



www.mobile-age.eu

Pathways to Meaningful Access: Accessible digital services for older adults

Policy Brief

Professor Lucas Introna
Lancaster University, UK



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 693319

Accessibility to digital services

- An increase in digital government / NGO services can result in access challenges for older adults.
- Meaningful access must focus on the situated practices of access to services.
- Technology can support existing and enable new pathways to accessing services.
- Intermediaries can play an important role in facilitating meaningful pathways to access.



Practice framework for the design of accessible digital services

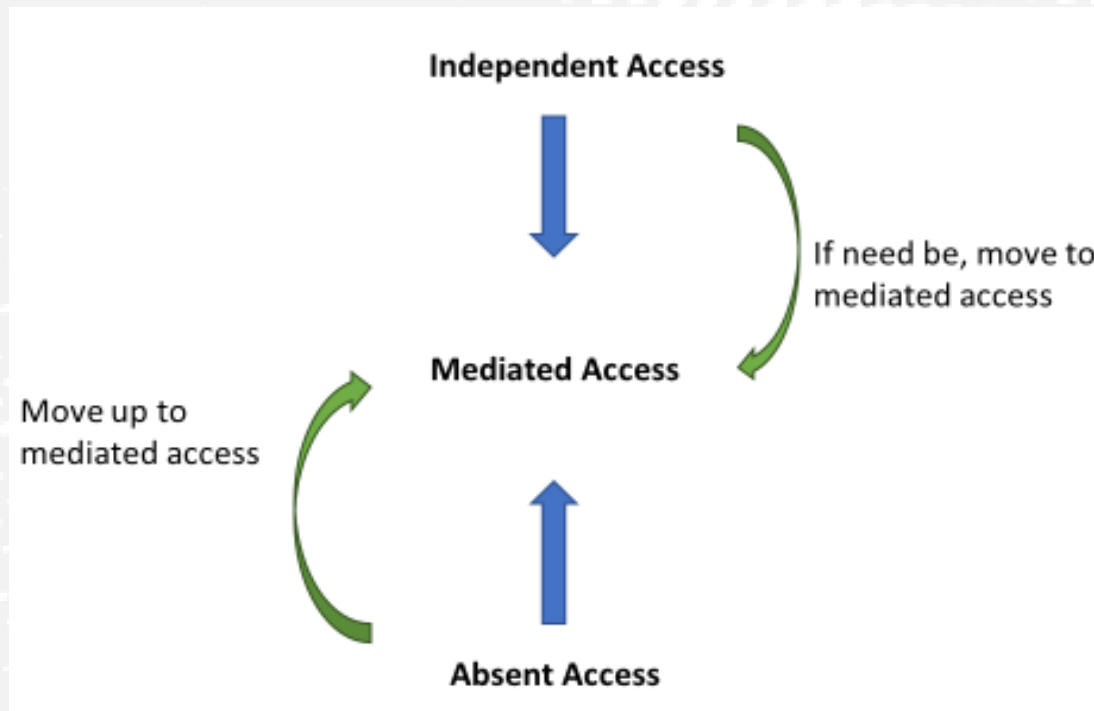


This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 693319

www.mobile-age.eu



Making meaningful access possible for the majority



Policy Conclusions: Technology as a enabler to meaningful services

- Conditions of access are rooted in the everyday practices of older adults.
- Digital pathways to access are specific to individual older adults, or older adult groups. As such, personalisation is very important.
- Intermediaries can be a very effective mode of access if mediation is facilitated by digital pathways developed through a practice approach.
- Co-creation is a valuable and effective methodology to unpack and understand the conditions of access of older adults.

