Digital Transition

Digital For All:
embracing tech, maximising inclusion

How do we keep up with the pace of digital evolution whilst making sure everyone can benefit from it and that we leave no-one behind?

#URBACTfest

urbact.eu/city-festival-2026

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29-30 September 2026 - Nicosia, Cyprus

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Δήμος Λευκωσίας
Nicosia Municipality

Digital For All

Ian Graham

URBACT Lead Expert

EUI Expert

Digital Transition | Inclusion | Social Innovation

Facilitation - strategic planning - participative methods

Digi-inclusion APN Lead Expert



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Digital For All



Jennie Olofsson

Härnösand



Marina Serrano

Mollet del Vallès



Alma Serica

Arezzo

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Digital For All

Our theme in numbers

A Game...



Higher or Lower...?

But first...

We need a contestant...!



Photo by Wesley Eland on Unsplash

Higher or Lower...?

But first...

We need a ~~contestant~~ victim...!



Photo by Annie Spratt on Unsplash

How it works

We will look at **a series of numbers** or stats relating to our theme of digital for all

Higher or Lower…?

For each number, we **say if it will be higher or lower** than the previous one

Higher or Lower...?

You can all help too!

Hold up your cards and **call out** what you think the answer is, to **help the ~~victim~~ contestant**





Photo by Harry Obahor on Unsplash

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Higher or Lower...?

An easy one to start with.....

Number of parallel Festival sessions currently running alongside this one...

We are comparing the next number to this one – to decide if it is **higher** or **lower** than this…

5

Higher or Lower...?

People in this session

Number of people registered for this session

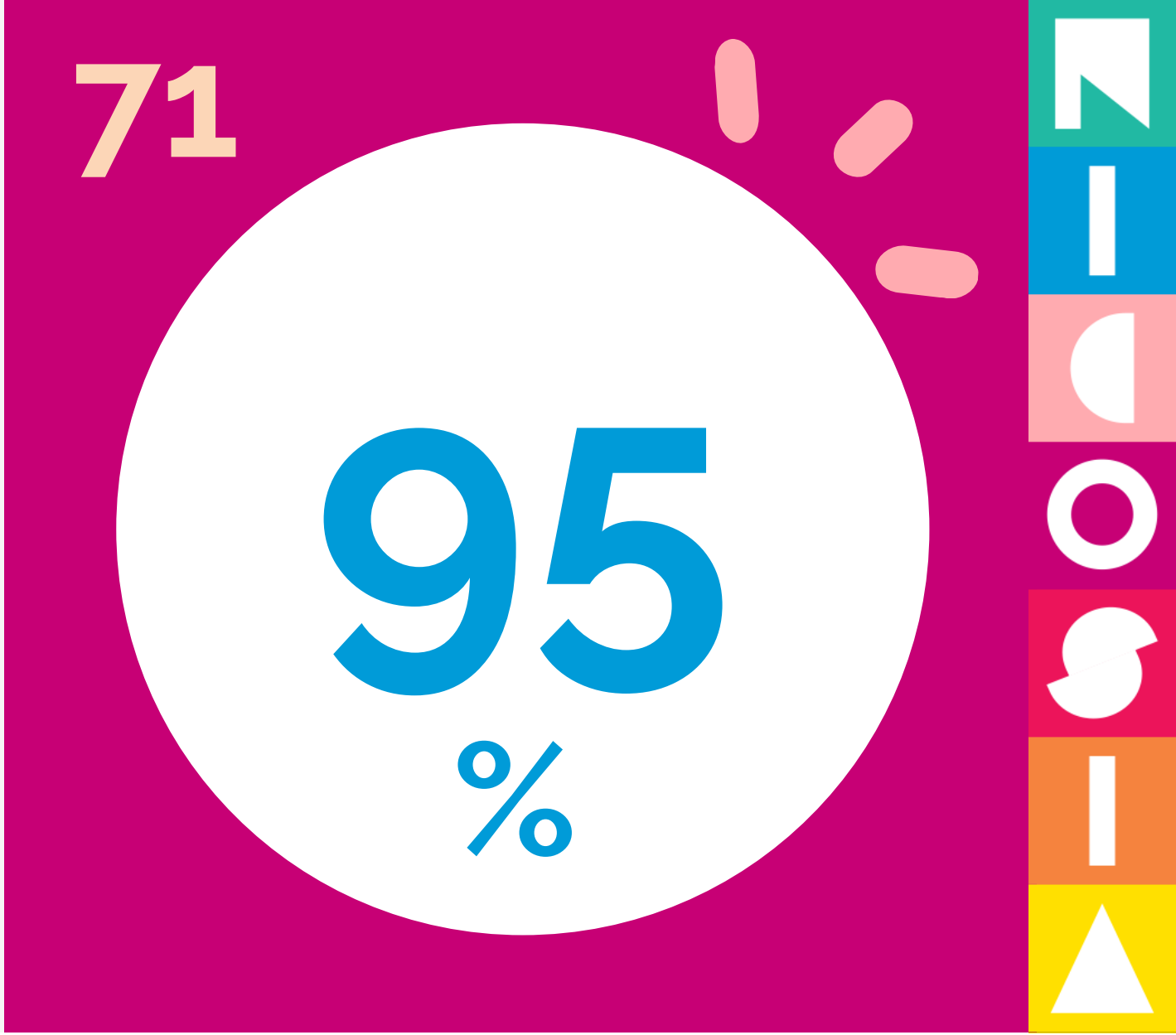
Is this **higher** or **lower** than 5?



Higher or Lower...?

Households with internet

% of EU urban households with an internet connection (2023)

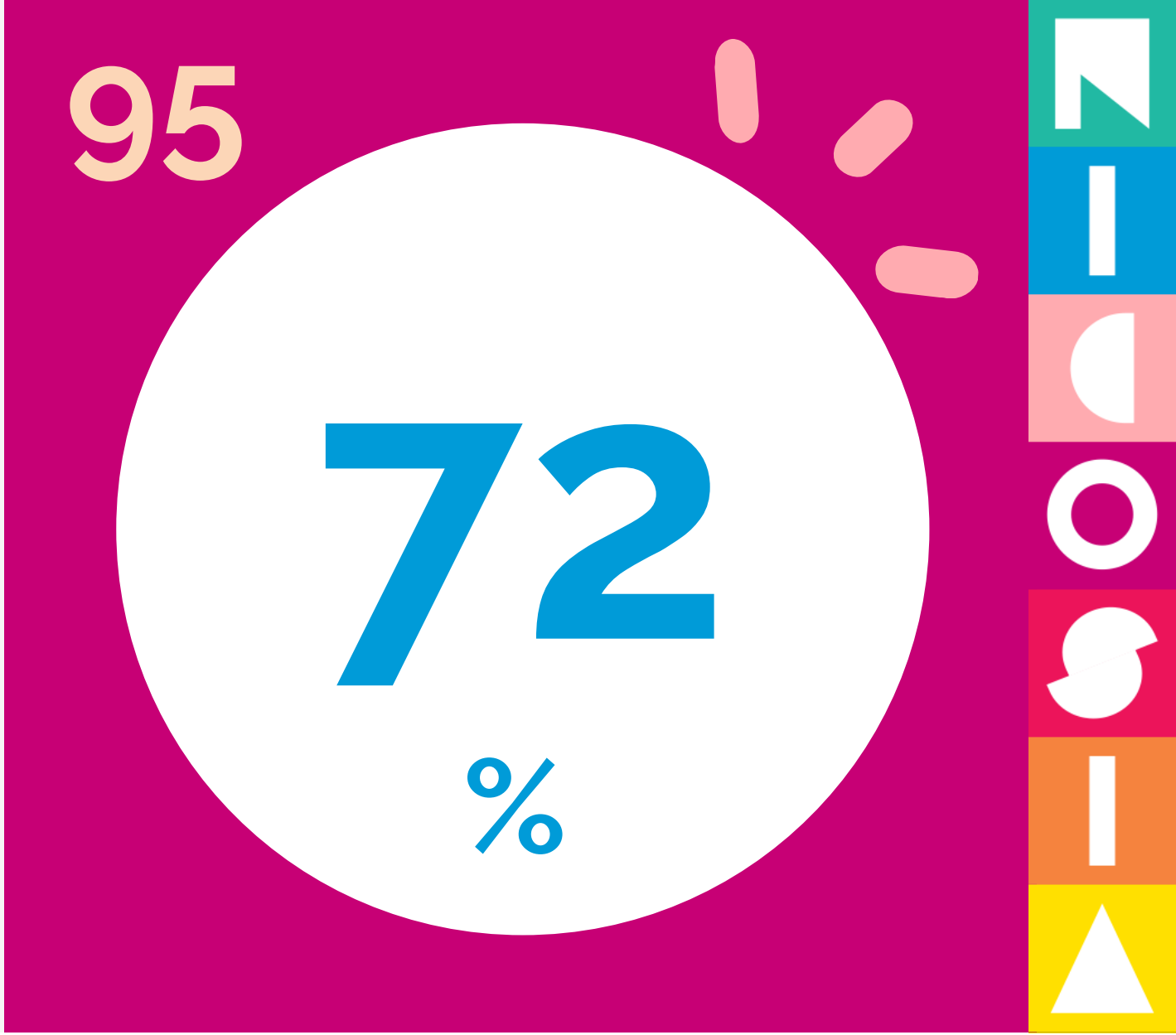


Higher or Lower...?

Businesses using basic digital

% of EU small and medium-sized enterprises reached at least basic digital intensity (2025)

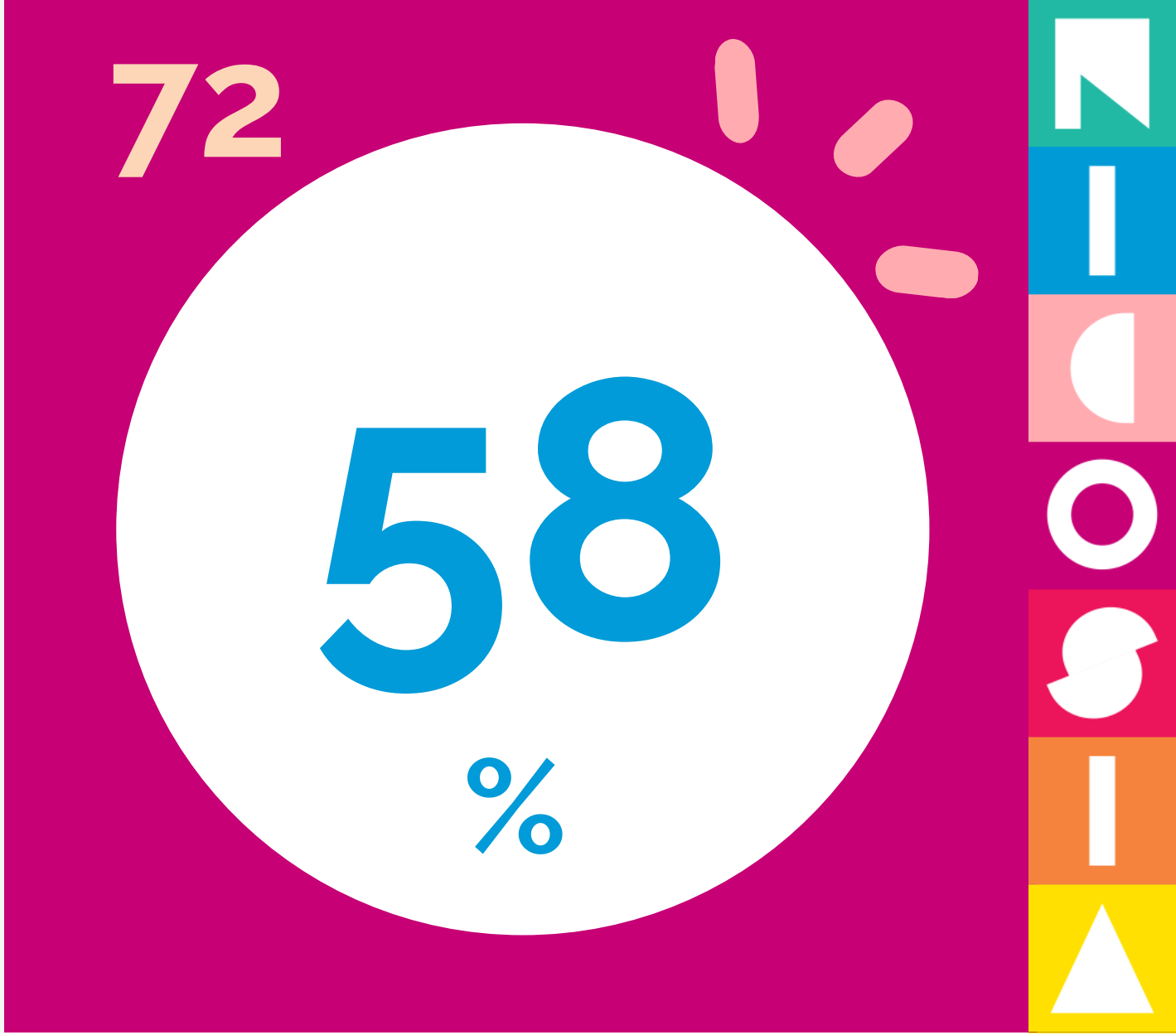
Is this **higher** or **lower** than 71?



Higher or Lower...?

Digital interaction with public services

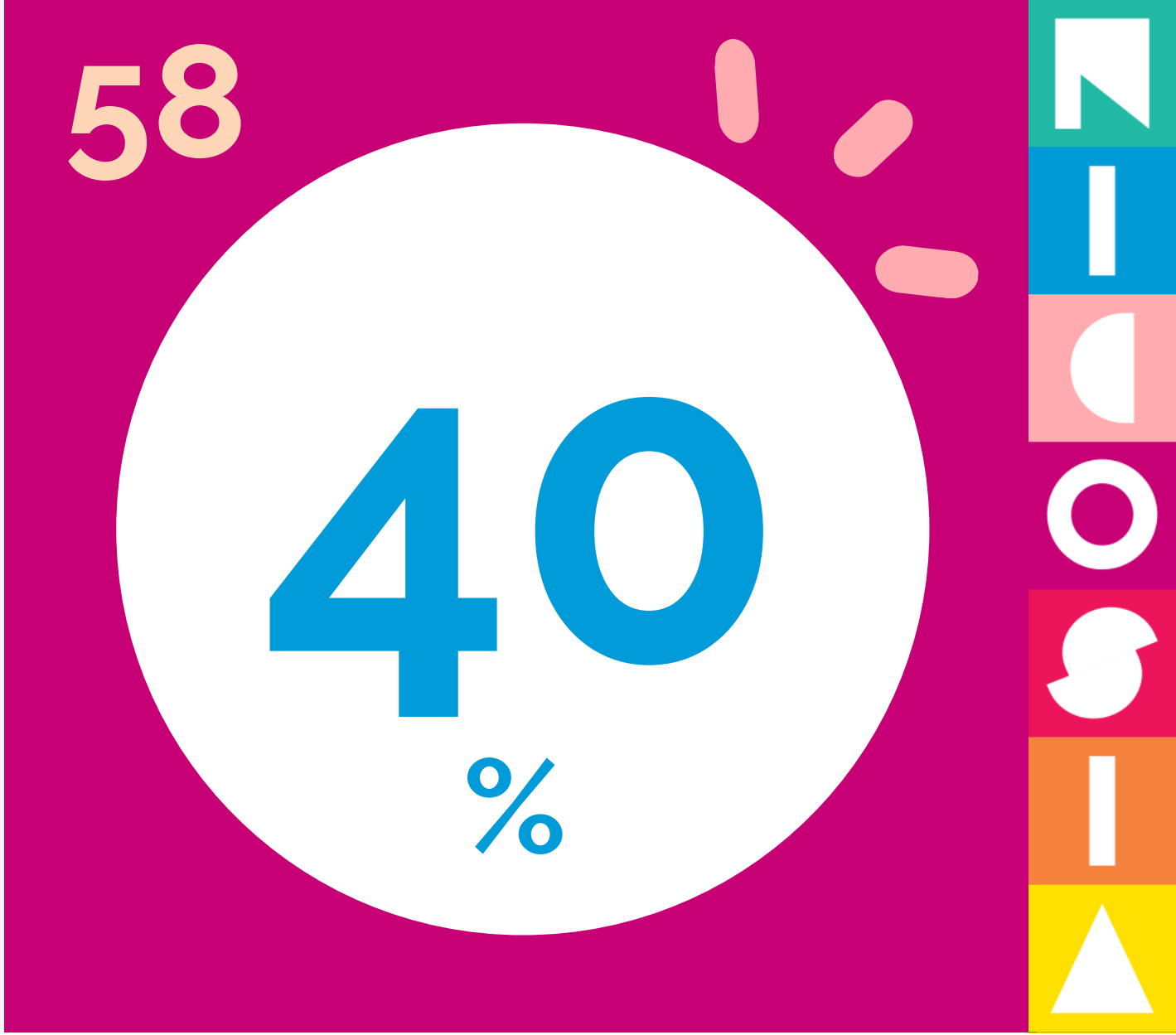
% people in the EU (18-74) who **interacted** with public services or public authorities **online**



Higher or Lower...?

People aged 8+ using AI in Sweden

% of people in Sweden aged 8 or more who now use AI



AI is here…

Lots of people are using it –

but how do we use it well?

Speaker

Jennie Olofsson

Härnösand, SE

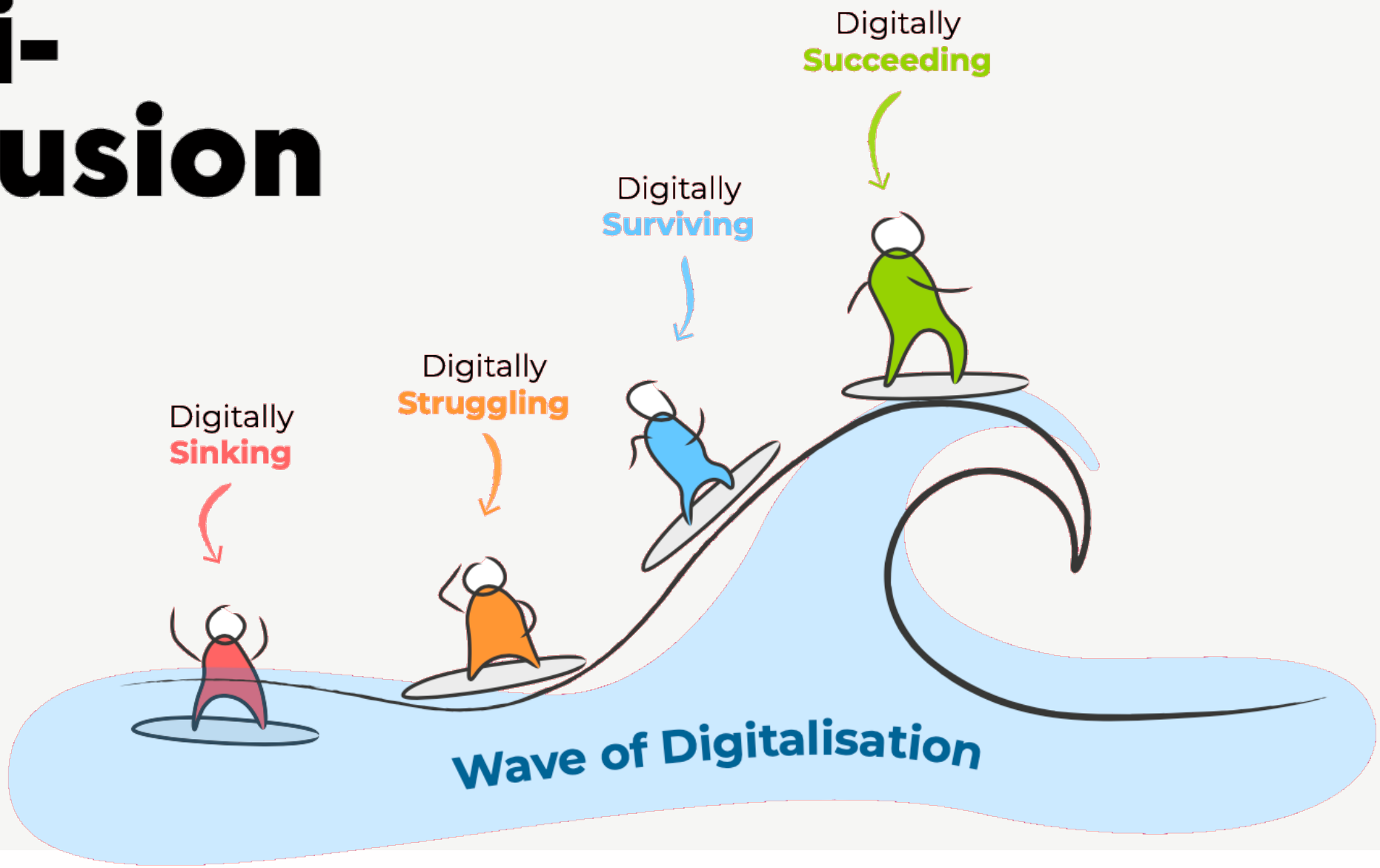
METACITY Action Planning Network



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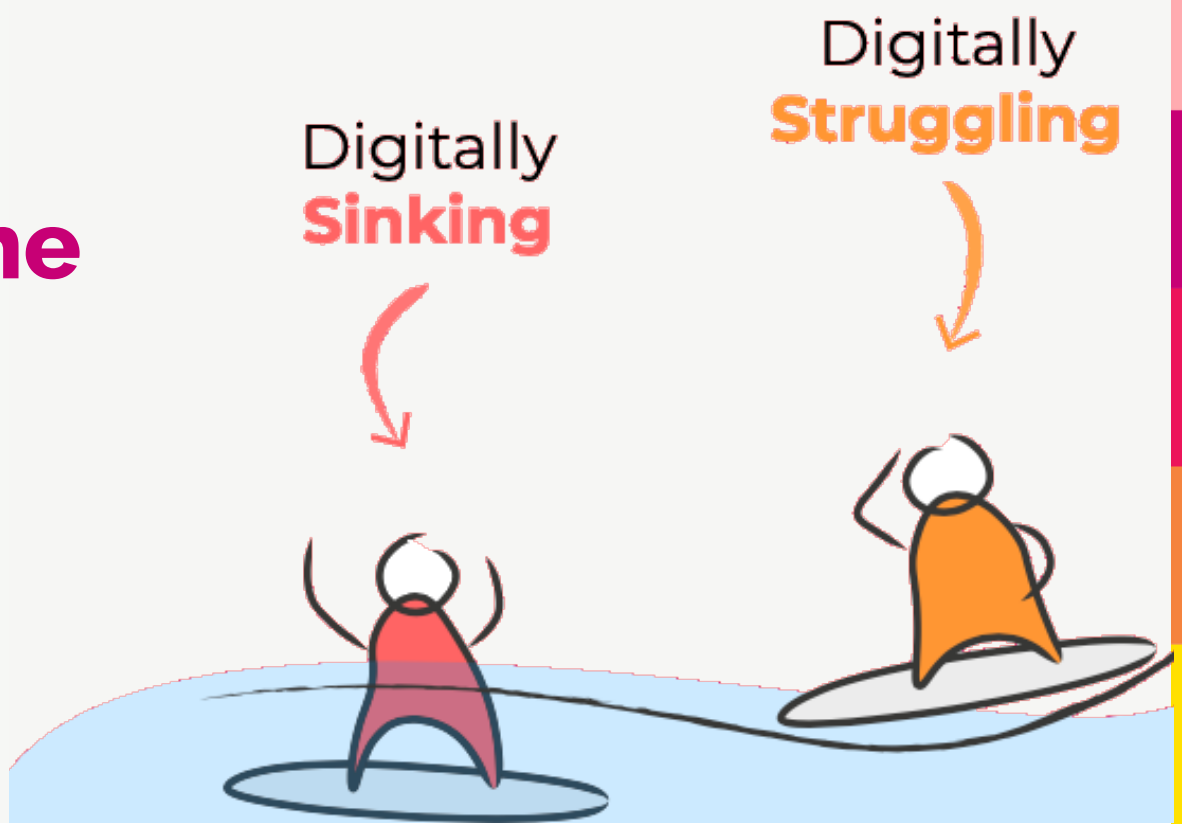
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Digi-inclusion



Digi-inclusion

People who can't surf the Wave of Digitalisation get left behind



Four user profiles

The Wave of Digitalisation

- Different people experience digitalisation differently
- They highlight different barriers, needs and opportunities
- The goal: understand who is being left behind and why
- A useful lens for designing more inclusive local policies and actions



Speaker

Marina Serrano

Mollet del Vallès, Catalunya, ES

Digi-inclusion Action Planning Network



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DIGI-INCLUSION

The challenge at network level

Understand digital exclusion at local level

Identify who is excluded, how and why

Address **multiple barriers** beyond access and skills

Develop **integrated and evidence-based** local responses

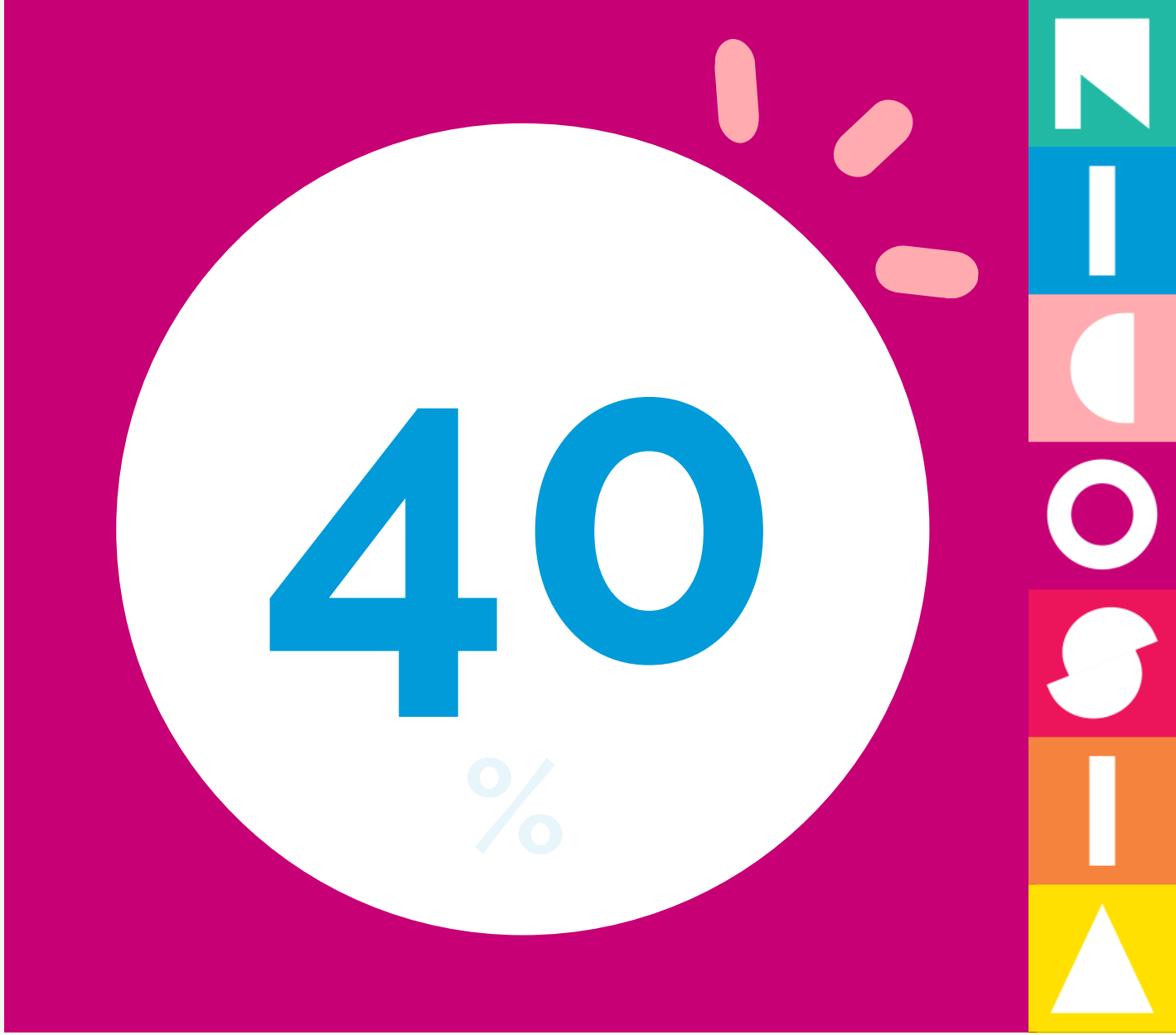
Ensure **no one is left behind** as digitalisation evolves

Higher or Lower...?

People aged 8+ using AI in Sweden

% of people in Sweden aged 8 or more who now use AI

Our previous number was >>>



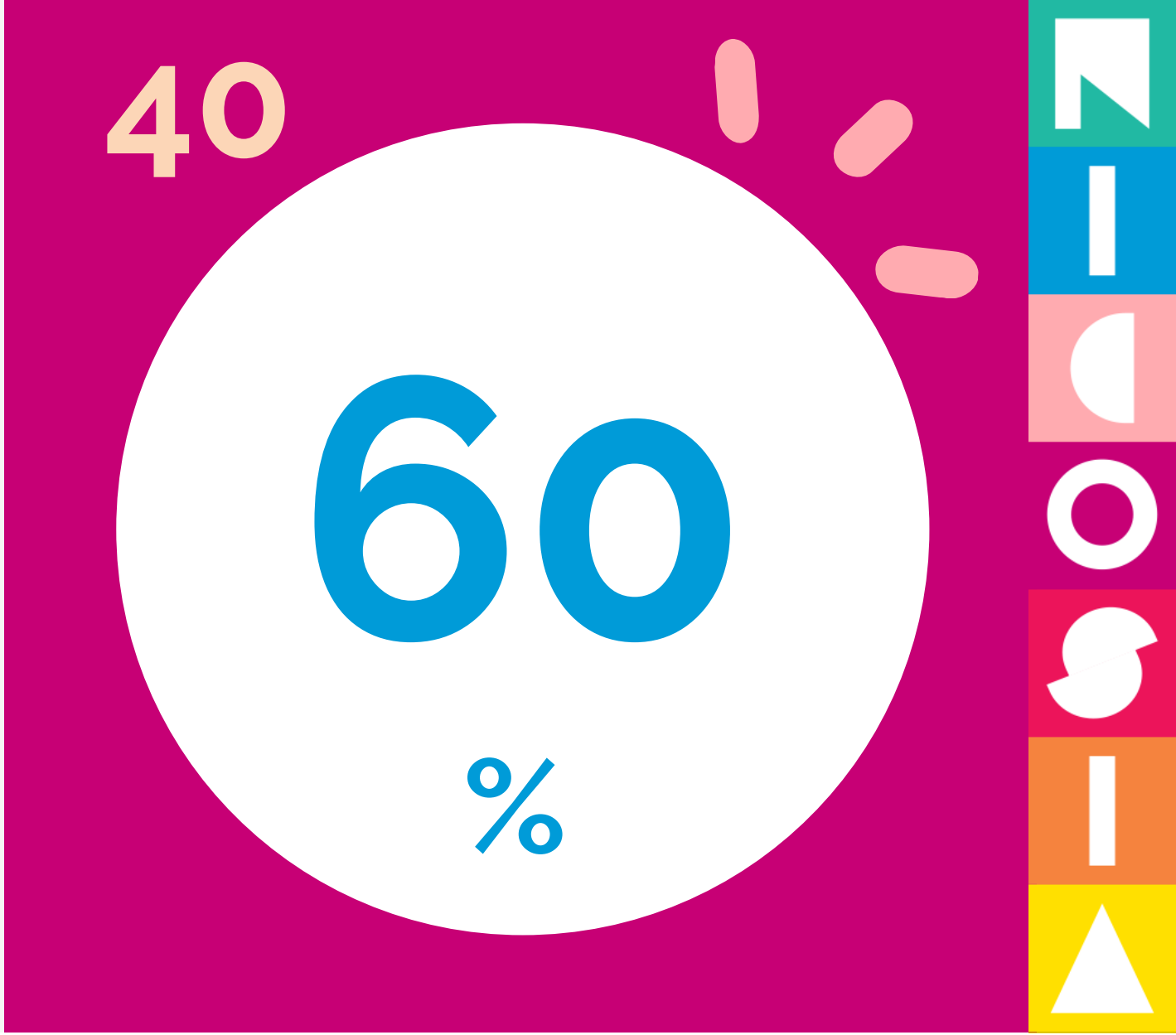
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Higher or Lower...?

Basic digital skills – All population

% of EU citizens had **at least basic digital skills** (2025)

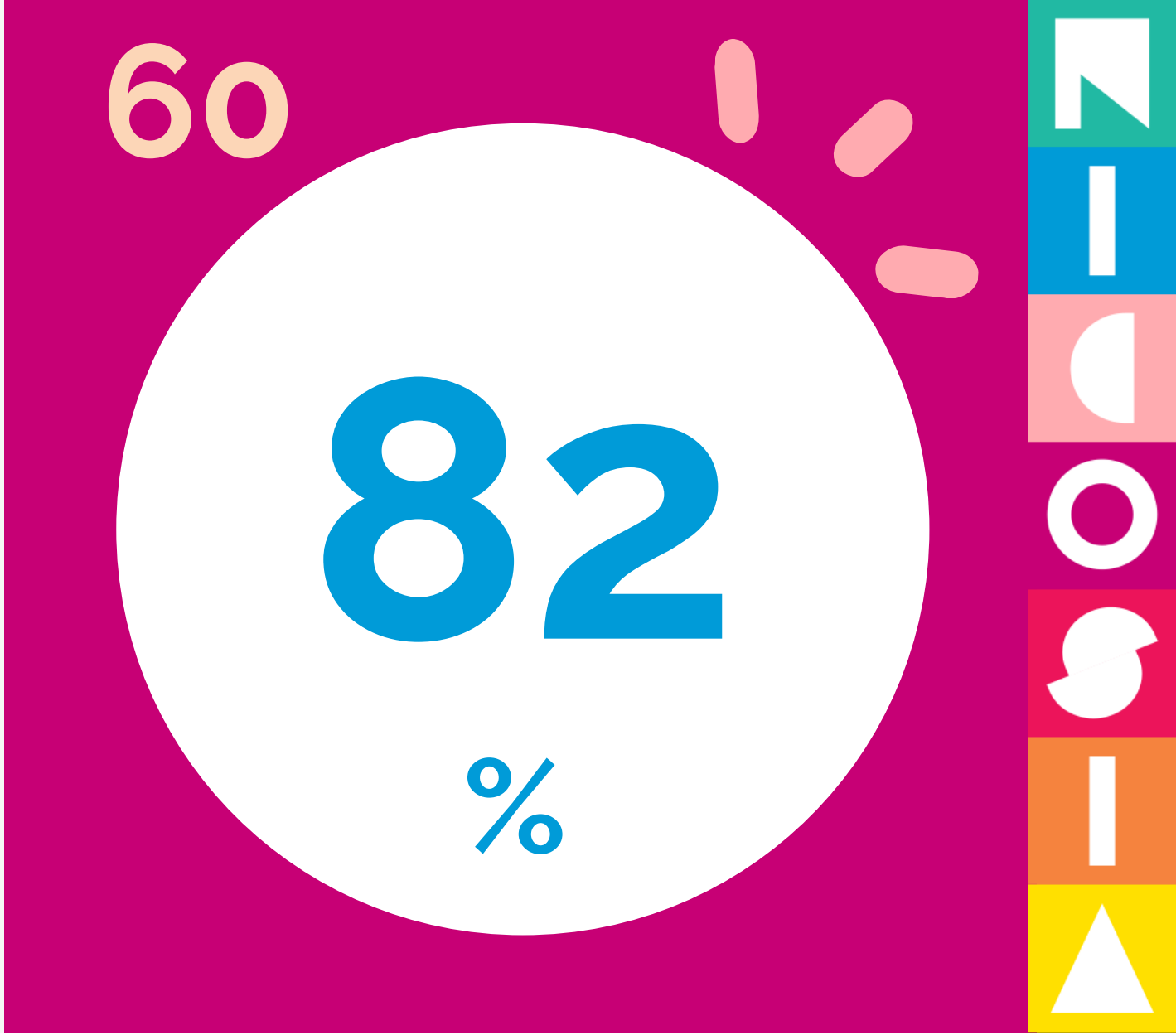


Education level is a big factor in having better digital skills

Higher or Lower...?

Basic digital skills – Higher Educated

% of EU citizens **with high formal Education** who had at least **basic** digital skills (2025)

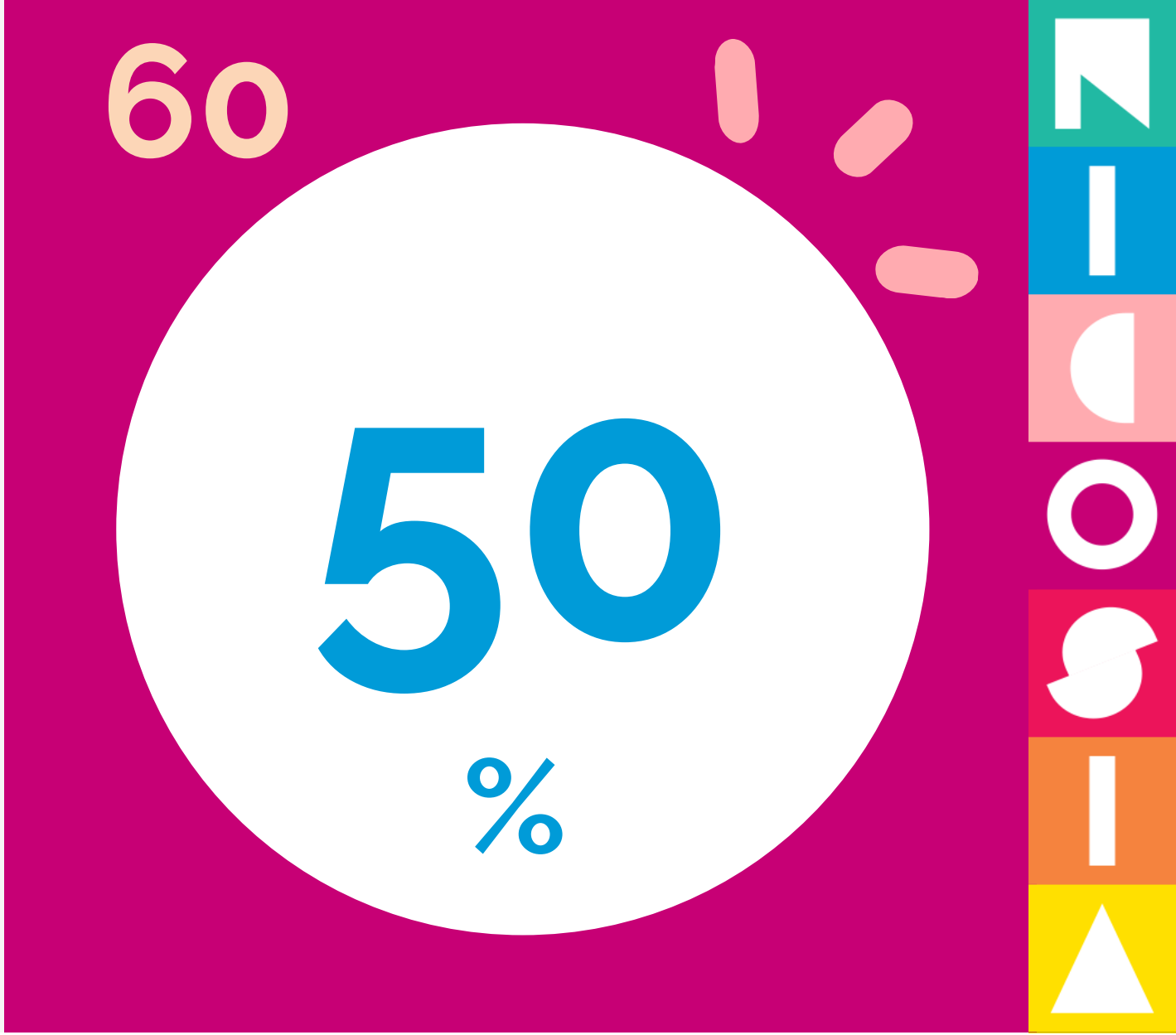


Education level is a big factor in having better digital skills

Higher or Lower...?

Higher digital skills – Higher Educated

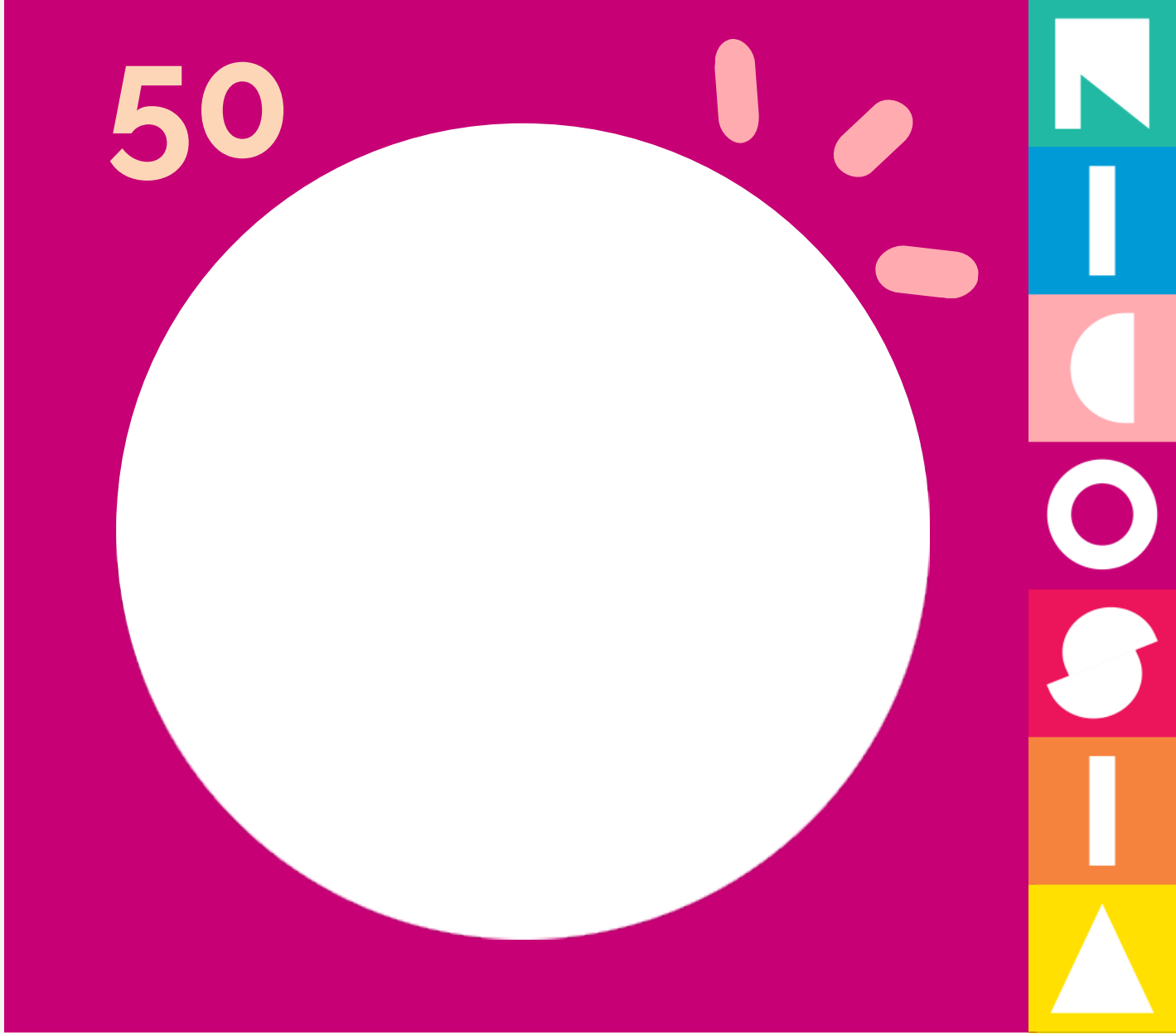
% of EU citizens **with high formal Education** who had **ABOVE the basic** digital skills (2025)



Education level is a big factor in having better than basic digital skills – more

Higher or Lower...?

Digitally Vulnerable



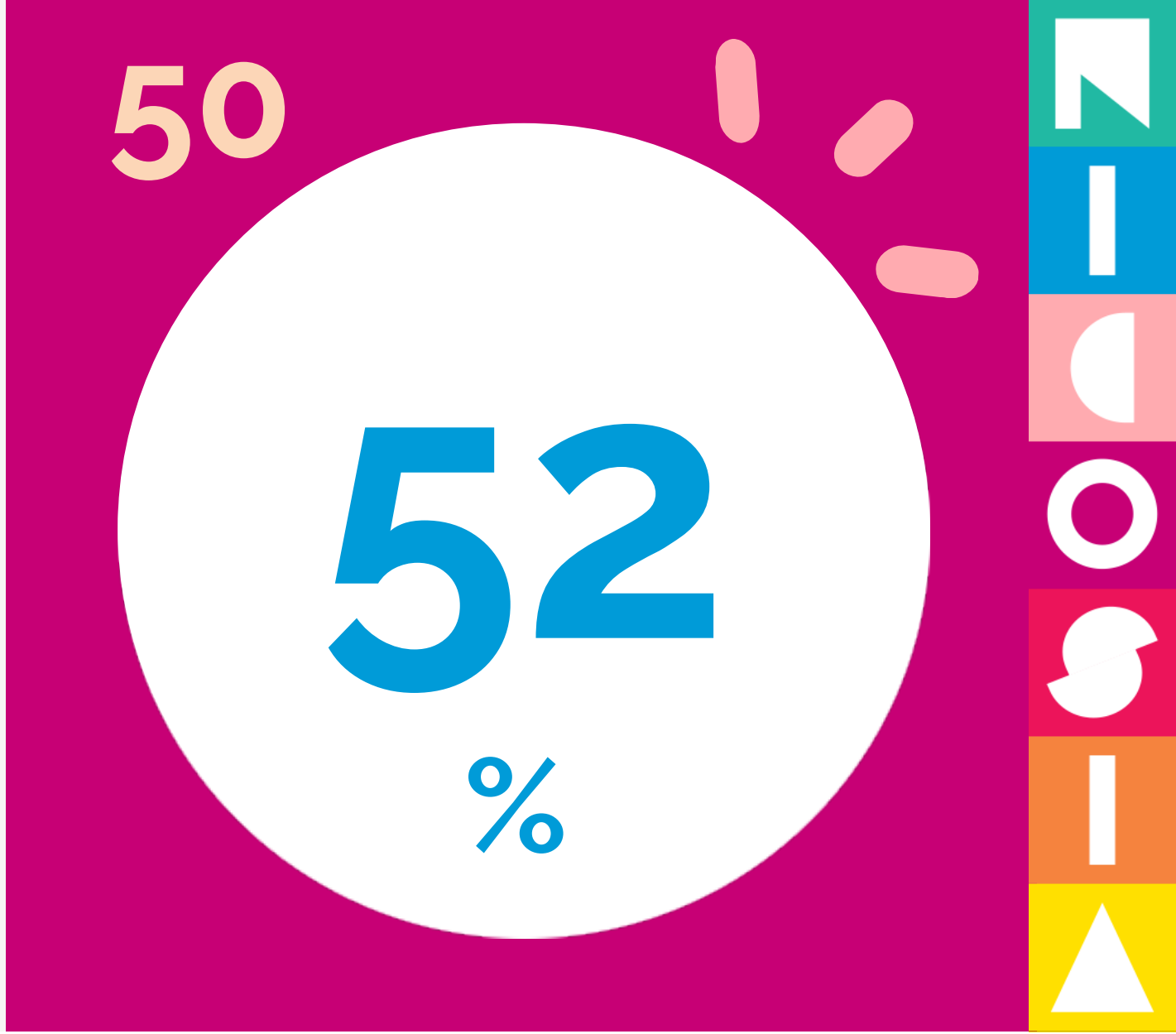
Higher or Lower...?

Digitally Vulnerable Belgian youngsters

Within the group:

“youngsters in Belgium with low education”

the % who are classed as **‘digitally vulnerable’**



Higher or Lower...?

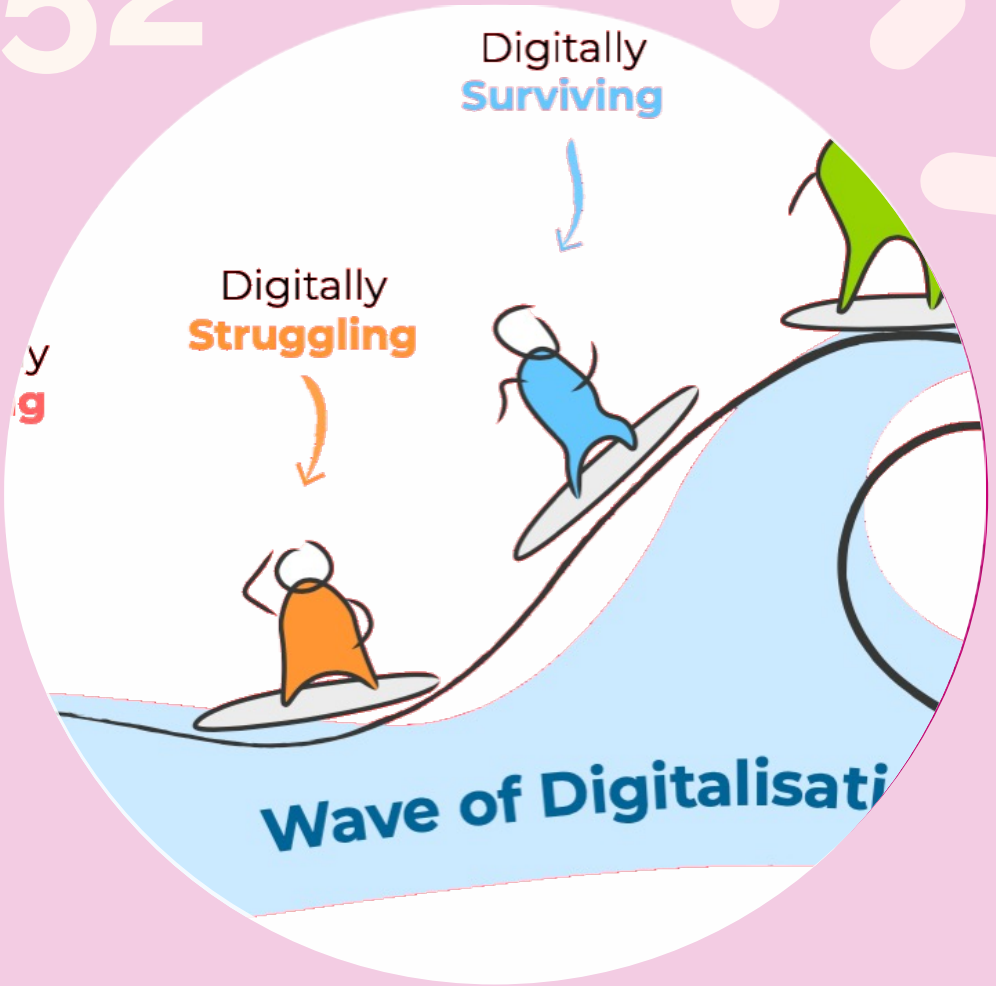
Digitally Vulnerable

Belgian youngsters

% of "youngsters in Belgium **with low education**" who are classed as **digitally vulnerable**

Is that number **higher** or **lower** than 50?

52



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Higher or Lower...?

Digitally Vulnerable

Belgian youngsters

% of "youngsters in Belgium with low education" who are classed as **digitally vulnerable**

Is that number **higher** or **lower** than 50?

52



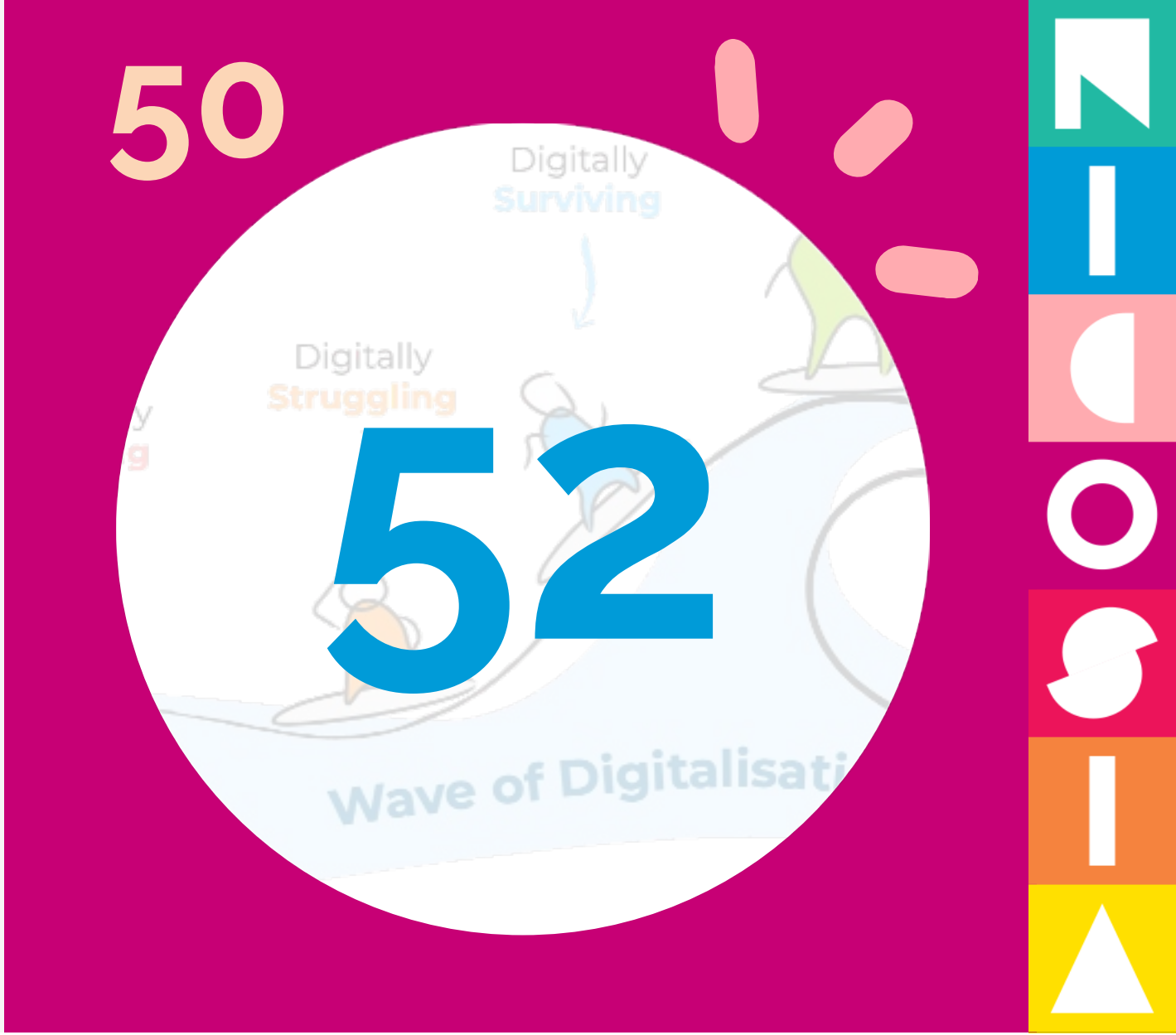
Higher or Lower...?

Digitally Vulnerable Belgian youngsters

Within the group:

“youngsters in Belgium with low education”

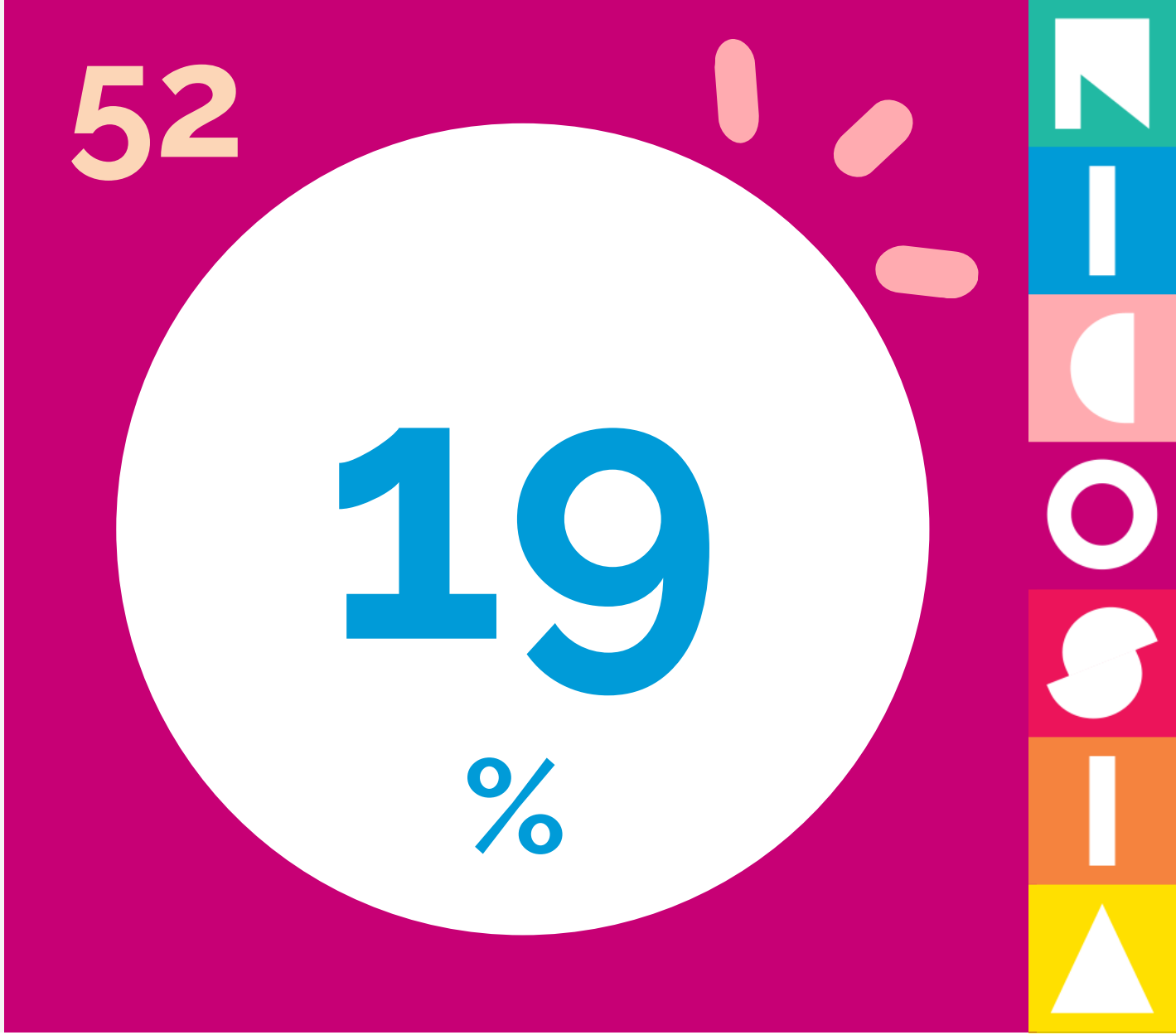
the % who are classed as **‘digitally vulnerable’**



Higher or Lower...?

ICT roles held by women

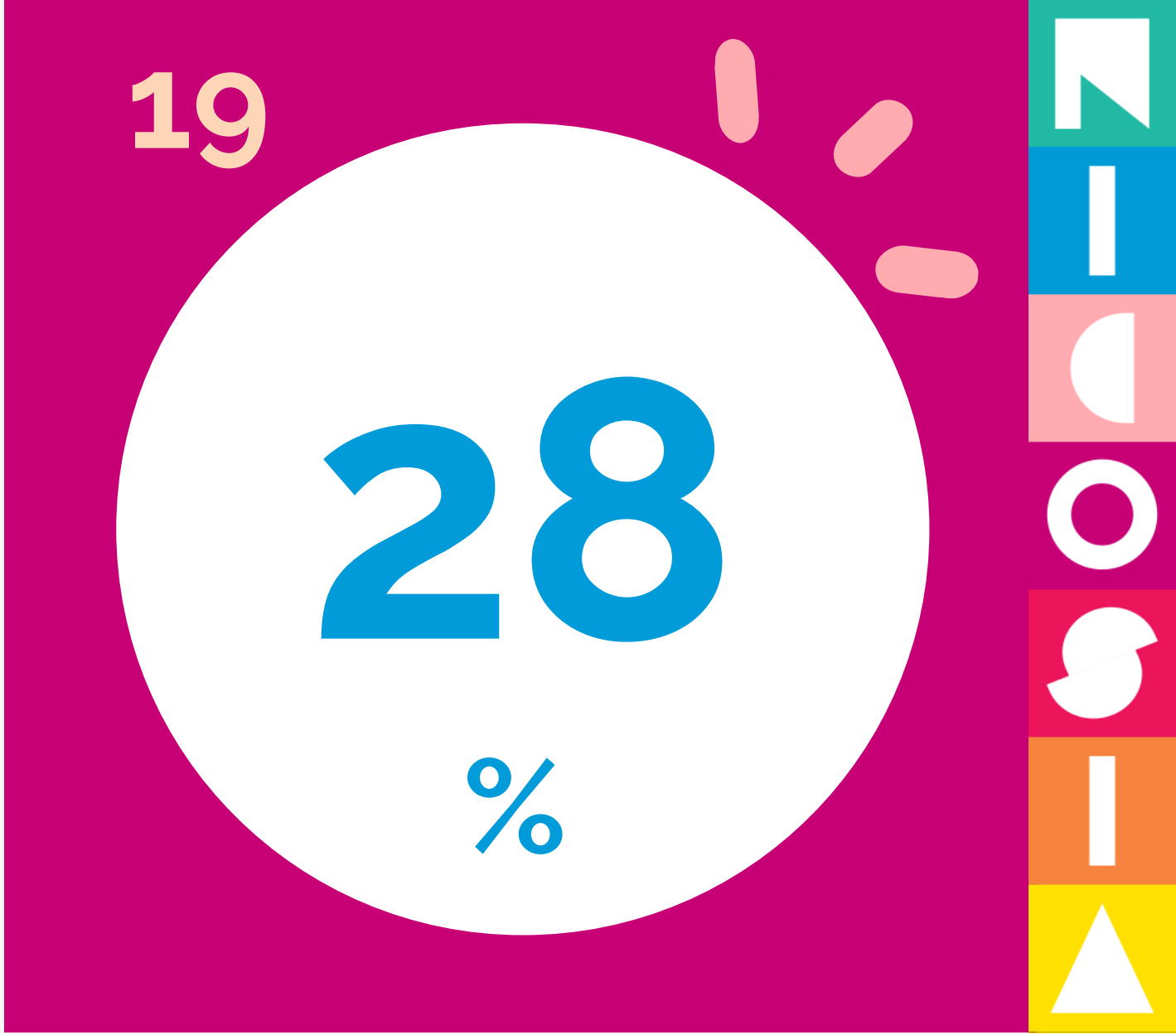
% of ICT roles in the EU that are held by women (2025)



Higher or Lower...?

ICT roles held by women in Romania

% of ICT roles in Romania that are held by women (2025)



Speaker

Alma Serica

Arezzo, IT

Comune di Arezzo

TechDiversity Action Planning Network



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Speaker

TechDiversity

To boost diverse communities that are under-represented in the tech and digital sectors!



THE LOCAL CHALLENGE

Arezzo's starting point

97,444

residents in Arezzo (31.12.2024)

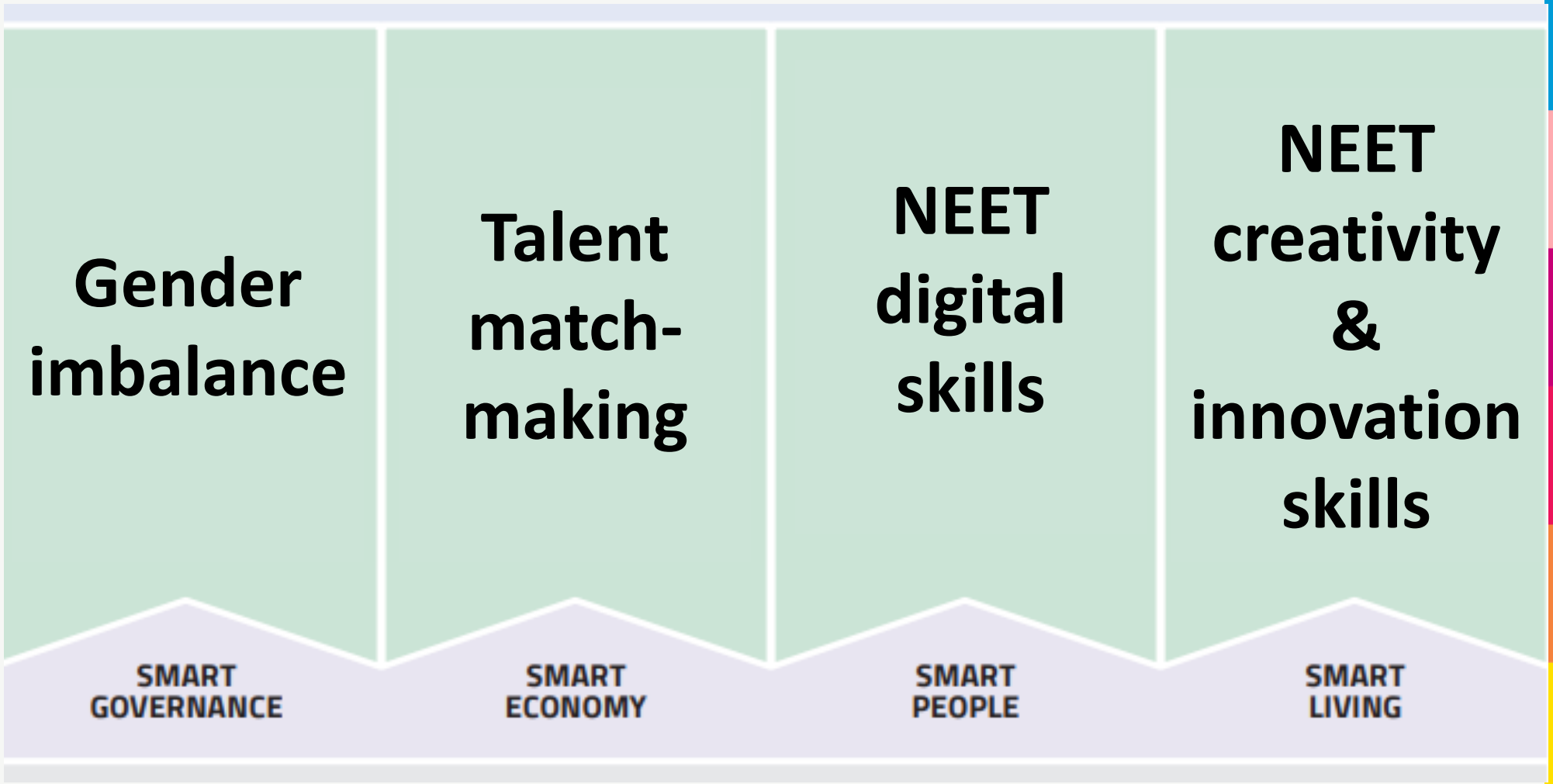
12.9%

of 15–29-year-olds in the province are NEETs (2022 data, provided in the city's 2023 baseline study

~17%

upper-secondary school dropout rate (2022 data, provided in the city's 2023 baseline study

THE INTEGRATED ACTION PLAN



Why this matters: the gender gap in tech

Arezzo's TechDiversity action plan is designed to close this gap

1 in 3

STEM graduates in the EU are women — fewer still reach ICT jobs

15.7%

of ICT specialists in Italy are women — among the EU's three lowest shares

19.5%

of ICT specialists across the EU are women (2024 data)

THE MATCHMAKING PILOT



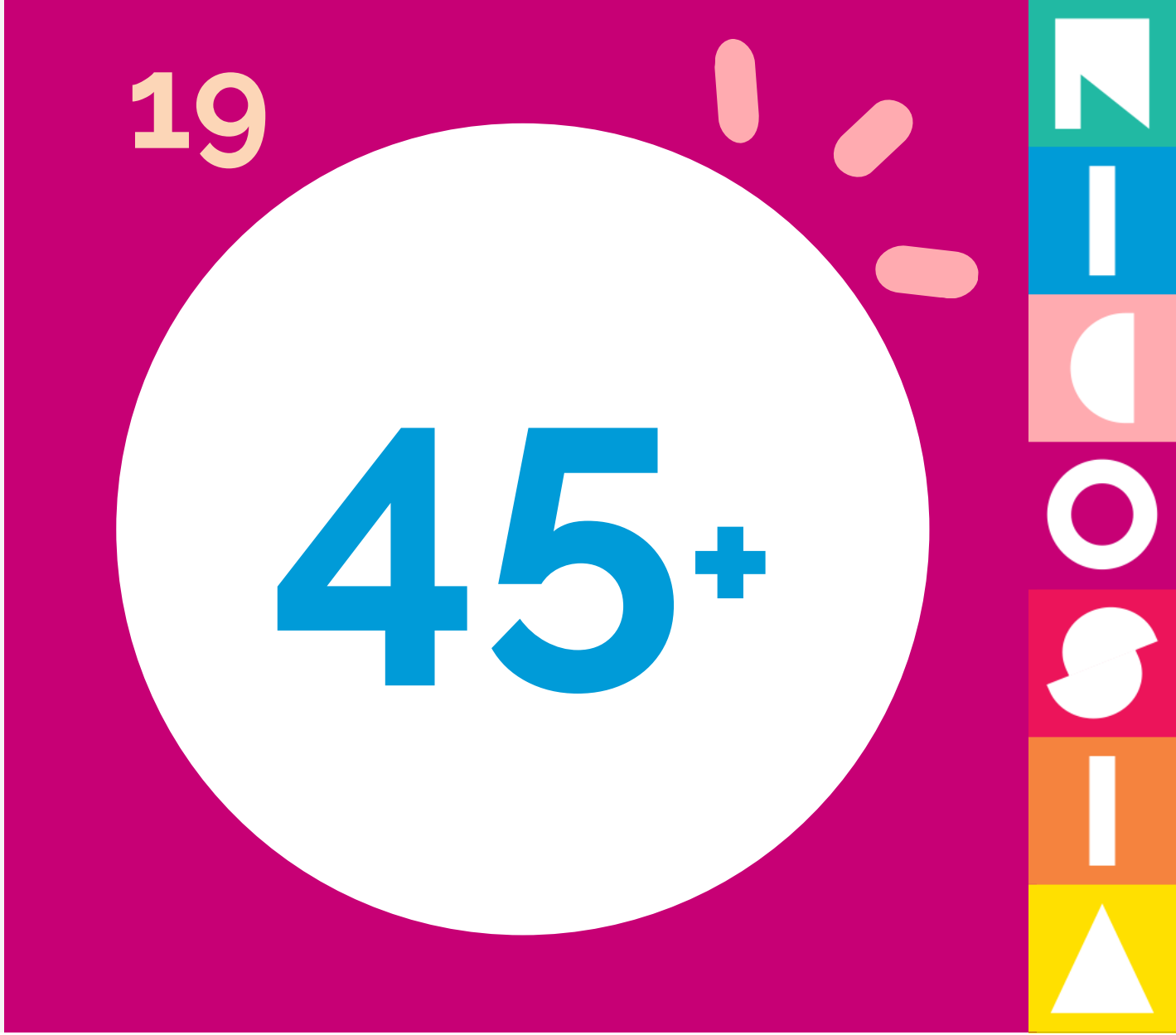




NEETs at the pilot event

NEETs took part, including young people from vulnerable groups

Higher or lower than 19?



FIRST TANGIBLE RESULTS

45+

NEETs took part, including young people from vulnerable groups

7

Tech & digital companies from the local area

2027-

Recurrent annual edition, building on this pilot

DIGI-INCLUSION

Identification of digital exclusion at local level

The case of Mollet del Vallès

Interdepartmental Working Group



In-house data

Survey

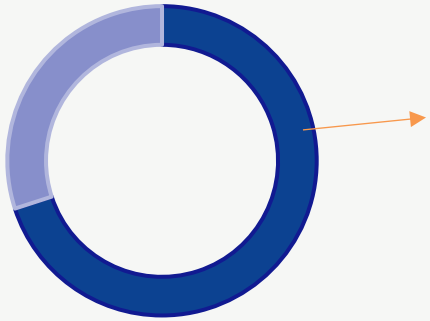
Focus groups

Mollet del Vallès IAP for digital equity

Every resident of Mollet, no matter their education background, age, or income level, should benefit from the opportunities offered by the digital world.



+10.000 citizens over 60



Many never attended digital skills training



Low digital skills self perception for those with less education



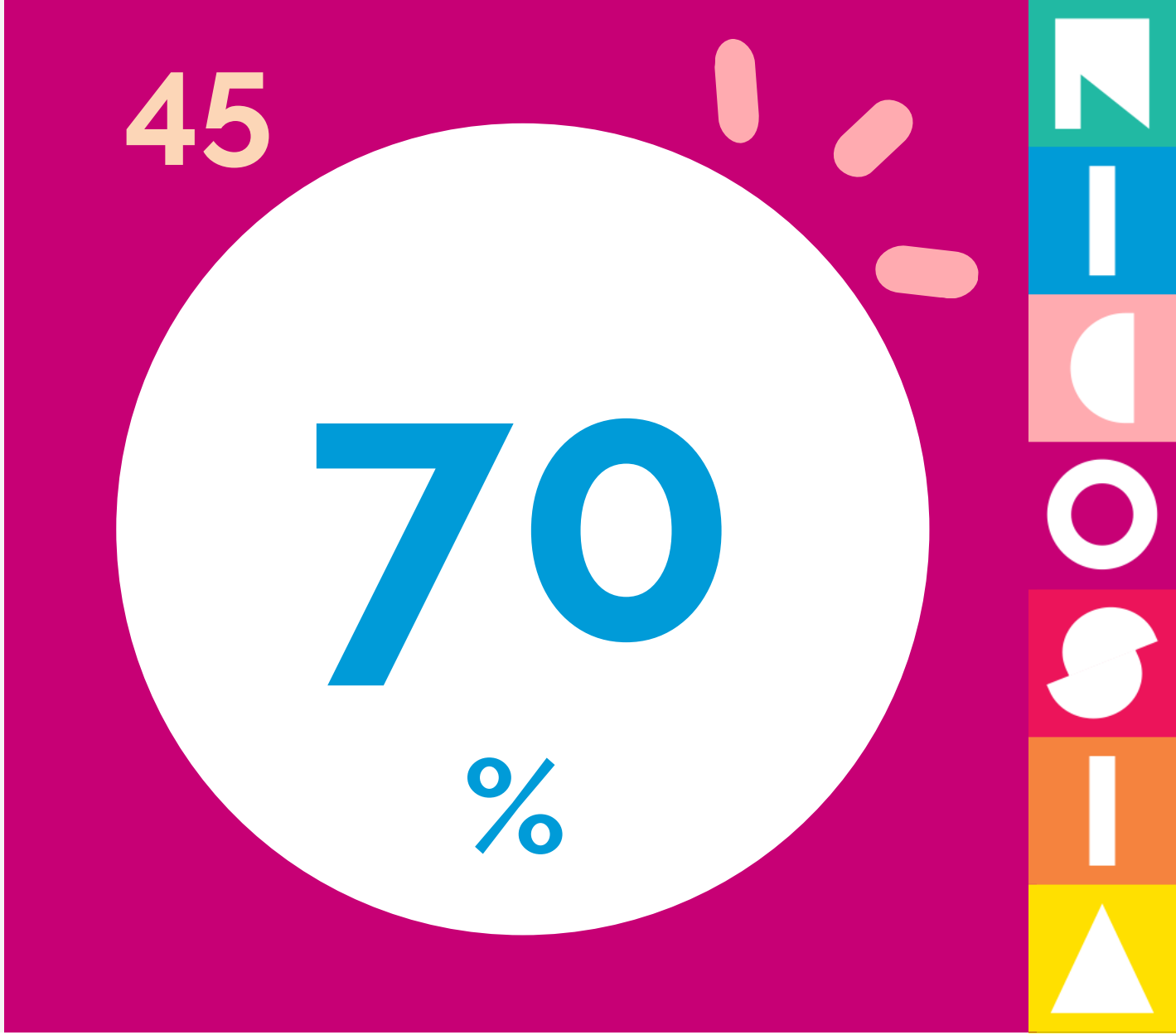
Low-income perceive missed opportunities in education 41% and employment 57,5%.

Higher or Lower...?

never attended digital skills training

% of over 60s in Mollet who never attended a digital skills training session

Higher or lower than 45?

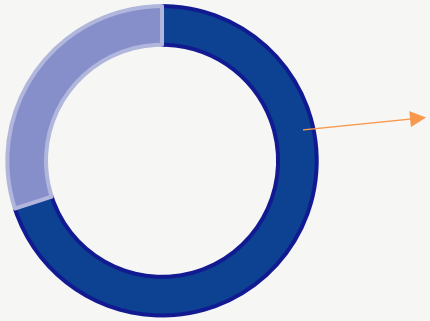


Mollet del Vallès IAP for digital equity

Every resident of Mollet, no matter their education background, age, or income level, should benefit from the opportunities offered by the digital world.



+10.000 citizens over 60



70 % never attended digital skills training



Low digital skills self perception for those with less education



Low-income perceive missed opportunities in education 41% and employment 57,5%.

Gather and analyse existing data sources to build a clearer picture of digital exclusion

Total procedures

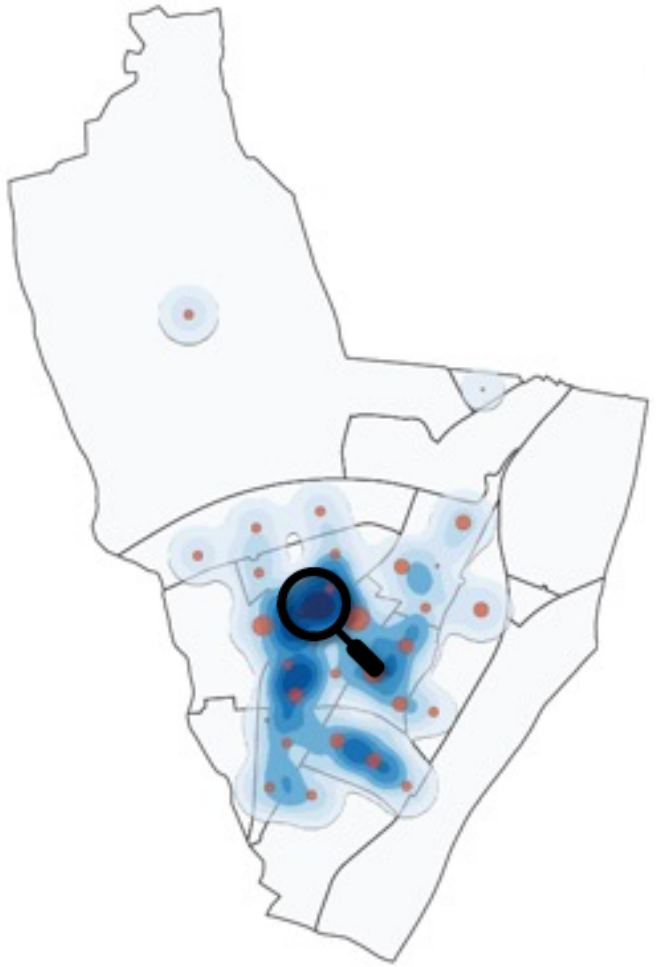


Max

Mín

Online procedures

- 50 - 100
- 100 - 150
- 150 - 200
- 200 - 250
- 250 - 300

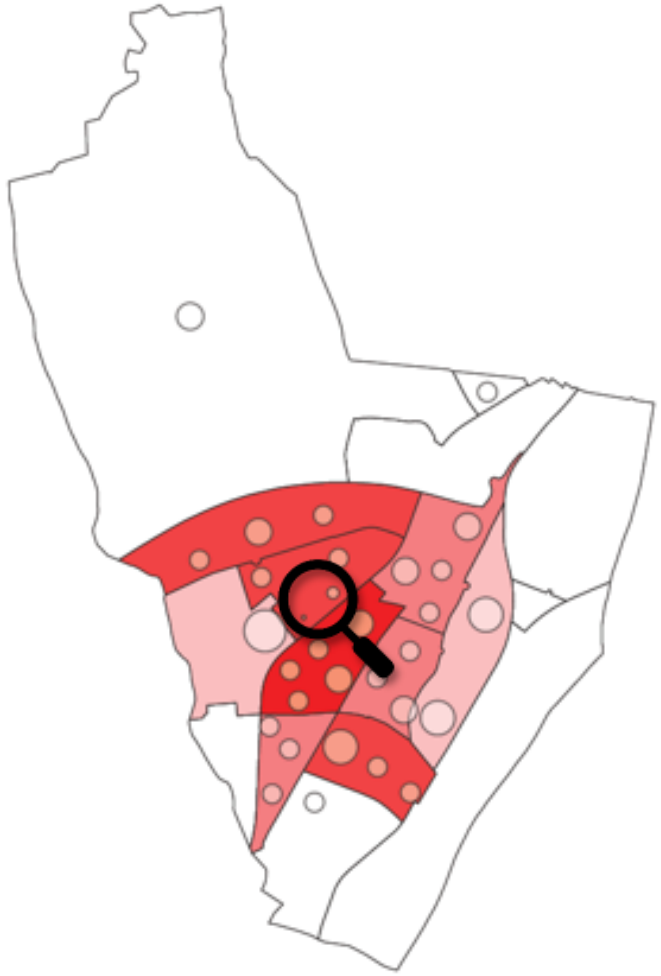


Average household income

- 8000 - 10000
- 10000 - 12000
- 12000 - 14000
- 14000 - 16000
- 16000 - 18000
- + 18000

Citizens

- 0 - 2000
- 2000 - 4000
- 4000 - 6000
- 6000 - 8000
- 8000 - 10000



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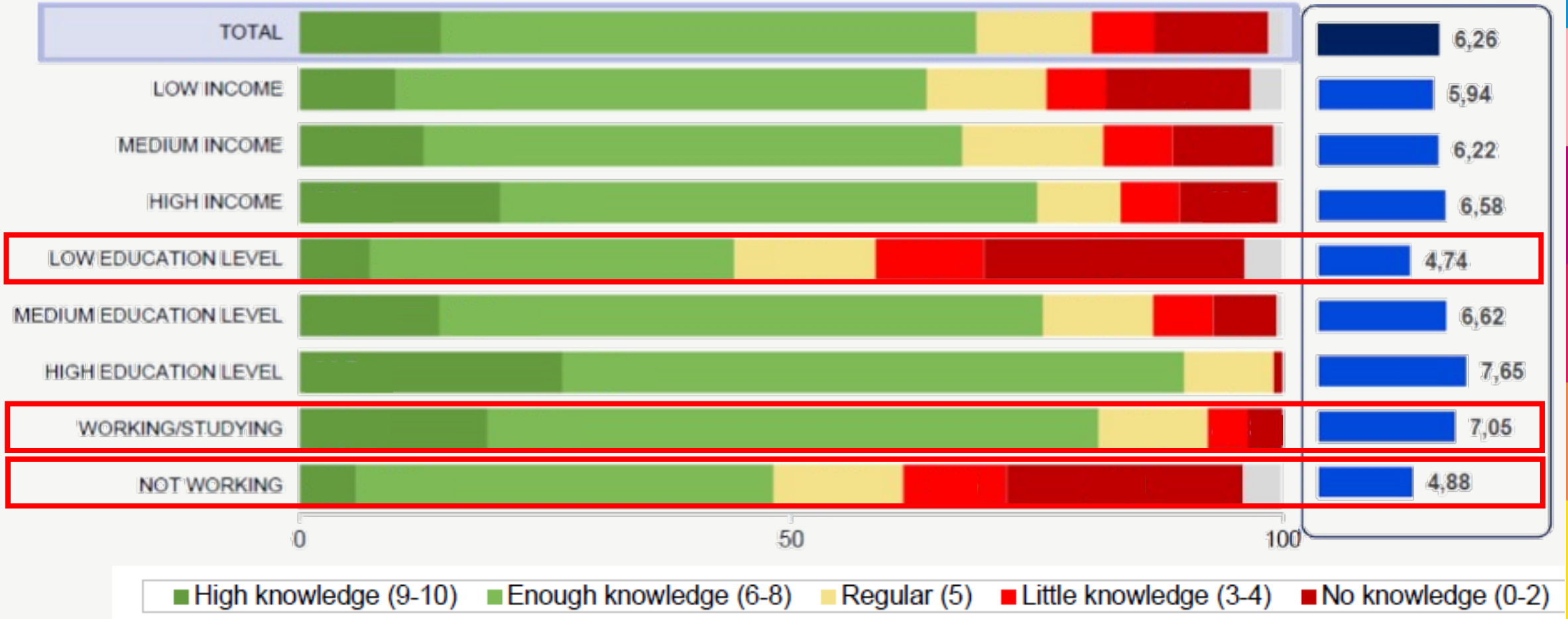
Ajuntament de Mollet del Vallès

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Survey results:
self-perceived digital skills level



METACITY

Digital inclusion in Metacity from Härnösand´s perspective



Three ways to participate: influence, co-create, and be able to join

Jennie Olofsson · Härnösands kommun

Inclusion and innovation in urban planning

Härnösand Växer makes the city's development understandable, visible, and possible to influence.

The technology is the tool.
Participation is the goal.



Inclusion in AI development

All departments got to develop and test assistants based on their own needs.



Employees become co-creators of the transition.

DigidelCenter as an enabler

Knowledge, support, and a safe place make digital participation possible in practice.



First the ability.
Then the chance to influence.

Digital For All



Ian Graham

URBACT Expert



Jennie Olofsson

Härnösand



Marina Serrano

Mollet del Vallès



Alma Serica

Arezzo

An URBACT resource for cities

The Playbook

Download here!



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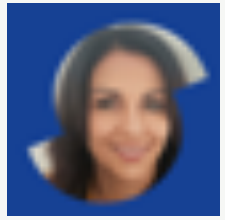


Alma Serica

Arezzo

Higher or Lower...?



Thank you from the 4 of us....

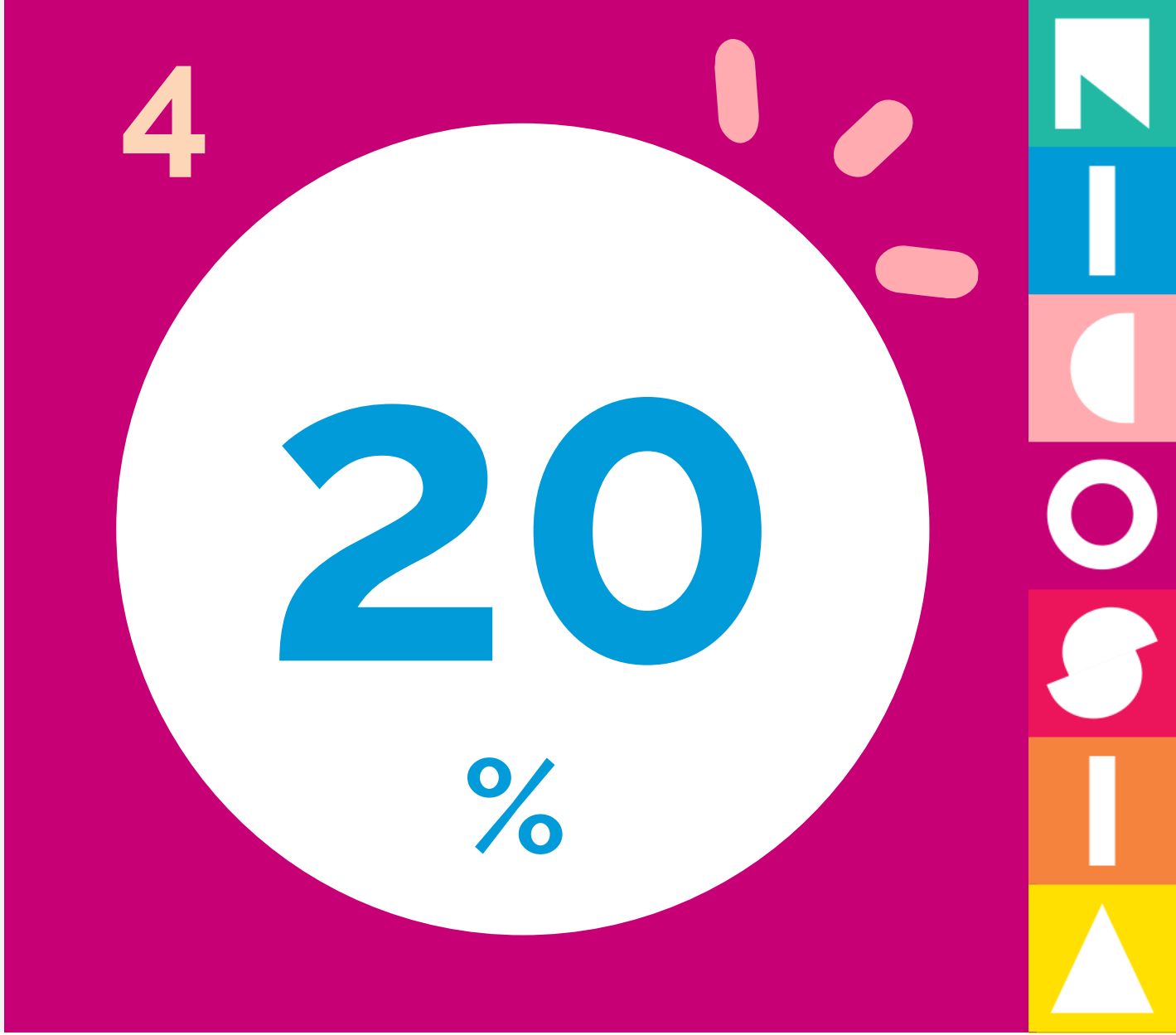
4

Higher or Lower...?

EU Digital Decade – target for % people WITHOUT basic skills

The aim by 2030 is to reduce those *without* basic skills

(currently 40% without basic skills)



Higher or Lower...?

The hour/time the programme finishes today

How late will the Festival sessions finish today?!

(16h? 19h? 21h?)



Higher or Lower...?

The hour/time the Nicosia After Dark party ends...



Higher or Lower...?

The number of cases of bad dancing at the Nicosia After Dark party....?!



00h

?!?!

CERNTAINLY higher than 0..!

Higher or Lower...?

Everyone's a winner!

[Applause 👏 👏]

Thank you for playing!

😀



Photo by Ameer Basheer on Unsplash

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