



A self-assessment framework for service providers

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Towards a self-assessment framework for improving outcomes in the field of digital inclusion and participation in social care services

Many people with disabilities are unable to fully participate in the digital society, although they would like to. Social care service providers can support their service users in developing digital skills and accessing digital society and resources.

However many service providers to people with disabilities are being forced to increase their costs while their prices are being driven down and the current funding arrangements do not allow for the payment of much of the assistive technologies that are available.

The following self-assessment tool¹ was developed by the ENTELIS network. It aims to highlight good practice in this field and give indicators for providers to assess their involvement in ICT-AT through the following areas:

- Organisational commitment to using ICT-AT
- User access to ICT-AT
- Training in ICT-AT
- Awareness and benefits of ICT-AT
- Barriers to using ICT-AT
- Families/carers engagement and involvement in using ICT-AT
- Funding for ICT-AT

It is expected that the framework will be updated following the feedback that the authors will receive.

Future developments

The challenges that exist within social care mean that an assessment such as this is only one step in reducing the digital divide in this area and providers will need further support to implement strategies to improve access to ICT-AT for their services users.

Future support, via Entelis or other networks, could include:

- Carry out an external evaluation
- Training
- Train the trainer
- Assessments
- Installations (manage)
- On line support
- Identification of roles and responsibilities within the relevant organisation
- Impact assessment
- Information on technologies – existing and emerging
- Signposting

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Themes and indicators				
1. Organisational commitment to using ICT-AT				
Details	Indicators	Yes	No	Partial
Does your organisation include ICT-AT in its core values?	Inclusion in mission statement			
	Inclusion in strategy			
	Inclusion in policies			
	Inclusion in objectives			
	Organisation has a research and development strategy for ICT-AT			
	Organisation works with industry and/or universities in research and development			
2. User access to ICT-AT				
Details	Indicators	Yes	No	Partial
Does your organisation take an individualised and personal approach to ICT-AT?	Inclusion in personal plans			
	Evaluation reports			
	Impact reports			
	Training			
	Regular updates on ICT-AT available			
Do your organisation's service users have access to a wide range of ICT-AT?	Access to telecare			
	Access to communication aids			
	Access to mobility aids			
	Access to telehealth			
	Access to ICT-AT interfaces			
	Access to mainstream technologies			
ICT-AT is used to provide accessibility to service users.	Availability of sign-language			
	Availability of braille			
	Availability of easy-to-read information			
	Accessible websites			
	Universal design principles are present			
Service users are well-supported by staff to access and use ICT-AT.	Staff training plans			
	Dedicated ICT-AT specialist staff			
	Technical support available			

	Maintenance programme			
	Ongoing assessment for ICT-AT			
	Established implementation process for ICT-AT, which considers assessment, impact, installation, monitoring, sustainability, funding			
3. Training in ICT-AT				
Details	Indicators	Yes	No	Partial
Staff have regular training in ICT-AT	Inclusion in staff training			
	Training in mandatory and on a regular basis			
	Internal training provided			
	Staff access external training			
	Training is accredited by a recognised body			
Users have regular training in how to use their ICT-AT	Inclusion in personal plans			
	Internal training provided			
	Access to external training			
	Continuous process of assessment of training needs			
	Training is accredited by a recognised body			
4. Awareness and benefits of ICT-AT				
Details	Indicators	Yes	No	Partial
Service users are aware of the ICT-AT available	Users can trial or borrow ICT-AT			
	Staff training in ICT-AT			
	Access to ICT-AT information resources			
	Expert knowledge available			
Service users have benefited from ICT-AT	Increased independence			

	Increased mobility			
	Increased safety			
	Increase communication			
	Increased health and wellbeing			
Good organisational awareness of ICT-AT	Experts in ICT-AT within the organisation			
	Established evaluation and assessment process			
	All staff have some awareness of ICT-AT			
	Mandatory basic training in ICT-AT			
Does the organisation have an ethical approach to ICT-AT?	Inclusion in data protection policies			
	Inclusion in risk management policies			
	Advice/ guidance on safety in using ICT-AT			
	Highlighted in ICT-AT training			
5. Barriers to using ICT-AT				
Details	Indicators	Yes	No	Partial
Organisational awareness of the potential barriers to using ICT-AT	Lack of available funding			
	Availability of ICT-AT			
	Staff resistance to ICT-AT			
	Family member resistance to ICT-AT			
	Service user resistance to ICT-AT			
	Lack of training			
	Lack of internal expertise			
	Lack of ICT-AT information and knowledge resources			
6. Families/ carers engagement and involvement in using ICT-AT				
Details	Indicators	Yes	No	Partial
Service users' families are involved in the use of ICT-AT and support its use	Regular meetings with families on ICT-AT			
	Training sessions involve families			
	Assessment and installation involves			

	families			
	Families support the use of ICT-AT			
7. Funding for ICT-AT				
Does the organisation have access to funding for ICT-AT	Part of funding package from local authority/ municipality			
	Included in individuals' budgets			
	Through grants or donations			
	Through public funding			
	Can users/ the organisation access updates to technology or new technology as it becomes available?			