



Halton OPEN

Access to Digital Technology

Information technology has brought with it several benefits with regards to advancements in communications and the speed of access to information.

This technology is enabling statutory, voluntary and private organisations to deliver services in a way that many clients and users find more convenient and less costly.

Unfortunately, this technology is not suitable or accessible to everyone, particularly some older people, and Halton OPEN recognises this. Halton OPEN understands that whilst there are many older people who are more than happy to use new technology, there are those who are not. For some older people there is a level of interest which requires a level of training, support and encouragement, for others there are issues around security, cost and complexity and finally those who simply are not interested in engaging in this way. It is unlikely that this final group can be encouraged to use new technology to access services and information.

Position Statement:

- Halton OPEN welcomes and supports technology where it enhances the lives of older people and enables them to participate more fully in the community.
- Halton OPEN encourages the relevant groups of older people to use technology to access information and services.
- Halton OPEN will continue to campaign to protect the rights of those older people who do not wish to use technology in accessing services and information so that they will not be excluded and discourages organisations to provide information and services via technology only.
- Halton OPEN encourages providers to design websites/portals with older people in mind so that they remain user-friendly. To this end, Halton OPEN is happy to review resources where relevant.

- Halton OPEN encourages older people to learn how to use information technology in a safe and secure way.

Halton OPEN would like to thank Knowsley Older People's Voice for their support in developing this statement.

