ROTTERDAM. CITY OF 174 NATIONALITIES

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CONTENTS
DIGITAL PORTRAIT OF ROTTERDAM

- Who are we?
- Characteristics of and its population
- Digital characteristics.
- At risk groups social and digital exclusion
- Relevant projects and priorities

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INTRODUCING: MUNICIPALITY OF ROTTERDAM

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CHARACTERISTICS OF ROTTERDAM & ITS POPULATION.

650.579 INHABITANTS

With a population growth of 1,6% and a surface of 32.416 hectare, population density is 2.963 people/km^2.

Average age: 39,24
Gender: 329.713 (50,7%) female; 320.884 (49,3)% male
Employment rate: 62%
Unemployment rate: 11%
Share of foreign population/ background: 52,3%

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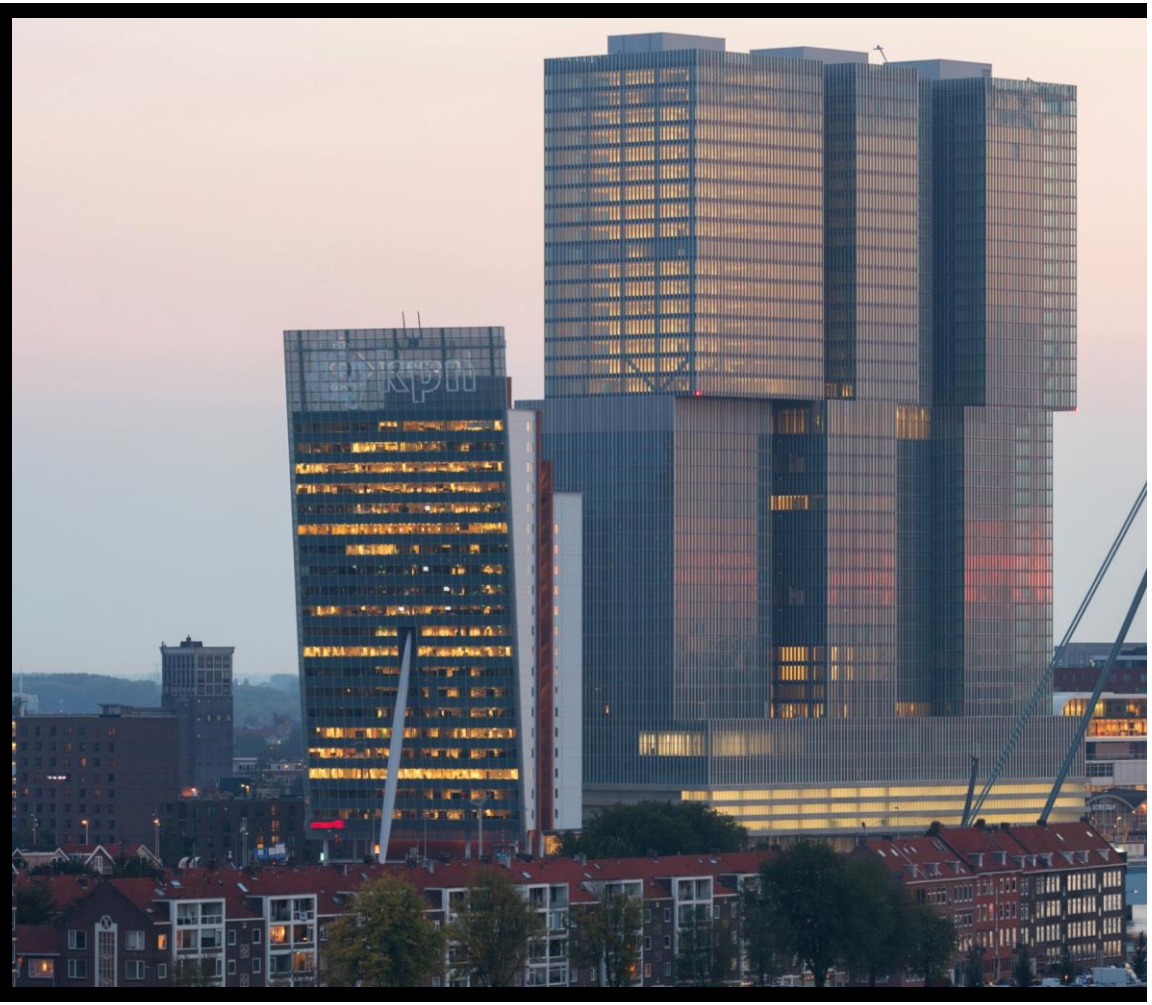
DIGITAL CHARACTERISTICS

- Internet access
  In 2019 97% of people in the Netherlands had internet access (Statline, CBS)
- No municipal WIFI in Rotterdam. Libraries and other institutions do have free WIFI
- Digital low illiteracy
  50% of aged 16 to 74 year has ‘above basic’ overall digital skills in the Netherlands.
  In the group aged 16 to 24 years, 78 percent has above basic overall digital competences. Among the elderly (aged 65 to 74), this share is 18 percent. (CBS)



AT RISK GROUPS SOCIAL/DIGITAL EXCLUSION

- Poverty: 75.500 people (14.5% of total households)
- Pensioners: 15,2%
- Single-person households: 46%
- Single parent families: 10,5%
- Number of disabled people: 60.000 people
- Low illiteracy rate: 21%

PRIORITIES & ACTIONS
DIFFERENT GROUPS AND THEMES

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CITY PROJECTS
EUROPEAN CITIZENSHIP AND DIGITALISATION

- Projects to support youth, adults and elderly to be digital resilient against cyber-crime.
- Next to digital service, there should always be a possibility to offline services (multichannel)
- Digital inclusion projects for people 55+: teach them basic digital knowledge and skills, together with the Library.
- Courses to teach how to use online banking, together with Rabobank
- Project to help people find subsidies and help them request for remission
- Project Digimaatjes (digibuddies) in which individual digital support is provided by a volunteer
- Defensibility training together with community centres to help people be safe online

YOUTH & EDUCATION

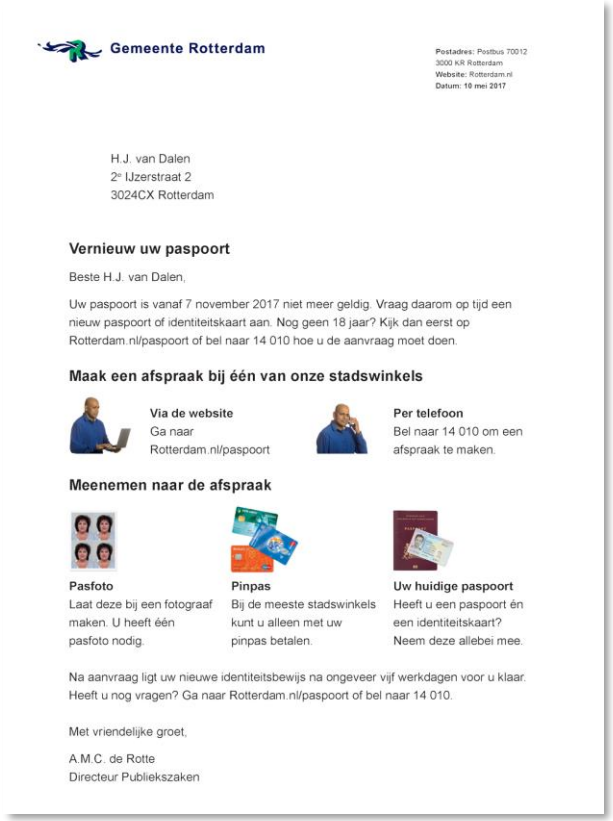
- 294 schools (primary and secondary schools)
- 93.619 pupils
- 3,1% (1.356 people) dropouts in year 2017-2018

Projects aimed at youth

- Rotterdam code tour: Programming education for children: every child in Rotterdam should learn to program. Workshops are organised, each year in different neighbourhoods (10 per year). Children get an introduction at school and register for free programming workshops.
- Digital expedition: each year there is an innovation track for schools. A vision about digitalisation is made and a plan is made how to increase the digital skills of children. This is done with school management and teachers.
- Day programming: In Rotterdam South, we organise extended schooldays for children in underprivileged neighbourhoods. In primary schools, children get an extra 10h of extracurricular education, such as digital skills.

E-ADMINISTRATION ACTIONS

EXAMPLES OF DIGITAL SKILLS & INCLUSION



Gemeente Rotterdam

Postadres: Postbus 70012
3000 KR Rotterdam
Website: Rotterdam.nl
Datum: 10 mei 2017

H.J. van Dalen
2e IJzerstraat 2
3024CX Rotterdam

Vernieuw uw paspoort

Beste H.J. van Dalen,

Uw paspoort is vanaf 7 november 2017 niet meer geldig. Vraag daarom op tijd een nieuw paspoort of identiteitskaart aan. Nog geen 18 jaar? Kijk dan eerst op Rotterdam.nl/paspoort of bel naar 14 010 hoe u de aanvraag moet doen.

Maak een afspraak bij één van onze stadswinkels

Via de website
Ga naar Rotterdam.nl/paspoort

Per telefoon
Bel naar 14 010 om een afspraak te maken.

Meenemen naar de afspraak

Pasfoto
Laat deze bij een fotograaf maken. U heeft één pasfoto nodig.

Pinpas
Bij de meeste stadswinkels kunt u alleen met uw pinpas betalen.

Uw huidige paspoort
Heeft u een paspoort én een identiteitskaart? Neem deze allebei mee.

Na aanvraag ligt uw nieuwe identiteitsbewijs na ongeveer vijf werkdagen voor u klaar. Heeft u nog vragen? Ga naar Rotterdam.nl/paspoort of bel naar 14 010.

Met vriendelijke groet,

A.M.C. de Rotte
Directeur Publiekszaken

- Language checks for digital communication, everything should be written in easy language
- Double language possibilities, service should be available in Dutch and English
- Ask and use the expert knowledge of different groups about our services and how to improve our services
- Make sure the basic infrastructure is at a good level: no digital inclusion without digital means
- We aim to treat everybody in the same way. We try to integrate inclusive services in our regular processes instead of making a separate inclusive process.

EU projects:

- We Hear You (WHY) about eHealth and youth : 2 Online training courses for professionals and a database with good practices
- SEFAC project of EMC about self management with a self management app for elderly people
- Care Pathways EU project Urban Health Centres
- Like! Local Digital Innovation Culture

THEMES FOR ALL GROUPS
WHAT ARE YOU DOING ABOUT THIS?

eHealth
comfortwoning.com

cyber resilience for citizens and SMEs

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