

PROMOTING DIGITAL INCLUSION FOR MARGINALISED GROUPS

SEMINAR

CERVIA 11-12 MAY 2023



Co-funded by
the European Union

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INTRODUCTION

Thank you for taking part in the "Promoting Digital Inclusion for Marginalised Groups" Seminar Sessions within the framework of SERN's General Assembly on 11-12 May 2023, in Cervia Italy. The Seminar aimed to explore the challenges and opportunities of ensuring that marginalised groups have equal access to digital technologies and services provided by public administrations. The seminar focused on best practices implemented by SERN members and Cypriot organisations in the framework of the Digital Trainers Project.

SEMINAR

Session 1: Presentation of best practices collected by municipalities and organisations in Italy, Sweden and Cyprus, with practical examples and knowledge of activities aiming to provide and/or ensure access of marginalised groups to digital technologies and services.

Study visit: The Municipality of Ravenna graciously hosted the Seminar participants and presented the DARE project, an Urban Innovative Action in the digital transition. During the study visit the participants were shown around the



neighbourhood of the Darsena and were presented with the activities and results carried out by the DARE project by being directly involved in the youth participation activity with teenagers and youth, that have started up a podcasting platform based on inclusion and multiculturalism.

Session 2: Continuation and conclusion of the presentations of the best practices. Focus was then given on the discussion and analysis of the presented practices, mainly in regard to their strengths and replicability.



Session 3: Identification of possible topics of collaboration for future initiatives and projects in the network using the Problem Tree methodology, namely by identifying problems and transforming them into objectives (screenshot attached).

A document containing all the best practices collected and presented in English and it will be uploaded on SERN's and CARDET's websites in Italian and Greek as well.

RESULTS AND POSSIBLE FOLLOW-UP THEMES

The seminar led to the identification of three main elements or set of questions/topics:

1-Sustainability of the actions: how to ensure long term impact of the actions.

A possible focus/objective of a project could be on upskilling civil servants/and politicians on how to improve internal processes and mainstreaming actions in this field or innovative ways through which involving third parties/actors through training activities/modules.

2- Methods, tools and spaces of engagement with the target groups. The focus here could be on testing and transferring specific methodologies that have been successful in the partner countries and developing some online trainings with the results.

3- Understanding and breaking cultural barriers for some of the target groups. The theme can be connected to the previous themes and approaches as a broader element to consider when designing interventions.





