Older people and online social interactions

Centre for Research in Computing
contact: Dr Shailey Minocha
e-mail: shailey.minocha@open.ac.uk

The context

• 1985: over 65s were 15% of UK’s population
• 2010: 17%
• 2035: 23%
• shrinking workforce will need to support a growing population of older people
• technological solutions for their care are being sought so as to improve the services and save costs
• monitoring devices, assistive technologies
Effects of more independent living

• **Warning by** Prof Noel Sharkey, an expert in the field of robotics at the University of Sheffield:
  …a future where cutting corners and costs leads to the elderly becoming little more than prisoners in their own homes, socially isolated and tended to largely by machines.


About the project

• focus on older people (aged 65+)
• however, we are not investigating telecare and telehealth solutions but…
• their online social interactions
• email, discussions forums, Skype, Twitter, blogs, Facebook
• Tablets (e.g. iPads), smart phones, desktops, laptops
Context of our project

- digital by default
- social inclusion via digital inclusion?
- being online and social connectedness
  - keeping in contact
  - overcoming isolation
  - something to talk about
  - bridges generations
  - enhance or even sustain quality of life and well-being

What are we investigating?

- **motivations** for participating in online social interactions
- **advantages** they experience
- **risks** that they perceive
- **obstacles** that they experience
- **disadvantages** that they experience
What are we hoping to achieve?

- recommendations for
  - supporting older people who are already online
  - how to get older people online
- raising the awareness amongst support networks
  - formal (IT trainers)
  - informal (family, friends, neighbours)

What are we hoping to achieve?

- sensitising designers of websites and online services
- highlighting the need for specialised customer service for older people
- how we should involve older people in the design of products and services?
- how we should be exploiting the skills and experiences of older people?
Who are our participants?

• older people (aged 65+) who are online
• informal support network: family, friends, neighbours
• formal network: IT trainers
• academics: research in ageing
• representatives of Age UK, Carers MK, U3A MK
• marketing consultant: ‘an ageing consumer’

How have we recruited our participants?

• email lists within the university and outside
• through Age UK, U3A MK, Carers MK
• colleagues who have been keen to help
• communities where we live
• recruitment through intermediaries
How are we collecting the data?

• stories via email
• face-to-face/Skype/phone one to one interviews
• group interviews
• workshops Age UK, U3A MK, Carers MK
• events that bring bring people of different skills and backgrounds together but who are interested in this area

Reflections: one-to-one interviews and events

• rich experience and skills set amongst the older users
• like to meet up face-to-face and learn from one another
• are willing to help and participate in research
• like interactivity in data collection
• become ‘co-researchers’
• empathy, patience, concern, follow-up
Reflections: getting people online

• ‘holistic view’
  – their backgrounds
  – what they do now?
  – technology
  – training
  – people around them (support networks)
  – local community
  – costs involved: can they afford?

Report of our preliminary findings

• trigger: finding information, peer pressure, family moving afar
• motivations: social connectedness, keep in touch
• advantages: have a voice, overcome social isolation
• obstacles: finding on-going technical support, other skills that are also required: concept of files, folders,…
Some more of our findings

• **risks**: privacy, fear of being spammed, not sure of the quality of online information, not being able to trust somebody whom you haven’t met in the real world
• **disadvantages**: fear that it would take over their lives, go out less, socialise less in the real world, effects on mobility and isolation

Some recommendations

• not training them in the way that we would like to train them but
  • adapting the training to their backgrounds, needs, interests
• one-off training is not sufficient
• training in pairs by family members is helpful
• using repetitive strategies
• asking them to maintain a notebook
Some more recommendations

- ongoing technical support
- home care workers; neighbourhood ‘technical support’ networks; peer support networks; walk-in centres in the town
- explaining the role of a software application in their context and as per their needs
- making visible the features of accessibility
- privacy in software applications should be set to maximum by default

Our concerns

- time constraints (project ends in July 2013)
- effectiveness of our materials
- take-up of our recommendations
- building a local community of practice: e.g. OU Human Resources, U3A, Milton Keynes, Age UK, Milton Keynes, Carers Milton Keynes, Carers Bucks
- online platform(s) for peer support and discussion
Publications, resources and dialogue


- Website of bookmarks: [https://delicious.com/seniors](https://delicious.com/seniors)

- Project email box: olderpeople-beingonline@open.ac.uk

Acknowledgments

- Project team
- Age UK, Milton Keynes
- Carers MK
- Cordia
- JISC TechDis
- U3A Milton Keynes