plan effectively for the future, with a particular emphasis on providing information about drivers affecting the voluntary and community sector. It has developed a specific foresight activity regarding how TSO can use ICT to improve their impact.
  Targets: TSO
  Website: http://www.3s4.org.uk/drivers/categories/technology

- **Name of the initiative: Antenna**
  Since: 1986-on going
  Location/Scope: The Netherlands, International
  Aim: ICT support to TSO
  Synopsis: An independent foundation that gives support to Non Governmental Organisations, Local Government and Educational Institutions with the introduction and facilitation of ICT. They have become the ICT partner for around 500 organisations in the field of labour, women emancipation, environment, development, social change, education, human rights, peace and fair trade.
  Targets: TSO
  Website: http://www.antenna.nl/dk/history.html

2.2.6 Research and Development of ICT

The third sector counts on a long tradition of research development in order to create expertise about their fields of action. Engaged research synthesizes several traditions developed throughout the world such as the Italian conricerca, the French action-research and the latino-american participative research. These research works are developed from the subjectivities of the researchers and aim at achieving social and political transformation meanwhile they are being accomplished.

On the other hand, thousands of communities of developers of free software and hardware contribute to the development of an increasingly huge reservoir of knowledge and expertise regarding ICT. This is made possible by the sharing of information intrinsically related to the principles of copyleft and free software. Richard Stallman, founder of the Free Software Foundation states that "*software is free software if people who receive a copy of the software have the following four freedoms. Freedom 0: The freedom to run the program for any purpose; Freedom 1: The freedom to study how the program works, and change it to make it*

do what you wish; Freedom 2: The freedom to redistribute copies so you can help your neighbour; Freedom 3: The freedom to improve the program, and release your improvements (and modified versions in general) to the public, so that the whole community benefits", It should be added that "*free software is a matter of liberty, not price. To understand the concept, you should think of 'free' as in 'free speech', not as in 'free beer'*[121]". Regarding copyleft, the GNU General Public License (GPL) is the most widely used and "*the* first copyleft license for general use, which means that derived works can only be distributed under the same license terms. Under this philosophy, the GPL grants the recipients of a computer program the rights of the free software definition and uses copyleft to ensure the freedoms are preserved, even when the work is changed or added to[122]".

The sum of expertise and knowledge produced by engaged research and free licenses sustains the design, development and/or modification of technological artefacts (software, hardware and embedded systems). As pointed by Hess, "*design differences can mean a lot to industries, firms, social classes, genders, user groups, and ethnic groups […] By beginning with the understanding that design decisions and technological choices have a social and political dimension, the stage is set for developing a critique of technical efficiency as the primary driver of technological change.*"[123] Therefore the design and development of ICT aims at challenging power and domination relations embedded inside ICT and enhance the freedom, autonomy and sovereignty of the third sector by developing their own alternatives. Research and development usually overlap, nonetheless the following illustrative initiatives will be divided in two sub-categories in order to clarify their particularities.

Illustrative initiatives: Research

- **Name of the initiative:** Donestech
  Since: 2006-ongoing
  Location/Scope: Spain, Barcelona, National
  Aim: Research on women and ICT
  Synopsis: Donestech develops research regarding the access, uses and desires of women involved in technology. They have produced several studies on the role and contribution of women to ICT (artists, developers, immigrants, ICT workers under the Spanish dictatorship). They also produce visualisations, training materials, documentaries, gatherings and workshops. They intend to use and train to FOSS ICT and they release all their productions using Creative Commons licenses.
  Target: Women, girls, men interested in gender equality issues
  Website: http://donestech.net/

- **Name of the initiative:** MobileActive
  Since: 2005-ongoing
  Location/Scope: International
  Aim: Research on mobile devices for social action
  Synopsis: MobileActive.org connects people, organizations, and resources using mobile technology for social change. They are committed to increase the effectiveness of NGOs around the world which recognize that the more than 5 billion mobile phones provide unprecedented opportunities for organizing, communications, and service and information delivery. They work together to create the resources NGOs need to effectively use mobile phones in their work: locally relevant content

[121] Available at: http://en.wikipedia.org/wiki/Free_software
[122] Available at: http://en.wikipedia.org/wiki/GNU_General_Public_License
[123] Hess, D.J., (2007), "Alternative pathways in science and industry, Activism, innovation, and the environment in an era of globalization", The MIT Press.

and services, support and learning opportunities, and networks that help TSO connect to each other.
Targets: Citizens, researchers, TSO
Website: http://mobileactive.org/

- **Name of the initiative: Hackmeeting**
  Since: 2000-ongoing
  Location/Scope: Spain (hackmeetings also take place in Italy, Mexico, Chile)
  Aim: Hacking and socio-political implications of ICT
  Synopsis: The hackmeeting is a free and self-organized meeting that focuses on new technologies, their social implications, the free circulation of knowledge and techniques, privacy and security issues, collective creation and free culture. It is aimed at all types of people who have an open and curious mind and want to share their experiences and participate in a live mode to the development of the event.
  Targets: Citizens, activists, hackers
  Website: http://www.sindominio.net/hackmeeting/

- **Name of the initiative:** Silicon Valley Toxics Coalition (SVTC)
  Since: 1982-ongoing
  Location/Scope: International
  Aim: Awareness raising, advocacy and lobbying
  Synopsis: SVTC is engaged in research and advocacy to promote human health and environmental justice in response to the rapid growth of the high-tech industry. Over the last two decades Silicon Valley Toxics Coalition (SVTC) has advocated for electronics companies to reduce and eventually eliminate the use of toxic chemicals in the design and manufacturing of products and the implementation of extended producer responsible in the management of products at the end of their lives. Besides, it has contributed in raising awareness for diverse stakeholders concerning recycling, eWaste and green IT issues.
  Targets: Citizens, ICT policy and industry stakeholders.
  Website: http://svtc.org/

- **Name of the initiative:** 6LoWPAN
  Since: 2010 -ongoing
  Location/Scope: International
  Aim: Research
  Synopsis: 6lowpan is the name of a working group of the Internet Engineering Task Force. 6lowpanIt is an acronym of IPv6 over Low power Wireless Personal Area Networks. The Working Group will generate the necessary documents to ensure interoperable implementations of 6LoWPAN networks and will define the necessary security and management protocols and constructs for building 6LoWPAN networks, paying particular attention to protocols already available.
  Targets: Researchers, ICT developers
  Website: http://datatracker.ietf.org/wg/6lowpan/charter/

Illustrative initiatives: Development

- **Name of the initiative:** Debian
  Since: 1993 - ongoing
  Location/Scope: International
  Aim: Free Software operating system development
  Synopsis: Debian is a computer operating system composed of software packages released as free and open source software especially under the GNU General Public License and other free software licenses. The Debian Project is governed by the

Debian Constitution and the Social Contract which set out the governance structure of the project as well as explicitly stating that the goal of the project is the development of a free operating system. Debian is developed by over three thousand volunteers from around the world and supported by donations through several non-profit organizations around the world.
Targets: ICT developers
Website: http://www.debian.org/

- **Name of the initiative:** Freedom Box
  Since: 2010 -ongoing
  Location/Scope: International
  Aim: Free Software development
  Synopsis: FreedomBox is the name of a personal server running a free software operating system, with free applications designed to create and preserve personal privacy. FreedomBox software is particularly tailored to run in "plug servers," which are compact computers that are no larger than power adapters for electronic appliances. Located in people's homes or offices such inexpensive servers can provide privacy in normal life, and safe communications for people seeking to preserve their freedom in oppressive regimes.
  Targets: ICT developers, activists, citizens
  Website: http://freedomboxfoundation.org/

- **Name of the initiative:** Lorea
  Since: 2008- ongoing
  Location/Scope: The Netherlands-Spain, International
  Aim: Social Networking Services Development
  Synopsis: Lorea is a project organized by an informal collective of individuals concerned with security and privacy issues in this age of surveillance, control, and data mining. Lorea is a hotbed of free, secure social networks which have given impulse to the rise of self-managed federated social networks. They are free because they are integrally based on free software and because they foster the freedom of their inhabitants and the self-organization of civil society. To this end, Lorea implements and develops tools for facilitating collaboration between individuals, online work, and the dissemination and generation of collective memory (wikis, blogs, calendars, task management, mailing lists, microblogging, etc.) in a sovereign fashion.
  Targets: Citizens, Activists, Social workers, TSO, ICT developers
  Website: https://lorea.org/ and https://n-1.cc/pg/groups/7826/lorea/

- **Name of the initiative:** Arduino
  Since: 2005- ongoing
  Location/Scope: Italy, International
  Aim: Free hardware development
  Synopsis: Arduino is an open-source electronics prototyping platform based on flexible, easy-to-use hardware and software. Arduino can sense the environment by receiving input from a variety of sensors and can affect its surroundings by controlling lights, motors, and other actuators. Arduino projects can be stand-alone or they can communicate with software running on a computer. The boards can be built by hand or purchased pre-assembled; the software can be downloaded for free. The hardware reference designs (CAD files) are available under an open-source license, everybody is free to adapt them to their needs. Its prototypes enable hundreds of citizens to produce experimental devices, user-centred and affordable hardware that can be adapted to an infinity of purposes.
  Targets: Artists, designers, hobbyists, ICT developers
  Website: http://www.arduino.cc/ and http://arduinothedocumentary.org/

2.2.7 Free Culture

The issues around the development and protection of the "public domain of global knowledge" have been raised by the Declaration of Civil Society regarding the World International Summit of Information Society as follows: "C*areless monopolization will make our heritage unavailable to most people, to the detriment of all […] Humankind now has the power to instantaneously share knowledge in real-time, without loss, and at almost no cost. Civil Society has worked hard to defend that ability for all of humankind*[124]".

"Free culture" can be defined as "*knowledge which may be acquired, interpreted and applied freely, which can be re-formulated according to one's needs, and shared with others for community benefit. The term refers to the cultural movement of Free/Libre knowledge inspired by the principles of free software, the success of peer production in the development of free software (and Wikipedia) and a conviction that knowledge should be accessible and shareable without restrictions*[125]". As explained in previous categories, free knowledge is a pre-requisite in order to ensure and enable research and development of ICT by the third sector. Besides, it should be underlined that many initiatives engaged with Free Culture are contributing to the ongoing debates regarding Intellectual Property Rights and the Internet governance taking currently place all over the world.

Illustrative initiatives:

- **Name of the initiative:** Open Street Map
  Since: 2004-ongoing
  Location/Scope: International
  Aim: Free Geographic Data Development
  Synopsis: OpenStreetMap (OSM) is a collaborative project to create a free editable map of the world. The maps are created using data from portable GPS devices, aerial photography, other free sources or simply from local knowledge. Both rendered images and the vector graphics are available for download under a Creative Commons Attribution ShareAlike 2.0 licence. OpenStreetMap was inspired by sites such as Wikipedia; the map display features a prominent 'Edit' tab and a full revision history is maintained. Registered users can upload GPS track logs and edit the vector data using the given editing tools. Several thousands of persons are contributing around the world to this project and acquiring Digital competences ranging from using geographical devices until editing maps online and producing and uploading open data.
  Website: http://www.openstreetmap.org/ and http://vimeo.com/2598878

- **Name of the initiative:** HipHopLabs
  Since: 2010
  Location/Scope: Spain, National
  Aim: Music free licensed
  Synopsis: The compilation "HipHopLabs Against the crisis" is the first album released to the public sphere with a Top Manta Commons license, based on a Creative Commons license that allows its free use and distribution, but does not allow unauthorized commercial exploitation except if sold in street selling activities. It has been produced in the framework of a national campaign for its legalization. This album is the result of Hip Hop activities developed with young persons at risk of social exclusion, many of them with an immigrant background, inside the network of Social

[124] Civil Society Statement on the World Summit on the Information Society, (2005), "Much more could have been achieved". Available at: http://www.worldsummit2003.de/download_en/WSIS-CS-summit-statement-rev1-23-12-2005-en.pdf

[125] Free Culture Forum, (2009), "Charter for Innovation, Creativity and Access to Knowledge". Available at: http://fcforum.net/charter

Rights Offices located in Social Centres such as the Casa Invisible (Malaga), Seco and Patio Maravillas (Madrid) and the Ateneo Candela (Terrassa).
Website: http://hiphoplabs.communia.info/

- **Name of the initiative:** Free Culture Forum
  Since: 2009-ongoing
  Location/Scope: International
  Aim: Free Culture protection and development
  Synopsis: A broad coalition of citizens, users, consumers, organizations, artists, hackers, economists, lawyers, teachers, students, researchers, scientists, activists, workers, unemployed, entrepreneurs, creators from over 20 countries, have developed the “Charter for Innovation, Creativity and Access to Knowledge". Free culture (free as in “Freedom”, not as “for Free”) opens up the possibility of new models for citizen engagement in the provision of public goods and services. These are based on a ‘commons’ approach. ‘Governing of the commons’ refers to negotiated rules and boundaries for managing the collective production and stewardship of and access to, shared resources.
  Targets: Citizens, TSO, policymakers
  Website: http://fcforum.net/

- **Name of the initiative:** La Quadrature du Net, 2007-ongoing
  Location/Scope: France, National and International
  Aim: Advocacy, research, awareness and lobbying
  Synopsis: La Quadrature du Net promotes the rights and freedoms of citizens on the Internet. More specifically, it advocates for the adaptation of French and European legislations to respect the founding principles of the Internet, most notably the free circulation of knowledge. As such, it engages in public-policy debates concerning, for instance, freedom of expression, copyright, regulation of telecommunications and online privacy. In addition to its advocacy work, the group also aims to foster a better understanding of legislative processes among citizens. Through specific and pertinent information and tools, La Quadrature du Net hopes to encourage citizens' participation in the public debate on rights and freedoms in the digital age.
  Targets: Citizens, TSO, policymakers
  Website: http://www.laquadrature.net

- **Name of the initiative:** Electronic Frontier Foundation (EFF)
  Since: 1990-ongoing
  Location/Scope: USA, International
  Aim: Advocacy, legal procedures, lobbying, research, awareness
  Synopsis: The EFF mission is to engage in educational activities which increase popular understanding of the opportunities and challenges posed by developments in computing and telecommunications, develop among policy-makers a better understanding of the issues underlying free and open telecommunications, support the creation of legal and structural approaches which will ease the assimilation of these new technologies by society, raise public awareness about civil liberties, to support litigation in the public interest to preserve, protect, and extend First Amendment rights within the realm of computing and telecommunications technology and encourage and support the development of new tools which will endow non-technical users with full and easy access to computer-based telecommunications.
  Targets: Citizens, TSO, policymakers
  Website: http://www.eff.org/work

Concluding remarks

This research produced some key findings, posed many questions which deserve further research, and gave rise to a strong belief that the third sector makes a crucial contribution to the public good and the well-being of our societies. The third sector is also an untapped reservoir of creativity for social innovation and eInclusion and also for many current cultural, political and societal issues related to the DAE´s objectives. For all these reasons, the third sector should be recognized as a key stakeholder, as are the commercial and public sectors, in EU strategic policy-making.

This section presents the key findings on the roles played by the third sector for social innovation, and social and digital inclusion and then presents some policy recommendations, briefly summarised below:

- Acknowledge and raise awareness of the contribution made by the third sector to the achievement of eInclusion in line with the DAE´s objectives, taking a more holistic approach;
- Support further research on the relationships between ICT and the third sector and its socio-economic impact;
- Support more volunteering as a sustainable path towards the acquisition of digital and other socio-cultural competences through lifelong learning;
- Improve the delivery of digital competence training to TSO for social innovation by mapping, supporting and getting inspiration from existing and useful support initiatives;
- Reinforce funding for TSO acting for eInclusion and ICT, and promote successful sustainability models developed by TSO.

i) Key findings:

This report established that the third sector is defined, on the one hand, as civil society, (understood as citizens carrying out activities individually, without being motivated by coercion or monetary profit) and, on the other hand, as Third Sector Organizations (TSO), which carry out collective actions, freely decided and self-organized among citizens under the umbrella of an organization (formal or informal). These activities and collective actions undertaken for social innovation and/or eInclusion are defined by their non-profit orientation and dependence, to a large degree, on volunteering.

Accordingly, the characteristics of social innovation carried out by the third sector consists of: i) individual motivations to engage not for monetary profit; ii) capacity to cover and supply services and solutions that tackle social needs; iii) ability to provide solutions to the specific needs of small groups of citizens which are not covered by the commercial and public sectors; iv) experimentation with alternative pathways, and the associated right to fail and learn from failed and erroneous experimentation. They have been classified through their four broad roles of: coordination, research, provision of socio-inclusion solutions and services and provision of support to ICT operations and ICT design.

It has been noted that all collective actions carried out by TSO are dependent on the collective action paradox, the structures of political opportunities and finally the capacity to efficiently mobilize resources. These contingencies can constitute either a disadvantage or an advantage, and each TSO has its own tradition/capacity in developing tactical uses of ICT to overcome its weaknesses or boost its strengths. Levels of access, uptake and appropriation of ICT are different among TSO and their participants. Additionally, TSO

involvement with ICT ranges from using ICT simply as a tool at one extreme to aiming expressly to have an effect on ICT and e-inclusion fields at the other.

The study has also shown the importance of taking into account as key actors those TSO which are "under the radar". The large numbers of small, medium and/or ephemeral organizations in this category not only shape the variety, richness and heterogeneity of the third sector, but they also enable experimentation, innovation and exploration of new uses, training and development of ICT by citizens. Their identification, definition and analysis constitute a challenging new field of research that should be scrutinized as any reflection on the socio-economic importance of the third sector would be incomplete without an account of both legally-formalised TSO and informal TSO, which explore other forms of self-organisation and autonomy.

In particular, the previous analysis of initiatives acting for eInclusion showed that the TSO contribution can be classified as follows: "*1. Specific activities performed in favour of socially disadvantaged groups, which increasingly address new ICT as instruments to fight social exclusion. 2. Intermediary function of stimulating and organizing the demand and supply of services (including those deliveries by electronic means) to individually weak socio-economic actors. 3. Large numbers of volunteers with the extent that such organizations will increase their internal usage of ICT entailing a mass exposure to the new technologies of people (especially young persons) with limited alternative opportunities for that*[126]". As underlined by Kluzer, TSO can enhance their roles in eInclusion by also becoming "*a source of new employment in a wide range of service activities [...] a source of opportunities, which are likely to be the only ones for many social groups, to be exposed to, and practice with the new ICT, beyond the passive exposure to them in entertainment services […] and a field for grassroots experimentation and innovation with new technologies, driven more by users' needs than by technology itself."*[127]

The present report is in line with these perspectives and additionally argues that the current European policy vision does not sufficiently take into account the potential that third sector organisation could have for the achievement of the eInclusion policy and DAE´s objectives. Concretely, eInclusion initiatives (access, training, and services) should consider the possible additional roles played by the third sector, such as the provision of autonomous medias, ICT support, research and development of ICT and the development of free culture. This would contribute to the empowerment of the people involved in the delivery of services by raising their awareness and critical understanding of their "information and communication rights[128]", by providing them with lifelong learning opportunities for specific skilling and training in digital competences, and finally by allowing them to contribute to user-driven ICT design and development. In addition, the approach to eInclusion initiatives as a dual perspective of promoters and end-users would need to be completed with the possibilities

[126] Kluzer, S. (1997), "The role of the Third Sector in the Information Society development Implications for Advanced Communications", FAIR WP Series N. 12, SPRU University of Sussex, Brighton.

[127] *Ibid.*

[128] "The evolution of ICTs and associated policy processes is clearly affecting human rights, in some instances undermining established rights standards, and in others presenting new challenges and opportunities to realise and expand rights. The question of how rights can be protected and opportunities taken to expand them is therefore an important issue for rights advocates. [...] Amongst civil society organisations, initiatives like the APC Internet Rights Charter, the multi-stakeholder Principles on Freedom of Expression and Privacy project and the Ford Foundation-sponsored Freedom of Expression Project Policy Principles seek to apply the international human rights framework to salient issues that have arisen with the proliferation of ICTs.19 Many groups working on ICT and development also follow a rights-based approach to ICT policy, in which communications technologies are seen as enabling tools supporting individual freedom, self-determination and the ability to participate in society. They therefore argue that guaranteeing universal access to ICTs should be seen as a key rights objective. Information and communications rights are currently on the international ICT policy agenda, and civil society advocacy has played a significant part in putting them there. However, addressing the human rights challenges and opportunities that emerge from evolving ICT use tends to occur on an ad hoc basis. Civil society activists, ICT policy makers and the human rights community have a significant amount of work to do if they are to ensure that these challenges are addressed in a more coordinated and effective way." in Souter D. and al., (2009), "The APC ICT Policy Handbook", The Association for Progressive Communications.

this sector offers to individuals who can decide how, and how much, they want to participate as both receivers and providers of services.

Therefore there is a need for a new and broader consideration of the role that the third sector can play in ICT development, access and adoption and eInclusion. This could be achieved by recognizing that TSO initiatives which contribute to other DAE´s objectives are probably also contributing to the empowerment, autonomy and social capital building of their participants. To sum up, it can be said that the third sector contributes to eInclusion and DAE´s objectives by:

- **Supporting digital inclusion** by lowering the barriers to access, training, appropriation, and usability of ICT; raising awareness and providing information which allows people to critically understand and participate in debates on information and communication rights.
- **Empowering users and actors / volunteers** by providing them with formal and informal training in ICT so that they can acquire a variety of competences and skills; helping to target ICT use and development to specific needs and wishes; transforming "consumers or passive users" into "active designers, producers and developers" of contents and ICT.
- **Acting as a social inclusion agent** by developing solutions for very specific needs and/or small groups of people; providing spaces and opportunities for empowerment and developing social capital; developing a social economy in which resources can be produced, shared and redistributed among participants.
- **Providing a reservoir of social innovation and creativity** through self-organization and bottom-up dynamics that tackle social needs and provide for the public good; experimentation with alternative ICT development models; user-driven and community-driven development of ICT and sustainability models that result from the social economy.

ii) Policy options

Presented here are some policy options that need to be considered when monitoring, measuring, supporting and further developing the contribution of TSO to eInclusion policy and the DAE´s objectives. These options are based on the needs, opportunities and challenges identified by the research undertaken and the inputs from the 15 experts interviewed for this report. The implementation of these options would also increase the capacity and opportunities for partnership between public authorities (local, regional, national and European administrations) and TSO networks, platforms and representatives.

1) Acknowledge and raise awareness of the contribution that the third sector is making and could further develop to the achievement of the eInclusion policy and the DAE´s objectives

The research findings show that the activities undertaken by TSO in relation to ICT not only contribute to core eInclusion objectives (digital inclusion and social inclusion supported by ICT) but also go beyond this scope, contributing to the broader objectives of the DAE. The table below shows how some of the illustrated initiatives also contribute to the DAE's strategic aims. This was not the purpose of this research and further systematic research across the EU27 would have to be carried out in order to draw a richer and broader picture of TSO contributions to all the DAE´s objectives. However, it was decided to include the table below as a preliminary finding which points to the need for a wider, more systematic analysis and holistic acknowledgement of the role played by the third sector in this context.

In order to achieve this, awareness raising among stakeholders needs to be strengthened by:

- Bringing to the attention of *key actors* (i.e. local, regional and national governments, industrial and academic actors) the crucial role played by the third sector in achieving

social innovation, eInclusion and DAE´s objectives.

- Providing TSO with information on existing policies related to their field of activity, on what funding and resources are available, and on how to best access and use them.
- Promoting partnerships and mutual recognition by supporting the transferability of useful initiatives driven by TSO.
- Increasing efforts to bring to the attention of citizens the eInclusion initiatives available near them.

Digital Agenda for Europe´s Objectives	**Contributing TSO**
***2.1**. A vibrant digital single market: It is time for a new single market to deliver the benefits of the digital era.*	
Opening up access to content	Open Street Map, Free Culture Forum, La Quadrature du net
Building digital confidence	Freedom Box, Lorea, Chaos Computer Congress, Global Voices Advocacy
***2.2**. Interoperability and standards: We need effective interoperability between IT products and services to build a truly digital society.*	
Improving ICT standard-setting	6lowpan, Debian, Lorea, Arduino, Free Culture Forum, La Quadrature du net
Promoting better use of standards	Electronic Frontier Foundation, Sillicon Valley Toxics Coalition
***2.3**.: Trust and security: Europeans will not embrace technology they do not trust - the digital age is neither "big brother" nor "cyber wild west".*	
Chaos Computer Congress, Debian, Lorea, Electronic Frontier Foundation, Freedom Box, Take back the tech!	
***2.4**. Fast and ultra fast internet access: We need very fast Internet for the economy to grow strongly and to create jobs and prosperity, and to ensure citizens can access the content and services they want.*	
Guarantee universal broadband coverage with increasing speeds	Mesh Potato, 6lowpan, Guifi.net
Open and neutral internet	Guifi.net, Lorea, Freedom box
***2.5**. Research and innovation: Europe must invest more in R&D and ensure our best ideas reach the market.*	
Industry-led initiatives for open innovation	Arduino, Lorea, Mesh Potato, Guifi.net, 6lowpan, Open Street Map, Debian, Freedom box, Free Software Day
***2.6**. Enhancing digital literacy, skills and inclusion: The digital era should be about empowerment and emancipation; background or skills should not be a barrier to accessing this potential.*	
Digital literacy and skills	Surt.tv, Donestech, Hackademy, Hackmeeting, Chaos Computer Congress, Hip Hop Labs, Cybersoek, Win, Roots & Routes, Everybodyonline
Inclusive digital services	Cabina de telefono gratis, Donestech, Surt.tv, Cybersoek, Win, Roots & Routes, Everybodyonline. Take back the tech!
***2.7**. ICT-enabled benefits for EU society: Smart use of technology and exploitation of information will help us to address the challenges facing society like climate change and the ageing population.*	
ICT for environment	Sillicon Valley Toxic Coalition

Table 1: TSO Initiatives contributing to the implementation of the DAE´s objectives

2) Support further research on the relationships between ICT and the TSO and their socio-economic impact

More longitudinal and in-depth research is required throughout the EU27 in order to capture and understand the relationships between the TSO and ICT, and to determine how to take full advantage of these for social inclusion, social innovation, creativity, education, citizenship, employment and economic development.

More knowledge on the access, uptake and appropriation of ICT by the third sector is a pre-requisite for more detailed understanding of the levels of penetration and usages of ICT by TSO, and how policy can help TSO to contribute to the achievement of eInclusion and the DAE´s objectives. There is a need to clarify the following questions, among others: How far are ICT being used by TSO in general? To what extent are TSO in general aware of, or sensitive to, digital inclusion/exclusion issues? Which drivers enable TSO to embrace ICT in their activities? Which kinds of partnership exist between TSO for ICT for operations and design and TSO in other categories? How are TSO using ICT in their internal operational activities, and in the delivery of their services?[129]

Furthermore, more research is needed on the definition, scoping, methods for and actual measurement of the socio-economic impact of the third sector. Important knowledge gaps relate to the following elements:

- Legal terms for the third sector vary across the EU Member States, and even across regional/local contexts. An agreed lexicon would be necessary to build a common understanding of TSO for social innovation and eInclusion. The bulk of TSO under the radar would also need to be identified for a true understanding of the characteristics and role of the third sector.
- Measurement and understanding[130] of the broad economic and social Impact of TSO-related initiatives is needed in order to: support awareness raising and mobilisation of actors; stimulate the replication and transfer of good practices; and make TSO accountable for their use of resources. Finally, impact assessment is also needed as an indispensable resource for their fund raising, planning and for the evaluation and adjustment of the services delivered.
- The evolution and relevance of sustainability models of TSO is still under-researched. The specific sustainability models deployed by TSO would need to be better identified and understood in order to support and take full advantage of them (volunteering, fees, services selling, fund-raising, philanthropy, social economy models such as cooperatives, local exchange systems, p2p network currencies, free culture and free software).

[129] Regarding this last question, academic research fields dealing with the third sector have become increasingly interested in its relations with ICT. Particularly, the analysis of disruptive impacts that some technologies such as Internet, mobile devices, web 2.0 and social computing applications, are having on the potential of civil society for self-organisation (I.e. the use of social networking sites in the coordination of the wave of revolts that have recently take place in Tunisia, Egypt or during the #Spanish revolution), and on the ways TSO are planning, managing and delivering their activities (i.e. how web 2.0 applications are enabling new forms of volunteering, fund-raising and campaigning for TSO). It should also be underlined that acknowledgement of TSOs' potential for increasing levels of eInclusion has also appeared recently in the political eInclusion agenda under the banner of "Digital Competences for Intermediaries". The latter is concerned with how ICT can improve the work carried out by Intermediaries such as "caregivers, social workers, eFacilitators on the social and digital inclusion of care recipients such as the elderly and disabled, and of groups at risk of socio-economic exclusion, notably migrants, young people, the unemployed and low educated. The focus is on the wide range of needs of these intermediaries: e.g., the need to increase their own digital literacy and the need for targeted online training, acquisition and certification of competences supported by ICT (either digital or not), online support and guidance for the professionalization of their jobs (vocational training, recognition of professional profiles) and practical support through online tools and services for the people they serve" in a forthcoming publication, (2011), "ePractice Digital Literacy Workshop: Digital Competences for Social Inclusion Actors and Intermediaries", Workshop Report, Editors: Rissola, G., Centeno, C., Institute for Prospective Technological Studies, Joint Research Centre, European Commission.

[130] For reference, studies on the cost of socio and digital exclusion can contribute to this analysis, for example, (2007), "The Cost of Exclusion: Counting the cost of youth disadvantage in the UK", Ed. The Prince's Trust Foundation.

3) Supporting more volunteering as a sustainable path towards the acquisition of digital and other socio-cultural competences through lifelong learning

The initiatives illustrated in Section 2.2 show the variety of roles played by TSO in exposing a wide range of target groups to diverse forms of interaction with ICT (many of them based on the model of learning by doing, Do It Yourself/Do It Together and trial/error experimentation). Additionally, in the economic downturn of the last few years there has been an increase in demand by citizens for alternative training, job seeking support and volunteering options. Some TSO are now providing training in digital competences and also social services (information and guidance, legal assistance, job placement services, support for self-organization, lobbying activities, advocacy, awareness raising campaigns) along with other empowering elements such as the development of key competences (cultural diversity, gender sensitiveness, citizenship, learning to learn), transversal competences (self confidence, decision making, cooperation, networking) and vocational skills (career opportunities, hobby adoption).

In this context, the promotion of volunteering, engagement and participation of citizens in these TSO (ICT-related) enables win-win opportunities as these activities create the opportunity to acquire digital competences and other important socio-cultural competences.

In addition, advanced ICT skills are also acquired by those participating in TSO initiatives which aim, for example, to develop and adopt free software and free culture. These are successful (though still too limited) because they constitute alternative models of social economy based on the grass-roots involvement and contribution of their participants. These dynamics currently stem from thousands of communities and constitute an important means for many people to acquire digital competences and advanced ICT skills (for instance, many women have become software developers through these informal learning pathways).

Therefore, volunteering could also be promoted as a means for citizens to be involved in the design and development of ICT, which can increase their level of ICT skills (e-skills), while at the same time contributing to addressing eInclusion challenges.

Finally, another current challenge of eInclusion policies which promote the adoption by end-users of ICT and related ICT services, is the fact that, in order to be effective, their design needs to be guided by the principles of empowerment and promotion of personal autonomy and be designed based on the specific needs of the individuals who will use them. Promoting volunteering among the eInclusion target groups would support user-centred development of technologies and services by the groups that need them and will use them, thus maximising their adoption.

4) Improving the delivery of digital competence training to TSO for social innovation by mapping, supporting and getting inspiration from existing and useful support initiatives

TSO for social innovation are increasingly recognising that ICT can accelerate, multiply and make their service supply more effective for different reasons: because public administration services and procedures and their strategies and tools for training, learning and job search are increasingly digitalised; because empowering end users´ autonomy and promoting their inclusion requires them to be digitally literate; because the effectiveness of the services TSO provide can be enhanced - for example, ICT allows them to reach and attend more users and to spread knowledge within their communities, friends and families; because ICT enable TSO to share documents, information, knowledge and practices and therefore to improve the effectiveness of their back office activities; and, finally because tactical use of ICT can help them to boost/overcome their intrinsic potential/challenges.

However, if participants (volunteers, workers, intermediaries) of TSO that have not yet embraced ICT are to benefit from the opportunities these offer, their understanding, knowledge and confidence in ICT and technology-based solutions needs to be improved. This can be done by supporting those initiatives which support TSO participants by enabling them to access information and contents, tools, training and other learning opportunities. Additionally, there is a need to pursue awareness raising regarding trust and security issues so that participants can learn to manage their electronic identities, protect their privacy and understand the media environment they are acting in, by improving their knowledge about their information and communication rights.

In order to take full advantage of all this potential, more awareness raising activities and learning opportunities should be provided to TSO so they can gain ICT skills and embrace its advantages. The advice is not to create new services but to identify and map useful support initiatives that already exist and make them better known and available to other TSO.

5) Reinforcing funding for TSO contributing to eInclusion objectives, and promoting successful sustainability models developed by TSO

More support for existing initiatives that are already providing eInclusion and socio-economic inclusion services with ICT is required. For instance, TSO initiatives providing ICT support constitute a pillar for the development of tools, services and methodologies that are tailored to the specificities of each TSO. These organisations can also provide free or affordable maintenance of computers (soft/hardware) thus lowering costs and improving levels of recycling and management of eWaste.

Making available information about these TSO activities and providing funding would lower the barriers for the establishment of partnerships between TSO, and between TSO and citizens.

Additionally, many of these TSO make a considerable contribution to the development of free software and free culture which can lower the costs of access, use, appropriation, distribution and development of creative contents and ICT (software/hardware) produced by the communities willing to share them. Free software and free licenses reinforce access for all to knowledge in the public domain and also promote cultural diversity on the Internet. They constitute an important alternative means of accessing and learning ICT (that would otherwise be impossible to afford when delivered with restrictive licenses), and they contribute to the development of new ICT solutions and services. Hence, free software and licenses are specially suited to TSO activities, purposes and means, and civil society and TSO in return contribute a lot to their development and adoption. For these reasons, free software and free culture are in fact social innovation and social economy models stemming from the third sector. They constitute an invaluable resource for their sustainability and it is suggested that public authorities could consider their use in developing and implementing eInclusion policies. More awareness raising regarding their benefits and more research in order to unlock their potential should be supported.

Finally, for many TSO, and particularly in a crisis context, funding becomes a key challenge. As eInclusion and social inclusion crosses ICT, learning, volunteering, employment, and other social issues, there is an opportunity for multi-stakeholder partnerships from these different areas to pool resources and support initiatives. In the same line, it is suggested that more attention could be paid to social economy forms of producing, and redistributing resources such as cooperatives, local exchange systems, banks of time, p2p network currencies, barter systems, gift economies, free culture and free software in order to see how they could be integrated into partnerships and funding resource pathways that would reinforce TSO sustainability.

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Annex 1 – List of experts interviewed

	Name	Expertise
1	Floren Cabello	Doctor in Communications at the University of Malaga (UMA) (Spain). Lecturer in Technology of Audiovisual Communications in the Faculty of Communications at the UMA. He has published several papers, book chapters and didactic material on ICT, society and free culture and has edited the Spanish version of “Code 2.0” by Lawrence Lessig. He is currently finishing the Spanish editions of “The Wealth of Networks” by Yochai Benkler and “Two Bits. The Cultural Significance of Free Software” by Chris Kelty. He is a member of the Commons Lab at the Medialab-Prado (Madrid) and participates in various ICT-related projects such as Guifi.net (a free, neutral and citizen-managed telecommunications project) and the Free Culture Forum.
2	José Candon	Doctor in Communication Sciences from the Complutense University of Madrid with the thesis "Internet in Movement: New social movements and new media in the information society" in which he analyses the political uses of the Internet and the relationship between ICT and social movements. Research Associate of the Interdisciplinary Group of Studies in Communication, Politics and Social Change (COMPOLITICAS) at the University of Seville devoted to the theoretical, political and critical-historical study of the processes of social change and development involving communication and symbolic mediations.
3	Benjamin Carrillo	Licensed in life sciences, he embraced Free Software philosophy while doing academic research on bioinformatics and simulations. Interested in the cross-fertilization between urban-based hacklabs networks and the rural world, he has been participating in several initiatives aimed at providing free hardware and software solutions to the needs of projects related to organic farming and renewable energies, and activism involving autonomous wireless networks deployments in remote areas and low-cost sensor meshes. For the last five years, he has worked as a nomadic freelancer and independent consultant, teaching GNU/Linux system administration and contributing to several free software projects involving linked data, crowd-sourced recommendation systems and technologies to enable decentralized, control-free social networking infrastructures.
4	Eva Cruels	Social researcher, mediactivist, and audiovisual teacher. She has worked in various organizations for the promotion of social rights, women's political and economic inclusion, including the Foundation Surt (www.surt.org), where she was project coordinator, and the European Women's Lobby (Brussels) working on European politics from a perspective of Gender. As a teacher, she gives lectures in several masters and PhD's, among them the Master of Gender Equality at Universitat Autonoma Barcelona. She publishes on gender issues, new media, ICT and digital culture, historical memory and urban transformation, migration and gypsy community. She is a founding member of Alia, Cultural Association for Research and Action (2005), the activist research group donestech.net and the Collective Video Circes.

5	Lize De Clercq	Sociologist and economist specialized in reporting about web 2.0 environments, its main applications and impact on independent organizations and the third sector. She works as communication manager for telecentre-europe.org and she is founding member of Eclectica DV, a nonprofit association that organizes training projects, research and awareness about new technologies, and in which partners can operate private consultations, group training and knowledge sharing.
6	Jan Dekelver	University researcher at K.H.Kempen/K.U.Leuven (Belgium) and leading the research group K-point with a focus on ICT and inclusion. He was project director of the EU-FP7 project INCLUSO researching the potential of social media for social inclusion of youth at risk. Co-author of the evaluation of the Belgian national action plan in the fight against the digital gap. He is member of the WAI-NOT foundation, working on e-inclusion for and with people with intellectual disabilities.
7	Ricard Faura i Homedes	Currently Head of Service of the Knowledge Society of the Department of Business and occupancy of the Generalitat of Catalonia. He is also vice-President of the foundation CESICAT (Centro de Seguridad de la Información de Cataluña) and the Foundation Observatory for Information of Society Secretary's in Catalonia (FOBSIC), and joint Secretary for the Ministry of Industry Comitee - Government of Catalonia for the Convention monitoring the Plan Avanza. He is finally member of the Technical Committee of Social Cohesion and Inclusion Plan for Catalonia 2010-201; Social Responsibility's Strategic Plan 2009-2012 of the Generalitat of Catalonia; Co-founder of the Observatory for CiberSociedad (OCS).
8	John Fisher	He joined Citizens Online as Chief Executive in 2000. He has since developed the organisation into a highly respected influencing and lobbying body, established to focus on the social and cultural impact of the Internet and promote access to the new technologies. He was a member of the Government's Digital Inclusion Panel and was adviser to the Government's Minister at the EU e-Inclusion Summit in Crete. He has advised the British Council in Moscow and is co-author of Digital Equality and two publications for the GLA as well as managing a number of research projects. He was a reference panel member for the National Audit Office study into e-services for older people and he is a regular speaker at national conferences and seminars.
9	Ludwing Forrester	He is a philanthropy advisor at the King Baudouin Foundation. He works at the KBF's Centre for Philanthropy that provides information, guidance and tailor-made help on strategic philanthropy to private donors, families, businesses and professional advisers who wish to engage in public benefit initiatives. Helping donors and beneficiaries to find effective solutions for philanthropic intentions and fostering and simplifying the European cross-border giving environment by promoting the Transnational Giving Europe network are his main objectives.
10	Solana Larsen	Solana Larsen is a Danish-Puerto Rican journalist and activist. She is the Managing Editor of Global Voices Online, a website and online community that calls attention to the most interesting conversations and perspectives emerging in online citizen media worldwide. Previously she was an editor with openDemocracy.net.

		She also keeps busy with freelance writing and radio and taught a postgraduate journalism class about illegal immigration at New York University in 2005.
11	Helen Mac Quillan	Professor Mac Quillan has been active in e-inclusion research for over 10 years. She is a member of the e-inclusion research advisory group for the Irish government. She was research manager with Ennis Information Age Town, a flagship information society initiative in Ireland. She also researched and co-authored a research and policy framework for the Information Society Commission: 'e-Inclusion: Expanding the Information Society in Ireland'.
12	Daniel Miracle	Visual artist and filmmaker, he coordinates the project Neokinok.tv, an experimental initiative working on television and media analysis. Within this project he has created several temporary television. His work has been developed in different fields such as art and contemporary dance, audiovisual arts, documentary, television production, electronics and free hardware development, cooperation overseas and scientific dissemination.
13	Bruno Oudet	He is a professor at the University Joseph Fourier and researcher at the Laboratoire d'Informatique of Grenoble. He is one of the pioneers of the Internet in France, initiator of the network Frognet that hat broadcasted in 1994-1995 to over 7000 people every day, the information prepared by the French Agence France-Presse and Radio France Internationale. Back in France in 1995, he has successively launched the French chapter of the Internet Society and les rencontres Internet d'Autrans. He recently worked on e-Inclusion ("Internet des Rues") and he is involved in networking social innovations.
14	Patrice Riemens	As social geographer and cultural and Internet activist, he has been both studying and involved in ICT-enabled social networks and initiatives, variously labelled 'new social movements', 'networked communities' and this from the early stages in the late 1980s. For instance the Digital City of Amsterdam, 'social' Internet access providers like XS4ALL and Antenna.nl (of which he is still board member). He was also on the (advisory) board of the Tactical Technology Collective between 2003 and 2009. Currently he is a 'permanent fellow' of the Waag Society (formerly 'for old and new media') in Amsterdam.
15	Katherine Verclas	Katrin Verclas is the co-founder of MobileActive, a global network of practitioners using mobile phones for social impact. Verclas has written widely on mobile phones in citizen participation, civil society organizations, health and for development. She is a co-author of Wireless Technology for Social Change, a report on trends in mobile use by NGOs with the UN Foundation and Vodafone Group Foundation, and author of A Mobile Voice: The Use of Mobile Phones in Citizen Media, a report supported by the U.S. Agency for International Development. She is currently a fellow at MIT's Media Lab and was a 2009 TED fellow.

Annex 2 – Glossary

Associations
A voluntary association or union (also sometimes called a voluntary organization, unincorporated association, or just an association) is a group of individuals who enter into an agreement as volunteers to form a body (or organization) to accomplish a purpose.
Source: http://en.wikipedia.org/wiki/Voluntary_association

Asterisk
Asterisk is software that turns an ordinary computer into a communications server. Asterisk powers IP PBX systems, VoIP gateways, conference servers and more. It is used by small businesses, large businesses, call centers, carriers and governments worldwide. Asterisk is free and open source.
Source: http://www.asterisk.org/

Charities
A charitable organization is a type of non-profit organization (NPO). The term is relatively general and can technically refer to a public charity (also called "charitable foundation," "public foundation" or simply "foundation") or a private foundation. It differs from other types of NPOs in that its focus is centred around goals of a general philanthropic nature (e.g. charitable, educational, religious, or other activities serving the public interest or common good). The legal definition of charitable organization (and of charity) varies according to the country and in some instances the region of the country in which the charitable organization operates. The regulation, tax treatment, and the way in which charity law affects charitable organizations also varies.
Source: http://en.wikipedia.org/wiki/Charitable_organization

Clubs
A club is an association of two or more people united by a common interest or goal. A service club, for example, exists for voluntary or charitable activities; there are clubs devoted to hobbies and sports, social activities clubs, political and religious clubs, and so forth.
Source: http://en.wikipedia.org/wiki/Club

Community Organisation
Community organizations (sometimes known as community-based organizations) are civil society non-profits that operate within a single local community. They are essentially a subset of the wider group of nonprofits. Like other nonprofits they are often run on a voluntary basis and are self funded. Within community organizations there are many variations in terms of size and organizational structure.
Source: http://en.wikipedia.org/wiki/Community_organization

Cooperatives
A cooperative (also co-operative; often referred to as a co-op) is a business organization owned and operated by a group of individuals for their mutual benefit. Cooperatives are defined by the International Cooperative Alliance's Statement on the Cooperative Identity as autonomous associations of persons united voluntarily to meet their common economic, social, and cultural needs and aspirations through jointly owned and democratically controlled enterprises. A cooperative may also be defined as a business owned and controlled equally by the people who use its services or by the people who work there. Cooperative enterprises are the focus of study in the field of cooperative economics.
Source: http://en.wikipedia.org/wiki/Cooperative

Copyleft
Copyleft is a play on the word copyright to describe the practice of using copyright law to offer the right to distribute copies and modified versions of a work and requiring that the same rights be preserved in modified versions of the work. In other words, copyleft is a general method for making a program (or other work) free (libre), and requiring all modified and extended versions of the program to be free as well. Copyleft is a form of licensing and can be used to maintain copyright conditions for

works such as computer software, documents, music and art. In general, copyright law is used by an author to prohibit others from reproducing, adapting, or distributing copies of the author's work. In contrast, an author may give every person who receives a copy of a work permission to reproduce, adapt or distribute it and require that any resulting copies or adaptations are also bound by the same licensing agreement.
Source: http://en.wikipedia.org/wiki/Copyleft

Creative Commons
The Creative Commons copyright licenses and tools forge a balance inside the traditional "all rights reserved" setting that copyright law creates. Our tools give everyone from individual creators to large companies and institutions a simple, standardized way to grant copyright permissions to their creative work. The combination of our tools and our users is a vast and growing digital commons, a pool of content that can be copied, distributed, edited, remixed, and built upon, all within the boundaries of copyright law.
Source: http://creativecommons.org/licenses/

Do It Yourself (DIY)
Do it yourself (or DIY) is a term used to describe building, modifying, or repairing of something without the aid of experts or professionals. The phrase "do it yourself" came into common usage in the 1950s in reference to home improvement projects which people might choose to complete independently. In recent years, the term DIY has taken on a broader meaning that covers a wide range of skill sets. DIY is associated with the international alternative rock, punk rock, and indie rock music scenes; indymedia networks, pirate radio stations, and the zine community. In this context, DIY is related to the Arts and Crafts movement, in that it offers an alternative to modern consumer culture's emphasis on relying on others to satisfy needs.
Source: http://en.wikipedia.org/wiki/Do_it_yourself

Electronic Waste (eWaste)
e-waste, e-scrap, or Waste Electrical and Electronic Equipment (WEEE) describes loosely discarded, surplus, obsolete, or broken electrical or electronic devices. Informal processing of electronic waste in developing countries causes serious health and pollution problems. Some electronic scrap components, such as CRTs, contain contaminants such as lead, cadmium, beryllium, mercury, and brominated flame retardants. Even in developed countries recycling and disposal of e-waste may involve significant risk to workers and communities and great care must be taken to avoid unsafe exposure in recycling operations and leaching of material such as heavy metals from landfills and incinerator ashes.
Source: http://en.wikipedia.org/wiki/Electronic_waste

Flash mob
A group of people who assemble suddenly in a public place, perform an unusual and sometimes seemingly pointless act for a brief time, then disperse, often for the purposes of entertainment and/or satire. Flash mobs are organized via telecommunications, social media, or viral emails.The term, coined in 2003, is generally not applied to events and performances organized for the purposes of politics (such as protests), commercial advertisement, publicity stunts, that involve public relation firms, or paid professionals.
Source: http://en.wikipedia.org/wiki/Flash_mob

Free Culture
The free culture movement is a social movement that promotes the freedom to distribute and modify creative works in the form of free content by using the Internet and other forms of media. The movement objects to over-restrictive copyright laws. Many members of the movement argue that such laws hinder creativity. They call this system "permission culture". Creative Commons is a well-known website which was started by Lawrence Lessig. It lists licenses that permit free sharing under various conditions, and also offers an online search of various creative-commons-licensed productions. The free culture movement, with its ethos of free exchange of ideas, is of a whole with the free software movement. Richard Stallman, the founder of the GNU project, and free software activist, advocates free sharing of information. He famously stated that free software means free as in "free speech," not

"free beer." Today, the term stands for many other movements, including hacker computing, the access to knowledge movement and the copyleft movement. The term "free culture" was originally the title of a 2004 book by Lawrence Lessig, a founding father of the free culture movement.
Source: http://en.wikipedia.org/wiki/Free_culture_movement

Free Open Source Software (FOSS)
Free and open-source software (F/OSS, FOSS) or free/libre/open-source software (FLOSS) is software that is liberally licensed to grant the right of users to use, study, change, and improve its design through the availability of its source code. This approach has gained both momentum and acceptance as the potential benefits have been increasingly recognized by both individuals and corporations. In the context of free and open-source software, free refers to the freedom to copy and re-use the software, rather than to the price of the software. The Free Software Foundation, an organization that advocates the free software model, suggests that, to understand the concept, one should "think of free as in free speech, not as in free beer". Free and open-source software is an inclusive term which covers both free software and open source software which, despite describing similar development models, have differing cultures and philosophies.Free software focuses on the philosophical freedoms it gives to users while open source focuses on the perceived strengths of its peer-to-peer development model.
Source: http://en.wikipedia.org/wiki/Free_and_open_source_software

Forums
An Internet forum, or message board, is an online discussion site where people can hold conversations in the form of posted messages. They differ from chat rooms in that messages are at least temporarily archived. Also, depending on the access level of a user and/or the forum set-up, a posted message might need to be approved by a moderator before it becomes visible.
Source: http://en.wikipedia.org/wiki/Internet_forum

Foundations
A foundation (also a charitable foundation) is a legal categorization of nonprofit organizations that will typically either donate funds and support to other organizations, or provide the source of funding for its own charitable purposes. Foundations as legal structures (legal entities) and/or legal persons (legal personality), may have a diversity of forms and may follow diverse regulations depending on the jurisdiction where they are created.
Source: http://en.wikipedia.org/wiki/Foundation_%28nonprofit_organization%29

GNU/Linux systems
Many computer users run a modified version of the GNU system every day, without realizing it. Through a peculiar turn of events, the version of GNU which is widely used today is often called "Linux", and many of its users are not aware that it is basically the GNU system, developed by the GNU Project. There really is a Linux, and these people are using it, but it is just a part of the system they use. Linux is the kernel: the program in the system that allocates the machine's resources to the other programs that you run. The kernel is an essential part of an operating system, but useless by itself; it can only function in the context of a complete operating system. Linux is normally used in combination with the GNU operating system: the whole system is basically GNU with Linux added, or GNU/Linux. All the so-called "Linux" distributions are really distributions of GNU/Linux.
Source: http://www.gnu.org/gnu/linux-and-gnu.html

GNU General Public License
It is the most widely used free software license*, originally written by* Richard Stallman *for the* GNU project. The GPL is the first copyleft license for general use, which means that derived works can only be distributed under the same license terms. Under this philosophy, the GPL grants the recipients of a computer program the rights of the free software definition and uses copyleft to ensure the freedoms are preserved, even when the work is changed or added to. This is in distinction to permissive free software licenses, of which the BSD licenses are the standard examples.
Source: http://en.wikipedia.org/wiki/GNU_General_Public_License

Hacker
Originally, someone who makes furniture with an axe] can be: 1. A person who enjoys exploring the details of programmable systems and how to stretch their capabilities, as opposed to most users, who prefer to learn only the minimum necessary. RFC1392, the Internet Users' Glossary, usefully amplifies this as: A person who delights in having an intimate understanding of the internal workings of a system, computers and computer networks in particular; 2. One who programs enthusiastically (even obsessively) or who enjoys programming rather than just theorizing about programming; 3. A person capable of appreciating hack value; 4. A person who is good at programming quickly; 5. An expert at a particular program, or one who frequently does work using it or on it; as in 'a Unix hacker'. (Definitions 1 through 5 are correlated, and people who fit them congregate.); 6. An expert or enthusiast of any kind. One might be an astronomy hacker, for example; 7. One who enjoys the intellectual challenge of creatively overcoming or circumventing limitations; 8. [deprecated] A malicious meddler who tries to discover sensitive information by poking around. Hence password hacker, network hacker. The correct term for this sense is cracker. The term 'hacker' also tends to connote membership in the global community defined by the net (see the network. For discussion of some of the basics of this culture, see the How To Become A Hacker FAQ. It also implies that the person described is seen to subscribe to some version of the hacker ethic (see hacker ethic). It is better to be described as a hacker by others than to describe oneself that way. Hackers consider themselves something of an elite (a meritocracy based on ability), though one to which new members are gladly welcome. There is thus a certain ego satisfaction to be had in identifying yourself as a hacker (but if you claim to be one and are not, you'll quickly be labeled bogus). See also geek, wannabee. This term seems to have been first adopted as a badge in the 1960s by the hacker culture surrounding TMRC and the MIT AI Lab. We have a report that it was used in a sense close to this entry's by teenage radio hams and electronics tinkerers in the mid-1950s.
Source: http://www.jargondb.org/glossary/hacker

Internet Relay Chat (IRC)
is a form of real-time Internet text messaging (chat) or synchronous conferencing. It is mainly designed for group communication in discussion forums, called channels, but also allows one-to-one communication via private message as well as chat and data transfer, including file sharing. IRC was created in 1988. Client software is now available for every major operating system that supports Internet access. As of April 2011, the top 100 IRC networks served more than half a million users at a time, with hundreds of thousands of channels operating on a total of roughly 1,500 servers out of roughly 3,200 servers worldwide.
Source: http://en.wikipedia.org/wiki/Internet_Relay_Chat

Non Governemental Organization (NGO)
A non-governmental organization (NGO) is a legally constituted organization created by natural or legal persons that operates independently from any government. The term is usually used by governments to refer to entities that have no government status. In the cases in which NGOs are funded totally or partially by governments, the NGO maintains its non-governmental status by excluding government representatives from membership in the organization. The term is usually applied only to organizations that pursue some wider social aim that has political aspects, but that are not overtly political organizations such as political parties. Unlike the term "intergovernmental organization", the term "non-governmental organization" has no generally agreed legal definition. In many jurisdictions, these types of organization are called "civil society organizations" or referred to by other names.
Source: http://en.wikipedia.org/wiki/Non-governmental_organization

Non-Profit Organization (NPO)
An organization that does not distribute its surplus funds to owners or shareholders, but instead uses them to help pursue its goals. Most governments and government agencies meet this definition, but in most countries they are considered a separate type of organization and not counted as NPOs. In most countries, NPOs are exempt from income and property taxation.
Source: http://en.wikipedia.org/wiki/Non-profit_organization

Open data
Open data is a philosophy and practice requiring that certain data be freely available to everyone, without restrictions from copyright, patents or other mechanisms of control. It has a similar ethos to a number of other "Open" movements and communities such as open source and open access. However these are not logically linked and many combinations of practice are found. The practice and ideology itself is well established (for example in the Mertonian tradition of science) but the term "open data" itself is recent. Much of the emphasis in this entry is on data from scientific research and from the data-driven web. In some cases open data may be considered as more properly Open Metadata and there is not yet a consistent formalisation. This article uses recent publications and activities to define the scope of the concept and term.
Source: http://en.wikipedia.org/wiki/Open_science_data

Peer to Peer (P2P)
Peer-to-peer (P2P) computing or networking is a distributed application architecture that partitions tasks or workloads between peers. Peers are equally privileged, equipotent participants in the application. They are said to form a peer-to-peer network of nodes. Peers make a portion of their resources, such as processing power, disk storage or network bandwidth, directly available to other network participants, without the need for central coordination by servers or stable hosts. Peers are both suppliers and consumers of resources, in contrast to the traditional client–server model where only servers supply, and clients consume. The peer-to-peer application structure was popularized by file sharing systems like Napster. The concept has inspired new structures and philosophies in many areas of human interaction. Peer-to-peer networking is not restricted to technology, but covers also social processes with a peer-to-peer dynamic. In such context, social peer-to-peer processes are currently emerging throughout society.
Source: http://en.wikipedia.org/wiki/Peer-to-peer

P2P Currency
P2P Currency is a currency that peers can create or destroy within a network to facilitate interchange between the members of the network. An important aspect of P2P currency and P2P Currency Systems is that a peer has the ability to create or destroy the currency with another peer, and doesn't need to confer with any central authority in order to create or destroy the currency. Additional network dynamics like trust, reputation, and quality come into play to regulate the currency by informing peers, in the process of engaging other member peers in the currency system, about the utility of the dealing with a certain peer.
Source: http://p2pfoundation.net/P2P_Currency

Plug servers
A plug computer is a small form factor server for use in the home or office. Compared to their PC-based counterparts, plug computers are lower cost, consume less power, often do not have a video card, and are intended to be powered up at all times.
Source: https://secure.wikimedia.org/wikipedia/en/wiki/Plug_computer

Session Initiation Protocol (SIP)
An IETF-defined signaling protocol, widely used for controlling multimedia communication sessions such as voice and video calls over Internet Protocol (IP). The protocol can be used for creating, modifying and terminating two-party (unicast) or multiparty (multicast) sessions consisting of one or several media streams. Other feasible application examples include video conferencing, streaming multimedia distribution, instant messaging, presence information, file transfer and online games.

Social Movements
Social movements are a type of group action. They are large informal groupings of individuals and/or organizations focused on specific political or social issues, in other words, on carrying out, resisting or undoing a social change.
Source: http://en.wikipedia.org/wiki/Social_movement

Social Networking Services (SNS)
It is an online service, platform, or site that focuses on building and reflecting of social networks or social relations among people, e.g., who share interests and/or activities. A social network service essentially consists of a representation of each user (often a profile), his/her social links, and a variety of additional services. Most social network services are web based and provide means for users to interact over the internet, such as e-mail and instant messaging. Online community services are sometimes considered as a social network service, though in a broader sense, social network service usually means an individual-centred service whereas online community services are group-centred. Social networking sites allow users to share ideas, activities, events, and interests within their individual networks.
Source: http://en.wikipedia.org/wiki/Social_networking_service

Streaming
Streaming media is multimedia that is constantly received by and presented to an end-user while being delivered by a streaming provider. The name refers to the delivery method of the medium rather than to the medium itself. The distinction is usually applied to media that are distributed over telecommunications networks, as most other delivery systems are either inherently streaming (e.g., radio, television) or inherently non-streaming (e.g., books, video cassettes, audio CDs). The verb 'to stream' is also derived from this term, meaning to deliver media in this manner. Internet television is a commonly streamed medium.
Source: http://en.wikipedia.org/wiki/Streaming_media

Trade Unions
A trade union (British English) or labour union (American English) is an organization of workers that have banded together to achieve common goals such as better working conditions. The trade union, through its leadership, bargains with the employer on behalf of union members (rank and file[1] members) and negotiates labour contracts (collective bargaining) with employers. This may include the negotiation of wages, work rules, complaint procedures, rules governing hiring, firing and promotion of workers, benefits, workplace safety and policies. The agreements negotiated by the union leaders are binding on the rank and file members and the employer and in some cases on other non-member workers.
Source: http://en.wikipedia.org/wiki/Trade_union

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Abstract

EU eInclusion policy goals reinforced in the flagship initiative 'A Digital Agenda for Europe (2010)' aim to both develop digital skills and competence for empowerment and emancipation and use ICT in support of social inclusion processes. The vast majority of the eInclusion initiatives in the field are carried out by the third sector and public sector organisations. In order to better understand how EU-third sector synergies could be strengthened in favour of the eInclusion process and, given the scarcity of data available about the structure, characteristics, needs and challenges of the civil society and the Third Sector Organisations (TSO), JRC-IPTS has carried out an exploratory research study to shed some light on the above questions.

The study, on which this report is based, starts by analysing the European policy framework for the third sector, and clarifies the nature and specificities of civil society and TSO activities and their contribution to social innovation. It analyses TSOs' contribution to eInclusion objectives and makes an attempt to classify the different types of TSO from this perspective, providing many inspiring examples of TSO actions. Finally, it proposes some policy options to support and further develop the role that this sector plays in achieving eInclusion goals.

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