

SERN

General Assembly 2023 11-12 MAY 2023 Cervia



COMUNE CERVIA SERN General Assembly 2023 - 11 MAY

Digital marginalisation of vulnerable groups







OVERVIEW ON THE PROJECT

DIGITAL TRAINERS is an Erasmus+ KA2 Project

DIGITAL STRAINERS started in September 2022

DIGITAL TRAINERS involves two partners:

- SERN
- CARDET





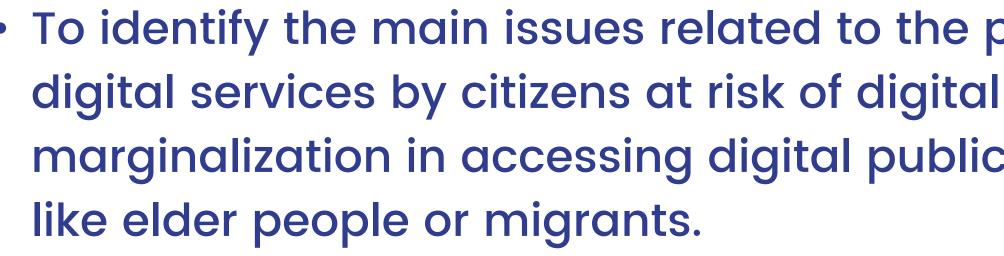
BACKGROUND



The negative impact that COVID-19 has had on European society, has determined an increase in the demand for digital services to guarantee the normal development of administrative activities of local public bodies for citizens.

However, this growing phenomenon of digitization of public services has left out all those categories of adult citizens who lack the skills, knowledge and competencies to benefit from and make informed use of digital tools to access public administration services.

OBJECTIVES



- To recognize the negative factors that prevent adult learners in accessing public services.
- To identify suitable proactive practices based on risk of digital marginalization in accessing digital public services.

 To identify the main issues related to the poor use of marginalization in accessing digital public services,

informal learning process in order to help citizens at

ACTIVITIES

ACTIVITY 1:

Collection of best practices among the Italian and Swedish partners of SERN and Cypriot Municipalities.

The main target group was public authorities and in particular municipal officers who work in the field of digitalisation and citizens' welfare department who run front office services.

The practices collected will be included in a final publication.



ACTIVITIES

ACTIVITY 2:

Training Seminar on How to cope with Digital **Inclusion in Public Administrations**



- 1- presentation of the best practices collected;
- 2- study visit in Ravenna to discover the DARE Project based on digital participatory tools and digital storytelling;
- 3- identification of common elements



4- identification of possible topics of collaboration