



Mollet del Vallès



Leaving no one behind in the digital world
INTEGRATED ACTION PLAN FOR DIGITAL EQUITY



Ajuntament de
Mollet del Vallès

Digi-inclusion

URBACT



Co-funded by
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Mollet del Vallès

Leaving no one behind in the digital world
INTEGRATED ACTION PLAN FOR DIGITAL EQUITY



Mireia Dionisio Calé
The Mayor, Mollet del Vallès

This document is an Action Plan for reducing digital exclusion in our city. Digital exclusion is the situation in which a person or group is deprived of access, skills or opportunities related to digital technologies or skills. This means that they cannot fully participate in society, the economy or everyday life through digital media.

It is because of the desire to reverse this situation that in Mollet we decided to lead and create the Digi-Inclusion network made up of 9 cities from all over Europe, whereby we recognise that:

- There is a digital divide in our territories and societies.
- The digital divide is complex to identify and quantify.
- The digital divide is a social, economic and democratic problem of the first order.

During more than 2 years of working with the cities in the network, we have had the opportunity to be inspired by visiting good practices, and we have also shared our knowledge and expertise with other cities. Together we have been able to understand that although at first it may seem that digital exclusion only affects elderly people in our cities, if we study it in more detail, we can see that this exclusion goes much further, affecting unemployed people and people with a low level of education, regardless of their age. In addition, digital exclusion is not a static phenomenon; citizens who are not excluded today may be excluded in the future with the emergence of new technology such as artificial intelligence. In other words, this is a complex phenomenon that must be addressed from many aspects and accompanied by experts who guide our work.

Through a process of critical reflection and co-creation carried out by the 9 member cities of the network, we were able to promote a Political Declaration of Digital Rights that we signed on 24 September 2024 in the Romanian city of Iasi. In the document we state that digital inclusion consists of much more than carrying out online procedures with government agencies or being a mere digital consumer. Our aim is to promote a set of digital rights that ensures solidarity and inclusion, freedom of choice, participation in the digital public space, digital security and protection, and the empowerment of our citizens.

This Integrated Action Plan (MYP) has been developed following the URBACT methodology, that is, with a participatory and integrated approach. In 2023 we created a Local Support Group that brings together the most important local actors in terms of digital inclusion: Caritas, Red Cross, Adult Education Centres, the Primary Care Centre of Plana Lledó, Mollet Hub, municipal services for the elderly, social services, civic centres and their associated municipal centres. In addition, we have also been able to depend on the work and support of institutions such as the Autonomous University of Barcelona, Localret, and others who have been essential for the success of the plan.

Together, we have constructed a vision of Mollet as a digitally inclusive city where all citizens can benefit equally from the existing opportunities the digital world offers, regardless of their level of income, education, age or place of birth.

We invite you to read about the 24 actions set out in this plan. These are actions of varying duration and cost that, applied individually, would have a positive impact on the city, but, if we implement them in a coordinated way, they will become the first step towards a digitally inclusive Mollet. With the implementation of this Action Plan, we set out to achieve the following objectives:

- Ensure that everyone can access the digital world and that it offers them the services they need
- Enable citizens to acquire and maintain basic digital skills for the present and for the future
- Help citizens acquire digital capital, so that they can make the best use of their digital skills and access, and thus be empowered to obtain maximum value from the digital world

Once the time to plan actions is over, it is time to implement them. Mollet City Council wants to rally the people, associations and institutions of the city that are interested in actively participating so that each and every one of these actions comes to fruition.

If we do it together and maintain this commitment to the city, I am sure that we will not leave anyone behind.



Signing of the Digital Rights Policy Declaration in the city of Iasi (Romania) on 24 September 2024.

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WHAT DOES AN URBACT PROJECT ENTAIL?

URBACT

Since 2002, the aim of the European URBACT programme has been to enable European cities to work together and develop integrated solutions for common urban challenges.

In this way, by creating networks that foster learning from mutual experiences and identifying good practices, we can enhance urban policies in a participatory and integrated way.

DIGI-INCLUSION

The Digi-Inclusion network led by Mollet del Vallès City Council and comprising nine European cities and institutions, aims to promote the digital inclusion of digitally excluded people, not only by granting them access to technology, but also by allowing these people to develop the necessary skills and acquire sufficient capabilities to make the most of the opportunities the digital world has to offer.



PROJECT PARTNERS

- | | |
|---|--|
| ① Mollet del Vallès City Council – Spain (project leader) | ⑤ Iași City Council – Romania |
| ② Alexandroupolis City Council – Greece | ⑥ Municipality of Jelgava – Latvia |
| ③ Boulogne-sur-mer regional development agency – France | ⑦ Public digital services agency LEPIDA–Italy |
| ④ Gdańsk Entrepreneurship Foundation – Poland | ⑧ Torres Vedras City Council – Portugal |
| | ⑨ Regional Government of the Canton of Zenica-Doboj – Bosnia and Herzegovina |



MOLLET DEL VALLÈS

LOCAL SUPPORT GROUP

All URBACT projects must have a local support group, which jointly co-designs an Integrated Action Plan. To ensure that this process is participatory and integrated, the members of our Local Support Group represent highly diverse areas. Together, they have contributed innovative perspectives and constructive ideas that have aided in developing this Integrated Action Plan.

Thanks to this spirit of collaboration, we have been able to share knowledge, expand on one another's ideas and continuously refine this plan, so that it responds to the needs of people who are currently digitally excluded in our city.

Local support group members

- Red Cross
- Caritas
- Can Mulà Municipal Library - Jordi Solé Tura
- Adult Education Centre
- Local business representatives from Mollet
- Senior citizens representatives
- Newcomers
- Knowledge volunteers and ICT volunteers
- CER-Migrations: Research centre of the Autonomous University of Barcelona
- Plana Lledó Primary Care Centre
- Localret Consortium
- Mollet del Vallès City Council:
 - Social services department
 - Senior citizens' department
 - Civic and cultural centres department
 - Local Housing Office
 - Technology, Communications and Projects Service
 - European Projects Department
 - Citizen Service and Digital Transformation
 - Department of Communication and Press

INTEGRATED ACTION PLAN

All the institutions and cities comprising the Digi-Inclusion network share the aim of promoting digital inclusion. To do so, each of them has developed an Integrated Action Plan, defining the strategic actions that will be implemented at the local level, so as to meet to the challenge of the digital divide in their territories.

BUDGET

The budget of the Digi-Inclusion network has been allocated to learning, knowledge exchange and planning activities and not to investments.

Budget of the Digi-Inclusion network	€850.000
Budget for Mollet del Vallès	€201.111,12
URBACT contribution (65%)	€130.722,23
Mollet del Vallès's contribution (35%)	€70.388,89



WHAT IS THE CONTENT OF THIS INTEGRATED ACTION PLAN?

This document contains the work carried out by Mollet del Vallès City Council for two and a half years, as a member and leader of the European Digi-Inclusion network.

THE CHALLENGE

This Integrated Action Plan aims to provide solutions to the challenges identified by the region's institutions and stakeholders who have formed part of the Local Support Group in Mollet del Vallès. The main challenge identified is the following:

The citizens of Mollet del Vallès are not benefiting equally from the digital opportunities available

To better understand the challenges, we have structured digital exclusion into types of digital divides identified during the analysis carried out internally:



Access gap
Lack of access to infrastructure, devices, or connectivity (e.g., broadband Internet).

Usage gap
Deficiencies in digital skills and knowledge to navigate and use technologies effectively.

Exploitation gap
Limited capacity to take advantage of the social and economic opportunities that the digital society currently offers.

However, there are more specific challenges due to their nature that can be consulted in chapter 2 "The Digital Divide in Mollet del Vallès", which can be found on page 25.

THE VISION

We conceive of Mollet as a digitally inclusive city where all citizens can benefit equally from the existing opportunities the digital world offers, regardless of their level of income, education, age or place of birth.

In order to realise this vision, we will train citizens requiring this in basic digital skills, we will create a network of digital volunteers and will establish indicators for monitoring and analysing the digital divide in the city. In addition, we will create the role of the digital facilitator, to assist the citizens of Mollet del Vallès. We will therefore seek to offer

a better quality of life to our citizens so that they gain autonomy, increase their economic and social opportunities, and can access all online information so as to guarantee democratic participation in society.

Our vision is expressed in six action areas: Digital Access, Digital Support and Training, Digital Leverage, Motivation, Confidence and Digital Administration.

ACTION AREAS AND SPECIFIC OBJECTIVES

Following on from the work carried out in a participatory manner with the local support group, it is proposed to implement a total of 24 actions, grouped into 6 categories. These 24 actions aim to reduce the digital divide..

Each of the actions differs in complexity, duration, cost, measurement and focus. However, if these are implemented in an integrated way, we will achieve a holistic system allowing us to reduce digital divide between the citizens of Mollet del Vallès. A search has also been performed for good practices and success stories being carried out in other municipalities in the territory, as well as European ones, that could help in implementing the plan. The specific objectives for each area of action are presented below.



DIGITAL ACCESS

Offer and guarantee free access to laptops and internet access through public equipment to digitally excluded people.



SUPPORT AND DIGITAL TRAINING

Offer training, support and advice to digitally excluded people to increase their digital skills.



DIGITAL TAKE-UP

Increase the level of citizens' confidence in using digital tools and ensure they make the most of this whether socially, economically or in terms of work.



MOTIVATION

Ensure that all citizens are aware of the benefits the digital world offers.



TRUST

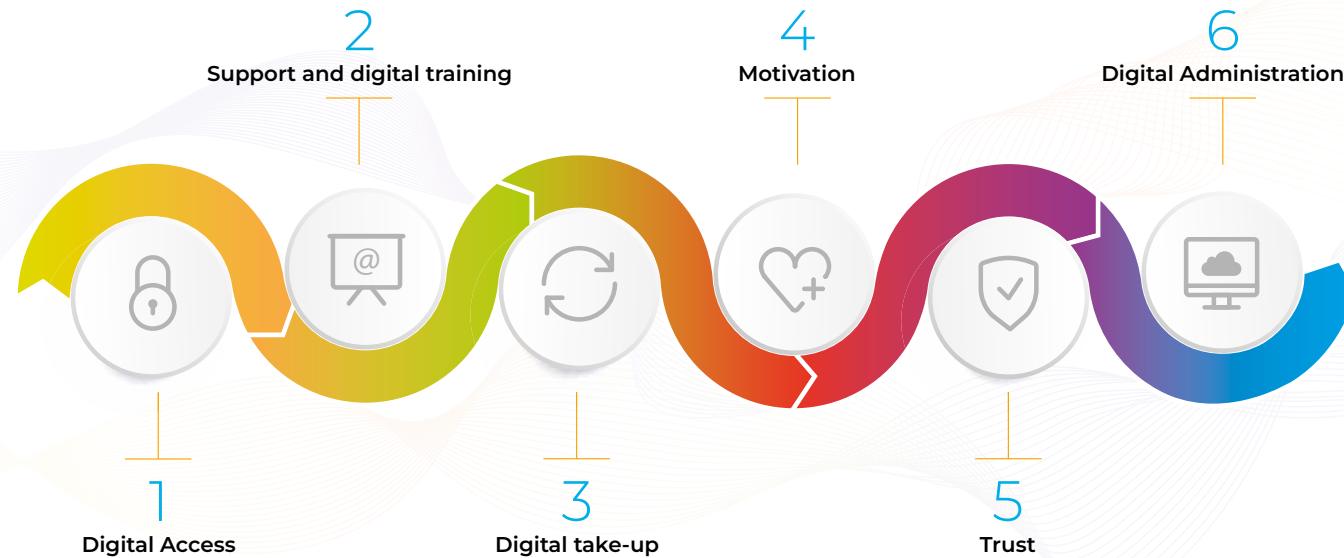
Help dispel citizens' fears, insecurities and risks related to the digital world.



DIGITAL ADMINISTRATION

Review digital administrative services and make them more intuitive, comprehensible and accessible.

6 ACTION AREAS: LIST OF INTEGRATED ACTIONS BY AREAS



1. DIGITAL ACCESS

In the field of digital inclusion, guaranteeing digital access means ensuring all citizens are able to connect and participate in the digital world. We understand this access as being guaranteed when citizens have an internet connection and digital devices.

With the aim of identifying and analysing the situation of the digital divide in Mollet del Vallès, a survey was carried out in February 2025 targeting six hundred residents of the city. According to the results of this survey, 94.9% of households in Mollet del Vallès have a landline Internet connection, 96.2% of the population have a smartphone, and 65.1% of households have a laptop. However, 4.8% of the population still lack Internet access and 34.9% don't have a laptop, and this is mainly down

to economic reasons. It is for this reason that with this plan we want to promote the following actions to reverse this situation:

- Laptop lending
- Disseminate IT rooms and existing free Wi-Fi and spots
- Digital Device Bank: recycling of digital devices
- Promote the use of Social Vouchers for Telephony and Internet offered by the private sector

2. SUPPORT AND DIGITAL TRAINING

Support and advice

It is important to distinguish offering digital literacy courses from the support and assistance service in carrying out digital procedures. Within the framework of this project, it is proposed to intensify this personalised support in our city. It should be noted that the survey data reveals that young people are the population segment that rates their digital skills most highly, with 7.9 points out of 10, while those over 60, who in Mollet total 12,900 people, rate it at 4. In addition, 66% of the population over 60 state that they need occasional or regular help in the use of digital tools. For this reason, it is proposed to make new personalised support services available to citizens through the role of the digital facilitator.

- Digital facilitator
- Digital volunteering
- Create a collection of video tutorials for completing online procedures

Specific training and courses

Training our citizens in digital skills is one of the pillars for overcoming the digital divide. Although the City Council has been offering courses for decades, 58% of those surveyed say they have never received training or attended courses on digital literacy. This is why we will endeavour to reach new audiences in relation to digital literacy and training courses, for those already digitally excluded, but also for those likely to be so in the future. The training and courses we wish to implement are the following:

- Digital tools for excluded groups
- Digital environment and families: digital security for children and adolescents
- Digital tools for teachers
- Digital Summer Camp for children and teens
- Digital competencies for young people's professional future
- Digital tools for people with disabilities

3. DIGITAL TAKE-UP

We understand digital utilisation as the economic, social and employment benefits gained by those people who are trained in digital skills.

In this area we have collected those actions that allow citizens who have already been trained in digital skills to capitalise on their knowledge so that they have an economic and social benefit. An example of the need for this use is that currently in Mollet del Vallès, 36% of the population

surveyed have stated that they do not have any digital identification system, such as Cl@ve, IdCAT, certificate or electronic national ID (DNI), although today it is almost indispensable for carrying out all kinds of online procedures. The actions that are intended to enable this use are the following:

- Training in the use of the application “La Meva Salut”
- Training citizens in carrying out electronic procedures
- The digital certificate
- Incorporate training in the use of basic digital tools into the work plan of social service users

4. MOTIVATION

It has been identified that there is a lack of motivation among the citizens of Mollet to participate or train in digital skills. The consequences of this lack of motivation can be negative at the social, economic, and work level. The local support group therefore proposes communication campaigns and other initiatives so that citizens are aware of the benefits of being digitally trained and these are the resulting actions:

- “Mollet Digital” diploma
- In Mollet everyone is connected!
- Mollet del Vallès Digital city

5. TRUST

Nowadays, distrust towards the digital world is an increasingly present reality, driven mainly by the increase in scams and cyberattacks that affect both individuals and organisations. This situation highlights the need to address these challenges by training citizens to enable them to navigate the digital world safely and know the associated risks. The actions that should allow citizens to acquire more confidence in the digital environment are the following:

- Cybersecurity for seniors
- Risks associated with the digital world: training for young people

6. DIGITAL ADMINISTRATION

Although public administration agencies aim to facilitate access to digital public services and information for all citizens, they can often unintentionally contribute towards generating a digital divide. In this regard, it is very vital that we rethink administrative procedures to make them more understandable and that public employees improve their digital skills so that government agencies and services are not negatively impacted. Below are the actions that will make this transformation possible:

- Review the procedures of the digital administration of Mollet del Vallès
- Promote a digital competencies plan

POLITICAL CONTEXT OF DIGITAL INCLUSION: at the European, national and regional level

Over the last decade, digital technologies have changed the way people exchange information, and how we interact in public and private spheres.

Today, digital skills have become an indispensable requirement to access a good job, to get training, to socialise, to shop or to access any health or leisure service. It is for this reason that the European Commission has developed the strategy “[Digital Compass 2030: Europe’s path towards the Digital Decade](#)”, which establishes that the digital transformation process must protect citizens’ rights in the digital world and ensure that everyone is able to benefit from it.

It also highlights that the digital transition is at the heart of European Union policy, as an essential element for boosting economic growth and improve citizens’ quality of life. However, this transition alone does not guarantee that all citizens benefit equally. In fact, a significant number of people are excluded as a consequence of these rapid changes in digital society. This accelerated digital transition that we see taking place in Europe and the world is creating social and economic imbalances, affecting both those who are already excluded and newly excluded groups. In today’s society, digital exclusion does not only entail lost economic opportunities but can also lead to social exclusion and a loss of democratic rights.

At present, the competitiveness of EU member countries is measured through the [Digital Economy and Society Index \(DESI\)](#), which consists of the following indicators:

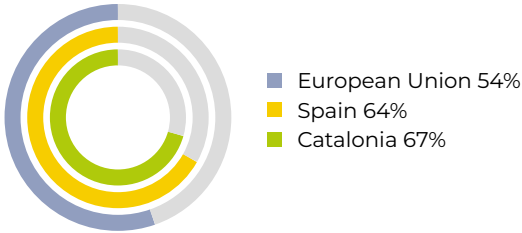
- Connectivity – fixed broadband acquisition and coverage, mobile broadband and broadband prices
- Human capital – Basic and advanced digital skills
- Internet Use – Use of Internet services and online transactions by citizens
- Digital Technology Integration – Business Digitalisation and E-Commerce
- Digital Public Services – Electronic Administration

According to the [2023 Digital Economy and Society Index \(DESI\)](#) report, in Spain 36% of Spanish citizens between the ages of 16 and 74 lacked basic digital skills, even though many jobs require them. This gap can also be accentuated depending on gender, age, place of birth, income level or educational level.

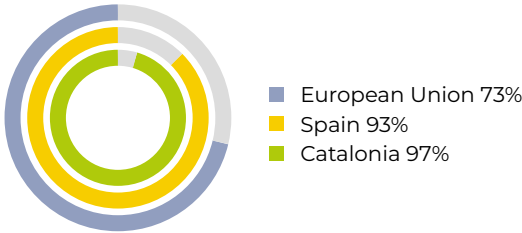
Regarding Catalonia, the “[DESI Catalunya 2023](#)” report, the fourth edition of the composite index of the digital economy and society, shows that in Catalonia this figure is 33%.

MAIN DATA

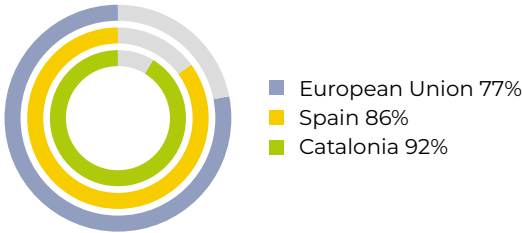
Citizens with digital skills (basic level)



Homes with high-capacity landline network coverage



Digital public services for citizens (score from 0 to 100)



Source: State of the Digital Decade Report. European Commission (2023)

To improve these percentages and meet the 2030 target, the [Digital Europe Programme 2021-2027](#) is established. This is a European Union funding programme designed to bring digital technology closer to businesses, citizens and public administration agencies. The programme has five interrelated specific objectives, the most important of which are:

- Contributing to reducing the digital divide across the European Union
- Improving the European Union's competitiveness in the global digital economy
- Reinforcing and promoting Europe's capacity in key areas of digital technology

At the Spanish national level and as a core pillar of the Recovery, Transformation and Resilience Plan, the [Digital Spain Agenda 2026](#) was presented, the roadmap to follow to address the digital transformation of the Spanish state, which contains twelve axes and forty-two measures. This strategic plan aims to take full advantage of new technologies and thus achieve prosperous

economic growth, placing people at the centre and reaching all territories.

Along these same lines, in 2024 the Catalan government began to develop a “National Strategy for Sociodigital Inclusion” that would allow it to face the present and future challenges of digitalisation, and combat digital divides in an inclusive, sustainable, democratic and equitable way at the country level.

It is within this framework that in September 2024, the Digi-Inclusion, network led by Mollet del Vallès City Council, developed the [Political Declaration of Digital Rights](#). The declaration was signed by nine mayors from the nine European countries making up the network in the Romanian city of Iasi. This document was developed in accordance with the guidelines of the regional programmes mentioned above and taking as a reference the [European Declaration on Digital Rights and Principles](#) that seeks to place people and their rights at the centre of the digital transformation.



Signing of the Digital Rights Policy Declaration in the city of Iasi (Romania) on 24 September 2024.

This declaration reaffirmed the political-technical commitment to allow the actions of the integrated action plans to be implemented at the local level.

Among the objectives of the political declaration, the following stand out:

- Ensuring that digital transformation is fair, equitable and inclusive, leaving no one behind.
- Reducing the digital divide in access, skills, participation and employment opportunities.
- Empowering citizens so that they can participate actively and confidently in the digital society.
- Promoting security and protection of rights in the digital space.
- Promoting collaboration and exchange of experiences between European cities and regions to address this European-wide challenge.
- Actively involving citizens and local actors in digital inclusion policies and actions.

Furthermore, in Mollet del Vallès, the Municipal Action Plan (2023-2027) incorporated a new strategic axis on Digitalisation as a priority. One of its aims is universal access to public and private services digitally for all citizens with the promotion of the knowledge society and overcoming the digital divide.

THE DIGITAL DIVIDE IN MOLLET DEL VALLÈS

In September 2023, at the beginning of the project, the lack of data that would clearly identify the profile of people who suffer from the digital divide in the city of Mollet was identified as a challenge. It is for this reason that the team of the CER-Migrations research centre of the Autonomous University of Barcelona, as members of the local support group, was in charge of preparing a report to describe the situation of digital exclusion in Mollet and which people suffer from it.

In this context, this chapter aims to contribute to the understanding, measurement and monitoring of the digital divide in the municipality of Mollet del Vallès. Based on a set of methodologies implemented by the City Council within the framework of the Digi-Inclusion project, it is intended to improve the understanding of who are the people who currently experience this gap in the territory, considering both variables widely recognized by the specialized literature, as well as their particular manifestations in the local context of the city of Mollet. To this end, the following instruments have been used:

1. A sociodemographic analysis of the profiles used by electronic administration services, contrasted with data from the municipal census.
2. Data collected from active ageing centres that offer digital training.

3. A specific survey of six hundred people living in Mollet del Vallès designed to capture patterns and digital barriers aimed at the local population, carried out by the Opinòmetre Institute.
4. Participatory sessions with groups in order to identify the main challenges and difficulties in the digital field and possible initiatives to overcome them:
 - 1 participatory session with users of active ageing centres.
 - 1 participatory session with monitors and volunteers of active ageing centres.
5. Two focus groups with population profiles at greater risk of suffering from the digital divide, aimed at understanding what the barriers to access and use are, identifying their causes and being able to design specific solutions.
 - Focus group with older women, over 65 years of age.
 - Focus group with newcomers.

¹ For details of the survey's technical specifications, see page 37.

Instrument / methodology	Target audience	Date	No. of participants
Analysis of existing data	Users of municipal digital services (e-government)	2024	9,418 people
	Adults enrolled in digital training courses in active ageing centres	2024 academic year	130 people
Survey on the digital divide (Opinòmetre)	General population residing in Mollet del Vallès over 16 years of age	February 2025	600 surveys
Participatory session	Users of active ageing centres	July 2024	10 people
	Volunteers and monitors of active ageing centres	October 2024	14 people
Focus group	Women between 67 and 78 years old	July 2025	9 people
	Immigrants between 26 and 50 years old	July 2025	9 people

Each of these instruments provides specific aspects when it comes to identifying people who are experiencing the digital divide. This chapter attempts to triangulate and articulate the different results, in order to identify the main groups at risk and their main distinctive or characteristic features.

This multiple methodological approach makes it possible to identify specific patterns and reinforce the relevance of the future lines of intervention of the Integrated Action Plan. Patterns seek to identify trends, frequent combinations of factors or characteristics that are repeated among different people. In particular, the survey validates many of the variables that the academic literature associates with the digital divide, such as age, gender, educational level, employment status or income, and allows them to be related to the real and perceived needs of the population

based on their grouping into a series of patterns described below. Each of the instruments applied provides a complementary look at the factors that affect digital exclusion, with special emphasis on dimensions such as:

Gender: inequalities in access to and digital trust are evident, particularly among older women.

Age: young adults show the highest use of the internet, especially for work and studies, while older age groups, especially those over sixty, have lower engagement. Age is a key factor in understanding the existence of digital skills and the security and confidence in using digital tools.

Education: it shows how lower levels of education are associated with greater difficulties in using digital tools.

Relationship with activity: significant gaps are observed between active people in relation to the unemployed and retired.

Income: low economic conditions limit access to devices, connectivity and training.

Below we show an exploratory profile proposal, which has been identified from the results of the survey, the sociodemographic analysis of users of digital administration services and students in active ageing centres.

	Identified profiles	Types of use of digital tools
1	<ul style="list-style-type: none">Population with a low level of education and no internet connectionPopulation over 75 without digital access	They have no connection at home
		Have never used the internet
		Economic, technical or digital skills barriers
		Poor or limited connection. They need to save data
		Low-income adults
2	<ul style="list-style-type: none">Population born outside Spain that only has a smartphoneOver-65s with internet accessPeople who neither work nor study	Possible technical difficulties
		Daily use but with technical barriers or lack of skills
		They need help with digital procedures
		Basic level of digital skills
		Low interest in technology; possibly older adults with access but no motivation
3	<ul style="list-style-type: none">Young people with advanced digital competenciesPeople with higher education	Low interest in technology; possibly older adults with access but no motivation
		Frequent and autonomous use
		High level of digital trust
		Ability to carry out digital procedures and activities with ease.

Based on these profiles, we can conclude that profiles 1 and 2 are the ones that are most exposed to the digital divide. In contrast, profile 3 would be made up of people who have sufficient autonomy and skills to make optimal use of digital tools. Below, we proceed to describe in greater detail some more specific patterns within profiles 1, 2 and 3, in order to identify their needs in greater depth and to be able to better outline specific actions government agencies can take to deal with their limitations..

PATTERN 1. SENIOR CITIZENS WITH LOW DIGITAL AUTONOMY

LThe elderly, especially those over 75 years of age, make up one of the most marked patterns of digital divide in Mollet del Vallès. The drastic acceleration of digitalisation caused by the Covid-19 pandemic has made it difficult for them to carry out procedures that they had previously carried out in person, especially in all matters related to health. This group has less access to digital devices (most do not have a computer at home), irregular connectivity, low digital self-confidence and a major need for help to be able to perform digital tasks. In fact, they achieve the lowest score in the Internet access indicator, with 49.77%, compared to a general average of 74.35%.

The survey indicates that among people over 60 years of age, 29.7% do not have access to the Internet, a figure significantly higher than the general average of 4.8%. In addition, the rating of the quality of the connection in this group is also lower, with 7.8 out of 10, while the general average is 8.1.

The survey reveals that the most frequent reasons for the lack of digital connection are financial difficulties (46.7%) and lack of interest or motivation (30.9%). These figures take on a more human dimension in group interviews, where a

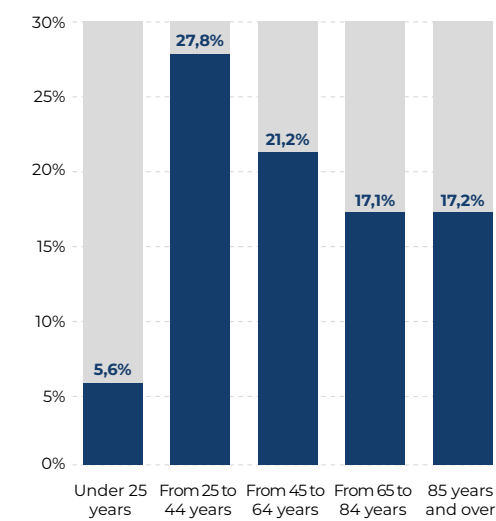
lack of motivation often translates into an active rejection of “I don’t like computers at all, I’m telling you” and a preference for personal “face to face” service.

Among the factors associated with lack of motivation, the use of digital platforms for financial transactions is the one that generates the most reluctance, given the fear of being scammed (one participant mentioned that she had lost six hundred euros through a website that impersonated Booking). The testimony of a volunteer monitor who teaches digitisation courses expresses this very clearly. When he explains how he teaches online booking, he describes the ultimate barrier for his students:

“They choose the hotel and the trip they want, but when it comes to paying, I teach them how to insert the card and make sure that the payment platform is secure. They are afraid of this.”

The access gap also translates into low user experience, especially when carrying out online procedures with government agencies. According to the survey data, within the 60 to 74 age group, 56.1% have never done it, while among those over 75 years of age, this percentage rises to 88%. This trend is also reflected in the processing records of Mollet City Council, where people over 65 years of age have a processing rate of only 17.1% (having carried out some procedure with the City Council throughout 2024), as can be seen from Figure 1. With regard to support networks, 48.6% of those surveyed say that when they are faced with a difficulty related to the digital world, they ask for help from friends, family or co-workers.

Chart 1. Digital processing rate at Mollet City Council by age group. 2024



Source: DIGITAL DIVIDE SURVEY IN MOLLET DEL VALLÈS (Economic Development and Innovation Service, Mollet City Council, 2024)

ALikewise, 52% of people over 60 years of age do not identify specific benefits in the use of digital tools, and this perception rises to 66.6% among those over 75 years of age.

This low rating of usefulness is related to the available data on digital training for the elderly. Among those who have participated in training programmes, there is a predominant presence of women (almost 62%), which may reflect both a greater willingness to learn and a greater initial vulnerability in terms of digital skills.

With regard to digital competencies, the survey results are also clear: 52.7% of people over 75 say they have no digital knowledge, compared with 17.2% in the 60 to 74 age group. However, in the latter group, only 2.6% achieve a high level of

knowledge, which indicates that the degree of autonomy is still limited. This is the situation of a high percentage of people over 60 years of age, as 66% of the surveyed population of this age state that they need help regularly or occasionally to use digital platforms.

Within this more general pattern, it was decided to focus on a specific subgroup of older women. To this end, a focus group was held at the Joana Barcala Civic Centre in Mollet del Vallès, in which nine women between 67 and 78 years old who usually met there to combat unwanted loneliness participated. The purpose of this focus group was to find out how these women experience the digital divide and what motivation they have to overcome it.

Some of the participants had in common the fact that they had never received digital training and that they had learned to use the mobile phone or tablet on their own or with the help of family members (children, grandchildren) and neighbours, without having had previous contact with computers. The division of labour on the basis of gender – many worked exclusively at home – further limited their opportunities to experiment with digital technology.

The participants explain that they usually turn to close people (children, grandchildren, neighbours) and that their use of technology is constrained by factors such as the place where the available support person is, fear of making mistakes, or the lack of time and energy to learn.

“My neighbour helps me, but if it’s far away, I won’t use it.”

“My son helps me, but he can’t always do so.”

“I stopped using the computer when my husband took it away. Now it scares me.”

These reports show that, even when digital devices and internet connection are available, the gap persists due to attitudinal, emotional and relational barriers. In many cases, the fear of making mistakes, the feeling that “it’s no longer for me” or over-dependence on other people prevent its autonomous use. Although not all of them are motivated to learn and some already consider it a limitation that they will not be able to overcome, some of the most important impacts that these limitations have on their daily lives can be seen:

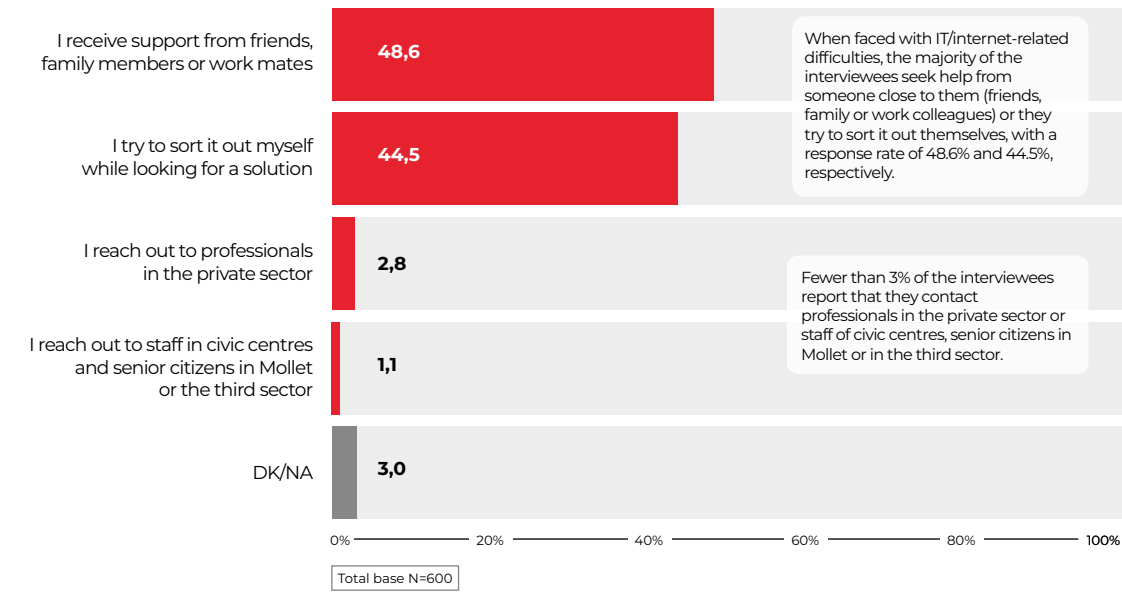
- Access to health services: the participants regret not being able to manage medical

appointments or communicate with professionals through digital platforms.

- Relationship with government agencies: procedures such as changing the name on a utility bill, requesting certificates or paying bills are difficult without help.
- Online banking and financial management.

The predominant use of the resource by friends, family or co-workers in the face of computer/ internet-related difficulties affects almost 50% of the total population surveyed, as shown in Figure 2.

Chart 2. Type of action when there is a difficulty related to It/the internet



Source: Survey on the digital divide in Mollet del Vallès (Institut Opinòmetre and Mollet City Council 2025)

PATTERN 2. PEOPLE WITH LOW LEVELS OF EDUCATION AND LOW INCOME

The starting social positions configure, in themselves, a structural pattern within the digital divide. The intersection between educational level, income level and employment situation (indicators of socioeconomic situation) directly determines the degree of digital inclusion. People who combine a low level of education, precarious economic integration and the absence of employment are, systematically, those who have the lowest levels of access, use and effective use of digital resources. The data obtained through the survey, together with the analysis of the sociodemographic census and government agency records of electronic processing, allow us to identify a consistent pattern of digital exclusion associated with these variables. Both the level of education and the level of income act as structural determinants of digital inequality in the municipality, significantly affecting the opportunities for participation, autonomy and exercise of rights in the digital environment.

Level of education

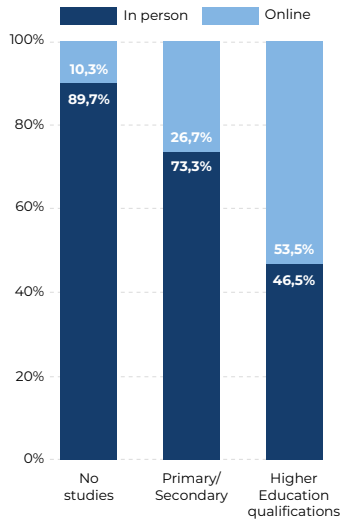
People with a low level of education have significantly lower digital participation, as well as limited functional take-up of digital resources.

- About 50% of this group report that they do not benefit from the use of digital tools.
- Only 8.9% say they use them effectively to carry out work or education and training activities.
- This exclusion is related to deficits in digital literacy, low confidence and limited skills in the autonomous use of technologies.

Government agency records show a relationship between educational level and access to electronic processing.

- With regard to the channel used, 53.5% of the procedures carried out by people with higher education are carried out electronically, compared with 26.7% in the group with primary or secondary education, and only 10.3% among people without education.

Chart 3. Proportion of processing at the Mollet Town Council by channel of entry and level of studies. 2024



Source: DIGITAL DIVIDE SURVEY IN MOLLET DEL VALLÈS (Economic Development and Innovation Service, Mollet City Council, 2024)

In addition, almost 62% of respondents with a low level of education report that they do not have any digital identification system, which limits their ability to interact with online public services.

Finally, 30% of people with a low level of education report that they do not carry out digital activities linked to either work or training, which highlights a sustained pattern of technological disengagement that entails structural implications.

Inequality is also manifested in access to digital connection. 10.8% of people with a low level of education do not have an internet connection, compared with 0.8% among those with higher education. This difference is reflected in the assessment of digital skills, which goes from 4.7 points out of 10 in the group with the least education, to 7.6 in the group with the highest level of education.

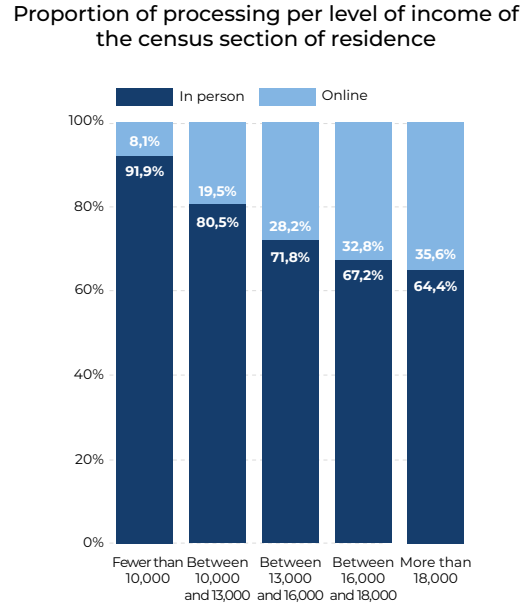
Income level

The level of income is a second factor of digital vulnerability closely linked to education. People living in areas with low or medium family incomes have more difficulty accessing digital resources and making use of their potential. This inequality is reflected in the sociodemographic analysis of the electronic administration records in Mollet del Vallès, which shows that people with lower incomes are those who make more intensive use of face-to-face services, while they show a lower participation in telematic channels.

According to the cross-analysis with the census and the electronic processing data shown in Figure 4.

- 91.9% of people with an income of less than €10,000 per year carry out their municipal procedures in person.
- Even in groups with incomes above €18,000, 64.4% (almost two-thirds) continue to prefer to deal with agencies in person.

Chart 4. Proportion of processing at Mollet City Council by channel of entry and income level of the reference census section. 2024



Source: DIGITAL DIVIDE SURVEY IN MOLLET DEL VALLÈS (Economic Development and Innovation Service, Mollet City Council, 2024)

The profile of low-income citizens is characterised by a lower take-up of digital tools and a limited perception of their benefits, with 29.8% stating that they do not derive any advantage from them. At the same time, it is the group that most often express the feeling of missing out on opportunities due to their digital shortcomings. Economic restrictions act as a barrier across the board, limiting access to devices, connectivity and training, thus hindering autonomous and effective use of digital services. This situation became very evident during the pandemic, as many children could not attend online classes because they did not have their own digital device or access to one in the home.

Unemployed people (inactive or unemployed)

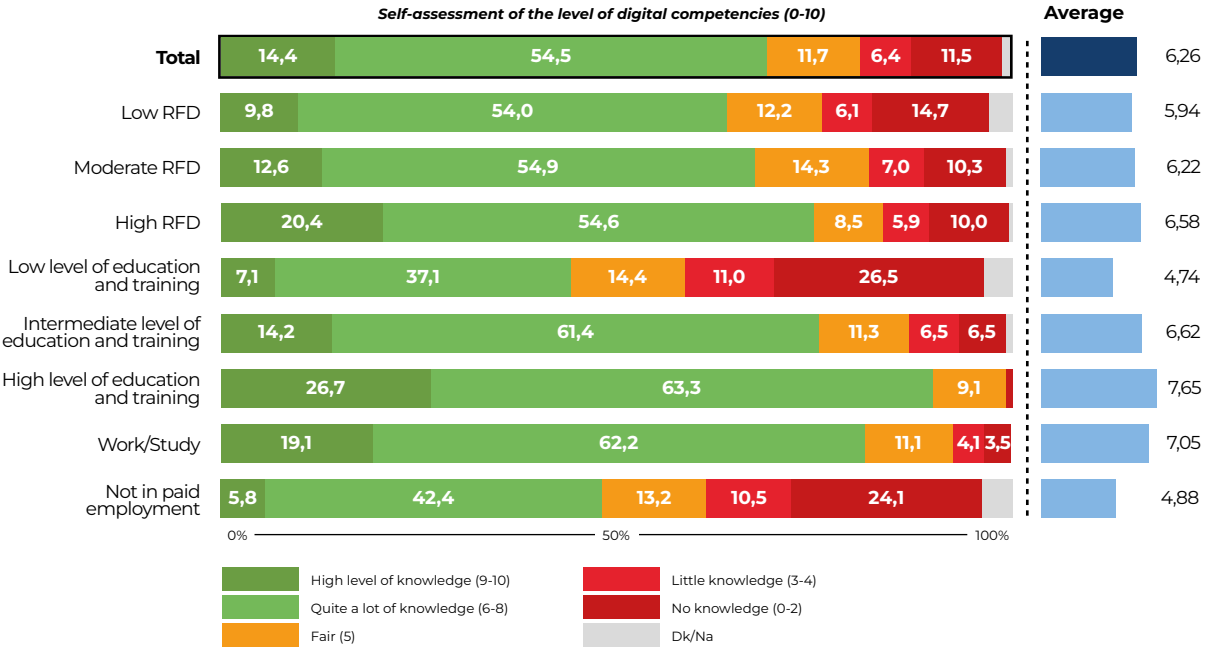
The employment situation emerges as a central vector in the structuring of the digital divide in Mollet del Vallès. The data analysed reveal a clear difference in digital skills, access to key tools and the perception of usefulness of digital tools depending on people's ties with the labour market.

The average confidence in facing digital challenges among people who are not actively involved in the labour market, whether due to unemployment, retirement or other situations, stands at 4.43 points out of 10, a figure considerably lower than the general average, at 6.1 points. Furthermore,

14% of this segment report that they do not connect to the Internet, which indicates a pattern of partial or total disconnection from the digital environment.

This relationship is also observed in the self-perception of digital skills (see Figure 5). While people who study or have a paid job score their skills with an average of 7.05, unemployed people rate them with 4.88, which reinforces the existence of a gap linked to active economic participation. Moreover, the average self-perception also increases with the level of education, ranging from 4.74 among those who report a low level of education versus 7.65 among those with a high level of education.

Chart 5. Level of self-perceived digital skills, according to income level, educational level and employment situation



Source: Survey on the digital divide in Mollet del Vallès (Institut Opinòmetre and Mollet City Council 2025)

From the point of view of use, while employees regularly use digital tools in their work activity, people who are not integrated in the labour market restrict their use to basic communication functions. This group tends to be left out of digital activities associated with improving employability, education or online processing of official procedures.

This pattern is reinforced by the subjective perception of the uselessness of digital tools: 43.7% of unemployed or inactive people say that digital tools are not useful to them in any aspect of their daily lives. This perception may be related to a lack of digital opportunities or needs in their day-to-day lives, which, in turn, limits the motivation to acquire digital skills.

In addition, 55.3% of unemployed people declare that they do not have any digital identification system, which limits their access to essential digital services, especially those of an official agency or public nature.

PATTERN 3. PEOPLE WITH MIGRATORY BACKGROUNDS

The results of the survey and the analysis of government agency data show that the population born outside Spain has a specific pattern of digital exclusion, characterised by limitations in both access and functional use of digital tools. This pattern cannot be attributed solely to skills deficits, but is due to a set of structural socio-economic conditions that restrict the effective capacity of this population to fully integrate into the digital society. Language difficulties, as

reflected in the focus group on migrants, mean that in many cases they can only use the internet to communicate with the family.

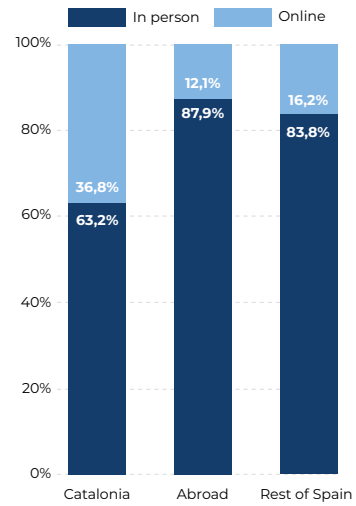
With regard to digital access, 17.9% of people born in Spain (not counting those born in Catalonia) report that they never connect to the Internet, which represents a significantly higher value than other groups by place of birth. In addition, 58.6% of this group do not have digital identification systems, which constitutes an additional barrier to access to online public and agency services.

In order to understand these figures, it is important to note that the population of Mollet over sixty years of age and born abroad is only 6.5%, while that born in the rest of Spain (not counting Catalonia) is 60%. This proportion is also reflected in the results of the survey, since the average age of the people surveyed born in the rest of Spain is 65 years old and the average age of those born abroad is 39. This explains why the percentages of frequency of internet use and digital use are lower in the group born in the rest of Spain, since this group is of a much higher average age than those born outside Spain.

Data on the use of e-government show a clear gap according to place of birth. As can be seen from Figure 6, 36.8% of the procedures carried out by people born in Catalonia are carried out online, while only 16.2% are performed online among those born in the rest of Spain. Only 12.1% of the procedures carried out by people born abroad are carried out online, while the remaining 87.9% are managed in person. This low integration of digital services among the population of migrant origin points to a very low degree of integration in the daily use of e-government.

Chart 6. Proportion of processing at the Mollet Town Council by channel of entry and place of birth. 2024

Proportion of processing per level of income of the census section of residence



Source: DIGITAL DIVIDE SURVEY IN MOLLET DEL VALLÈS (Economic Development and Innovation Service, Mollet City Council, 2024)

Within the uses of the Internet, and following the trend mentioned above, there is also a very low participation of the group of people born in the rest of Spain in digital activities related to study and work. Only 19.2% use the Internet as an educational support, compared to 52% in the population born outside Spain. Similarly, only 11.7%

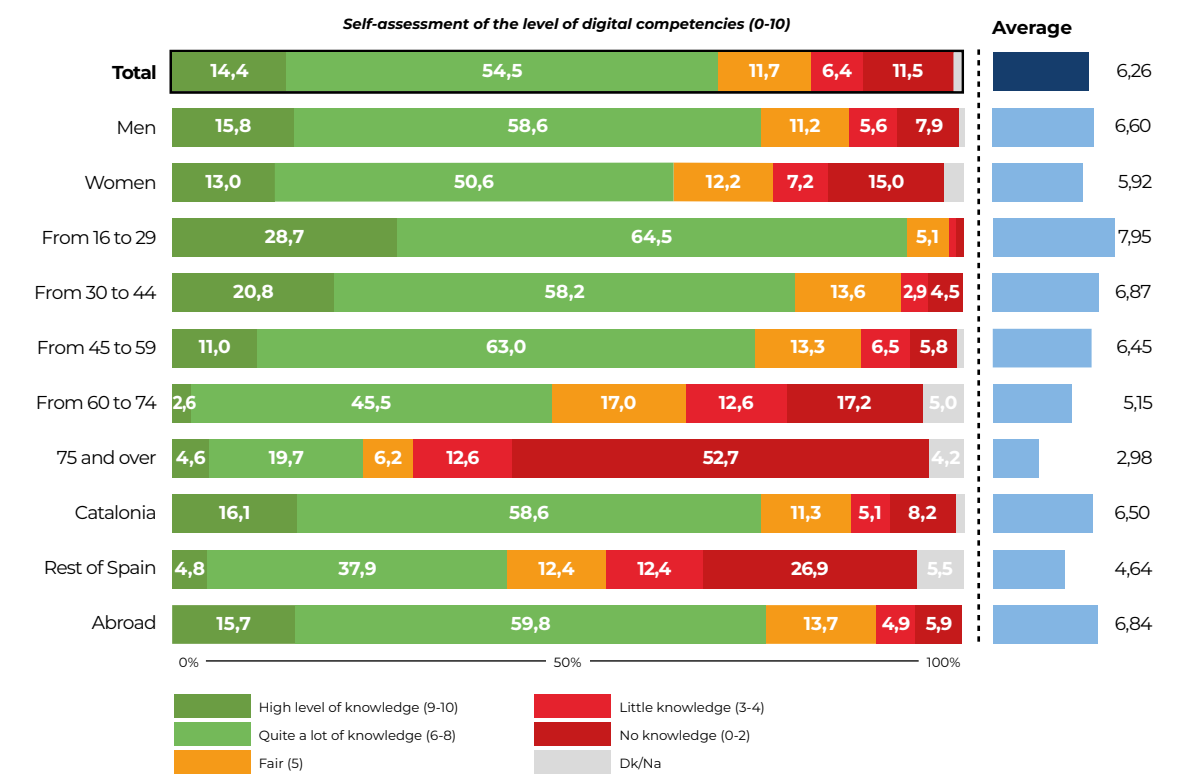
report that they use collaborative work platforms or intranets, compared with 40.9% of those born in Catalonia and 32.4% of those born outside Spain.

Likewise, the average confidence in facing digital tasks of people born in the rest of Spain reaches just 3.88 out of 10, evidencing a significant attitudinal barrier that reinforces their functional exclusion.

PATTERN 4. YOUNG PEOPLE WITH DIGITAL COMPETENCIES

With regard to self-perceived digital skills, it is undoubtedly the youngest age groups in the municipality who rate their skills most highly, with almost 8 out of 10 on average in the 16 to 29 age group, as shown in Figure 7. In contrast, the data indicate that those over 75 years of age rate their level negatively, with an average of 3.

Chart 7. Level of self-perceived digital skills, according to income level, educational level and employment situation



Source: Survey on the digital divide in Mollet del Vallès (Institut Opinòmetre and Mollet City Council 2025)

Young people also show less interest in education and training, probably because they have already received more than other age groups. Young people between the ages of 16 and 29 are the most active on the Internet, with a 93% participation in digital activities.

Usually, it is young people who make more intensive use of work, education and training, although there is also a subgroup that shows a lower level of use and that uses it mainly for activities related to leisure and that may not have enough skills to carry out other procedures.

This subgroup displays a high consumption of social networks and streaming platforms, but little critical capacity and competence in online administrative management.

In short, it would therefore be these young people with advanced digital skills who might be more willing to help other people. The survey shows that two-thirds of young people feel confident enough to help others, as they feel they have enough confidence and knowledge to help others with their internet use.

CONCLUSIONS

The triangulation of data from this study has allowed us to identify the main groups currently digitally excluded in Mollet and measure the magnitude of the gap. The conclusions are striking: they show that it is precisely the groups that are in a situation of greater vulnerability who experience it the most.

The digital divide affects precisely those groups that most need access to the digital services of the administration and access to information in general, causing the loss of economic, social, employment and even democratic participation opportunities. These services are precisely intended to help them to realise their rights and receive benefits that allow them to move towards a more egalitarian society with the same opportunities for all citizens.

At the same time, it has been found that we are also faced with profiles that represent in absolute terms a not inconsiderable volume of the total population of Mollet: the elderly, the population of foreign origin, people with low levels of education. Overcoming this additional barrier linked to the Administration's digitalisation process requires an Action Plan that is able to respond to the lack of

digital skills and that allows barriers and obstacles to be overcome by providing friendlier, simpler and more accessible user experiences. This involves training citizens for the acquisition of skills, developing programmes and supportive actions by government agencies as digital facilitators, moving towards a greater simplification of processes and ensuring that the local government assumes a much more proactive role when offering services and information on procedures of interest tailored to the needs of each group.

Finally, it is important to underline the importance of understanding the measurement of the digital divide not only as a one-off exercise, but also as an instrument that must be updated in order to guide public intervention, based on the integration of quantitative and qualitative instruments that make it possible to recognise not only the existing barriers, but also the opportunities for learning, innovation and digital inclusion that emerge from the territory.

Technical survey sheet:

Institut Opinòmetre (2025). Survey on the digital divide in Mollet del Vallès. Conducted between 13 and 26 February 2025, it included 600 computer-assisted telephone interviews (CATIs) with people residing in Mollet del Vallès aged 16 or over. Random sample stratified by the zones of Household Disposable Income (RDL): low, medium and high. For each area, the tagging is proportional to the population according to the municipal register of inhabitants. Sample error : ±3.97% at a confidence level of 95.5%. Survey commissioned by Mollet del Vallès City Council.

METHODOLOGY AND PILOT TESTS

THE URBACT METHOD

The URBACT method combines transnational meetings between network members with work at local level by creating the local support group. Transnational meetings provide a space for debate, exchange and learning between partner cities that enriches the local process. At the same time, the work carried out at local level becomes a key element in identifying the challenge and seeking solutions appropriate to the specific reality of our city.

During these two and a half years, the network has also had leading professionals who have provided expertise and facilitated the learning process between the partner cities, as well as methodological tools and guaranteed the coherence of the work at a transnational level. Their support has been key to ensuring the plans that have been developed are realistic, sustainable and aligned with the URBACT values.

Nivell de xarxa internacional

Reunió d'intercanvi i aprenentatge amb els socis i experts de la xarxa

Comparació grups suport local



Anàlisi reptes i visió



Enfocament integrat del projecte



Presentació resultats pilots



Revisió entre socis dels PAI



PAI Final



Escala local

Reunions de treball amb els actors locals

Creació del grup de suport local



Reptes i visió



Àmbits i actuacions



Pilots



Revisió d'actuacions



Esborrany PAI



Pla d'Acció Integrada final (PAI)



LEARNING WITHIN THE SCOPE OF EUROPEU

The transnational exchange meetings between the nine cities that are part of the Digi-Inclusion network have been fundamental for the correct development of the integrated action plans. It is for this reason that, during the course of the project, representatives from each city have met in person to exchange experiences, good practices and common challenges, facilitating mutual learning in order to enrich future local policies.

Transnational collaboration fosters innovation, by combining different cultural, social and economic perspectives, which drives creative solutions adapted to diverse realities. It also enhances the institutional capacity of cities, by promoting cooperation between public, private and social actors, creating synergies that enhance the effectiveness of integrated action plans. This direct interaction between cities and subject matter experts generated networks of support and solidarity and facilitated the transfer of knowledge and resources.

Transnational exchange became an important part of the project, and the ideas and learning that were generated between partners can be seen reflected in each of the integrated action plans of the members of the Digi-Inclusion network.

In short, the face-to-face transnational meetings and the meetings that have been held in online format have consolidated a space for learning and European cooperation that is essential to face the local challenges of each of the partners of the Digi-Inclusion network.

The illustration below summarises this adventure that began in June 2023 and ended in December 2025.





JUNE

Online
Initial meeting of the network
Presentation of the network
members, start of the activation
phase and defining of the full road
map.



AUGUST

Malmö (Sweden)
URBACT Summer University
Training day on the URBACT
methodology to create integrated
action plans.



NOVEMBER

Mollet del Vallès (Spain)
1st Transnational Meeting
What does the concept "digital
inclusion" mean? Types of digital work
and related challenges related both to
the digital divide and the social problem.



APRIL

Torres Vedras (Portugal)
2nd Transnational Meeting
Definition of the challenge at the
local level and identification of
potentially excluded population
groups.



JUNE

Jelgava (Latvia)
3rd Transnational Meeting
How the digital access divide and
access code manifest themselves in the
use of the city-members of the network
and possible steps to tackle them.



SEPTEMBER

Iași (Romania)
4th Transnational Meeting
Methodology to capture the existing
digital divide in cities and signing of
the Political Declaration of Digital
Rights.



APRIL

Bologna (Italy)
5th Transnational Meeting
Presentation pilot test preliminary
results and the importance of
inclusive digital services.



JUNE

Boulogne-sur-mer (France)
6th Transnational Meeting
Review the action plans integrated
among the partners and define the
profiles of citizens who are undertaking
the actions designed by the plans.



NOVEMBER

Mollet del Vallès (Spain)
7th Transnational Meeting
Presentation of the Integrated action
plans and European cities guide to
reduce the digital divide.

LEARNING IN THE LOCAL AREAL

In order to develop this integrated action plan in a participatory manner, it was essential to create what we call a "Local Support Group", made up of a wide variety of local players, and which has acted as a key platform for analysing the challenges related to digital exclusion in the municipality.

In order to set up the local support group, in September 2023 the driving team, using the tool provided by the URBACT IV programme called "Map of key agents of the ecosystem", was responsible for identifying those entities, community organisations, representatives of the local administration, citizens and politicians who were directly related to the challenge of the digital divide, so that they would become part of the group and be able to work together effectively.



Work session with the local support group of Mollet del Vallès

Once the working group was formed, activities and a work calendar were established for holding periodic meetings. Subsequently, a phase of analysis of the challenge of the digital divide in the local context began, by collecting all existing data that would allow us to know what the state of the issue was in Mollet. To complement this data, a SWOT analysis (strengths, weaknesses, opportunities and threats) was carried out, to better understand the initial situation and detect strengths and weaknesses, as well as identify opportunities and threats in the local context.

At the same time, to better understand the challenge of the digital divide and what was causing it, in October 2023 a participatory analysis was carried out with the problem tree tool which allowed the main causes and most visible effects of digital exclusion in the citizens of Mollet to be pinpointed.

Based on the results obtained in the different phases of analysis, both quantitative and participatory, the working group defined a shared vision for addressing the digital divide in Mollet del Vallès. This vision reflects a desirable future for Mollet: a digitally inclusive city where all citizens can benefit equally from the existing opportunities offered by the digital world, regardless of their level of income, education or age. The proposal was built collaboratively, taking into account the concerns and contributions of the different members of the group.

Based on this vision, a set of clear and achievable strategic objectives was established, aligned both with local needs and with the lines set out by EU policies of digital transformation and social inclusion. At the same time, the priority action areas were identified on which the plan's actions would be developed, always in accordance with the group's shared vision.

Once the objectives were defined, a process of co-designing actions aimed at reducing the digital divide of citizens began, which would be grouped into six themed areas. In several working meetings, various proposals to address the digital divide were put on the table, and the actions were outlined: who would lead them, when they would be carried out, what resources would be needed and how their real impact on citizens could be measured.

It is worth noting that some members of the group have been able to participate in the transnational meetings of the Digi-Inclusion network, which has been a strategic opportunity with high added value. This experience has allowed local actors not only to become aware of the dynamics and challenges shared at a European level in the field of digital inclusion, but also to establish direct links with international partners and learn first-hand about good practices applied in other contexts.

This active participation contributed towards enriching the local vision, facilitating the transfer of knowledge and inspiration to the territory. The learnings acquired during the international meetings served to fuel the debate, adapt innovative ideas to the local reality and reinforce the collective design of more effective and sustainable solutions.

In short, this connection between the local scale and the transnational dimension of the project enhanced the transformative capacity of the local support group, empowering its members as multiplier agents of change and consolidating a European perspective in the fight against digital exclusion.

It is important to note that the working group created to carry out the plan will continue to exist to lead the implementation of the twenty-four actions of this strategic document.



Sessions de treball amb el grup de suport local de Mollet del Vallès

PILOT TESTS

During the drafting process of the Plan, pilot tests were carried out that served as spaces for experimentation allowing some of the actions to be put into practice on a small scale. These tests have provided valuable knowledge that has helped to define and enrich the final proposals of the Plan. Between October 2024 and April 2025, three pilot tests were carried out in the city the main objective of which was to identify and measure the digital divide in our city. The pilot tests are presented below:

Survey on the digital divide in Mollet del Vallès².

During February 2025, six hundred telephone surveys were carried out among the citizens of Mollet to evaluate the level of population's digitalisation and determine the profile of people affected by the digital divide in the municipality.

In this regard, the survey measured the digital divide through indicators taking into account not only access to the internet or forms of use and digital skills, but also the benefit obtained from using the internet.

The results of the survey confirm that factors such as advanced age, low socioeconomic level, low level of education, nationality and place of birth influence the relationship with the digital world and constitute a critical factor in digital exclusion.

[For further information and to learn about the results of this pilot test, see Chapter 2 "The Digital Divide in Mollet del Vallès", which can be found on page 25.](#)

Sociodemographic profile of the citizens of Mollet in electronic procedures at the City Council. As of 2017, and with the enactment of Law 39/2015, legal entities are required to carry

out all procedures with the public administration electronically. On the other hand, all citizens who have the status of natural persons can still choose whether they wish to carry out the procedures in person or online.

For this pilot test, we focused on the number of citizens who had done some online procedure with the administration and examined whether it differed from people who did it in person.

In order to obtain this data, the City Council used population census data and cross-checked it with the anonymised data of the almost 9,500 citizens who in 2024 carried out at least one procedure with the City Council, in order to capture their characteristic sociodemographic profile and possible patterns of those carrying out procedures online and in person.

[For further information and to learn about the results of this pilot test, see Chapter 2 "The Digital Divide in Mollet del Vallès", which can be found on page 25.](#)

Survey of users of Plana Lladó Primary Healthcare Centre on the use of the application La Meva Salut. The fact that healthcare staff from the Plana Lladó Primary Care Centre were part of the local support group led them to conduct a pioneering pilot test to evaluate the use of the La Meva Salut application.

Through the survey carried out on 220 users of the Plana Lladó Primary Care centre, the digital divide applied to an institutional tool of the Catalan health system was analysed, with an intersectional approach that incorporated the factors: age, education, gender and migratory origin. In order to reach all users of the centre, the survey was translated into five different languages: Catalan, Spanish, French, English, and Arabic.

² To view the survey questions, [click here](#)

The analysis of the survey results revealed that the effective use of La Meva Salut cannot be deemed merely as a matter of technological adoption, but also as a right linked to universal access to public health. In this regard, digital inequalities not only reproduce digital divides, but are intertwined with social and cultural conditions. For this reason, citizens need to be trained in the use of the tool so as to guarantee healthcare equity.

In fact, with the performing this study, the CAP Plana Lladó team has been awarded the Dr Carles Vallbona 2025 Award, a recognition granted by the Barcelona Medical Association to highlight research in the field of primary and hospital care.

Thanks to this pilot test, the Catalan Health Service has given the initiative more traction, and within the framework of the Més Digitals programme, training focused on the use of Meva Salut application will be offered in Mollet and will be carried out at the Can Borrell Civic Centre. With these initiatives, we are reducing the digital divide in Mollet.

INSPIRING PRACTICES

The vision we pursue in this Integrated Action Plan is for Mollet del Vallès to be a digitally inclusive city, where citizens – regardless of their social, economic or educational situation – can access the opportunities offered by the digital world on equal terms.

With the aim of making this vision a reality, we have been inspired by good practices from other cities that have already implemented specific actions, to design those that we wish to implement in our city. This section presents some of the most inspiring practices we have come across, and that we have taken as a reference to continue moving towards a more digitally inclusive Mollet.

INTERNATIONAL SCOPE

Mollet del Vallès' participation in the international meetings of the Digi-Inclusion network has opened the door to discovering a wide variety of initiatives promoted by the cities and institutions that make up the network. This real exchange of knowledge has been very enriching and has allowed us to identify effective ways to address common challenges.

- Intergenerational volunteering.

Lepida ScpA (Italy)

This initiative, promoted by the Lepida public digital services agency, is a leading example of intergenerational digital volunteering as a good practice. Organised in collaboration with the Università Verde of Bologna, this project trains high school students in digital skills and in supporting older people, especially those over 65, to reduce the digital divide from a community perspective.

In order to carry out this activity, students receive prior training that includes knowledge concerning digital barriers, support strategies for vulnerable people as well as simulations to deal with real situations. Young volunteers work in small groups with older people and, through personalised sessions, help them resolve queries and learn to use digital devices autonomously.

The results of digital volunteering show a significant improvement in the confidence of senior participants. In addition, the young people

acquire communication skills, empathy, social responsibility and a greater awareness of the value of solidarity between generations. The success of this collaborative activity between generations demonstrates its potential to be replicated and integrated into our Integrated Action Plan, so that anyone who wants to, regardless of age, can learn and use technology.

- Digital facilitators in civic centres
- Boulogne-sur-mer (França)

The fact that administrative procedures are increasingly carried out online motivated our French partner's region to offer a new service tailored to the needs and new demands of citizens. Accordingly, in 2021 electronic offices were installed in the civic centres of the region called "Oupî". These terminals allow residents, especially the elderly, to access information and carry out all kinds of online procedures. What makes this experience interesting is that these terminals are attended by a digital facilitator who provides support to people who need it, either in person or remotely. This facilitator also provides training on digital tools and skills. One of the actions of the Mollet del Vallès Plan consists of creating the role of the digital facilitator in our city and this service has been very inspiring to us.

REGIONAL SCOPE

- Més Digitals programme
- Secretariat for Digital Policies – Government of Catalonia

The Més Digitals programme is an initiative promoted by the General Directorate of Digital Society of the Government of Catalonia that aims to train more than 90,000 people at risk of digital

exclusion; elderly people, people with functional diversity, unemployed or at risk of exclusion. All these people are offered training in basic digital skills to increase their autonomy in the digital environment. Along these lines, in 2025 the City Council signed a collaboration agreement with the Localret Consortium and the Government of Catalonia to carry out the programme in the municipality. The courses have been rated very positively by the more than one hundred people in Mollet who have been able to attend, and it is for this reason that courses will continue to be scheduled as part of the plan.


LOCAL SCOPE


- Digitalitza't project
- Hospitalet de Llobregat City Council in collaboration with the Sargim Foundation



Inspired by the good practices regarding the role of the digital facilitator that Mollet City Council had seen in other partner cities of the Digi-Inclusion network, during the autumn of 2024 we made a study visit to l'Hospitalet de Llobregat City Council, to learn about the Digitalitza't project. The project was launched in the city to address two social problems in the area: the employability of young people at risk of social exclusion and the lack of digital skills of citizens. To respond to this challenge, young people were trained in digital skills and taught the existing digital services in the City Council, other public administration agencies and the private sector, so that they could revitalise digital support points and be able to support citizens with little knowledge and insecurity about the digital world when carrying out procedures or resolving existing queries and thus improving the population's digital skills.

TABLE OF ACTIONS

The Digi-Inclusion network aims to promote digital inclusion not only by granting access to technology, but also by allowing people to develop the necessary skills and empower themselves for making the most of the opportunities the digital world offers. Accordingly, Mollet del Vallès City Council proposes implementing a total of 24 actions, grouped into 6 categories, which aim to reduce the digital divide.

 <div>DIGITAL ACCESS</div> <div>Objective</div> <div>Offer and guarantee free access to digital devices and the Internet to digitally excluded groups.</div>	ACTIONS
	<div>1. Laptop lending service</div> <div>2. Announce computer rooms available and existing free Wi-Fi and WIFI4EU spots</div> <div>3. Digital Device Bank: recycling of digital devices</div> <div>4. Promote the use of Social Vouchers for Telephony and Internet offered by the private sector</div>
	EXPECTED OUTCOMES
<div>Families in Mollet requiring this and meeting the access criteria determining this will have free access to digital devices and a cheaper Internet connection. This will allow more people digitally excluded to access digital tools, ensuring equal opportunities for citizens in accessing devices and the network. Educational and employment opportunities, access to online services and participation in today's society will increase.</div>	

	DIGITAL SUPPORT AND TRAINING	ACTIONS: SUPPORT AND ADVICE
	Objective Offer training, support and advice to digitally excluded people to increase their digital skills.	5. Create the role of the Digital Facilitator
		6. Promote digital volunteering
		7. Create a collection of video tutorials for completing online procedures
		ACTIONS: SPECIFIC TRAINING AND COURSES
		8. Digital tools for excluded groups
		9. Digital environment and families: digital security for children and adolescents
		10. Digital tools for teachers
		11. Digital Summer Camp for children and teens
		12. Digital competencies for young people's professional future
		13. Digital tools for people with disabilities
		EXPECTED OUTCOME
		Implementing these new services will mean improved digital inclusion in the city. Citizens will gain autonomy in using digital tools, therefore bringing them social and economic benefits, and greater capacity for influencing and participating in public affairs. With the increase in the offer of training in digital skills and training, citizens will acquire knowledge and skills to develop autonomously in digital environments. All of this will increase access to digital public services and significantly reduce the digital divide, especially among the elderly or vulnerable. Thereby ensuring that citizens can benefit equally from the opportunities of the digital world.

	DIGITAL ADVANTAGE	ACTIONS
	Objective Increase the level of citizens' confidence in using digital tools and ensure that they get the maximum social benefit from them, to find a better job or to generate more economic activity.	14. Training in the use of the application "La Meva Salut"
		15. Training citizens in carrying out electronic procedures
		16. The digital certificate
		17. Incorporate training in the use of basic digital tools into the work plan of social service users
		EXPECTED OUTCOME
		Citizens will make more effective use of digital tools, through specific training. This will increase their digital autonomy, improve access to employment, educational, social and economic opportunities, thus reducing inequalities in the digital environment.
	MOTIVATION	ACTIONS
	Objective Ensure that all citizens are aware of the benefits the digital world offers.	18. "Digital Mollet" Diploma
		19. In Mollet let everyone be connected!
		20. Mollet del Vallès Digital city
		EXPECTED OUTCOME
		We will promote public awareness about the benefits of the digital world, inspiring more people to train, participate actively and take advantage of the opportunities that the digital world offers in their daily lives.

	TRUST Objective Help dispel citizens' fears, insecurities and risks related to the digital world.	ACTIONS 21. Cybersecurity for seniors 22. Risks associated with the digital world: training for young people EXPECTED OUTCOME This will increase the level of confidence and autonomy of older and young people towards digital tools, and they will know how to distinguish safe digital environments.
	DIGITAL ADMINISTRATION Objective Rethink digital administrative services and make them more intuitive, comprehensible and accessible. At the same time, public employees will improve their digital skills through continuous training so that administration agencies and services are not negatively impacted.	ACTIONS 23. Review the procedures of the digital administration of Mollet del Vallès 24. Promote a digital competencies plan EXPECTED OUTCOME With the transformation of processing models, citizens will have access to more intuitive digital services from the City Council and the number of online procedures carried out with Mollet City Council will increase. Trust in the administration and in the use of digital media will be strengthened.

INDIVIDUALS ACTIONS

TYPES OF ACTIONS



1. LAPTOP LENDING SERVICE



Lead organisation: Civic centres network

Partners involved: Department of Procurement and Purchasing. Department of Social Services.

Duration of the action: 4 years

Financial resources: The financial resources will come from the City Council of Mollet del Vallès and from funding opportunities at a regional, national or international level.

Description

Make laptops available to digitally excluded citizens in loan format at the L’Era Civic Centre.

Main aim

Facilitate access to technology for digitally excluded citizens through the loan of laptops, fostering digital inclusion and reducing the digital divide to guarantee equal opportunities in access to digital devices.

Mesurable outcomes

- 1. Number of laptops on loan
- 2. Number of citizens using the service
- 3. Number of hours of use of the laptops
- 4. Number of members of a family unit who use it

Action	Leadership	Partners involved	Timeframe
Activate the public contract for the rental of digital devices.	Civic centres network	Department of Procurement and Purchasing of Mollet del Vallès City Council.	4 months
Establish the social criteria for eligibility for the laptop rental service.	Department of Social Services	Civic centres network. New citizens department. Department of Youth.	3 months
Launch of the laptop loan service.	Civic centres network	Civic and cultural centres network. Mollet Adult Education Centre. Department of Social Services. Department of Youth. New citizens department.	6 months

2. ANNOUNCE IT ROOMS AVAILABLE AND FREE WI-FI SPOTS



Lead organisation: Civic centres network

Partners involved: Department of Communication and Press. Can Mulà Library– Jordi Solé Tura Mollet. Adult Education Centre. Civic centres network. Active ageing centres.

Timeframe to complete the action: 6 months

Financial resources: The financial resources will be provided by Mollet del Vallès City Council.

Description

Publicise the IT rooms available in the city and the Wi-Fi connection spots

Main aim

To ensure that citizens are aware of the Wi-Fi spots and computer rooms available in the city in order to ensure that they can make autonomous use of the digital devices located in the rooms and have free access to the Wi-Fi located in public spaces.

Mesurable outcomes

- 1. Number of computer rooms available
- 2. Number of classroom uses
- 3. Number of free Wi-Fi spots
- 4. Number of connections to Wi-Fi points

Action	Leadership	Partners involved	Timeframe
Identify all available computer rooms and WIFI points in the city, with clear information such as location, schedules, conditions of use and rules of use.	Local support group	Network of civic, cultural and active ageing facilities. ICT Department Library Adult Education Centre.	2 months
Create informative materials (brochures, posters and digital content) with this information in a clear and accessible way and choose communication channels.	Department of Communication and Press		1 month
Disseminate existing resources to the public through information campaigns.	Department of Communication and Press		3 months

3. DIGITAL DEVICE BANK: DIGITAL DEVICE RECYCLING



Lead organisation: Secondary schools

Partners involved: Department of Social Services. Ministry of Education. Red Cross. Caritas. Mollet Adult Education Centre.

Timeframe to complete the action: 6 months

Financial resources: The financial resources will come from the City Council of Mollet del Vallès and from funding opportunities at a regional, national or international level.

Description

Recover or reuse electronic devices that are in disuse so that citizens who need them can use them

Main aim

Promote the collection and reuse of unused electronic devices through a collection

point in order to refurbish them through recycling workshops and make them available to people who need them, promoting sustainability and the digital circular economy

Measurable outcomes

1. Number of electronic devices donated and refurbished
2. Number of people using them

Action	Leadership	Partners involved	Timeframe
Establish an accessible and suitable space in a City Council facility for receiving donated devices.	Local support group	Department of Social Services	2 months
Communicate to the public the possibility and benefits of the donation and collect devices.	Department of Communication and Press	Civic centres network. Library. Adult Education Centre.	2 months
Plan and organise workshops where devices are repaired and refurbished to ensure functionality and safety.	Secondary schools and colleges	Ministry of Education. Civic centres network.	2 months
Distribute the devices to people or groups that need them, prioritising those who are digitally excluded.	Civic centres network	Department of Social Services	Once the previous actions have been completed

4. PROMOTE THE USE OF SOCIAL VOUCHERS FOR TELEPHONY AND INTERNET OFFERED BY THE PRIVATE SECTOR



Lead organisation: Department of Social Services

Partners involved: Caritas. Red Cross. Mollet Adult Education Centre

Duration: It will be determined according to the availability of this aid by private companies.

Financial resources: This action does not involve a financial outlay, but it does involve hours of human resources of the Department of Social Services.

Description

Inform and raise awareness among vulnerable groups about the financial aid available for telephony and internet offered by private companies in order to reduce internet and mobile bills

Main aim

Facilitate access to the internet for people in a situation of social exclusion, recipients of the minimum living income, unemployed or pensioners, through the reduction of the internet and mobile phone fee.

Measurable outcomes

1. Number of people who benefit from the reduction in the fee

Action	Leadership	Partners involved	Timeframe
Identify which telephone companies offer these social vouchers, find out the requirements, conditions and application procedures they establish.	Department of Social Services	Caritas. Red Cross. Mollet Adult. Education Centre.	3 months
Information sessions and training for professionals from the Department of Social Services so that they can correctly guide interested people and apply for aid for those who need it.	Department of Social Services		2 months

5. CREATE THE ROLE OF THE DIGITAL FACILITATOR



Lead organisation: Civic centres network

Socis implicats: Department of Social Services. Citizen Advice Bureau (OAC). Ministry of Education. Housing Office. Senior citizens' department. Red Cross. Caritas. Adult Education Centre. Ministry of Sport.

Timeframe to complete the action: 9 months

Financial resources: The financial resources will come from the City Council of Mollet del Vallès and from funding opportunities at a regional, national or international level.

Description

Personalised support to learn how to carry out all kinds of procedures and applications online, with the advice of a specialised professional

Main aim

Make available to citizens a new digital support service that helps reduce the digital divide.

Measurable outcomes

1. Number of people who used the service
2. Number of courses offered
3. Satisfaction survey

Action	Leadership	Partners involved	Timeframe
Define the type of services that the role of the digital facilitator will offer.	Local support group	OAC. Department of Social Services. Ministry of Education. Housing Office.	6 months
Identify the space where the digital facilitation service and training for citizens will be located, and its opening hours.	Civic centres network	Department of Social Services	3 months
Recruitment and training of specialised staff.	Human Resources Department	Civic centres network	9 months
Dissemination of the service among citizens through an online and print media communication campaign.	Department of Communication and Press	Ràdio Mollet. Vallès Visió. Quatre Cantons.	2 months

6. PROMOTE DIGITAL VOLUNTEERING



Lead organisation: Department of Youth

Partners involved: Department of Social Services. Secondary schools and colleges in the city. Senior citizens' department. Civic centres network. Can Mula Library– Jordi Solé Tura.

Timeframe to complete the action:

Financial resources: The financial resources will be provided by Mollet del Vallès City Council.

Description

Create a digital volunteering network to connect people with digital skills with others who have difficulties using technology in their day-to-day lives (online procedures, mobile phone use, applications, digital security, etc.)

Main aim

Foster digital inclusion and promote solidarity and intergenerational learning. Empower people with digital difficulties to gain autonomy.

Measurable outcomes

1. Number of digital volunteers
2. Number of people who benefit from digital volunteering
3. Digital volunteering satisfaction questionnaire

Action	Leadership	Partners involved	Timeframe
Creation and approval of the regulations that will regulate digital volunteering in Mollet.	Department of Youth	Department of Legal Services	6 months
Communication campaign to attract volunteers as well as users who want to receive this digital support.	Department of Youth	Department of Social Services. Community service Library. Secondary schools and colleges in the city. Senior citizens' department. Civic centres network.	4 months
Implementation of an introductory course to volunteering on the essential factors that must be taken into account for the proper exercise of voluntary action.	Department of Youth	Department of Social Services	1 month
Digital volunteering service monitoring table.	Department of Youth	Department of Social Services. Community service.	Quarterly

7. CREATE A COLLECTION OF VIDEO TUTORIALS FOR COMPLETING ONLINE PROCEDURES



Lead organisation: Citizen Advice Bureau (OAC)

Partners involved: Department of Social Services. Department of Health – CAP [Primary Healthcare Centre]. Senior citizens' department. Civic centres network. Ministry of Sport. Housing Office. Ministry of Education. Department of Youth.

Timeframe to complete the action: 6 months

Financial resources: The financial resources will come from the City Council of Mollet del Vallès and from funding opportunities at a regional, national or international level.

Description

Creation of a repository of practical video tutorials, in different formats and languages, which explain step by step how to carry out procedures and applications online in a simple, clear and secure way.

Main aim

Facilitate the digital autonomy of citizens through the creation of an accessible and centralised repository of video tutorials on online official procedures.

Measurable outcomes

1. Number of video tutorials
2. Number of views

Action	Leadership	Partners involved	Timeframe
Analyse and identify the most frequent procedures and applications Identify the existing tutorials.	OAC	Public advice service. Social entities. Department of Social Services.	3 months
Decide on the format of the repository and its subsequent creation.		Department of Health – CAP. Senior citizens' department. Civic centres network. Ministry of Sport. Housing Office. Ministry of Education.	1 month
Disseminate the video tutorials via different media and channels.		Department of Youth.	2 months

TRAINING IN SKILLS ACQUISITION AND DIGITAL COMPETENCIES

- 8. DIGITAL TOOLS FOR EXCLUDED GROUPS
- 9. THE DIGITAL ENVIRONMENT AND FAMILIES
DIGITAL SECURITY FOR CHILDREN AND TEENS
- 10. DIGITAL TOOLS FOR TEACHERS
- 11. DIGITAL SUMMER CAMP
FOR CHILDREN AND TEENS
- 12. DIGITAL COMPETENCIES FOR YOUNG
PEOPLE'S PROFESSIONAL FUTURE
- 13. DIGITAL TOOLS FOR PEOPLE WITH
DISABILITIES

Lead organisation: All the actions are offered by the Cybervolunteers Foundation with the collaboration of the Civic Centres Network.

Partners involved: Cybervolunteers Foundation. Ministry of Education. Department of Social Services. Department of Youth. IMSD. Senior citizens' department

Action implementation start: October 2026

Financial resources: The financial resources will come from the City Council of Mollet del Vallès and from funding opportunities at a regional, national or international level.

Description

Courses in digital skills tailored to the level and needs of each group.

Main aim

Promote digital inclusion and technological autonomy for all citizens, with special attention to different groups: children, young people, families, people with disabilities, teachers and people in situations of exclusion. Content

tailored to each profile will be offered, with a practical approach that seeks to reduce the digital divide, promote the critical and safe use of technologies and empower people as active protagonists of their digital learning.

Measurable outcomes

1. Number of people enrolled in the courses
2. Number of courses offered
3. Satisfaction questionnaire

Action	Leadership	Partners involved	Timeframe
Design of the adapted, coherent and inclusive training programme for each of the groups for which it is intended.	Cybervolunteers	Civic centres network. Ministry of Education. Department of Social Services. Department of Youth. IMSD	4 months
Choose spaces and establish a calendar of courses, with registrations and assessments.	Civic centres network	Cybervolunteers. Senior citizens' department	3 months
Take advantage of the dissemination of the programme of courses in civic and cultural centres to publicise these new courses.	Department of Communication and Press	Civic centres network. Ministry of Education. Department of Social Services. Department of Youth. IMSD.	2 months

14. TRAINING IN THE USE OF THE APPLICATION “LA MEVA SALUT”



Lead organisation: Plana Lledó Primary Care Centre

Partners involved: Department of Social Services. Civic centres network. Department of the Elderly. Department of Communication and Press. Caritas. Red Cross. Adult Education Centre.

Timeframe to complete the action: 4 months

Financial resources: The tasks will be carried out with staff from the Plana Lledó Primary Care Centre and the courses will be taught in spaces owned by the Council. This activity has the support of the Generalitat through the Més Digitals programme.

Description

Offer courses so that the citizens of Mollet know the La Meva Salut application and use it appropriately, a digital tool that allows them to consult and manage health information in a safe and convenient way.

Main aim

Train citizens in the use of the “My Health” application in order to make effective the right of universal access to public health and thus guarantee health equity.

Measurable outcomes

1. Number of course attendees
2. Course hours taught
3. Increased use of the platform
4. Number of new users

Action	Leadership	Partners involved	Timeframe
Design and plan training sessions, as well as defining the content.	Plana Lledó Primary Care Centre		2 months
Choose venues and establish a calendar of sessions.			2 months
Disseminate training on the use of the La Meva Salut application to the citizens of Mollet.	Plana Lledó Primary Care Centre	Department of Communication and Press. Department of the Elderly. Civic centres network. Caritas. Red Cross. Adult Education Centre.	2 months

15. TRAINING CITIZENS IN CARRYING OUT ELECTRONIC PROCEDURES



Lead organisation: Citizen Advice Bureau (OAC)

Partners involved: Civic centres network. Citizen Advice Bureau (OAC). Department of Communication and Press.

Action implementation start: October 2026

Financial resources: The financial resources will come from the City Council of Mollet del Vallès and from funding opportunities at a regional, national or international level.

Description

Implement training courses aimed at citizens to facilitate the use of digital tools and online platforms for carrying out procedures with government agencies.

Main aim

Improve citizens' digital competence through practical workshops so that they can manage their official procedures with agencies autonomously and efficiently online, thus promoting the simplification of processes, saving time and reducing barriers to access to public services.

Measurable outcomes

1. Number of attendees
2. Satisfaction survey

Action	Leadership	Partners involved	Timeframe
Identify the most frequently carried out electronic procedures at the City Council.	OAC	Civic centres network	2 months
Plan training sessions and practical workshops.		Civic centres network	2 months
Choose venues for courses.	Civic centres network	OAC	2 months
Publicise the courses through the different departments of the City Council.	Department of Communication and Press	OAC. Civic centres network	2 months

16. THE DIGITAL CERTIFICATE



Lead organisation: Citizen Advice Bureau (OAC)

Partners involved: Civic centres network. Department of Communication and Press.

Timeframe to complete the action: 4 months

Financial resources: The financial resources will come from the City Council of Mollet del Vallès and from funding opportunities at a regional, national or international level.

Description

Organise workshops aimed at citizens to understand the process of obtaining, installing and using a digital certificate.

Main aim

Ensure that the citizens of Mollet del Vallès have secure and efficient access to official digital procedures.

Measurable outcomes

- 1. Number of course attendees
- 2. Number of new certificates issued
- 3. Satisfaction survey

Action	Leadership	Partners involved	Timeframe
Develop the content of the courses with specific presentations for obtaining and using the digital certificate.	OAC	Civic centres network	2 months
Choose suitable physical spaces with computers and internet connection where the workshops will be held.	Civic centres network	OAC	2 months
Disseminate the training to obtain the digital certificate.	Department of Communication and Press	OAC. Civic centres network.	2 months

17. INCORPORATE TRAINING IN BASIC DIGITAL SKILLS INTO THE WORK PLAN FOR USERS OF SOCIAL SERVICES



Lead organisation: Department of Social Services

Partners involved: Caritas. Red Cross. Can Mulà Library– Jordi Solé Tura. Civic centres network. Adult Education Centre. Senior citizens' department. EMFO. Mollet Hub.

Timeframe to complete the action: 6 months

Financial resources: The tasks will be carried out with staff from the Department of Social Services of the City Council of Mollet del Vallès.

Description

Include training in digital skills in the work plans aimed at users of municipal social services.

Main aim

Reduce the digital divide, especially among vulnerable groups or those with less access to digital tools and improve their basic digital skills. Thus promote their digital and social inclusion and improve their personal and work autonomy.

Measurable outcomes

- 1. Number of people referred to courses
- 2. Number of course attendees
- 3. Number of hours of training
- 4. Satisfaction questionnaire

Action	Leadership	Partners involved	Timeframe
Identification of the digital skills training offered in Mollet del Vallès.	Department of Social Services	Caritas. Red Cross. Can Mulà Library– Jordi Solé Tura. Civic centres network. Adult Education Centre. Senior citizens' department. EMFO. Mollet Hub	4 months
Train social services teams on the available offering of training in digital skills.	Department of Social Services		1 month
Monitoring and evaluation to measure the functioning of this work plan.	Department of Social Services		Quarterly

18. “DIGITAL MOLLET” DIPLOMA



Description

Create the “Digital Mollet” diploma. People who want to obtain this diploma will have to complete a digital learning pathway in the city of Mollet del Vallès. This pathway will include: carrying out a procedure with the electronic administration, looking up and viewing a news item on the municipal council website or attending training in digital skills, among others.

Action	Leadership	Partners involved	Timeframe
Definition of the pathway to obtain the diploma	Department of innovation	Senior citizens' department. Civic centres network. Red Cross. Caritas. Adult Education Centre. EMFO. Residents associations. Retirees associations. Department of Social Services. Department of Communication and Press.	3 months
Launch a "Mollet Digital" communication campaign to publicise the programme and encourage participation.	Department of Communication and Press		2 months
Monitor and evaluate the number of citizens who have completed the learning pathway in order to obtain the diploma.	Department of innovation		3 months
Diploma award ceremony.	Department of innovation		Quarterly

Lead organisation: Department of innovation

Partners involved: Senior citizens' department. Civic centres network. Red Cross. Caritas. Adult Education Centre. EMFO. Residents associations. Retirees associations. Department of Social Services. Department of Communication and Press.

Termini per implementar l'actuació: 9 mesos

Financial resources: The financial resources will be provided by Mollet del Vallès City Council.

Main aim

Disseminate the existing digital resources offered by the City Council from which citizens can benefit.

Measurable outcomes

1. Number of people who started the pathway
2. Number of people who completed the pathway
3. Satisfaction questionnaire

19. IN MOLLET LET'S GET EVERYONE CONNECTED!



Description

Launch a communication campaign with local citizens and businesses that have overcome the digital divide and act as models of success.

Lead organisation: Department of Communication and Press

Partners involved: Department of the Elderly. Adult Education Centre. Department of Social Services. Mollet Hub. Department of Youth. Vallès Visió.

Timeframe to complete the action: 6 months

Financial resources: The financial resources will be provided by Mollet del Vallès City Council.

Main aim

Motivate citizens to train in digital skills and make them aware of the benefits that the digital world brings through testimonies from citizens who have overcome the digital divide.

Measurable outcomes

1. Number of videos recorded
2. Number of views of the communicative material
3. Number of interactions on social networks

Action	Leadership	Partners involved	Timeframe
Identification of the profiles of protagonists of different ages, genders and origins who have successfully overcome the digital divide.	Department of Communication and Press	Department of Social Services. CFA. Mollet Hub. Department of Youth. Senior citizens' department.	1 month
Preparation of the interview script, identification of key messages and subsequent recording of the interview.	Department of Communication and Press	Vallès Visió	2 months
Production of different communication materials in different formats (videos and publications on networks).	Department of Communication and Press		4 months
Define the communication channels, calendar and target audience.	Department of Communication and Press	Department of Social Services. CFA. Mollet Hub. Department of Youth. Senior citizens' department.	2 months
Launch of the communication campaign.	Department of Communication and Press		2 months

20. MOLLET DEL VALLÈS DIGITAL CITY



Lead organisation: Department of Communication and Press

Partners involved: Civic centres network. Senior Citizens' Department. Mollet Hub. EMFO. Can Mulà Library– Jordi Solé Tura. Adult Education Centre. Plana Lledó Primary Healthcare Centre.

Timeframe to complete the action: 6 months

Financial resources: The financial resources will be provided by Mollet del Vallès City Council.

Description

Creation of a map that makes it easy to identify and make visible the city’s existing digital resources.

Main aim

Facilitate access to the digital services offered in the city, promote digital inclusion and ensure that all citizens have the same opportunities to connect and learn.

Measurable outcomes

- 1. Number of views on the digital map
- 2. Number of maps distributed in paper format

Action	Leadership	Partners involved	Timeframe
Collection of information that will be included in the map by type and location.	Department of Communication and Press	Civic centres network. Senior Citizens' Department. Mollet Hub. EMFO. Can Mulà Library– Jordi Solé Tura. Adult Education Centre. Plana Lledó Primary Healthcare Centre.	3 months
Map design both in paper and online format.			3 months
Disseminate the tool through different channels in the city (paper and digital).			3 months
Regular updates of document content			half-yearly

21. CYBERSECURITY FOR SENIORS



Lead organisation: Department of the Elderly

Partners involved: El Lledoner Services Centre. Ateneu Gran. Ferrer i Guàrdia Foundation. Adult Education Centre.

Action implementation start: October 2025

Financial resources: The financial resources will come from the City Council of Mollet del Vallès and from funding opportunities at a regional, national or international level.

Description

Take cybersecurity courses aimed at seniors to learn how to use digital devices and services with confidence.

Main aim

Ensure that seniors acquire knowledge and practical skills to protect themselves against risks and threats in the digital environment. Give them tools to promote safe browsing, prevent scams and learn to detect fake content and thus increase their autonomy and confidence when acting in the digital environment.

Measurable outcomes

- 1. Number of course attendees
- 2. Satisfaction survey

Action	Leadership	Partners involved	Timeframe
Define appropriate content for the type of senior user.	Department of the Elderly	Department of the Elderly. El Lledoner Services Centre. Ateneu Gran.	3 months
Establish a calendar of sessions, spaces and duration.	Department of the Elderly	Civic centres network	3 months
Promote the courses with posters, social networks and collaboration with senior citizens' organisations.	Department of Communication and Press	Department of the Elderly. Civic centres network.	3 months

22. RISKS ASSOCIATED WITH THE DIGITAL WORLD: TRAINING FOR YOUNG PEOPLE



Lead organisation: Civic Centres network. Mollet del Vallès Local Police.

Partners involved: Municipal Secondary School. Department of Youth. Secondary schools and colleges. Primary schools.

Timeframe to complete the action: 6 months

Financial resources: The financial resources will be provided by Mollet del Vallès City Council.

Description
To schedule talks to make appropriate and responsible use of new technologies by the students of the city’s primary and secondary schools.

Main aim
Promote the appropriate and responsible use of new technologies among primary and secondary school students, promoting digital security and risk prevention. Raise awareness among young people about the advantages and dangers of the digital world, promoting skills for safe and ethical browsing in the city’s schools and colleges.

- Measurable outcomes**
1. Number of students attending the talks

Action	Leadership	Partners involved	Timeframe
Define the objectives and content of the talks	Mollet del Vallès Local Police	Municipal Secondary School. Secondary schools and colleges. Primary schools.	3 months
Contact schools and institutes to offer talks and coordinate calendars.	Municipal Secondary School	Secondary schools and colleges. Primary schools.	2 months
Design materials and pedagogical resources adapted for primary and secondary schools.	Mollet del Vallès Local Police	Institut Municipal d'Educació.	3 months
Give talks to educational institutions and collect feedback to improve future editions.	Mollet del Vallès Local Police	Municipal Secondary School. Secondary schools and colleges. Primary schools.	3 months

23. REVIEW THE PROCEDURES OF THE DIGITAL ADMINISTRATION OF MOLLET DEL VALLÈS



Lead organisation: Citizen Advice Bureau and digital transformation

Partners involved: Municipal departments related to the procedures.

Duration: 18 months

Financial resources: The financial resources will be provided by Mollet del Vallès City Council.

Description
Review the electronic procedures of the Mollet del Vallès City Council to make them more intuitive and understandable for citizens.

Main aim
Simplify language, improve navigation and ensure an intuitive and clear digital experience in online municipal services to increase the number of procedures carried out by citizens in online format.

- Measurable outcomes**
1. Number of procedures reviewed
 2. Number of online procedures carried out by citizens

Action	Leadership	Partners involved	Timeframe
Identify the most frequently used procedures in person and test them with real users to identify difficulties and possible proposals for improvement.	Citizen Information Office	Municipal departments related to the procedures	12 months
Review procedures and make proposals for improvement.			9 months
Implement the changes to the procedures reviewed in the e-Office.			12 months

24. PROMOTE A DIGITAL COMPETENCIES PLAN



Description
Promote a Digital Training Plan to train and develop skills of public employees in digital skills and artificial intelligence.

Lead organisation: Human Resources Department

Partners involved: Citizen Attention Service, Digital Transformation and Quality of Processes

Duration: 6 months

Financial resources: The financial resources will be provided by Mollet del Vallès City Council.

Main aim
Reinforce the digital skills of City Council staff to guarantee efficient and safe use of technologies, promote their adaptability to digital environments and promote continuous improvement in the quality and provision of services. This reinforcement of skills should make it possible to increase productivity and facilitate the digital transformation of government authorities through a trained and updated team, capable of responding to the needs of citizens.

- Measurable outcomes**
- 1. Number of courses offered
 - 2. Number of workers attending courses
 - 3. Satisfaction survey

Action	Leadership	Partners involved	Timeframe
Carry out an initial diagnostic audit to find out the current level of workers' digital skills.	Human Resources Department	Citizen Attention Service, Digital Transformation and Quality of Processes	2 months
Design of the training plan and establish levels and objectives.			3 months
Measure the impact of the plan through questionnaires and detect possible improvements.			annual

Pla d'Acció Integrada de Mollet del Vallès

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Amb el suport del URBACT IV Secretariat

Coordinació
Departament de Projectes Europeus i Relacions
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Leaving no one behind in the digital world
Integrated action plan for digital equity



Digi-inclusion

URBACT



Mollet del Vallès

Leaving no one behind in the digital world
INTEGRATED ACTION PLAN FOR DIGITAL EQUITY