SoCaTel

A multi-stakeholder co-creation platform for better access to Long-Term Care services

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EXECUTIVE SUMMARY

This policy brief is grounded in SoCaTel project's work and experience and proposes twelve policy recommendations on two different levels: EU/national and local levels policy and decision-makers here after summarized. In addition, it is suggesting that these following recommendations are implemented among the previously mentioned stakeholder groups in the up-coming two-three years' timeline.

European Union and national level policy recommendations:
1. Utilization of co-creation in common, European issues, but for solving local problems.
2. People centric approach strengthened through co-creation related to services for older people.
3. Co-creation can be used for developing policies based on the concept of comprehensive welfare for older people.
4. In services for older people co-creation should also be integrated with the promotion of innovation policies and experimental culture.
5. Through trust-based co-creation and platforms.
6. Ethical principles for co-creation with older people.
7. Co-creation as a means for building virtual communities.

Local level policy recommendations:
8. Co-creation accounting for the capabilities of older people as service users.
9. Clear and precise objectives for co-creation.
10. Flexible use of methods related to co-creation in services for older people.
11. Building up feedback and communication channels.
12. Technical functionality and ease of use of co-creation platforms promote use.

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1 INTRODUCTION

The demographics of ageing is a major issue in all developed societies with over-65s constituting 19.2% of the population and over-85s by WTO figures reaching 19-million by 2020 and 40-million in 2050. Fewer babies and longer lives poses challenges to dependency ratios in EU benefits systems (Eurostat, 2015) since spending on pensions, health care, long-term care, education and unemployment benefits, accounts for 25% of the EU's GDP (2016 figures) and costs predicted to rise annually by 1.7% challenging system sustainability. Re-envisioning long-term care (LTC) is therefore urgent; in particular the use of advanced technologies and design of new service systems – the area of activity in the SoCaTel Project.

SoCaTel is part of Horizon 2020 (H2020) research and innovation programme. The project is funded under the H2020 Work Programme "Europe in a changing world – inclusive, innovative and reflective societies". The project is applying quadruple-helix approach (Hasche, Höglund & Linton 2019) in a new multi-stakeholder co-creation platform aiming to improve the accessibility, responsiveness, efficiency, transparency and transferability of social and care services.

After introducing the project and summarising ideas from earlier projects, this policy brief, which is grounded in SoCaTel's work and experience, proposes twelve policy recommendations on two different levels: EU/national and local levels policy and decision-makers.[1]

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[1] EC officers in Brussels have been consulted in terms of this Policy Brief and their unofficial comments have been considered and referred to in this document.

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1.1 THE SoCaTel PROJECT

Socatel work programme contains four specific areas of action. Relating to the co-creation for growth and inclusion call, SoCaTel uses co-creation to grasp innovative ideas to be developed in the future long-term care services. Co-creation facilitates a user-centric approach, which involves citizens in the creation of public services and their delivery, improving collaboration between various societal actors (European Commission, 2017) and other stakeholders Thus, SoCaTel looks for solutions to the problem of demographic change by promoting solutions in LTC services domain as European population continues to age.

A multi-sided co-creation platform, which has been co-created together with the end-users and societal actors (European Commission, 2017) including other stakeholders at the beginning of the project, is one of the main project outputs, aiming to provide an easy and innovative way to connect different actors and stakeholders in LTC. The platform, as presented in Figure 2, is a virtual broker platform involving different

LTC stakeholders – end users, Government, industry, society and academia in

SOCATEL

A multi-stakeholder co-creation platform for better access to long-term care services

THE SOCATEL JOURNEY

IDENTIFICATION OF NEED
When an older person has a need in relation to long term care services they can search the SoCaTel platform for solutions.

KNOWLEDGE BASE
SoCaTel is a repository for existing public, private and 3rd sector long term care services – a few clicks will take you to current information on a range of services.

CO - CREATION PLATFORM
If the service you are searching for is not available SoCaTel provides you with a platform to either improve an existing service or to develop an entirely new service by co-creating with other interested parties.

SOLUTION FOCUSED
Ideas and solutions to address the needs identified in an earlier phase will be posted on the platform.

SOLUTION SELECTION
The most suitable solutions agreed by the co-creators will be prioritized by the Service Providers to match current market demands.

CO - DESIGN
Stakeholders who have contributed to the ideas and solutions will work with service providers to transform the ideas into services.

CO - DEVELOPMENT
The new service is developed and deployed in the Knowledge Base in response to the original needs identified by the older person and to address future needs identified by subsequent visitors to the platform.

NEW SERVICE IS CREATED

Figure 1. The SoCaTel -platform process

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quadruple-helix vein. As shown in the figure, SoCaTel creates a meeting point for these different agents and facilitates the process of co-creation, where each actor can bring its expertise and knowledge in order to foster ideation process to meet the real needs of the end users and all agents and stakeholder involved in LTC service chain.

1.2 STARTING POINT FOR THE POLICY RECOMMENDATIONS

SoCaTel-project relates to different cross-cutting themes in earlier EU research projects. For example, topics as digital platforms, ageing and co-creation have significant interfaces with our projects' substance and follows the Tallin Declaration on eGovernment, 6th October 2017. Next, we will provide examples of what has been written on these topics beforehand in policy wise. This partly helps us to draw original and new policy implications that are needed.

1.2.1 Existing guidelines and recommendations for co-creation

Co-creation has been an important development theme under numerous EU wide programs. For example, CoSIE and recently the EU funded project "Co-Val" generated a 10-step programme supporting the development of co-creation methods in the public sector. These 10 steps were built around four themes. Firstly, prioritising co-creation, at a minimum by user-testing research results. Secondly, supporting implementation processes, by strengthening the public sector's human resources and skills in co-creation. Thirdly, focus on removing barriers to co-creation stemming from the old ways of working, for example in the mindset of developing new public service models and with protections, opening the use of datasets and incentivising citizens and service users to engage in co-creation processes. Fourthly, by monitoring and evaluating co-creation using metrics specific to open data, digital public services, and co-creation processes. In our policy brief, we have recognized and taken the earlier suggestions into account and developed new recommendations from the premises of the SoCaTel-project.

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1.2.2 Technology and long-term care

Digitalisation and use of new technologies is in the forefront of the research and development in the EU apply also in LTC for senior citizens. CARICT generated seven policy recommendations for developing digital ICT applications for LTC services (Carretero et al., 2012). These include new partnerships with NGOs, public sector organizations and private companies; involving end-users; ensuring all stakeholders are aware of the technological possibilities; encouraging knowledge exchange forums; ensuring EU ICT markets cater for LTC; developing ICT skills amongst senior citizens; and supporting EU funding of initiatives.

1.2.3 EU's approach on platforms and platform economy

Platforms are an essential component of the EU's single digital market approach, for example, in the (2016) *Communication on Online Platforms* and including (see Box-1) platforms on e-Health. To support these moves, the EU is taking action to against illegal online content and to ensure the transparency and accountability of the algorithms utilized by the platforms as well as data protection and privacy policy issues.

Box 1. European Commission's (2016) policy principles for developing platforms:

1. A level playing field for comparable digital services
2. Ensure response behaviour of online platforms to protect core values
3. Foster trust, transparency and ensure fairness on online platforms
4. Keep markets open and non-discriminatory to foster data-driven economy

On the ethics:

The General Data Protection Regulation (GDPR) was set by EU in 2018 to protect personal data (See for example, Regulation (EU) 2016/679 of the European Parliament and of the Council). In addition, EU has fostered the effectiveness in establishing general as well as industry specific expert groups in considering

different issues on platforms and digital economy (See, for example, AI HLEG, 2019; Commission Decision, C(2018)2393; EIOPA, 2019).

All in all, EU seems to put a lot of effort in creating and developing a **user-friendly, safe and fair environment for digital platforms**. Further, scope of development includes both the user as well as the provider perspectives.

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2 POLICY RECOMMENDATIONS OF THE SOCATEL - PROJECT

The target audience for this policy recommendations is, at one hand, the local and regional policy- and decision-makers. Particularly for them to implement in the up-coming two to three years aiding to react and meet the challenges of age decline among their citizens. And on the other hand, for national and EU-level policies, their policy makers, as to support their strategic decision-making. While constructing the policy recommendation in this SoCaTel policy brief document, we have considered the existing earlier policy recommendations and EU-policies relevant to this policy brief. As the SoCaTel project is still on-going until end of November 2020 we have scrutinized and considered those issues that have arisen by this date from the empirical data of the project.

We have divided policy recommendations into two entities in the following presentation. The first entity contains the recommendations related to the implementation of public policies and adapted for use in European-wide as well as national policies. The other entity of recommendations constitutes of recommendations related to local level development. For summary of the policy recommendations, see Figure 2. As the document deals with *policy* recommendations, it is specifically targeted to decision-makers in the EU, national parliaments and at the local level. In addition, TAU will organize Policy Roundtable in April 2020 at Tampere University. More details of the Policy Roundtable organizing process are found in Appendix 1.

POLICY RECOMMENDATIONS

EUROPEAN UNION/NATIONAL LEVEL	
	Utilization of co-creation in common, European issues, but for solving local problems
	People centric approach strengthened through co-creation related to services for older people
	Co-creation can be used for developing policies based on the concept of comprehensive welfare for older people
	In services for older people co-creation should also be integrated with the promotion of innovation policies and experimental culture
	Through trust-based co-creation and platforms.
	Ethical principles for co-creation with older people
	Co-creation as a means for building virtual communities

LOCAL LEVEL	
	Co-creation accounting for the capabilities of older people as service users
	Clear and precise objectives for co-creation
	Flexible use of methods related to co-creation in services for older people
	Building up feedback and communication channels
	Technical functionality and ease of use of co-creation platforms promote use

Figure 2. SoCaTel policy recommendations

2.1 RECOMMENDATIONS RELATED TO EU AND NATIONAL LEVEL POLICIES

2.1.1 Utilization of co-creation in common, European issues, but for solving local problems

SoCaTel illustrates that co-creation can be utilized as a way of action for solving European-wide problems related to older people. Typical problems include loneliness and social exclusion, service users' status and the development of digital solutions. However, the implementation of co-creation in services for older people shall be local, even though solutions were sought to similar problems in different countries.

Public services and service systems designed for older people and ambient cultures differ between countries. Municipalities and cities in different countries are working together differently with external service providers and organizations.

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In addition, the financial funding base for public services and service systems vary from country to country. The abilities to implement co-creation vary. The forms and cultures of participation are varied. Older people in general are particularly interested in the services and, therefore, in the local solutions concerning them. For these reasons we believe that that there is a need for a EU wide initiatives. However, it is important to take local characteristics into account and adjust the details accordingly.

2.1.2 People centric approach strengthened through co-creation related to services for older people

In European politics and in many countries discussion on a people-centric approach is emerging, meaning that services are viewed more from a person-centric point of people and their needs. Instead of the 'old' welfare state in which 'equality' demanded everyone is treated the same, new service systems now enable 'justice' to predominate; from which perspective **everybody is treated differently** – **in order to meet their personal and situated needs**. Co-creation gives more influence to the service users and their relatives (and other caretakers).

The situations with services in different countries are varied, but the general trend is that professionals have enhanced their abilities to approach older people. In general, the next step in the people centric approach is that **professionals** are gaining better understanding of what the **meaningful things are for the older service users** themselves and which are their real needs. Co-creation is producing information related to this.

Highlighting the meaningful things presupposes **trust** among the services users, stakeholders, and service providers. Co-creation should, thus, be able to **promote people centric approach in which meaningfulness and trust are essential.**

SoCaTel illustrates how valuable people-centred innovations can be. In all cases of new service design end-users and informal and formal users should be

involved at design and trial stages and their feedback systematically evaluated and where possible embedded in the service. Tools such as identifying **emotional touch-points, service walk-throughs** and **service blue-printing** are directly relevant.

2.1.3 Co-creation can be used for developing policies based on the concept of comprehensive welfare for older people

In many European countries, **more comprehensive approaches** are being adopted concerning welfare of older people. This includes factors concerning **health, exercise, and social wellbeing**. For older people, important services include for example social and **healthcare services, transport services, cultural services, and physical exercise services**.

Co-creation often works best when actors from different fields or with different perspectives are involved (e.g. actors in different situations) providing valuable multi-stakeholder perspective. In this case, successful development of services for older people can be comprehensively achieved by combining different information. In this sense, co-creation is particularly suitable for promoting policies based on the concept of comprehensive wellbeing of older people. One way to approach this issue is to apply the framework developed by Virtanen & Stenvall (2018) that is based on both, the physical and mental, aspects of wellbeing.

Co-creation often refers to consensus. Consensus might not be reached among the various stakeholder groups without an efficient framework for **a competitive dialogue led by the local government or the municipality** in quadruple-helix vein (e.g. Hasche et al., 2019; EIPonAHA, 2019).

2.1.4 In services for older people co-creation should also be integrated with the promotion of innovation policies and experimental culture

In different countries, co-creation is applied for finding new solutions in services for older people. Rapidly ageing European populations has increased the need

to find solutions for developing quantitatively growing and qualitatively changing services. Services are being developed through the promotion of innovation policies and experimental culture. However, innovation policies can easily be weak for co-creation if actions lack **a decent framework for collaborative innovation**. To tackle this challenge, European Innovation Partnership on Active and Healthy Aging provides a framework concept for **mediating between the stakeholder positions**, including a virtual market place as a platform. The member regions replicate and share their experiences through the platform (EIPonAHA, 2019).

Currently, reforming services for older people does not sufficiently systematically **integrate co-creation with innovation policies and experimental culture**. In this sense, co-creation remains disconnected to services for older people.

The success of user-led innovation is now well-established. **Lessons from these processes should be embedded in service design practice, recognising the challenges of involving and testing with vulnerable people**, some of whom may be unable to directly access sites and therefore **need special usability proxies**.

2.1.5 Through trust-based co-creation and platforms

The SoCaTel project underlines the understanding that **trust** is a central factor and its strengthening shall be taken into account when developing policies related to co-creation and platforms. **Increase in trust** may also reflect positively towards the development of cities and the whole Europe.

Trust is connected with willingness to use platforms and participate in practices related to co-creation. It is also connected with how **freely** service users feel they can express their views. For instance, older people can be rather cautious to express criticism due to fear of cuts in their services or erosion of personal contact. Participants must be able to trust the way in which their views will be utilized.

The **reliability of data** is also an essential strength factor. For instance, stakeholders want to use platforms with data they consider reliable. We should actually aim to define European-wide **criteria** for what kind of conditions reliable data should meet.

A policy recommendation is: Where possible user-led design and testing should be conducted using people whom users **already trust**, acknowledging that trust is **essential to honest and reliable feedback**.

Following Tallinn Declaration principles (2017):

- **Digital-by-default principle** needs to ensure **accessibility and inclusivity** of older adults i.e. to guarantee that older adults will be not becoming excluded while interacting with a digital administration. To provide a face-to-face support where needed seems necessary for this group.
- **Once only:** due to older adults' lack of mobility and for avoiding administrative complexity, it is mandatory that older adults' personal information should be given only once.
- **Interoperability by default:** due to older adults' care needs, interoperability between health, healthcare and social service systems become remarkable useful and necessary. Health data is available but not the social files are always available by the different professionals involved in older adults' care and assistance.

According to Tallinn Declaration User Centricity Principles, SoCaTel can improve:

- **Accessibility, security, availability and usability:** services are more oriented to older adults' real needs and following all GDPR procedures. Therefore, taking into account all these aspects.
- **Reduction of the administrative burden:** to provide long-term care services in an easy and accessible way.
- **Citizen engagement:** SoCaTel fosters a virtual community and makes people more aware of care needs and different social matters.

- **Incentives for digital service use:** at the same time fosters digital use of services and builds virtual communities.

2.1.6 Ethical principles for co-creation with older people

In conjunction to the SoCaTel project we have seen concrete evidence of how easily ethical issues may arise with older people in co-creation and the related platform economy. It is possible that, for instance, participants in co-creation are just the active older people, or those with sufficient cognitive skills and capacities. It is also important that the process involves professional and voluntary actors from the private and not-for-profit sectors as well. The situation also varies a great deal between different countries. With older people it is particularly important to develop ethical principles.

For co-creation with older people, you need **ethical principles** that could be as follows:

. Making participation easy

. Atmosphere of trust

. Openness

. Treatment with respect

. Importance of hearing various groups

A central issue related to ethics is the **creation of a coherent European privacy policy**. It would define, for instance, whom has the right to use data produced through co-creation? Especially in platform economy, the importance of privacy policy becomes emphasized in whether older people dare participate in co-creation.

All service designs, platforms and application should be **evaluated against high ethical standards** including Beauchamp & Childress (1994) beneficence, autonomy, non-maleficence and justice and also situated ethical issues relating to the service context and capabilities and needs of potential users.

2.1.7 Co-creation as a means for building virtual communities

Co-creation as a means for building virtual communities for sharing experiences, feelings and needs among stakeholders while making citizens aware of care needs and fostering citizens engagement. This was noticed when piloting the platform. Participants were delighted to share their experiences with other type of stakeholders and exchange thoughts and their insight between them. To find a time and a particular space allocated for talking among them about their knowledge and experience on long-term care. This is also included in D5.2.

2.2 LOCAL LEVEL RECOMMENDATIONS

2.2.1 Co-creation accounting for the capabilities of older people as service users

Experiences within the SoCaTel project have indicated that older people as service users are a special and **unique group in co-creation**. This sets demands on the implementation of co-creation.

One of the most central points of attention is that older people as service users are not necessarily capable of sustained co-creation over several years. Their condition may be poor, and their situation may be constantly changing. For this reason, co-creation often means that it will be implemented with a constantly changing group of older clients. This is why, for instance, teaching the methods is a constantly new process.

2.2.2 Clear and precise objectives for co-creation

Co-creation usually has the best chance of success in service for older people when it has clear and precise objectives. It is equally important for the service users to know for **which problems** co-creation is aiming to find solutions, and with **which entity** are they working.

Clear and precise objectives promote the usability of the information at the local level. This makes it easier to attach the produced information and development to the local service processes. Experience in the SoCaTel project indicates that

an **adequate amount of time** should be used for defining the objectives and the problems. **Proper preparations** have a significant positive effect on the effectiveness of co-creation. Testing and ethical evaluation best occurs situated where and how the user is likely to access the technology and should over time estimate accessibility, use, usage, usefulness and usability.

2.2.3 Flexible use of methods related to co-creation in services for older people

There are **several different methods** available for co-creation. On the basis of the SoCaTel project there is no single method that would alone stand out in services for older people. The applicability of each method **depends on the local culture, the objectives set for co-creation**, and the situation in general.

For instance, the nature of innovation operations has an effect on what kind of co-creation is needed. It is a completely different thing to develop co-creation in a situation where radical, revolutionary innovations are targeted, compared to having the objective to incrementally develop the existing services.

A methodological challenge is also presented by the fact that older people may have many things in their minds, but they do not necessarily have the words to express them or they may not be completely aware of their needs.

Prior to usability and ethical evaluation, the methodology and **method** of the co-creation should be **formally considered and peer-reviewed**.

2.2.4 Building up feedback and communication channels

The most critical, but locally often neglected aspect of co-creation is to **draw conclusions** and **communicate** them. In any case, gathering up results, giving feedback, and communicating are the most essential things for strengthening co-creation at the local level.

Communication is a way to partly ensure the usefulness and prominence of co-creation. Regarding SoCaTel, the research material indicated, for instance, that those participating in co-creation sessions wanted feedback, to know the

conclusions that have been drawn, and how will the results be developed in the future. This, on the other hand, has an effect on how the participants want to take part in implementing co-creation in the future, i.e. the feedback received has a significant effect on the **strengthening or weakening of co-creation culture**.

Usability and ethical evaluations are iterative processes and should involve **at least one round of reporting back what has been learned and altered to users and inviting further testing** and ethical evaluation.

2.2.5 Technical functionality and ease of use of co-creation platforms promote use

Co-creation platforms should be technically functional and easily taken into use. Particularly the first experiences of the platforms are important. If use is difficult, those participating in co-creation will not want to use the platform in the future. Technical difficulties will also draw attention away from actual co-creation. **The platforms should support co-creation, and learning how to use the platform should not be the main issue**.

According to the experiences of the Socatel-project difficulty in use can prevent people from using the platform. The issue was brought up by many testers of the platform during the piloting phase. As one of the participants put it:

> "If the idea is that the home care customer gives feedback through the platform personally, the platform needs to be very simple and easily usable".

Consequently, newly developed service systems and or technologies should be tested (accessibility, use, usage, usefulness and usability) for functionality **before testing with users** and other stakeholders.

3 CONCLUSIONS

As discussed in this policy brief, SoCaTel-project follows the Tallinn Declaration on eGovernment, 6th October 2017 and relates to different cross-cutting themes in earlier EU research projects. Such topics which have significant interfaces with our projects' substance are for example: digital platforms, ageing and co-creation.

This policy brief was grounded in SoCaTel project's work and experience. It proposed altogether twelve policy recommendations on two different levels: seven for the EU/national levels and five for local levels' policy and decision-makers. Here after concluding and summarizing the given recommendation. In addition, it is advised that these following twelve recommendations are implemented among the previously mentioned stakeholder groups within the up-coming two to three years' timeline.

In terms of European Union and national level policy recommendations the "*Utilization of co-creation in common, European issues, but for solving local problems*" recommendation inherits from cultural differences and thus, it is important to take local characteristics into account and adjust the details accordingly. In "*People centric approach strengthened through co-creation related to services for older people*" recommendation it is important that professionals are gaining better understanding of what the meaningful things are for the older service users themselves and which are their real needs. Co-creation is producing information related to this and may aid building trust. In "*Co-creation can be used for developing policies based on the concept of comprehensive welfare for older people*" recommendation the key matter is to include factors concerning older peoples' health, exercise, and social wellbeing. To find consensus among the various stakeholder groups an efficient framework is needed for a competitive dialogue, led by the local government or the municipality in quadruple-helix vein.

The fourth recommendation "*In the services for older people co-creation should also be integrated with the promotion of innovation policies and experimental culture*", lessons from user-led innovation processes should be embedded in service design practice. Also, recognising the challenges of involving and testing with vulnerable people, some of whom may be unable to directly access sites and therefore need special usability proxies. The fifth recommendation "*Through trust-based co-creation and platforms*" stresses the importance of user-led design and testing should be conducted using people whom users already trust, acknowledging that trust is essential to honest and reliable feedback. This is also in line with the Tallinn Declaration principles.

The sixth recommendation "*Ethical principles for co-creation with older people*" the following ethical principles are pin-pointed: *making participation easy, atmosphere of trust, openness, treatment with respect and importance of hearing various groups*. Most central issue related to the ethical matters is the creation of a coherent European privacy policy. The seventh recommendation "*Co-creation as a means for building virtual communities*" stresses sharing experiences, feelings and needs among stakeholders while making citizens aware of care needs and fostering citizens engagement.

In terms of Local level policy recommendations, the recommendation of "*Co-creation accounting for the capabilities of older people as service users*" highlights the fact that older people as service users are not necessarily capable of sustained co-creation over several years. For this reason, co-creation often means that it will be implemented with a constantly changing group of older clients. Consequently, teaching the methods is a constantly new process. The ninth recommendation "*Clear and precise objectives for co-creation*" aids the implementation of the produced information and development to the local service processes. This yields for adequate amount of time and proper preparation for the co-creation activities.

Furthermore, the recommendation of "*Flexible use of methods related to co-creation in services for older people*" sheds light on how important it is that prior

to usability and ethical evaluation, the methodology and method of the co-creation should be formally considered and peer-reviewed. Moreover, the recommendation of "*Building up feedback and communication channels*" stresses the importance of drawing conclusions and communicating them with stakeholders. Such feedback provided and received has a significant effect on the strengthening or weakening of co-creation culture. Usability and ethical evaluations are iterative processes and should involve at least one round of reporting back on what has been learned and altered to users and inviting further testing and ethical evaluation. The twelfth and last recommendation "*Technical functionality and ease of use of co-creation platforms promote use*" highlights the issue that technical difficulties will draw attention away from actual co-creation. The platforms should support co-creation and learning how to use the platform should not be the main issue. Thus, newly developed service systems and or technologies should be tested for their accessibility, use, usage, usefulness, usability and functionality, prior to testing with users and other stakeholders.

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5 APPENDICES

Appendix 1. Next steps to be taken: D 7.5 SoCaTel Policy Roundtable by TAU (work in process)

TAU researchers are currently planning and organizing the SoCatel project's policy roundtable *'Co-creation and smart solutions in Europe -policy recommendations'* to be held in conjugation with the 24th International Research Society for Public Management (IRSPM) conference at Tampere University in April 2020. The policy roundtable is programmed on 24th of April at 7AM-8AM venue at Tampere University. The SoCaTel policy roundtable is a stakeholder event with the objective of improving co-creation LTC with smart solution at EU, national and local level. The specific aims for the roundtable are:

- Develop joint understanding of the concepts and practice of co-creation and smart public services in LTC.
- Map the use of co-creation in smart public services.
- Clarify the roles of different actors and stakeholders in co-creation of smart public services.
- Provide policy recommendation based on SoCaTel project's findings.
- Discuss needs and challenges of stakeholders to implement co-creation in smart public services and in terms of LTC.
- Detecting differences at EU level of the challenges in implementing co-creation of smart public services.
- The IPR challenges will be discussed.

The marketing of the event has begun via TAU researchers and City of Tampere to their networks at EU, national and local level. The targeted marketing via webpage, emails and social media with registration information will be launched in early January 2020. The expected participant number is 20 people. The key stakeholder groups for the SoCaTel policy roundtable are: Policy makers at local,

national and EU level, care professionals, end-users, service providers both digital and homecare services for older people in need of LTC, public management researcher and practitioners.

Following table X demonstrates the planning of the Policy roundtable for SoCaTel project and it is benchmarking the Guide for roundtables written by Dimitris Riggas, Shan Ashton, Kylene de Angelis, Christine Graf in 2010/2011. Due to anonymity constrains the preliminary invited participants' names are not provided in this document. Instead the participant list will be provided after the event with consent from the participants.

Task	Responsible	Status
1 Setting the rules will be presented in the registration form and at the beginning of the event: • Open, frank and fruitful discussions in a polite manner • Respect of the agreed time schedule and speak time • Consensus oriented meeting • Active participation of everyone • Differences in opinions will not be taken personally • Voluntary participation	TAU researchers	In development process
2 Before the roundtable: • Number of participants (20) • Set up an agenda (January 2020) • Arrange date and venue (24th of April at 7AM-8AM) • Invite participants (January/February 2020, already started via word-of-mouth WOM) • Staff (TAU researchers) • Promoting & disseminating your meeting • Material (March/April 2020)	TAU researcher	In development process

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3 During the roundtable • Before starting • Starting the roundtable • Managing the roundtable • Evaluation • Closing • Quick check list	TAU researchers	In development process
4 After the Roundtable • Reporting the Policy roundtable • Thanking participants • Reflection of the event • Disseminating outcomes	TAU researchers	
5 Example Timetable and Activities: • Welcome (organiser) • Ground Rules (facilitator) • Introductions (participants) • Activity (facilitator) minutes • Concluding remarks (facilitator)	Jari & TAU researchers	In development process