

Combatting digital exclusion and non-take-up:

The case of Norway

Thore Hansen, Senior Advisor

Directorate of Labour and Welfare, NAV, Norway

IEN Technical Seminar: Social security and human rights – Ensuring access and combatting the non-take-up of social benefits

8-9 June 2023, Belval, Luxembourg



The Challenges of Standardization

- Efficiency through digitization requires standardization: may counteract client-orientation
- Social costs of digitization
- Requires new skills from clients: harder for clients with complex needs and limited digital skills to navigate public services
- Digitization and resource allocation: digital services for the many, or face-to-face meetings for the few with complex needs?



Research Findings

- 10% of the population have weak digital competencies
- Age, Education, Household Income predicts digital competency
- Persons aged 60 or above, but younger seniors more skilled
- Persons not in employment or education
- 6 out of 10: express need to improve digital skills





Customer centric support – beyond welfare providers

- Librarians
- Drug/alcohol abuse councellors
- Social workers at hospitals/health service providers
- Municipal employees in immigrant service sector
- Voluntary organizations
- Next of kin councellors



Challenges

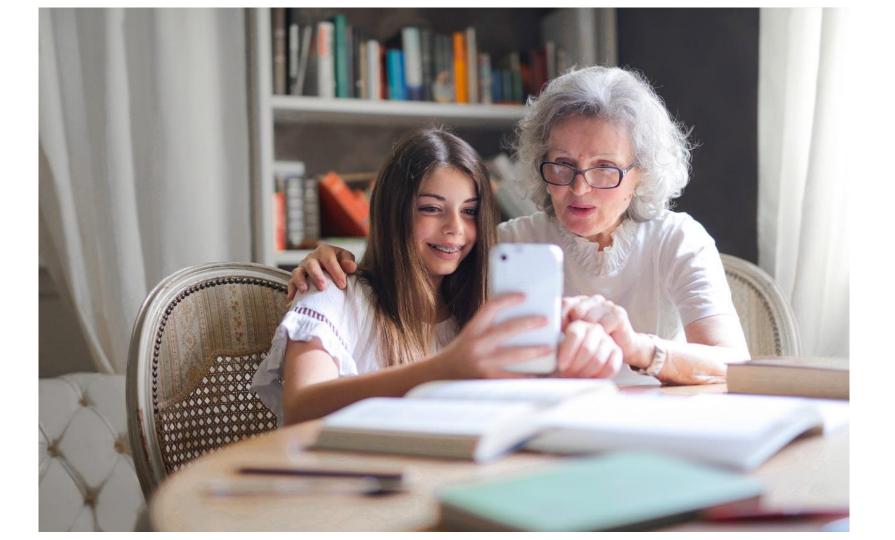
- High demand for personal support
- Feeling of lack of competency, training in digital apps
- A few digitally savvy «super-supporters»
- Also training colleagues to become advisors
- Not necessarily formally trained
- Responsibility of welfare provider?



What works?

- Incentives to employers for digital skills development at the workplace
- Financial support, flexible training courses for unemployed
- Training in familiar environment, low threshold technical language
- Home visits by voluntary organizations, friends, relatives

www.issa.int slide 7





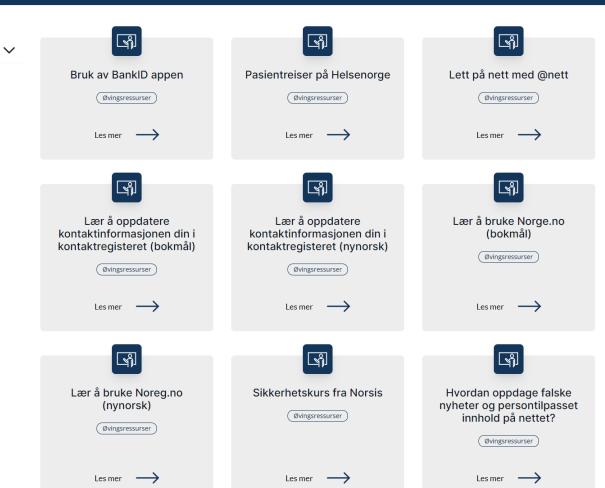
Kartlegging og tester

Her finner du enkle verktøy hvor du kan teste deltakere eller deg selv og få et innblikk i hva som må trenes på.





Målform



Ny som veileder

Ressurser på andre språk

Kartlegging og tester

Her kan du finne ulike ressurser som kan bistå deg som er ny veileder.

Ressurser

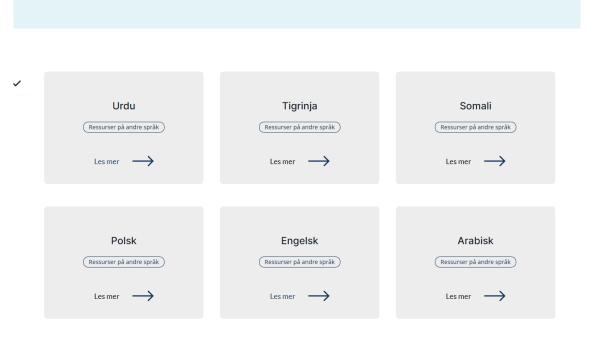


E-læring for de som driver veiledning i grunnleggende digitale ferdigheter

E-læringen inneholder råd og tips for deg som skal veilede i grunnleggende digitale ferdigheter, for eksempel ved et servicetorg eller bibliotek. Hvis du velger å lage en profil og logge inn, vil plattformen huske hvor langt du har kommet i e-læringen neste gang du bruker det. Innholdet er det samme uavhengig av om du bruker det som gjest eller som innlogget.

Kartlegging og tester

Ressurser på andre språk





How to reach the most vulnerable?

- Most vulnerable often not interested
- Lack basic social, bureaucratic skills
- Need for active outreach: information about value of digital skills, recruitment for training

www.issa.int slide 13



