# OUTPUT FACT SHEET

## Pilot actions
Version 3

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| **Project index number and acronym** | niCE-life (CE1581) |
| **Output number and title** | Output O.T3.5 - Pilot testing of the digital monitoring tools in Bologna - YouBOS |
| **Responsible partner (PP name and number)** | LHA BO – PP6 |
| **Project website** | https://www.interreg-central.eu/Content.Node/niCE-life.html |
| **Delivery date** | 31/12/2021 |

**Summary description of the pilot action (explaining its experimental nature, demonstration character and transnational added value**

The main challenge of YouBOS is to demonstrate that upskilling digital competence of elderly people is possible and contributes to strength their social inclusion. With this aim we have created a virtual community to promote the creation of new relationships, to share contents, activities and events carried out by voluntary organizations on the territory, taking care of the frail seniors, often isolated, helping them by using digital tools to discover new relational models.

The pilot was realized in the Metropolitan City of Bologna where about 30% of citizens are older than 65 years and LHA BO is called to promote empowerment and prevention to guarantee the system's sustainability. In this context many prevention actions are addressed to the engagement of the population as frail seniors are very often supported by relatives and friends and neighbours.
The niCE-life project has contributed to the evolution of the service e-Care existing in Bologna since 2005 and inspiring the project itself and by promoting the following objectives:
- Matching the analysis of frailty maps with existing services
- Sharing objectives with the public, the private sector and associations
- Encouraging the development of new actions using forms of micro-funding
- Driving the actions and revitalizing the volunteer sector
- Promoting actions that are sustainable in the future

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The pilot was able to connect people, social health workers and volunteers in the third sector, and to encourage the creation of a community to support the more frails, facilitating the maintenance of their autonomy and improving their quality of life. The tool YouBOS (www.bolognasolidale.it ) that has been deployed, was conceived to facilitate the access mainly for the seniors and their caregivers to the needed information and support them through the use of the content published on the website platform. The tool at the same time invites the elderly to take an active part and thus co-create the contents of the platform through specific thematic areas. The possibility to interact directly through a forum with other users serves to maintain relationships between peers and be able to ask questions to experts and the editorial staff of the platform, thus receiving answers to their needs.

The main actors involved in the pilot are:
- Health Districts and Local Planning offices of the Local Health Authority of Bologna
- Social Services of the municipalities of the Metropolitan City of Bologna
- Lepida and its eCare staff
- Community: Volunteers Associations, Retired Workers Unions, Churches, Caregiver Associations
- Private sector: cooperatives, private management of public services (day centres or residences for elderly)

Two groups have been recruited and involved in the pilot: #39 frail seniors; #9 volunteers and caregivers.

The care for the elderly, their training and the maintenance of their inclusion in the social context depend on the organizations of the different Countries. Combating the digital divide but also ageism is a duty of all nations because it means combating inequalities in access to the rights of individuals. It is therefore considered that the comparison between the participating countries is useful to know other forms of inclusion and participation of the elderly in social life and other agencies/organisations able to support it. With this aim the concept at the base of the eCare network in Bologna has been transferred to the Samaritan Burgenland Department of Home Care that has implemented the Monitoring Grid tool in their pilot.

To measure the results of the pilot we have identified the following indicators:
- Senior QoL
- Formal and informal caregivers QoL
- Social isolation
- Services acceptance and user satisfaction
- Sustainability: number of participants to the service.

A study protocol has been submitted to the territorial Ethical Committee of the LHA BO and a Data Protection Impact Assessment to obtain their final approval to stay compliant with GDPR has been realised by LHA BO and LEPIDA. The informed consent procedure has been included in the study protocol. Participation to the pilot was completely on voluntary basis and subject to the signature of the consent.

## NUTS region(s) concerned by the pilot action (relevant NUTS level)

The pilot has been realised in Emilia-Romagna Region – Province (Metropolitan area) of Bologna.

## Expected impact and benefits of the pilot action for the concerned territory and target groups and leverage of additional funds (if applicable)

**Primary endpoint**
To maintain the cognitive capabilities (interaction and dialogue) gained by the seniors with the use of YouBOS.

**Secondary End point**
- Improvement of the acceptability and usability of the technologies by the seniors.
- Reduction of the risk of isolation related to psychological factors (e.g., depression, anxiety); socio-cultural factors (e.g., social supports, disruptive life events); and social environmental factors (e.g., transportation, housing).
- Reduction of the digital divide. Better access to the services available in the local contexts thanks to the improvement of the digital competences.

39 seniors have been using the YouBOS platform. Despite the pandemic Covid-19 situation, the pilot in Bologna is fully operational, due to the characteristic of its solution which addresses the digital world. A total of 30 users are still using and enjoying the YouBOS solution in Bologna, that means that almost the 77% of the participants are still engaged after the closure of the pilot and very likely in the future thanks to the eCare network and its community.

Currently, there is a reflection on those who could take charge of the management of the YouBOS platform after the conclusion of the project. In fact, the editorial staff should be composed of institutions and associations and older volunteers to identify interesting topics for our target population and promote their constant updating. This is included in the Memorandum of Understanding.

LHA BO and LEPIDA are verifying the interest of associations and Unions of pensioners to take charge of the promotion and communication of the initiative with own resources, so as to stimulate the institutions to invest in the follow-uo of the project during the second half of 2022 and then stably in 2023.

## Sustainability of the pilot action results and transferability to other territories and stakeholders

The YouBOS platform needs a steady editorial staff made up of committed people. We are establishing an organization where the various figures shall take care of the different sections of YouBOS and schedule regularly events and meetings, upload new contents.

The animation of the YouBOS platform depends on the resources that would be committed in the different territories where it is used. Secondary schools represent a promising environment to promote intergeneration exchanges.

Other stakeholders would be local communities like neighbourhoods, churches, spontaneous voluntary associations such as thematic committees that care for seniors and sustain their inclusion.

For what concerns the lesson learnt, the pandemic has shown that the elderly people are constantly at risk of isolation and inequality. It is therefore necessary to imagine new forms of relationship but also new professions that can capture the attention of the elderly and support them in a non-invasive way, by proposing the maintenance of their usual interests and at the same time providing the necessary help to keep up with the changes imposed by technology and progress.
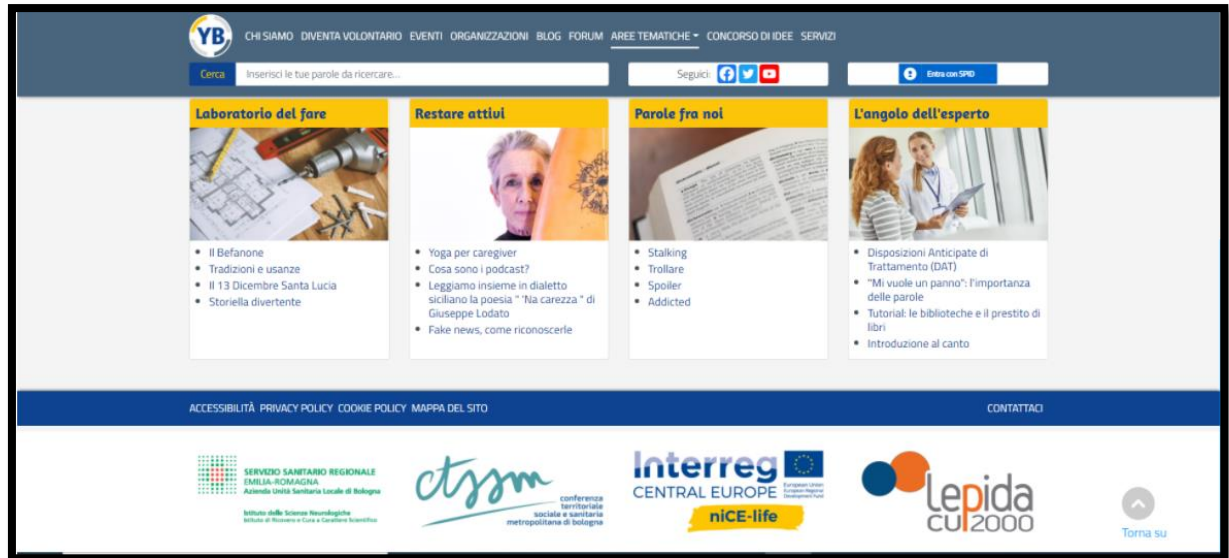
**If applicable, contribution to/ compliance with:**
- **relevant regulatory requirements**
- **sustainable development – environmental effects. In case of risk of negative effects, mitigation measures introduced**
- **horizontal principles such as equal opportunities and non-descrimination**

YouBOS has promoted the discussion on welfare issues in particular health and social, but also on general and political culture. The focus was the promotion of the digital transition of the elderly. In our context, however, where the elderly represents 30% of the population, this tool can also promote a change in the behaviour of people leading to embrace the ecological transition and allow the adoption of habits addressing environmental sustainability such as the correct disposal of waste, less use of plastic, more careful use of energy resources, less use of detergents, etc.

**References to relevant deliverables (e.g. pilot action report, studies), investment factsheet and web-links**
**If applicable, additional documentation, pictures or images to be provided as annex**

DT3.1.1- Implementation plan of the pilot actions in the partner regions
DT3.1.3- Synthesis and analysis of reports on each pilot action containing reflection on feedback /contacts with stakeholders via questionnaires, personal and phone discussions.
DT3.1.4- Summary report form the pilot actions
DT3.6.1 - Design of the pilot action in Bologna
DT3.6.2 - Engagement of test person and consideration of legal aspects
DT3.6.3 - Report from briefing and training of test persons and home care givers
DT3.6.4 - Installation and testing of technical devices and applications
DT3.6.5 - Collection and analysis of feedback from test and support persons
DT3.6.6 - Summary Report from the Pilot Action in Bologna

The YouBOS portal



An event in Bologna with seniors and local stakeholders