

To EURIM Members and Observers  
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THE EUROPEAN  
INFORMATION  
SOCIETY GROUP

EURIM



## EURIM Newsletter June 2007

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### 1) Co-operation on Child Protection: at home and abroad

#### *KIDSPEAK - using the Internet to give a voice to the abused and oppressed*

On 4<sup>th</sup> June Margaret Moran MP announced "the first ever online consultation to involve young people and Parliamentarians.. For 30 days the Kidspeak project will serve as a sounding board for children across the UK who have been affected by the scourge of domestic violence. This initiative is squarely aimed at showing young people two things. That they are not alone - and they do have a voice." The online message board will offer them a chance to talk about their experiences and find out what they want in terms of services and support. This exercise follows on from the award winning Womenspeak project of 1999. It is hoped that Kidspeak will have similar success in raising awareness and informing future policy and legislation. To get involved or find out more on this exciting project, simply contact Dr Jackie Barron, Women's Aid's Research and Policy Officer on [j.barron@womensaid.org.uk](mailto:j.barron@womensaid.org.uk) or ring her on 0117 9157452 - or contact Dan Mount at Margaret Moran's office on 0207 219 5049.

#### *Setting the agenda for the Internet Governance Forum in Rio de Janeiro*

The paper prepared by the IGF secretariat for discussions in Geneva on 23<sup>rd</sup> May to help set the agenda for the Rio IGF, [www.intgovforum.org/May\\_contributions/SynthesisPaper.23.May.rtf](http://www.intgovforum.org/May_contributions/SynthesisPaper.23.May.rtf), quoted children's charities across Europe calling for protection issues to be addressed and the EURIM suggestion that this was not only a major topic in its own right (as identified at Tunis) but might also be the best way of identifying who was serious about making the Internet fit for use by the whole of humanity. A number of speakers in Geneva picked up this thread (visit [www.intgovforum.org](http://www.intgovforum.org) for a full transcript of the proceedings) and it is hoped the European Community "Safer Internet Forum" on 20<sup>th</sup> - 21<sup>st</sup> June will generate the support necessary to enable those most concerned to make full use of any consequent opportunity.

#### *Organising and supporting creative and positive discussion*

In parallel with these exercises we have begun work with groups like the Children's Charities Coalition for Internet Safety on planning a programme to secure well-informed political support for effective action to make the Internet a safer place for children to learn and play. The aim would be to improve education, awareness and protection and to remove predators. It would not be to impose rules and restrictions that stifle curiosity, innovation and imagination. The first deliverable would be a briefing on current on-line child protection initiatives, with the immediate objective of increasing political and industrial support for the most worthwhile. A longer-term objective would be to change the balance of debate in the Internet community from protecting the mythologies of the past towards the better use of their skills and technologies to protect the vulnerable and identify and ostracise predators and abusers. Please email Dan Mount in Margaret's office [mountd@parliament.uk](mailto:mountd@parliament.uk) if you would like an invitation to join the partnership planning this ambitious programme.

## **2) Invitation to join Transformational Government dialogue**

### ***Scrutinising the most ambitious attempt in 20 years to change how the UK public sector operates.***

We appear to have the necessary critical mass of MPs and potential witnesses to implement our plans to examine the Transformational Government strategy, particularly the means of successfully achieving its objectives with regard to social inclusion, empowerment and the delivery of citizen-centric shared services to those in most need.

The aim is to move beyond the select committee format, although we will begin by calling for submissions before the summer recess, with the most interesting contributors invited to address three dialogue sessions in October/November, probably 16.00 - 18.00 on Tuesdays or Wednesdays. The aim is to bring out, publicise and report on the issues, current good practice and possible ways forward, at a time when debate over the Comprehensive Spending Review is expected to be at its height.

We plan also to make the planning material, including case studies, available privately to those already working on public service agreements and policy submissions as it becomes available.

Please e-mail me by 15<sup>th</sup> June if you would like to participate as a parliamentary member, posing the questions that you would most like to see answered, or as an industry member helping organise authoritative and reliable responses to the questions that really matter to MPs and their constituents. We really do, however, mean to move beyond the “select committee look-alike” to full political dialogue on some very difficult issues - where there will be no “authoritative and reliable” answers.

## **3) Is secure information and identity sharing really so very difficult? If so, why?**

### ***Secure identity assessment is a mature business: the concepts are new only to government***

The presentation by the Mosaic team from Experian put the debate on personal identity and information sharing into a completely different context. Most of the population of the world, including 46 million UK residents, is already covered by the personal identity and customer service files run by Experian and its partners and competitors: the exceptions are those with no fixed abode, aged under 18 or living in North or Central Africa.

That data has to be held under security regimes agreeable to governments around the world. The information assurance and risk management processes are therefore more rigorous and comprehensive than those of almost any UK public sector organisation. Also the operations covering the “hard” personal data in the credit reference and allied operations are similarly held very firmly at arms length from those handling the “soft” socio- demographic data used in the Mosaic operations. From reed covered ornamental swamps around data centres and crash barriers that will stop a ten ton lorry at 40 mph protecting bomb proof data centres to the vetting of all staff at least annually (i.e. not just on recruitment and not just key staff) and multiple rings and tiers of access control, governance has to be for real, not just tick box for regulators.

The benefits are equally impressive with a kaleidoscope of products and services under a wide variety of brand names with different partners, public (including DWP and HMRC) as well as private, which enable the targeting of benefits to those in most need as well as marketing to those most likely to buy. But the conclusions are not always what ICT enthusiasts wish to hear. Thus Internet take-up is lowest in the locations of highest deprivation and among the social groups in most need. Broadband take-up is usually upgrades among those in more affluent areas, not additional to previous Internet access. Nor are mobile phones a good way of communicating with those most likely to need public services. Other examples included the targeting (down to post code level) of crime prevention, vaccination and environmental health programmes to the communities and even individuals likely to be at most risk.

A full report of the meeting is at <http://www.eurim.org.uk/activities/pi/pi.php> along with a list of examples of the use of Mosaic to aid targeting in the UK public sector.

### ***Data Sharing in the UK public sector***

Also on 24<sup>th</sup> May, the Data Sharing Protocols Subgroup reviewed progress with reporting on good practice in data sharing in the UK public sector – albeit with a focus on local government where there is rather more experience. There appear to be many protocols but it is unclear which are operational and mutual, as opposed to organisations saying how they wish to share, whether or not others agree, or theoretical exercises which have not been implemented.

The next phase includes establishing why some are reluctant to publicise their protocols while others appear to be happy for publicity to encourage others to adopt them. It may be that some protocols follow good practice but were agreed at operational rather than political level. Most of the barriers to that which looks desirable appear to be the result of administrative decision rather than legislative. There is, however, a need to identify which apparently unnecessary barriers do require primary or secondary legislation to enable removal, as opposed to those that are cultural - and therefore harder to handle! The team expects to be able to produce a “headline” report quite soon with a full report before the start of the summer recess.

### **4) How many knowledge economy jobs are at stake in your constituency?**

#### ***Identifying why organisations relocate and which MPs are most interested***

It appears easier to organise case studies of those who have already relocated, whether they have come to the UK or have left, than of those who might be planning to do so. Emma Fryer is working on two write-ups of organisations which have left the UK and one which left the EU entirely and is seeking more, including of those who have relocated within the UK, and why. She is also trying to match the big centres of knowledge employment with relevant MPs. Please e-mail [emma.fryer@eurim.org](mailto:emma.fryer@eurim.org) with any suggestions or offers of assistance.

In parallel we are organising a survey of MPs to ask what they think are the main factors that influence knowledge economy industries to locate in their constituency, which other countries their constituency is competing with and the importance of aerospace, pharmaceuticals, software, life sciences, creative industries and financial services as local employers.

This is an ambitious exercise and is not one that we can take forward very far without help. However, it does appear that there is much latent support, provided we do not ask organisations to alarm their employees or shareholders by talking publicly of future plans. If so, it appears highly likely that we can involve well-resourced partners as soon as they see a critical mass of already interested MPs.

### **5) Focussing on Members’ Priorities: progress and questions**

#### ***Checking forward plans against members’ priorities***

As always, the tasks in prospect demand rather more resource than is available. We therefore need to prioritise. Margaret Moran MP has e-mailed EURIM’s Corporate and Associate members requesting inputs to her review of objectives and objectives in time for these to inform the forward plans due to be circulated to Council by the end of the month for discussion and decision on 10<sup>th</sup> July.

Her e-mail was sent to the “main” contact but we are aware how difficult it can be for organisations whose operating units have different priorities to produce a common response. Moreover some members are themselves membership organisations. The summary newsletter is e-mailed directly or indirectly to over 800 contacts in our members, observers and partners. Not all tell the “main” contact of their current interests and priorities. Some, where the subscription is held by, for example, a regulatory or public affairs unit have therefore asked us to do so, to save effort on their part.

If you have strong views on what EURIM should or should not do in the future and have not already been contacted, please e-mail your views to Dan Mount in Margaret’s office [mountd@parliament.uk](mailto:mountd@parliament.uk) . Please indicate whether you would wish your views to be communicated to the main contact in your organisation.

## **6) PAC Report on IT-Enabled Change and recent reports and consultations:**

[www.publications.parliament.uk/pa/cm200607/cmselect/cmpublic/113/113.pdf](http://www.publications.parliament.uk/pa/cm200607/cmselect/cmpublic/113/113.pdf)

“Delivering successful IT-enabled business change” provides a crisp summary of the problems facing those delivering major programmes and projects, particularly the lack of communication between senior officials and ministers and the lack of management continuity: “A fifth (21%) of those running mission critical and high risk IT-enabled programmes had not met with the nominated minister and a further 28% met the minister less than once a quarter”. A list of 90 mission critical programmes is attached to the report and the recommendations and oral evidence provide a good clear summary of the tasks necessary and how they are being addressed, including the professional development of those responsible: “Lack of experience combined with a regular turnover of Senior Responsible Owners, creates discontinuity and adds unnecessary risk to the management of IT-enabled change.” (Para 17).

See [www.eurim.org.uk/whats\\_new/index.php](http://www.eurim.org.uk/whats_new/index.php) for the consultations and reports notified to members and observers using the interests registered on the membership database. Also on the website is a timetable [www.eurim.org.uk/whats\\_new/latest\\_timetable.php](http://www.eurim.org.uk/whats_new/latest_timetable.php)) of activities believed to be of interest to our members, including those organised by the ICT related all-party groups and others.