Digital Inclusion Through an Age Friendly Lens

Presented jointly by Age Friendly Coordinators

Age Friendly
Ards and
North Down
A great place to live and grow older

Age Friendly
Lisburn and
Castlereagh

Age Friendly Coordinator Role

- Public Health Agency funded Age Friendly Programme
- Working under the WHO Age Friendly Framework
- Supporting and Signposting older people through partnership working and co-production
- Digital inclusion is increasingly important as more services move online



What We Hear From Older People

21%

of over 60s prefer printed information

2023 community planning survey

A predicted 13% of people aged over 60 in Northern Ireland are offline

- Many older people use digital services confidently in safe, trusted environments
- Others do not use or fully trust digital platforms
- Accessible information supports choice, confidence and independence

The principle

- Digital channels should extend access - not become the only route
- Information should be available **in print, online and in person**

How we respond

- The Big Guide provides trusted information in a familiar format
- Strong networks and partnerships widen access to digital support to encourage and provide support to people to use it

The Big Guide
An Inclusive Resource

PRINT • ONLINE • ASSISTED

- 7,000+ printed copies and distributed
- Shaped by Age Friendly Alliance partners, the Over 50s Council and wider networks
- Keeping Support Accessible



Free local training and support builds digital confidence



Promoting

Promoting trusted digital support Signposting older people to free support through Go ON NI, Libraries NI, Ability Net and community partners.

Building

Building confidence and skills Helping older people use devices, access services and stay connected safely online.

Making

Making support accessible Delivering training through local libraries and community settings across the council area.

‘Connecting You’ Project





1. Did you enjoy the session today?

	Answer Choices	Response Percent
1	Yes	100.00%
2	No	0.00%

2. What part of the session did you enjoy?

	Answer Choices	Response Percent
1	Go ON NI talk	86.67%
2	Libraries NI talk	86.67%
3	AllState NI talk	86.67%
4	PSNI information stand	66.67%
5	Age Friendly information stand	80.00%

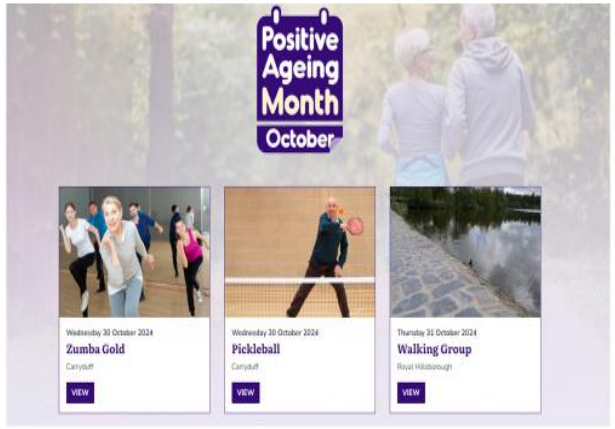
3. What was your knowledge around the services and information given before today's session?

	Answer Choices	Response Percent	Response Total
1	Very poor	6.67%	1
2	Poor	46.67%	7
3	Good	26.67%	4
4	Very good	20.00%	3

4. What is your knowledge like now around services and information after today's session?

	Answer Choices	Response Percent
1	Very poor	0.00%
2	Poor	0.00%
3	Good	60.00%
4	Very good	40.00%









Age Friendly: Positive Ageing Month