



Enhancing the Social and Digital Participation of Older People

O1: Fact Sheet

National report for Italy

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1. Introduction

The demographic development calls for measures to enable older people to live autonomously and shape living environments in a way that their independence and the social participation is supported. Simultaneously, the transformative power of digitalisation is visible in almost every field of our society. The speed of digital development is going that fast that even younger seniors cannot keep up the pace. New knowledge and skills are needed to be able to fully participate in society. It is highly important that we reduce the digital gap that divides certain groups (e.g. older people) from those with full access to the digital world. *The Bridge the Gap!* project aims to create age-friendly neighbourhoods and reduce the digital divide between generations by developing trainings that empower and train older people to explore, analyse and (re)shape their neighbourhoods with the help of digital tools.

The Intellectual Output of the research phase is the Bridge the Gap! Fact Sheet. It is a basis for the partnership as regards content as well as for the promotion, dissemination and implementation of the project. The Bridge the Gap! Fact Sheet aims to inform about the subject older people in the digital era as well as interesting best-practice examples of participation in older age – with a focus on age-friendly environments and ICT. This national report for Italy describes the research activities and summarises the main findings to be included in the Bridge the Gap! Fact Sheet, as well as fruitful training settings and content for the development of the training.

2. Methodology and proceedings

In order to achieve the above-mentioned aims, the following methods were applied:

- Desk research in each country concerning approaches to age-friendly environments, perspectives on the topic “digitalisation and demography”, best-practice examples as well as training settings and contents.
- Interviews in each partner country with stakeholders, experts and representatives of the target group for the training.

The desk research focused on the following issues:

- Political and practical approaches to age-friendly environments (at national, regional and local level)
- Policies and strategies regarding digitalisation and demography (at national, regional and local level)
- Facts and figures related to digitalisation and demography

- Best-practice examples in co-producing age-friendly environments with the facilitation of digital means.

Lead questions for interviews with experts and stakeholders as well as for potential training participants (“learners”) were agreed upon in the kick-off meeting (see Annex 1 and Annex 2). Regarding the experts, the interview questions have been adapted to the functions, expertise and personal background of the interviewees.

The following experts, stakeholders and older citizens were selected and interviewed – ten interviews have been conducted, all of them due to the COVID-19 restrictions online or by telephone, with the lead questions reproduced in Italian to the enclosed Annex 1 and 2:

- (Ms) Irene Bruno – Director – ASP Città di Bologna - Public Company for Services to the Person City of Bologna.
- (Ms) Carla Fermariello – Social Policies Councillor – Municipality II – Rome.
- (Mr) Goffredo Fofi – Older person and volunteer in the publishing sector – Rome.
- (Ms) Monica Frassoni – President – EUASE, European Alliance to Save Energy – Brussels.
- (Ms) Argentina Graziadei – Older citizen and volunteer in the social sector– Rome.
- (Mr) Giulio Marcon – Spokesperson – Sbilanciamoci! Coalition – Rome.
- (Mr) Giampietro Spagnoli – Head – Gruppo Misto – House of Parliament – Rome.
- (Ms) Violetta Sternberg - Ph.D. - Post Doctoral Fellowship Program Professor - The Reiss Davis Child Study Centre – Los Angeles, USA.
- (Ms) Silvia Zamboni – Vice-president – Emilia-Romagna Regional Parliament – Bologna.
- (Mr) GB Zorzoli – Older citizen and volunteer in the renewable energies and energy efficiency sectors – Rome.

3. Research results

3.1 Political and practical approaches to age-friendly environments

Age-friendly environments – for which in fact no literal translation in Italian is possible - is still not a mainstreaming concept, neither in the political nor in the practical discourse, in Italy and Imperia, Udine and the Friuli Venezia Giulia Regional Government are still the only three Italian Local Authorities included in the WHO Age-friendly world index. Italian political and practical approaches rather tend to have to do with *active ageing, lifelong learning, older persons’ participatory citizenship, senior citizens’ rights*.

3.2 Findings on digitalisation and demography

3.2.1 Status quo of demography and digitalisation

Demography: the share of older population in Italy 2009-2020

As reported by Simona Varrella (2021), in 2020, 23.2% of the total population in Italy was 65 years and older. According to data, the share of older people in the Italian society has been growing constantly in recent years. Consequently, the share of young population experienced a decrease in the last years. As a result, the average age of Italians has risen. For instance, in 2011 it was 43.6 years, whereas in 2020 it was estimated to be 45.7 years.

The oldest country in Europe

In 2019, Italy was the European country with the largest percentage of older population (Varrella, 2021a). That year, 22.8% of the total population was aged 65 years and older. Greece and Portugal followed in the ranking, while Turkey had the lowest share of elder population. An increasingly longer lifespan might provide an explanation for such a high share of old people in Italy. Italy ranks among the countries with the highest life expectancy worldwide. In Europe, only people in Switzerland and Spain can expect to live longer.

Demographic reporting cannot but include the devastating older persons' Covid-19 infections and deaths data in Italy. In addition to the medical consequences Covid-19 has had very heavy psychological effects on older persons, including, in the average, those potentially taking part in *Bridge the Gap!* activities and the on-going Covid-19-related restrictions and impact must be considered.

According to the most recent available official figures by the Health Ministry, released on 27 January 2021, the mean age of patients dying for SARS-CoV-2 infection was 81 years (median 83, range 0-109, IQR 75-88) (Istituto Superiore di Sanità, 2021). Women were 37,295 (43.7%). Figure 1 shows that median age of patients dying for SARS-CoV-2 infection was more than 30 years higher as compared with the national sample diagnosed with SARS-CoV-2 infection (median age 48 years). Figure 2 shows the absolute number of deaths by age group. Women dying for SARS-CoV-2 infection had an older age than men (median age women, 86 years - median age men, 80 years).

Figure 1. Median age of patients with SARS-CoV-2 infection and SARS-CoV-2 positive deceased patients

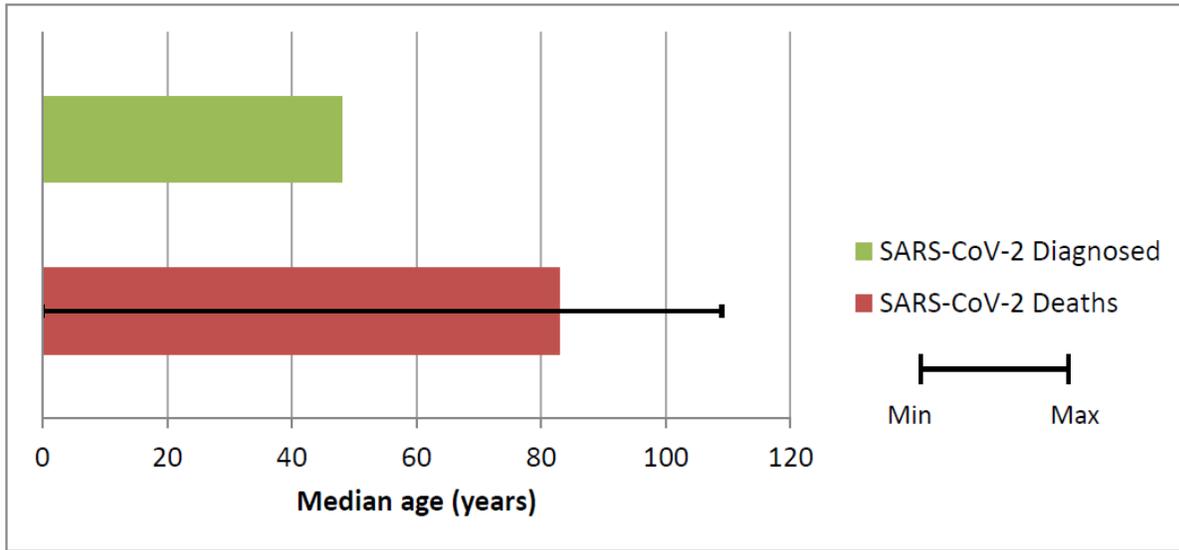
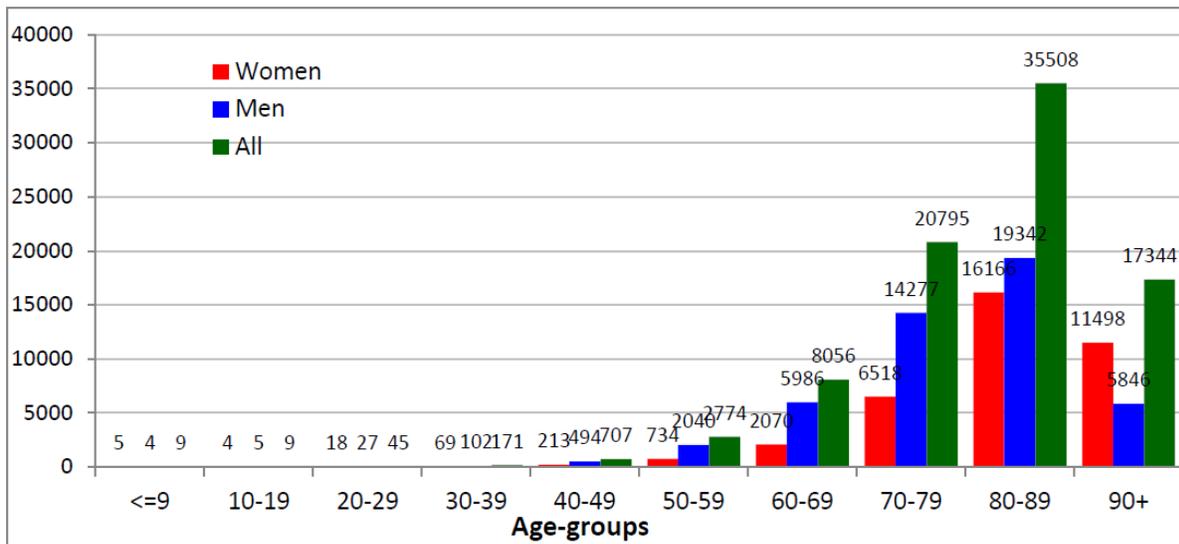


Figure 2. Absolute number of deaths by age group



Digitalisation

The latest data published on 18 December 2019, by ISTAT, the Italian National Institute of Statistics, show that in 2019 76.1% of Italian families have one access to the Internet and 74.7% through the broadband and that in spite of an increase in the use of the Internet, 41.6% of Italian Internet users have low digital literacy.

The digital divide within families has to do with age: 95.1% of families with at least with underage member has a broadband connection, 34.0% in families made up of over 65 year-olds only.

3.2.2 Areas of application of ICT by older citizens

The interviewed experts, stakeholders and older citizens have identified: Internet, E-mail, Tablet, i-Pad, Laptop, Smart phones, WhatsApp and Social media.

ISTAT (2015) has published the following data:

- The use of PCs in the 60-64 age range is limited to 43.6% of Italians; 24.4% among the 65-74 year-old citizens and only 6.6% for persons over 74 years of age.
- Women tend to use PCs less than men: between 60 and 64 years of age 53.5% men and 34.3% women; between 65 and 74 years 34.3% men and 15.8% women; over 74 years, 10.9% men and 3.6% women.
- The two favourite digital activities are: sending/receiving e-mails: 94.7% of users in the 55-64 years age range and 93.3% for 65+ persons; reading online newspapers, magazines, information: 79.3% in the 55-64 years age range and 82.1% for 65+.
- Wikipedia and other online encyclopaedia are consulted by 60.7% among the 55-64 years age range and 59.4% among the 65+; information about goods and services: 71.9% among 55-64 year-olds and 66.1% by 65+; information related to health (69.9% among 55-64 year-olds and 70.0% by 65+); online banking (53.2% among 55-64 year-olds and 56.6% by 65+).
- Social networks are used by 35.3% in the 55-64 age range and by 26.6% among 65+.

Low average digital skills explain the still limited Internet use by elder Italians: for communication purposes only 59.1% in the 55-64 age range, 56.6% with the age between 65 and 74 years and 46.3% of the 75+ has advanced skills.

In terms of *problem-solving* and to use online services: 65.9% in the 55-64 age range, 63.0% of those between 65 and 74 years of age and 52.1% of those 75+ do not go beyond *basic skills*.

Which is why ISTAT states that older Italians are characterized by *digital primitivism*.

3.2.3 Policies regarding digitalisation and demography

At EU level:

- The 19 February 2020 European Commission's Communication Shaping Europe's digital future
- The European Digital Strategy
- The European Innovation Partnership on Active and Healthy Ageing

All Digital

All Digital brings together 60 member organisations that form one of the major European communities in the field of digital skills. The network focuses on five thematic areas: basic digital

skills; employability and entrepreneurship; coding; digital media literacy; STEAM - Science, Technology, Engineering, Arts/design, Mathematics – skills for society.

At national level:

Repubblica Digitale (Digital Republic) – the national strategy to upgrade the Italian citizens’ digital literacy – is a multi-stakeholder initiative by the Ministry for Technological Innovation and Digitalisation (MID) promoting digital skills at all levels of the Italian economy and society (Ministero per l’innovazione tecnologica e la digitalizzazione, 2021). Building on it, on 8 April 2020, the MID launched the Italian National Coalition for Digital Skills and Jobs. “In Italy, digital illiteracy, skills shortages, obsolete workforce competences, and poor digital civic literacy are more severe than in most other European countries”, said Paola Pisano, the MID Minister, when launching the Coalition, whose objective is bridging the different forms of social and cultural digital divide among the Italian population, foster digital inclusion and promote the development of skills for the works of the future.

With regard to the older citizens’ digital literacy the “A tablet and a smile for older people” project has been planned: older people in small Italian towns will be offered a tablet and they will learn to use digital service with the help of young volunteers.

At regional level:

The Emilia-Romagna’s Regional Government Agenda Digitale (Digital Agenda) initiative, i.e. the programme setting the ambitious goal of reaching a 100% digital Emilia-Romagna in 2025, a region, in the Regional Government’s words, where: people live, study, have fun and work using technologies, the Internet and digital in general without this being exceptional; digital rights are fully satisfied, with zero differences between places, people, businesses and cities in order to provide everyone with the right digital ecosystem (Regione Emilia-Romagna, 2021).

For the Emilia-Romagna Regional Government, the Agenda constitutes a *pact for innovation*, which has as active parts public administrations, businesses and the third sector and has the ultimate high-level goal of making *enforceable* - and therefore fully satisfied - the rights of digital citizenship: the right of access to technological networks; the right to information and knowledge; the right to personal and business services; the right of access to data.

The Agenda translates the rights of digital citizenship into concrete action axes: Infrastructures, data and services, skills and communities, indicating priorities for intervention for each axis.

3.2.4 Benefits and challenges of the digitalisation for older citizens

According to the interviewed experts, stakeholders and older citizens, digitalisation basically makes life simpler for older citizens: it favours social contacts; it enhances intellectual curiosity towards others and the outside world; it allows easier, faster and more comprehensive social

contacts and thus stimulates participation in social life and the making of age-friendly environments.

3.2.5 Consequences of the digital divide

The interviewed experts, stakeholders and older citizens have identified as consequences: isolation; self-exclusion and marginalisation; loss of self-esteem and of taking advantage of the opportunities which ageing implies.

In this regard, also with reference to the European Commission's "Green Paper on ageing: Fostering solidarity and responsibility between generations", open for public consultation until 21 April 2021, the 09 October 2020 European Council conclusions are worth mentioning:

"The Council adopted conclusions on human rights, participation and well-being of older persons in the era of digitalisation. The conclusions take a rights-based approach and address various concerns related to the well-being of older persons, giving due regard to the context of the current COVID-19 pandemic. The Council highlights the opportunities, but also the potential risks for older persons in a digitalised world. It recalls that digitalisation helped reaching older persons during the COVID-19 crisis, but also that the digital gap between generations is significant and increases with age.

The Council invites the member states and the Commission, in accordance with their competences, to strengthen social inclusion and mutual solidarity between generations, include ageing in all policy fields and involve older persons, in particular older women, in all decision-making processes affecting their lives. The Council also calls for ensuring that the necessary protective measures in times of health crises are proportionate to older persons' rights, interests and well-being. Further to that, the conclusions invite the member states and the Commission to ensure that digitalisation, in particular, in health, social and long-term care services, will facilitate access to and use of services, while maintaining non-digital services.

The Council invites the Commission to consider dedicating a chapter of its 'Green Paper on Ageing' to the rights of older persons, including older persons with disabilities. The Commission is also invited to continue to support member states in actions aimed at prevention of chronic diseases, health promotion and strengthening the development of long-term health care policies, with a focus on digitalisation" (European Council, 2020).

3.3 Best practice examples of co-producing age-friendly environments with the facilitation of digital tools

3.3.1 Pane e Internet, all over the region of Emilia-Romagna

Objectives

The strategic goal of the Pane e Internet (PeI) project is to enhance citizens' digital competence and reduce digital exclusion among the project's target groups. This is done by promoting and supporting the establishment of so-called PeI Points by the largest Municipalities and by Municipality Unions, with the involvement of their own resources and other local actors. A permanent and networked system of PeI Points across the whole Emilia-Romagna region caters for the citizens' digital needs. PeI Points promote citizens' digital competence development in a life-long-learning perspective and their awareness and critical use of digital technologies and online services, in particular those offered by the public administration.

Which specific target groups are supposed to benefit?

1. Citizens in Emilia-Romagna who are 45 to 74 years old and who have never used the Internet and online services. In absolute terms, they are about 760,000 people (in 2014) or 44% of the population in that age group. Considering the whole population, the share of the digitally excluded in Emilia-Romagna is at 27%, whereas 93% of people above 74 years old have never used the Internet.
2. Immigrants and unemployed people with no or low digital competence.
3. Citizens who do not make a regular use of the Internet (about 35% of the whole population), any potential customer of digital facilitation services and also adults and young people interested in digital culture events.

Key facts

What is the context of the example of good practice?

The context is the Emilia-Romagna's Regional Government Digital Agenda initiative.

Who carries out the practice?

The above mentioned PeI Points.

Who supports the practice?

The Emilia-Romagna Regional Government.

Why?

As part of the Emilia-Romagna Regional Government's Digital Agenda initiative.

What are the investment costs, if any?

3.3 M €

Implementation

Digital literacy training, comprising a 1st level course aimed to break the ice for absolute beginners with PCs or tablets, and a 2nd level course aimed to enhance the learner's autonomy in the use of specific applications, in managing Internet safety and other critical issues mostly related to social networks usage.

Digital culture initiatives (workshops, conferences, laboratories etc.) to spread the awareness of new online services (especially e-government services) and to promote the safe and critical use of other digital opportunities.

Digital facilitation services, consisting of one-to-one assistance delivered mainly by volunteers in public libraries, in order to promote long life learning in the community.

Risk management and mitigation: How were obstacles solved?

Through constant monitoring and the Pel's training offer and learning materials based on the DigComp, the European Digital Competence Framework for all citizens.

Results

Pel's success is reflected in the results of the 2020 EY Digital Infrastructure Index, which measures digital infrastructures in all 107 Italian provinces: 5 Emilia-Romagna provinces are within the first top 13. The practice is still on-going.

More information

<https://www.paneeinternet.it/public/pei-en>

Any further interesting information?

The Bel e-facilitation service and volunteers.

3.3.2 Nonni su Internet (Grandparents on the Internet), 20 Italian regions and 11 different countries

Objectives

What are the objectives of the practice?

Digital literacy with and for older persons.

Which specific target groups are supposed to benefit?

60+ citizens.

Key facts

What is the context of the example of good practice?

The creation of an inclusive learning society in which innovation, instruction, inclusion and fundamental values are all combined to work together, within the mission of the

non-profit Fondazione Mondo Digitale (Digital World Foundation) which has been running the practice since 2002: to promote the sharing of human knowledge, social innovation, and social inclusion, with particular orientation to the categories at greatest risk of being excluded, i.e. older people, immigrants, unemployed young people.

Who carries out the practice?

The Foundation's staff and volunteers.

Who supports the practice?

The tutors, high school and / or university students coordinated by an expert ICT teacher. The Foundation considers that the ideal tutor/learner ratio is 1/2.

Why?

To offer older participants the needed support.

What are the investment costs, if any?

Not known. Participation in the courses is free of charge and the costs involved are covered through the Foundation's fundraising.

Implementation

What is being done in particular? How?

The courses are held in the computerized classrooms of schools of all kinds. The "learners" are local residents over 60 years old or elder people registered at local senior social centres. Classes of 20-25 older people are formed at each participating school.

The duration of each course is 30 hours, divided into 15 two-hour weekly lessons. Participating seniors, student tutors and teacher supervisors all receive an attendance certificate at the end of the course. The project's educational validity has been appreciated by the participating schools to the extent that it has been inserted in their training offer plan and that credits are awarded to the student tutors.

The program of the course for absolute beginners is structured to provide a complete introduction to the use of the computer in just 15 lessons, from navigating in Internet to the use of e-mail and social network. The presentation of the various peripherals that can be connected to the pc (such as webcam and scanner) provides the occasion to assist senior citizens in gaining familiarity with new communication technologies (mobile phones, digital terrestrial television, iPod, lptv).

Each course edition is enhanced by the multimedia work that both tutors and senior citizens perform together as an exercise in working with the pc: from the preparation of an online dictionary of yesterday's toys and games to photo albums with digitalized vintage photos.

Risk management and mitigation: How were obstacles solved?

The impact of the project's action is constantly monitored and analyzed using innovative qualitative and quantitative instruments (RTE – Real-time Evaluation), while consolidated communication strategies add value to the results.

Results

Over 37,000 senior citizens have become certified Internauta senior (skilled senior Internet user) through instruction by around 21,800 student tutors and 2,165 IT teacher coordinators. The practice is still on-going.

More information

<https://www.mondodigitale.org/en/what-we-do/areas-intervention/active-aging/nonni-su-internet-0>

Any further interesting information?

Everyone on the Internet week: a digital literacy week is staged each year every spring dedicated to adults in general and older people in particular. Tutors, teachers, and senior citizens invite everyone else to go back to their nearest classroom and learn the ABCs of the computer and online public administration services.

3.4 Recommendations for training

3.4.1 Needs of the end-users

- Respect of their time perception and time
- Let end-users express their needs and base the training upon them
- In case of meetings: comfortable venues – easy to be reached

3.4.2 Obstacles to actively participate in the community

- The Covid-19-related restrictions and concerns
- Lack of information / knowledge about the local community
- Bureaucratic obstacles and procedures

3.4.3 Strategies to attract and address potential training participants

- Build on the lessons learned through (in)Visible Talents, Mobility Scouts and AFE Activists
- Learning-by-doing
- Intergenerational cooperation

- Finalize the training to concrete activities and impacts, ideally at the local level
- Invite guest-speakers who may be attractive for the training participants
- Involve local media

3.4.4 Appropriate training contents and methods

Contents

- Learning to use digital tools
- Sharing of success stories (for Italy, for example, those by the Digital World Foundation)
- Inform about the basic facts and figures, who-is-who, decision-making processes and official policies of the community in which participants live
- Inform about EU and international initiatives (the AGE Platform Europe, the EU policy guidelines, the WHO age-friendly cities) to feel part of a larger picture and have arguments when dealing with local authorities

Methods

- Finalize the training sessions to small local projects
- Dos and donts when approaching, involving and advocating for age-friendly environments
- Networking: with all the local NGOs, trade unions, local businesses, universities, churches, formal and informal learning and free-time realities

3.5 Feedback on the relevance of the project

Please refer below to Carla Fermariello's quote.

4. Relevant stakeholders and potential cooperation partners

- Rome Municipality II – where the AFE Activists training sessions have been hosted, with the active participation of the Municipality senior social centres.
- Fondazione Mondo Digitale (The Digital World Foundation), which has been specifically active in support of digital literacy of older citizens, including pilot intergenerational digital teaching. Further information: https://mondodigitale.org/en/what-we-do/areas-intervention/active-aging?_ga=2.55343788.667792782.1612875017-1598860147.1612875017
- The Italian Ministry for technological innovation & digitalization – to impact the national strategy for digital skills adopted in August 2020 through the sharing of the Bridge-the-Gap! project principles and results and cooperate in the implementation, announced last December, of the pilot national digital civil service, through which 1,000 Italian young people joining the 2021 national civil service will be trained to upgrade older citizens digital skills. Further information: <https://innovazione.gov.it/notizie/articoli/l-italia-ha-la-sua-strategia-nazionale-per-le-competenze-digitali/>
- The Sbilanciamoci! Coalition, in particular for the project’s dissemination. The Coalition brings together 46 Italian civil society organizations committed to the issues of public spending and economic policy alternatives, with particular attention to labour, tax justice, peace and disarmament, environment, school, university and research, inclusion of migrants, ethical finance, international cooperation, fair trade, social economy. In the course of its twenty years of activity, Sbilanciamoci! has produced many initiatives, analysis tools and proposals for action, with the aim of building an economy based on the principles of economic and social justice, environmental sustainability, peace and solidarity. Further information: https://sbilanciamoci.info/wp-content/uploads/2019/06/Brochure_Sbilanciamoci_EN.pdf and, in Italian, <https://sbilanciamoci.info/>

5. Quotes of interviewees

“Interaction is the key word for a successful training.” (Irene Bruno)

“Bridge-the-Gap! Is potentially very interesting for our Municipality to support our older citizens in their active ageing and in their participation in the planning and implementation of our activities with them. Covid-19-related restrictions will have to be considered and distance training pursued.” (Carla Fermariello)

“We urgently need change and change may come from senior citizens: that’s why we need to upgrade their digital literacy.” (Goffredo Fofi)

“Insufficient policies for the older people’s digital literacy reflect the insufficient attention to the importance of active ageing.” (Monica Frassoni)

“Learning by doing: that’s how you see the results of what you have learned.” (Argentina Graziadei)

“Digital tools may successfully foster older persons empowerment and the advocacy for their too often removed rights.” (Giulio Marcon)

“Digital literacy is by now essential for any active citizenship, digital illiteracy means social marginalization. The risks to personal privacy implied in the use of digital tools should however be made clear.” (Giampietro Spagnoli)

“Training with disadvantaged older persons may be facilitated by the involvement of therapeutic support centres staff, who may provide specific help with third and fourth age set of problems such as identity loss, isolation, depression or mourning.” (Violetta Sternberg)

“Digital tools help older citizens in overcoming solitude, improve self-esteem, lifelong learning, social interaction and therefore also social participation.” (Silvia Zamboni)

“Digital tools enhance communication with the world, real time access to information and the opportunity to influence and impact on public decisions for age-friendly environments with my opinions and proposals.” (GB Zorzoli)

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Annex 1: Lead questions for interviews with stakeholders or experts

Organisation: ...

Professional background: ...

The **Bridge the Gap!** project aims to train, empower and support older people to explore, analyse and (re-)shape their neighbourhoods as activists according to their interests and needs and to make use of digital tools to do this.

Q1 Why is it important to increase the digital literacy of older people in a project like **Bridge the Gap!**?

Q2 What are the main obstacles for older citizens to actively participate in their community?

Q3 What benefits can digitalisation bring to older citizens?

Q4 What disadvantages do you see for those who cannot use digital tools?

Q5 In your opinion, what are the main barriers preventing older citizens from using digital tools?

Q6 What is particularly important when teaching knowledge about the use of digital tools to the group of older citizens (e.g. regarding settings, proceedings ...)?

Q7 Which digital technology skills are older citizens particularly keen to learn?"

Q8 Which training methods can you recommend?

Q9 What should be considered to in reaching out to older people with fewer opportunities (e.g. socio-economic or health issues) and involving them in a digital training to improve their neighbourhoods?

Q10 Do you have ideas or know about inspiring examples of creating age-friendly environments with the help of digital means?

Domande per le interviste con stakeholders o esperti

Organizzazione: ...

Background professionale: ...

Il progetto Superare il divario! (**Bridge the Gap!**) mira a formare, fornire strumenti e sostenere persone anziane, attraverso l'uso degli strumenti digitali, per esplorare, analizzare e contribuire a formulare proposte per rendere le comunità in cui vivono sempre più per tutte le età.

D1 Perché è importante aumentare l'alfabetizzazione digitale dei cittadini anziani in un progetto come Superare il divario! ?

D2 Quali sono i principali ostacoli che gli anziani devono affrontare per partecipare attivamente nella propria comunità ?

D3 Quali sono i vantaggi che la digitalizzazione può portare per le persone anziane ?

D4 Quali sono gli svantaggi che vede per gli anziani che non sanno usare gli strumenti digitali ?

D5 Secondo lei quali sono le barriere principali che impediscono agli anziani di utilizzare strumenti digitali ?

D6 Quali sono gli aspetti particolarmente importanti da tenere presenti nell'insegnamento digitale agli anziani (ad esempio con riferimento all'ambiente dove l'insegnamento ha luogo e al suo procedimento) ?

D7 Quali sono le tecnologie digitali che gli anziani tendono a voler imparare di più ?

D8 Quali metodi formativi può raccomandare ?

D9 Per quanto riguarda gli anziani con minori opportunità socio-economiche o a causa della salute precaria: cosa va considerato per coinvolgerli al fine di contribuire a comunità locali per tutte le età ?

D10 Ha consigli o può suggerire esempi di successo nella costruzione di ambienti per tutte le età con l'aiuto di strumenti digitali ?

Annex 2: Lead questions for interviews with older learners/activists

Age: ...

Gender: ...

Educational level (ISCED 2011 level 0-8): ...

Participation in courses in the last two years: ... courses

Background in professional and/or voluntary work: ...

Q1 Have you ever participated in a local project or initiative to create an age-friendly environment? If yes, please describe your activities.

Q2 Which digital technology do you use personally?

Q3 What advantages do you see in using digital tools?

Q4 Are you having difficulties in using specific digital tools? If yes, which?

The **Bridge the Gap!** project aims to train, empower and support older people to improve their neighbourhoods according to their interests and needs and to make use of digital tools to do this.

Q5 Is a project like **Bridge the Gap!** raising your interest? If yes, why? If no, why not?

Q6 Would you participate in a training for digital literacy and improving your neighbourhood? If yes, why? If no, why not?

Q7 How should such a training be designed so that it is attractive to you?

Q8 What would be a good way to reach out for disadvantaged people (e.g. socio-economic or health issues) and to encourage them to participate in a training for digital literacy to improve their neighbourhoods?

Q9 Do you have any ideas what should be done to improve your neighbourhood towards an age-friendly environment?

Q10 How could digital tools facilitate the work towards age-friendly environments?

Domande per le interviste con older learners/attivisti

Età: ...

Genere: ...

Livello educativo (ISCED 2011 da 0 a 8): ...

Partecipazione in corsi formative negli ultimo due anni: ... corsi

Background professionale e/o esperienze di volontariato: ...

Domanda (D)1 Ha mai partecipato in un progetto locale o in iniziative per la creazione di ambienti *per tutte le età* ? Se sì, può descrivere le attività nelle quail ha preso parte ?

D2 Quali tecnologie digitali usa personalmente ?

D3 Quali sono i vantaggi che trova nell'uso di strumenti digitali ?

D4 Trova difficoltà nell'usare strumenti digitali ? Se sì, quali?

Il progetto **Superare il divario! (Bridge the Gap!)** mira a formare, fornire strumenti e sostenere persone anziane, attraverso l'uso degli strumenti digitali, per esplorare, analizzare e contribuire a formulare proposte per rendere le comunità in cui vivono sempre più *per tutte le età*.

D5 Un progetto di questo tipo suscita il suo interesse ? Se sì, perché ? Se no, perché no ?

D6 E' disponibile a partecipare alla formazione per l'alfabetizzazione digitale e al miglioramento delle condizioni di vita nel quartiere in cui vive ? Se sì, perché ? Se no, perché no ?

D7 Come dovrebbe essere la formazione per essere attraente per la sua partecipazione ?

D8 Quale potrebbe essere un buon modo per coinvolgere anziani svantaggiati (ad esempio con minori opportunità socio-economiche o a causa della salute precaria) nella formazione digitale e rendere il loro quartiere sempre più *per tutte le età* ?

D9 Secondo lei come si potrebbe rendere il suo quartiere sempre più *per tutte le età* ?

D10 Come gli strumenti digitali possono contribuire a rendere le comunità sempre più *per tutte le età* ?