SENIORS AND IT

- CURRENT SITUATION AND CHALLENGES.

SOLUTIONS

IN AUSTRIA, FRANCE, POLAND AND LATVIA

Research in the framework of the Erasmus+ project
"Social Inclusion through Digital Skills and Intergenerational Learning" (2017.-2018.)

Partners:

AUSTRIA: Land Niederösterreich Landwirtschaftliche Fachschule Poysdorf https://www.lfs-poysdorf.ac.at/

FRANCE: M3 MCube association https://www.facebook.com/M3CubeAsso/

LATVIA: Mālpils novada dome/Municipality Council www.malpils.lv

POLAND: Fundacja Bądź Aktywny, http://fundacjabadzaktywny.org/

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Latvia

General introduction about the Social demographic situation in Latvia

Nowadays, people all over the world live longer, reaching 60 or more years. This trend is expected to continue in the coming years. In 2030, elderly people are estimated to account for more than a quarter of the population in Europe and North America.

At the beginning of 2017 there were 1 million 950 thousand people in Latvia, of which 388 thousand or 19.9% of the population were 65 years of age and older (17.4% in the European Union in 2016). Since the beginning of 2010, the total number of inhabitants in Latvia has decreased by 170 thousand or 8% of people. During this period, the number of older generations (65 years and over) increased by 4 thousand or 1%.

At the beginning of 2017, 46% of Latvians were men, 54% were women. At the age of 65, this proportion is different: the proportion of men is 33% and women 67%. Among the European Union countries in the Baltic States, there is the greatest disproportion between men and women in the population of the older generation (65+).

Every year, about 2% of marriages are aged 65 and over. Marriages are also closed between men and women of great old age, in the year 2016, 34 grooms and 12 brides were in age over 80. In 2016, the average life expectancy of the population was 74.8 years, including 69.8 years for men and -79.4 years for women. The life expectancy of women is almost 10 years longer than for men. The difference between men and women in the European Union is so pronounced only in the Baltic States.

Since 2000, almost 22,000 older people have emigrated from Latvia, the largest in 2000-2005 per year - 12.6 thousand. Most of them went to Russia and to other ex- USSR states. Since 2010, 5.2 thousand people emigrated from Latvia and 3.1 thousand of them were at age 65 years and over.

The situation of population in Latvia is illustrated more clearly by chart 1, chart 2 and chart 3 below.

65 years and less old population in LATVIA from 1990 to 2017

315 390   353 316   384 177   385 076   387 909

| | 1990 | 2000 | 2010 | 2015 | 2017 |

men   women   altogether

CSP aprēķins un CSP datubāze internetā.
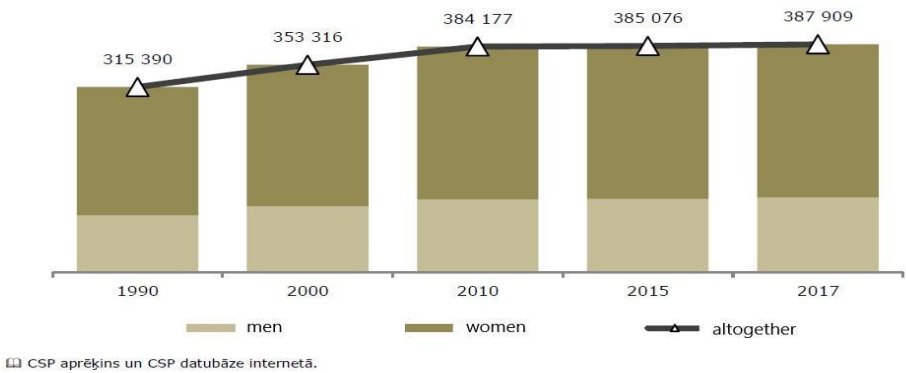
Chart 1

Population rates in separate age groups
(procentos)

	1990	2000	2010	2015	2017
11,8	14,8	18,1	19,4	19,9
66,8	67,2	67,7	65,6	64,5
21,4	18,0	14,2	15,0	15,6

0–14   15–64   65+

Chart 2

Life expectancy of women, men in European Union Countries in 2015

Zviedrija Lietuva Latvija
Itālija Bulgārija
Spānija Rumānija
Luksemburga Ungārija
Kipra Slovākija
Nīderlande Igaunija
Malta Polija
Īrija Horvātija
Francija Čehija
Apvienotā Karaliste Slovēnija
Austrija Portugāle
Dānija Vācija
Beļģija Griekija
Somija

90 85 80 75 70 65

men   women

Eurostat dati (tiešsaistes datu kods: [demo_mlexpec]).

Chart 3

5

Education, science, lifelong learning

According to the Labour Force Survey, in 2016 almost a third (32.1%) aged 65-74 were vocational or vocational secondary education, one quarter (25.8%) of general secondary education, slightly more than one fifth (21, 5%) had higher education, but one fifth (20.7%) had elementary education or lower education level. A positive trend is observed in the population aged 65-74 with higher education, which in 2016, compared to 2010, was 5.3 percentage points higher.

The most popular field of education, in which just over one fifth (21.3%) of seniors received education, were engineering, manufacturing and construction, of which 5.8% had higher education diplomas.

In 2016, the oldest graduate was 71 years old. The 15 graduates were aged 60 and over. In the total number of doctors of science 15.3% are made by seniors (65-69 years).
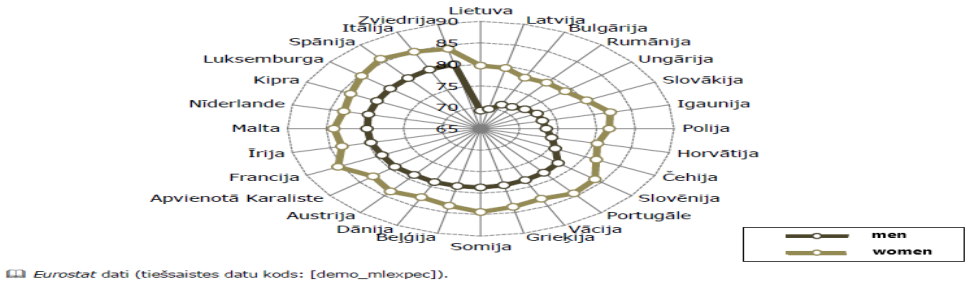
In 2016 2.7% of the population aged 55-74 participated in lifelong learning, which is lower than the EU average (4.8%). Among the Baltic States, the highest proportion of people involved in lifelong learning at the age of 55-74 was in Estonia (7.5%, the seventh highest in the EU). The instability of the trend among inhabitants of Latvia is shown in the chart 4 below.

People of 55-74 years in lifelong learning in the Baltic States and in the EU (percentile)
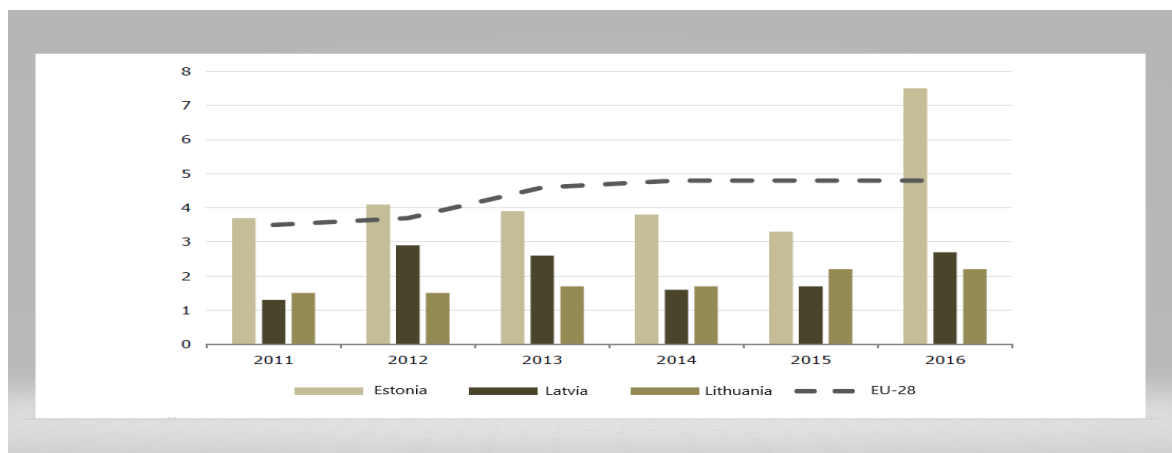

Chart 4

Economic activity

The aging population is one of the greatest social and economic challenges of the 21st century in Europe. In order to reduce the future risks associated with the aging population, by the year 2025, the retirement age in Latvia will gradually be raised to 65 years.

In 2016, slightly more than two fifths (43.4%) of seniors were employed in the profession group "managers and specialists". In turn, a quarter (24.8%) was skilled workers, almost a sixth (15.8%) - servants (lower level office workers) and service staff, while the least (16%) were employed in ordinary occupations. The Achievement of the retirement age is one of the main reasons for termination of employment. According to the 2016 Labour Force Survey, almost three quarters or 73.6% of non-working seniors stopped working due to retirement.

Of all the economically active elderly people, in 2016, 98.2% or 30.9 thousand were employed (3.5% of all employees aged 15-74). The dynamics of employed population aged 65-74 is shown in chart 5.

The senior employment rate in 2016 was 15.8%, which is 6.5 percentage points higher than the average in the EU.

Dynamics of employed population aged 65-74
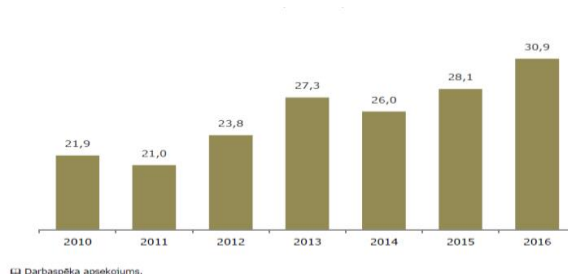

Chart 5

Salary, income and consumption expenditure

In 2015, the income of the elderly households per household member per month was lower than the average for households in Latvia as a whole. Research data show that the income

available to households substantially increases the income from hired labour. According to the Sample Ratio Survey, half (49%) of senior workers worked in the public sector in 2014. The average monthly salary of seniors in 2014 was 809 Euros, which is 7% less than the average salary in Latvia.

Consumption expenditure reflects the use of economic resources and describes the actual aspects of material well-being of the population (Chart 6). The freedom of choice of the elderly households for spending on consumption is limited. This is evidenced by the consumption expenditure structure of these households, with the main part being expenditure on basic needs such as nutrition, shelter (housing maintenance) and health. Expenditures for basic needs in elderly households in 2016 amounted to 70% of their total consumption expenditure (48% in all households).

Household consumption expenditure in 2016
(Average per household member per month, euro)

Chart 6

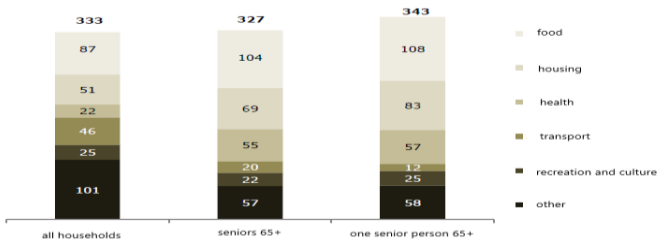## Health and social security

In 2015, the life expectancy of the 65-year-olds in Latvia became more and more equal to the life expectancy of the elderly in the rest of the Baltic States. However, the number of healthy life expectancy years began to decrease. In 2016, 32% of seniors did not go to a health examination because they could not afford it (too expensive) or had to wait too long for

acceptance.

In recent years, there has been a slight increase in mortality - 14.4 deaths per 1,000 people in 2015, 14.6 in 2016. The average age of the older generation (people who died after age 65) was 78 years for men and 82 years for women. According to the State Social Insurance Agency (SSIA), at the end of 2016, 460.7 thousand people received an retirement pension. Comparing the average amount of disbursed retirement pension with the average monthly wage and salary of employees (631 EUR), the retirement pension paid (280 EUR) in 2016 was 56% lower (Chart 7). For most of the seniors, this is the only source of livelihood.

The average amount of retirement pensions and net wage of employees
(Per month, euro)
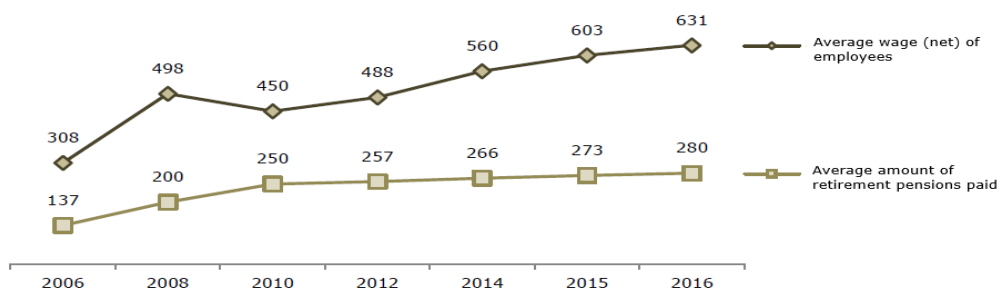
Chart 7

In 2016, there were 15 state social care institutions and 86 social care centers of local governments and other organizations. Exactly the social care institutions are oriented towards the care of retired persons, and in 2016, there were 5,418 retired people or 84.8% of the total number of inhabitants in these institutions. In recent years, more and more seniors are at risk of poverty (from 9.1% in 2010 to 34.6% in 2014 and 38.1% in 2015 year).

Recreation and tourism

Older people (65+) considerably less attending cultural and sporting events than the average inhabitant of Latvia. Most of the seniors noted that cultural and sporting events did not visit due to lack of interest or other reasons. The reason for non-attendance has a close connection with the health status of seniors. However, compared to 2006, the seniors' activity in attending cultural and sports events has grown faster than in other age groups, so in 2015 the gap between seniors and the rest of the population has decreased in this aspect.

Since 2006, the aging population has not reduced meetings with relatives and friends, they are more often use e-mails or telephones to communicate with them. On the other hand, the inhabitants of other age groups on the average meet with their friends and relatives less often. In 2016, the seniors most often travelled through Latvia, choosing a foreign destination only 7% for one day and 18 % for multi-day trips.

Seniors and ICT in Latvia

The media, in particular the electronic film and entertainment industries, play an important role in the lives of the elderly, since they directly deliver the coveted to person without causing the need to go out of the home when the mobility abilities of the human being are diminishing or completely lost. How do seniors perceive it? Although older people's ability and willingness to learn constantly information technology that is continuously changing is not high, seniors in Latvia are increasingly using the opportunities offered by information and communication technologies.

In a countrywide study, it was ascertained that in the year 2016, one third (33.1%) of the population aged 65-74 years regularly used (at least once a week) the Internet, while in 2010 it was only 9.4%. Most often, the Internet is used for reading news online, as well as for using e-mail and Internet banking. In social networks, in 2016, 36.9% of Internet users in this age group who have been using the Internet over the last three months have been involved. In 2016, 28.0% of internet users in this age group have ordered their products or services online for some time, but 9.5% have done so in the last three months.

33 respondents at the age from 55 to 80+ took part in the survey "The use of information technology and needs in this area" conducted by the SINDI-project.

The highest number of responses was obtained from respondents in the age group 55 - 60 (36%) and 61-65 (24%), with the least responses received from the group of 75 -80 and 80+, in total 6% (chart 8).

Legend:
- 55-60
- 61-65
- 66-70
- 71-75
- 75-80
- 80+

66-70
6 (18.2%)

24.2%

15.2%

36.4%
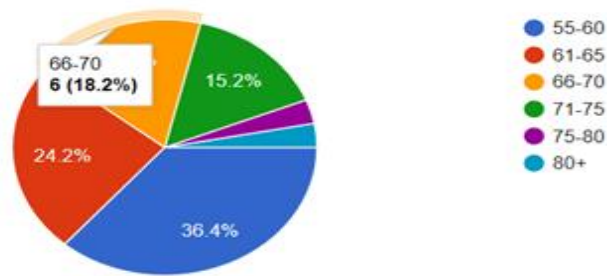
Chart 8

Of all the respondents, 88% use information technologies. Mostly, 82% of information technology is used to obtain information and purchase, 67% use e-mail for communication, 58% for social networks, 42% for Iphone / iPod, 15% for MS office applications and 6% for other applications.

Those who use technology (68%) rate their skills as average, 25% consider themselves as beginners, and only 7% rate themselves as skilled users. Those who answered that they are not using information technology all (100%) want to do it.

Almost half (48%) of respondents want to learn how to use the Internet for information and purchases, 36% - for e-mail usage, 28% - for Skype, the same number of respondents (24%) - for social networks and for the Photoshop application, 0% - for iPhone / iPod use.

73% of respondents want to use digital tools to search for information, 61% to contact with friends and family (58%), as well as a large number of respondents (42%) want to acquire skills for transferring photos, videos and music between different tools, and purchases on the Internet - 24%.

The answers, collected to the question about the biggest obstacles and difficulties encountered when using digital tools, showed that the biggest obstacle is the lack of knowledge (67%), no time for it - 36%, no digital devices - 21%, no helping - 18% (chart 9).

Chart 9

The greatest support (70%) in this area gives the local community - free courses, associations, etc., 58% receive support from family and friends, private paid courses are not used at all, do not receive support 6% of respondents.

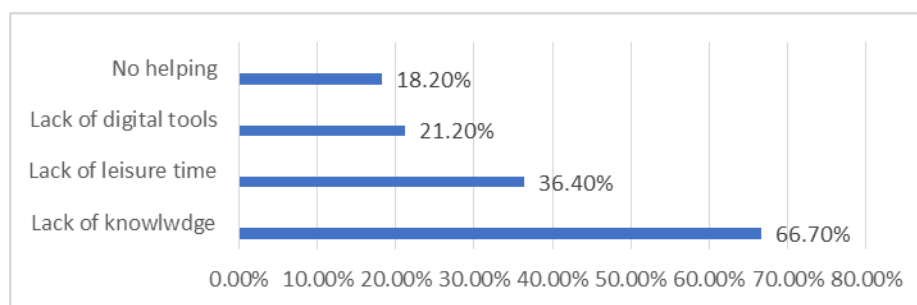As the most appropriate type of course mentioned is an individual approach with one teacher (52%), so we can be sure that courses offered by SINDI project was the best option for them. 33% of respondents chose courses in a small group, themselves or with help of family are ready to study 18%. As the least suitable are mentioned online courses, only one respondent chose them.

In general, it can be concluded that seniors are interested in acquiring digital tools for obtaining information, for communicating by e-mail and social networks. They are ready to learn and master programs that help them to handle photos, music and videos.

Solutions and best practices existing for seniors in Latvia

Retired' or seniors' associations are in almost every city and parish, either organizing courses or seminars themselves or providing information about them. The best example of practice for seniors is the Association of Riga Active Seniors Alliance "RASA". The association has established its own Vocational continuing education and professional development institution "RASA", to enable seniors to study throughout their life. There seniors can learn different languages, creative activities and computer skills. The institution also offers its services to pre-retirement seniors and young people. The institution have created a 40-hour curriculum "Basics of Child Care", which will lead to the receipt of a diploma from a state-accredited institution.

There are several day centres in the regions of Latvia, but the Day centre "RASA" established but The Association of Riga Active Seniors Alliance "RASA" offers the largest

range of services. It offers - individual counselling (by psychologist, social mentor, and lawyer), individual and group lessons in maintenance and development of cognitive abilities, the development of everyday and social skills, the management of physical activity, creativeness, interests and other activities. There are also available support services for a client's family or household members and self–help support in the Day centre.

Zenta Roderte from Riga, who has been working for more than 30 years as the teacher of 1.- 4. grades, says: "A couple of years ago I learned about the seniors' association RASA, where I applied for courses in the social group of grandmothers. The lessons were free - very interesting, with knowledgeable teaching staff, even professors. At the end we got the certificate issued by the Riga City Council, and I returned to work with children. I have over 70, but I study and improve continuously - I'm looking for materials on child upbringing, psychology, nutrition. I believe that retired persons have no reason to sit at home and cry that they are bored. If there is a desire to be useful, there is now a great deal of opportunity. "

One of the greatest opportunities to learn is to become a student again. Yes, this is also possible at retirement age! Many institutions of higher education in Latvia offer non-formal learning, that is, anyone interested in listening status can participate not in the whole study program, but in specific courses (lectures). Of course, these students do not have the same requirements as the common students and they do not receive a diploma, but it is an opportunity to learn what the heart desires, at minimum cost or even free of charge. Some universities also give proof of attendance at the course. In addition, many universities have branches - training is not limited to Riga, but is possible in regions. This opportunity is highly appreciated by people who have worked in a position for a full-time job without a relevant educational document, but now it becomes actual. You can apply for a vocational education institution offering an appropriate program and, passing the state exam, obtain a qualification document respected by the employers.

If a person is able to work with the Internet and other modern technologies then distance education is also possible. RTU Center for Distance Learning "ebig3", where there is no age limit, offers a very extensive course program.

If university lectures seem too serious, there are also many other opportunities to learn something new when attending a wide range of courses:

- To acquire or supplement computer and Internet skills without leaving home and free of charge, it is possible to apply to "Lattelecom" digital computer school "Learn yourself!", which offers three programs for beginners, proficients and experts.

- Various offers are also available on the homepage of the National Education Centre, under the section "Professional development and courses for seniors" .

- The Lifelong Learning Program implemented by the Ministry of Education and Science offers opportunities to study at any age.

- The State Employment Agency has an active program "Competitiveness Improvement", which offers various free courses without age limit, and also does not require unemployed status.

- Local government training centres. For the inhabitants of Riga, the Riga Educational and Informative Methodological Centre offers a wide range of adult non-formal education courses. Among the most demanding programs for senior people are English, Baltic signs, computer courses, photography, medicinal herbs, handicrafts.

- "Lattelecom" offers a special support phone for seniors on computers and the Internet: 67201777. Lattelecom home phone customers are calling free of charge.

- "Swedbank" invites to use the online banking, as well as the use of a card, telephone bank and cash machine on-the-spot, under the guidance of experienced lecturers, by applying for training at the "Swedbank e-Skills School". The training is organized in cooperation with regional libraries, schools and local government institutions.

Seniors in Latvia have the opportunities to learn and to get support,- all they need is to have a willingness to go for it.

Information sources:

1. http://www.csb.gov.lv/dati/e-publikacijas/vecaka-gadagajuma-iedzivotaji-latvija-45755.html

2. http://www.siforage.eu/eotools_files/files/White%20Paper%20-%20LATVIAN%20(pages)_DEF.pdf

3. http://www.vm.gov.lv/lv/ministrija/konferences_un_seminari/konference_vesels_un_aktivs_latvija_muza_garuma1/?print

4. https://www.manasfinanses.lv/karjera/macibas-senioriem-71

5. http://www.nva.gov.lv/index.php?cid=433&mid=313&txt=2908&from=0

6. https://www.manasfinanses.lv/karjera/muzizglitiba-240

7. http://www.niid.lv/

Poland

General introduction about the Social demographic situation in Poland

In 2016 in Poland, men lived on average 73.9 years, while women 81.9 years. The average life expectancy of newborn males and females has decreased in comparison to the previous year by 0.3 years. However in comparison to 1990, we live longer by respectively 7.7 and 6.7 years.

During the last thirty years, despite periodic fluctuations, the overall level of death rates was decreasing. In 2016 in Poland 873 persons died per each 100 thousand people. Changes in mortality according to gender explicitly indicate high over-mortality of men in each age group. During the entire analysed period the death rates among men below 60 years old were 2-3 times higher than women of the same age. Among older people (above 60 years of age) the difference is significantly reduced. It can be stated that after 1991, in Poland, among all age groups, a rapid drop in death rates was observed (mostly among men).

In the older age groups (60+), the mortality of males, caused by neoplasm had keep increasing until 2004, next during 10 years the decline of death rates was observed. In 2015 mortality of men increased slightly. During the same period from 2000 among females the death rates haven't changed significantly only in 2014-2015 small increased was noted. It ought to be mentioned that death rate from neoplasm (for males) is five times higher among the older people (i.e. above 60) than among younger ones.

The death rate among men aged below 60 is six time higher than among women. People above 60 years old suffer from accidents, injuries and poisonings less frequently. Furthermore, although the numbers concerning men are higher, the gap between mortality rates of older men and women is disappearing.

The older people more often have the problems with health and don't feel well.

Figure 2: Healthy life years at age 65, by sex, 2013
(years)

Legend:
- Men
- Women

Countries (top to bottom): EU-28 (¹), Sweden, Denmark, Malta, Ireland, Belgium, France, United Kingdom, Luxembourg, Bulgaria, Portugal, Netherlands, Spain, Finland (²), Czech Republic, Austria, Cyprus, Poland, Slovenia, Italy, Germany, Greece, Lithuania, Hungary, Croatia, Estonia, Romania, Latvia, Slovakia, Iceland, Norway, Switzerland

X-axis: 0, 2, 4, 6, 8, 10, 12, 14, 16, 18
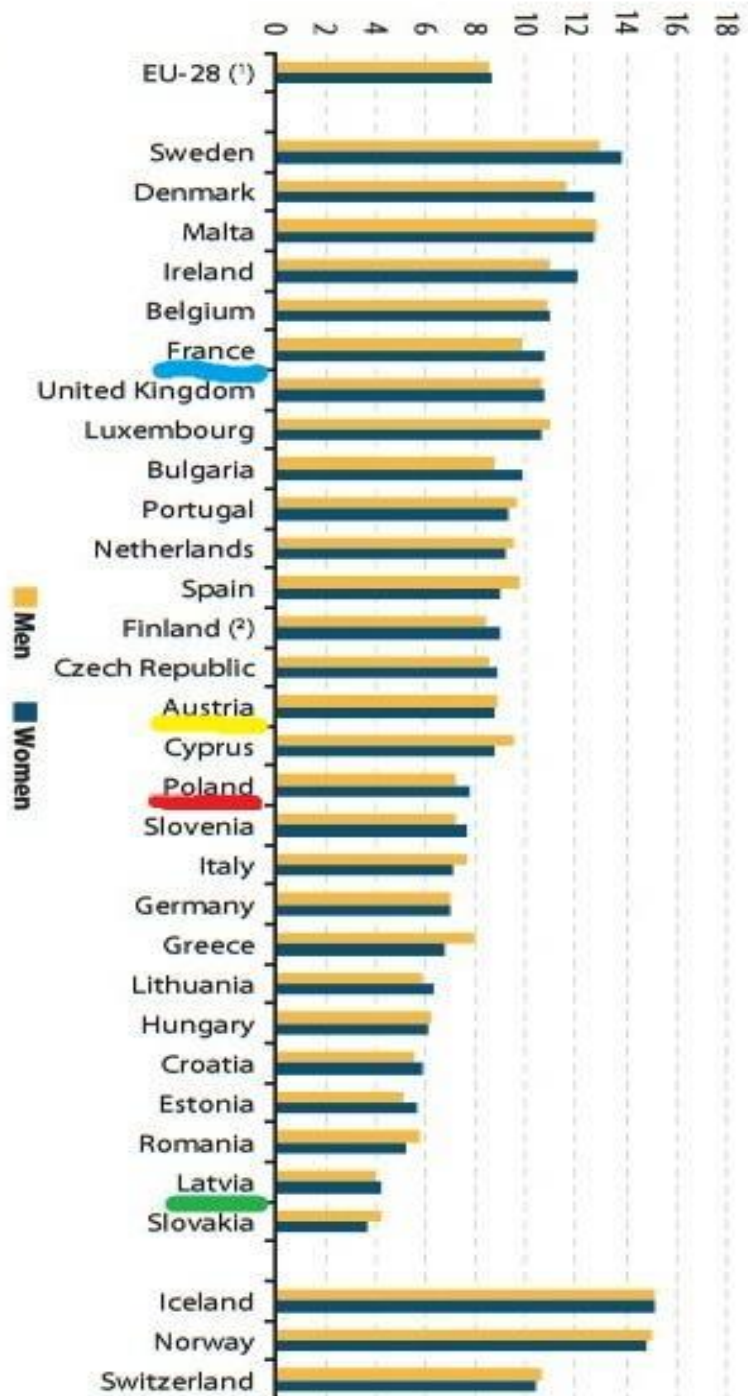
(¹) Estimates.
(²) 2012.
Source: Eurostat (online data code: hlth_hlye)

Seniors and ICT in Poland

Using internet by older people is different in countries. There are many factors. In Poland the most often factors which impact for it are: low level of skills of older people, the costs of internet, not so strong wifi signal in many places (especially in rural area). The table present the situation in EU.

Table 3: Proportion of the population using the internet, by age, 2014 (%)

	Internet access: at least once a week		Internet banking		Made an online purchase during the previous 12 months		Read online news sites / newspapers / news magazines		Participated in social networks	
	Total popula-tion	65–74 years-old	Total popula-tion	65–74 years-old	Total popula-tion	65–74 years-old	Total popula-tion	65–74 years-old	Total popula-tion	65–74 years-old
EU-28	75	38	44	22	50	23	52	25	46	10
Belgium	83	52	61	34	54	22	53	31	52	15
Bulgaria	54	9	5	0	17	0	41	7	40	3
Czech Republic	76	33	46	13	43	11	69	32	40	5
Denmark	92	76	84	71	78	53	71	56	66	29
Germany	82	47	49	23	70	33	61	34	42	6
Estonia	82	41	77	32	49	11	76	37	51	11
Ireland	76	33	48	17	50	15	37	15	50	8
Greece	59	12	13	3	26	4	54	12	41	4
Spain	71	23	37	11	37	7	59	20	51	9
France	80	49	58	34	62	32	39	24	39	9
Croatia	65	15	19	4	28	2	54	12	40	4
Italy	59	19	26	8	22	5	37	13	36	5
Cyprus	65	15	24	4	27	4	50	11	50	5
Latvia	72	28	57	22	34	5	65	28	53	14
Lithuania	69	19	54	11	26	2	68	20	47	4
Luxembourg	93	79	67	53	74	55	81	65	60	26
Hungary	75	27	30	7	32	6	65	25	61	15
Malta	70	34	45	15	47	14	54	26	53	15
Netherlands	91	70	83	61	71	38	57	40	59	23
Austria	77	36	48	14	53	17	54	25	44	10
Poland	63	19	33	8	34	6	47	15	37	5
Portugal	61	21	25	9	26	4	48	15	47	10
Romania	48	8	4	0	10	1	38	7	36	3
Slovenia	68	21	32	8	37	7	58	20	42	6
Slovakia	76	27	41	10	48	10	52	21	50	6
Finland	90	62	86	61	68	29	78	50	56	15
Sweden	91	76	82	65	75	50	87	68	65	33
United Kingdom	89	66	57	33	79	53	59	32	60	19
Iceland	97	83	91	70	66	23	93	77	83	53
Norway	95	74	89	68	77	38	89	67	71	27
Switzerland	86	57	54	29	67	35	68	38	43	8

Source: Eurostat (online data codes: isoc_bde15cua and isoc_bde15cbc)

The results of our survey about using new technology by older people in rural area

We asked the inhabitants of district Grabica about using IT in a questionnaire.

The target group was people aged 50+, although 2 of the participants are under 49. We asked the students of the Secondary School in Szydłow (a small village in the district), to take the questionnaire home for their grandparents. We also asked the members of the association Szydłowskie Stowarzyszenie Rodziców "Przyjazny Kąt.

We gave them a paper version of the questionnaire and collected the answers. 27 people took part in it: 18 women and 9 men of different ages. Most of them were aged 61-70 (44, 44%), 5 people (18, 52%) were aged 71-75. In the whole group there was 74, 07% pensioners and 14, 81% who still work on farms.

We asked about using a mobile phone, computers and the internet. Five of the participants didn't have a mobile or ad computer. It's quite a big number, because it's 18, 52% of our respondents.

Nearly all people use a mobile only for conversation and sending texts- 66, 66%; only 1 person uses the internet on a mobile.

The general problem with using IT can be equipment, because it's still quite expensive in Poland. Only 2 respondents of the questionnaire have their own computer, more of them have a computer or laptop (37, 04%), but in 18, 52% of the families (where our respondents live) didn't have one at home.

16 peoples can't use a computer and they don't want to learn. It's a problem, because they don't know, that IT skills can be very useful in life. 10 people would like to learn more, but they don't know exactly what they should learn. One person from a family, where nobody has a computer would like to learn how to use it and the internet.

Conclusion:

People aged 50+ in rural areas (Grabica district) don't use multimedia. The most popular is a mobile, but most of them use it only for conversation.

The worst situation is with using a computer and the internet. Most of them don't use it and don't need to learn it. There could be some reasons for this.

One is that the internet is not free and people who want use it must pay- in rural areas it can be quite expensive, especially for pensioners. It's the same with owning a laptop or computer- people in difficult situations (risk of social exclusion) can't afford to buy them.

The next reason is that they don't know that it can be very helpful in life, because you can look for interesting information, you can buy something, pay tax etc. If they don't understand how IT skills can be useful in life, they always regard IT as a toy for younger people.

This is the reason, why the local organizations should focus on promoting IT. A good way is to demonstrate at local events and meetings (formal and informal) how use the internet to find a job, how to communicate with other people, and how to work.

The questionnaire:

Questionnaire about using multimedia for the adult inhabitants of the local community in a rural area (Grabica district).

I'm

- ○ woman
- ○ man

I'm in age

- ○ 49 or under
- ○ 50-55
- ○ 56-60
- ○ 61-70
- ○ 71-75
- ○ 76 or older

At the moment I...

- ○ work
- ○ am retired
- ○ am unemployed
- ○ a farmer

How do you use a mobile?

Choose only one

- ○ I haven't used a mobile
- ○ I have, but I use it only for speaking
- ○ I speak and send texts
- ○ I speak, send texts, make photos
- ○ I speak, send text, make photos, use internet

In my home/family

Choose one option

- ○ I have my own computer/laptop
- ○ There is more than one computer but I don't have my own computer
- ○ We have one, but it is used by many people, me included
- ○ We don't have a computer

How do you use a computer?

You can choose more than one

- ☐ I can't use it.
- ☐ I can find some info on the internet
- ☐ I use e-mails

- ☐ I can create documents
- ☐ I use it in my work or to look for jobs
- ☐ I can create PowerPoint
- ☐ I can print some materials
- ☐ I can use discs to listen to music or watch films
- ☐ I use facebook
- ☐ I have an account on other platforms
- ☐ I use SKYPE
- ☐ I use other programmes to communicate

If you had an opportunity to learn

You can choose more than one

- ☐ I don't want to learn, I don't need it
- ☐ I would like to learn to use the internet to find information about interesting things
- ☐ I would like to use e-mail
- ☐ I would like to learn how to create documents
- ☐ I would like to edit photos
- ☐ I can do some things. I would like to learn more, but I don't know what
- ☐ I would like to make contact with other people

Solutions and best practices existing for seniors in Poland

The project for seniors and children.

The Centre of Artistic Education "Getting children out of the gateway" as an platform between generation - was the name of the project which was realised by the Cultural Centre in Piotrków Trybunalski in 2011 and funded by The Ministry of Culture and National Heritage.

The mission of the project was to build the bridge between all generations living in the town. It was done by art. The participants were children and teenagers and people in age 50+. The both groups worked separately on art workshops, but some of the activities like performance, exhibitions, and planners were done together. One of the final products was the catalogue of the pictures and photos.

This time Art was the bridge between the generations. All the participants (young and seniors) had a lot of the opportunities to spend the time together, to know better each other and learn.

The projects for adults and seniors

Faculty of Electronics, Telecommunications and Informatics of Gdańsk University of Technology has very big experience in the work with adults and the project of Lifelong Learning programmes. The first project was realized in the time 201-2004 and called "Meeting of Generations".
In the time 2005 - 2017 the institution realized 16 projects:
1. Socrates Grundtvig, ABLE - Adult Blended Learning, 2005-2007
2. Grundtvig Multilateral Project, Mind Wellness - Improving learning capacities and mental health of older people, 2008-2010
3. Magazine online, 2008-2017
4. Grundtvig Partnership, Connecting +55, 2008-2010
5. Grundtvig Partnership, EuBiA - EU Broadening people's mind in ageing, 2008-2010
6. Grundtvig Partnership, IMPROVE - Improving Opportunities for Older People in Work and Community Activity - Winning the Generation Game, 2008-2010
7. e-senior.eu in action, 2009-2010
8. Grundtvig Partnership, LLLab - Lifelong Learning for Active Citizenship and Capacity Building, 2009-2011
9. Active Citizens, 2010-2011
10. Grundtvig Partnership, LISTEN - Learning Innovative Styles and Active Citizens, 2011-2013
11. Grundtvig Partnership, LLLE - Learning in Later Life in Europe, 2011-2013
12. Grundtvig Network Project, ForAge – Forage for later-life learning: Building on European experience, 2012-2014
13. Grundtvig Multilateral Project, MATURE - Making Adult Teaching Useful, Relevant and Engaging, 2013-2014
14. Grundtvig Senior Volunteering Project, SenAcT - Seniors Acting Together, 2013-2014

15. National Centre of Culture, city games – The activ people 60+, 2014

16. ERASMUS+, SP4CE - Strategic Partnership for Creativity and Entrepreneurship, 2014-2017

Since 2008 they organized "meeting with a computer"- the activities for the people 60.70.80+. They use Moodle platform for the documentation and some activities.

The most actual are: http://jatobym.moodle.pl and sp4ce.moodle.pl.

They create the platform http://sp4ce.moodle.pl/course/index.php?categoryid=14.

Some information about the results of the projects which have the aim the integration between the seniors and local environment and NGO-s is showed on the films: https://youtu.be/oN1uOhl-IAI and https://youtu.be/oN1uOhl-IAI?t=149

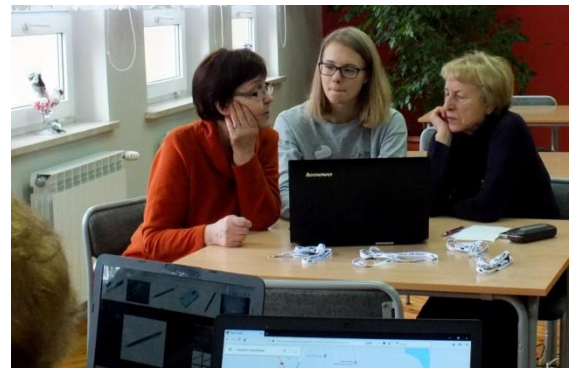## **The activities of SINDI project**

The workshops in Cultural Center in Piotrków Trybunalski.

The workshop in Cultural Center in Solec Kujawski.

The workshop in Cultural Center in Koszęcin.

The ice-breaking prepared for the meeting in Austria 19-23 March 2018

The title: ice-breaking "Let's built common home- EUROPE!"

The materials: presentation, pieces of papers in a few colours.

The instruction for the participants:

1. Choose a few papers and write your name on everyone.

2. Everybody has the good features, write one your good thing, skill, feature (optimist, active, good singer, hard working person, sense of humour etc.) on every piece of the paper. Remember: one feature on one paper. If you need more papers, take so many so you need.

3. The next step is work in the teams consist of a few persons (3-7). Seat on the separate tables. Take your pieces of papers.

4. The pieces of the paper are your "bricks". The task for the team is: "built" common house and use all the "bricks".

5. Show your house others teams.

Information sources

1. http://stat.gov.pl/

2. http://pos.lodz.pl/projekty/erasmus-akcja-ka2-badz-na-czasie-partnerstwo-strategiczne-na-rzecz-osob-wykluczonych-cyfrowo-1-10-2017-30-04-2020/

3. http://angelarium.pl/

4. http://it.pwn.pl/Artykuly/Informatyka-inaczej/Internet-bez-tajemnic-Cyfrowy-swiat-seniora

France

General introduction about the Social demographic situation in France

Senior population in France

On 1 January 2016, France had 66.6 million inhabitants. With the extension of life expectancy and the advancing age of the baby boom generations, the aging of the French population continues. **Population aged 65 and over represents 18.8% of the population, an increase of 3.7 percentage points over 20 years.** The increase is 2.8 percentage points over the same period for residents aged 75 and over, who represent nearly one in ten residents as of January 1, 2016[1] . It is forecast that by 2050, 1 in every 3 person will be aged 60 and more (in comparison with one every 5 persons in 2005). As demonstrated by the graphic below the growth of the population aged 65 to 74 and 75 to 84 years-old is rapid.
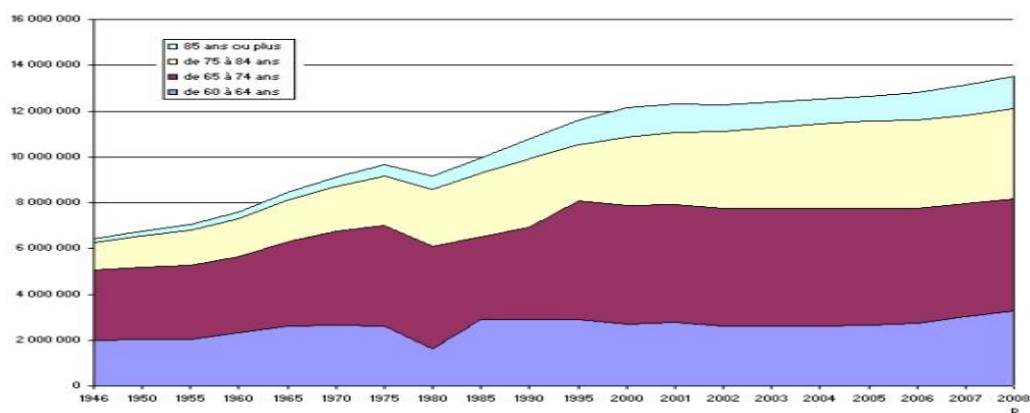
Chart 1 – Evolution of the number of aged persons in France (Insee, 1946-2008)

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[1]   https://www.insee.fr/fr/statistiques/1906664?sommaire=1906743

Senior activity in France

Employment

The employment rate of seniors varies greatly according to their age, decreasing rapidly after the age of 54, at which 90% of men and 80% of women are active. At age 59, 50% of French seniors leave the labour market, although most of them didn't reach the legal retirement age yet. By the age of 60, only 30% are active and by the age of 63% the rate plumbs to 14%. Labour market retention also varies according to occupation and status. Thus, between 60 and 64 years old, there were almost 40% of active seniors among the self-employed, executives, higher intellectual professions and public service, compared with 20% of employees in SMEs and 20% employees in the private sector (DARES, 2011). [2]

Retirement and pensions

According to a study published by DREES in 2017[3], 16 million people were receiving a direct pension under French pension plans in 2015. Compared to the numbers in 2014, 1% increase in this population was observed.

Retirees thus represent almost 24% of the French population and have never been more numerous. If the number of people benefiting from the reversion pension is added, there are 17 million pensioners in France in all schemes combined.

These retirees receive a monthly gross pension that is in average 1,376€ (+0.7% compared to 2014), which gives an average of 1283€ a month in net. The pension amount of the retirees is revalorized with the inflation rate, which explains the annual increase in the average pension rates.

There are inequalities of the average pension rate between men and women, which can be explained by the fact women tend to have shorter careers (i.e. less contribution years) than men. According to the DRESS, the women's average pension was 39.2% lower than for men in 2015. Furthermore, regional disparities exist; in the Parisian urban region the average retirement pension is 23% higher than the national average, which can be explained by the more qualified

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[2] http://dares.travail-emploi.gouv.fr/IMG/pdf/DE164_Emploi_seniors-280911.pdf

[3] http://drees.solidarites-sante.gouv.fr/etudes-et-statistiques/publications/panoramas-de-la-drees/article/les-retraites-et-les-retraites-edition-2017

jobs and better salaries than elsewhere in the country.

<u>Associative activities and intergenerational relations</u>

In France, there are in total 1,3 million associations, animated by 13 million volunteers and specialising in the most diverse domains such as for example housing, sports, education, health, migration and social inclusion. 35% of volunteers are seniors. In a 2013 survey by TNS Sofres[4], 14% of surveyed persons declared that they are part of an association working with intergenerational cooperation. There is nevertheless a difference in the type of intergenerational activities practiced according to the age: according to the TNS Sofres survey, younger persons (less than 35 years-old) are mostly attracted to knowledge exchange, knowledge transfer and education while older persons (more than 50 years old) are mostly focusing on social activities and communication with their close circle (family and neighbours).

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[4]   https://www.silvereco.fr/wp-content/uploads/2014/01/Interg%C3%A9n%C3%A9rationnel-TNS-Sofres-Silver-Economie.pdf

Seniors and ICT in France

A digital friendly society

Overall, France is a digital friendly society. In the figure below, the sentiment of French people towards ICTs is measured. 41% of people aged 60 and plus are curious and attracted to new technologies, 33% have some doubts and express concern, 25% are indifferent and only 7% reject it.

Figure 1 Cogedim Barometer 2016 [5]
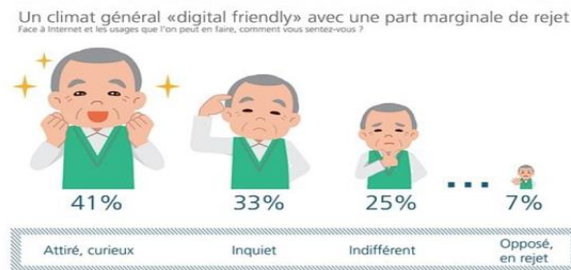
Seniors and digital challenges

A survey released in 2017 by the CREDOC[6] (French research center for study and observation of living conditions) presents the use of technologies by people living in France. Even if the use of digital tools among older people is growing incrementally, **there is still a gap between youngest and oldest.** Indeed, this target group hasn't grown up with new technologies for communication unlike young people that are used to handle and to adapt to those new tools. The study highlights that more than **40% of the people aged over 70 years old have never learnt how to use new technologies.** For that matter, the lack of knowledge and competences along with the perception that new technologies are expensive and the impression that they are not adapted to seniors are among the main obstacles preventing seniors to use ICTs and to learn more about digital tools.

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5   https://www.blogdumoderateur.com/seniors-digital-connexion/
6   https://www.arcep.fr/uploads/tx_gspublication/barometre_du_numerique-2017-271117.pdf

Results of the local survey "seniors and new technologies" in Paris

The online survey was run from February until May 2018 in Paris. Different types of target groups responded to the survey: members of the adult organizations and learning, members of the M2Cube association and other persons from seniors and volunteer centres. In total, 26 answers were received between February and May.

We can observe that more than 85% of older persons use the ICT tools against 11% that don't.
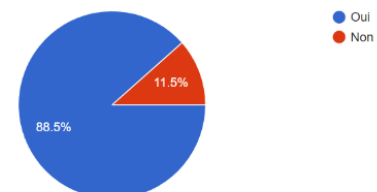
Half of the responders evaluated their level of ICT as the beginners and 40% as intermediate; only 8% estimated themselves and advanced users.

Almost all the participants wanted and were interested in using new technologies and improve their knowledge.

The responders wanted almost equally use Tablet, Skype and Email functionalities. However, only few seniors expressed interest in doing online shopping, doing e-administration and booking their holidays online.

We can see that their still prefer the "traditional" methods in some of the life situations.
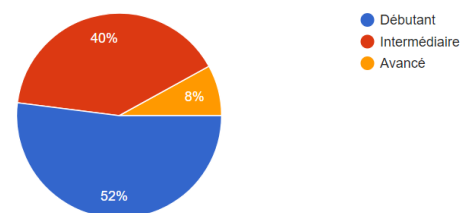
As for the learning/improvement methods, most of the older persons prefer classes in small groups, some of them would choose individual classes and none of them went for online classes.
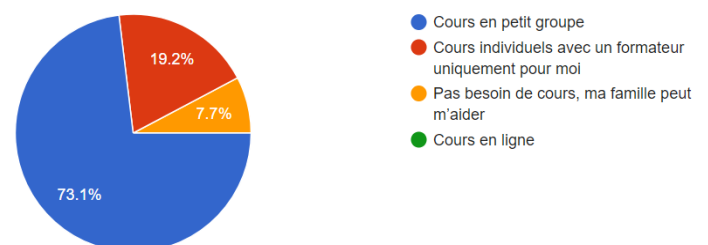
Increasing usage and awareness of digital opportunities

Nevertheless, in our modern digital societies, these obstacles are being overcome and seniors

are using more and more digital tools. As shown below, **the most rapid growth of internet users between 2006 and 2015 was the one of the age categories 60-69 and 70+** (Digital Barometer 2015)

Chart 2 – proportion of internet user by age category between 2006 and 2015 (%) [7]

Proportion d'internautes par tranche d'âge entre 2006 et 2015 (%)

Source : tableau page 53 du Baromètre du Numérique (2015) – graphique interactif –
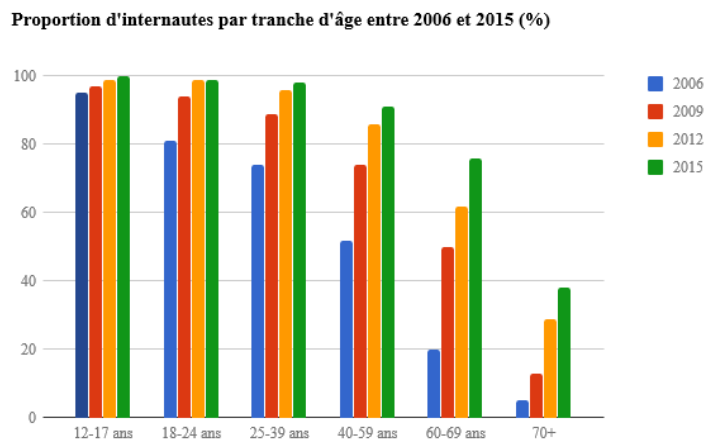
That being said, some tools are preferred over others. **The CREDOC study (2017) confirms that people over the age of 60 are more comfortable with a computer than a Smartphone or a tablet**. This is the age range that uses the most computers in comparison with the youngest. Older people are mostly used to **look at their emails or surf the web, go on social networks, read the news or consult the weather forecast**. Moreover, 46% of seniors aged 60+ has the habit of buying online.

Furthermore, the use of mobile phones or Smartphones remains strongly linked to the socio-demographic characteristics of the respondents. For instance, youngest people surf the web very often or almost every day unlike this practice is decreasing with age. **Only one third of the people aged between 60 and 69 years old and 16% of people over 70 are browsing the web**

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[7]   observatoire-des-seniors.com/barometre-du-numerique-2015-les-usages-dinternet-par-tranches-dage/

through a mobile phone or a Smartphone. When the respondents were asked about their skill level on digital tools, **40% of the 60-69 age group considered themselves as competent. This share drops by 20% for people over 70.** It is precisely this age group that uses more fixed-line than mobile.

Finally, for people aged over 60 and that are used to handling digital tools; they are mainly using them for **Internet, e-administration and social networks**. Indeed, **58% of the 60-69 age group has completed administrative procedures** in the last twelve months and **30% of the people aged over 70.** Even if the ratio is lower than for the youngest people, the CREDOC study points out an increase over the years. **The use of social networks is also growing among people over 60 years old** (35% among 60-69 age group in the last twelve months). Since 2013, their sense of competence is consequently increasing over the years and the gap with other age groups is decreasing.

Solutions and best practices existing for seniors in France

Faced with the challenges of promoting active ageing and forming seniors to IT competences, the solutions and best practice developed in France rely on **participative methods promoted by public entities, associations and even private organisations.** More specifically, initiatives are very often embedded in the local web of social relations and social resources.

Initiatives promoted by public bodies

Public bodies and local administration have spotted the problems of internet and ICT usage among seniors and have been actively fighting against the digital generational gap. Some city halls such as the one of Paris or the city of Sceaux in the Ile de France region have put into place workshops and classes to allow seniors to develop their competences in the usage of computers, tablets, Smartphones and dedicated apps. These initiatives are closely linked with healthy and active ageing policies. Notably, during tax declaration campaigns, specific services are dedicated to welcoming seniors and helping them fill out their tax declarations online. Indeed, from 2019, the only available tool for tax declaration will be the online tool. Senior citizens being directly affected by such change, public bodies are enhancing their support services.

Initiatives promoted by associations

Associations are also central elements in field of senior digital education and initiatives keep developing. In the framework of this research we underline two of them, Emmaus Connect and Astroliens.

Emmaus connect is the digital branch of the association Emmaus which works more widely with social integration. Convinced that digital technology offers a unique opportunity to increase its integration capacities, Emmaus Connect has been working since 2013 to ensure that digital technology also benefits those who need it most: people in precarious situations.

Being a grassroots association, Emmaus Connect answers as closely as possible to the needs of socially excluded persons and those of the professionals who accompany them. The association designs educational resources, offers workshops to learn about key digital services and enables free access to IT materials and connection. It is also developing services (assessment tools, mapping, and training) for social actors and public service operators to enable them to better adapt to the digital society.

Astroliens is a smaller association offering intergenerational support to seniors who wish to learn more about ICTs. The organisation pairs young students (18 -25 years old) with seniors. The classes take place at the residence of the senior and are free as the young teachers are volunteers. The sessions are scheduled once a week during a month. The pair can renovate for one extra month, after that the senior can continue the programme but will be put in contact with another volunteer. The association Astroliens is in charge of recruiting volunteers, training them to teach seniors digital skills, pairing them with seniors and mediating their relations.

Initiatives promoted by private organisation

Further initiatives are put into place by private entities. Following the same model as Astroliens, *Geekzie* puts into contact technical university students that wish to give IT classes and seniors. Classes take place at the residence of the senior and the student is paid a reasonable amount. Long term relations are stimulated and family members and seniors' entourage can offer them Geekzie classes.

One last initiative, Espace *Idees Bien Chez Moi*, developed by a health and pension fund, focuses on **educating seniors about domotics and new technologies that can improve healthy and active ageing** as well as compensating physical impairments thus allowing them to live independently at home as long as possible. Such issue is crucial in European societies which are experiencing the demographic changes of an ageing population and the constant pressure on social and health expenditures as well as a possible shortage in public health services for seniors.
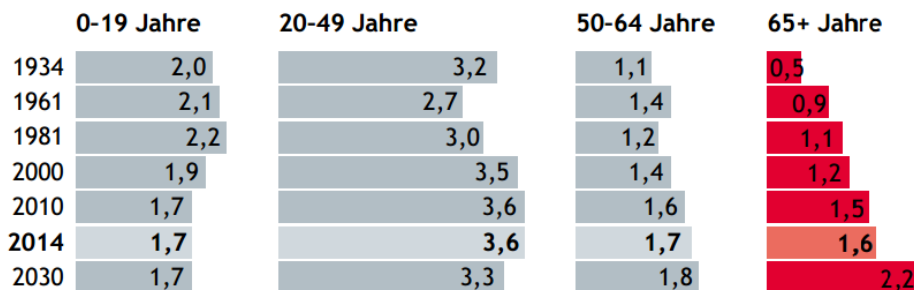
Information sources:

1. Agence du numérique (2015) Baromètre du numérique. Last accessed on 11/04/2018. observatoire-des-seniors.com/barometre-du-numerique-2015-les-usages-dinternet-par-tranches-dage/

2. Agence du numérique (2017) Baromètre du numérique. Last accessed on 11/04/2018. https://www.arcep.fr/uploads/tx_gspublication/barometre_du_numerique-2017-271117.pdf

3. DARES (2011) Emploi des seniors. Synthèse des principales données sur l'emploi des seniors. Last accessed on 11/04/2018. http://dares.travail-emploi.gouv.fr/IMG/pdf/DE164_Emploi_seniors-280911.pdf

4. DRESS (2017) Les retraités et la retraite. Last accessed on 11/04/2017. http://drees.solidarites-sante.gouv.fr/etudes-et-statistiques/publications/panoramas-de-la-drees/article/les-retraites-et-les-retraites-edition-2017

5. INSEE (2016) Population par âge. Last accessed on 11/04/2018 https://www.insee.fr/fr/statistiques/1906664?sommaire=1906743

6. Perrichot, R (2016) Les seniors et le digital: une population aussi connectée. Last accessed on 11/04/2018. https://www.blogdumoderateur.com/seniors-digital-connexion/

7. TNS Sofres, IRCANTEC (2013) Les Français et l'intergénérationnel. Last accessed on 11/04/2018. https://www.silvereco.fr/wp-content/uploads/2014/01/Interg%C3%A9n%C3%A9rationnel-TNS-Sofres-Silver-Economie.pdf

Austria

General introduction about the Social demographic situation in Austria

In the early 1950s, less than 16% of Austrians were 60 years or older. Today, the proportion of over-60s is already 24% - more than 2 million citizens - and by 2030 it will be almost one third of the population (Source: Statistics Austria). The situation is similar in many industrialized countries: In the 28 member states of the European Union, where there are already around 123 million people over the age of 60, there will be around 150 million in 2060 - just under one in three Europeans (as of 2014). The current average age in the EU is 39.3 years and will increase to 42-48 years by 2030, depending on the country. By 2030, around 44% of the population in Austria will be over 50 years old. As a matter of fact Demographic change is not a temporary phenomenon, but a megatrend that will continue to shape Austria and the rest of the world in the future.

Population in Austria by age group (in millions)

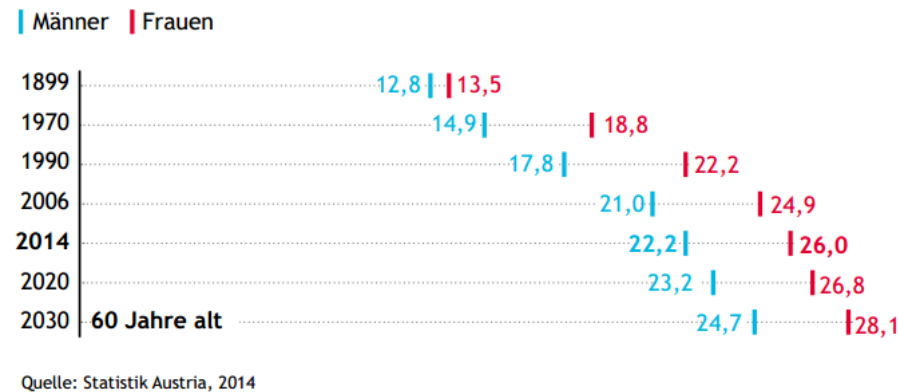|	0-19 Jahre	20-49 Jahre	50-64 Jahre	65+ Jahre
1934	2,0	3,2	1,1	0,5
1961	2,1	2,7	1,4	0,9
1981	2,2	3,0	1,2	1,1
2000	1,9	3,5	1,4	1,2
2010	1,7	3,6	1,6	1,5
2014	1,7	3,6	1,7	1,6
2030	1,7	3,3	1,8	2,2

Quelle: Statistik Austria, 2014

Advances in medicine, hygiene, nutrition and prosperity have increased people's life expectancy: at the beginning of the 20th century, 60-year-olds had an average of 13 to 14 years to live; today it is about 22 years for 60-year-old men and 25 years for women of the same age. In the year 2030, the further life expectancy of the 60-year-olds will be between 25

and 28 years. Anyone looking at a life expectancy of 80 years or more sees no reason to say goodbye to life at the age of 60. On the contrary: the attitude towards the age as well as the lifestyle of older people are changing. This, of course, also affects their consumption habits.

Far longer life expectancy 60-year-old in Austria (further years of life)

| Männer | Frauen

	Männer	Frauen
1899	12,8	13,5
1970	14,9	18,8
1990	17,8	22,2
2006	21,0	24,9
2014	22,2	26,0
2020	23,2	26,8
2030	24,7	28,1

60 Jahre alt

Quelle: Statistik Austria, 2014

50+ is not old yet

At what age do you perceive people as "old"? (Approval in percent)

| Globaler Durchschnitt

	40-49	50-59	60-69	70-79	80+ Jahre
Asien, Pazifik	5	18	46	24	7
Europa	3	7	23	35	32
Nordamerika	5	9	18	25	43
	4	12	34	28	22

Quelle: The Nielsen Company, 2010
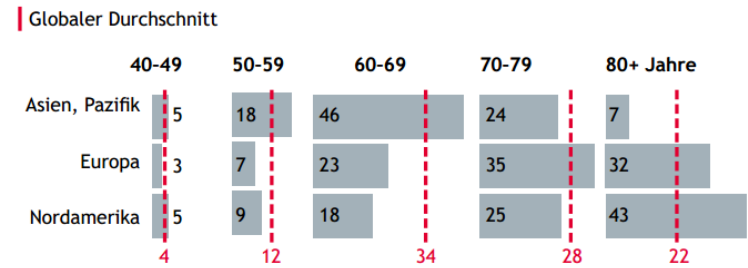
Seniors and ICT in Austria

The lifestyle of the 50plus generation: stay young longer!

The "aging" of our society brings a variety of challenges with it, such as a shortage of skilled work, the sustainable financing of the pension system or the growing need for care services. But there is also another, positive side of demographic change: Age is being radically redefined by people.

The subjectively perceived age decreases. Studies prove this perceived rejuvenation: In Germany, for example, 58% of 60- to 74-year-olds say they feel a little or much younger than they are - by an average of 8 years. In the age group of 75 years, almost 50% felt younger, and here even by an average of 10 years. In Europe, 35% of the population only consider their age from the mid-70s to be "old", and 32% say that they do not consider people over 80 years of age to be "old" (Nielsen 2010).

As a result, the 50-year-olds feel more like 40-year-olds in their own perception, the 65-year-olds than the new 50-year-olds, and many 70-year-olds are more like the early 55- or 60-year-olds.

The age group 50 plus is adjusting to everything else, not just "retirement". Many people over the age of 50 are in their prime right now because they can afford things for which there was no time or money before. If previous generations had to save even at an advanced age, the "new elders" would like to reap the fruits of their work, confidently enjoy the prosperity achieved and realize their wishes and dreams. People between the ages of 50 and 70 see themselves in the middle of life, which they now want to enjoy to the fullest.

The 50+ generation likes to consume, is mobile, has many interests and is extremely active. They know what is currently "in the trend" and want to experience something new, they are critical, demanding consumers, but at the same time enjoyment-oriented, eager to consume and innovative.

The connection to the world is important

Ageing doesn't mean to lose interest for technology. Older people are getting better and better with technical developments. Best example: the increasing Internet use of the older ones. In 2013, 66% of 55- to 64-year-olds and 35% of 65- to 74-year-olds in Austria used the internet, which together make up almost one million users. By comparison, in 2003 just 20% of the age group 55-64 year-olds in Austria and 4.3% of 65-74 year olds used the World Wide

Web. In Germany more than 25% of all people over the age of 60 use the Internet. Back in 2007 for the first time more "Silver Surfer" were online (5.1 million) than 14-19 year olds (4.9 million).

The Internet becomes a natural part of the everyday life of the Best Ager. And so they also boost business on the Internet and become more important as a target group in e-commerce. Guides and Computer Courses Facilitate Access: with the interest in Internet access and usage, the desire to own a computer often comes up. To help inexperienced users to the "computer world", some computer retailers have placed a special Best Ager offer on their website. It includes recommendations for various usage targets, comprehensively written operating instructions as well as Best Ager courses and an email address specially created for Silver Surfer in case of questions. A computer school for the 50-plus generation offers a college for elderly people. In addition to the use of computers, technology-interested best agers can also learn how to use their tablet and smartphone.

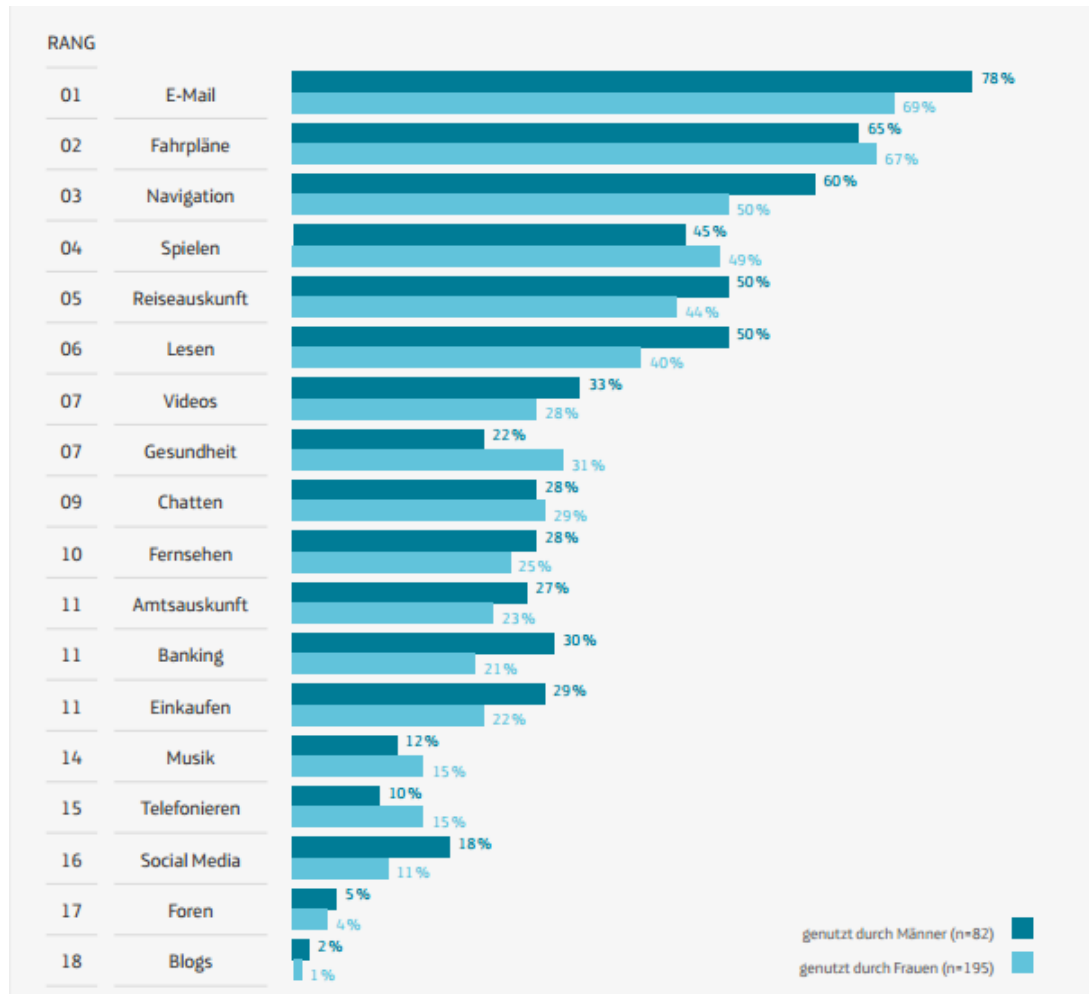## Solutions and best practices existing for seniors in Austria

Social Networks for Best Ager

Meanwhile, many over 50-year-olds also show great interest in the new, interactive applications of the so-called Web 2.0: 12% of Austrian Facebook users are 50 years old or older (figures: http://socialmediaradar.at/facebook). Www.50plustreff.at offers a platform especially for this age group: chatting, uploading photos, cultivating contacts, sharing interests, and finding new partners - here elderly people can simply "enjoy life together".

The network www.besserlaengerleben.at is an "information portal for active, conscious and young people aged 50+". It offers a wide range of information on precaution, health, nutrition, etc. The two networks are proof that the huge success of Web 2.0 applications can also be found in "50 plus communities". Because social networking is no longer just the domain of young people.

Active smartphone users: With the growing interest of smartphones and computers Best Ager have developed numerous apps for this target group. There are games to train memory, health apps, pill reminders (such as Medisafe Medication), but also apps that help to keep your finances under control or those which make it easy to simplify the interface of a smartphone.

A survey in Germany has shown that e-mails are used most frequently by seniors, followed by obtaining timetable information and navigation. About half of the respondents also use the new media for games, travel information and reading. All of these applications are used by men rather than women.

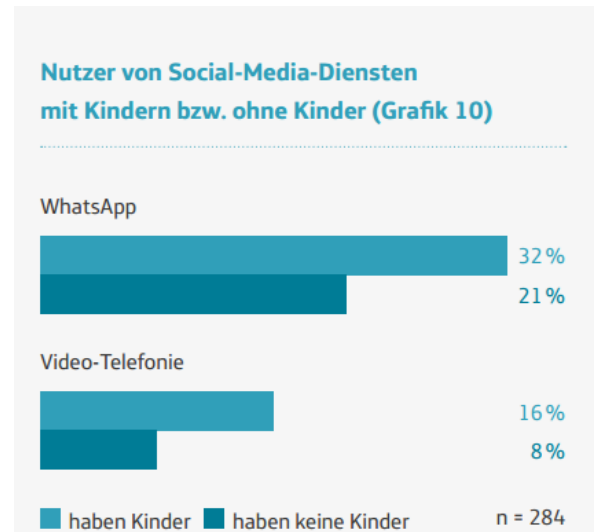| RANG		
01	E-Mail	78% / 69%
02	Fahrpläne	65% / 67%
03	Navigation	60% / 50%
04	Spielen	45% / 49%
05	Reiseauskunft	50% / 44%
06	Lesen	50% / 40%
07	Videos	33% / 28%
07	Gesundheit	22% / 31%
09	Chatten	28% / 29%
10	Fernsehen	28% / 25%
11	Amtsauskunft	27% / 23%
11	Banking	30% / 21%
11	Einkaufen	29% / 22%
14	Musik	12% / 15%
15	Telefonieren	10% / 15%
16	Social Media	18% / 11%
17	Foren	5% / 4%
18	Blogs	2% / 1%

genutzt durch Männer (n=82)
genutzt durch Frauen (n=195)

The study also shows that social media services are used by seniors with children twice as often as by seniors without children.

Nutzer von Social-Media-Diensten mit Kindern bzw. ohne Kinder (Grafik 10)

WhatsApp
- 32%
- 21%

Video-Telefonie
- 16%
- 8%

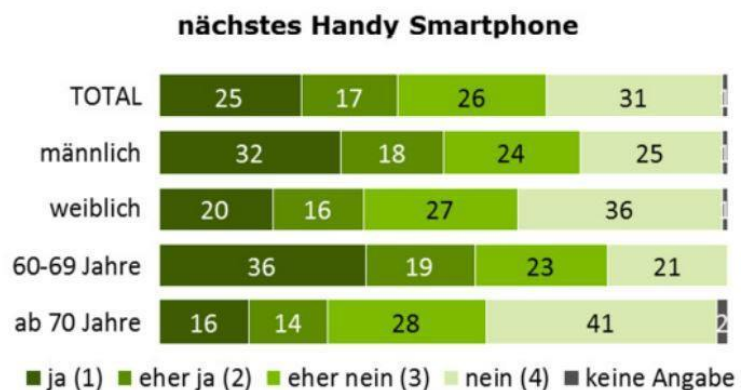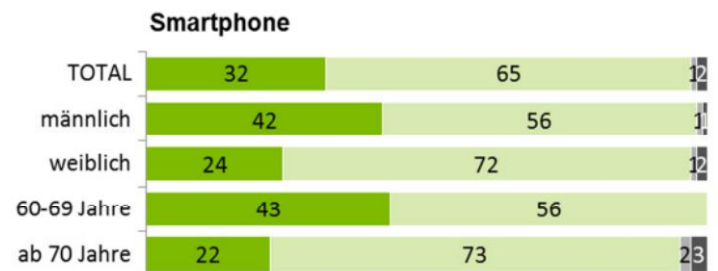■ haben Kinder ■ haben keine Kinder   n = 284

A study from Austria shows that the market penetration of smartphones is already very high, on average at 32%, with the men being somewhat more open-minded.

However, there is a trend to switch to a smartphone when buying a new device (on average 42% with higher readiness of group 60 - 69).

Smartphone-Nutzung 60plus

Smartphone

TOTAL	32	65	12
männlich	42	56	1
weiblich	24	72	12
60-69 Jahre	43	56	
ab 70 Jahre	22	73	23

Although there is a great deal of interest in the new technologies among people over the age of 60, they do not want special treatment on the topic. The seniors see special elderly cell phones rather sceptical. They want to be less and less decidedly addressed as seniors.

nächstes Handy Smartphone

TOTAL	25	17	26	31
männlich	32	18	24	25
weiblich	20	16	27	36
60-69 Jahre	36	19	23	21
ab 70 Jahre	16	14	28	41

■ ja (1) ■ eher ja (2) ■ eher nein (3) ■ nein (4) ■ keine Angabe

Results of the local survey on "seniors and new technologies"

In our survey, we interviewed the grandparents of the students of the agricultural college in Poysdorf and received about 100 answers from various age groups:

About two-thirds of respondents already use the new media and digital devices, and one-third have only a conventional cell phone or a landline connection.
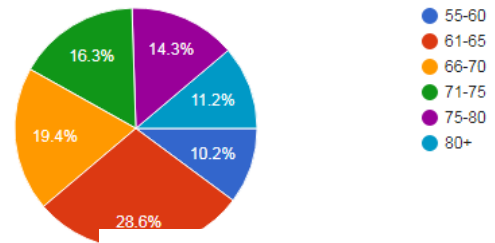
The self-assessment of respondents shows that users still have a great need for education: 68% rate themselves as beginners, and only 10% rate their knowledge as high.

For the used media, communication is the top priority: What's App is the most popular application before sending e-mails. But 18.2% already use tablets, they are better to use due to a larger screen.

Even for those who are not using the new media yet, contacts via Whatsapp and email are most important, but more than 20% want to use the devices for facebook contacts.

The main motive of using new media is to keep in contact with family and friends, especially through transmitting pictures. Online shopping and doing banking is not the main focus, because of the fear of data abuse.

With the obstacles to use smartphones and new media, the lack of knowledge is with almost 2/3 the main reason, followed by the lack of time to deal with the devices. Behind that is certainly the convenience of dealing with something new.

When it comes to asking for help or assisting with mobile phone problems, the family comes first with about 70%, and about 15% have no one to turn to. Because of family support, many do not need to attend a course, 28% want courses in small groups, and 11% prefer a personal teacher (method 121 - digital).

Conclusions ("Digital mobil im Alter")

• Age does not directly affect usage content, rather low mobility because of physical limitations, reduced social contact due to deaths among relatives and acquaintances, memory problems and decreasing risk-taking.

• The Internet supports mobility - maps and navigation apps are on the top of the list of applications.

• From low-to-high-threshold applications - seniors who are still relatively inexperienced with digital media are more likely to avoid entering personal information or signing up with a Password.

• Digital competence needs self-confidence - younger users are more likely to dare to deal with emerging risks. Education also plays an important role here. Lack of self-confidence disappears however with the practice and with the getting-to-know fake shops and Pishing Mails, with the connection of computer knowledge with consumer-legal knowledge.

• The promotion of digital literacy should start with the benefits experienced by the elderly, such as staying in touch with family and friends (email, WhatsApp, Skype), expanding knowledge and keeping up to date (online encyclopedias, online TV, newspapers) and Entertainment / pastime (games).

• Acquiring this knowledge requires more personalized support and more time to practice. Support services are needed for people who are not attending a course or who do not have anyone in their area whom they can contact in case of such problems. Children or grandchildren are rarely asked for advice. When asked they often do not have the necessary patience.

• Technical and operational barriers to Internet use can be overcome with tablet PCs. If providers of senior citizen facilities ensure high-quality care and sufficient Wi-Fi equipment, a set of rental tablets could be a big step towards digital inclusion.

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