

# **The DARE Index**

## **An Assessment of Digital Accessibility by Civil Society Leaders**



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**ITU Accessible Europe: ICT for All**  
**Vienna, Austria**  
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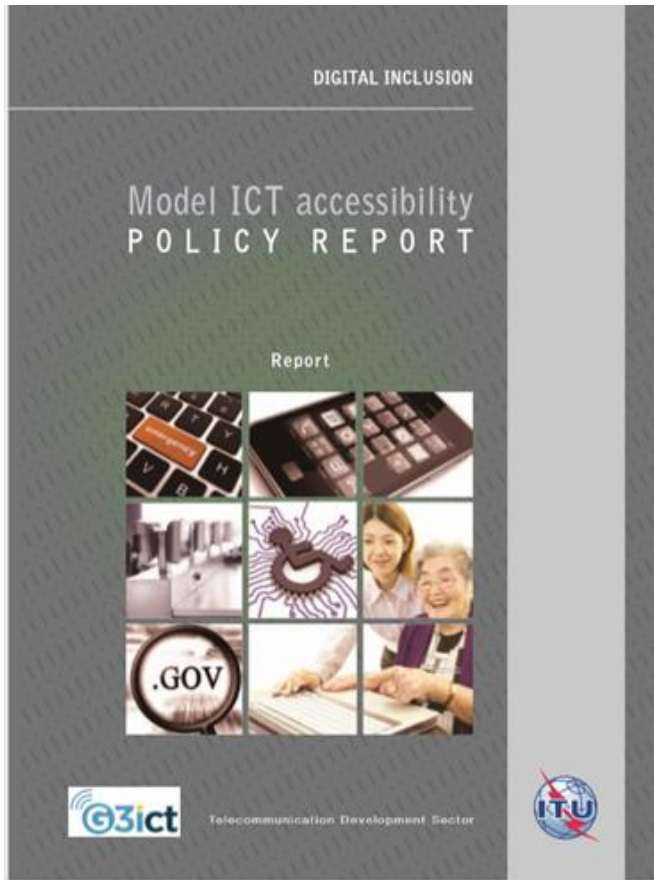
# G3ict DARE Index

## Digital Accessibility Rights Evaluation Index

- **Objective:** to provide a tool for in-country advocates to benchmark and track the progress made by their countries in implementing digital accessibility policies and programs
- **Framework consistent with Human Rights monitoring:**
  - Country commitments
  - Country capacity to implement
  - Country actual implementation and outcomes
- **Our Experts:** Persons with Disabilities, advocates, researchers, and community leaders identified in partnership with Disabled People's International (DPI), RIADIS and other advocacy organizations.
- **Global Outreach:** 121 Countries Surveyed; 89% of the World Population



# DARE Index Selection of Variables



- **Legal and policy foundations** as recommended by the *ITU-G3ict ICT Accessibility Model Policy report*
- **Capacity to implement** evaluated by presence of Key success factors identified in the *ITU-G3ict ICT Accessibility Model Policy report*
- **Outcomes** measured by degrees consistent with CRPD notion of progressive implementation in the 10 key areas of ICT accessibility per the *DPI–IDA–G3ict 2016 Call for Action at United Nations*

# DARE Index Scoring and Benchmarking Method

- **A simple method** to benchmark progress and identify opportunities by indexing 20 key variables for each country:
  - 5 for country **commitments**
  - 5 for country **capacity to implement**
  - 10 for country **outcomes** (guided scoring evaluation)
- With each of the 20 variables counted for 5 points for a **maximum of 100 points for each country**
- Detailed country profiles with DARE Index scores published on the G3ict web site
- Allowing countries to compare their progress with benchmarks and peers results in essential areas

# DARE Index Guided Evaluation Scores

0 = No policy or program

1 = Policy or program but with no implementation

2 = Policy or program with minimum implementation

*Pilot applications or limited scope*

3 = Policy or program with partial implementation

*Deployment program proceeding, but still limited impact*

4 = Policy or program with substantial implementation

*Deployment program in place with more than 50% implementation*

5 = Policy or program with complete implementation



# Published Data Organized in Country Dashboard Allows Advocates to Scan Peer Groups for References

**G3ict** The Global Initiative for Inclusive ICTs  
Promoting the Rights of Persons with Disabilities in the Digital Age

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## Country Dashboard

Welcome to the Country Profiles Database. Here you will find detailed information on the signatory States of the Convention on the Rights of Persons with Disabilities. In this section, you can find...

### Africa

|                            |               |                       |                              |
|----------------------------|---------------|-----------------------|------------------------------|
| Mali                       | Ethiopia      | Malawi                | South Africa                 |
| Angola                     | Gambia, The   | Mauritania            | South Sudan                  |
| Benin                      | Ghana         | Mauritius             | Sudan                        |
| Burkina Faso               | Guinea        | Namibia               | Tanzania, United Republic of |
| Burundi                    | Guinea-Bissau | Niger                 | Togo                         |
| Cameroon                   | Kenya         | Nigeria               | Zambia                       |
| Chad                       | Lesotho       | São Tome and Principe |                              |
| Congo, Democratic Republic | Liberia       | Senegal               |                              |
| Cote d'Ivoire              | Madagascar    | Sierra Leone          |                              |

### Central Asia

|            |                    |            |              |
|------------|--------------------|------------|--------------|
| Armenia    | Kyrgyz Republic    | Tajikistan | Turkmenistan |
| Azerbaijan | Russian Federation | Turkey     | Uzbekistan   |

### East Asia and Pacific

|              |                              |             |           |
|--------------|------------------------------|-------------|-----------|
| Australia    | Indonesia                    | Mongolia    | Singapore |
| Cambodia     | Japan                        | Myanmar     | Thailand  |
| China        | Lao, PDR                     | Palau       | Tuvalu    |
| Cook Islands | Malaysia                     | Philippines | Vanuatu   |
| Fiji         | Micronesia, Federated States | Samoa       | Viet Nam  |

### Europe

|         |         |          |                |
|---------|---------|----------|----------------|
| Austria | Hungary | Poland   | Sweden         |
| Denmark | Ireland | Portugal | Ukraine        |
| France  | Italy   | Serbia   | United Kingdom |
| Germany | Malta   | Slovenia |                |
| Greece  | Norway  | Spain    |                |

### Latin America and Caribbean

|           |                    |            |                     |
|-----------|--------------------|------------|---------------------|
| Argentina | Costa Rica         | Haiti      | Panama              |
| Barbados  | Dominican Republic | Honduras   | Peru                |
| Belize    | Ecuador            | Jamaica    | St. Lucia           |
| Brazil    | El Salvador        | Mexico     | Suriname            |
| Chile     | Guatemala          | Montserrat | Trinidad and Tobago |
| Colombia  | Guyana             | Nicaragua  |                     |

### Middle East and North Africa

|                         |         |                     |                    |
|-------------------------|---------|---------------------|--------------------|
| Algeria                 | Israel  | Oman                | Tunisia            |
| Egypt, Arab Republic of | Lebanon | Palestine, State of | Yemen, Republic of |
| Iraq                    | Morocco | Qatar               |                    |

### Northern America

|        |                          |
|--------|--------------------------|
| Canada | United States of America |
|--------|--------------------------|

### South Asia

|             |        |          |           |
|-------------|--------|----------|-----------|
| Afghanistan | Bhutan | Maldives | Pakistan  |
| Bangladesh  | India  | Nepal    | Sri Lanka |

# DARE Index Example of Country Profile: Italy

[Home](#) / [Resource Center](#) / [Country Dashboard](#) / [Italy](#)



## DARE Index

Digital Accessibility Rights Evaluation Index

DARE Index Score: **73/100**

Global Ranking: **7**

Regional Ranking: **2**

Peer Economic Development Group

Ranking: **5**

Implementation Ranking: **5**

For queries or feedback:

[index@g3ict.org](mailto:index@g3ict.org)

Key Country Facts



Country Laws and Regulations



Country Capacity to Implement



Country Policies and Programs Outcomes by Areas of ICT Accessibility and Level of Implementation



DARE Index Score Summary



News and Events



Publications and Reports



Country Organizations Involved in Disability and Accessibility



User Guide and References



# DARE Index Example of Country Profile: Italy

## Country Laws and Regulations



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Key Country Facts

**Country Laws and Regulations**

CRPD signing (UN Treaty): 30 March 2007

CRPD ratification (UN Treaty): 15 May 2009

General Law protecting the Rights of Persons with Disabilities: Yes

Definition of ICT accessibility: Yes

Definition of Reasonable Accommodation: Yes

Universal Service Obligation includes Persons with Disabilities: Yes

Total Points:

**5/5**

**5/5**

**5/5**

**5/5**

**5/5**

**25/25**

Country Capacity to Implement

Country Policies and Programs Outcomes by Areas of ICT Accessibility and Level of Implementation

DARE Index Score Summary

News and Events

Publications and Reports

Country Organizations Involved in Disability and Accessibility

User Guide and References



# DARE Index Example of Country Profile: Italy

## Capacity to Implement



Italy

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Key Country Facts



Country Laws and Regulations



**Country Capacity to Implement**



Government agency for Persons with Disabilities: Yes

**5/5**

Government agency for ICTs: Yes

**5/5**

Process to involve DPOs in ICT accessibility policy making: Yes

**5/5**

Country refers to international ICT accessibility standards: Yes

**5/5**

ICT accessibility courses available at universities: No

**0/5**

Total Points:

**20/25**

Country Policies and Programs Outcomes by Areas of ICT Accessibility and Level of Implementation



DARE Index Score Summary



News and Events



Publications and Reports



Country Organizations Involved in Disability and Accessibility



User Guide and References



# DARE Index Example of Country Profile: Italy

## Actual Implementation and Outcomes



Italy

### DARE Index

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Key Country Facts



Country Laws and Regulations



Country Capacity to Implement



**Country Policies and Programs Outcomes by Areas of ICT Accessibility and Level of Implementation**



Web: Yes, level of implementation 3

**3/5**

TV and multimedia: Yes, level of implementation 3

**3/5**

Mobile telephony: Yes, level of implementation 3

**3/5**

E-books and digital contents: Yes, level of implementation 2

**2/5**

Promoting the Internet among Persons with Disabilities: Yes, level of implementation 3

**3/5**

Inclusive ICTs for all in education: Yes, level of implementation 3

**3/5**

Enabling ICTs for all in employment: Yes, level of implementation 3

**3/5**

E-government and Smart Cities for all: Yes, level of implementation 2

**2/5**

Enabling Assistive Technologies and ICTs for independent living: Yes, level of implementation 3

**3/5**

Procurement of accessible public goods and services for all citizens: Yes, level of implementation 3

**3/5**

Total Points:

**28/50**

DARE Index Score Summary



News and Events



Publications and Reports



Country Organizations Involved in Disability and Accessibility



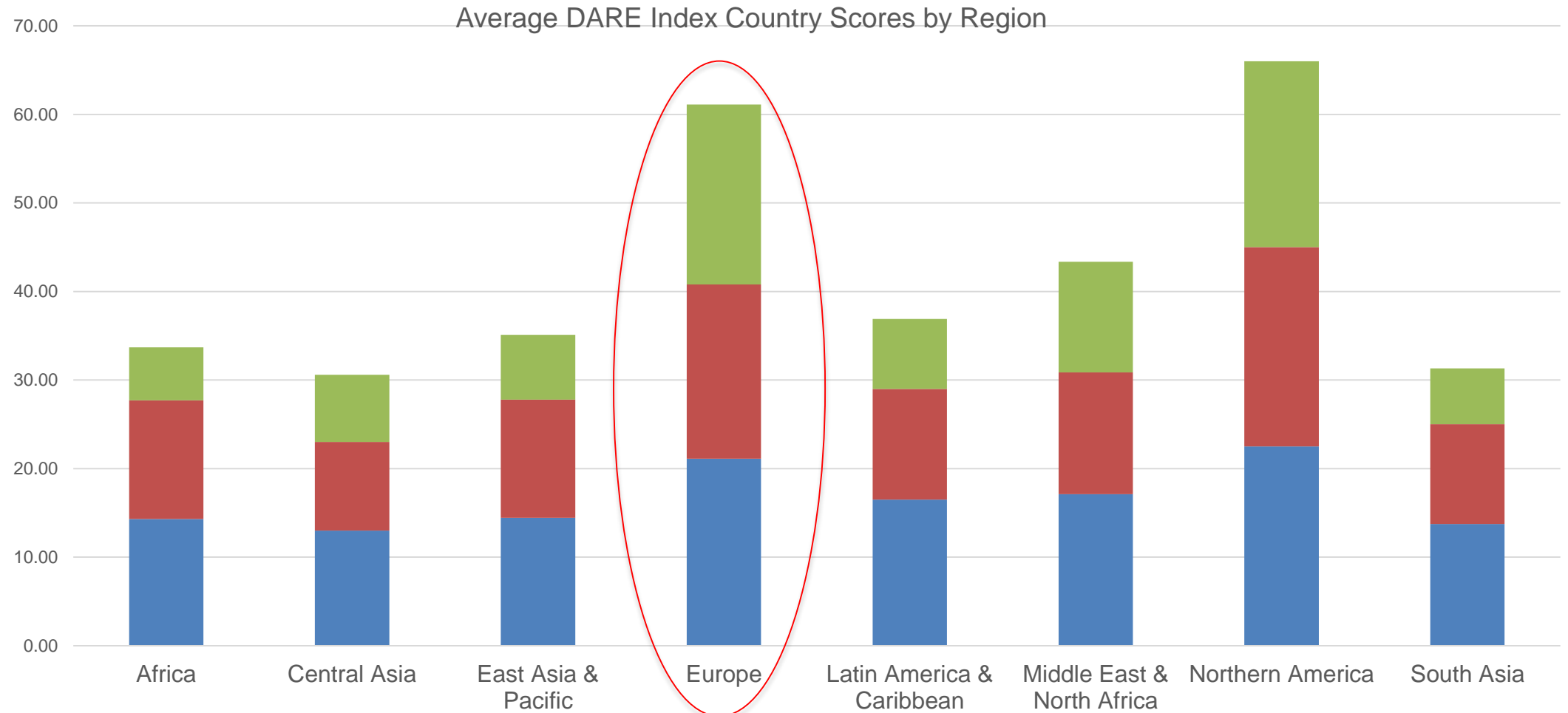
User Guide and References



# 18 Participating European Countries: 65% of the Total European Population

|         |          |                |
|---------|----------|----------------|
| Austria | Ireland  | Serbia         |
| Denmark | Italy    | Slovenia       |
| France  | Malta    | Spain          |
| Germany | Norway   | Sweden         |
| Greece  | Poland   | Ukraine        |
| Hungary | Portugal | United Kingdom |

# Global Results by Region

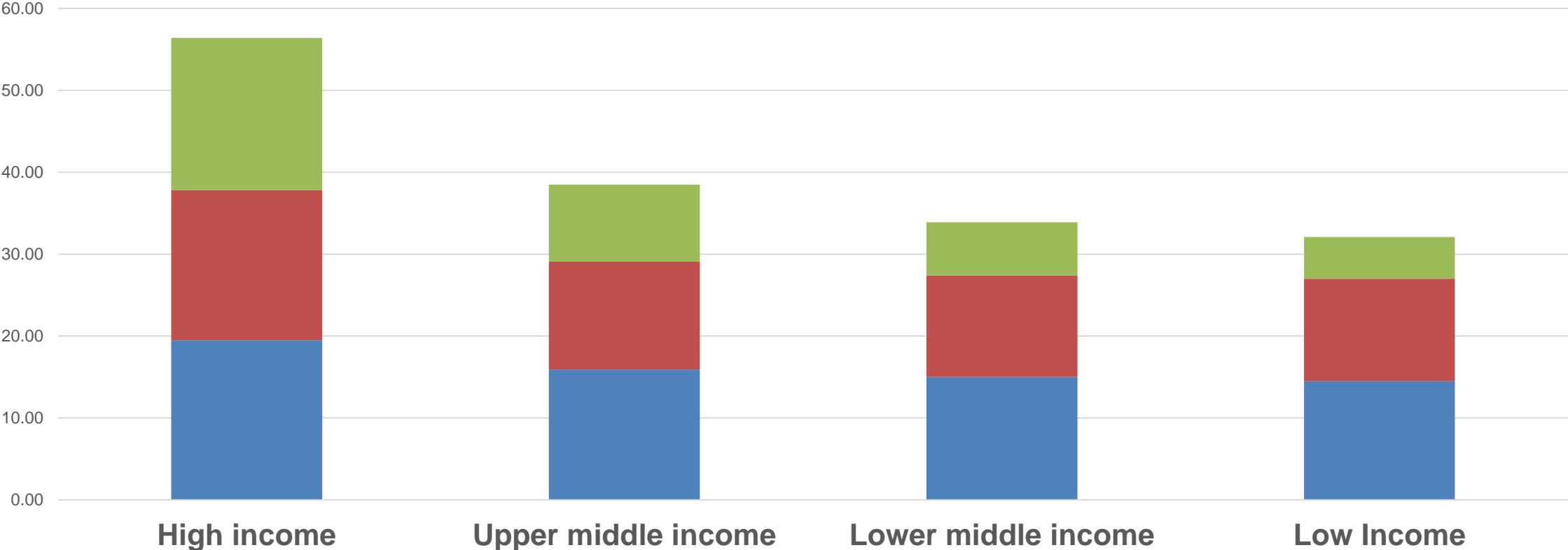


■ Country Commitment Average Points ■ Country Capacity to Implement Average Points ■ Country Actual Implementation and Outcomes Average Points



# Global Results by Level of Economic Development

Average DARE Index Country Scores by Levels of Economic Development



- Country Actual Implementation and Outcomes Average Points
- Country Capacity to Implement Average Points
- Country Commitment by Income Level



# Top Performing Countries Worldwide

## Actual Outcomes

| TOP TEN COUNTRIES FOR ACTUAL IMPLEMENTATION AND OUTCOMES | TOTAL SCORES ACHIEVED |
|--|-----------------------|
| OMAN   | 31/50                 |
| QATAR  | 30/50                 |
| UNITED STATES  | 30/50                 |
| BRAZIL   | 29/50                 |
| ISRAEL   | 28/50                 |
| ITALY  | 28/50                 |
| UNITED KINGDOM   | 28/50                 |
| FRANCE   | 27/50                 |
| SPAIN  | 27/50                 |
| AUSTRALIA  | 26/50                 |

# Europe Commitment Status

| Country with:   | Europe | Global Results |
|---|--------|----------------|
| <b>CRPD Ratification</b>  | 94%    | 93%            |
| <b>General Law Protecting the Rights of Persons with Disabilities</b> | 94%    | 84%            |
| <b>Definition of Reasonable Accommodation</b>                         | 83%    | 63%            |
| <b>Definition of Accessibility for ICTs</b>                           | 72%    | 49%            |
| <b>Universal Service Obligation includes PWDs</b>                     | 78%    | 35%            |
| <b>Average Country Commitment</b>                                     | 84%    | 65%            |

# Europe Commitments Examples (1)

- **Constitutional article, law or regulation defining the rights of persons with disabilities:**

## Portugal

Law 38/2004, 18 August – Legal arrangements for the prevention, enabling, rehabilitation and participation of the persons with disabilities.

- **A definition of “Reasonable Accommodation” included in any law or regulation regarding the Rights of Persons with Disabilities**

## Austria

Section 6(5) of the Disability Equality Act (Bundes-Behindertengleichstellungsgesetz)

- **A definition of accessibility, which includes Information and Communication Technologies or electronic media in the country laws or regulations**

## Greece

Law 4070/2012: Regulations for Electronic Communications, Transport, Public Works and Other Provisions



# Europe Commitments Examples (2)

- **A definition of Universal Service Obligation in telecommunication legislation that includes PwD?**

## Ireland

S.I. No. 337/2011 - European Communities (Electronic Communications Networks and Services) (Universal Service and Users' Rights) Regulations 2011

# Europe

## Capacity to Implement Status

| Country with:  | Europe     | Global Results |
|--|------------|----------------|
| Government Agency for PWDs   | 94%        | 84%            |
| Government Agency for ICT  | 100%       | 99%            |
| <b>Process to involve PWDs in Policy Making on ICT Accessibility</b> | <b>44%</b> | 23%            |
| Country refers to ICT Accessibility International Standards          | 94%        | 40%            |
| <b>ICT Accessibility Courses Available at Major Universities</b>     | <b>61%</b> | 37%            |
| Average Capacity to implement  | 79%        | 57%            |

# Europe Capacity to Implement Examples (1)

- **Country has a government body specifically dedicated to PwDs**

## Denmark

The minister of social affairs is the coordinating minister on social affairs -  
<http://socialministeriet.dk/arbejdsomraader/handicap/>

- **Country has a government agency for ICT**

## Germany

Government commissioner for information technology

[http://www.bmi.bund.de/DE/Ministerium/Beauftragte/Informationstechnik/informationstechnik\\_node.html](http://www.bmi.bund.de/DE/Ministerium/Beauftragte/Informationstechnik/informationstechnik_node.html)

- **A systematic mechanism to involve the DPOs (persons with disabilities) working in the field of digital accessibility**

## Italy

National Observatory for People with Disabilities

(Osservatorio Nazionale sulla condizione delle persone con disabilità) □

[http://www.osservatoriodisabilita.it/index.php?option=com\\_content&view=featured&Itemid=101&lang=it](http://www.osservatoriodisabilita.it/index.php?option=com_content&view=featured&Itemid=101&lang=it)

# Europe Capacity to Implement Examples (2)

- **Country refers to International Standards**

## France

Law No. 2005-102 of 11 February 2005 on Equal Rights and Opportunities, Participation and Citizenship of Persons with Disabilities recognizes that all public websites must follow international accessibility guidelines in accordance with European recommendations (namely ISO/WCAG 2.0)

- **ICT Accessibility courses available at major universities**

## Slovenia

Univerzitetni rehabilitacijski inštitut Republike Slovenije - Soča

<http://www.ir-rs.si/sl/>

Smart Home Iris at Univerity Rehabilitation Institute Republic of Slovenia

<http://www.dom-iris.si/en/>



# Europe Outcomes Status Across All ICTs

| Average Level of Implementation across 10 Categories of ICTs | Europe     | Global Results |
|--|------------|----------------|
| <b>No Policy</b>   | <b>25%</b> | <b>60.4%</b>   |
| <b>Policy but No Implementation</b>                          | <b>2%</b>  | <b>2.6%</b>    |
| <b>Minimum Level of Implementation</b>                       | <b>27%</b> | <b>18.4%</b>   |
| <b>Partial Level of Implementation</b>                       | <b>39%</b> | <b>15.9%</b>   |
| <b>Substantial Level of Implementation</b>                   | <b>6%</b>  | <b>2.5%</b>    |
| <b>Full Level of Implementation</b>                          | <b>1%</b>  | <b>.5%</b>     |

# Web Accessibility

**95%** of Countries in Europe are in the Process of  
Implementing a Policy

**6%** Achieve at a Substantial Level of Implementation

**Champion with Substantial Level of Implementation**

**4/5 Malta**

# Accessible TV

**89%** of Countries in Europe are in the Process of  
Implementing a Policy

**11%** Achieve a Substantial Level of Implementation

**Champions with Substantial Level of Implementation:**

4/5 Denmark

4/5 Ireland

# Accessible Mobile Telephony

**62%** of Countries in Europe are in the Process of  
Implementing a Policy

**6%** Achieve a Substantial Level of Implementation

**Champion with Substantial Level of Implementation:**

**4/5 Spain**



## **Inclusive ICTs in Education:**

**62%** of Countries in Europe are in the Process of  
Implementing a Policy

**12%** at a Substantial or Full Level of Implementation

**Champions with Full or Substantial and Level of  
Implementation:**

**5/5 Malta**

**4/5 Ireland**

# Opportunities for Improvement in ICT Accessibility Outcomes in Europe

- **E-Books and Digital Documents:**
  - **33% No Policy**
  - **50% Minimum Level of Implementation**
- **Public Procurement:**
  - **17% No Policy**
  - **50% Minimum Level of Implementation**

# DARE Index: Grassroots, Crowdsourced Validated Data for Global ICT Accessibility Benchmarking

- Allows advocates to share their evaluations on a global and regional basis
- Validation process allows for detection and verification of anomalies
- Published data on the web with a feedback mechanism allows for greater accuracy and alignment of evaluations
- Looking forward to further participation of European organizations of persons with disabilities in the DARE Index data collection effort



**Thank you for Your Attention!**

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[www.g3ict.org](http://www.g3ict.org)

