

## Communication and Digitalisation Domain Priorities for Boroughs

### KEY PRIORITIES

- 1) Information should still be available from local government and local health providers and other local services. Particularly through the current crisis for information to be made easily available by phone – with phone lines being personned by trained and available staff / volunteers, and in writing – with key information posted or delivered by volunteers to seniors in the borough particularly those at risk.
- 2) Information provided on line should be kept up to date and made easy to find with facilities to discover more personally.
- 3) Support given to provide more equipment and resources either at home or in community settings to those most in need of such resources at home which are lacking due to financial constraints so houses do not have adequate computers, software or wifi with younger people within the family or in the local community encouraged to help seniors overcome the digital divide
- 4) Digital training to be given to seniors in need through a revitalization of the silver surfers training programme to help seniors to navigate and use online information. Training the trainers needs to be a priority for all those who work with older people , including community and sports centre workers, care home providers etc

### Background information arising from previous senior discussions and lived experience

- Boroughs **need to ensure that information provided by themselves and local partners including in the Health sector is accessible to all including Londoners that are not online.** Many seniors will become even more isolated if they cannot access basic information for everyday living, as a result of digital exclusion due to lack of knowledge in using online and IT but also lack of money to pay for computers and WIFI . When seniors become isolated there is a danger that their health and well being breaks down with consequences for the Care Service and NHS. Plus the fact that seniors are missing out financially when arrangements are made as online transactions.
- There should be more appropriate attention paid to older people who have not had the opportunity to learn. More attention and research should be paid to understanding older peoples approach to equipment and appropriate tuition given.
- Initially there is a need for one to one tuition for seniors, after which online tuition may be appropriate. Staff should be trained and paid to understand the difficulties. Tuition should not be left to unqualified overworked librarians, care staff or community volunteers.
- it is the duty of the government and local councils to make sure the citizens of the UK receive essential information in ways that are accessible to all, including the digitally excluded.
- Official websites should be easily navigable, with large type and contain appropriate telephone numbers and addresses. Content should be appropriate, accurate and cater for the local community.
- There should also be consideration of reintroducing Silver Surfers training programme for older Londoners with problems using ITC and training those that help them, such as workers in care homes, housing associations and community centres.
- All relevant local government information should be made easily available in written format and through telephone support as well as digitally.

- Currently the GLA should prioritise the production and distribution in written form of relevant advice and guidance for older people in the face of the coronavirus.
- That telephone advice and support is provided to everyone but older people particularly in relation to the coronavirus and other related wellbeing matters.