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Digital inclusion: opportunities for older people

Conference or Workshop Item

oro.open.ac.uk

Digital Inclusion in Europe:
key findings and some examples from Value Ageing
www.value-ageing.eu

Dr Caroline Holland: Ransackers Association Conference and AGM 2016

Value Ageing:
Key findings on dignity and social inclusion

ICT development can risk indignity and discrimination for older people, but they can also provide solutions to those risks:

- *'It is generally not ICT developments as such that threaten dignity and inclusion, but the ways in which specific ICTs and services are conceived, designed, promoted, introduced, used, supported, and monitored'.*

- ICTs can support physical, cognitive, emotional, social and cultural aspects of daily life, and safety in the environment; increase participation in the Information Society and in social and civic life; mitigate practical barriers to social inclusion; support good and appropriate care and health monitoring; encourage self-fulfillment and self-expression; mitigate incapacities.

- Risks arise when ageist attitudes treat older people as a block, ignoring different needs and wants; when older people are not in control or in a position to make informed choices; when issues of affordability, local access, and cultural practices are ignored; when older people are not involved in the design, development and use of ICTs; when dignity, especially of people with impaired mental capacity, is not respected and promoted.

The Internet Bus

Netti-Nysse began in 2001, based on Tampere, **Finland**. The bus is equipped with ICT – linked computers with internet access – to deliver free training in basic computer and internet skills to digitally excluded people in their local communities. The bus also has a 10-seater auditorium with a projector and audio-video equipment.

The service has full-time staff and is funded by a consortium of public and commercial organisations.

Using local places

Seniornett (**Norway**) is a voluntary organisation encouraging seniors (55+) to try the internet.

- It receives annual funding from the government, and some from industry and local authorities, as well as club member fees.

- Seniornett uses local public places such as clubs, libraries, senior citizen centres, social organisations and voluntary centres.

- There is a website, with news, advice, and links to technical support, and an annual 'Senior-surf day'open house event nationwide for older adults to learn about ICT.

Intergenerational play-with-learning

Grandparent-Grandchild Competition of Informatics (**Hungary**)

The aim of the project is to call attention to the importance of older people's inclusion in the information society. Children aged 4 to14 and their grandparents are invited to compete with other grandparent-grandchild couples in a quiz, using an internet browser as a support. Since 2003 there have been 8 competitions with mass-media coverage, mobilizing 1,200 families so far.

Academic engagement

University of Dundee – User Centre Group (**Scotland**) established in 2005 to provide a space for older people to become familiar with technologies and benefit from learning opportunities, social interaction and research. It involves:

- formal class-based training
- Informal drop-in centre
- informal training among friends and family acting as 'coaches'
- 'virtual' groups meeting online via a social network embedded in the centre's official website
- opportunities to become involved in research as reviewers of ICT software, projects, and initiatives
- peer support to continue discussions outside the formal activities.