

2019

LIVING LAB PROJECTS

SCALING FOR IMPACT : Policy. Growth. Change.

European
Network of
Living Labs

SYSCODE

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www.enoll.org

Pleinlaan 9, 1050 Brussels (Ixelles), Belgium

info@enoll.org

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MAIN EDITORS

Ines Vaittinen

Noéline Ricau

Maria Kiseleva

Spela Zalokar

DESIGN

Noéline Ricau

SKSCODE



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FOREWORD BY SISCODE

Alessandro Deserti
SISCODE project coordinator



The *Living Lab Projects* publication brings forth a collaboration between the annual collection of Living Lab projects from the ENoLL network and, for the 2019 selection, also the SISCODE project research on co-creation.

SISCODE (Society in Innovation and Science through CO-Design, <https://siscodoproject.eu>) aims to explore the use of co-design to operationalize RRI. It investigates the theoretical background, conducts a desk research in shape on an analysis of existing cases and finally, runs an action research with real-life experimentations.

During the desk research, aiming at better understanding co-creation in different contexts, more than 140 cases of co-creation all across Europe and beyond have been analysed as case studies. This allowed conclusions in relation to co-creation and the importance of contextual factors investigated in a comparative analysis of 40 selected cases from diverse cultural and institutional backgrounds assuming a more systematic perspective identifying drivers and barriers to implementation.

The ongoing action research consists of 10 co-creation labs (Living Labs, Fab Labs & Science centers and museums) tackling societal challenges in different contexts in an iterative process of co-design. The three Living Labs in SISCODE's action research (KTP, Thess-Ahall and PA4ALL) are engaging citizens, local actors, stakeholders and policy makers in co-creation journeys. The acquired theoretical knowledge is to be enriched and validated testing the effectiveness of design methodologies for the implementation of replicable and scalable solutions and policies for the integration of society in science and innovation.

This publication presents both, Living Lab cases analysed during the desk research and the co-creation journeys of the Living Labs currently involved in SISCODE's action research.

SISCODE



I was invited to write these words introducing the *Living Lab Projects* during a tragic moment for Europe and the World.

The pandemic of the SARS-CoV-2 virus has struck us as never before in our lifetimes: we have witnessed how our loved ones got sick, how our mobility was drastically restricted, how our cities shut down, and how our economies entered into an economic crisis that will extend for years.

However, in the midst of these difficult situations, we also experienced an accelerated process of digital transformation at different levels, and we advanced towards a more connected, and -at least, potentially- better-connected society. We have seen how institutions we thought to be rigid and with little contact with us, the European and World Citizens, understood the need of a dynamic adaptation to the events, the urgency for co-creation with all the stakeholders, the necessity of founding the relevant decisions that we have to take in our day-by-day upon scientific knowledge, and finally, the rationale for fast-prototyping solutions needed by our communities.

This approach to co-creation and multi-stakeholder citizen-centric processes to innovation has been supported by ENoLL since its formation, and it was projected together with our partners and like-minded organizations in the *Manifesto for Innovation in Europe*. Living Labs, Fab Labs, Science Museums, and others, are now becoming *an actual interconnected science and innovation infrastructure*, distributed around the territory, joining one common aim: Co-creation of feasible and sound solutions for our challenges, from the design phase to the final stages of scalability. This has been tackled, particularly, in the context of projects such as SISCODE, but also in the effort of so many living lab professionals and enthusiasts working around the world. I hope this humble publication can be seen not only as a collection of their contributions, but also as a homage for their dedication.



FOREWORD BY ENOLL

Fernando Vilariño
ENoLL Chairperson

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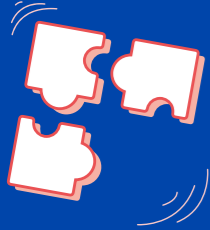
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SCALE OUT

CATEGORIES

CULTURE & CREATIVITY



EDUCATION



ENERGY



GAMING



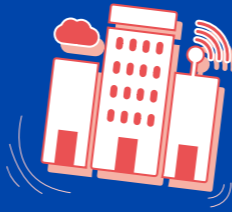
HEALTH & WELLBEING



AGRICULTURE



SMART CITIES



SUSTANABILITY & CIRCULAR ECONOMY



TOURISM



TECHNOLOGY & SCIENCES



SOCIAL INNOVATION & INCLUSION

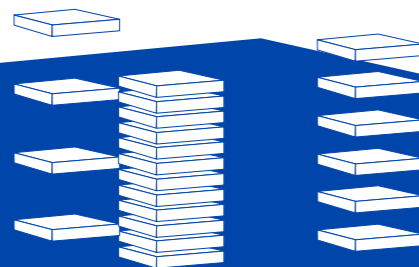
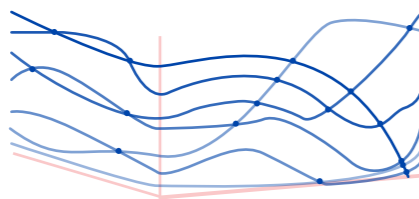
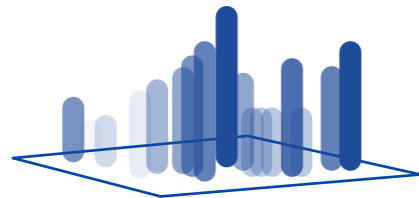
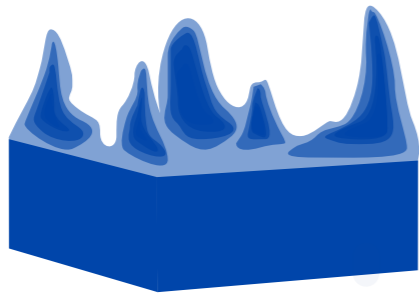
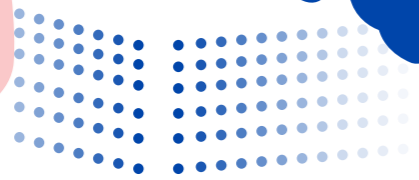


DATA & PRIVACY



GOVERNMENT





Nowadays the transition to sustainable and innovative patterns of development requires significant institutional change at different levels, from local to international one. Although institutions are traditionally considered to be the primary means of implementing reforms, they often turn out to be a root cause of unsustainable development and even a barrier to positive change in our societies.

Scaling up deals with changing institutions at the level of policy, rules and laws in order to enable positive transformation while creating necessary conditions and legal environment for relevant stakeholders. In this chapter you will find bright examples on CO-CREATED POLICY within different projects from Living Labs.

UP WE SCALE S



SISCODE - BIOSENSE

ISIDORA STOJACIC

PROJECT'S DESCRIPTION

The aim is to improve the curriculum in schools and stimulate the adoption of ICT on a larger scale. PA4ALL introduced precision agriculture tools in high schools by presenting its benefits and encouraging students to uptake new trends and innovations. After applying co-creation tools with relevant stakeholders, PA4ALL decided to install one metro station in a selected school. The meteostations provide various meteorological parameters through the BioSense internal platform – AgroSense.

PRECISION AGRICULTURE LIVING LAB – PA4ALL

PA4ALL (the Living lab for precision agriculture) hosted by BioSense Institute, is a research and innovation institute working in close interaction with relevant actors in the industry. PA4ALL strives to introduce co-creation tools and procedures since it is a new concept in the agriculture sector.

OUTCOMES

OUTCOMES

The conclusions of the co-creation sessions were introduced to several policy documents that are creating and enabling the environment for education in ICT, such as the Digital Strategy of Serbia and Strategy of development of information society in Serbia 2020. In addition, due to positive feedback gathered from national authorities, the sustainability of the project was ensured by distributing meteostations in other high schools around Serbia.

CO-CREATING POLICY

The main outcome is to use co-creation tools among relevant policy actors in order to create a new efficient school module for precision agriculture, that would change the high school curriculum and build a new generation of agricultural professionals who would be skilled for the changing labor market demands.

Through the PA4ALL project initiative, co-creation brought both direct and indirect benefits on a policy level.

1. Indirectly, due to the existing government strategies which are addressing the existing policies that incentivize the implementation of ICT in education in Serbia (Digital Agenda) innovation and mindset changes on a society level were stimulated.
2. Directly, by initiating the change of high school curriculum and presenting the PA4ALL prototype to the policy officials at the Ministry of Education at the beginning of the project.





UNIN PÚBLICA NETWORK - UNIVERSITIES FOR PUBLIC INNOVATION

ESTEBAN ROMERO-FRÍAS

PROJECT'S DESCRIPTION

UnInPública is an Iberoamerican project with the aim of identifying, connecting, analyzing and disseminating university initiatives for the transfer of knowledge to the public sector through innovative and participatory approaches that generate an impact on the design of public policies. To do this, prototyping laboratories and meetings are held in order to develop and test proposals for generate public innovation from the universities.

MEDIALAB UGR - RESEARCH LABORATORY FOR DIGITAL CULTURE AND SOCIETY

<http://medialab.ugr.es>

Medialab UGR is part of the University of Granada's Directorate for Participation and Social Innovation. It is a Research and Citizen Lab connecting university and society through participation and public and social innovation.

OUTCOMES

OUTCOMES Unin pública was launched at an international online meeting promoted by the University of Granada, SEGIB and two Spanish Ministries on May 21 and 22, during the Covid-19 crisis. The meeting, with more than 500 enrolled, allowed to share experiences of universities working with the public sector, and to develop 10 prototyping laboratories with more than 120 participants. 50 organizations (36 universities and 14 partner institutions, including Enoll) are part of the project.

CO-CREATING POLICY

Unin pública aims to promote the transfer of knowledge from universities to the public sector through methodologies based on collaboration, co-creation, participation and innovation.

Universities are centers of knowledge production and dissemination that are in a great position to become facilitators and promoters of social innovation in their territories, in order to be able to develop innovative public policies in collaboration with other social agents, like public sector, companies and citizens.

At the Unin pública Meeting 10 prototyping laboratories were developed in parallel in three sessions, addressing issues related to public innovation from the universities. This format is developed regularly through virtual means in order to generate projects and transfer knowledge between the universities involved.

More info at: <https://uninpublica.net/>





BOTTOM UP APPROACH AND CITIZENS CENTERED POLICIES - THE ROAD TO SUCCESS

AGNIESZKA WLODARCZYK-GEBIK

PROJECT'S DESCRIPTION

This is to improve the quality of air in Krakow by motivating citizens to change their heating habits. The Air protection policy is co-created with involvement of varied stakeholders of Malopolska. That innovation approach supports initiatives coming directly from citizens. The project acts locally to win globally being first region in Poland that introduced inhabitants centered approach to the process of creation of regional binding acts. It stimulates other regions of Poland, while scaling up the impact.

KRAKOW LIVING LAB

KLL is a platform for testing products and services in real business environment to verify if they meet clients requirements. It is a structured iterative process (concept – prototype - implementation – validation). The service is offered to the mature companies that have products on TRL 4-TRL 6.

OUTCOMES

OUTCOMES

- Wide spectrum of institutional stakeholders involved: Marshal Office of the Malopolska Region, City of Kraków, Plenipotentiary for Air Quality Management, The Metropolitan Association of Kraków, Public Transport Entity, The Smogathon Initiative, Cracow Smog Alert
- 220 participants of 1st consultation meeting
- 106 participants of 4 cocreation workshops
- 49 ideas selected with 8 ideas for further development
- 6 local consultation meetings in 5 cities of Malopolska Region

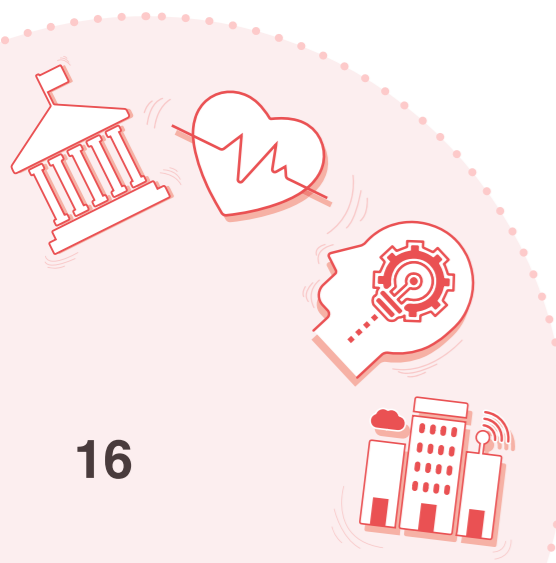
CO-CREATING POLICY

KTP within co-creation journey under Siscode project defined two key challenges.

One challenge was to improve the quality of air in Krakow by motivating citizens to change their ecological attitudes, and heating habits.

The second was aimed to support decision makers in consultation process with relevant methodology, tools and instruments for better co-creation of local new policies with user centered approach.

Both aims were reached by introducing new policy called **The Air protection programme**, co-created and co-designed with deep and wide involvement of the residents of Malopolska region. Thanks to opening the consultation process and involving representatives from 4 sectors (administration, science, business and NGO and representatives of communities) in co-creative workshops KTP managed to define and prioritize some ideas and recommendations that become part of the Air protection programme. One of the ideas for monitoring of industrial pollution has been tested in real environment.





This section presents the best practices, visions and achievements of several Living Labs to scale out their impact far beyond those societies they directly operate in, but also by providing value for wider range of beneficiaries and encouraging other stakeholders to use and manage their results in the best way possible.

Effective replication and dissemination of knowledge, increasing the number of people or communities to benefit from your activities or initiative – these are just some examples of how to CO-CREATE GROWTH of the Living Lab. Learn the best practices of impacting greater number of diverse stakeholders in this section!

S C A L E O U T





JAMTODAY ANDALUCIA

ANA MARÍA SALAS BARRIOS

CONSORCIO FERNANDO DE LOS RÍOS (GUADALINFO)

Guadalinfo is a public network of more than 760 digital competence, open innovation and Internet access centres in Andalusia region.

With 100% public funding, managed by the Fernando de los Ríos Consortium, the centres are located in rural municipalities and social exclusion of larger cities.

PROJECT'S DESCRIPTION

JamToday Andalucía is a project providing training to people of all ages in digital and professional skills, stimulating the creation of social projects based on video game development. The initiative includes three lines of work: events, new training models and synergies with developer communities, local networks, public and private entities, building participants, promoters and mentors of a large network.



OUTCOMES

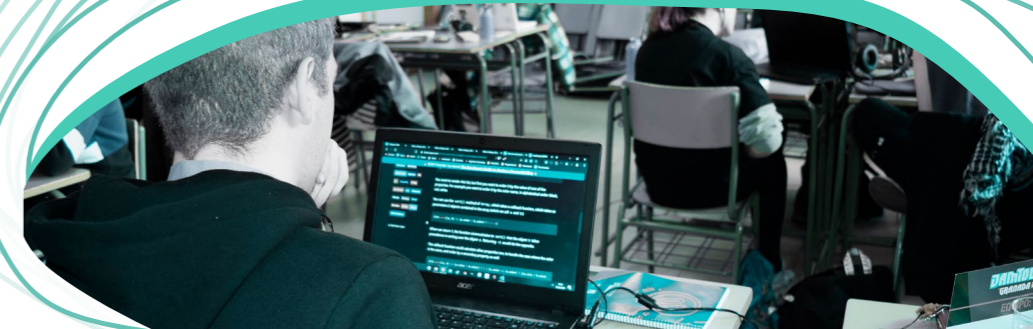
- Creating over 150 social theme games,
- 10 Jamtoday A. 3-day events with more than 740 users
- 10 Magisterial Presentations, involving 170 experts,
- 40 specific training workshops.
- Around 100 companies and entities, including 6 workshops for improved coordination
- In excess of 3,000 dynamization activities and training in order to engage with novel users
- More than 700 formations to Guadalinfos professional facilitators
- 7 replicated model Jamtoday Jr. event, with more than 270 users and 36 experts.

CO-CREATING GROWTH

In 2016 the Jamtoday Andalucía project conception emerged from the organization of Gamejams.

It was based upon a methodology supported by an European initiative 'JamToday'(www.jamtoday.eu), created as a «Living laboratory to face social challenges through games.»

This first experience was welcomed very positively, resulting in an impact study being commissioned. The study revealed a series of deficiencies and demands in the Andalusian region, both at the training level and the events level where relating to digital and technological skills. Being initially an individual support action within a European project, it was then developed into a complete dynamic program and upscaled for the transformation of the entire Andalusian region. Throughout these years Jamtoday has been expanding the synergies (three areas: public-private-associative), events (3 or 1 day, and replicated model), creating a Jamtoday Community, promoting the search for solutions to social issues...



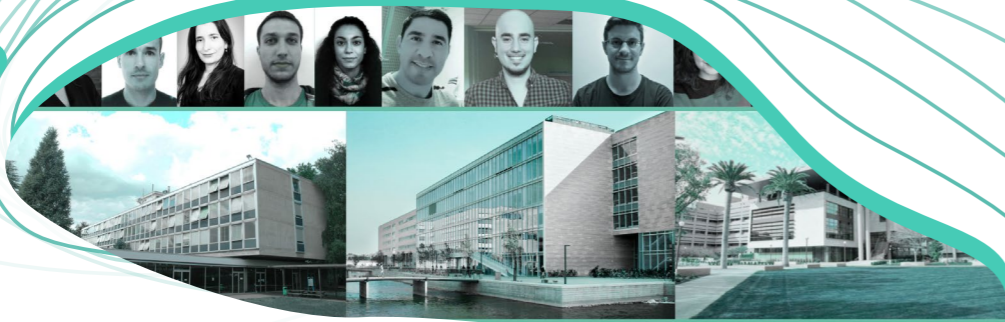


SCALABLE mQoL LAB: FLEXIBLE PLATFORM TO CONDUCT STUDIES USING INTERACTIVE, MOBILE, WEARABLE AND UBIQUITOUS DEVICES

KATARZYNA WAC

mQoL LIVING LAB

mQoL is a living lab consisting of smartphone users testing diverse applications and services. The aim is to research innovate mobile communications and computing solutions that improve the Quality of Life (QoL) of its users. mQoL is a member of the European Network of Living Labs (ENoLL) since 2013.



PROJECT'S DESCRIPTION

The mQoL Lab platform is using open source technologies, and evolved it to a durable and reliable software ecosystem in over 10 studies along 8 years across 3 countries. It shares the requirements, architecture, design, step-by-step support, configuration scripts, and recommendations for researchers to construct a software platform supporting mobile subject studies, including multiple devices, and tens to hundreds of simultaneous participants.

OUTCOMES

mQoL have started in 2011 in one location, one user group (28 participants, 28 PM) and since then, evolved in over 10 studies along 8 years across 3 different countries and two continents (Europe and USA). mQoL have reached 314 individuals, and collected data for 1695 PM.

CO-CREATING GROWTH

mQoL have exercised the replicability of their Living Lab approach.

FIG 1. Overall data flow of a generic human subjects study with mobile users

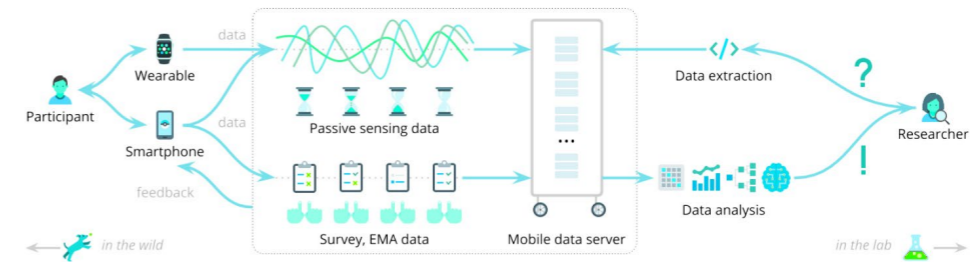


FIG 2. Conceptual model of the mQoL Lab platform facilitating mobile subject studies

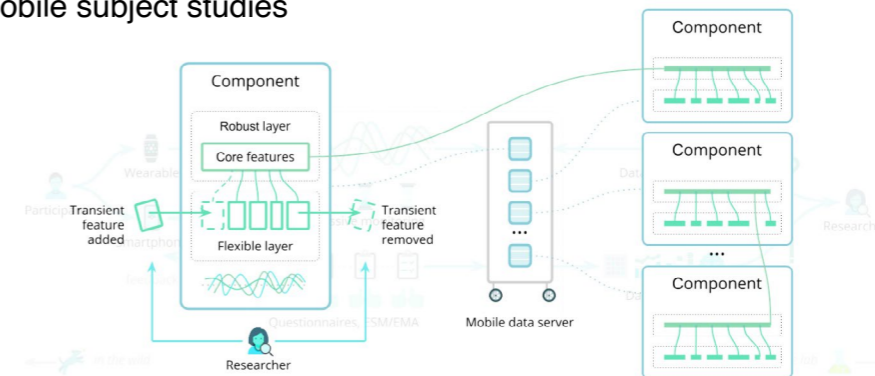
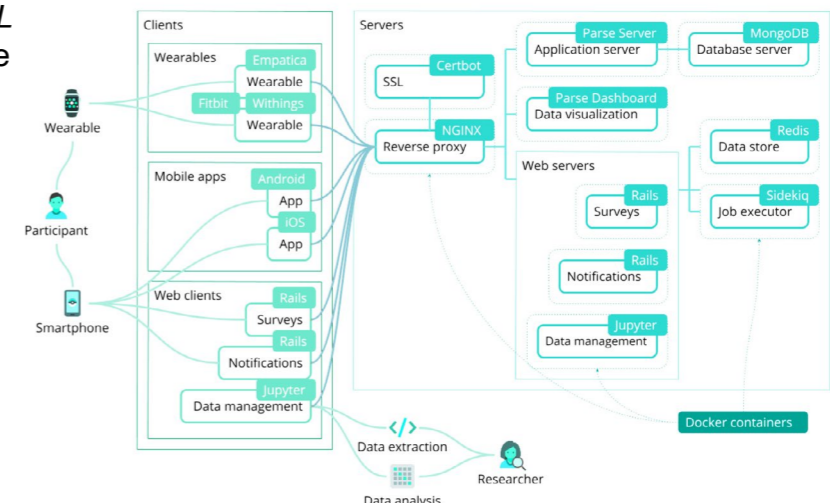


FIG 3. Architecture of the mQoL Lab platform for mobile subject studies





GUADALINFO ENTRECOMP

MARIÁN FERNÁNDEZ DORADO

GUADALINFO LL

Guadalinfo is a network of 760 competence development centres located in rural and urban areas with transformation needs. They act against digital, gender and social gaps empowering and training people of different ages and profiles to drive the development of their communities.

PROJECT'S DESCRIPTION

Guadalinfo adapts the European Entrepreneurship Competence Framework to optimise its work for an entrepreneurial culture in rural areas and urban neighbourhoods in need of transformation.

The aim is to address in a structured way the training of people to take on sustainable cultural, social or business projects in their communities, setting up new models of rurality and urban districts as attractive and full of opportunities places to Live.



OUTCOMES

Guadalinfo are in the toolkit design stage.

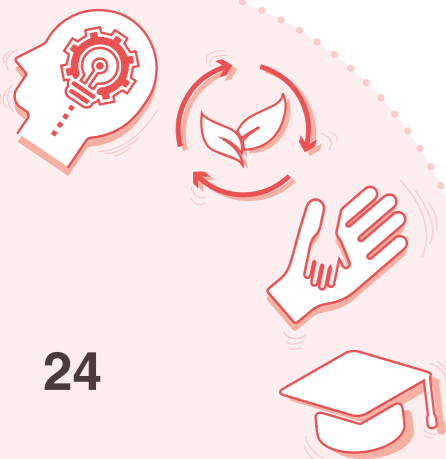
Results:

- A multidisciplinary team & community made up of 52 pioneers.
- 7 talks have been organized, with 109 attendees, and 10 Webinars with 4,508 views.
- For better understanding of the theoretical framework Guadalinfo have offered an online course with 822 enrollments and 590 competent.
- For better adjusting of the practical use, 22 Bootcamps have been held for facilitators with 686 participants.
- 25 learning guides & a self-diagnosis tool has been developed.

CO-CREATING GROWTH

7 cyclical and iterative phases.

- **Explore and Adjust.** The need to understand the reality of the Entrecomp framework and adjust shared objectives within the living lab network. Guadalinfo defines target users' profiles.
- **Communicate and Spread.** The project is communicated as a strategic action and it spreads across all layers of the organization. Online mass media are used and the information is visually synthesized.
- **Community.** Guadalinfo builds a validation and co-creation space with people interested in implementing the project as pioneers.
- **Design tools and processes.** Self-diagnosis and facilitation tools for trainers.
- **Mobilize and Inspire.** The pioneers transmit the Guadalinfo EntreComp method through the projects that they implementing with end users at local environment.
- **Validate.** Guadalinfo shows their work to external experts and communities and add value to the project.
- **Focus on specific challenges.** Common construction with other stakeholders through Innovation Labs.





ProACT

(INTEGRATED TECHNOLOGY SYSTEMS FOR PROACTIVE PATIENT CENTRED CARE)

SUZANNE SMITH

NetwellCASALA

NetwellCASALA engages with citizens, academia and the public and private sectors specialising in connected health, wellbeing and ageing through citizen-led collaborative co-design at all stages of the service and digital innovation cycle, in real-life contexts.

PROJECT'S DESCRIPTION

ProACT is a citizen-driven, digital Integrated Care system supporting self-management of multiple conditions and wellbeing parameters on a single user application. The system connects users to the 4 key care and support models central to implementing effective, continuous and coordinated patient-centric care. These models are:

- 1. Homecare (including informal care)
- 2. Hospital care
- 3. Community and social care
- 4. Social support networks



OUTCOMES

Design and testing involved 409 individuals and data from a further 8504 older people. Collaborative relationships are ongoing with public and private health providers and policy makers in all three countries. Responsiveness to stakeholders has also led to ProACT supporting national Covid-19 responses. Further implementation of ProACT is underway in Ireland (133 users) and Belgium (25 users) with up-scaling and national implementation is a focus of current service implementation planning.

CO-CREATING GROWTH

The ProACT H2020 (Grant No: 689996) project involved an 18-month scoping exercise including co-design activities with older people with multimorbidity and care network members (including informal and paid carers, community and hospital-based healthcare professionals, GPs, pharmacists, specialist nurses, consultants and service managers) followed by a 12-month proof-of-concept trial, engaging all stakeholders.

ProACT was undertaken across Ireland and Belgium in collaboration with public, private and academic partners in 6 countries including imec Living Lab in Belgium and project lead Trinity College Dublin. Methods throughout the project lifecycle in Ireland and Belgium included focus groups, interviews and usability testing with end users, feeding iterative design and development changes. Throughout the trial there was engagement and evaluation across multiple timepoints, strong technical and interpersonal support and regular feedback on progress to stakeholders and end-users.





VisioAI FOR GIS

- MAKE BETTER MAPS

OMER ONUR



BAŞAKŞEHİR LIVING LAB

Başakşehir Living Lab is a environment that provides co-creation and development and real life testing of innovative ICT based products developed by entrepreneurs and startups. BLL also provides laboratories, and marketing support . BLL provides ICT, Business and design trainings.

PROJECT'S DESCRIPTION

VisioSoft is a technology-based service that automates processing and transformation of panoramic images with data using artificial intelligence and deep learning technology for Road works, Navigation systems, Autonomous Driving and Smart cities. In this way, important advantages can be obtained such as low margin of error, efficient working with small teams, low cost and short delivery times.



OUTCOMES

The municipality maintenance costs have decreased by 10-15% and tax revenues have increased by 7-9 %

CO-CREATING GROWTH

Visiosoft and this technology enables to work especially in the areas of municipal services and applications. These include traffic and road inventory extraction/ updating, license plate and face blur, pit/road damage detection, automatic signage measurement (advertisement sign size measurement and advertisement tax), zoning control, automatic height information, automatic damage detection in earthquake and other disaster situations such as flood. The solutions allow to reduce municipality costs, increase speed of maintenance and revenue collection.



FORUM
VIRIUM
HELSINKI

AGILE PILOTING PROGRAMME

KAISA SPILLING

SMART KALASATAMA

Smart Kalasatama, Helsinki, a former brownfield district, is under development to a residential district for 25000 residents. Forum Virium is orchestrating the urban lab activities in this vivid Smart City innovation platform to co-create smart sustainable infrastructure and services.

PROJECT'S DESCRIPTION

Agile piloting is a model for quick experimentation of new services in a real-world environment. Agile pilots are short, early phase low-cost experiments, with the main goal of learning together. The programme offers a facilitated platform for collaboration and experimentation. The model was created in Smart Kalasatama, Helsinki and more than 50 agile pilots have been run in Helsinki, urban labs and moreover in Finnish cities. The first pilots started in Norway spring 2020.



OUTCOMES

The Agile Piloting programme was developed in Smart Kalasatama 2015-2018 with 21 pilots facilitated, 30 companies participating. Currently over 50 pilots have been run in urban labs by Forum Virium. The thematic piloting rounds have ranged from climate positive solutions to education, mobility and wellbeing. The model has been widely adopted in the six biggest cities of Finland with numerous pilots. At the Nordic level the first piloting round is running in Stavanger, Norway.

More to come.

CO-CREATING GROWTH

The model developed in the Smart Kalasatama, Helsinki, is today used in Finnish cities, with the aim of experimenting with new services and technologies in a co-creative way.

The co-creative process and light way of procuring was interesting for the cities. 6Pack cities in Finland quickly adopted the model. The method has driven a culture of experimentation in the public sector. Cities benefit from the insights on a larger scale planning, policy-making, and implementation.

The Cook Book for agile piloting (2018) opened the process for urban innovators, and raised interest also on a nordic level. The perspective is not solely on scaling individual pilots. Learnings and new partnerships can have significant influence on driving change.

The impact of relatively small pilots comes from genuine real-life experiences and engagement of the wider ecosystem, opening opportunities for scaling up.

Read more from Pocket Book for Agile Piloting (<https://fvh.io/ftye->)



TRAIN-THE-TRAINER: CO-DESIGN INDUSTRY TRAINING TO FACILITATE SECTOR-WIDE SERVICE TRANSFORMATION



SONJA PEDELL

FUTURE SELF AND DESIGN LIVING LAB

The Future Self and Design Living Lab has core development capabilities in the area of innovative socio-technical systems and design solutions for health and well-being with a focus on the ageing population and people living with dementia.

PROJECT'S DESCRIPTION

This initiative helps business and government organisations to get to know their service users through sharing our co-design approach. It offers 1 and 2 day experience courses where the Living Lab produces branded toolkits, plans and proposals for organisations and then train to use and apply them. Through this train-the-trainer approach it enables to scale the reach of co-design and give older Australian consumers a strong voice while tailoring to individual business needs.

OUTCOMES

The active ageing portal of the local council registered as a result of their co-design process (based on the initial training workshops) the following impact:

- Increase in traffic to the home page by over 500% in the first 8 months
- Increase in page views (access of pages from home page) by 169%
- Increased traffic from the portal to partner sites that host activities (e.g. classes) by 54% compared to previous year
- Doubling of number of class listings from 350 to over 700 within a year

CO-CREATING GROWTH

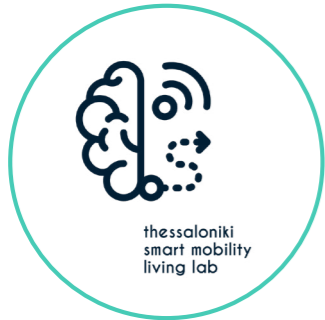
Through the train-the-trainer approach the Future Self and Design Living Lab started to build capacity within the local active ageing and aged care services sector.

Five of the Living Lab partner organisations have now the skills to develop and run their own co-design workshops through staff. These organisations include a local community health care provider, the local council, a non for profit organisation focusing on people living with dementia, an advocacy organisation for older adults and an aged care provider. The training so far facilitated on the local level a sector-wide program and service transformation for older adults and better consumer centric service design. The organisations experienced a behaviour change in dealing with their clients and are now in a position to create their own business improvement projects.



GALILEO4MOBILITY GREEK PILOT

GEORGIA AYFANTOPOULOU



THESSALONIKI SMART
MOBILITY LOVING LAB
-Thessm@ll

THESSM@LL is actively engaged with the users and mobility ecosystem pursuing a co-creation and co-design strategy of technological solutions to upgrade mobility services. Its main goal is to speed up innovation, development and testing of new technologies and mobility services under real conditions.

PROJECT'S DESCRIPTION

The mobility scheme tested in Thessaloniki is based on taxi/ride-sharing service provided by the local taxi drivers association "Taxiway". Taxis pick up users from 2 zones located at the eastern part of the city and transfer them to the city center and back to their home aggregating as much as possible the trip origins, destinations and timestamps aiming at concentrating trips in a few vehicles. A dedicated mobile application was developed and provided to the registered users.



OUTCOMES

The total number of users participated from May 19-December 20 was 55. In total, 8.202 person-one-way trip were scheduled but 72% of them were completed. The overall occupancy was 1.65 passengers/vehicle. The mean trip distance was 9.5 km, the mean trip duration was 28 minutes and the average speed about 20 km/h. The average rate of users' assessment was 4.8/5. Through a willingness to pay survey the Range of Acceptable Prices for the use of the service was defined from 2.00 to 3.50€

CO-CREATING GROWTH

After the successful implementation of the taxi-shared pilot in Thessaloniki with the involvement of the Taxiway association, a lot of taxi fleets from other cities (Heraklion, Rethymnon, Chania, Kavala, Serres and Patra), express their interest in adopting the service.

There are also some municipalities and cities in Greece that are interested in the new ride sharing scheme (Municipality of Neapoli-Sikies and city of Alexandroupoli). Using the experience of the taxi sharing service the development of a car-pooling service for the employees of CERTH, which is a massive pool of potential users (more than 700 employees), is under development. Finally, due to the COVID-19, an innovative solution consisting of UV light lamps installed either on specific parking lots or in-vehicle for the disinfection of the vehicles' interior after every usage is planned. Additional features will be integrated in the existing mobile application to support the carpooling and the disinfection solution.



OUTCOMES

LIBRARY LIVING LAB

Library Living Lab (L3) is an open, participatory and experimentative space, fully integrated with a public library in Barcelona area, Spain. L3 is the result of a bottom up initiative from the citizens of the local neighbourhood - it was born from the restless drive of the local population to improve their area.



PROJECT'S DESCRIPTION

L3 was born from the Computer Vision Centre's aim to connect technology with cultural heritage and social innovation, and the citizens association's aim to develop their neighbourhood with services and activities. The mission of L3 is to explore how technology can transform the experience of users, enable new services and applications in the cultural domain, and foster research and innovation activity. The concept is built up from the definition of a clear and structured governance model, promoting the active and open participation of all stakeholders in the innovation process.



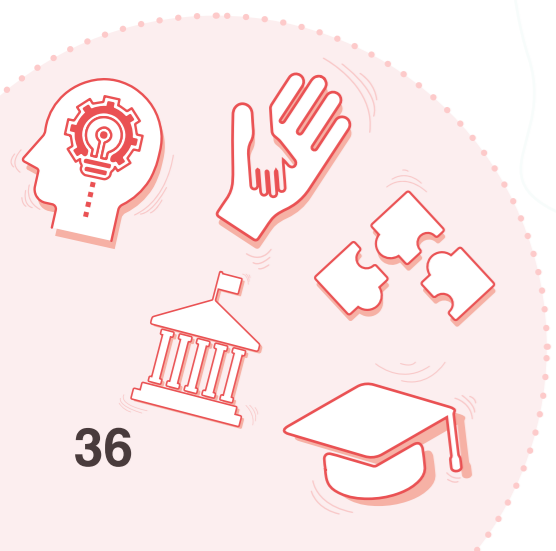
CO-CREATING GROWTH

L3 is hosted by the network of libraries of the Barcelona Provincial Council (Diputació de Barcelona).

It occupies a unique position within this network, serving as the designated experimentation space within the province network of libraries, designed to host engagement activities, aiming to further innovate public library services. The provincial network of libraries has 237 service points, offering services to 5.5 million citizens, of which more than half (52%) are registered users.

The establishment of L3 is well aligned with the strategic plans of the key stakeholders involved: the 5 year strategic plan of the municipality, the strategic plan of the Provincial Council of Barcelona and the strategic plans of the Computer Vision Centre and the Universitat Autònoma de Barcelona. L3 is therefore well aligned with the strategic plans of the entities involved. On the other hand, it is also changing the internal structures of the stakeholders to adapt to the common visions shared by the Library Living Lab. The first mayor of Sant Cugat was a crucial actor in supporting the network of libraries and the Living Lab concept in the libraries in Barcelona.

The Provincial Council of Barcelona provides a network of libraries and policies linked to these, and through the Living Lab receives an innovation space for prototypes and services to potentially scale-up through its network of libraries. A provincial program called BiblioLab has become the umbrella on co-creation, exploration and innovation towards systemic change, having emerged from the experiences of L3 : a space where innovation can happen. L3 and its concepts have been co-created behind and it has been scaled out : 45 more libraries around Barcelona are now applying the concept as well.





SMARTIFIER

IDOIA MUÑOZ

OCEAN LIVING LAB

Ocean Living Lab is the first Living Lab focused on citizen-driven innovation for the ocean and mainly focused on sports and well-being sector. It is a transnational Living Lab located in the Basque country that is historically divided between Spain and France, therefore being able to deploy the experimentation with partners in both countries.

PROJECT'S DESCRIPTION

The Smartifier project tested the usability and utility of a product (balance board & accompanying mobile app) in the pre-commercial phase, involving end-users while also exploring international partnerships in Spain and France. The platform was analyzed in order to explore its potential for exploitation and internationalization. This was achieved through testing and analysis of the user experience during three-week pilot activities with different end-user groups (technology companies, health professionals and athletes).



CO-CREATING GROWTH

This project showcases the power of co-creation in the later phases of innovation: exploitation, commercialization and internationalization of the product.

The client (Smartifier) employed the expertise of Ocean LL in testing the utility of their product (balance board, together with a mobile app and accompanying exercising games) in new markets: taking the product from Finland to Spain and France.

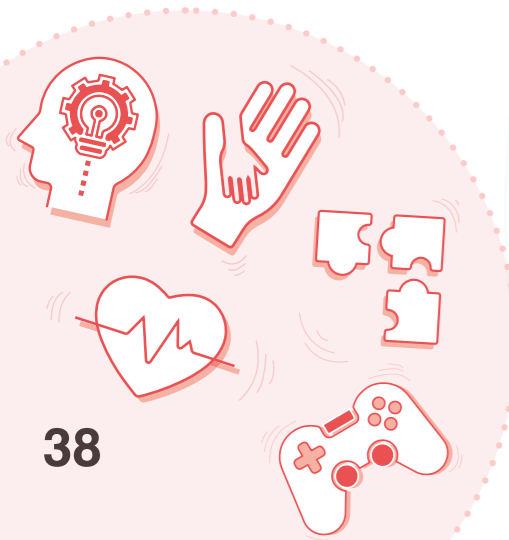
The process of co-creation focused on experiments with end users but also the wider spectrum of stakeholders in the ecosystem – and using their feedbacks to impact not only the product or service, but also future business opportunities, markets and partnerships as well. The LL acted as a vehicle in bringing the different stakeholders together and in expanding the horizons of the project much beyond that of the initial scope of the project. Involving a wider array of user groups, different stakeholders and partners proved a clear added value in creating an inclusive design process, adding richness to the outcomes by considering the different viewpoints.

OUTCOMES

Scaling out to a wide community of users internationally included also three new target groups in the ecosystem around the Ocean Living Lab :

1. Sportspersons
2. Seniors
3. Working professionals

Surfers and skateboarders were also involved through Quicksilver, giving Smartifier the opportunity to validate their products or services under the requirements of two countries & access to a bigger potential market. Heuristic Review and user interviews produced qualitative data, and quantitative data was obtained from questionnaires, and analyzed then using descriptive statistics.



SCALE DEEP

We can endlessly discuss the complexity of innovative, inclusive and sustainable development, the best ways and approaches to implement them and to scale up our positive impact on the society. But at the core of this lie our cultural roots and the necessity to change relationships, cultural values and beliefs towards more sustainable ones. How to «win hearts and minds», how to raise awareness and encourage everyone to think about our world from different perspective? In the section Scale Deep we showcase experience and knowledge on how to CO-CREATED CHANGE may be achieved and what may be the role of a Living Lab in this process.

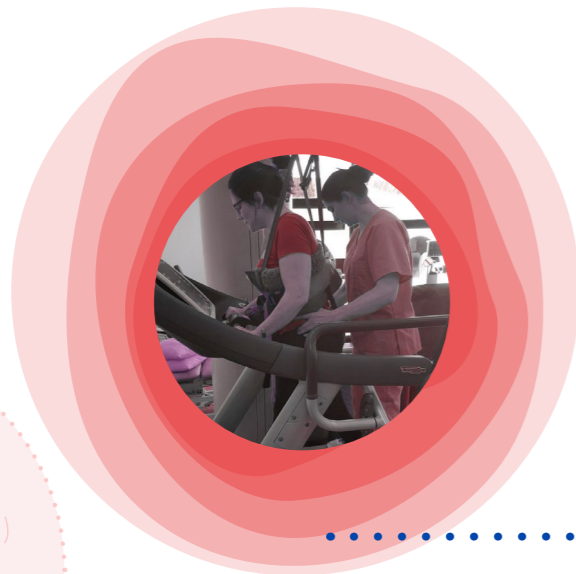
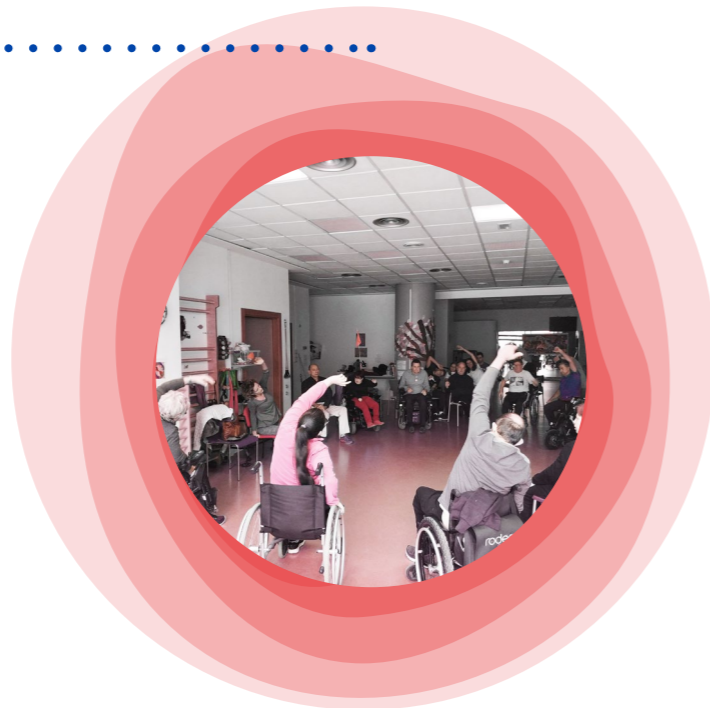
CO-DESIGN NEW IDEAS APPLIED IN FOOD & HEALTH LAB DURING COVID-19

JOSE M. SORIANO



PROJECT'S DESCRIPTION

Food&HealthLab has developed several activities during the confinement of COVID-19. The application of tele-nutrition has been applied to reduce the obesity and overweight of patients at home, have evaluated quality of life, using two different questionnaires, on patients with neurological pathologies, comparing home confinement and free stages, and have created educational and explicative free videos which helped to guarantee physical activity during lockdown.



FOOD & HEALTHLAB

Food&HealthLab will carry out the translational research to improve six Pillars (nutrition, gastronomy, physiotherapy, psychology, physical activity and clinical analysis) to harness capabilities for solutions to threats health and applied to users and patients.

CO-CREATING CHANGE

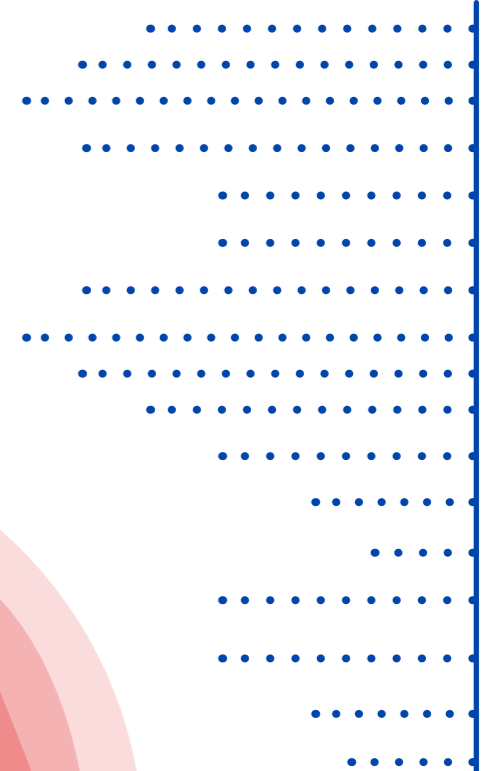
Users and patients were helped with a telecare.

First, the home confinement population is very important, in terms of controlling BMI, due to them being physically less active and having less favourable diets, among other factors, which may result in weight gain, and to reverse this effect, telecare applied in assessment of anthropometrical measurement and eating meal plan were used with success. On the other hand, patients with neurological pathologies were analysed and according to these results, educational pills to improve the quality of life were created.



OUTCOMES

Several visual tools such as videos in educational free pills format were developed and uploaded to YouTube to increase your physical activity, decrease the risk of weight gain and improve your quality of life. Furthermore, around 550 patients increased a weight reduction during confinement based on guidelines in telecare. In addition, individual healthy menu plans and online workshops were developed to learn how to cook easily and healthy.



LIFE CAFE

HELEN FISHER



CO-CREATING CHANGE

Findings in our research included the identification of a lack of opportunity for people to talk about what was important to them and how they gave/received care, a key barrier to good care.

The Life Cafe is co-creating change by enabling people to express what they want and generate supportive networks to enact peoples wishes. Life Cafes run in community groups, faith groups, care homes, hospices and in education. Relationships have been strengthened due to the discussions that the Life Cafes has generated. People are able to share their values/beliefs and have this impact on their care and the care of those that they love. The Life Cafe is a creative experience, where people can dig deep into their thoughts about what is meaningful to them, each time they attend. The Life Cafe has resulted in improved care plans for those in care homes, enabled different cultures within communities to share values and beliefs, and informed care providers of their locality's needs when it comes to care.



PROJECT'S DESCRIPTION

The Life Cafe offers a space to uncover and share what is meaningful to individuals in life, care and end of life care. The Life Café Kit provides resources and activities that promote and support conversations to happen in a safe way. The resources within the Life Café Kit have been created in partnership with people living in the community and each element is underpinned by a clear rationale. Hundreds of people have joined Life Café's using this resource to engage in significant conversations.

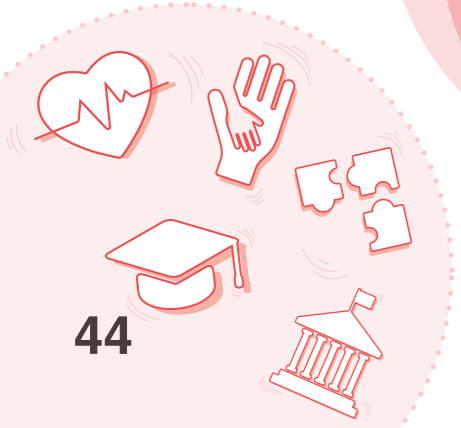


LAB4LIVING

A trans-disciplinary research group, based on a collaborative community of researchers in design, healthcare and creative practices addressing real world issues that impact on health and wellbeing and developing products, services and interventions that promote dignity and enhance quality of life.

OUTCOMES

The Life Cafe has impacted individuals on a very personal level; "This has made an incredible difference to me today to share these things and listen to you all". Life Cafés have also had an overwhelmingly positive impact on the quality of care. Marie Curie use them across their hospices, hospital and community provision. They are also utilised by a range of organisations nationally and internationally, including a 1,000 bed care home provider in Sheffield and Sheffield Teaching Hospitals.



TORINO CITY LOVE

LAURA RIBOTTA
FEDERICO CUOMO
ELENA DEAMBROGIO



PROJECT'S DESCRIPTION

Torino City Love (TCL) is an initiative of solidarity and open innovation launched in March 2019 aimed at mobilizing TCL partners and other businesses from Italy and beyond to deploy innovative solutions to support citizens and businesses based in Turin-Piedmont during the COVID-19 emergency. The following goals are among the main priorities addressed: to promote innovative learning solutions, to combat social isolation, to promote a culture of open innovation and social inclusion for all.



TORINO CITY LAB

Torino City Lab is an initiative-platform aimed at creating simplified conditions for companies interested in conducting testing in real conditions of innovative solutions for urban living. Promoted by the City, it involves a vast local partnership of subjects from public and private sectors.

CO-CREATING CHANGE

TCL has been proposing four main actions in the field of education and social inclusion, with the aim to trigger a scaling-deep effect: It aims at solving practical problems during the lockdown period. These are 3 main showcases:

Educational 3D path of MAO -Museum of Oriental Arts (Partner: Vertical srl and Dktk3d): a digital gamified reconstruction of the Museum which allowed students to digitally discover some of the most inspiring rooms and get closer to the oriental treasures.

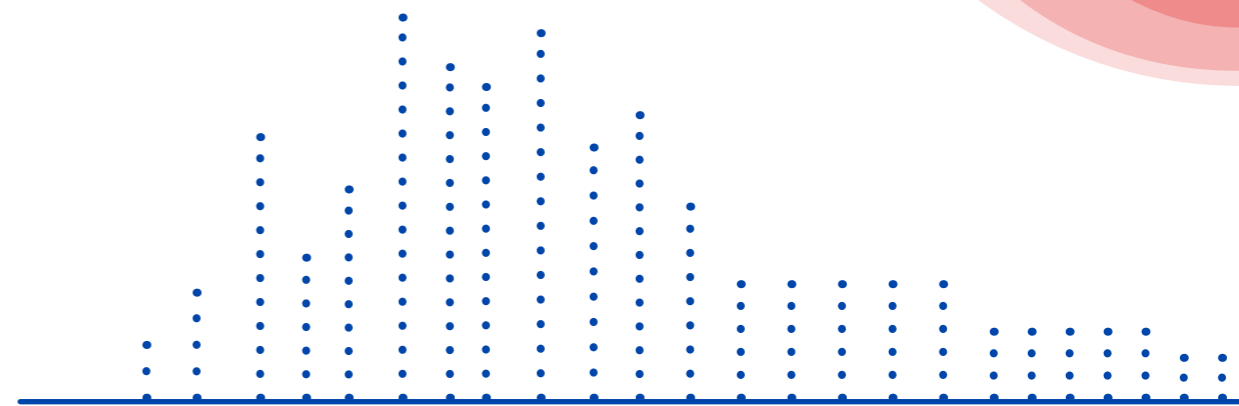
Virtual school trips partner: Microsoft through the platform «Skype in the classroom». Students and teachers connected from home could interact with experts onsite at local Museums and urban agriculture park “Orti generali”.

Remote-controlled robots for distance communication at hospitals (partner: TIM). Thanks to the use of robots, produced by DOUBLE3 and connected to the TIM network, children, parents and all other operators of the structures concerned are enabled to maintain human contact.

OUTCOMES

In general, the level of satisfaction of all the aforementioned experiences was very high and there is a willingness to continue to offer blended learning experience in the future, combining digital, culture and entertainment for all.

About 200 students have been involved and 20 teachers through 30 virtual trips/digital tours/training activities from primary and secondary schools. 5 Local Museums involved as partners. 3 Hospitals involved for remote assistance experiments.



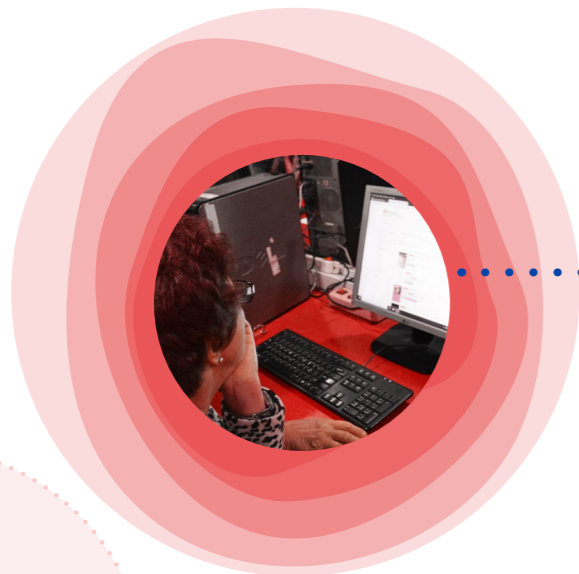
“PARTNERS OF EXPERIENCE” (COLLABORATION & RESEARCH COMMUNITY FOR INDEPENDENT LIVING) - SISCODE

EVDOKIMOS KONSTANTINIDIS - PANAGIOTIS BAMIDIS -
EFSTATHIOS SIDIROPOULOS - MARIA NIKOLAIDOU -
DESPOINA PETSANI - DESPOINA MANTZIARI -
NIKOLAOS KYRIAKIDIS - VASSILIKI ZILIDOU
KATERINA-MARINA KATSOULI



PROJECT'S DESCRIPTION

The “Partners of Experience” is a coherent lifelong learning programme for older adults, powered by Thess-AHALL’s people that are 60+ y.o. “Collaboration & Research Community for Independent Living”. The idea is an alternative “older adult” citizens’ science team, applying research & co-creation methodology to address societal challenges and promote policies & innovation to the city. This approach helps older adults to fight the ageism risk and enhance active citizenship & social inclusion.



THESSALONIKI ACTIVE & HEALTHY AGEING LIVING LAB (THESS-AHALL)

Thess-AHALL fosters initiatives encouraging regional development and sustainability of novel technologies in the Active & Healthy Ageing domain. It is actively pursuing co-creation/co-design of technological solutions to improve health and social conditions for older adults and independent living.

CO-CREATING CHANGE

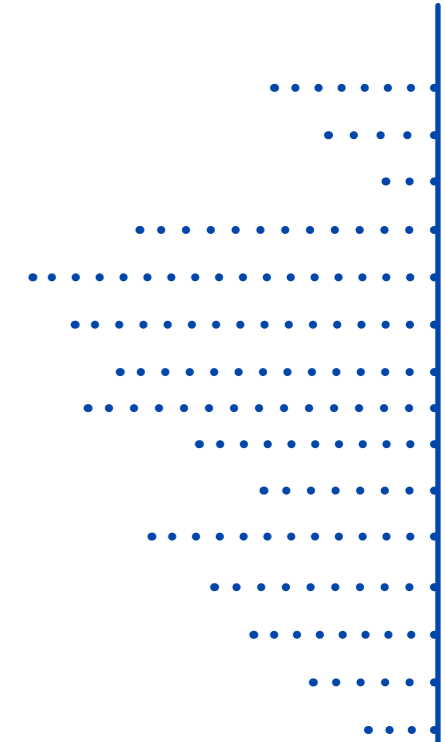
LL’s many-year experience in vulnerable groups’ participatory research has shown that citizens often consider Academia as a close community and researchers’ work as having low-impact to society’s needs.

“Partners of Experience” put beneficiaries in researchers’ shoes and bridge the gap between the City (citizens, policymakers) and Academia, creating new cultural values of inclusive and citizen-centered research to effectively address key “challenges” and draft innovative policies. The high involvement of older adults in co-creation research and decision-making results in the democratisation of research; older adults’ enhancement of their well-being and tackling of ageism; acquirement of new skills and knowledge, also leading to high impact solutions for the society. Intergeneration, educational visits in the city, experiential field research, sharing of personal experiences and ideas are some of the methods exploited in the programme.



OUTCOMES

Older adults’ evaluation has shown wide acceptance of the methodology used and for the development of similar working groups and activities, as well as high impact in their social life. The 45 active members act as “ambassadors”, inviting new fellows to join. They implement F2F and virtual (Covid-19) sessions, sharing the common vision of making the city healthier and accessible to their peers. The City is interested in implementing solutions and replicating the programme to a wider population.



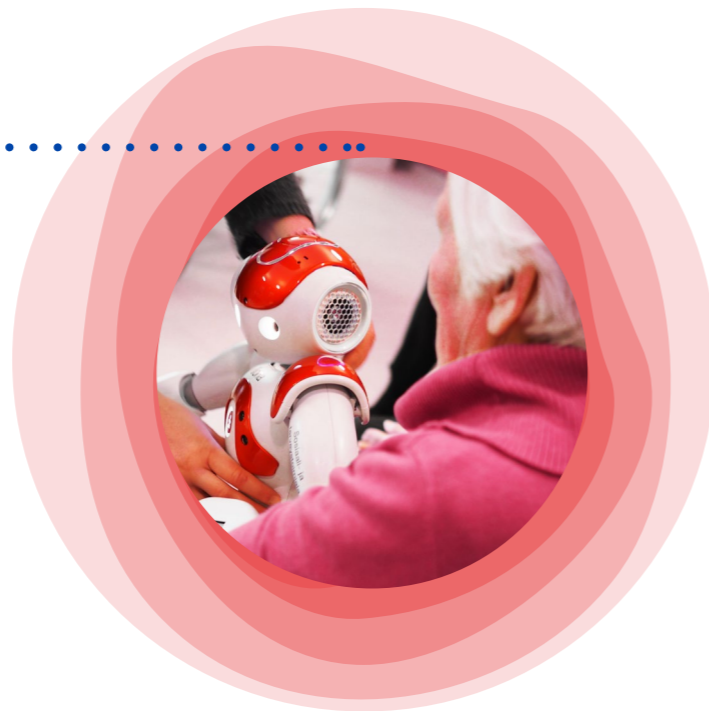
ILONA - ROBOT BRINGS JOY IN ELDERLY CARE

HELINÄ MELKAS
LEA HENNALA
SATU PEKKARINEN



PROJECT'S DESCRIPTION

Ilona is a service robot (Zora) in elderly care services in the Lahti region. It was re-named Ilona – a Finnish name referring to 'joy', to smoothen its introduction. The implementation phase lasted from December 2015 to April 2016 in two public care homes and a geriatric rehabilitation hospital. It has been in use since then. Lahti Living Lab was involved in the implementation and has conducted an analysis to identify the impacts of Ilona among the users – care personnel and elderly clients.



LAHTI LIVING LAB

Lahti Living Lab is one of the oldest in Finland. Its lab is where people are. It develops solutions in real environments with end-users. It also brings together very different organizations. Other LLs may concentrate more on developing technologies, but Lahti Living Lab creates living lab people.

CO-CREATING CHANGE

Expectations were partly greater than benefits during the implementation (of this first robot of its kind in public elderly care), but the point is to unveil all of those.

Robot use does not succeed by "gluing the robot on the services"; processes must be adapted, and a wide community of motivated and competent users is needed. Impact assessment is vital to be able to react to shortcomings. Ilona made work communities interested and generally willing to pilot robots. It functioned as a "messenger" of robotics. The participants liked to see what kind of robots are available. Ilona provided recreation for clients, and interesting new challenges to care professionals' own work. Experiences from the implementation phase had an impact on the understanding of how to communicate about the robot in the best way and of the bigger picture of this new type of technology, care robotics, including the need to understand the cultural roots instead of seeing a robotic device as a "separate island".

OUTCOMES

Outcomes were both practical (e.g. recreation, new competences) and more intangible (increased knowledge, changes in attitudes, openness towards technology, also constructive criticism, novel ideas concerning future use). Ilona is now in use also elsewhere. Tens of care professionals and clients were involved, and the collaboration with care management was intensive. The general public was reached through local and national media coverage. New research was initiated on care robot orientation.



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BOTTOM UP APPROACH AND CITIZENS CENTERED POLICIES - THE ROAD TO SUCCESS

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FLEXIBLE PLATFORM TO CONDUCT STUDIES USING INTERACTIVE, MOBILE, WEARABLE AND UBIQUITOUS DEVICES

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VisioAI FOR GIS - MAKE BETTER MAPS

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SMART KALASATAMA

AGILE PILOTING PROGRAMME

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FUTURE SELF AND DESIGN LIVING LAB

TRAIN-THE-TRAINER: CO-DESIGN INDUSTRY TRAINING TO FACILITATE SECTOR-WIDE SERVICE TRANSFORMATION

<https://www.cdiengage.com.au/living-lab/co-design-industry-training>

THESSALONIKI SMART MOBILITY LOVING LAB -THESSM@LL

GALILEO4MOBILITY GREEK PILOT

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LIBRARY LIVING LAB

L3

<http://librarylivinglab.com/>

OCEAN LIVING LAB

SMARTIFIER

<http://www.laoceantech.fr/>

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LAB4LIVING

LIFE CAFE

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TORINO CITY LAB

TORINO CITY LOVE

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THESSALONIKI ACTIVE & HEALTHY AGEING LIVING LAB (THESS-AHALL)

“PARTNERS OF EXPERIENCE”

(COLLABORATION & RESEARCH COMMUNITY FOR INDEPENDENT LIVING) - SISCODE

<http://aha-livinglabs.com/>

LAHTI LIVING LAB

ILONA - ROBOT BRINGS JOY IN ELDERLY CARE

<http://www.lahtilivinglab.fi/?lang=en>

**HERE IS THE
LINK FOR THE
SURVEY**

<https://www.surveylegend.com/s/2g7r>

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YOUR FAVORITE
PROJECT !**

