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

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EXECUTIVE SUMMARY

D6.1 presents the Communication Plan to Identify, Mobilise and Engage Stakeholders for the pilot activities of the SoCaTel projects. It has direct links to WP5 Co-creation Pilots and WP9 Dissemination and Communication. Furthermore, it also builds on and uses the work carried out on WP1 Co-creation framework, WP2 Ethical Framework and WP7 Impact Assessment. This document provides the pilot sites (Spain, Finland, Ireland and Hungary) with a common framework with which they can identify, mobilise and engage with the key stakeholders during the pilot activities such as the co-creation workshops and the hackathons (amongst others).

The main aim of the actions contained in this document is to:

- Help pilot coordinators to identify the most appropriate stakeholders following the Quadruple Helix model.
- Provide tools to help mobilise the pre-identified stakeholders to encourage active interest around and participation in the activities during the pilot execution phases.
- Facilitate engagement with stakeholders in a two-way exchange of information to help drive the development of the SoCaTel Platform.

It features the following elements:

- The overall engagement strategy for pilot activities including the engagement goals, target audiences key messages, main communication channels and the dedicated resources/budget.
- The Stakeholder Engagement Toolkit, a set of tools which can be used by the pilot coordinators to facilitate engagement activities and main communication channels.
- Details of the steps to be taken by each of the pilot sites to ensure effective stakeholder engagement including a timeframe of actions and the expected impact using Key Performance Indicators (KPIs).

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GLOSSARY

Abbreviation	Expression
SOCATEL	A multi-stakeholder co-creation platform for better access to Long-Term Care services
LTC	Long-term care (services)
EC	European Commission
CC	Creative Commons
Co-creation	A collaborative process between stakeholder groups, bringing in both empirical knowledge and professional expertise, to generate knowledge and develop meaningful digital public services that are tailored to the needs of both the aging population and providers of these services.
Co-creation pilot	A trial of the multi-module/multi-stakeholder platform, involving service users, government authorities, universities and the public and private sector, using on/offline co-creation techniques.
Co-creation manual	A guidebook for practitioners in local and regional government, as well as NGOs, who provide services to older citizens and who intend to collaborate with them to co-create solutions for improving their service delivery.
Co-creation platform	A digital platform where different stakeholders can co-design services using co-creation methodologies.
Co-creation Workshop	A workshop underpinned by co-creation methods as outlined in the co-creation manual.
Communication	Communication on projects is a strategically planned process that starts at the outset of the action and continues throughout its entire lifetime, aimed at promoting the action and its results. It requires strategic and targeted measures for communicating about (i) the action and (ii) its results to a multitude of audiences, including the media and the public and possibly engaging in a two-way exchange.
Dissemination	The public disclosure of the results by any appropriate means (other than resulting from protecting or exploiting

	the results), including by scientific publications in any medium.
Hackathons; SoCaTel	SoCaTel hackathons are sprint-like events in which people involved in software development (web developers, UI/UX designers, data analysts, etc) will meet to engage in collaborative computer programming, and compete in teams to design and develop the best prototype of the LTC service co-created and shortlisted within the platform. The winning team will be awarded a 3-month contract by SoCaTel to turn the prototype into a production-ready web application through co-design with end-users within the platform, which will be eventually published on the Ozwilllo app marketplace and piloted by the pilot site's end-users who co-created the innovative LTC service.
MOOC	Massive Open Online Courses
Pilot sites	The four project locations in Europe portraying diverse Welfare States (Finland, Ireland, Spain and Hungary) where the platform is to be tested and services will be developed.
Preliminary co-creation workshops	Co-creation pilot workshops carried out in M11-M12 by the four pilot-sites prior to the final co-creation pilots with the goal of testing the first mock-up of the platform, testing the co-creation methodology, unifying all pilot sites and working on the needs identified in the previous 'discussion group meetings' (Focus Groups).
Quadruple Helix	A Quadruple Helix is a model where government, industry, academia and civil participants work together to co-create the future and drive structural changes far beyond the scope of what any one organization or person could do alone. This model also encompasses user-oriented innovation models to take full advantage of ideas' cross-fertilisation leading to experimentation and prototyping in real world settings.
Stakeholders	People or organisations having an interest in the research project, or affect, or are affected by its outcomes.

1. INTRODUCTION

The effective engagement of stakeholders during any co-creation process is paramount to its success. The balanced participation of the appropriate stakeholders in each of the SoCaTel pilot activities will ensure high quality results and will help to drive the development of the platform. Stakeholders, within the context of this project refers to individuals and groups, both inside and outside the SoCaTel Project, who may influence the success of the project through participation, be impacted by the project or actively support the project.

This document refers to the communication plan of the SoCaTel project to identify, mobilise and engage these stakeholders. Its aims to provide the pilot sites (Spain, Finland, UK and Hungary) with a common framework with which they engage with the key stakeholders during the pilot activities such as the co-creation workshops and the hackathons.

This deliverable includes the following:

- The communication strategy for engagement.
 - Engagement goals
 - Target audiences
 - Key messages
 - Dedicated resources
- The Stakeholder Engagement Toolkit
- A timeframe for actions and engagement channels

Whilst D9.2 Communication and Dissemination Plan details the steps to reach out to society and demonstrate the impact and benefits of the project (communication) and to transfer knowledge & results of the project to encourage use and uptake (dissemination), the present deliverable will address the basis, strategy, and description of the communication actions focused on the engagement of stakeholders in the pilot sites.

2. PROJECT OVERVIEW

SoCaTel aims to improve the accessibility, responsiveness, efficiency, transparency and transferability of social and care services in an integrated long-term care (LTC) model to older adults, by bringing together different actors in a co-creation environment. It leverages existing technologies and resources, including open source developments such as that of Ozwillo, a linked data infrastructure and service publishing platform, to address current needs and gaps during service delivery and implementation.

The project comprises of 3 main stages (Figure 1):

- The design and creation of a digital co-creation platform based on the requirements provided by future users and using mainly open source bricks.
- Co-creation of public services within the realm of Long-Term Care services as a testing period of the co-creation platform.
- Service publishing and impact assessment



Figure 1. Stages of the SoCaTel project

3. LINKS WITH OTHER WORK PACKAGES AND DELIVERABLES

As has been previously mentioned, stakeholder engagement is a key issue in any co-creation project. Co-creation without stakeholders cannot take place. Therefore, a concrete plan detailing who is to be targeted, how and when is essential. This deliverable therefore has an indirect link to the entire project and the different work packages involved.

More specifically, this deliverable has a direct link with **WP5 Co-creation Pilots**, as this is the WP that focuses on the execution of the four co-creation pilots in Spain, Finland, Ireland and Hungary. D6.1 will feed into this WP by providing a structured plan for the pilot sites to identify, mobilise and engage with the stakeholders in their regions. It will provide the tools to carry out this engagement through the process of exploration, ideation, design and roll-out, helping to create newly developed services in the field of Long-Term Care (LTC). It will directly impact the deliverables for this WP including **D5.1 Co-Creation Workshops**, **D5.2 Co-Creation Concepts** and **D5.3 SoCaTel Hackathons and Selected Services**.

The engagement plan also has a direct link with **WP9 Dissemination and Communication**. Whilst WP9 focusses on raising the public awareness of the progress and achievements of the project, the communication actions covered within this deliverable focus on a two-way exchange with stakeholders. Whilst also raising awareness about the project, this current deliverable takes this one step further providing a detailed plan on how the pilot sites can identify and engage with stakeholders, outlining a roadmap of how this can be done. It should be seen as a complimentary document to **D9.2 Dissemination and Communication Plans**. Furthermore, some of the tools that have been included in the Stakeholder Engagement Toolkit (see Section 5) are developed as part of WP9 (e.g. **D9.4 SoCaTel MOOC** and **D9.7 SoCaTel videos**).

This plan also builds-on and uses the work carried out in **WP1 Co-Creation Framework** and **WP2 Ethical Framework**, as these work packages establish the structure of how pilot activities should be carried out and how to ensure that ethical issues are adhered to when whilst working with and engaging stakeholders in pilot activities. Specific links to **D1.3 Co-Creation Manual**, **D2.1 Periodic Ethical and Legal Briefs** and **D2.2 Data Privacy Protection Requirements**, can be made.

Finally, this deliverable also has links with **WP7 Impact Assessment** and particularly **D7.1 Impact Assessment Framework** which sets out the Key Performance Indicators (KPIs) for stakeholder engagement activities (see Section 7).

4. COMMUNICATION STRATEGY FOR STAKEHOLDER ENGAGEMENT

The aim of this section of the document is to define the strategy to be used to effectively identify, mobilise and engage stakeholders to help them contribute to making significant improvements to health and care organisations and the services that they deliver. It will provide the four co-creation pilot sites in Spain, Finland, Ireland and Hungary with a common methodology for stakeholder engagement whilst providing a certain amount of flexibility to adapt to specific local requirements (e.g. language). It will establish the:

- Engagement goals
- Target audiences
- Key messages
- Dedicated resources

The strategy will follow the quadruple helix model and will cover the pilot execution stages in the development of new services in the area of Long-term Care (LTC). Actions will strive to engage stakeholders in a two-way exchange that will provide important external insights during the co-creation process (exploration, ideation, design, roll-out, evaluation) facilitating the ongoing improvement of the SoCaTel platform and related Long-Term Care services.

4.1 Engagement goals

The main goal of the engagement strategy is to provide a structured framework for pilot sites to identify, mobilise and engage stakeholders in pilot activities, primarily the focus groups, preliminary co-creation workshops, co-creation workshops and hackathons.

The specific goals include:

- To help pilots to identify the stakeholders to engage for pilot activities following the quadruple helix model (society, private sector, research and academia, policy makers).
- To provide pilot sites with a framework and the resources to plan, organise and execute stakeholder engagement activities.
- To provide and highlight the potential tools and channels that can be used to reach out to stakeholders which can cover key questions such as:
 - What is SoCaTel?
 - What is co-creation?

- What can be expected when participating in the different pilot activities:
 - Co-creation workshops
 - Hackathons
- What are the benefits of participating in the co-creation activities?
- What are the benefits of the SoCaTel platform?
- To highlight the key messages that should be covered by these tools.
- To indicate an initial timeframe of actions to facilitate the stakeholder engagement process for the pilot sites.

4.2 Target audiences

An exhaustive stakeholder mapping exercise prior to the organisation of the pilot activities is essential to guaranteeing the effective engagement of key stakeholders involved who will play the role of co-creating the SOCATEL platform through the pilot.

As stated in the SOCATEL description of work, the co-creation process will follow the quadruple-helix approach, involving stakeholders from Research and Academia, Private Sector, Policy Makers and Society.

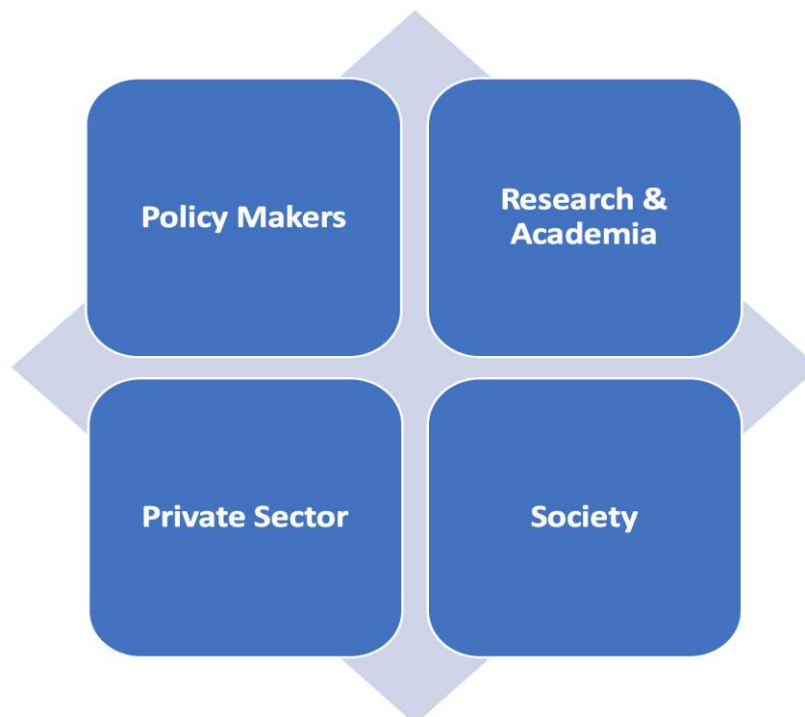


Figure 2. The Quadruple Helix

By doing this, service users, public service professionals, academics, researchers and innovators will collaborate throughout the pilot process from testing to further development, and onto implementation and market launch, facilitating the co-creation of innovative services to address the emerging needs and opportunities through a bottom-up approach.

Understanding the stakeholders involved

Stakeholders are individuals and groups, both inside and outside the SoCaTel Project, who may:

- a) Influence the success of the project through participation
- b) Be impacted by the project
- c) Actively support the project

In order to better guide pilot coordinators, a preliminary overview of the different types of stakeholders in each category of the quadruple helix can be seen below.

Table 1. Stakeholders to be targeted

	Example of stakeholders
Society	<ul style="list-style-type: none"> • Organisations representing the wider interests of those using our services (NGOs, charity organisations amongst others) • Voluntary and community groups • Family carers, relatives and friends • Other Informal carers • Health care professionals (care workers, social workers, nurses, primary care doctors, geriatricians, physiotherapists amongst others) • Service users and care recipients • First aid charity Red Cross • National professional organisations/associations
Private Sector	<ul style="list-style-type: none"> • Insurance companies • Pharmaceutical companies • Medical device and equipment companies • Ambulance service • Granting agencies • Long Term Care facilities (Nursing Homes, Day care providers, wards amongst others) • Private Hospitals • Alternative Medicine Providers

	<ul style="list-style-type: none"> • Clinical commissioning groups • Home care providers • Health care administrators
Research and Academia	<ul style="list-style-type: none"> • Academics • Universities • Research Centres • Social work and health care students • Software developers • Engineer students
Policy makers	<ul style="list-style-type: none"> • Boards of medicine, nursing, pharmacy & dentistry • Interested or impacted government departments • Public health departments • Politicians • Local Authority Health and Social Care services • Law enforcement • Lobbies • Civil servants • Public Service Commissioners • Social services departments at the local/regional/state level • Older adults' institutes (local/regional/state) • Long Term Care facilities (Nursing Homes, Day care providers, wards amongst others)

Note: This table does not represent an exhaustive list. It aims to provide detailed examples for the pilot sites. However, the reality at local levels may differ between countries.

4.3 Key messages

In order to facilitate the stakeholder engagement process, a number of key messages have been identified that need to be transmitted through the different communication tools and channels.

These key messages should help to engage the different types of stakeholders during the pilot phases. They should respond to the main questions that stakeholders may have when contacted by the pilot sites:

Table 2. Key Messages

Examples of general messages	
About the SoCaTel project	<p>The SOCATEL platform will cater to the needs of the growing ageing populations in Europe by improving the accessibility, responsiveness, efficiency, transparency and transferability of social and care services.</p> <p>The project will develop a useful, transparent and easy-to-use platform in which service users, care professionals, researchers and innovators will collaborate throughout the process.</p> <p>SoCaTel will identify the needs of these groups and they will jointly create the integrated tool that will offer care services and will be accessible for people with care needs and/or at risk of social exclusion.</p>
The importance of co-creation	<p>Co-creation is a collaborative process between different groups (e.g. service users, care professionals, researchers and innovators), bringing together both empirical knowledge and professional expertise, to develop meaningful digital public services that are tailored to the needs of both the ageing population and providers of these services.</p>
The benefits of the SoCaTel platform	<p>The creation of an inclusive tool in order to make accessing and using LTC services easier for older adults and care professionals.</p> <p>An improvement on the efficiency, transparency and responsiveness of the social services.</p> <p>A solution to the lack of coordination between hospitals, social services and LTC professionals that has a direct impact on the end users of this services.</p>
The benefits of participating in co-creation activities	<p>By participating in the co-creation activities, you can express your concerns, problems or ideas, have your say and make a difference to the quality of long-term care in your area or region.</p>
Examples of stakeholder-specific messages	

Society	<p>SoCaTel provides an opportunity to make a difference to the quality of long-term care in your area/region.</p> <p>Don't miss out on the chance to help design and create long-term care services that respond to real needs.</p> <p>Do you face problems in accessing Long-term care services in your area? Now is the chance to express your concerns and problems and help to find a suitable solution!</p>
Private sector	<p>Do you have an idea for a new improved service for long-term care? Don't miss out on the chance to work with other like-minded organisations and access a large user community and potential business opportunities.</p> <p>Help to identify real user needs regarding long-term care services and jointly develop digital solutions to meet these needs.</p>
Researchers	<p>Are you carrying out research on any digital solutions for long-term care research that you would like to test in the market? Gain access to a large network of stakeholders including representatives from industry, public sector and end users.</p>
Policy makers	<p>SoCaTel will provide an opportunity to improve the efficiency, transparency and responsiveness of social care services in your area of region leading to cost reductions and better public services for older adults.</p> <p>SoCaTel will help to develop digital public services that are tailored to the needs of the ageing population and the providers of these services.</p> <p>SoCaTel is a tool that will offer care services to people with care needs and at risk of social exclusion.</p>

Given the heterogeneous nature of the different target audiences and the potential wide range of different actors within one specific group, key messages may be adapted within a group according to the different engagement objectives of the stakeholder. The stakeholder engagement objectives can be separated into the following groups:

- **INFORM:** stakeholders who do not require specific engagement activities but should be kept informed of project activities. Whilst these would be usually considered as being more related to dissemination activities, it is important to consider these stakeholders here as their relevance may

change and they may require a follow-up during the exploitation phase and also in the platform roll-out phase.

- **CONSULT:** stakeholders who will be asked to provide their opinion on the SOCATEL platform or the ideas behind it.
- **COLLABORATE:** stakeholders with whom pilot coordinators may wish to establish a collaboration with, for example with support in the roll-out of the platform during the exploitation phase.
- **CO-CREATE:** stakeholders who will be actively involved during the co-creation process.

As the level of engagement increases, the messages become clearer and more direct, highlighting the benefits of collaboration/co-creation and stressing the potential future outcomes.

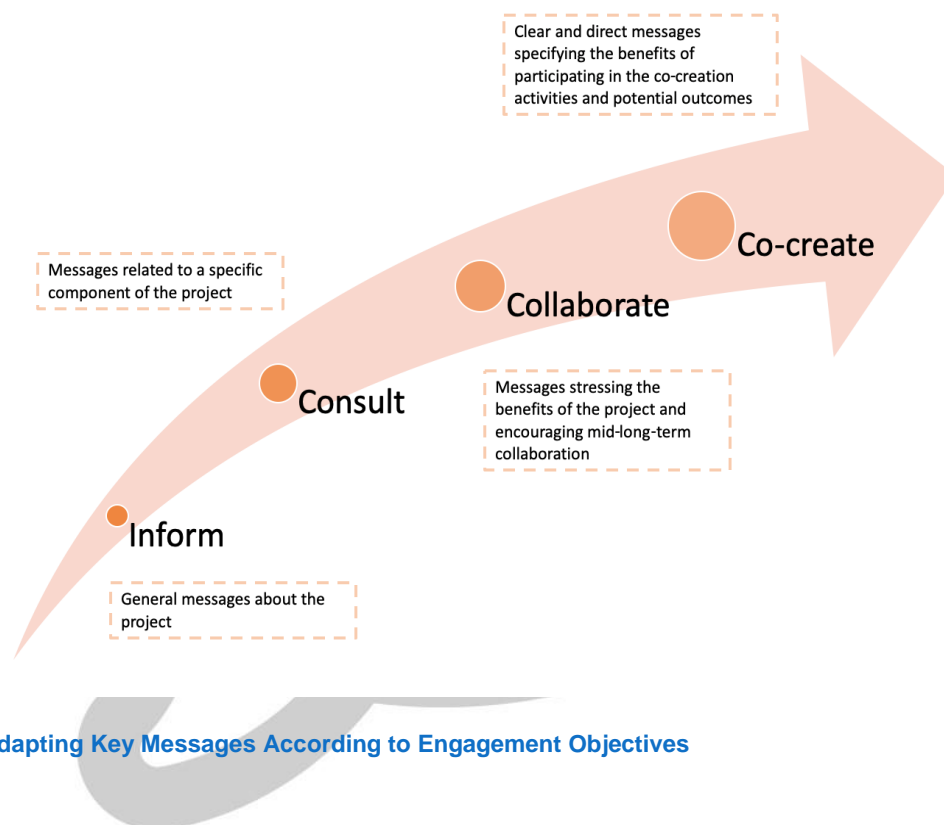


Figure 3. Adapting Key Messages According to Engagement Objectives

4.4 Dedicated resources

The dedicated resources for preparing and implementing the plan have been detailed in Table 3 below. The main resources for this task and the subsequent tasks in WP6 (Task 6.2: Change management support in Pilot execution and Task 6.3: Learnt lessons, evaluation and preparation for replication) belong to BLAU who are the leaders of this WP. They are accompanied by Funka, leaders of this deliverable. Each of the pilot sites also has a number of PMs available for this WP (GFC (Hungary), HSE (Ireland), Tampere (Finland) and Vilanova (Spain)).

Table 3. Dedicated Resources for WP6 Change Management

Partner Number and short name	WP6 Effort in PM
1 - URV	3.00
3 - UTA	2.00
4 - GFC	4.00
5 - TCD	2.00
6 - BLAU	22.5
8 - VILANOVA	1.00
9 - TAMPERE	1.00
10 - HSE	1.00
14 - Funka	2.5
Total	39

In addition to the resources available for this WP and the strong links that exists between this Deliverable and WP5 Co-Creation Pilots, the pilot sites may also be able to use a limited number of resources from WP5 particularly for the stakeholder engagement tasks.

5. ENGAGEMENT TOOLS

5.1 Stakeholder Engagement Toolkit

In order to facilitate the work of the pilot coordinators to effectively communicate and engage stakeholders in the pilot activities, a Stakeholder Engagement Toolkit has been envisaged. This toolkit will provide the pilot coordinators and their teams with resources that can be used throughout the different stages of the engagement process and for each type of stakeholder. It is important to highlight that this Toolkit is a living set of tools that may be expanded during the pilot activities according to the partner and stakeholder needs. The objective of the Toolkit is twofold:

1. To provide pilot sites with a common framework and tools to organise the stakeholder engagement process – **Partner focus**.
2. To provide pilot sites with the tools that can transmit the key messages mentioned in Section 4.3 to the stakeholders – **Stakeholder focus**.

Figure 4 shows an overview of the Stakeholder Engagement Toolkit.

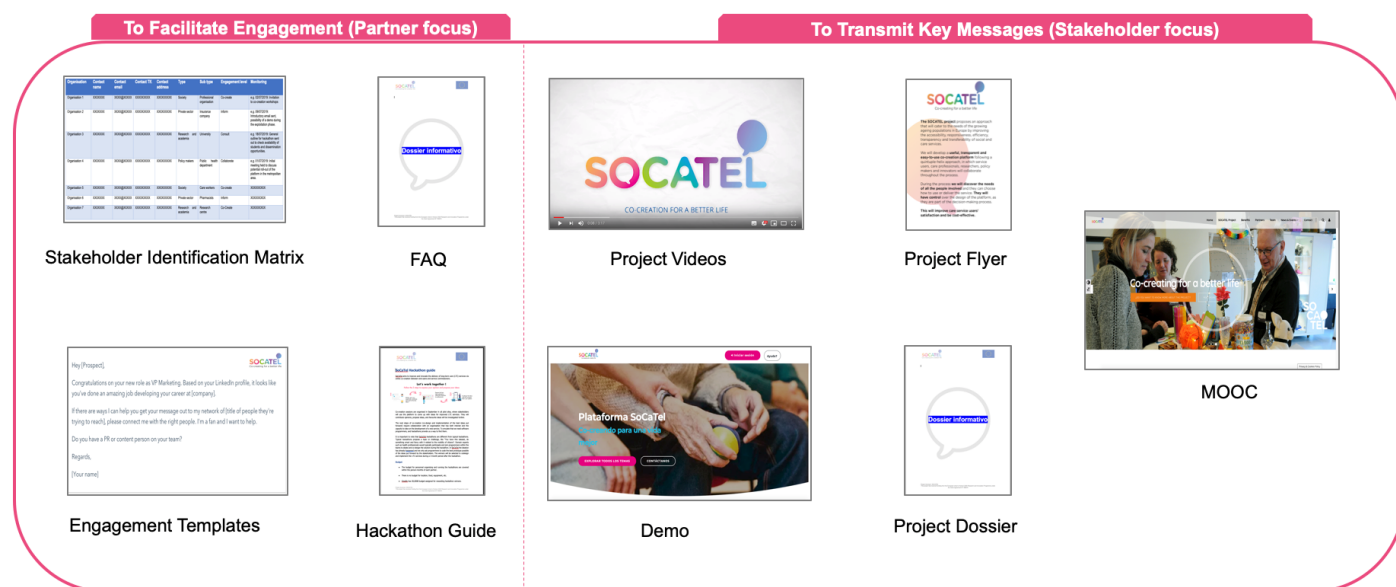


Figure 4. The Stakeholder Engagement Toolkit

5.1.1 The Stakeholder Identification Matrix

In order to facilitate and guide the stakeholder identification process, the stakeholder identification matrix has been developed. This tool will provide pilot coordinators with a structured approach to stakeholder identification, ensuring that all of the main actors from the quadruple-helix are included in a balanced way and encouraging them to analyse and take into account what is required from each stakeholder over time.

The matrix consists of a spreadsheet that collects the important detail needed to gain an overview of the different stakeholders in the pilot areas regions. An example of this tool can be seen below whilst the full version is detailed in Appendix I.

Organisation	Contact name	Contact email	Contact Tlf.	Contact address	Type	Sub type	Engagement level	Monitoring
Organisation 1	XXXXXX	XXXX@XXXX	XXXXXXXX	XXXXXXXX	Society	Professional organisation	Co-create	e.g. 02/07/2019: Invitation to co-creation workshops
Organisation 2	XXXXXX	XXXX@XXXX	XXXXXXXX	XXXXXXXX	Private sector	Insurance company	Inform	e.g. 09/07/2019: Introductory email sent, possibility of a demo during the exploitation phase.
Organisation 3	XXXXXX	XXXX@XXXX	XXXXXXXX	XXXXXXXX	Research and academia	University	Consult	e.g. 18/07/2019: General outline for hackathon sent out to check availability of students and dissemination opportunities.
Organisation 4	XXXXXX	XXXX@XXXX	XXXXXXXX	XXXXXXXX	Policy makers	Public health department	Collaborate	e.g. 01/07/2019: Initial meeting held to discuss potential roll-out of the platform in the metropolitan area.
Organisation 5	XXXXXX	XXXX@XXXX	XXXXXXXX	XXXXXXXX	Society	Care workers	Co-create	XXXXXXXXXX
Organisation 6	XXXXXX	XXXX@XXXX	XXXXXXXX	XXXXXXXX	Private sector	Pharmacists	Inform	XXXXXXXXXX
Organisation 7	XXXXXX	XXXX@XXXX	XXXXXXXX	XXXXXXXX	Research and academia	Research centre	Co-Create	XXXXXXXXXX

Figure 5. The Stakeholder Identification Matrix

5.1.2 Engagement Templates

In order to provide pilot coordinators with a common approach to reaching out and contacting stakeholders, some templates have been developed that can be adapted to local pilot sites requirements and languages. Templates have been developed for both initial outreach contact as well as follow-up and continuous engagement with stakeholders. Examples of the templates available include:

- Invites to co-creation sessions
- Invites to workshops

- SoCaTel Focus Group Feedback

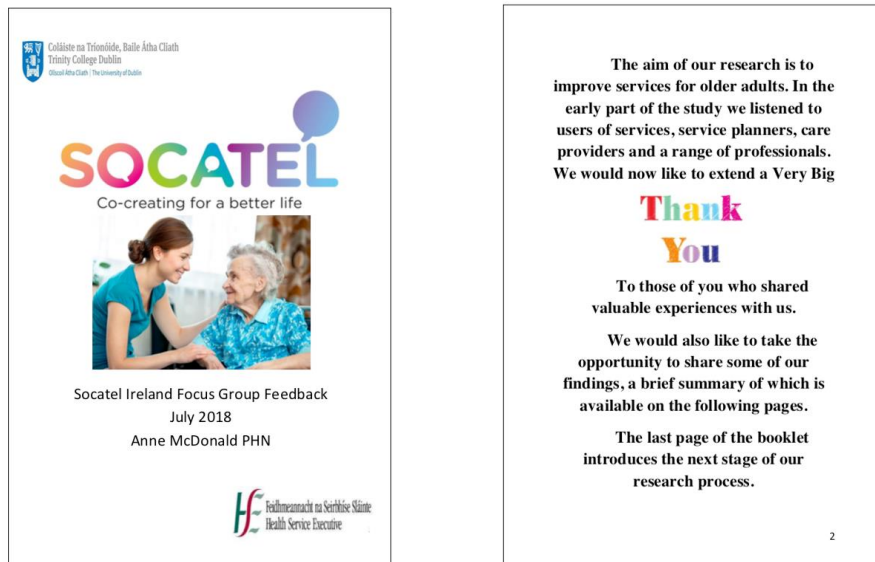


Figure 6. Engagement Templates

5.1.3 Hackathon Guide

The SoCaTel Hackathon Guide aims to provide pilot coordinators with the fundamental issues that should be taken into account when organising the hackathons. The hackathons build on the co-creation sessions that will be organised in September in all pilot sites to use the SoCaTel platform to come up with ideas for improved LTC services. The hackathons will take the best ideas from these sessions one step further to co-design and implement these services.



Figure 7. The Co-Creation Process

The guide provides SoCaTel pilot coordinators with advice on the following elements related to the organisation of the Hackathons:

- Duration and budget
- Proposed agenda and registration process
- Rewards
- Participants and staffing
- Accreditations and location

The Hackathon Guide finally provides pilot coordinators with a checklist which they should follow in the preparation for the hackathons in their territories. The SoCaTel Project Dossier can be found in Appendix II.

5.1.4 Frequently Asked Questions (FAQ)

The Frequently Asked Questions (FAQ) document collects together the key questions that have been asked by stakeholders and fellow project partners about the co-creation process and the related project activities. It is an extremely useful tool to provide stakeholders with a one-stop-shop for answers to their questions about the process they are/will be participating in. It is also a useful tool for pilot coordinators, as it provides them with answers to the key questions that have been asked in all of the 4 pilots sites, allowing them to respond quickly to any stakeholder questions or doubts. This is a living document that will be updated on a periodic basis throughout the pilot activities and distributed amongst partners.

An initial version of the Frequently Asked Questions (FAQ) document can be found in Appendix III.

5.1.5 Project Videos

The project videos are an effective tool to provide stakeholders with an overview of the SoCaTel project in a very visual manner. The videos were designed to be short, to the point and to provide explanations from the project partners themselves as to what they aim to achieve through the co-design of the SoCaTel platform and the benefits of the co-creation process. The videos are featured on the SoCaTel project website and are very useful for pilot coordinators wishing to give potential stakeholder an initial understanding of what the project is about and how they could be involved. The key elements covered by the project videos include:

- What is SoCaTel?

- The SoCaTel platform
- An insight into the co-creation process
- An overview of the SoCaTel pilots.
- Coverage of specific co-creation sessions at different pilot sites.



Figure 8. The SoCaTel Project Video

The video can be found on the following URL:
<https://www.youtube.com/watch?v=KIG3dD62biM&t=8s>



Figure 9. Video on the Preliminary Co-creation Workshop in Spain

The video can be found on the following URL:
<https://www.youtube.com/watch?v=jollTyeGGoA>

5.1.6 DEMO

The SoCaTel demo features a mock-up of the SoCaTel platform that can be used for early stakeholder engagement to show what the platform will look like and how it functions. It gives stakeholders an idea of what to expect from the platform once it has been fully developed and also plays a key role during the co-creation process, allowing stakeholders to comment on existing features with a view to ongoing improvements.

5.1.7 Flyer

The project flyer can be used by pilot sites to generate awareness about the project and provide an initial overview of what the project is about. The flyer contains an explanation about the problems facing older adults in accessing long-term care in Europe and a brief introduction to the SoCaTel Co-Creation Platform. Finally, the flyer provides information on where people can find additional information about the project through the website and social media channels.



Figure 10. The SoCaTel Flyer

5.1.8 Project Dossier

The SoCaTel Project Dossier provides stakeholders with bitesize information about the project and the related activities. It has been written in such a way that it is easy to read and the information on different activities is easy to find. The dossier covers the following project-related aspects:

- An overview of SoCaTel.
- The general and specific objectives.
- The framework of the project and partners.
- The methodology.
- Stakeholder selection.
- Cocreation activities: workshops, hackathons, feedback workshop.
- Added value of the co-creation activities and stakeholder participation.
- Additional information.

The SoCaTel Project Dossier can be found in Appendix IV.

5.1.9 MOOC

The SoCaTel Massive Open Online Course will form a key section of the Engagement Toolkit, particularly later on during the pilot development. The MOOC will help to educate the new generation of social workers about the co-creation practices and the benefits that they bring. It will also be a useful tool to help further promote the SoCaTel platform and encourage the students to participate in the co-creation process. The course will be shared via the European MOOC repository (<http://openededucationeuropa.eu/>). The first adopters will be the universities participating in the project: URV, FONTYS, UTA, GFC and TCD. These 5 higher education institutes will use the MOOC's content and teaching resources in undergraduate and graduate courses. The SoCaTel MOOC will be developed in Month 36 and made available to all pilot partners.

6. ENGAGEMENT ACTIONS AND CHANNELS

This section details the actions that should be taken by the pilot sites to begin the stakeholder engagement process. The actions detailed provide an overall structure for stakeholder engagement, some of the steps may have to be adapted according to local pilot sites needs and influencing factors.

Stakeholder engagement should be an ongoing process throughout the pilot phase. Each project activity (focus groups, preliminary co-creation workshops, co-creation workshops, hackathons etc.) should represent a chance to further extend the SoCaTel network of stakeholders. In Figure 11 the engagement actions proposed can be seen within a chronological timeframe of the project. Although the activities during the pilot phases may differ, the stakeholder engagement process should follow the same steps (1. Stakeholder Identification, 2. Stakeholder Outreach and 3. Ongoing Stakeholder Monitoring).

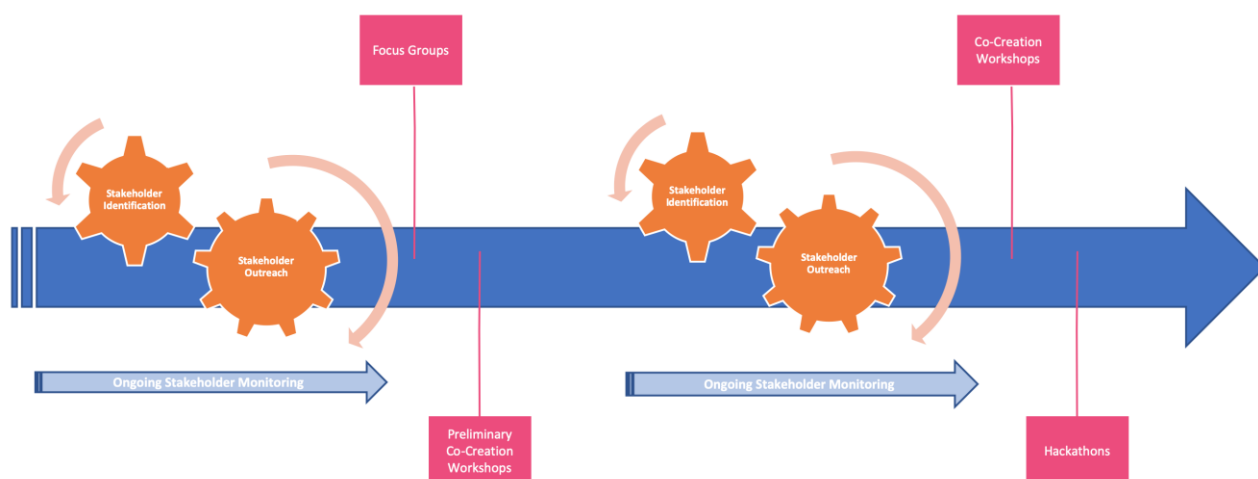


Figure 11. Engagement process chronological timeframe and actions

6.1 Step 1: Stakeholder Identification

The identification of stakeholders requires an initial and accurate search of different organisations and institutions in the sector of health and care. There are three distinct steps that need to be taken to ensure:

- the correct stakeholders are involved;
- they are involved in the correct way;

- that their involvement is monitored to adapt the approach to any changes that may occur.

In any co-creation process, the successful engagement of stakeholders is a crucial part to a project's success. The Stakeholder Identification Matrix (see appendix I) can be used by the pilot sites as a tool to guide them through this process. Below, the 2 main steps in stakeholder identification are shown.

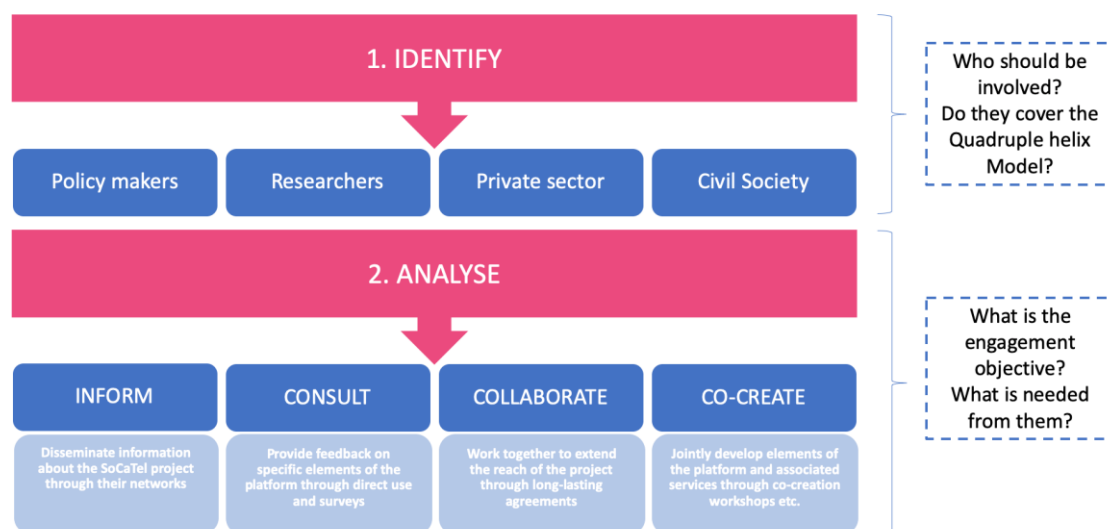


Figure 12. Two Stages of Stakeholder Identification

The two stages of use for the Stakeholder Identification include:

1. **Identify:** Firstly, pilots should list the different actors at a local / regional and national level under each of the categories of the quadruple helix. At this point in time, the degree of relevance of these stakeholders should not be taken into account. Building on and identifying previous contacts from Focus Groups (WP1) and preliminary Co-creation workshops (WP5) are a crucial source of stakeholders. These people already know SoCaTel and could be interested in being involved in future project activities.
2. **Analyse:** Once a comprehensive list has been developed. Pilot coordinators can begin to analyse the stakeholders in their list to assess the level of engagement required. The relevance of the stakeholders will vary; therefore, it is recommended to use the Engagement Objectives (Inform, Consult, Collaborate, Co-create) to better define how they will be engaged.

6.2 Step 2: Stakeholder Outreach

Once the stakeholders have been correctly identified and analysed during the previous phase, it is time to begin contacting and engaging with them to encourage participation and commitment for the different pilot activities, according to the engagement objectives established for each group. To carry out the stakeholder outreach, pilot sites may wish to use the Engagement templates or the Frequently Asked Questions (FAQ) Document (see Appendix III).

Below, is a proposed outreach strategy for each of the different types of stakeholders.

	Type of Stakeholder			
	Inform	Consult	Collaborate	Co-Create
Engagement objectives	Encourage stakeholders to disseminate information about the SoCaTel project through their networks.	Request feedback on specific elements of the SoCaTel platform through direct use and surveys.	Work together to extend the reach of the project through long-lasting agreements.	Jointly develop elements of the platform and associated services through co-creation workshops etc.
Engagement channels	<ul style="list-style-type: none"> • Social media • Email • Events 	<ul style="list-style-type: none"> • Social media • Email • Events 	<ul style="list-style-type: none"> • Face to face meetings • Email • Telephone conversations • Events 	<ul style="list-style-type: none"> • Face to face meetings • Email • Telephone conversations • Events
Stakeholder Engagement Toolkit	<ul style="list-style-type: none"> • Project video • Project flyer 	<ul style="list-style-type: none"> • Project video • Project flyer • Project demo • Project dossier 	<ul style="list-style-type: none"> • Project video • Project flyer • Project demo • Project dossier • MOOC 	<ul style="list-style-type: none"> • Project video • Project flyer • Project demo • Project dossier • MOOC
Expected results	Dissemination through stakeholder communication channels including social	Concrete feedback and insight on specific parts of the SoCaTel platform.	Long-term and strategic agreements and partnerships for to extend the outreach and	Active participation in the co-creation activities organised by the project: co-

	media, mailings, newsletters etc.		exploitation of the SoCaTel platform.	creation workshops etc.
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Whilst the methods of outreach will vary a great deal according to the type of stakeholder and the different local pilot factors, there are a series of good practices that should be taken into account when dealing with external stakeholders:

- **Clarity:** It is essential that the organisation knows why it is being contacted. Important issues to cover include:
 - The aim of contacting the organisation.
 - An overview of the SoCaTel project (objectives, expected results etc.).
 - How they can participate/support (upcoming activities).
 - What's in it for them?
- **Win-win strategy:** It is important to communicate that any form of engagement will be a win-win for all involved. Market opportunities, audiences reached, long-term-care services enhancements, changes opportunities, relevance and visibility are only a few examples of reasons to participate. All the elements should be adapted to each single case.
- **Engagement format:** As can be seen from the table, Face to face meetings, although more time consuming will get a higher engagement level. If possible, physical meetings with the key stakeholders should be the objective for each of the pilot sites. If this is not possible, then a virtual face-to-face meeting is better than an email or telephone.

6.3 Step 3: Stakeholder Monitoring

Finally, it is important that pilot coordinators keep track of the engagement activities that have taken place with each of the stakeholders. Information of when and where they have participated should be noted as this will provide vital information when organising future activities and, most importantly to not overburden stakeholders with information or tasks. Opportunities may arise through contact with certain stakeholders which means that their relevance increases or decreases during the pilot phase. Pilot coordinators should also monitor this. Once again, the Stakeholder Identification Matrix (see appendix I) can be used by the pilot sites as a tool to monitor stakeholder engagement.

7. EXPECTED IMPACT

In order to gauge the impact of the stakeholder engagement activities, a number of Key Performance Indicators (KPI) within the context of WP7 Impact Assessment. The KPIs can be seen in the Table below.

Criterion	Description	Indicator	Target	Measurement
Engagement of stakeholders	To register the participation in pilots in the four countries that are implementing them	Countries participating implementing pilots	4 countries are implementing pilots (Finland, Ireland, Hungary and Spain), plus 4 more countries are in the project, including all partners and the Advisory Board members	Registering the pilots and recording the participants in them
Overall satisfaction with co-creation satisfaction workshop	Co-creation implemented in a way that takes up participants' experiences, ideas into account	The overall satisfaction with the co-creation workshop concerning method and content	Users satisfaction 65% of participants rate their level of overall satisfaction with the workshop as satisfied or very satisfied	Data collected by questionnaire
Inclusive environment and community for co-creation workshop	Co-creation will be implemented in the ways that participants experience as meaningful and in which trust is increased amongst participants	The extent to which participants feel they contributed to the workshop discussion	65% of participants rate their level of overall satisfaction with their contribution at the workshop as satisfied or very satisfied	Data collected by questionnaire
		Participants' perception of the level of interaction among all workshop participants	65% of participants are satisfied with the level of interaction among workshop participants	Data collected by questionnaire
		Increase of the number of stakeholders (practitioners – health care professionals and social workers – and service users) in co-creation	The number of any kind of users-stakeholders (150-250)	Information obtained from the digital platform
		Number of new, created solutions	6 solutions is considered a success	By counting them

Improving and developing services for older people	Innovative solutions concerning participants' needs	Satisfaction with the quality of the co-created ideas that emerged during SoCaTel process	65% of participants are satisfied with the solutions, developed to them as a result of co-creation	Data collected by questionnaire
Co-creation promoter as of digitalization.	Users' have acquired good experiences on co-creation and platform which has effect on their attitude towards digitalization	Satisfaction of users with promotion of digitalization	65% are satisfied with the platform and would consider using it again in the future	Data collected by questionnaire
Attendance at co-creation pilot Workshop	Attendance at co-creation pilot Workshop	20 participants per pilot representing stakeholders from each section in the Quadruple Helix will attend the workshop.	90% Attendance at workshop at agreed venue 100% Stakeholder representation from the Quadruple Helix with a range of 20-30% representation from each of the 4 groups in the Helix 30% male attendance at workshop (to align with proportions generated from outcomes of SoCaTel focus groups)	By counting them
Engagement with Platform during co-creation pilots	Engagement with Platform during co-creation pilots	20 per pilot (100%) Participants co-create on the SoCaTel Platform	-100% successfully create a SoCaTel account -65% log in to the platform without assistance -65% contribute to a topic on the platform	By counting them
Qualitative description of platform use	Qualitative description of platform use	20 (100%) Participants record their individual experiences during the pilot exercise	65% of participants record their experience in the Diary 50 % complete the daily Diary every day for 10 days	By counting them
Co-creation topics	Number of co-creation topics from all pilot sites during the September pilot which progress to Hackathons	To propose and validate 3 (100%) co-creation topics from all pilot sites during the September pilot which progress to Hackathons	100% of topics co-created during the September pilot progress to the Hackathon in November.	By counting them

Stakeholder outreach	Outreach activities completed	8 (100%) Community Outreach activities over Years 2 and 3 to engage with at least 1.000 (100%) stakeholders	50% events completed in Year 2 50% events completed in Year 3	By registering the events completed
Stakeholder engagement	To measure the different stakeholders per pilot engaged at different levels	40 different stakeholders per pilot engaged at different levels (meetings, workshops, telephone conversation...)	100% of stakeholders engaged	By counting them
Users in using the SoCaTel platform and participating in co-creation processes.	To Involve users in using the SoCaTel platform and participating in co-creation processes.	Increase in the number of platform users with respect to the workshops' participants	20% increase in users each month from M27 to M28 10% increase in users each month from M29 to M30.	By platform analytical (new users)
Involving policymakers in the co-creation pilot workshops	The policymakers can help co-creating services and disseminating among municipal social services at the regional level and at the State level.	Percentage of policy makers in the workshops	10% of workshops participants are policymakers Number of services adopted by policy makers having been co-created in the SoCaTel platform	By registering the workshops attendants
Gender balance	Having gender balance taking into account that Health Care professions are female oriented and that most LTC users are women.	Engage both female and male in the co-creation workshops and in using the SoCaTel platform.	70% of female 30% of male	By registering the workshops attendants
Co-creation during hackathons	To co-create digital services during Hackathons and in the next 6 months after	Digital services developed during hackathons	4 digital services developed	By registering the services developed in the platform
Satisfaction on services deployed	End-users satisfaction about the digital services deployed	End-users satisfaction about the digital services created	User satisfaction level over 70%	Collected by a Survey

The Stakeholder Identification Matrix will be one of the key tools that pilot sites can use to monitor the KPIs to ensure that they are reaching the objectives set for the Project.

8. APPENDICES

Appendix I Stakeholder Identification Matrix

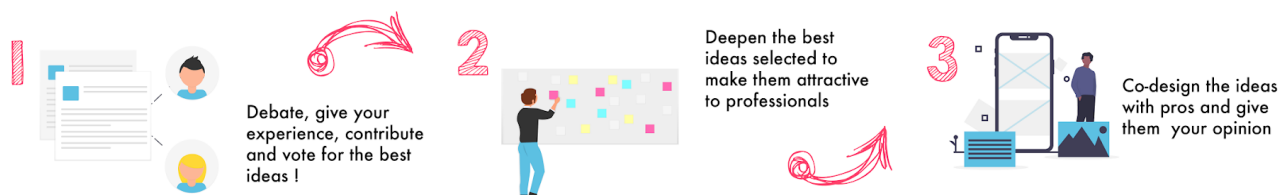
Organisation	Contact name	Contact email	Contact Tlf.	Contact address	Type	Sub type	Level of influence	Engagement level	Monitoring
Organisation 1	XXXXXXX	XXXX@XXXX	XXXXXXXXXX	XXXXXXXXXX	Society	Professional organisation	Local	Co-create	e.g. 02/07/2019: Invitation to co-creation workshops
Organisation 2	XXXXXXX	XXXX@XXXX	XXXXXXXXXX	XXXXXXXXXX	Private sector	Insurance company	Regional	Inform	e.g. 09/07/2019: Introductory email sent, possibility of a demo during the exploitation phase.
Organisation 3	XXXXXXX	XXXX@XXXX	XXXXXXXXXX	XXXXXXXXXX	Research and academia	University	National	Consult	e.g. 18/07/2019: General outline for hackathon sent out to check availability of students and dissemination opportunities.
Organisation 4	XXXXXXX	XXXX@XXXX	XXXXXXXXXX	XXXXXXXXXX	Policy makers	Public health department	International	Collaborate	e.g. 01/07/2019: Initial meeting held to discuss potential roll-out of the platform in the metropolitan area.

Appendix II SoCaTel Hackathon Guide

SoCaTel aims to improve and innovate the delivery of long-term care (LTC) services via online co-creation between end-users and service commissioners.

Let's work together !

Follow the 3 steps to express your opinion and propose your ideas



Co-creation sessions are organised in September in all pilot sites, where stakeholders will use the platform to come up with ideas for improved LTC services. They will contribute opinions, propose ideas, and favourite ideas will be investigated further.

The next steps of co-creation (co-design and implementation of the best ideas put forward) require collaboration with an organisation that has both interest and the capacity to take on the development of a new service. To emulate that we need software programmers, and hackathons provide us a way to find them.

It is important to note that SoCaTel hackathons are different from typical hackathons. Typical hackathons propose a topic or challenge, like "You have this dataset, do something smart and fancy with it related to the mobility of citizens". Domain experts such as health professionals would typically participate and join programmers within the teams to ideate and co-design the solution during the hackathon. In SoCaTel the ideation has already happened, and we only ask programmers to code the best prototype possible of the ideas put forward by the stakeholders. The winners will be selected to codesign and implement the LTC services during a 3-month period after the hackathon.

Budget

- The budget for personnel organising and running the hackathons are covered within the person-months of each partner.
- There is no budget for location, food, equipment, etc.

- Ozwillo has 30,000€ budget assigned for rewarding hackathon winners.

Each pilot site is free to look for sponsors to cover some of the location, food and equipment costs. If you look for sponsorship, be aware of:

- They cannot give an idea to be developed.
- They will not be part of the tribunal.
- They are only there to publish themselves among participants, mostly because they will want to hire people.

Date

The hackathons will run over 1.5 days, preferably from Friday afternoon to Saturday night.

No two hackathons should run the same week, for logistics purpose as some people cannot be at two places at the same time.

Schedule

A Hackathon must have a **welcome ceremony**, where:

- The SoCaTel project is presented (max 5min)
- Sponsors, if any, present themselves (max 5min each)
- Prize, guidelines and assessment are explained
- Schedule of the event is explained (start/end hours, meal, demo/pitch, closing ceremony)
- Each service idea put forward by the stakeholders is presented

The **closing ceremony will consist of:**

- Demo/pitch of prototypes by all teams to the grand jury (5-10min).
- Grand Jury gathers and gives prizes to winners (1st place, 2nd place and 3rd place).
- Give thanks again to everyone.

Rewards

Grand Jury

The SoCaTel Grand Jury will decide the winners of the hackathon. Sponsors **WILL NOT** contribute in that decision.

Prizes

@ Pilot sites

- Winner: 500€ + 6,500€ contract for 3-month development work
- 2nd place: 300€
- 3rd place: 200€

@ Fontys

- Winner: 1000€
- 2nd place: 300€
- 3rd place: 200€

Registration

Registration has to be handled via a form through a website, the fields are the following:

- ID number **if compulsory for security/legal reasons**
- Name and Surname/s
- E-mail address
- Profile (student, developer, designer...).
- Is it your first hackathon?
- How did you know about this event?
- Do you have a team for this hackathon? Yes/no
 - If yes, write their names (they will have to register too)
 - If not, don't worry, we can look a team for you if you want!
 - Yes, find me a group.
 - No, I want to work alone.
- Special needs or requirements (disabilities, allergies, vegetarian or vegan...)
- Linkedin / CV

Participants

- Web and mobile developers, UI/UX designers, computer students, and other software development related profiles.
- Social work students to answer possible questions about LTC from programmers via the SoCaTel platform.

Staffing

- 1 Master of Ceremony from the pilot site (native speaker and familiar with SoCaTel)
- 1 coordinator from Ozwillo to facilitate the running of the hackathon
- Pilot site staff to facilitate the logistics of the event (reception, accreditation, general support)
- A grand jury made of the MC, stakeholders (one older person, professional and carer) + one technical person

One single person could have different roles.

Accreditations

In some hackathons, the participants wear accreditation to know who is participating and to know to whom deliver the meals. Registration forms and badges will be used.

Location

The location has to be adequate for the hackathon. The requirements are the following:

- Comfortable seating
- Tables with electrical power plugs
- Fast and secure Wi-Fi (password will be provided in the event)
- A big enough room to gather all the participants to do the welcome and the closing
- Projector and microphone in the large room
- Accessible entrances whenever possible
- Clean, accessible and individual bathrooms

As the event is intended to last 1.5 days, it will be necessary to provide the corresponding meals (dinner, breakfast and lunch + snacks) depending on the schedule of the event. The meals must:

- Be in good condition.
- Warm if necessary.
- Specify the ingredients.
- Have vegetarian, vegan and hypoallergenic alternatives.

The meals usually are fast food: pizza, hot dogs, sandwiches... easy to order and buy large amount at low cost.

TO DO list (sorted by priority)

Decide a date for your hackathon
Find a location
Create a registration form
Create the programme
Look for sponsors if necessary
Communicate on the event: location, date, prize and registration link
Hire food providers or charge them to the sponsors
Create the schedule of the support people and members of SoCaTel to take turns during the hackathon, as it is impossible to be active from the start until the end
Decide the Grand Jury and book them in

Appendix III Frequently Asked Questions (FAQ)

This Frequently Asked Questions (FAQ) document together the key questions that have been asked by stakeholders and project partners about the co-creation process and the project related activities.

This document will be updated on a regular basis throughout the project lifecycle.

About the SoCaTel Platform

Question	Who asks?	Response
Who moderates the platform? (moderator role).	Robotics developer (through VILA).	<p>Moderation Requirements</p> <p>The SoCaTel Platform Moderator role has a duality in responsibility. The Moderators are SoCaTel pre-assigned operators who are trained in Co-creation and their primary role is to promote constructive interaction and not to police the community. Unfortunately, sometimes people overstep the rules and an opened natured platform like SoCaTel will always have the risk of being exposed to misconduct by users, so enforcing the rules is part of the Moderator role but not the primary one. [and more].</p> <p>D1.1 Section 5.4</p>
Who decides when a submitted topic is ready to be published? Why?	VILA	<p>Once the submission is performed, a request is created to the local moderator for approval of the new group. The moderator will receive a notification and will investigate the new group request about:</p> <ul style="list-style-type: none"> • Topic appropriateness • Uniqueness based on other similar co-creation groups (listing will be available for their use) <p>The moderator will then act –</p>

		<p>approve/disapprove:</p> <ul style="list-style-type: none"> • A disapprove action will lead to a notification to the initiators • An approve action will: • Automatically construct the group as a background process or make it public so people can see it and join • Update the knowledge base <p>Req. 26 (D1.1)</p>
How does it decide when a topic changes phase? Process 1 ideation, 2 validation, 3 co-creation.	NGO (through VILA).	<p>The first transition is made by the moderator, the second transition is triggered automatically.</p> <p>D1.1 – Section 2.1 Co-creation in a digital environment.</p>
Where are the moderators located? Resources? Who will train the moderators, how and when?	Tampere	D1.1 p 19

Suggestion: please, take your time for a deeper reading of D.1.1 to understand the role of the moderator.

About hackathons

Question	Who asks?	Response
How many people will participate in Hackathons? (minimum and maximum).	VILA	Suggested number is 60 people, so about 20 teams. We need to keep the event manageable. Budgets also have to be taken into account.

Who is the app/product IPR owner? Team winner? Consortium? Ozwillo?	Robotics developer (through VILA).	The winning team owns the IP of the LTC service implemented. In any case, as the implementation will be open source software, owning the IP only means having the right to change the license attached to the open source code.
Who will commercially exploit the app developed after Ozwillo contract?	Vila	The payment will come from Ozwillo's budget, but the contract won't be with Ozwillo, it will be with SoCaTel. The winners will need to be registered as freelance or company, because those payments must be declared as income revenues by the winning team.

Appendix IV SoCaTel Project Dossier

What is SoCaTel

The SOCATEL project proposes an approach that will cater to the needs of the growing ageing populations in Europe by improving the accessibility, responsiveness, efficiency, transparency and transferability of social and care services.

We will develop a useful, transparent and easy-to-use co-creation platform following a quintuple-helix approach, in which service users, care professionals, researchers, policy makers and innovators will collaborate throughout the process.

During the process we will discover the needs of all the people involved and they can choose how to use or deliver the service. They will have control over the design of the platform, as they are part of the decision-making process. This will improve care service users' satisfaction and be cost-effective.

General Objective

Improve access to information on long-term care, simplification of existing administrative processes, as well as the generation and implementation of new services aimed at people in situations of dependency and their families.

Specific Objectives

- Identify the needs of the elderly and their environment.
- Encourage the participation of citizens in the design of public services.
- Improve existing services by making them more efficient and reduce their costs.
- Promote a humanised digitalisation for and at the service of people.

Why SoCaTel?

While access to long-term care (LTC) for older people is one of the social benefits that Europe takes pride in, access to these services is not optimal due to digital, cultural, bureaucratic and geographic barriers.

SOCATEL is a multi-stakeholder co-creation platform for better access to long term care services and a solution to the lack of coordination between hospitals, social services and LTC professionals, which in turn have a direct impact on the end users of these services.

Who Forms Part of the SoCaTel Project?

The Project is led by the Rovira i Virgili University in Tarragona (Spain). 13 partners are taking part including universities, public administrations, companies and research institutions:

	Name	City / Country	URL
1	Rovira i Virgili University	Tarragona (Spain)	www.urv.cat
2	Stichting Fontys	Eindhoven (The Netherlands)	www.fontys.nl
3	Tampere University	Tampere (Finland)	www.uta.fi
4	Gal Ferenc Foiskola	Szeged (Hungary)	www.gff-szeged.hu
5	Trinity College Dublin	Dublin (Ireland)	www.tcd.ie
6	Blau Advisors Strategic Partners, SL	L'Espluga de Francolí (Spain)	www.blauadvisors.com
7	CY.R.IC. Cyprus Research and Innovation Center LTD	Nicosia (Cyprus)	www.cneric.eu
8	Vilanova i la Geltrú City Council	Vilanova i la Geltrú (Spain)	www.vilanova.cat
9	Tampereen Kaupunki	Tampere (Finland)	www.tampere.fi
10	Health Service Executive HSE	Naas (Ireland)	www.hse.ie
11	Funka Nu AB	Stockholm (Sweden)	www.funka.com
12	Ozwillo	Vallauris (France)	www.ozwillo.org
13	Everis Spain, S.L.	Madrid (Spain)	www.everis.com

Key Dates

The SoCaTel project has an expected duration of 36 months. The project began in December 2017 and is expected to end in December 2020.

The project will be piloted in 4 member countries of the European Union representing the 4 classic models of the welfare state: Ireland, Finland, Spain and Hungary.

Methodology

Co-creation is the methodology that will be the backbone of the entire project and with which the different stakeholders will work from the beginning to the end of the project. The project follows a quadruple helix model involving civil society, the private sector, researchers, academia and policy makers. During the first year of the project, focus groups and interviews were organised in which dependent people, family caregivers, professionals from the social and health fields, professional caregivers, researchers, policy makers, entities and providers of care participated. These sessions identified very valuable information about long-term care from different points of view, as well as information on how to co-create the technological platform under development.

Participant Selection

The aim is to obtain a broad representation of all the groups of interest to which the SoCaTel project is directed. The selection of participants is carried out meticulously between administrations, individuals and legal entities from all over the country where the project is being piloted. They select people in situations of dependency and their relatives who, on their own initiative, want to be able to participate in the improvement of their own life conditions and that their loved ones. Entities and institutions that stand out for their presence and effort in offering better services, as well as leading providers of the long-term care sector, are also selected. In the workshops we will also involve different public

administrations that have confirmed their interest in testing the platform and incorporating it into their practices in the future.

Pilot Development

The platform will be piloted simultaneously in the 4 pilot countries during the month of September 2019.

The platform will have 4 different versions depending on the language of each pilot country (English, Finnish, Hungarian and Spanish).

In order to develop the pilots, workshops will be held in which we will invite the participants to get to know the platform and to use it.

Two types of participation will be established: on-line and off-line, with a different duration in each of them.

Added Value of the Pilots

The platform will allow stakeholders can co-create processes, procedures, existing services, as well as generate new services with people, institutions, entities and companies.

- **Final recipients:** that is, people with a need for long-term care and family caregivers, will be able to express their experiences, needs to be covered and share the difficulties they encounter in their day-to-day life.
- **Public administrations:** the platform makes it possible to assess the needs of long-term care with the aim of establishing public policies aimed at improving well-being and social cohesion.
- **Companies and service providers:** the platform will allow them to interact with potential customers, interpret their needs and obtain valuable information in order to generate and implement new services. In addition, the platform can be an ideal space to publicise the services they currently offer or plan to offer in the future.
- **Researchers and academia:** the platform will allow them to understand the social reality of those people who need the support of a caregiver, as well as their experiences, desires and proposals.

What is a Hackathon?

A hackathon (marathon of programmers) is a meeting of people who develop computer programmes and applications. They usually work in groups of 2 to 5 people during a time established by the organiser of the event. The objective is to develop applications that respond to the challenges posed.

Feedback from the Research

At the end of the project, an event will be planned to provide feedback to participants about the results that have been achieved. The results of the co-creation workshops and the hackathons will be presented.

Where can I find more information?

You can find out more about the SoCaTel on the project website

<http://www.socatel.eu/>

or through our social media accounts:

Facebook: www.facebook.com/socatel.cocreation

Twitter: www.twitter.com/socatel_co

Instagram: www.instagram.com/socatelproject

YouTube: <https://www.youtube.com/channel/UC6k4Rf-W033c3varIzT6a9A>