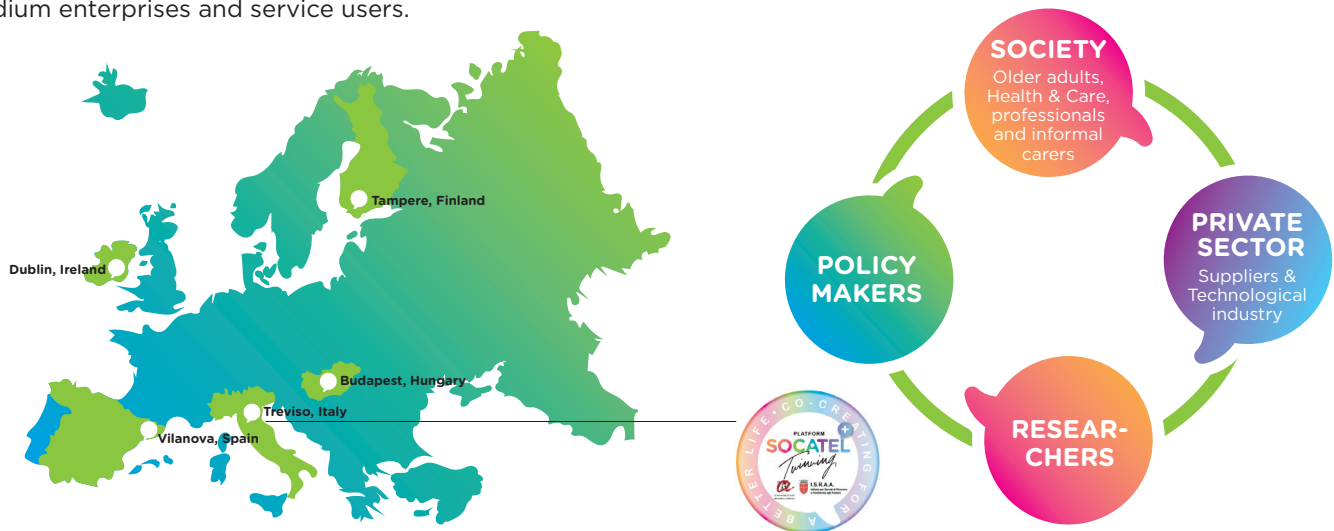


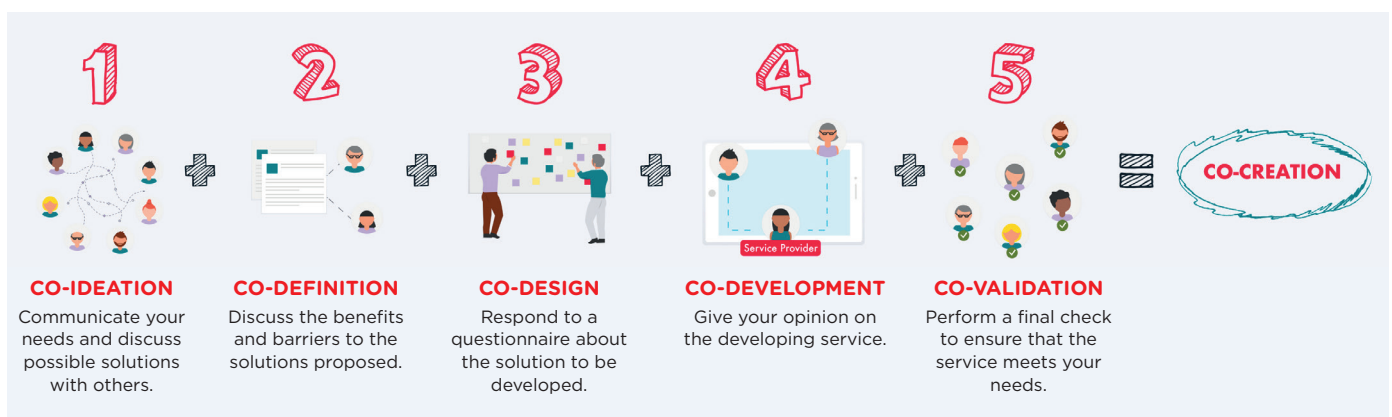
SoCaTel offers a way for service users, relatives, informal carers, municipalities, social and medical professionals, researchers, and tech companies to work together online to create long-term care (LTC) services to address citizens' real needs. This approach is called "digital co-creation".

SoCaTel has pioneered an open-access, online platform for digital co-creation with a knowledge base, which is currently available in English, Finnish, Hungarian, Spanish, Dutch, Italian, French and Catalan.

When stakeholders co-create on the SoCaTel platform, they are involved at every stage, from the initial idea to the final implementation. Our approach enhances cooperation between academic institutions, public administrations, small and medium enterprises and service users.

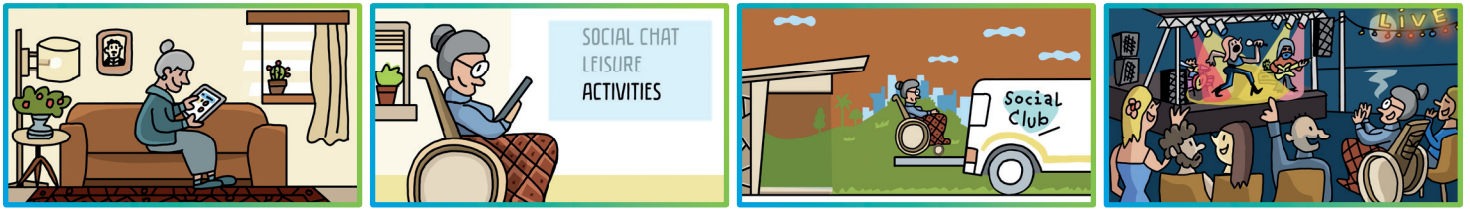


For any given service idea, co-creation on the platform proceeds through five steps: co-ideation, co-definition, co-design, co-development and co-validation.



The online co-creation process is led by a facilitator with extensive knowledge of co-creation, information and communication technology, online group dynamics, and LTC. As a locally based expert, the facilitator can find synergies among local and regional actors to develop new LTC services or re-design them digitally, according to the needs of the community.

Let's take an example. Imagine that a social services professional has noticed a need in her community: she works with older adults who live alone and experience isolation. They want to attend local events such as concerts and films, but it's hard for them to find out what activities are available nearby. The professional thinks, "What they need is a search engine with geo-location, to find out what's going on locally."



The professional searches the SoCaTel platform and discovers that nothing like this already exists. So, she proposes it as an idea (**step 1: co-ideation**). Other SoCaTel participants (such as older adults) like the idea and give it a thumbs up. The facilitator moves the idea on to **step 2 (co-definition)**. She and other platform participants comment on the strengths and weaknesses of the idea. Together, they quickly realise that some older adults will need transport, and some will need the help of a companion to attend the event with them. The idea morphs into a geo-locating event search engine linked to transport and companion services. Now the idea passes to **step 3 (co-design)**, so that a business model can be defined. The platform participants decide that service users will pay for event tickets and transport (private for-profit), and companions will be provided for free by a volunteer organisation (private non-profit). Now the idea moves to **step 4 (co-development)**, in which local tech companies propose mock-ups of the service. After discussion, a prototype is chosen, and the app is developed. In **step 5 (co-validation)**, older adults try out the service and evaluate it. For more information about the co-creation process, see "SoCaTel: Why do we need change?"

www.youtube.com/watch?v=-JRdCOoStCw

This hypothetical app became reality through the SoCaTel piloting process. The Eventum app is now available for download at the Ozwillo marketplace: <https://portal.ozwillo.com/fr/store> and in: <https://socatel-9c3d8.firebaseio.com/en/>

The benefits of SOCATEL

- Inclusive:**
involving all stakeholders, especially service users
- Cost-efficient:**
digital co-creation eliminates the need for travel; targeted services co-created by stakeholders make better use of resources
- Open-source and modular:**
any organisation can adopt the entire platform or individual modules for free. Licence: APACHE 2.0 - github.com/SoCaTel
- Open access:**
most of SoCaTel's work process and outcomes are available to the public: www.socatel.eu/category/publications
- Compliant with data protection regulations:**
SoCaTel protects participants' privacy in full compliance with GDPR: www.socatel.eu/wp-content/uploads/2020/04/SoCaTel-D7.5.pdf

Is your organisation interested in co-creation and/or the SOCATEL platform? Get started with these resources:

- Download the SoCaTel platform:** github.com/SoCaTel
Technical support and co-creation facilitator training (fee-based):
- UP2SMART (www.up2smart.com / up2smart@gmail.com),
- CyRIC (www.cyric.eu / info@cyric.eu)
- or Ozwillo (www.ozwillo.com / contact@ozwillo.org).
Companies dedicated to encouraging the uptake of SoCaTel by public administrations across Europe.
- Co-creation techniques (D1.3 Co-creation Manual:**
www.socatel.eu/wp-content/uploads/2020/10/SoCaTel-D1.3_Co-creation-manual.pdf
- Do's and don't's for co-creating on the SoCaTel platform:**
www.socatel.eu/wp-content/uploads/2021/06/D6-4.pdf
www.socatel.eu/wp-content/uploads/2021/06/D7.3.pdf
- Spread the word about digital co-creation within your networks:**
massive open online course: www.socatel.eu/mooc
- How to be a digital co-creation facilitator:**
www.socatel.eu/moderator-facilitator-2/



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant Agreement No 769975.