



SOCIAL CONNECTION POINTS



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Short summary

Support for access to electronic administration and reduction of the digital gap in the most vulnerable population of León

- Catalogue of electronic procedures
- Points of social connection (POcS)



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Aims and objectives

Support for access to electronic administration and reduction of the digital divide.



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Target group

Population with greater difficulty in accessing electronic administration.



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Activities

On the project website there is a catalogue of electronic procedures with the administration, which are more common and demanded, and it explains step by step how to carry them out.

Additionally, there are some points of social connection (POcS), in which an expert gives individualized support to each citizen who attends to carry out the electronic procedure that he needs.



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Methodologies

E-inclusion, understood as the possibility of access and the degree of use of new information and communication technologies (ICTs), becomes an added factor of risk/protection against social exclusion, affecting other aspects of people's lives such as training, access to employment, relationships with others or full social participation (access to administrations, banks, critical understanding of information...). In addition this factor becomes even more important in the global pandemic situation in which we find ourselves. In this context, the City Council of León launches the project 'Support for access to electronic administration and reduction of the digital gap in the most vulnerable population of León'. The objective is to implement measures aimed at correcting access problems to the electronic administration of the population with the greatest difficulties, offering appropriate responses to situations of e-exclusion and providing digital support services, facilitating more effective, more efficient and higher quality care for the population suffering from these situations.



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6 Tools & Methods

- Web with catalogue of electronic procedures and detailed instructions to carry out the procedures step by step
- 4 Points of social connection (POcS) to give face-to-face and personalized attention to citizens who need it to access the electronic administration detailed instructions to carry out these procedures step by step

7 Success factors

- Catalogue with a selection of the electronic procedures most demanded by citizens
- Detailed explanation of how carry out the procedures with the electronic administration
- Website with direct access to these electronic administration procedures
- Individual approach to the needs of each participating citizen in POcS

8 Strengths and weaknesses

- **Strengths:** Personalized attention to the needs of participants
- **Weaknesses:** Difficulty in diffusion the project among all possible users

10 Sustainability

The project could be used sustainably and the project results are freely available on the project's web.

11 Impacts

- E-inclusion, understood as the possibility of access and the degree of use of new information and communication technologies (ICTs), becomes an added factor of risk/protection against social exclusion, affecting other aspects of people's lives such as training, access to employment, relationships with others or full social participation



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Implementing Organisation(s):

City Council of León



AYUNTAMIENTO DE LEÓN

Project website: <https://pcos.puertasdigitales.es/>



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