



SERN

General Assembly 2023

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Cervia**



COMUNE
DI CERVIA

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 identify the main issues related to the poor use of digital services by citizens at risk of digital marginalization in accessing digital public services, like elder people or migrants.
- To recognize the negative factors that prevent adult learners in accessing public services.
- To identify suitable proactive practices based on informal learning process in order to help citizens at risk of digital marginalization in accessing digital public services.



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

Four sessions:

- 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**

