"Seniors Go Digital: Promoting inclusive strategies for disadvantaged seniors"

Erasmus+ ADULT Sector
KA2 Cooperation for Innovation and the Exchange of Good Practices

Desktop Research for ITALY

Consortium

P1	**Hälsingland Education Association- SE**	
P2	**Acli Provinciale di Rimini – IT**	
P3	**A & A Emphasys Interactive Solutions Ltd – CY**	
P4	**National Centre for Scientific Research "Demokritos" – GR**	
P5	**Association Euni Partners**	

1. General Overview

Ageing in western society has become a key issue in political and academic debate: politicians, sociologists, doctors, demographers, psychologists and economists are all trying to understand the impact that an ageing population will have on our future society.

It is generally agreed that keeping active is an essential ingredient to ageing well and the services and devices available through media and communication technologies are ever more important to providing support to this aspect of ageing

At the beginning of the 21st century international community achieved general consensus that knowledge is the basic driving force in human society and the main prerequisite for success. Differences in knowledge and its application have become the main parameters according to which countries are divided into developed,underdeveloped, rich or poor. Even in contemporary rich societies, the main developmental impetus is intellectual human capital, and its quality directly depends on education system.

The European Union must face changes that have never been presented until now due to two phenomena: the mass diffusion of digital technologies and the lengthening of life.

In 2060 the number of the elderly will be twice the number of children under 5 years *(The 2015 Aging Report, «2015 Report on Aging Population», European Commission).*

In Europe, the elderly constitute a population of almost 125 million citizens who are protagonists of their life, economy and growth, and information technology must be part of their lives just like that of the "active".

Digital technologies help seniors keep active brain activities and are very useful for all people with reduced mobility, and also facilitate the passage of knowledge between generations. Digital technologies are able to keep older people who lose their independence still feel part of social life.

It is necessary to conceive old age as an age in continuity with the other stages of life, we need to think about the elderly in a dynamic and inclusive perspective and not as people in the last phase of their lives, and not only use digital technologies in the form of "technical-medical assistance".

2. Definition of the target group at the National level and EU Level

European citizens over fifty must all become "digital elderly" as soon as possible.

Having ICT and knowing how to use it, is an absolutely essential condition, as well as an objective that requires political will and economic means. All institutions deal with the topic of digital transition; the goal is for the 125 million over 50s of the EU to be included in this transition process.

Culture (paper books and newspapers, television, radio, musical performances, theater, cinema, libraries, museums, archaeological sites) and " digital" contribute to building the human capital of a country and also generate social inclusion.

Older people represent an interesting and specific group of users and producers of the multi-faceted world of culture, with preferences, tastes, behaviors of cultural consumption.

In 2006, Parliament and European Council included "the digital competence" among the eight competences essential for "active citizenship".

In the digital age, citizenship must be redefined with three essential elements: Digital Inclusion; Digital Skills; Digital Competence.

The aim of "Senior go digital" project is to contribute to the digital literacy process of over 55 subjects, with a focus on the use of new media in lifelong learning, promoting modern communication and information technology (ICT) in all spheres of life.

Although efforts are being made in Europe to reduce the gap between the generations in terms of learning and use of new technologies, the number of adults who use the internet and its opportunities is still very low.

In "Senior go digital" target group are disadvantaged senior citizens living in 5 different countries representing both geographical and cultural differences. The target group will be involved in a series of lifelong learning activities aiming to acquire essential digitals skills needed for the society and the labour market.

The goal of the project is not only to achieve a specific and tangible output, but to raise awareness of the integration of adults in contemporary European society as acquiring new knowledge reduces the risk of social exclusion and promotes intergenerational communication. The project's sustainability over time is also guaranteed by the dissemination of results, which aim to implement distance learning systems for adults.

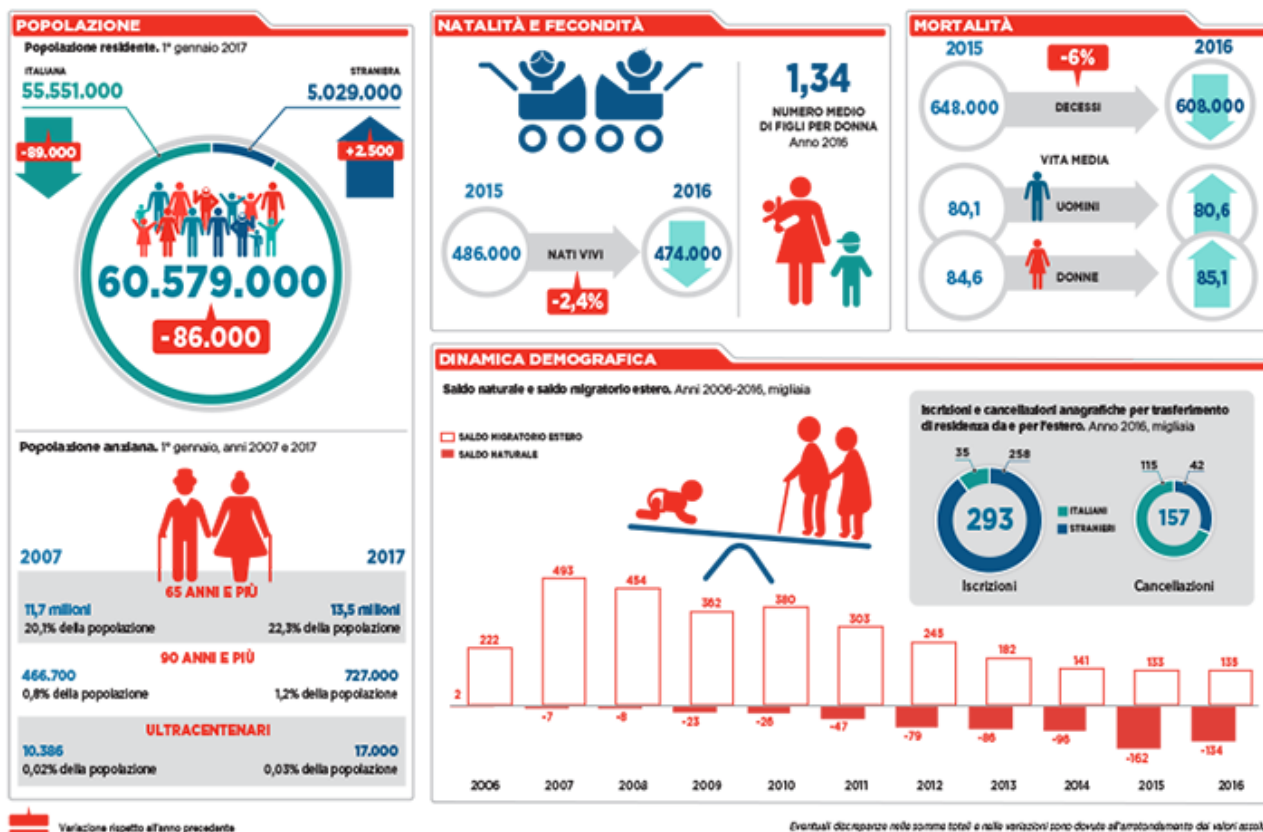## 3. Demographic situation and trends with regards to senior citizens

As in other european countries with advanced development, Italy today presents a strongly unbalanced age structure.

	0–14 years old		15–64 years old		65 years old or over	
	2006	2016	2006	2016	2006	2016
EU-28 (¹) (²)	16.0	15.6	67.1	65.3	16.8	19.2
Belgium (¹)	17.1	17.0	65.7	64.7	17.2	18.2
Bulgaria	13.4	14.0	69.2	65.6	17.5	20.4
Czech Republic	14.6	15.4	71.1	66.2	14.2	18.3
Denmark	18.7	16.8	66.1	64.3	15.2	18.8
Germany (¹)	14.1	13.2	66.7	65.7	19.3	21.1
Estonia (¹)	15.0	16.1	68.1	64.9	16.9	19.0
Ireland (¹)	20.5	21.9	68.5	64.9	11.0	13.2
Greece	14.9	14.4	66.6	64.3	18.5	21.3
Spain	14.5	15.1	68.8	66.1	16.6	18.7
France (¹)	18.5	18.5	65.1	62.8	16.4	18.8
Croatia (²)	15.8	14.6	66.7	66.2	17.5	19.2
Italy	14.1	13.7	66.0	64.3	19.9	22.0
Cyprus	19.4	16.4	68.5	68.4	12.2	15.1
Latvia	14.5	15.2	68.5	65.1	17.0	19.6
Lithuania	16.6	14.7	67.2	66.3	16.3	19.0
Luxembourg (¹)	18.4	16.5	67.5	69.3	14.1	14.2
Hungary (¹)	15.4	14.5	68.8	67.2	15.8	18.3
Malta	17.1	14.2	69.1	66.7	13.8	19.0
Netherlands	18.3	16.5	67.5	65.3	14.3	18.2
Austria	15.9	14.3	67.6	67.2	16.4	18.5
Poland (¹)	16.2	15.0	70.4	69.1	13.3	16.0
Portugal	15.9	14.1	66.8	65.1	17.4	20.7
Romania	16.9	15.5	68.4	67.0	14.7	17.4
Slovenia (¹)	14.1	14.8	70.3	66.7	15.6	18.4
Slovakia	16.7	15.3	71.5	70.2	11.8	14.4
Finland	17.3	16.3	66.8	63.2	16.0	20.5
Sweden	17.3	17.4	65.4	62.8	17.3	19.8
United Kingdom	18.0	17.7	66.1	64.4	15.9	17.9
Iceland	21.8	20.0	66.5	66.1	11.7	13.9
Liechtenstein	17.4	14.9	71.1	68.6	11.6	16.5
Norway	19.5	17.9	65.8	65.6	14.7	16.4
Switzerland (¹)	16.0	14.9	68.0	67.2	16.0	18.0
Montenegro	20.4	18.3	66.8	67.6	12.8	14.1
The former Yugoslav Republic of Macedonia (²)	19.5	16.7	69.4	70.3	11.1	13.0
Albania	25.7	17.7	65.7	69.5	8.6	12.9
Serbia (¹)	15.7	14.4	67.1	66.6	17.2	19.0
Turkey	27.0	24.0	66.3	67.7	6.7	8.2

(¹) Break in time series in various years between 2006 and 2016
(²) The population of unknown age is redistributed for calculating the age structure.
Source: Eurostat (online data code: demo_pjanind)

La popolazione in Italia, nuove stime per l'anno 2016

Istat

POPOLAZIONE
Popolazione residente. 1° gennaio 2017

ITALIANA
55.551.000
-89.000

STRANIERA
5.029.000
+2.500

60.579.000
-86.000

Popolazione anziana. 1° gennaio, anni 2007 e 2017

2007 — 2017
65 ANNI E PIÙ
11,7 milioni — 13,5 milioni
20,1% della popolazione — 22,3% della popolazione

90 ANNI E PIÙ
466.700 — 727.000
0,8% della popolazione — 1,2% della popolazione

ULTRACENTENARI
10.386 — 17.000
0,02% della popolazione — 0,03% della popolazione

Variazione rispetto all'anno precedente

NATALITÀ E FECONDITÀ

1,34
NUMERO MEDIO DI FIGLI PER DONNA
Anno 2016

2015
486.000
NATI VIVI
2016
474.000
-2,4%

MORTALITÀ

	2015		2016
DECESSI	648.000	-6%	608.000

VITA MEDIA

	2015	2016
UOMINI	80,1	80,6
DONNE	84,6	85,1

DINAMICA DEMOGRAFICA

Saldo naturale e saldo migratorio estero. Anni 2006-2016, migliaia

☐ SALDO MIGRATORIO ESTERO
■ SALDO NATURALE

Iscrizioni e cancellazioni anagrafiche per trasferimento di residenza da e per l'estero. Anno 2016, migliaia

35 — 258
293
Iscrizioni
■ ITALIANI
■ STRANIERI

115 — 42
157
Cancellazioni

Saldo migratorio estero / Saldo naturale per anno:
- 2006: 222 / 2
- 2007: 493 / -7
- 2008: 454 / -8
- 2009: 362 / -23
- 2010: 380 / -26
- 2011: 303 / -47
- 2012: 245 / -79
- 2013: 182 / -86
- 2014: 141 / -96
- 2015: 133 / -162
- 2016: 135 / -134

Eventuali discrepanze nelle somme totali e nelle variazioni sono dovute all'arrotondamento dei valori assoluti

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According to the Demographic Report 2016 of the ISTAT Statistical Service, the population was estimated at 60.579.000 compared the previous year, recording decrease of 86.000 people. The proportion of children was estimated at 470.000, 2,4% less of 2015.

Stranger are 5.029.000 with an increase of 2500 unit.

Persons aged 65 and over are the 22,3% of population. In 2007 they was 20,1%.

90 year and over are 727.000, the 1,2% of population. In 2007 they was 0,8%.

Over 100 year are 17.000, the 0,03% of population. In 2007 they was 0,2%.

From 2015 to 2016 mortality decreased of 6%.

Italian people is rapidly aging. Italy is one of the countries with the highest aging index in the world.

Modernization and medical-scientific progress, have profoundly affected two main demographic changes in recent decades: the reduction in fertility and the achievement of unexpected goals of life expectancy for women and men.

In 2005 population aged 65 and over (19.5%) exceeds by 5 percentage points population between 0 and 14 years (14.1%), in the following decade this gap has grown: in 2015

people with 65 more years make up 21.7% of the population and people between 0 and 14 years was only 13.8%.

Italian demographic gap, will create big problems towards future generations in terms of sustainability (social security, healthcare, assistance, welfare): in just a decade, elderly dependence ratio goes from 29.4 in 2005 to 33.7 of 2015 (+ 14.6%); the old age index grew from 138 (1 elderlyevery 100 young people aged 0-14 in 2005) to 157.7 in 2015 (+ 14.2%).

This demographic aging have consequences at a macroeconomic level (welfare system, health, labor market, goods market), the shock caused by the social security system is dangerous for economic and financial sustainability of a country .

The sustainability of a pension system, based on the contributions of active population will be increasingly insufficient compared to the increasing number of beneficiaries of old age insurance benefits.

4. Some data about use of digital tecnologies by italian enderly

According to ISTAT, in 2016 28.8% of people aged 65 to 74 used the Internet, compared to 16.4% in 2012.

The situation has also improved with regard to the use of the Personal Computer, given that in 2016, according to the ISTAT estimate, 26.4% of people between 65 and 74 years old used the PC while only 17.2% did so in the 2012.

Even the use of mobile phones is not far behind, with all the activities that are carried out by the elderly through apps or mobile sites, starting from the consultation of weather and news, the use of WhatsApp, sending emails and using of Social Network, the production of photos and videos.

5. Adult Learning Strategy at the National Level

"Europe 2020 Strategy for smart, sustainable and inclusive growth" recognises lifelong learning and skills development as one of the key responses to the current economic crisis, aging of the population and key element of economic and social strategy of the European Union. This crisis particularly emphasised the significant role of adult education in achieving the goals of Europe 2020, providing an opportunity to adults – especially to older workers and workers with insufficient skills – to improve their competences in order

to adapt to the changes on the labour marked and in the society itself. Adult education provides a lot of opportunities for the improvement of individual skills and change of qualification of the unemployed workers, those workers affected by the restructuring of companies or they are changing their careers, but it also contributes to social inclusion, active citizenship and personal development.

In order to develop the capacity of the adult-learning sector to promote social cohesion and to provide people who need it with a second-chance route to learning and life opportunities, as well as to contribute to reducing the share of early leavers from education and training to below 10 %, Member States are invited to focus on:
- Improving adult literacy and numeracy skills, developing digital literacy and providing opportunities for adults to develop the basic skills and forms of literacy needed for participating actively in modern society (such as economic and financial literacy, civic, cultural, political and environmental awareness, learning for healthy living, consumer and media awareness)
- Increasing the supply of and encouraging individuals' engagement in adult learning as a means of strengthening social inclusion and active participation in the community and society, and improving access to adult learning for migrants, Roma and disadvantaged groups, as well as learning provision for refugees and people seeking asylum, including host country-language learning, where appropriate.
- Enhancing learning opportunities for older adults in the context of active ageing, including volunteering and the promotion of innovative forms of intergenerational learning and initiatives to exploit the knowledge, skills and competences of older people for the benefit of society as a whole.
-Addressing the learning needs of people with disabilities and people in specific situations of exclusion from learning, such as those in hospitals, care homes and prisons, and providing them with adequate guidance support.

Italy has been oriented towards Europe and developed countries of the world, so its future depends on the success of achieving this European orientation. Italian education system has an active role in the process of transforming society, whose richness has been primarily reflected in human potential. The connection of natural potentials and permanent improvement of human resources ensures the progress of a country and wellbeing of a society.

Permanent education and training contribute to sustainable national development and thus to desired and continuous development of an individual. In developed and successful countries, education system is an "institution" of the highest national priority, and therefore they have been developing strategies which in a best possible way contribute to economic, social and cultural development of the society.

European vision of adult learning by 2020
- Access to high quality learning any time in life for personal, social and economic ends
- Awareness of each adult /each employer
- Fairly shared responsibility, adequate resourcing
- Learner / learning outcomes at centre supported by guidance, validation, flexible provisions
- Learning locally with a significant role for social partners, civil society and local authorities
- Active learning for seniors and mutual learning & solidarity between generations

The case of Italy

➢ Low Participation of Adult population in LLL especially in the group of older adults 55-64 (2.4% in 2011)

➢ High youth unemployment - 29,1 % on average in 2011
- unemployment rate among tertiary graduates is high
- mismatch between the acquired skills and those that are needed in the labour market.

➢ High early school leaving (17%) which causes increase later on the low skilled population

The case of Italy

➢ Reform of LLL (work law of 2012): definition of concepts, objectives, validation of prior learning and regional networks for Lifelong learning

➢ Recently defined strategy for implementation of the Adult Learning Agenda

➢ Improving trends for EU2020 targets for early school leaving and tertiary attainment

5. **Digital Strategy for Italy : Digital Agenda**

Italian Digital Agenda was established by the Italian Government in 2012.
The Agency for Digital Italy. it is the actuating subject. Currently the Digital Champion is Diego Piacentini, whose term expires in 2018.

The other bodies of governance are: the Steering Committee of the Agency for Digital Italy and the Permanent Conference (made up of 4 experts in addition to the Director of AgID). Below we summarize some lines of intervention provided by the Italian Digital Agenda:

FIRST LINE

1. Ultra-broadband connectivity and infrastructures;

2. Digitization of services infrastructures and enabling platforms;

3. Digitization of the company-citizen sector services with the Public Administration;

4. Boost the innovation of companies;

5. Other strategic programs (Research and Innovation, Smart City and Community, Digital Skills).

SECOND LINE, following the commissioning of the electronic invoicing, five priorities are identified

1. Single Register of Resident Population;

2. Digital Identity - SPID;

3. Electronic Payments - PagoPA;

4. Notification Systems;

5. Guidelines for Public Administration Services (integrated into the Italy Login framework program).

Situation in the various application areas

Italy is in line with the European broadband average, but presents a situation of serious delay in the ultra wide band and the gap with respect to the objectives of the European Digital Agenda is still relevant.

The use of different online services is usually less than half the average value found within the European Union and, consequently, very far from the European targets set for 2015. The diffusion of the purchase of goods and services in network is slightly less than 20% in Italy, compared to the average 47% of the European Union, with values even lower for cross-border purchases (6.6% against 12.1%).

At the same time, Italian citizens who used e-government services amounted to about 21% compared to 42% in the European average, while those who sent completed Public Administration forms are just over 10% compared to 21%. The gap is also relevant for

small and medium-sized enterprises (companies with 10 or more compared to 14% in Europen

Register of Resident Population: from 18 August 2015 the new Single Register of Resident Population is in force.

As of 29 November 2017, twenty-seven Municipalities were completed for a resident population of 594,842 people. 958 Municipalities are currently undergoing pre-deployment, for a total of 7,205,913 inhabitants.

Digital Identities: in march 2018, 2,361,424 are the digital Identities with an annual growth rate- Spid of 152%

The main sectors of the Administration (Health, School, Justice, Registry, Payments, etc.), show very different situations on the territory, with the exception of the Justice sector, where the Civil Electronic Process has become compulsory throughout the country since 30 June 2014. The digitization of the criminal trial is still experimental in some judicial offices.

Health: the process of digitization of health has undergone a major acceleration in recent years, with the approval of several decrees on electronic health and the spread of electronic health records throughout the country.

Electronic payments: Only 15% of the provincial capitals allow online payment of the TASI, and even lower percentages apply to other municipal taxes. The situation seems better for schools and municipal kindergartens, for which the online payment of some services (for example the canteen service) is allowed in 28% of cases.

Local PA services can be performed completely online. Local taxes (taxes on housing and waste) are the most common (over 60%), followed by services related to the registry (57%). Services for tourism. All the provincial capitals have developed web pages for tourism, but only half of the cases are real portals. However, the most interactive and transactional services are still underdeveloped: only 14% of the Municipalities allow access to the booking of accommodation facilities from their own site and only 3% to purchase online tickets for museums or monuments;

Urban security: almost half of the Municipalities installed sensors and video surveillance networks to monitor urban safety, but only 16% provide online services to citizens in this area;

School: Italy, like the other EU Member States, has also launched in recent years several initiatives and projects to renew the national education system and to spread digital innovation in schools.