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

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Learnt lessons and replication guidelines

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EXECUTIVE SUMMARY

The purpose of this report is to pool the knowledge gained during the implementation of the SoCaTel project for future replication.

Lessons learnt part summarises the major challenges and the best practices In SoCaTel. Bad practices are classified in four groups relating to different aspects of the project: communication, process design, decision making, partnership building, aiming to highlight well-done trials with negative results in order to formulate recommendations. 'Good practices' are classified in two groups: relating to a) the co-creation of the platform and b) the digital co-creation of services.

Replication Guidelines provide useful information for the effective upscaling of SoCaTel experience. It overviews the process (technical preparation, roles and responsibilities of the main actors, process phases, different uses of the platform), strategy for the engagement of stakeholders, and overall management of digital co-creation / adoption of the SoCaTel platform (resources, infrastructure, ethical and IPR management, decision making and relationship management).

In Appendices, a draft version of *Guidelines for users,* as well as *Guidelines for moderators and facilitators* are provided, as well as template documents for good ethical conduct in digital co-creation of LTC services.

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Abbreviations

Abbreviation	Expression
COVID-19	Coronavirus Disease, 2019
EC	European Commission
EU	European Union
GDPR	General Data Protection Regulation that is "Regulation 2016/679 of the European Council and the European Parliament on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC
H2020	Horizon 2020, the EU Research and Innovation programme
ICT	Information and Communication Technologies
IPR	Intellectual Property Rights
ISRAA	Instituto per Servizi di Ricovero e Assistenza a gli Anziani
LTC	Long-term Care
QH	The Quadruple Helix Model of innovation recognizes four major actors in the innovation system: science, policy, industry, and society.
SoCaTel	A multi-stakeholder co-creation platform for better access to Long-Term Care services
T&C	Terms and conditions (document)
URV	Universitat Rovira i Virgili (Spain)
HSE	Health Service Executive (Ireland)
VILA	Ajuntament De Vilanova I La Geltru (Spain)
GFC	Gal Ferenc Foiskola (Hungary)
TAMPERE	Tampereen Kaupunki (Finland)
WP	Work Package

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1. INTRODUCTION

1.1 ABOUT THE CHANGE MANAGEMENT IN SOCATEL PROJECT

SoCaTel project consists of several innovation actions that take part simultaneously at different levels: co-creation of the SoCaTel platform, digital co-creation of LTC services, and uptake of project results (platform, method, services) in four pilot sites.
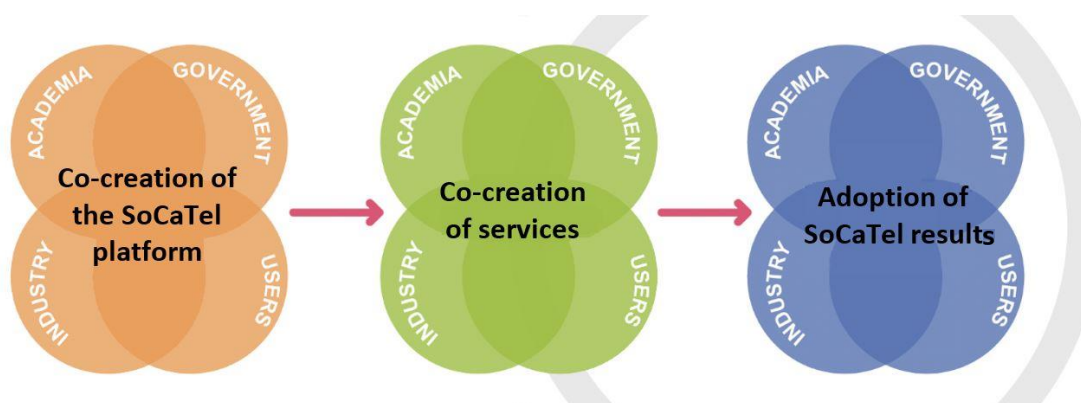
Figure 1 SoCaTel project concept

The purpose of the WP6 *Change management* is to identify, explore and remove the existing barriers to embracing a co-creation approach by easing the pilot execution and preparing the replication of the SoCaTel experience. In practice, this is performed through continuous, iterative, incremental work of aligning, assessing, translating, creating vision, executing plans, empowering others and consolidating improvements.

This cross-cutting work only can be performed in strong synergy with other WPs. Together with WP5 (clarifying architecture and design of the co-creation processes), WP7 (defining and increasing impact), WP3 (giving shape to 5 steps digital co-creation process), WP8 (creating a vision on exploitation and sustainability of co-created assets and WP9 (formulating key messages for effective communication and dissemination about the platform and method).
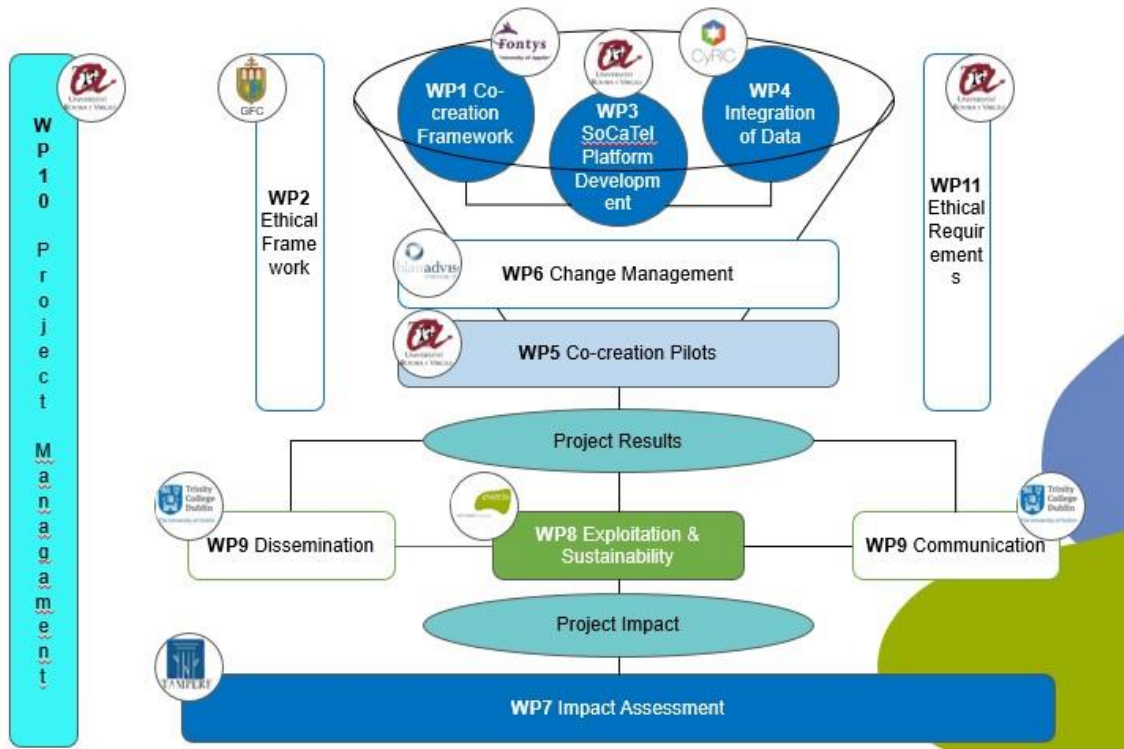
Figure 2 Work packages synergy in SoCaTel project

The piloting is performed in four sites in Europe: the public administration of municipalities of Tampere (Finland), Dublin (Ireland) and Vilanova (Spain), and Szeged-Csanád Roman Catholic Diocese, private institution in charge of social services in Szeged (Hungary).

The reports D6.1 *Communication plan* and D6.2 *Pilot sites' definition* focused on building local networks and engaging Quadruple Helix (QH) stakeholders in the process. Significant networks were built in each site, being one of the important impacts of the project (reported in D7.2).
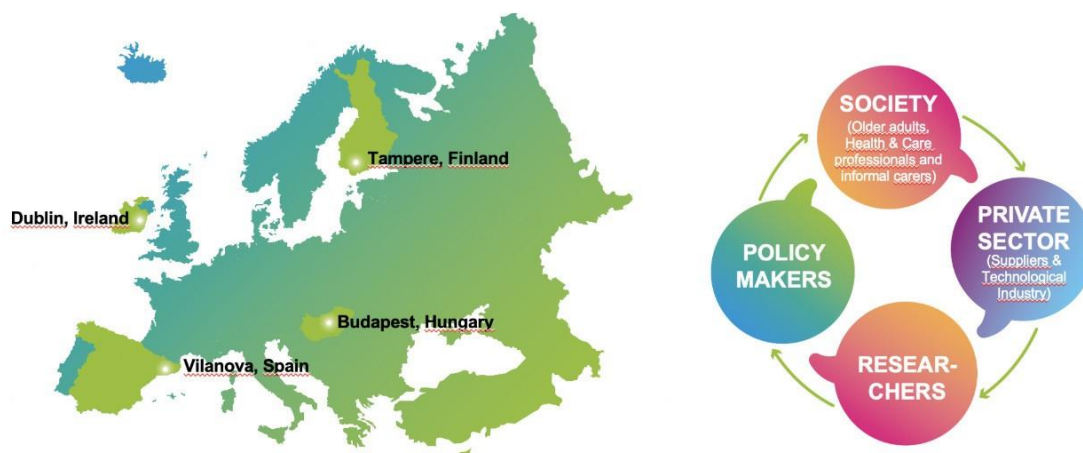
Figure 3 QH stakeholders' networks in four pilot sites

In the reports D6.3 *Pilot site review* and D6.5 *Pilot site review (2nd round)*, focus shifted to adoption of project results. Those two deliverables provide a summary of existing risks, as well as strategies for its mitigation at each site.

These reports also highlight the evolution of pilot sites' perception and changes in their attitudes. The progress until the end of the project (increased awareness of the possibilities for real adoption of the method and the tool) is captured and its final results (including also the clarification of the process) are outlined in the report D6.4 *Learnt lessons and replication guidelines.*

2. LESSONS LEARNT

Lessons learnt are experiences distilled from past activities that should be actively taken into account in future actions and behaviours. They are the result of right evaluation, acknowledgement and correction of mistakes made during the project. The purpose of documenting learned lessons is to provide future adopters of the platform / method with useful information for the effective upscaling of SoCaTel experience.

2.1 WHAT WENT WRONG? SUMMARY OF MAJOR CHALLENGES

The classification of challenges is made referring to those illustrated in previous deliverables D6.3 and D6.5 and the information extracted from the last inquiry performed in pilot sites. Challenges / bad practices are classified in four groups (relating to different aspects of the project: communication, process design, decision making, partnership building) and their purpose is to highlight well-done

trials with negative results. 'Good practices' are classified in two groups: relating to a) the co-creation of the platform and b) the digital co-creation of services.

2.1.1. Communication

Bad practice 1 - *Engaging stakeholders and end-users*

Description:
Pilot organisers tried to engage people spontaneously, organically, in online co-creation without prior face-to-face meetings or online presentation of the platform / process (in a COVID-19 context).
Source: all pilots

Recommendation:
Firstly, communicate to a selected group about the co-creation *per se*. Secondly, communicate about the benefits of digital co-creation and give examples on services that were made /can be made on the platform. Thirdly, explain how it works (online process of 5 step co-creation). Lastly, show it online to the group. The explanation and trial are prior to starting co-creation.
This affects also a process design.

Bad practice 2 - *Engaging stakeholders and end-users*

Description:
Being pushed to mobilise the highest possible number of stakeholders in co-creation with unfinished non-functional platform (required by Project Agenda), pilot site team experienced huge frustration as it was opposite to building trust and nurturing the network.
Source: Irish pilot

Recommendation:
Project should have been split in different phases. Firstly to create the platform internally and later invite other stakeholders to co-create on finished platform.
This affects also a project concept.

Bad practice 3 - *Regarding the communication to engage stakeholders and end-users*

Description:
Calls sent massively to general public (inviting citizens broadly to take part in digital co-creation) did not work well.

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Source: Spanish pilot

Recommendation:
For the call to co-creation, individual telephone calls or emails to already known (committed) people should lead to better results. Previous face-to-face contact with end-users is necessary.
This recommendation also concerns the design of the process.

Bad practice 4 - *Engagement of stakeholders*

Description:
Noncontinuous and late engagement of stakeholders caused problems.
Source: Spanish pilot.

Lesson learnt:
Early and continuous engagement of stakeholders is necessary. The experience of Hackathons in Irish and Spanish pilot sites shows that a late and/or non-continuous engagement do not lead to expected results.

Recommendation:
The engagement of all stakeholders, including developers, should be early and continuous. (It is maybe not necessary only in case of developers with huge experience in co-creation, flexible, agile, and sensible).

Bad practice 5 - *Engagement of stakeholders (developer)*

Description:
Hackathon winners / service developers (foreign students) disappeared (lost in COVID; one of the them re-appeared later)
Source: Spanish and Irish pilot sites.

Lesson (Don'ts): Attribute substantial responsibility to developer who does not take ownership.

Recommendation:
Untrusted developer should not be given responsibility (power over) the outcomes of co-ideation. Trust need to be built and accountability proven.
(Source: Irish pilot site)

Recommendation:
Facilitator to select a trusted developer.
Facilitator to have control over budget for service development, so as to be able to assure a good selection (although risk is permanent).

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Recommendation:

Recruit a local developer to join a collective value creation in the area. Local citizens *per se* have greater interest in mid- and long-term improvement of services in their setting and are more prone to take ownership / engage fully in search for solutions. In-group participants have a sense of belonging, their motivation is higher, they are aware of local needs and know who can provide a quality contribution.

This affected a recruitment of developer for the second co-creation on COVID-19 needs in the Spanish pilot. Also, in the Irish pilot (second co-creation).

2.1.2. Architecture & design of the process

Bad practice 1 - *Design facilitation*

Description:

The team had difficulties to design the process because of 3 overlapping processes: co-creation of the platform, co-creation of services and adoption of results. Design was not comprehensive. Experience in trying to solve this was frustrating, not only at the beginning of the project but through all co-creation attempts.

Source: Irish pilot site

Lesson:

It is necessary to receive experienced facilitation for building vision, strategy and coaching the social innovation process.

Recommendation:

External facilitator with proven experience in change management and process design need to be recruited to facilitate the creation of a vision, communicate it, align all actors and empower the crucial ones.

Bad practice 2 – *Design facilitation*

Description:

Design of the process/ platform is accomplished by the end of the project, but with huge emotional draining and burnout of team members with personalities inclined to moderation who helped in co-designing the process.

Recommendation (Don'ts):

Senior managers (PO, coordinators, senior managers in public administration bodies) should not allow these situations because there is a high risk of burnout for their best human resources. Expert and committed (external to the core team)

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change management staff need to be recruited and allowed / empowered to make their job.

Bad practice 3 – *Project architecture and concept*

Description:
Platform was not used because two most important elements for the performance of digital co-creation were missing – a finished platform and a skilled facilitator of digital co-creation process.
Source: Irish and Finnish pilot sites

Recommendation:
Architecture of the project should take into account the chronological order: firstly to co-create the platform with the SoCaTel team internally and secondly to embrace in the co-creation of services inviting other stakeholders.

2.1.3. Decision making

Lessons learnt from Hackathons, described in D6.5, relate to 2.1.3 Decision making and also to 2.1.2. Process design.

Bad practice 1 - *Related to co-creation of services (developer)*

Description
Hackathon winners, after providing excellent solution ideas, receiving a reward and signing/not signing the agreement for service development, did not show up again and cut out the contact with SoCaTel team.
Source: Irish and Spanish pilot sites

Lesson 1:
Accountability is crucial requirement for selecting a developer.

Lesson 2:
Facilitator needs to take decisions during the service development process, including the decision related to service provider recruitment so as to be able to assure the most successful and viable service development.
This lesson should be embodied in the process description.

Recommendation:
Senior managers need to empower facilitators to build a network, sustain a network, and find a developer /service provider.

Bad practice 2 - *Related to co-creation of services (facilitator)*

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Description:

Facilitator contacted a developer of the second App (Innovation Department from Vilanova City Council) asking about the dates set up for implementing the solution co-created on the platform. The answer was that dates cannot be provided because it depends on the budget available which in turn depends on the economical department's agenda of the administration of VILA City Council.

Lesson:

To be able to ensure the development and implementation of created services, a facilitator should have the control over budget.

2.1.4. Relationship management

Bad practice 1 - *Management of the core group*

Description:

In a situation of lack of clear direction and process design a huge interpretative and mediation effort is made, sometimes arriving to 'burn-out' behaviour of team members.
Source: SoCaTel Coordination team

Recommendation

Recruit external facilitator / coach / counselor to facilitate the alignment and co-construction of the process.

Bad practice 2 - *Management of the group*

Top-down managerial style hampers creativity.
Source: Finnish pilot.

Recommendation

Projects based on the use of creativity and collaboration should be managed in a flexible, soft, sensitive but structured bottom-up way. (Managers need to be trained and perhaps have adequate personalities).

2.2 WHAT WENT WELL? SUMMARY OF GOOD PRACTICES

2.2.1. Co-creation of the platform

Although the SoCaTel team encountered difficulties to define a clear vision & mission, to create a common vision of the platform, as well as to figure out procedures and management for co-creation, other aspects of the project went well. Good practices are shown in the following table:

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nº	Good practices / Do's	Related documents
1	Networks of QH stakeholders and end-users are successfully built. This is essential for future, impacting beyond the SoCaTel project.	Reported on in D7.2 *Impact report* D6.2 *Pilot site definition*
2	5 steps co-creation process is clarified and final conceptualisation is achieved. This allowed the finalisation of the platform for digital co-creation assissting all phases of service implementation: ideation, design and development.	*Guidelines for users Guidelines for facilitator & moderator* (Appendices D6.4)
3	Good dissemination of results facilitates the adoption (Twinning URV-ISRAA project for adoption of the platform is being run).The platform is well publicised in scientific journals, EU networks and broadly.	European networks Website Twinning URV-ISRAA project
4	The SoCaTel team received support related to exploitation from qualified professionals following a clear and structured process. Business cases are successfully envisioned, which is crucial to acquire vision and build clear aims regarding the adoption of SoCaTel results.	D8.3, D8.4, D8.5
5	Ethical & legal support assured the compliance with GDPR during the platform building and organising online and offline co-creation sessions.	Ethical and legal briefing as WP2 activities (D2.1, D2.2)
6	The team received expert support for the overall knowledge management (licenses, IPR) easing the overall management.	D8.2
7	During the second part of the project, SoCaTel team assessed the results of piloting and established changes in the process /added more steps.	D6.3 D6.5
8	SoCaTel team succeeded to formulate requirements and recommendations for upscalling the SoCaTel experience.	D6.4

Table 1 Good practices in SoCaTel platform co-creation

2.2.2. Digital co-creation of services

The good practices of co-creation of services are summarised in a following table:

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nº	Good practices / Do's	Related documents
1	Networks of QH stakeholders and end-users are successfully built in all pilot sites.(4 pilots)	Reported on in D7.2 *Impact report* D6.2 *Pilot site definition*
2	Facilitators in four pilot sites gather important experience through co-creation attempts (4 pilots)	*Guidelines for users Guidelines for facilitator & moderator* (Appendices D6.4)
3	Facilitators in four pilot sites acquire significant awareness of their (potential) role in service innovation (4 pilots)	WP6
4	Effective offline co-creation with small, early engaged group in several face-to-face workshops - building partnership network for future online co-creations (Irish & Finnish pilots)	WP6
5	Effective inter-continental online co-creation with Argentinian service provider (Service provider from Argentina collected useful feedback on their service prototype, invited to participate by Spanish pilot).	WP6, WP7
6	Effective co-creations using steps 1, 2, 3 and, independently, steps 4 and 5 (Hungarian and Spanish pilots)	WP6, WP7
7	Effective communication about the platform and process when promotional materials were complete.	Video 1, Video 2

Table 2 Good practices in digital co-creation of services

3. REPLICATION GUIDELINES

Lessons learnt during the SoCaTel project are embedded in the guidelines for replication presented below.

3.1 HOW TO RUN THE SOCATEL PLATFORM?

3.1.1. Technical set-up of the scene

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Prior to starting the co-creation process, the platform needs to be acquired from the GitHub: https://github.com/SoCaTel

The open-source release of software components is accompanied with a deployment documentation with guidelines (in the form of markdown documents) enriched with additional information and instructions to assist the open-source community to better serve additional use cases (indicating how SoCaTel platform can be extended / customised).

The instructions for running the platform, addressed to adopters, are the following:

1. Download and start to run the SoCaTel platform

Go to the project's GitHub page at **https://github.com/SoCaTel** and you will find the platform divided in components, each one containing its own installation and deployment guidelines.

For installing and/or deploying, you will need a technical professional.

The estimated time to download the platform, configuring and deploying by an expert is around one week.

2. Adjust the language and the *Terms & Conditions* to your background

Check if the platform text has already been translated to your native language. The platform is available in the following languages: English, Spanish, Catalan, Finnish, Hungarian, Italian, French and Dutch. In case it is not, you will need to translate the platform text onto your language.

You will find the SoCaTel template *Terms & Conditions, privacy policy and cookies* in the Appendix 3 of this document. A Terms & Conditions agreement (T&C) defines rights, duties, and responsibilities between you and your users. You will need to revise and adapt the agreement to the specific requirements of your background so that the rules are effective for your entity.

3. Establish roles on the platform

The co-creation requires supervision and at least two different professional profiles are needed to run the process: a) ICT technician who will be in charge of the overall technical support of the process, and b) facilitator who will provide guidance to participants during all phases of the co-creation process, building at the same time an effective partnership network.

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The facilitator has access to specialist account which supports his role functioning, the facilitation of the co-creation process. He/she must have social background and specialist knowledge on service delivery in the context where the co-creation is going to take place, as well as strong links to a wider network of relevant stakeholders and end-users. See more about the facilitator's role in co-creation in the following section 3.1.2.

Another role in the process is assumed by a moderator. In fact, the role of moderator can be assumed by technician, by facilitator (in this case two different platform accounts are needed) or by a third person dedicated exclusively to moderator's tasks. Moderator has access to a specialist account aiming to control/supervise participants' online behaviour.

Once facilitator and moderator roles are assigned, the person(s) in charge need to learn how to use the platform from 'manuals' here presented, the instructions for digital co-creation provided in this Replication Guidelines (chapter 3), different video tutorials produced during the SoCaTel project (see about the MOOC, video number 4 in the chapter 3.2.1.) These documents contain detailed instructions about which actions they may take from their specialist accounts (information detailed in Facilitator and Moderator guidelines, Appendix 2 of this document).

3.1.2. The role of facilitator

The role of **Facilitator** and **Moderator** has been defined jointly by SoCaTel team members (social work practitioners and managers, ICT experts, academic researchers, private companies and associations representatives) during the project.
The main goal of the Facilitator is to guide the participants through different stages of co-creation (ideation, design and development).

His / her primary activity is to drive effectively the group through a co-creation process. This means: to generate a good climate during online co-creation making the participants feel comfortable and enthusiastic, facilitate the dialogue among them, motivate and inspire them to deliver quality comments, go deeper into the most relevant questions, select the most practical solutions, keep the right participants interested and motivate them to continue providing their feedback during the whole development phase.

Skills and duties that match these roles are shown in the following figure:

IDENTITY CARD

MODERATOR

Moderators are internally sourced or independently contracted by, and accountable to, platform proprietors. They have access to specialist accounts to facilitate their role function which is to moderate or control participants' online behaviour. Moderators are required to have technical, ICT and legal expertise in line with their role function and in order to provide assistance to participants however, the Moderator does not participate in online co-creation conversations.

Duties include:
- Verifying user profiles
- Liaising with the Facilitator
- Removing duplicate content
- Deleting content / messages
- Sending Spam warning messages
- Banning / unbanning users
- Permanently de-activating accounts

IDENTITY CARD

FACILITATOR

Facilitators are internally sourced or independently contracted by, and accountable to, platform proprietors. They have access to specialist accounts to support their role function which is to facilitate the online co-creation process. Facilitators are required to have extensive experience of co-creation methodologies and their online configuration, ICT and group facilitation skills, and a good working knowledge of topics submitted for co-creation for example Long Term Care care services. Ideally a Facilitator will have strong links to a wider network of relevant stakeholders including policy makers from which they can mobilise support. The Facilitator is an active participant in online co-creation conversations and liaises closely with the Moderator to maintain online standards.

Duties include:
- Knowledge Base search / screen
- Signposting information on services
- Topic justification
- Inviting and encouraging active participation by multi-stakeholder group
- Supporting / clarifying / correcting co-creation processes and conversations
- Matching evidence to, and summarizing, ideas and comments
- Managing time frames and moving the process between steps
- Decision making as to overall fidelity of the co-creation structure, process, outcome
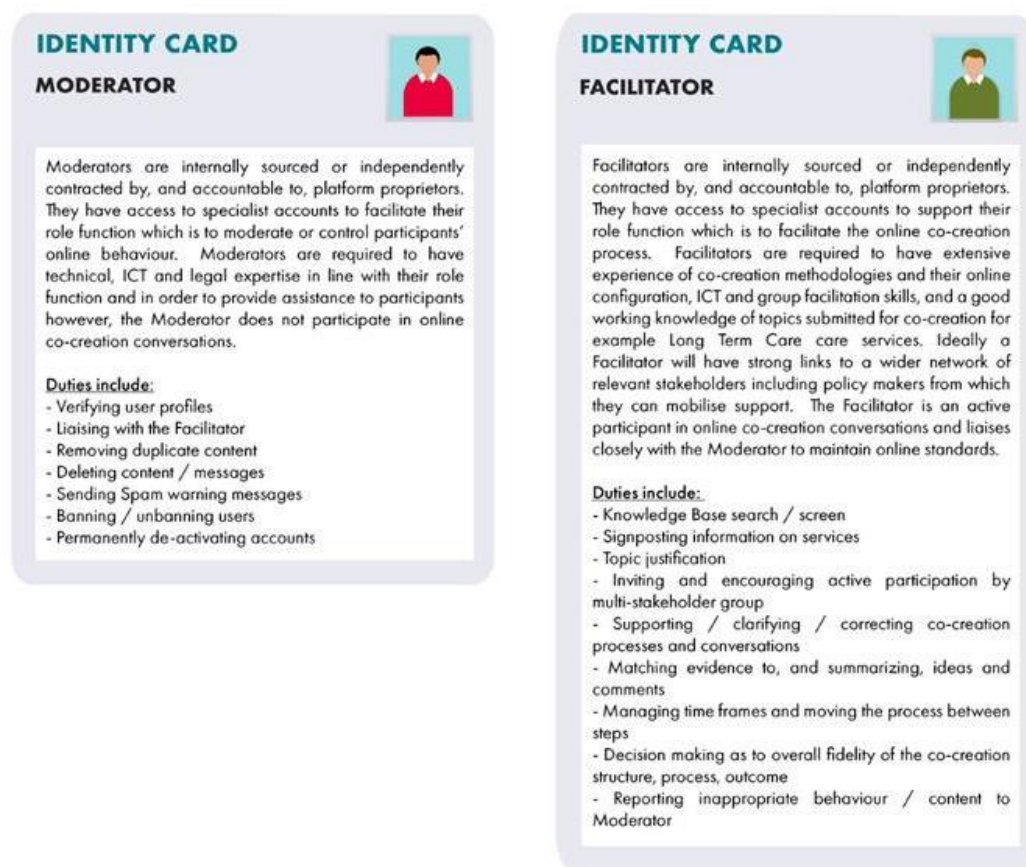- Reporting inappropriate behaviour / content to Moderator

Figure 4 Facilitator & Moderator - skills and duties

As mentioned, these two roles can be assigned to one single person.

The SoCaTel team members also have compiled a preliminary *Guidelines for Facilitators and Moderators* (see the Appendix 2).

3.1.3. Phases of the digital co-creation process

The SoCaTel platform is an innovative technological tool aiming to facilitate the online co-creation of services. It connects service users (demand) and service providers (supply) who participate together in the design and development of new services. Importantly, it ensures the end-users' voices are continuously heard and taken into account, as their feedback (ideas, opinions, suggestions on how to improve a service) is collected throughout the whole process (and not only during the ideation phase as in other co-creation platforms) and registered on the platform.

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The digital co-creation process is broken down in the following steps, all of them taking place online:

Step 0: Find a service

In this step, before the co-creation process starts (or independently of the co-creation, without actually registering on the platform), users can search for services of different kind provided in their area (municipality, region): offered on a voluntary basis by social groups, private home support services and/or primary care services. To allow an easy access to information about existing services, the Knowledge Base (tool of the platform) incorporates data generated from a wide range of open source information and from the bank of services that have been co-created on the SoCaTel platform. However, a particular service may not yet exist and it is for this reason that the platform has been developed – providing the unique opportunity to put a service idea forward and to co-create the best solution for the existing need with other interested people.

Step 1: Co-ideation

This is the first step of the co-creation. To access/ see the steps, it is not necessary to register, but if someone wants to contribute, he/she has to register on the platform and create your own profile. Services missing in the data base of the Step 0 can be presented in the Step 1 as topics for co-creation (for example, home food delivery, in-home haircut, etc).

A user can submit his/her topic to the Facilitator for consideration and if successful, it is published on the platform to generate discussion and attract citizens interested in finding a solution. Solutions in the form of ideas (about how the existing needs could be met, which kind of services could be created to solve the existing problem) that are posted on the platform are furthermore either advanced or dismissed following the inclusive and lively discussion guided by the Facilitator. A platform Moderator will ensure safe and respectful online behaviour of all participants. A summary of the discussion is then posted by the Facilitator in the sidebar and the most relevant idea is progressed to Step 2 for further examination.

Concerning the format, the Step 1 is inspired by a dynamic forum where participants can share ideas, needs, problems and opinions on a blank canvas. It utilizes a brainstorming technique where there is a limit in the number of characters that can be used per message.

Step 2: Co-definition

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In this step, user is asked to outline the benefits of and barriers to developing a proposed service, so as to define its utility. The usefulness of service idea is being checked before continuing with the design of the service. The opinions of different stakeholders are being collected and contrasted. Users are asked to use their imagination to create a vision of the impact (benefits and barriers) stemming from the provision of that service, by posting a comment whilst 'wearing a particular hat' (the hats / roles to be chosen are: senior citizen / end-user, family member / carer, practitioner, service provider, policy maker). A summary of this step and how it influences the co-creation process is then made by the Facilitator and posted in the sidebar to inform Step 3.

This step utilizes Edward Bono's Six Thinking Hats technique and a simplified SWOT analysis to evaluate the idea from different perspectives. Contributions are limited to 180 characters to make this exercise more agile. There is also the option for additional contributions under the section "Other comments".

Step 3: Co-design

In this step, the user will have the opportunity to give a shape to the service idea generated from the previous steps by using specific platform tools. The user has to describe his/her vision of the service: should it be public or private, should it require payment or be available for free, how do we get the word out and tell people about it, etc. In step 3 the service is designed using a voting system with closed questions. Users (by clicking) define the type of service, its potential customers, channels to delivery, the costs, the key partners, dissemination aspects and acquisition of future clients or users. The options most voted for will be summarized by the Facilitator and posted in a sidebar for the Step 4.

This step is inspired by the CANVAS model adapted from Alexander Ostelwalder's Business model generation. A complete commercial vision of the service is provided and on this basis, a document brief or a beta software of the service can be developed.

Step 4: Co-development

In this step, if a service provider has not already been involved, the Facilitator identifies and invites an appropriate service provider to join the co-creation. The service provider scrutinizes the needs and service ideas expressed in the first 3 steps of co-creation, makes the sketches of possible solutions and uploads a selection of mock-ups (early versions of how the solution might look) to the platform in the step 4 and requests feedback from service users. Service provider can also set up a vote on a specific service feature or ask concrete questions.

The service provider will decide if the suggestions and feedback returned by the participants are feasible to implement and whether they would bring added value

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to the proposed solution and report in detail about these considerations to the Facilitator. The Facilitator will then bring the co-creation session to a close and provide a summary of this step. The Facilitator will continue to communicate updates on the progress of the solution and inform participants if the co-created service successfully makes it to market.

Step 5. Co-validation

In the step 5 the service demo / prototype goes to the final phase of the co-creation process. At this point the service is presented in a beta or preliminary version to be downloaded and tested by end-users and other stakeholders. A final round of feedback on the usability of the device is collected as the forum system continues to facilitate the exchange of opinions among all participants.

At the end of the step 5, the participants either approve the service or ask for some further adjustments. In that case, the service is moved backward to the step 4 to collect suggestions on necessary improvements to develop some final upgrades. Once updated, it is pushed again to the step 5. Finally, the end-users will be the ones to give a final validation for service.

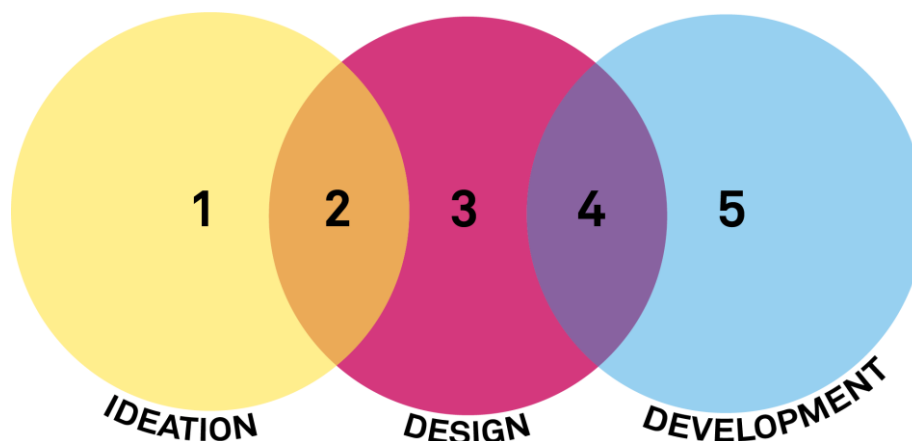The schematic representation of the process is shown in the following figure:

Figure 5 5 steps co-creation on the platform

3.1.4. Different uses of the platform

The platform can be used for different purposes:

A) **To co-create new services from scratch.**

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Steps 1, 2, 3, 4 and 5 are used for co-ideation, co-design and co-development of services. In steps 1 and 2, the unmet needs of end-users are commented and the initial ideas of how to meet them are given, in the step 3 the solution is designed, and in the step 4 the service is co-developed via an iterative collection of end-users' feedback. In the step 5, service users and providers jointly validate the co-developed service.

B) **To co-ideate solutions in the initial phase (brainstorming).**

Steps 1 to 3 are used for collecting people's opinions about the existing needs and problems in LTC service provision, barriers to good service delivery, as well as for gathering users' ideas on how to improve services and solve everyday-life problems. In the context of COVID-19 pandemic, when face-to-face meetings are not recommended or are prohibited, the SoCaTel platform has shown to be a useful tool to carry out focus groups or discussion groups as a part of research into senior population's needs.

C) **To co-design and co-develop concrete services, after being co-ideated.**

Steps 4 and 5 are used for collecting feedback from end-users and relevant stakeholders about the concrete service proposal demos (step 4) or the almost developed service prototypes (step 5). The step 5 acts as a final co-validation of the developed service.

D) **To improve/ reform the already existing services**.

The procedure is the same as in C).

D) **To find / offer the existing services in the area.**

Besides co-creation, the platform can be used as a search engine for finding local services or a space for publishing the information on the existing services.

3.1.5. Guidelines for users, facilitators and moderators

Next, brief instructions are offered for different uses of the platform. These preliminary guidelines shall be completed with the instructions provided in users', facilitators' and moderators' guidelines (see the chapter 5), the MOOC and the videos (see the section 3.2.1) to obtain a complete picture of the process and recommendations on how to use the SoCaTel tool.

A) Guidelines for 5 steps co-creation

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a) Define a core group of participants.

There is no need to have a large number of people involved (15-20 people can be considered a sizable group, including stakeholders and end-users). It is important to engage stakeholders with different profiles (health care or social care practitioners, managers, private service providers, researchers) who are enthusiastic about and interested in taking part in the process.

Stakeholders Matrix from D6.2 can be added as a tool for tracking participation of stakeholders.

b) Make a call.

Set up an *Invitation letter* and *Thank you letter.*

Key stakeholders need to be contacted personally (not by sending a generic e-mail), and acknowledge the objective of the action and the benefits of co-creation. They have to be shown the overall co-creation plan, and engaged to some extent in the planning. A meeting shell be organised to illustrate the platform and its functionalities.

c) Decide the dates and plan the co-creation.

During the first phase of co-creation, one or more services can be co-ideated (step 1), co-defined (step 2), and co-designed (step 3). If service providers / developers have taken part in co-creation from the very beginning and are interested in developing the co-ideated service(s), the first phase can finalise with the step 4.

To decide the dates, see the estimated timelines in the Gantt chart provided. You will adapt this approximate plan to your context. The timing will be set up depending on the level of stakeholders' engagement. The co-creation process will have to stop during some weeks (months) while the prototype of the service is being developed.

If no service provider/developer is involved at the beginning of co-creation or there is no interest in developing the proposed service, the facilitator will look for an appropriate (interested) service provider/ independent developer among the local network of stakeholders. Developer will be invited to come up with the service proposal as a (digital) solution sought for the need(s) expressed during the first phase of co-creation. Service provider will publish the idea/solution in the step 4, collect the users' feedback (suggestions on how to fine-tune it) and develop the prototype which will be exposed to another user assessment in the step 5.

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In this case, it seems that the entire process is divided in three phases: first (step 1 to 3), second (step 4), and third (step 5).

d) Extend invitation to other stakeholders.

Once the core group is recruited to assure a successful co-creation, more participants can be invited by e-mail/ telephone. A snowball technique can be used to recruit more people, from the core group participants' social networks.

E-mail can be useful because it provides stakeholders with a clear explanation of the event and the promotional material can be added, such as links to SoCaTel videos. If a larger number of people should be involved, professional community manager shall be involved to spread information on the event.

e) Send a reminder to participants the day before and the day when co-creation starts.

By e-mail, telephone call, face-to-face meeting, as well as promoting the event on social networks.

f) Start the co-creation.

B) Guidelines for Steps 1, 2 and 3

Even in case of organising only a co-ideation (brainstorming to collect people's ideas of solutions to existing needs, without embracing the entire co-creation process), the same preparatory activities need to be performed:

- Define a core group of participants.
- Make a call.
- Decide the dates and plan the co-creation process.
  10-21 days should be enough to collect ideas in the step 1.
- Extend invitation to other stakeholders.
- Send a reminder to participants the day before co-creation starts.
- Start the co-creation.

Guidelines for C) Steps 4 and 5

Even when only a part of co-creation process will be run, the same preparatory activities need to be performed:

- Define a core group of participants.
- Engage end-users and stakeholders.
- Decide the dates and plan the co-creation process.

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As you will only run the step 4 and/or 5, make an estimation of days your network will need to provide quality feedback.
- Extend invitation to other stakeholders.
- Send a reminder to participants the day when co-creation starts.
- Start the co-creation.

3.2. HOW TO PROMOTE THE PLATFORM?

The value and the main features of the platform need to be highlighted. The following information is recommended to be spread out among potential participants:

> "Although several other platforms for co-creation of public services are in use nowadays (CONSUL, Citizen Lab, Mimedellin) connecting citizens and public authorities, they mainly provide assistance for sharing proposals and voting the best ideas. Until SoCaTel, there was no evidence of technological assistance during the overall co-design and co-development of services. Also, SoCaTel is gathering ideas and insights not only from end-users but is a multi-stakeholder platform, which means that professionals from private and public service provider organisations, social workers, officers from government administrations and academics are invited to take part in the process. Importantly, the co-creation process ends up in the real implementation (materialisation) of new solutions (digital services)." (D6.3)

To promote the platform during the project, a SoCaTel team has created a range of promotional materials. It also defined the benefits of digital co-creation, and gathered certain evidence on digital co-creation. These materials, prerequisites for the effective promotion of the platform, are outlined in the following chapters.

3.2.1. Promotional materials: videos and MOOC

Two videos have been produced (D9.7) for the promotion of the platform: the video 1 "SoCaTel: How it works" focusing on the user experience, and the video 2 "SoCaTel: Why do we need change?" explaining the digital co-creation process for the joint design and development of user-oriented LTC services.

Video 1
"SoCaTel: How it works"

This video illustrates the functioning and uses of the SoCaTel platform by presenting the case study of Mary, an older woman who has emerging care needs. The video outlines how Mary learns to use and appreciate the co-creation platform as she proceeds from outlining her care needs, to coming up with ideas with other platform users. Finally, the pathway to new services and improved

access to some existing services is outlined, as illustrations of the utility of the co-creation platform.

The video targets end-users: older adults, their family carers and professionals /practitioners of social and health care. It has been created by HSE (Ireland). The English version of the video has been translated to the following languages: Spanish, Catalan, Hungarian and Finnish (subtitles).

Video 2
"SoCaTel: Why do we need change?"

This video presents the SoCaTel digital co-creation platform as a tool to tackle the care needs of the global ageing population. The new way to create services is emerging, allowing all stakeholders to contribute to service creation through a bottom-up approach. The video illustrates the SoCaTel co-creation process on the platform with its different steps (co-ideation, co-definition, co-design, co-development and co-validation) and the Knowledge Base tool. It also presents examples of co-created services, such as a transport service allowing older adults to take part in social activities in their neighborhoods. Finally, the video highlights the added value of multi-stakeholder platform for co-creation practice.

This video targets wide audiences as well as service providers who may implement the SoCaTel platform in their municipality or regional councils. It has been made by FUNKA (Sweden) in collaboration with URV (Spain) and Estudio Mariscal from Barcelona.

MOOC

Under the leadership of FONTYS, a SoCaTel Massive Open Online Course (MOOC) has been prepared in multiple languages and shared via the European MOOC repository so as to promote the incorporation of co-creation content in social work studies. MOOC gives new insights to both social workers, health workers and designers as well as students in these professions, and there are no prerequisites to apply, it is completely free.

MOOC is composed of 7 videos and 2 exams:

1. Why do we need change? (URV)
2. Co-creation explained (Fontys)
3. Co-creation methodology in social care (URV)
4. Using the SoCaTel platform (Ozwillo)
5. Exam 1 (answers to the multiple choice questions are available on the SoCaTel website)
6. The impact of co-creation methods on LTC services (TAU)
7. Ethical risks and opportunities in co-creation involving vulnerable (GFC)

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8. Co-creation approaches adapted to different LTC models in Europe (TCD, URV, GFC, TAU)

9. Exam 2 (answers to the multiple choice questions are available on the SoCaTel website)

MOOC is published on: https://open-research-europe.ec.europa.eu, as well as on the SoCaTel website and the websites of the participating universities.

Link to MOOC: https://fontys.nl/Over-Fontys/Fontys-Paramedische-Hogeschool/SoCaTel.htm

Especially useful is the video 4 *Using the SoCaTel platform* as it provides a video guidance of online co-creation in 5 steps on the platform. It enables the first users of the platform to get acquainted with both the platform and the digital co-creation process.

3.2.2. Benefits from digital co-creation (key messages)

To promote well the platform and the digital co-creation, it is important to explain clearly the benefits for citizens, city councils, practitioners, and other stakeholders.

During the project, the team members produced jointly key messages that can bring understanding about the appropriateness and utility of the platform They are made on. general level and may be certainly adjusted further and tied to the specific contexts for future upscaling (entities/ cities/ regional councils).

Why should institutions adopt the SoCaTel platform?

For the following reasons:
- Current practices of service creation do not meet all people's needs.
- It is a right tool to support a social service reform.
- SoCaTel's approach to digital co-creation benefits all stakeholders.
- It is cost-efficient.

a) Current practices are not meeting all people's needs

To reach the change of values and beliefs, the first question that need to be answered is: **Why do we need change**? The traditional way of designing and developing LTC services needs to be transformed. Top-down approaches shut out input from the ordinary people who use the services. We need bottom-up, collaborative methods for designing services to reflect end users' real needs. In other words, we need co-creation.

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(An important note: Social services of city Councils in some northern European municipalities, such as Tampere in Finland, member of SoCaTel consortium, have been using co-creation for years, and therefore this message does not apply to their contexts.)

Why digital co-creation? Of course, co-creation can happen face-to-face, when people meet in small groups and workshops to collaborate in solving a problem. In fact, we have used lots of face-to-face co-creation in developing the SoCaTel platform. One of the innovations of SoCaTel is that our platform sets into motion digital co-creation processes that will continue long after our grant has come to a close.

Digital co-creation has multiple advantages. For one thing, it is a low-cost way of fostering collaboration among people located in different places and with different degrees of physical mobility. It also makes it possible for interaction to be more constant than in face-to-face co-creation and for more citizens from a diverse range of profiles to be included. Finally, digital co-creation means that participants can co-create wherever and whenever, in a way that is more spontaneous and democratic.

b) It is a right tool to support a social service reform.

What will happen when public administration service providers implement SoCaTel?

Changing how LTC services are designed and developed will significantly improve the satisfaction of older people and their carers. This change will also influence the whole system, leading to a more sustainable, equitable and cohesive society. *The SoCaTel project is contributing to a transformation of service and society.*

Practical examples of expected benefits include:
- ✓ Meet the real needs of users and their families by involving these stakeholders directly in service design;
- ✓ Facilitate large-scale discussion to tackle the problem of how best to integrate LTC;
- ✓ Democratise access to information by providing a knowledge base of services available in real time across the public and private sectors that would be easily consultable by users, families and professionals;
- ✓ Provide a model for other social fields, beyond LTC. For example, the SoCaTel approach could also be used to rethink poverty reduction and to improve services for youth, families, people with disabilities and/or people at risk of social exclusion;

✓ Co-create a virtual community where participants can exchange thoughts, express their needs and offer each other support;

✓ It is cost-efficient (see d)).

SoCaTel is an important social innovation endeavor which consists in using digital co-creation among stakeholders to design, develop, test and market solutions in the field of long-time care (LTC). We are creating an infrastructure of methods and solutions for a completely new way of developing and consuming LTC services. With SoCaTel, we are taking part in a broader societal transformation, as Europe moves from an economy based on the consumption of mass-produced products towards an economy based on the consumption of services. In this new economy, consumer satisfaction and the efficient use of resources are key. SoCaTel is joining this transformation by focusing on creating value through solutions (*services rather than products*). We use co-creation to make sure the services offered address people's real needs, thus increasing consumer satisfaction and ensuring a better use of limited resources to better meet the needs of all citizens.

In particular, SoCaTel's contribution to this transformation is its digital co-creation method. The 4th Revolution is also bringing a technological transformation in all economic and social spheres. SoCaTel is advancing this change by engaging citizens in co-creating LTC services digitally. The current health emergency caused by COVID-19 has starkly illuminated the need to use new technologies to connect people virtually and for teleworking.

c) SoCaTel's approach to digital co-creation benefits all stakeholders

Co-creation benefits all stakeholders by allowing people of different profiles to pool their knowledge and resources to solve difficult problems. A collaborative approach is essential in tackling a problem as complex as LTC.

Who are the stakeholders in the co-creation of LTC services? The stakeholders who come together to co-create using the SoCaTel platform include end users (patients and families), policy makers, public and non-profit service providers, for-profit service providers, and researchers.

How does each stakeholder group benefit?

End users
   ✓ Have their needs met more fully
   ✓ Have the opportunity to make a difference in LTC for themselves and the people around them (it is especially important for older people to be able to contribute to society).
   ✓ Feel empowered.

✓ Combat loneliness.

Policy makers
✓ Promote citizen involvement and community building.
✓ Improve trust in government.
✓ Facilitate innovation in government.
✓ Lower costs through careful targeting of services.
✓ Shorten wait times for citizens to be evaluated for and to receive LTC.
✓ Drive the digitalization of social services.
✓ Create jobs in LTC.
✓ Reduce reliance on paper-based documents.

Public and non-profit service providers
✓ Quickly identify users' real needs (time efficiency).
✓ Tailor programs to users' real needs (cost efficiency).
✓ Integrate care across different services (cost and time efficiency).
✓ Do more with less (cost efficiency).
✓ Allow public and non-profit services to create services internally, without involving for profit contractors (cost efficiency and time efficiency).
✓ Learn to "speak in the language" of users.
✓ Foster the empowerment of users.
✓ Increase user satisfaction.
✓ Reduce stress for service employees by streamlining processes and improving user satisfaction.
✓ Increase job satisfaction for service employees by offering them new ways to use their expertise to solve problems and contribute to users' wellbeing.
✓ Cost/efficiency to cope with the increase of information and service needs.

For-profit service providers
✓ The same as for public and non-profit service providers, plus:
✓ Strengthen brand.
✓ Increase brand loyalty.
✓ Increase brand recognition.
✓ Foster positive word-of-mouth among customers.
✓ Differentiate themselves from the competition.
✓ Engage in low-cost market research.
✓ Engage in low-cost innovation.

Academic researchers
✓ Transfer knowledge to society.
✓ Engage in collaborative research.
✓ Discover opportunities for new research.
✓ Use their data analysis to inform LTC policy.
✓ Speak up about the needs of citizens.

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d) it is cost-efficient

If co-creation proved to be efficient because it facilitates quick identifying of end users' needs without expensive research actions, then a digital co-creation is even more cost-effective as it engages people in the process organising an online events.

The exploitation of co-creation results would lead to greater saving: quality programmes are tailored to the needs of both practitioners and senior citizens, the care starts to be integrated across different services, public and non-profit sectors are creating services internally without involving for-profit contractors, etc.

Apart from supporting co-creation, the platform collects and registers all information gathered at any moment regarding LTC services, avoiding repeated information and dispersion of efforts and resources. The issues necessary to be tackled regarding LTC delivery are being solved in group, not individually, creating faster and better responses and tailored services.

It is true that the platform maintenance and the moderation/ facilitation of the process involves some costs (for example, 0,5 PM), but the gain is huge: the immediate picture of social needs in the area, region and /or country is provided, a tool for co-creation of new services and community building is available and the access to services is improved.

During the COVID-19 pandemic we gathered evidence on the increasing need for using digital tools during the periods of social distancing and lockdowns. SoCaTel platform has been used not only for co-creating services from the scratch, but also for collecting feedback to improve the already existing services (step 4), for collecting information about the new needs (step 1) and for discussing topics that used to be discussed in face-to-face meetings before the pandemic. All these sessions were organised online, without any traveling, venue-related or catering expenses. Co-creation of services can take place without any cost, except the maintenance of the platform and the facilitator.

Within the URV-ISRAA Twinning project for platform adoption, run in the context of COVID-19 pandemic, the SoCaTel platform is used instead of the usual face-to-face co-creation, saving the money that would have been spent on traveling and organisation of physical events. It is expected the same results to be obtained: co-created services that meet people's needs, creating evidence on the cost-efficiency of the digital co-creation method.

3.2.3. Evidence on online co-creation required

The evidence of the effectiveness of digital co-creation is essential for further upscaling of the SoCaTel method / platform. However, during the SoCaTel

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project, which consisted in co-creation of the platform, the SoCaTel team has not gathered evidence on the continuous co-creation from step 1 to 5, as the platform building implied continuous adjustments, disruptions, improvements of the tool and the process until the end of the project.

From now on, the platform adopters will have the opportunity to use the completed tool, following the instructions for its' use, and test it further, collecting this way a significant evidence on the process and its outcomes.

The evidence and the best practices of service online co-creation resulting in tangible apps/ other will be the best promotional material for the SoCaTel platform and the method.

3.3 HOW TO MANAGE A DIGITAL CO-CREATION OF SERVICES?

Procedures and operational requirements for the management of digital co-creation on the SoCaTel platform are outlined below.

3.3.1. Process phases and timelines

Thorough planning and preparation of the process is crucial for success. Here are the main features of the process:

- It is divided in 3 phases of co-creation: ideation, design and development of services structured in 5 steps on the platform.
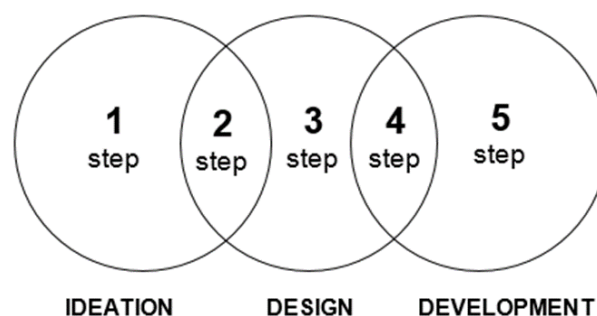
- Duration of steps and breaks (necessary for development of services by ICT technicians) are shown in the following table, together with the description of actions to be taken in each step / break:

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Step	Timing	Comment
Step 1	10-21 days	The timing is approximate, it depends on the stakeholders' engagement. The first step can start with an online meeting with the core group when the Facilitator explains how the platform works and how to create an account. During this meeting, participants can start to co-ideate and then they can continue to give hey ideas and comments autonomously during the next 10 days. If the engagement is high, the work can be done in less then10 days, otherwise the step can last until 2-3 weeks.
Step 2	4-10 days	Step 2 is quicker than step 1, it does not need so much time. However, if stakeholders' participation is law, it can last until 10 days.
Step 3	4-10 days	Step 3 is quicker than step 1, it does not need so much time. However, if stakeholders' participation is law, it can last until 10 days.
Step 4 (first option)	10-21 days	If the co-creation process has involved a service provider from the beginning (showing interest in developing the service), the idea can be immediately after the step 3 be presented in step 4 to collect users' feedback. The duration of the step depends on the level of stakeholders' participation and can be extended to 2-3 weeks.
Step 4 (second option)	After a 1-3 months break to find a developer, 10 days	If there is no provider interested, the facilitator must search for developer /service provider. In this case, a break will be produced until the developer is found, and after the break, the co-development can continue following the rules of the first option.
Step 5	After a 1-4 months break for service development, 10 days	After the break produced to develop the prototype of the service, the co-validation can be accomplished in 10 days. In case of low participation, it can be extended for 2-3 weeks.

Table 3 Overview and timelines of the SoCaTel co-creation process

The overall process is presented in the following Gantt chart:
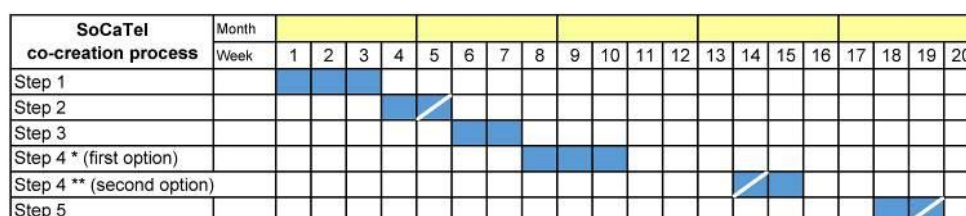
Figure 6 Gantt chart of the SoCaTel digital co-creation process

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The table below illustrates the process with activities prior to co-creation:

> a) research into unmet user needs (optional),
>
> b) definition of the core group (from the overall network of stakeholders and end-users),
>
> c) learning about digital co-creation (participants):

Research	Building network	Learning	Co-creation on the platform				
into unmet needs of end-users	A core group of stakeholders and end-users	A core group, on digital co-creation on the SoCaTel platform	step 1	step 2	step 3	step 4	step 5

Table 4 Activities prior to digital co-creation

3.3.2. Resources and infrastructure required

It is not easy to determine and calculate the approximate costs of the platform adoption because they depend on the intensity of co-creation activity and on the already existing personnel and infrastructure capable of taking over the innovation activity in a given institution / entity. Also the prices of services, personnel and equipment differ from one country to another.

The main human and financial resources which are required to upscale the digital co-creation can be envisioned, as shown below:

Human resources	Financial resources / cost
ICT technician (equipment maintenance)	0,2 PM (approximate)
Facilitator and moderator (leading the co-creation, building the network)	0,5 PM (approximate)
Administration (marketing, communication management)	0,3 PM (approximate)

Table 5 Human and financial resources required

Infrastructure needed:
- Cloud
- Computer servers
- Equipment

Services:
- translation of the platform's text (if necessary),
- production / translation of promotional materials (optional),
- professional assistance for the use of qualitative and quantitative research methods (optional),
- professional training in co-creation (recommended).

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3.3.3. Decision making and relationship management

The recommendations regarding the decision making and relationship management have to be extracted from Lessons learnt (chapter 2).

3.3.4. Ethical and IPR management

Ethical issues

As the co-creation implies participation of stakeholders and end-users (older people, vulnerable group), it is important that the process is organised in a way to comply with GDPR requirements. The *Terms & conditions, privacy statement and cookies* document is made according to regulatory requirements and pops-up early in the online co-creation process gathering the consent from participants, who allow formally (clicking) the use of their personal data and ideas / comments for co-creation purposes.

The T&C document used during the SoCaTel project is provided in Appendices as a template. However, it shall be adapted to institutional requirements and code of conduct of the concerned entity.

If at any stage of the process a face-to-face meetings are organised to support the online co-creation (useful at the beginning of the process to facilitate the cohesion of the group and team building), a written consent need to be obtained from all participants during data collection. Template documents *Confidentiality note*, *Information sheet*, *Informed consent* and a *Letter of gratitude are provided* in the Appendix 5.3.

IPR management

How will be managed the IPR of services co-created on the platform is up to each single entity to decide. It shall be a part of a general strategy of the organisation that decides to upscale a digital co-creation experience on the SoCaTel platform.

There is no 'one size fits all' solution for IPR, and it should be considered on a case-by-case basis. It is worth remembering that IP rights are agreements between parties (such as between the owners and the users), and these agreements can be drawn up to include any terms within the framework of the law. Whether the drawn up terms actually serve the desired purpose is up to the parties to draft them. The goal is thus to arrive at an agreement that best serves the parties involved.

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Existing licenses such as permissive, public-domain or copyleft are tools created for convenience as they apply to a large set of cases, but they do not need to be used if they do not serve the desired purpose. This will likely be the case with co-creation using the SoCaTel platform, where multiple stakeholders representing different organisations or groups participate in value creation. Favouring one or a select few parties might discourage others from participating, defeating the goal of co-creation. Therefore, it would be best to enter into specifically-tailored agreements with all the significantly involved stakeholders and with benefits for each of them.

The following set of principles can be considered as guidelines. They can help ensure that IPR concerning co-created assets play a facilitative role in encouraging all stakeholders to participate:

1. **Transparency and clarity**: Establish the terms and arrive at agreements before the commencement of any work. Working out the terms beforehand reduces the confusion over the rights, and ensures a clear understanding from the beginning. The stakeholders should have complete and clear information at all stages of the process.

2. **Fair compensation**: All stakeholders that are to be significantly involved in the co-creation process should receive credit or reward proportional to their involvement. This includes the end-users that give feedback. The rewards can be monetary or non-monetary depending on what is desired by the respective stakeholders (the reward may or not be ownership). In adhering to the first principle, this aspect should be worked out at the beginning.

3. **Respect the background**: Co-created products and services might utilise source-works and backgrounds that were developed before the commencement of the co-creation process. It is important to respect the owners' rights over them and define the access rights to those assets early on.

4. **Flexibility:** The process of co-creation is a group effort. The significant stakeholders should be allowed to benefit or commercialise from any developed technology or product. Thus it would be in everyone's interest to not impose any contractual restrictions regarding the developed assets. However, modifications or newer versions made after the co-creation process can be copyrighted, and this freedom should be mentioned as one of the terms in the agreement, before the commencement of any work.

During the project, the SoCaTel team witnessed two different situations:

1) Developer owns the IPR. This occurred in the Spanish pilot (first attempt of service co-creation with Hackathon winners) and in the Irish pilot (first attempt with Hackathon winners and second with a trusted partner -private entity- invited to develop the app).

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2) Public administration will be the owner of IPR? (not resolved during the project). In the second attempt of service co-development, developer is recruited from the City Council of Vilanova's Innovation Department, invited by the Social Services Department (VILA). City Council is the manager of the whole co-creation process, co-creating a common good. Service is offered free of cost to the citizens.

According to the explanation provided by expert consultant from EVERIS, the alternative to the first scenario could be the exclusive ownership by the developers, with access rights (of assets developed during the process) granted to other significant stakeholders (but not to the public). The asset would be thus copyrighted, but accessible by other significant stakeholders. In adhering to the 4th principle described above, they will be allowed to modify the asset and copyright the modified versions.

Another possibility is an alternative to the second scenario, where the co-created service would be offered, free of cost, to the citizens participating in the co-creation process, but at cost to others. This is common among companies such as Microsoft and Google, who typically offer monetary rewards or free-access to services in the case of individuals participating in the process, or degrees of joint-ownership in the case of other companies.

IPR is thus a complex challenge when concerning co-creation, and agreements that are well planned can be of significant help in the co-creation process. Therefore, due diligence must be given to the IPR, concerning the co-creation process.

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4. CONCLUSION

The most important recommendations resulting from lessons learnt during the SoCaTel project are the following:

- a process, to be carefully co-designed, should have been assisted by expert external counselor;
- facilitators of digital co-creation need to meet a right combination of skills, as outlined in this document;
- facilitators should be empowered by senior managers, as they are the ones who will take decisions and account for best practices in service creation;
- facilitators should also be assigned control over budget, co-creation of services to be really effective;
- facilitators need to be trained in co-creation

5. APPENDICES

5.1 APPENDIX 1 – SOCATEL PLATFORM GUIDELINES FOR USERS

How the SoCaTel platform works?
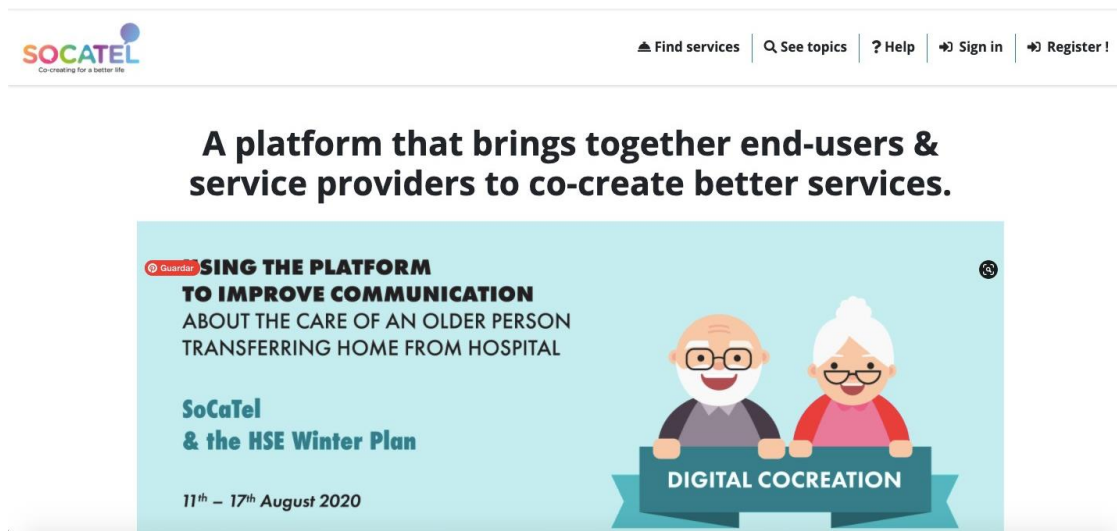
The platform offers the possibility of freely exploring which topics have been proposed by other people without the need to register. By being able to explore topics in a freely manner, visitors to the platform might be more inclined to explore and engage with the platform; and hopefully register if they find an issue that interest them

Registration requires providing a series of basic data:

- An email address in order to validate the registration and receive notifications.
- A username.
- A password composed by a minimum of 8 characters.
- The age group.
- The location – in order to access the local version of the platform.
- User profile: care recipient, service provider, professional or other.
- Prefered language.

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CREATE ACCOUNT

Create an account and join the community to change the world!

* All fields required

Email *

[   ]

Username * (the name other users will see on the platform)

[   ]

Password * (8 chars min)

[   ]

Repeat password * (8 chars min)

[   ]

Age range *

[Age range   ⌄]

Who are you *

[Profile type   ⌄]

Location *

[Location   ⌄]

Primary language *

[Primary language preference   ⌄]

☐ * By creating an account, you confirm that you have read and agree to our Terms and Conditions.

- **Terms and Conditions**

* SoCaTel platform use cookies to track and measure my usage of the platform to produce engaging content. These cookies may track things such as how long I spend on the site or pages I visit which helps SoCaTel administrator to understand how to improve the site for you. To find out more, read our Cookie Policy.

- **Cookies policy**

☐ I accept

☐ I reject

☐ * In accordance with the regulations on the protection of personal data, we inform you of the conditions of protection and use of your personal data. By checking this box you accept the terms of management of your personal data. For more information, read our Privacy Policy.

- **Privacy Policy**

[Create now]

Already have an account ? Log in !

Once you request to register on the platform, you will receive a confirmation e-mail.

Once you have validated your account through the link provided on the confirmation email, you will be able to access to the platform with your account. You will need to enter the username and password you provided at registration. You will then be directed to your dashboard, where you can complete your profile with additional data, preferences and interests. You can also set notification preferences in order to receive selected alerts.

Once you logged-in into the platform, you will be able to send topic proposals, participate in and subscribe to other topic discussions.

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Propose a new topic

Before proposing a new topic, conduct a search to make sure the issue (need, suggestion, idea, solution) hasn't already been discussed in an existing topic. Also, keep your topic general enough that it will be relevant for people from different areas. For example, "The quality and variety of food delivered at home" is a more useful thread topic than "The lack of choice with food delivery services". Your proposed thread will be reviewed by a moderator before publication.

Once submitted, your proposed discussion topic will be reviewed by our moderator and published. You will be contacted if modifications are required, or when the topic is online. Thank you for your time contributing to the SoCaTel co-creation groups.

* All fields required

---

1 - CHOOSE AT LEAST ONE SUBJECT AREA

- ☐ Accessibility
- ☐ Activities
- ☐ Administration
- ☐ Communication
- ☐ Digitalisation
- ☐ Equipment
- ☐ Food
- ☐ Health
- ☐ Mobility
- ☐ Social
- ☐ Wellness

---

2 - GIVE YOUR TOPIC A TITLE (80 CHARACTERS MAX)

---

3 - ADD A SHORT INTRODUCTION TO ATTRACT PARTICIPANTS (1000 CHARACTERS MAX)

Language: *

| Language ⌄ |

What community do you want to engage with your topic? *

| Community ⌄ |

Attach files:

| Choose File | Browse |

☐ Your submission will be made public. By checking this box you confirm that you have read and agree to our Terms and Conditions and our Privacy Policy.
- Terms and Conditions
- Privacy Policy

Submit a new topic

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Dashboard

The dashboard is one of the main tools of the platform as it allows you to personalize and set up your preferences. It has been design to mimic other popular digital tools such as e-mail and social media accounts.
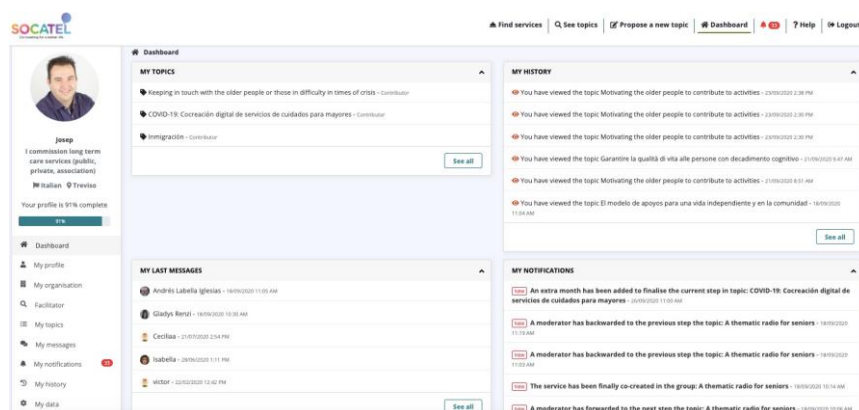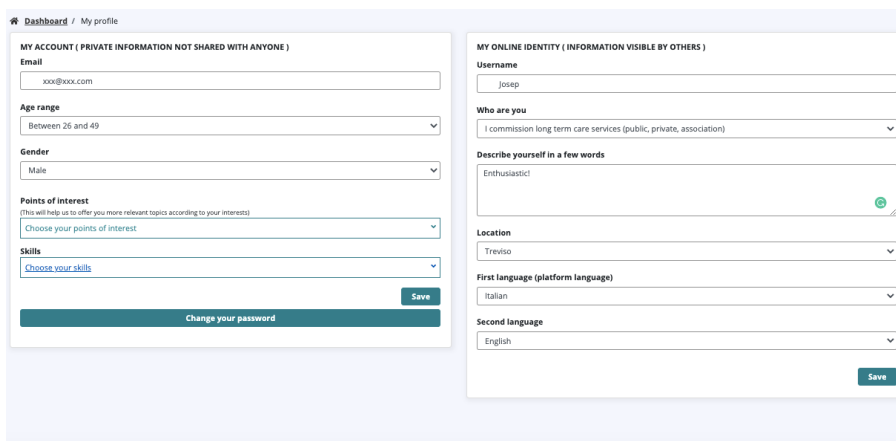

The dashboard is divided in 2 columns: the left column is the menu and the right column – which is wider - is where your information is displayed and your options can be modified.

My profile: provides user's profile information related to personal interests. In this section you can also select the profile with which you participate (service user, professional, provider, policy manager or others) in the platform.

My organization: in this space providers and institutions will be able to inform about the organization to which they belong, the sector (public/private/NGO) and the URL. In order to avoid organizations duplicities, only one organization's member can logged-in with his name. Then, he can invite the rest of the organization's members who want to participate in the platform.

My topics: shows the user created topics, the one she/he participate in and

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subscribe to.

My messages: it is undoubtedly one of the most interesting tools on the dashboard. The platform incorporates an internal system of private communication between users that, in addition to allowing the reception and sending of text messages, also allows the incorporation of attachments.

MY LAST MESSAGES

████████████████ 18/09/2020 11:05 AM	
████████████ - 18/09/2020 10:30 AM	
Ceciliaa - 21/07/2020 2:54 PM	
Isabella - 28/06/2020 1:11 PM	
victor - 22/02/2020 12:42 PM	

See all
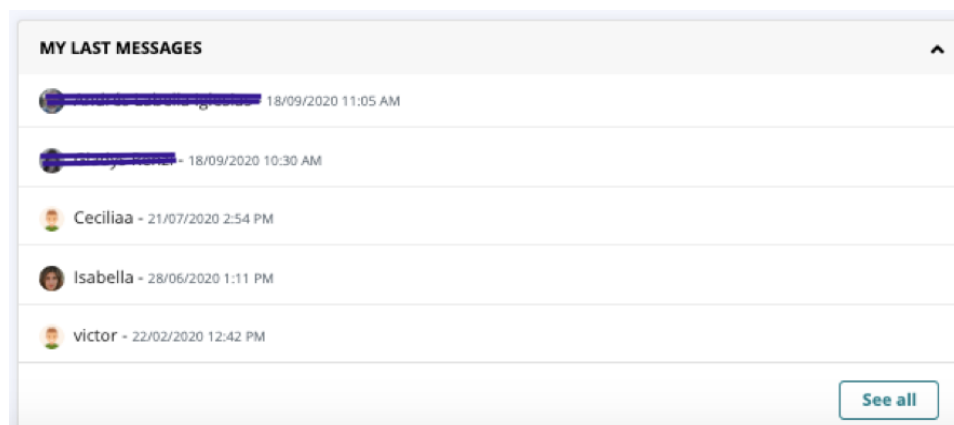
My notifications: this option shows alerts on topics which the user either created, participated or is subscribed to or a combination of these. This is the section as well to manage all notifications.

MANAGE MY NOTIFICATIONS

Receive the notifications in my email	Off ⬤ On
Be notified by email when received a private message	Off ⬤ On

My history: in this section a user activity history appears.

My data: in this section the user has the possibility to consult, and download their data. As well as suspending or deleting their account.

The main page of the platform

Topics that have been previously approved by the moderator are published on the main page. They are displayed by date of publication. There is also a search bare where you can check for keywords and tags.

Search for services

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♨ Find services

Information on existing services provided by public and private service providers. This is possible due to their ability to insert details about their organisation and register any of their existing services.

Phases of the co-creation process

The platform structures the co-creation process in 5 steps:

1) co-ideation,
2) co-definition,
3) co-design,
4) co-development,
5) co-validation.
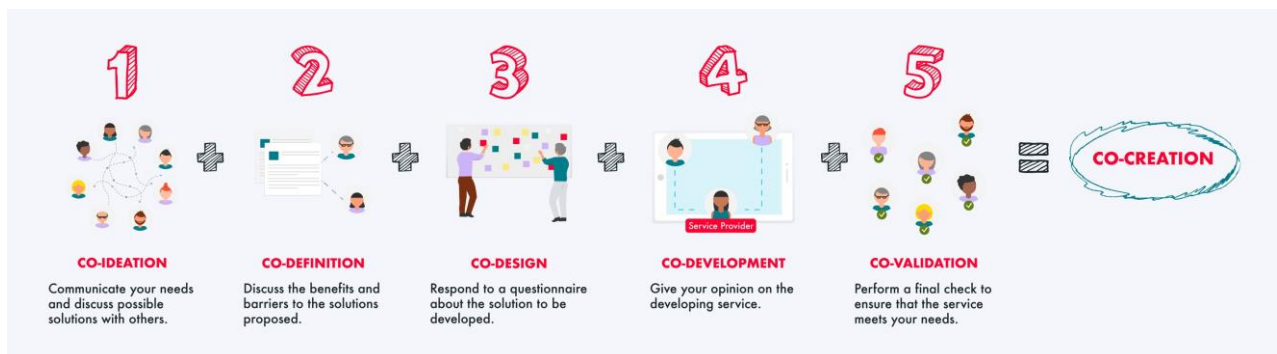
Step 1: CO-IDEATION

Step 1 is inspired by a dynamic forum where participants can share ideas, needs, problems and opinions on a blank canvas. It utilizes a brainstorming technique. There is a limit in the number of characters that can be used per message.

Each message can be tagged as "comment" or "idea." When a message is tagged as "idea" it can receive feedback from other participants. These ideas are displayed on the left side of the page for greater visibility. The most liked/voted idea will progress to the next step for co-definition.

Step 2: CO-DEFINITION

In step 2 the idea is evaluated. This step utilizes Edward Bono's Six Thinking

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Hats technique and a simplified SWOT analysis.

Participants can make their contributions by selecting their own profile or a different one from Bono's Six Thinking Hats. The advantage is to be able to think about the idea from yours and another people's perspective. Contributions are limited to 180 characters to make this exercise more agile. There is also the option for additional contributions under the section "Other comments".

Step 3: CO-DESIGN

This service is designed using a voting system with closed questions. The step is inspired by the CANVAS model adapted from Alexander Ostelwalder's Business model generation model.

The co-design phase incorporates questions related to the public to whom the service should be directed, the costs, the key partners, the income stream or aspects of dissemination and acquisition of future clients or users.

Although this step can be lengthy, it is one of the most important in the co-creation process.

Step 4: CO-DEVELOPMENT

In the first part of step 4, participants will see and vote on the different service proposals. Service providers and developers can submit prototype, sketches, videos, documents, or images that explain what their value proposition is. The service that gets the highest number of positive votes is the one that will continue the co-creation process.

In the second part of step 4, participants will comment on the prototype. Service provider can set up a vote on a specific service feature or ask for a concrete question.

Step 5: CO-VALIDATION

In the step 5 the service demo / prototype goes to the final phase of the co-creation process. At this point the service is presented in a beta or preliminary version. The forum system continues to facilitate the exchange of opinions among all participants.

At the end of the step 5, the participants approved the service or either asked for some further adjustments. In that case, the service goes back to the step 4 so as to receive more detailed feedback.

5.2 APPENDIX 2 – SOCATEL PLATFORM GUIDELINES FOR FACILITATOR AND MODERATOR

Introduction

The purpose of this document is to learn to manage the main options for moderating the online community formed by the SoCaTel platform participants and drive the group during co-creation.

The main goal of moderator and facilitator is to drive the participants throughout the different steps of the co-creation process. Indeed, the success is to reach the co-creation of new services but also is very important to drive the group correctly. This means to generate a good climate into the platform where participants could feel comfortable, facilitate the discussion motivating people to provide quality comments, and go deeper into relevant questions, identify or ban spammers or trolls and provide a quick response if some participant has a problem or wants to make a suggestion.

Facilitator and moderator roles can be entailed in two different persons or in the same. In second case, the person in charge must create two different accounts. These roles must be assigned by the technician responsible for downloading the platform from GitHub and running it. Once the roles are assigned, the facilitator and moderator sections will appear on the left side of the menu in the dashboard

Facilitator

Knowledge background in Health and Social Services

Facilitator takes an active part in the co-creation process. The Role of the Facilitator requires specialist training in group facilitation in order to make users feel welcome and ready to engage and to keep conversations alive and current. It requires extensive knowledge of health and social care services to guide the users in a balanced discussion so increasing the chances of a successful outcome. (In Ireland, this will most likely be community nurses as they don't have many community social workers, while in Spain this will most likely be social workers from the Municipal Agencies for Social Work).The Facilitator has the power / responsibility to move topics through the 5 steps within the agreed time frame or to increase the time frame if she/he considers it necessary. He/she is a decision maker. He / she is leading the co-creation in his/her community.

The facilitator must have knowledge and background of health and social services to evaluate the convenience of approving or rejecting the topics proposed by the participants. The aim of the initiative is to co-create new services;

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this means to detect the unsatisfied needs. And to know from the everyday practice the existing gaps, the solutions already sought and the new and old needs. He/she has to identify quickly the quality and relevant enhancement propositions.

He/ she has to use a formal neutral voice, never falling into criticism or showing overt adversity towards someone's comments. We recommend to treat politely also the spammers, using a soft tone to ban them courteously if necessary.

Be aware of confidentiality requirements. If some participant give his/her suggestions or comments in a private chat, invite him/her to share it in public.

Facilitator's tasks

Facilitator is a multifaceted manager. He is a situational leader who translates his / her actions according to prevailing situations. He/she is multi-skilled and can turn the worst law-level comments into the best scenario of co-creation. He/she adopts different roles in his/her work: o managing a customer service, a community social worker or public relations and marketing expert.

START AND MODERATE A DISCUSSION ON TOPICS

The co-creation process starts with, facilitator's acceptation of the topic proposed for co-creation by some participant. When the Facilitator decides to reject a topic, he/she needs to justify it e. g. "a similar topic has already been posted" or "the need has already been addressed by particular service".

To identify if a new topic can be interesting, we suggest to do a quick search on the web and discover if the service already exists. Then respond to a simple question: Is the topic relevant to start to co-create? Can the topic promote awareness among the participants and, especially, among the providers?

WELCOME PARTICIPANTS

Once the topic has been submitted, facilitator has to welcome participants and invite them to comment and contribute their ideas / possible solutions to meet the need expressed in the topic (during the step 1). Facilitator thanks the author for his/her initiative and asks some open questions to encourage the participation of others in the discussion. Some examples are "What do you think about this problem?" "What other needs do you think need to be met", or "Anyone knows about some good practices of….?".

Sample message:

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Dear participants, I'm XXX. I will be the facilitator in this topic and I will accompany you during the discussion. Enjoy your stay and be active!

The facilitator also participates in the discussion, clarifying relevant aspects, asking for more information and dynamising the people's contribution..

Before moving to the next co-creation step, it is highly recommended to summarise the activity in the step 1, thank to all participants for their comments and explain what is going to be done in the step 2.

Sample message when closing the step 1:

Dear participants. Our discussion has arrived to the end. The step 1 is going to be closed and we are moving to the step 2 to co-create further. In the step 2 you are invited to explain the benefits of the service proposed to be developed for the end-users, the obstacles for the development of this service and other important matters. You can give your opinion in a written form or vote providing your like/dislike. The step 2 is about to start, please sty active! I would like to thank you in advance for your participation..

MODERATE THE PROCESS AND MAKE A SUMMARY OF EACH STEP

Facilitator is entitled to move topics through steps. He/she can also move topics back to the previous steps. The summary of each step must be made by facilitator to orient the participants who may not be aware of what they have to do next nor at which stage of the process they find themselves at that moment. This summary appears in the section "Facilitator comments" on the left and represent a basic guidelines for participants. He/she has to inform about and help to materialise the most voted idea (in the step 1). He /she has to resume the results achieved in each step (steps 1, 2, 3, 4, 5).

HELP USERS DURING THE CO-CREATION PROCESS

Users can contact directly with the facilitator clicking on the "Contact facilitator" button and use the chat tool to write directly.

ENERGISE THE PARTICIPATION

Some topics may have called attention and raised a greater interest and resulted in active participation (hot topics). In this case, the facilitator can move the topic to the next step before the estimated period of time for that step ends. It also may occur that some topics have not raised interest and the participation has been law.. In that case, the facilitator should take the lead and encourage participants to come back to the discussion. For this, the facilitator can use the tools "invite participants" writing directly the user name or e-mail of key participants, or

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"contact participants". In the second phase, the system will send an e-mail to all people who submitted a comment to the topic.

ENGAGE SERVICE PROVIDERS

Facilitator will look for service providers and invite them to join the co-creation process. Although the participation of the providers (interested in the development of the service) is not mandatory in the first steps, it is highly recommendable to incorporate them from the very beginning of the process. The SoCaTel project experience has showed that early and continuous engagement of all stakeholders, including the developers / service providers, brings the best results. This way the providers can follow the discussion, ask questions, bring their point of view or explain the opportunities or eventual barriers to the development of the service in question. Co-creation is about sharing visions and the concerns, deeper view and details are necessary for a good discussion between those who want to provide the best technological solution and those who need and will use that service. More dialogue and communication, the better are the results.

This facilitator's task can be seen as a promotional activity for the platform. The main providers should be identified prior to starting the co-creation process.. If after the co-creation starts a new opportunity emerges to engage some provider the facilitator can invite him/it through the "Invite participants" button located in the left column of the topic's page.

Facilitator´s tasks in the co-creation development process

Step 1
The running of the step1 is similar to a forum where participants share their needs, wishes and comments. They can attach documents: images, photos of drawings, videos, pdf docs, etc..All the attached documents must be checked by the facilitator or moderator in order to avoid wrong content.

The main task of the facilitator is to thank the author for its initiative and ask open questions to motivate the participation of others.

Step 2
Facilitator has to summarise each of the main themes raised in the previous step. This is very useful because some participants can add for the first time in this step.

Step 3
The step 3 wants to do an accurate design of the future service from the user experience and the business dimension. The technique is inspired in the Canvas where the participants can define how they would like the service to be.

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What the facilitator has to do here? Nothing? To explain something, to summarise the step?

Step 4
This step has 2 parts.
In the first part, providers can show their pre-services (briefings, drafts, etc.) and the participants can vote the best. To publish in this first part, make sure your providers have filled their organisation information in the "My organisation" section on their Dashboard and they have selected "I commission services" as a service provider. Otherwise, they can not publish their service on step 4. Once all the providers have published their service proposals/ demos, the rest of participants can vote for the best proposal. How the facilitator invites people to vote?

In the second part, the discussion becomes a forum again where the participants can share their opinion about the most-voted service.

Step 5
The step 5 intends to collect the final version of the co-created service. It turns into a forum again where participants can express itselves evaluating the final product or service. The co-creation process is about to finish and now is the moment to thank everyone their participation and see the participants off. The facilitator can invite (as the rest of participants in the topic) other key participants to join in the topic.

Moderator

Moderator's tasks

The Moderator is responsible for constantly scanning the platform and keeping it up to date by removing duplicate entries or outdated topics and keeping users informed on changes made and reminding them of best practices of online co-creation. The Moderator will make the decision on whether to impose a temporary or permanent ban on a user in breach of the terms & conditions and is responsible for informing the user as to why his/her account has been canceled e.g. the user is posting irrelevant topics/ using inappropriate language/ attacking or bullying other users, is posting topics to promote or advertise a product, or disclosing sensitive information. Generic templates will be devised for the Moderator to communicate with the user who is in breach of the T&Cs.

Topics accepted by the Moderator should be presented in an accessible format so that they are understood by all people regardless of their age, ability or disability (in line with literacy levels of 11 years old). The Moderator will work with

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the user submitting the topic to ensure that sufficient detail in easy to read format is posted to outline the importance and relevance of the topic to the community.

To moderate the discussion, moderators can ban users who have inappropriate behaviour.

WARNING MESSAGES

Level 1 - Warning

Moderators should send a message or a warning to users who are not following the guidelines. This action can be taken with or without the facilitator action.

Level 2 - Deactivating a user, permanent Ban or Temporary Ban

Deactivating a spammer can be done by the moderator according to the facilitator supervision.

BANNING USER ACCOUNTS

Moderators can deactivate accounts that are clearly used for spam purposes.

It is recommended that the poster/users is/are sent a message explaining why their accounts has*/have been canceled. A ban can be temporary or permanent. It is important to check all users' activity to decide this. ´However, if the spammed comments have only appeared once, but the user is active in other topics, he can decide whether to ban him for a while (one week, one month…) and then remove the ban later.

Sample message:
> *Your user account has been suspended because of irrelevant links not related to the topic or because of inappropriate advertising.*

UNBANNING USER ACCOUNTS

Moderators can reactivate banned accounts if it has been decided to apply a temporary ban with the facilitator´s supervision.

SPAM

It considers spam all kinds of links that have no relation with topics or posted in multiple topics with the aim to get visibility or insert advertising.

REMOVE DUPLICATE CONTENT

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Duplicated topics or comments asking for help should be deleted to leave just one comment in the most appropriate topic or the comment(s) which has been replied to. It is also recommended that the poster/user is sent a message explaining why the duplicated posts were deleted.

Sample message:
> *Just to let you know, your recent duplicated forum posts have been deleted. It's best to post a question in one place only, so that everyone replies there, and is not confused about which post to reply to. It also means that it is easier for other users to find the correct information in the future when they do a search.*

EDITING INAPPROPRIATE CONTENT

The following content is considered inappropriate:

- foul language
- personal attacks
- spam links
- sensitive information (personal info, phone numbers, etc.)
- links to executable files

Posts with inappropriate content should be edited or be removed from that content.

Moderators will post a new comment so that it goes out as an email, to explain that inappropriate content has been removed as per SoCaTel rules and guidelines.

DELETE MESSAGES

Moderators can delete unappropriated or irrelevant comments.

SERVICE PROPOSALS MODERATION (STEP 4)

Moderator has to approve the service providers' idea submitted at step 4

Some advice for moderators and facilitators

Do not feed trolls
Trolls want to create a negative atmosphere within the group. Trolls often enjoy introducing destructive topics and their presence has to be detected immediately. It is suggested to send a private message in case of inappropriate behaviour. If

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a troll continues disturbing, the facilitator will ask the moderator to ban his/her participation.

Glossary

Bot
A program that behaves and interacts with others as if it were a user.

Hot topic
Topic with a high participation or interest among the participants, especially compared with other topics. Hot topics raised high levels of participation in a short time period. It is very important to evaluate if going to the next step is necessary, otherwise the discussions can turn complicated and heavy or the interest of the participants can diminish.

Spammer
Someone who makes the most of their technological knowledge to place advertisements online without having to pay any cost.

OP - Original poster
The person who begins the selected thread in that particular forum.

Troll
Someone who posts deliberately provocative messages to a newsgroup or message board with the intention of causing maximum disruption and argument.

5.3 APPENDIX 3 – ETHICAL CONDUCT IN CO-CREATION: RELATED DOCUMENTS

To prepare the terrain for co-creation in terms of an ethical conduct, the following template documents are displayed:

a) for face-to-face co-creation, a *Confidentiality note*, *Information sheet*, *Informed consent* and a *Letter of gratitude.*

b) for digital co-creation, only as an example, a *Terms & conditions, privacy policy and cookies,* which need to be written according to the institutional requirements of each single entity.

Confidentiality note

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This confidentiality note is given to ensure the fulfillment of privacy and data protection requirements in SoCaTel project.

I hereby declare that all information and personal data I have acquired by participating in or contributing to SoCaTel project are of confidential, personal or proprietary nature.

Therefore, I agree to maintain the absolute confidentiality of personal, confidential and proprietary information in recognition of the privacy and proprietary rights of data owners at all times. Furthermore, I commit myself to comply with all privacy laws and regulations, which apply to the collection, use and disclosure of personal information.

Should I notice any fraud or misconduct regarding handling personal data or other information of confidential nature in the SoCaTel project, I immediately report it to the body or authority of corresponding legal competence.

.... Signature

Information sheet

Nature of the project

The research project for which we request your participation is entitled "A multi-stakeholder co- creation platform for better access to Long-Term Care services-SoCaTel". The goal of the project is to co-create a platform with two interfaces for better access to older and vulnerable adults to Long- Term Care (LTC) services.

The researchers responsible for this study belong to the Universitat Rovira i Virgili (URV) and have the collaboration of Social Services in Vilanova (Spain) along with other partners in Europe from Ireland, Finland, Hungary, the Netherlands and Cyprus.

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Procedures

Participation in the study

The co-creation workshops will consist of having about 8 participants with duration of maximum 2 hours (according to the degree of tiredness and attention of older adults participants). In these sessions, the participants will give their opinions about how the platform will fulfil their needs and improve their quality of life. Once the platform would be finished, it will be tests into another co-creation session to test it.

Participation in the study does not imply a risk to the patient and at no time is during physical interventions about his person.

All data collected for the investigation will be stored in digital files, guaranteeing the security of the information collected.

Benefits and risks

The main benefit of the study is the provision of better access to social and care services for old adults. The SoCaTel platform will facilitate end-users' free choice of government and nongovernment LTC services according to their needs, and will empower citizens' voices and their representatives to champion their causes.

The co-creation sessions will adapt the content and difficulty levels of participants. The platform will improve the quality of life of older adults and their family caregivers.
The participants will also obtain a new experience in citizenship participation and in addressing their needs and to building up more friendly environments.

Participation in the study will not involve physical interventions on the person.

Guarantee of voluntary participation

Participation in this study is entirely voluntary. The decision to participate or not, is yours. The fact of accepting or not accepting will not have repercussion in the services that usually might receive by social services or health and care services. Data for withdrawing participants will be erased and will not be used in the study.

Confidentiality and anonymity

Participation involves attending co-creation workshops. During the sessions, no image will be transmitted. In addition, the results of the exhibition will be recorded and will be available to participants and researchers. All data will be encrypted and pseudonymised, assigning an identification number and false name, which corresponds to a single person, applied to protect the person's identity.

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In any case, neither the name nor any other personal data will be disclosed in the reports relating to this investigation, or in the reports that are made for third parties.

Signing the consent implies agreeing to participate in the study and be recorded on video.

However, the name of the participant will not be recorded and an identification number will be used instead. Any visual information will be processed in accordance with the strict confidentiality of data. In any written report on the investigation or project, the identity of the person on images or videos can't be revealed without his explicit written consent.

These procedures are subject to the provisions of Organic Law 15/1999 of 13 December on the Protection of Personal Data. After completing the project, all data will be erased. No personal data (images and/or videos) will be used outside the research, nor in any possible commercial exploitation that derives from it, since the right to own image is recognised in the Article 18.1 of the Constitution.

If you have further questions or concerns about the project or the implications of participating in it, please do not hesitate to contact the project managers:

Dr. Blanca Deusdad
Principal researcher
e-mail: blanca.deusdad@urv.cat
Tel. +34 977 558358
Mob. +34 686 724 851

Informed consent

I have been informed in a comprehensible way about these and other aspects of participation in the project (through the information sheet) and I have had the opportunity to ask questions and solve the doubts that I have. I have made the decision to participate knowing that the decision does not affect my therapeutic care in the center and that I can withdraw from the study at any time.

☐ I request my image and voice to be edited in order to be unidentifiable.

☐ I request my data from the co-creation sessions and/or interviews will be not part of the Open Research Data Pilot. In case the participant is not

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able to give consent, as legal guardian of the participant, I have been informed and have understood what is expected of his/her participation and what it consists of. All my questions have been resolved and have agreed to his/her participation, voluntarily, in the project.

☐ I request the participant's image and voice to be edited in order to be unidentifiable.

☐ I request the participant's data from the co-creation sessions and/or interviews will be not part of the Open Research Data Pilot.

In compliance with article 5 of Organic Law 15/1999, of December 13, on the protection of personal data, I have been informed that the personal data I provide will be incorporated and treated in the project's search file SoCaTel.

I have been informed that the person in charge of this file is the manager of the URV, with domicile in Tarragona, Carrer del Escorxador, neither that I have the right to access my data or those of my representative, to rectify - and, if applicable, to cancel them and to oppose their treatment, under the conditions provided for in current legislation.

To exercise these rights, you must send a letter or form to the Department of Anthropology, Philosophy and Social Work (DAFITS) at the URV, Avinguda Catalunya, 35, 43002 Tarragona, or to the electronic register of the URV https://seuelectronica.urv.cat/registre.html.

I freely and voluntarily give my consent so that the person of whom I am a legal guardian participates in the project. And that is why I explicitly authorise it in this consent form.

	Name	Date	Signature
Participant			
Legal guardian			

Location and date in which the informed consent is signed:

Date: _____

Site: _____

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Declaration of the researcher:

I have explained the nature and purpose of this investigation and the possible risks for the participants. I have responded to the interviewer's questions. I will send the parents or legal guardians of the participant a copy of this consent.

Letter of gratitude

Dear Contributor,

I would like to express my gratitude for your contribution to the SoCaTel project!

SoCaTel is an innovative research project, funded by the European Commission, dedicated to explore new ways for creating better services in older adults care.

Should you have any comments or suggestions regarding the execution of the research, please let me know.

I honestly hope to work with you again.

Best regards,

Dra. Blanca Deusdad Ayala

Senior Lecturer and coordinator of the SoCaTel project
Department of Anthropology, Philosophy and Social Work
Rovira i Virgili University
Avinguda Catalunya, 35 43002 - Tarragona
A/e: blanca.deusdad@urv.cat
Tel. +34 977 558358

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Terms & conditions, privacy policy and cookies

GENERAL PROVISIONS

These terms and conditions outline the rules and regulations for the use of SoCaTel's Website, located at **platform.socatel.eu.**

By accessing this website please check the box indicating that you accept these terms and conditions.

You cannot continue to use SoCaTel platform if you do not agree to take all of the terms and conditions stated on this page.

The SoCaTel participants created a multi-stakeholder co-creation platform for better access to long-term care services. The long-term objective is to promote an open source platform that can operate on demand and shared throughout the European Union. It will prompt social service supply enhancement locally by bringing social service governance, supply and demand into a common and transparent technology platform.

SoCaTel platform is a common meeting place for service users and service providers. The platform will allow people to easily find, compare and access social service options available to them. It shows the available services from one's government and/or local authorities, which kind of benefits they have access to and – not less importantly – what the corresponding costs are.

Unless stated otherwise, SoCaTel and/or its licensors own the intellectual property rights for all material on Socatel platform. All intellectual property rights are reserved. You may access this from Socatel platform for your own personal use subjected to restrictions set in these terms and conditions.

Parts of this website offer an opportunity for users to post and exchange opinions and information in certain areas of the website. SoCaTel does not filter, edit, publish or review Comments prior to their presence on the website. Comments do not reflect the views and opinions of SoCaTel agents and/or affiliates. Comments reflect the views and opinions of the person who post their views and opinions. To the extent permitted by applicable laws, SoCaTel shall not be liable for the Comments or for any liability, damages or expenses caused and/or suffered as a result of any use of and/or posting of and/or appearance of the Comments on this website.

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SoCaTel reserves the right to monitor all Comments and to remove any Comments which can be considered inappropriate, offensive or causes breach of these Terms and Conditions.

You warrant and accept the followings:

- You are entitled to post the Comments on our website and have all necessary licenses and consents to do so;
- The Comments do not violate any intellectual property rights, including without limitation copyright, patent or trademark of any third party;
- The Comments do not contain any defamatory, libelous, offensive, indecent or otherwise unlawful material which is an invasion of privacy;
- The Comments will not be used to solicit or promote business or custom or present commercial activities or unlawful activity.

You hereby grant SoCaTel a non-exclusive license to use, reproduce, edit and authorize others to use, reproduce and edit any of your Comments in any and all forms, formats or media.

You accept the following provisions:

- No republishing material from the SoCaTel platform.
- Refraining from selling, renting or sub-licensing material from the SoCaTel platform.
- Refraining from reproducing, duplicating or copying material from the SoCaTel platform.
- No redistribution of content from the SoCaTel platform.
- Without prior approval and written permission, you may not create frames around our Webpages that alter in any way the visual presentation or appearance of our Website. (iFrames)

Hyperlinks to our Content

The following organizations may link to our Website without prior written approval:

- Government agencies;
- Search engines;
- News organizations;
- Online directory distributors may link to our Website in the same manner as they hyperlink to the Websites of other listed businesses; and
- System-wide Accredited Businesses except soliciting non-profit organizations, charity shopping malls, and charity fundraising groups which may not hyperlink to our Web site.

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These organizations may link to our home page, to publications or to other Website information so long as the link: (a) is not in any way deceptive; (b) does not falsely imply sponsorship, endorsement or approval of the linking party and its products and/or services; and (c) fits within the context of the linking party's site.

We may consider and approve other link requests from the following types of organizations:

- commonly-known consumer and/or business information sources;
- dot.com community sites;
- associations or other groups representing charities;
- online directory distributors;
- internet portals;
- accounting, law and consulting firms; and
- educational institutions and trade associations.

We approve link requests from these organizations if we decide that:

a) the link would not make us look unfavourably to ourselves or to our accredited businesses;
b) the organization does not have any negative records with us;
c) the benefit to us from the visibility of the hyperlink compensates the absence of SoCaTel; and
d) the link is in the context of general resource information.

These organizations may link to our home page so long as the link:

a) is not in any way deceptive;
b) does not falsely imply sponsorship, endorsement or approval of the linking party and its products or services; and
c) fits within the context of the linking party's site.

If you are one of the organizations listed above and you are interested in linking to our website, make sure that you inform us by sending an e-mail to SoCaTel. Please include your name, your organization name, contact information as well as the URL of your site, a list of any URLs from which you intend to link to our Website, and a list of the URLs on our site to which you would like to link. Wait 2-3 weeks for a response.

Approved organizations may hyperlink to our Website as follows:

- By use of our corporate name; or
- By use of the uniform resource locator being linked to; or
- By use of any other description of our Website being linked to that makes sense within the context and format of content on the linking party's site.

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No use of SoCaTel's logo or other artwork will be allowed for linking absent a trademark license agreement.

Limitations of liabilities and reservations

Content Liability

We shall not be hold responsible for any content that appears on your Website. You agree to protect and defend us against all claims that is rising on your Website. No link(s) should appear on any Website that may be interpreted as libellous, obscene or criminal, or which infringes, otherwise violates, or advocates the infringement or other violation of, any third party rights.

Reservation of Rights

We reserve the right to request that you remove all links or any particular link to our Website. You approve to immediately remove all links to our Website upon request. We also reserve the right to amen these terms and conditions and it's linking policy at any time. By continuously linking to our Website, you agree to be bound to and follow these linking terms and conditions.

Removal of links from our website

If you find any link on our Website that is offensive for any reason, you are free to contact and inform us any moment. We will consider requests to remove links but we are not obligated to or so or to respond to you directly.

We do not ensure that the information on this website is correct, we do not warrant its completeness or accuracy; nor do we promise to ensure that the website remains available or that the material on the website is kept up to date.

Disclaimer

To the maximum extent permitted by applicable law, we exclude all representations, warranties and conditions relating to our website and the use of this website. Nothing in this disclaimer will:

- limit or exclude our or your liability for death or personal injury;
- limit or exclude our or your liability for fraud or fraudulent misrepresentation;
- limit any of our or your liabilities in any way that is not permitted under applicable law; or

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- exclude any of our or your liabilities that may not be excluded under applicable law.

The limitations and prohibitions of liability set in this Section and elsewhere in this disclaimer: (a) are subject to the preceding paragraph; and (b) govern all liabilities arising under the disclaimer, including liabilities arising in contract, in tort and for breach of statutory duty.

As long as the website and the information and services on the website are provided free of charge, we will not be liable for any loss or damage of any nature.

Privacy regulations

The Privacy regulations of the SoCaTel platform statement describes what personal data the SoCaTel platform collects from you while your participation through the SoCaTel platform, as well as through the optional 3rd Party Social Media registration. It also outlines how your data will be processed and stored. Moreover, it explains your rights regarding your personal data and indicates whom you can contact for more information or queries.

1.1. **Applicable legal definitions**

The following definitions – determined by the Article 4 of the GPDR – apply during the operations of SoCaTel platform.

1. **'personal data'** indicates any information relating to an identified or identifiable natural person ('data subject'). An identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of concerning natural person;

2. **'processing'** means any operation or set of operations which are performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction;

3. **'restriction of processing'** means the marking of stored personal data with the aim of limiting their processing in the future;

4. **'profiling'** means any form of automated processing of personal data consisting of the use of personal data to evaluate certain personal aspects relating

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to a natural person, in particular to analyse or predict aspects concerning that natural person's performance at work, economic situation, health, personal preferences, interests, reliability, behaviour, location or movements;

5. **'pseudonymisation'** means the processing of personal data in such a manner that the personal data can no longer be attributed to a specific data subject without the use of additional information, provided that such additional information is kept separately and is subject to technical and organisational measures to ensure that the personal data are not attributed to an identified or identifiable natural person;

6. **'filing system'** means any structured set of personal data which are accessible according to specific criteria, whether centralised, decentralised or dispersed on a functional or geographical basis;

7. **'controller'** means the natural or legal person (public authority, agency, university or other body through it's assigned representative) which, alone or jointly with others, determines the purposes and means of the processing of personal data; where the purposes and means of such processing are determined by Union or Member State law, the controller or the specific criteria for its nomination may be provided by Union or Member State law;

8. **'processor'** means a natural or legal person (assigned as a representative of public authority, agency or other body) who is in charge of processing personal data on behalf of the controller;

9. **'recipient'** means a natural or legal person, public authority, agency or another body, to which the personal data are disclosed, whether a third party or not. However, public authorities which may receive personal data in the framework of a particular inquiry in accordance with Union or Member State law shall not be regarded as recipients; the processing of those data by those public authorities shall be in compliance with the applicable data protection rules according to the purposes of the processing;

10. **'third party'** means a natural or legal person, public authority, agency or body other than the data subject, controller, processor and persons who, under the direct authority of the controller or processor, are authorised to process personal data;

11. **'consent'** of the data subject means any freely given, specific, informed and unambiguous indication of the data subject's wishes by which he or she, by a statement or by a clear affirmative action, signifies agreement to the processing of personal data relating to him or her;

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12. **'personal data breach'** means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data transmitted, stored or otherwise processed;

13. **'genetic data'** means personal data relating to the inherited or acquired genetic characteristics of a natural person which give unique information about the physiology or the health of that natural person and which result, in particular, from an analysis of a biological sample from the natural person in question;

14. **'biometric data'** means personal data resulting from specific technical processing relating to the physical, physiological or behavioural characteristics of a natural person, which allow or confirm the unique identification of that natural person, such as facial images or dactyloscopic data;

15. **'data concerning health**' means personal data related to the physical or mental health of a natural person, including the provision of health care services, which reveal information about his or her health status;

16. **'supervisory authority'** means an independent public authority which is established by a Member State pursuant to Article 51 of GDPR;

17. **'supervisory authority concerned'** means a supervisory authority which is concerned by the processing of personal data because:

    a) the controller or processor is established on the territory of the Member State of that supervisory authority;

    b) data subjects residing in the Member State of that supervisory authority are substantially affected or likely to be substantially affected by the processing; or

    c) a complaint has been lodged with that supervisory authority;

18. **'cross-border processing'** means either:

    a) processing of personal data which takes place in the context of the activities of establishments in more than one Member State of a controller or processor in the Union where the controller or processor is established in more than one Member State; or

    b) processing of personal data which takes place in the context of the activities of a single establishment of a controller or processor in the Union but which substantially affects or is likely to substantially affect data subjects in more than one Member State;

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SoCaTel ensures privacy and data protection of all individuals involved in or connected to the platform including service recipients and service providers. SoCaTel partners, clients and participants maintain confidentiality by all means regarding any personal data or data of any sensitivity.

1.2. Explicit consent

Personal data are processed with the explicit (written or electronically registered) consent of the data owners, limited by the purpose and by the timeframe determined by the data owners or by their legal representatives. Sensitive data can only be handled or processed under the legal provisions applicable in the country of the service recipient.

Personal data shall be collected only and exclusively based on the consent of the data subject.

The data subject's consent shall mean any freely given specific and informed indication of his or her wishes by which the data subject signifies his or her agreement to personal data relating to him or her being processed.

Consent should be given by a clear affirmative act establishing a freely given, specific, informed and unambiguous indication of the data subject's agreement to the processing of personal data relating to him or her, such as by a written statement, including by electronic means, or an oral statement.

According to GDPR recital (32), giving consent could include ticking a box when visiting an internet website, choosing technical settings for information society services or another statement or conduct which clearly indicates in this context the data subject's acceptance of the proposed processing of his or her personal data. Silence, pre-ticked boxes or inactivity should not therefore constitute consent. Consent should cover all processing activities carried out for the same purpose or purposes. When the processing has multiple purposes, consent should be given for all of them. If the data subject's consent is to be given following a request by electronic means, the request must be clear, concise and not unnecessarily disruptive to the use of the service for which it is provided.

The client or the data owner may fully or partially withdraw consent for processing personal data or may execute the right of rectification of personal data at any time. In such cases SoCaTel platform ensures the possibilities of full or partial deletion or rectification of the affected personal data.

1.3. Partial consent

Clients are allowed to limit their consent to certain activities of the SoCaTel platform. In such cases SoCaTel platform or limits its activities in connection with the affected personal data to the intended purpose.

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1.4. Consent of individuals under guardianship

If the client or data owner (data subject) is under legal guardianship – based on the decision of the appropriate authority of the Member State of the residence of the data subject – consent of data processing shall be given by the acting guardian (legal representative). Acting guardian might be a natural person or legal entity. Declaration of consent by a family member shall only be accepted by the data controller if such declaration is acknowledged by the law of the Member State. Declaration of consent for data processing given by other person as the data subject himself shall be examined and acknowledged by the local data controller.

1.5. Traceability

SoCaTel manages its activities in a fully traceable and accountable format so that decisions and background information of decisions are archived for any further research or inquiry justified by legally founded purpose.

1.6. Transferring personal data across borders

SoCaTel platform or partners do not transfer any personal data abroad unless explicitly agreed by the data owner. De-personalized data gathered throughout the operations of SoCaTel platform shall remain in the country of the data owner unless explicitly agreed by the data owner to conduct differently.

As a primary principle, cross-border data processing is carried out in a de-personalized form (statistical data) ensuring that the given data cannot be transformed to personal data.

If personal data crosses country borders due to the operations of SoCaTel platform, such data is protected by encryption. Encryption function is available/installed in or related to SoCaTel platform.

SoCaTel platform applies measures to transfer individual data records into statistical data by applying EUROSTAT provisions on creating and processing statistical data. SoCaTel platform uses statistical data for scientific purposes, for the betterment of their services and for the individual well-being of service recipients.

1.7. Control rights of data subjects

Each data subject has the right to withdraw his consent at any time of the SoCaTel project. SoCaTel enables deletion of all personal data of data subjects who have withdrawn their consent for any reason. SoCaTel declares that family

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members without legally acknowledged right of guardianship – including heirs – have no right to withdraw data subject's consent. Deletion of personal information does not affect statistical data generated from personal data prior to the withdrawal of consent.

1.8. Guarantees of freely given consent for data processing

The Ethics Committee supports the dignity of old adults involved in SoCaTel project. Therefore – in order to ensure that consent is freely given – consent for personal data processing should not provide a valid legal ground in any case where there is a clear imbalance between the data subject and the controller. Consent is presumed not to be freely given if it does not allow separate consent to be given to different personal data processing operations despite it being appropriate in the individual case, or if the performance of a contract, including the provision of a service, is dependent on the consent despite such consent not being necessary for such performance. Processing should be lawful where it is necessary in the context of a contract or the intention to enter into a contract.

1.9. The role of data controllers in SoCaTel

In order to be in line with GDPR, SoCaTel partner appoint local data controllers who would be responsible for fulfilling privacy and data protection laws and regulations locally.

The general data controller shall be appointed for the entire SoCaTel project who having oversight on data transferring, electronic data protection and cryptography protocols used by SoCaTel co-creation platform(s).

Where processing is based on the data subject's consent, the local data controller shall be able to demonstrate that the data subject has given consent to the processing operation. In particular, in the context of a written declaration on another matter, safeguards should ensure that the data subject is aware of the fact that and the extent to which consent is given. In accordance with Council Directive 93/13/EEC[1] a declaration of consent pre-formulated by the local data controller shall be provided in an intelligible and easily accessible form, using clear and plain language and it shall not contain unfair terms. For consent to be informed, the data subject should be aware at least of the identity of the controller and the purposes of the processing for which the personal data are intended. Consent should not be regarded as freely given if the data subject has no genuine or free choice or is unable to refuse or withdraw consent without detriment.

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[1] http://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32016R0679&from=EN#ntr10-L_2016119EN.01000101-E0010

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2. Practical information

2.1. Data controller

Rovira i Virgili University (URV), as a coordinator of the SoCaTel project, is the Data Controller of personal data collected from you during and after the project lifecycle. This means that URV is committed to protecting your personal data regulating the storage, use and safekeeping of your information. The processing and storing of personal data will be made in accordance with the regulations of GDPR.

Representative of the Data Controller:

Rector of Rovira and Virgili University
Email: grectora@urv.cat
Tel: +34 977 558358

If you–have any further question regarding privacy matters, please contact support@socatel.eu

2.2. Rights with Respect of Your Personal Data

The legal basis of processing your personal data is the General Data Protection Regulation (GDPR) of the European Union. According to the GDPR, all people have rights with respect of their personal information collected by the SoCaTel platform. SoCaTel platform complies fully with GDPR in this respect, except as limited by applicable law. The rights under GDPR include:

- **Right of Access.** You have the right to access your personal information, and to obtain information about the sharing, storage, security and processing of your personal information.

- **Right to Correction.** You have the right to request correction of your personal information. We do not assume responsibility for verifying the ongoing accuracy of the content of personal information you provided.

- **Right to Erasure.** You have the right to ask for erasing your personal information ("Right to be forgotten"), with exception certain limitations to it under applicable law. However, if applicable law requires the Data Controller to comply with your request to delete your information, fulfilment of your request may prevent you from using SoCaTel platform services and may result in closing your account.

- **Right to Complain.** You have the right to make a complaint regarding our handling of your personal data with the appropriate supervisory authority.

- **Right to Restrict Processing.** You have the right to request the temporary or permanent cease of processing some parts or all of your personal data.

- **Right to Object.** In certain situations, you have the right to object to processing of your personal information.

- **Right to Portability.** You have the right to receive the personal information you provided to SoCaTel project, and to transmit those data to another controller.

- **Right to not be subject to Automated Decision-Making.** You have the right to object and prevent any decision that could have a legal, or similarly significant, effect on you from being solely based on automated processes. This right is limited, however, in the case the decision-making is necessary for the performance of contracts between you and SoCaTel project, when it is allowed by applicable European law, or it is based on your explicit consent.

2.3. The Purpose of Collecting Personal Data

Personal data collection takes place in the following situations:

1) The main data collection happens when you, as a user, register in the SoCaTel platform, which is required for the full use of the platform services.

2) The second type of personal data collection happens in the event of the optional social media association with your user account. If you, as a user, choose to connect your platform account with your personal social media accounts, some personal data will be collected. The social media connection is an optional step central for improving the services, as it will be a feedback channel for the platform.

Both situations require your agreement and permission to share your personal information with SoCaTel.

Your Personal Data is collected for the sole purpose of scientific research that is created to improve old adult care services.

2.4. Types of Personal Data Collected

SoCaTel platform data collection is limited to the following types of personal data.

Platform Registration (only for adults):

- ✓ Valid Email

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- ✓ Name
- ✓ Surname
- ✓ Location
- ✓ Date of birth (only adults)
- ✓ Profession (optional)

Facebook Account Association with Platform User Account (optional):

Facebook profile details:

1. Name
2. Surname
3. Location
4. Email
5. Date of birth (only adults)
6. Profile Picture

Access to Facebook Posts - References on the SoCaTel platform will be collected:

- "Reactions" and "likes" on the SoCaTel Facebook Posts and the SoCaTel Facebook Page stemming from the user's Facebook account
- "Comments" on the SoCaTel Facebook Posts and the SoCaTel Facebook Page stemming from the user's Facebook account
- References to SoCaTel related webpages stemming from the user's Facebook Posts

Twitter Account Association with Platform User Account (optional):
Twitter User profile details:

- Name
- Surname
- Location
- Email
- Date of birth (only adults)
- Profile Picture

Twitter Comments of the service:
Twitter retweets of the service:
LinkedIn Account Association with Platform User Account (optional):
LinkedIn User profile details:

- Name
- Surname
- Location

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- Email
- Date of birth (only adults)
- Profile Picture

SoCaTel platform uses anonymised and aggregated information for purposes such as testing IT systems, research, data analysis, creating marketing and promotion models, improving the SoCaTel service and developing new features and functionality within.

2.5. **Use of Data**

All data given by you, during the registration phase will be used strictly as described at the point of collection.

Personal Data Sharing

- Your account public information is only visible to other logged users.
- Your private information is only used by platform subsystems for automated processing.
- Any information used or shared outside the platform is anonymised and aggregated as part of statistical data.

The following table describes categories of recipients of the anonymised personal data collected or generated from the use of the SoCaTel platform, along with the reason for sharing that information. Anonymisation is done in a way to ensure that connecting data with the personality of the data owner becomes impossible.

Categories of recipients	Reason for sharing
Third Party Applications you connect to your SoCaTel platform account	When you connect your SoCaTel platform account to a third-party application, such as Facebook, Twitter, LinkedIn; SoCaTel may consume part of your 'Service' Usage Data. 'Service' is defined as the third-party application. The SoCaTel platform will not post or share any of your information or activities on these third-party applications without your explicit permission.
Other SoCaTel platform members	As part of the social interaction of the platform, other members of the platform can view the public information on your profile (Interests, skills), if you wish so. The private information on your profile (contact details, second language, if retired previous occupation area) will not be visible and cannot be seen by other platform members.
Academic researchers	Statistical data generated from your on-platform activities may be shared with the academic world for academic study and statistical analysis, always in a pseudonym format. You will not be identified and cannot be directly or indirectly associated with any of the shared data. Data protection is not limited to pseudonymisation.
Law Enforcement and Data Protection Authorities	Your personal information will be shared, if necessary, in order to comply with legal obligation under applicable law, or as a reply to a valid legal process such as search warrant or court order. The Data Controller might also share your

	personal data if it is necessary for legitimate interest related to law enforcement, litigation, national security, criminal investigation, to prevent the death or imminent bodily harm of any person, when Data Controller deem that such interest is not overridden by your interests or fundamental rights and freedoms, as the protection of your personal data requires.

2.6. Security

Generally accepted standards of technology and operational security were implemented in order to protect personally recognizable data and information from loss, misuse, destruction or alteration. All data is encrypted via SSL/TLS. The backups of data are also encrypted. The only data that aren't encrypted are those on the live database (for performance reasons).

2.7. Time limitation

The personal data collected will only be retained as long as it is required for the purposes for which it was collected and the consent of the client (data owner) was given to. For example, Facebook reactions data will be kept for as long as the information is required for an analysis to be extracted.

2.8. Deleted data

When you cancel your SoCaTel platform account, the Data Controller will make sure that withal your personal data stored by the SoCaTel platform is permanently and irreversibly deleted.

3. Changes to SoCaTel policies

In case there will be changes in SoCaTel policies, the Data Controller will let you know with a notice as appropriate of the situation (either a notice within the platform or an email).

4. Cookies

The SoCaTel platform uses cookies.

4.1. What Are Cookies

As is common practice with almost all professional websites this site uses cookies, which are tiny files that are downloaded to your computer, to improve your experience. This page describes what information they gather, how we use it and why we sometimes need to store these cookies. We will also share how you can prevent these cookies from being stored however this may downgrade or 'break' certain elements of the site's functionality.

Project acronym: SoCaTel

WP6, D6.5 Pilot site review

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4.2. How We Use Cookies

We use cookies for a variety of reasons detailed below. It is recommended that you leave on all cookies if you are not sure whether you need them or not in case, they are used to support the service that you use.

4.3. Disabling Cookies

You can prevent the setting of cookies by adjusting the settings on your browser (see your browser Help for how to do this). Be aware that disabling cookies will affect the functionality of this and many other websites that you visit. Disabling cookies will usually result in also disabling certain functionality and features of this site. Therefore, it is recommended that you do not disable cookies.

4.4. The Cookies we use

SoCaTel platform uses two types of cookies:

- Account related cookies.

   If you create an account with us then we will use cookies for the management   of the sign-up process and general administration. These cookies will usually be deleted when you log out however in some cases, they may remain afterwards to remember your site preferences when logged out.

- Forms related cookies.

   When you submit data to through a form such as those found on contact pages or comment forms cookies may be set to remember your user details for future correspondence.

4.5. Third Party Cookies

In some special cases we also use cookies provided by trusted third parties. The following section details which third party cookies you might encounter through this site. Third party cookies do not collect or process personal data. Third party analytics are used to track and measure usage of this site so that we can continue to produce engaging content. These cookies may track things such as how long you spend on the site or pages you visit which helps us to understand how we can improve the site for you.