T-SENIORITY WORKSHOP

PROJECTS ROUND-TABLE: ATTENDANT PROJECTS

N°	Project	Contact	Observations
1	T-Seniority	**For the Workshop:** FNAQPA: c.coquerel@gmail.com; IDI EIKON: aecheverria@idieikon.com; ALTEC: mova@altec.gr	All partners present (except RT and Medineuvo)
2	Long Lasting Memories	E-Seniors (French partner of the project and co-organizer of the workshop) Contact for the workshop:madefosse@orange.fr	Most LLM partners present: AUTH (Coordinator) ESENIORS (French organizer) RALTEC TERO IDI EIKON
3	Guide	Pat Langon, University of Cambridge: pml24@eng.cam.ac.uk Gregor Heinrich, Vsonix: gregor.heinrich@vsonix.com	Volker Hahn, project Coordinator volker.hahn@igd.fraunhofer.de
4	Persona	ITACA Politechnic University of Valencia	Contact via IDI EIKON
5	Oasis	ITACA Politechnic University of Valencia	Contact via IDI EIKON
6	Vaalid	ITACA Politechnic University of Valencia	Contact via IDI EIKON
7	Diego	IDI EIKON	Coordinator
8	Age Platform	Julia.wadoux@age-platform.eu	Contact : Angela Cluzel member of AGE board AGE is also part of Oasis & Dreaming projects (and many other more)
9	Veritas	Julia.wadoux@age-platform.eu	Contact : Angela Cluzel member of AGE board AGE is also part of Oasis & Dreaming projects (and many other more
10	Home Sweet Home	Julia.wadoux@age-platform.eu	Contact : Angela Cluzel member of AGE board AGE is also part of Oasis & Dreaming projects (and many other more
11	Dreaming	marcodange@gmail.com	Contact made via ALTEC (Vasiliki)
12	TeachNet	E-Seniors	E-Seniors are partners in it
13	Hopes	cschoen@info-techno.com	Ch. Coquerel knows Mr Schoen (French partner in the project
14	EDE Congress	Angela Cluzel: cluzel.angela200@orange.fr	Ch. Coquerel knows her
15	Nexes Renewing Health	Josep Mañach / Fundació Ticsalut / josep.manyach@ticsalut.cat	Online subscription
16	Impact in Europe	Jean-Raphaël Loire: jean-raphael.loire@mfp.fr (Mutualité Fontion Publique)	Ch.Coquerel: contact via phone
17	MonAmi	Frenc partner: Trialog	

What has given T-Seniority to the community after 2 ½ years of running?

Projects Round-Table from 16:30 to 17:30

Monday 18th October, 2010

Organizers: FNAQPA - E-Seniors

Location: EFREI Campus: 30 – 32 Avenue de la République, 94800, Villejuif, Paris

Moderator: Miguel Alborg, IDI EIKON, T-Seniority

DISCUSSION TOPICS

TECHNOLOGY TRENDS

Discussion on Technology trends on e-Inclusion policy and practice, cross-cutting trends:

Currently there are three technology channels for interactive TV: IPHN, IPTV, DTV and satellite. T-Seniority is accessible through all of them. Other alternatives in order to bring inclusive ICT to elders can be touchscreens, PCs, smartphones, iPad, Google Pad, etc and recent developments like connected TVs, HbbTV & Canvas (now known as YouView).

This is a market that evolves dramatically. Therefore upcoming e-services must be accessible through many multi channels and different devices. However, if multiple devices are needed for a service to run this will have an impact on the affordability and sustainability of the service.

- **Assess: Strengths, Weaknesses, Opportunities and threads for e-inclusive services**

Comments....

USERS PERSPECTIVES (ELDERLY)

Discussion about inclusive e-services impact on quality of life and well-being of end-users and end-users care takers:
Recent validation of T-Seniority services has shown us that:
1. they make elderly feel confident towards their capability for using new technologies
2. can substantially prolong the time that elderly can live independently, without LESS support from carers
3. they make elderly feel safer by being able to communicate easier with their family

- **Assess: feedback from other project pilot sites**

Comments....

SUSTAINABILITY

Discussion on sustainability outcomes of e-inclusive services:

Along with the know-how gained from starting and following our pilots, we are in a position, now, to have a good vision on the market and are able to see two lines of business that have a real chance of success.

The technology behind T-Seniority hides several different market opportunities, each of them deserving a specific approach. In this sense, we propose several business models, according to the several ways in which T-Seniority can be proposed to the market, that are replicable in any country of our Consortium, and by extension to any country sharing the same background in terms of demography and technical infrastructures, i.e. almost all member states of the EC; and these business models are valid for current T-Seniority partners, but also for any partner in the future; a potential partner in a member state will be able to pick up the relevant business model according to its own strategy.

- **Assess: Strengths, Weaknesses, Opportunities and threads for the sustainability of e-inclusive services**

Comments....

T-SENIORITY II WORKSHOP: PROJECTS ROUND TABLE (SOME CONCLUSIONS)

Project	Representative	Conclusions
DREAMING	Marco d'Angelantonio	We produce a lot of R&D but need to better exploit them. In 2003 technologies were not yet mature enough to be used by seniors; as for today's Internet through TV and integration with other devices, we have the pieces but not the full puzzle yet. **Weakness**: integration is the main issue and also the lack of a service based on what users want. Seniors > 65 do not want services that see as an intrusion in their life. Seniors do not reject technology per se, neither are they reluctant to learn, but with them this is a long way process and a lot of patience is needed. They are not proactive, thus acquiring reliable data can only be measured in terms of ROI. Integration of socio-sanitary for a continuum of care cannot be any more delayed if we want to reach the benefits of the many efforts Europe is doing for so long. *Sustainability* In the Scotland experiment people staying at home started to use the alarm system contributing a pound per month. However, on the long term people stop using it, coming to the conclusion that it was not a viable service. Now there is national project for 9 million pounds to help old people, aiming to save 12 million a year. In the Dreaming project the study done in the partners countries shown that a saving of 30% could be obtain from the 6 billion Euros current cost, if people were to stay at home independently (even with the help of ICTs technologies –devices and applications and technical aids.

MONAMI	Antonio Kung	For a project to work interoperability is a must.
		This is a recurrent issue during decades and does not come for free. Consensus is needed if interoperability is to become possible. We learn it from doing it, and everybody should be made aware about it, not only technicians.
ImPACT in Europe	Gabriel	Technologies can be complex if we design them complex and then it is difficult they are adopted by those that could use them.
		To create something sustainable, people needs must be identified first, if not, technology is not used.
		Dissemination, awareness, training… are needed so much for professionals (doctors) as for carers (formal and informal).
		France must follow closely ICTs evolution.
T-SENIORITY	Miguel Alborg	Communications infrastructure (broadband) needs to be in place. Governments must give this to citizens as a right for ALL before services can be deployed.
		Technologies (software) have to be hardware agnostic to survive hardware obsolescence.
		Services have to scale from easy to complex (and not the opposite).
		In the case of socio-sanitary services, integration of, still yet, separated competences, are required because a person long care is a continuum that cannot be fragmented
		Collaboration of stakeholders chain (between public themselves and public with private) is a requirement (*and urgent need*) if we want to have services in the market.
		Standards must be clearer, independent, with shorter procedures. User's needs and wants must be taken into account. Very old users need a MOTIVATION to hook to digital services.
		Services modularity and collaboration among service providers (open and/or standards protocols) should be the norm and not the unusual.
		Meaningful content creation adapted to user's understanding is both: a main requirement and barrier when it comes to the deployment and maintenance of services. Users or users peers (those closer to them) should be trained for

		producing the content users demand. And the same should be true on the side of the health professionals. Professionals are (still) one of the biggest barriers to overcome (so much in public administrations as in professional organizations). On the responsible side (Public Administrations; Professionals): Real involvement (not conditioned by the "political moment" and present interest; New ways of organization; openness and real will to collaborate… are (among others) the conditions to make it happen. On the end-users side: A match of needs and affordability. Formation to discover things they are unaware about. A real motivation Older people have the wisdom of life that cannot be reached with any academic degree. They deserve the dignity as anybody else and ICTS should not be incompatible with sensibility and love when dealing with them.
		Sustainability ICTs are a great solution especially in crisis times. They make possible that (digital) Services be affordable for all or at least for many. Even so, pensioner's economic capability is (in many countries) very limited. In some countries co-payment is accepted; in others users expect services to be for free. In such terms, sustainability can only be maintained by public powers and/or a combination of public-private partnership. Sponsorships can play a very important role in the service sustainability.
		Empowering older and disable people to remain an active part of society can have a big impact **social**, **cultural** but also **economic**. Communications technologies are no doubt called to play an important role in enabling this positive outcome. This a growing market and the main worry now is on the economic side due to the fact that Europe is not yet cashing in on the economic opportunities of this growing market.