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The benefits of digital engagement — getting people online — are now widely recognised, and there are many initiatives to promote them. But the risks of digital disengagement are still relatively neglected.

Many of the arguments for getting older people online apply equally to *keeping* people online, despite the barriers they can face in old age. But not all those arguments are relevant to everyone. For instance, discussions with public sector providers would have a different focus to discussions with technology developers — even when the overall aim of reducing disengagement is the same.

So we need a continuing dialogue with users so we can understand and reflect their practical concerns, and frame our findings to match their contexts and priorities.

Solutions to keep older people digitally engaged for as long as possible need to be *socio-technical*: that is, they need an infrastructure that incorporates human social support. They need to offer affordable hardware and software that is accessible both in the home and in the community, and that can be customised to meet individual needs.

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