
Final conference

Date & time

Wednesday 10 October 2018, 10.00 – 16.30

Location

Royal Library of Belgium,
Mont des Arts
1000 Brussels, Belgium

Title

Co-creating open digital services for age-friendly cities and communities

Rationale

Local governments are more and more using open data to provide public services to their citizens. However, they lack tools on how to involve citizens, especially older citizens, in the design, planning, implementation and evaluation of these initiatives in order to make them address citizens' needs and expectations in their daily life. The EU-funded Mobile Age project, together with older persons, local government, social care service providers, has developed and tested a co-creation methodology and tools in pilot sites across Europe (Bremen, South Lakeland, Zaragoza and Region Central Macedonia). The final conference of the project provides an opportunity to learn about the tools and discuss our lessons learnt and policy briefings in order to help other cities and regions to benefit from them.



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This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 693319

Draft Agenda

10.00-10.05	Introductory remarks Prof. Niall Hayes, University of Lancaster	Co-creating with seniors
10.05-10.20	Opening speech – Digital evolution, challenges and views from local authority perspective Kieran McCarthy, European Committee of the Regions and Cork City Council	
10.20-10.35	Keynote speech – Co-creating age-friendly environments with older persons Julia Wadoux, AGE Platform Europe	 Challenges and lessons learned 
10.35-12.20	Co-creation processes at local level: lessons learned from Mobile Age co-creation pilots Moderated by Prof. Lucas Introna <ul style="list-style-type: none"> • <u>Co-creating responses to social isolation and loneliness</u> Prof. Niall Hayes, University of Lancaster, for South Lakeland, UK • <u>Co-creating digital information for social inclusion</u> Ulrike Gerhard and Prof. Dr. Herbert Kubicek, ifib, for Bremen, Germany • <u>Co-creating age-friendly and accessibility services and city infrastructure</u> Laura Fernando, City of Zaragoza, Spain • <u>Co-creating digital health services</u> Kallitsa Pantazi, Region of Central Macedonia, Greece With the support of video testimonies of seniors co-creators.	
12.20-13.20	Lunch Walk-about at the pilot sites' stands	
13.20-13.30	Towards age-friendly digital public services – Taking stock on the acquis, for moving to the practice Prof. Lucas Introna, University of Lancaster	



13.30-14.30	<p>Mobile Age methodology: Facilitating social and technical innovation in co-creation of digital public services</p> <p>Moderated by Mikael Snaprud</p> <p>Dr. Juliane Jarke, ifib, Germany</p> <p>Dr. Manolis Falelakis, Aristotle University of Thessaloniki, Greece</p> <p>Prof. Lucas Introna, University of Lancaster, UK</p> <p>Q&A</p>	<p>Available tools</p> 
14.30-14.40	<p>Twinning co-creation: the CoSIE approach</p> <p><u>Using Community Reporting to support Co-Creation</u>, Gary Copitch, People's Voice Media (CoSIE project)</p>	<p>What's in there for decision-makers</p>
14.40–15.00	<p>Coffee break</p>	
15.00 - 16.00	<p>How can policies support the co-creation of digital public services?</p> <p>Moderated by Ilenia Gheno</p> <ul style="list-style-type: none"> - <u>Addressing loneliness and social isolation amongst older adults in rural districts through technology</u>, Prof. Niall Hayes, University of Lancaster - <u>Responsive e-inclusion of Europe's older adults as a pre-condition for the take-up of digital public services</u>, Prof. Dr. Herbert Kubicek, ifib - <u>Co-creation as a way to facilitate user-centricity and take-up of eGovernment services. The case of digital public services for older adults</u>, Dr. Juliane Jarke, ifib - <u>Developing pathways to meaningful and accessible (non) government digital services for older adults</u>, Prof. Lucas Introna, University of Lancaster - <u>Privacy implications of technologies to address social isolation amongst older adults</u>, Victoria Neumann, University of Lancaster 	 <p>What public authorities and business can bring home</p>



	<ul style="list-style-type: none"> - <u>Can the GDPR help SMEs to innovate for older adults in Europe?</u>, Mikael Snaprud, Tingtun - Konstantinos Kapsouropoulos, Policy Officer, eGovernment and Trust Unit , DG CONNECT, European Commission <p>Q&A</p>	
16.00-16.15	<p>Mobile Age value proposition to the benefit of other cities and regions</p> <p>Mikael Snaprud, Tingtun, Norway</p>	
16.15 - 16.30	<p>Conclusions</p> <p>Prof. Niall Hayes, Project Coordinator</p>	

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- During the event, pictures and short videos will be taken. When registering, you have already provided or refused your consent to this. In case you would need to revise your choice, please get in touch with AGE Platform's staff (llenia.gheno@age-platform.eu; Ophelie.durand@age-platform.eu).
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For any question, please contact AGE Platform Europe at +32 2 280 14 70.

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