



SHAFE mapping on social innovation ecosystems

**International Interdisciplinary Network on
Smart Healthy Age-Friendly Environments | NET4Age-Friendly
COST Action 19136 (2020-2024)**

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TABLE OF CONTENTS

1. EXECUTIVE SUMMARY.....	4
2. Introduction.....	5
2.1. About Social Innovation.....	5
2.2. Social Innovation networks in NET4Age-Friendly.....	6
a. SHAFE and NET4Age-Friendly.....	6
b. ECHalliance ecosystems	7
c. Faber	7
d. Knowledge Platform Age-friendly City The Hague	7
3. Methods	8
4. Results	9
4.1. Summary of the results analysis.....	9
a. Respondents	9
b. Ecosystems	9
4.2. Graphic representation of the main results	11
5. Social innovation Ecosystem	13
6. Participants in the collaborative initiative.....	26
6.1. SHINE 2Europe.....	26
6.2. AFEdemy.....	26
6.3. ISRAA	27
6.4. ECHalliance.....	27
7. Conclusions.....	28
8. Annex – Survey questions.....	29

1. EXECUTIVE SUMMARY

There have been several initiatives aiming to promote innovation and support stakeholders to increase investments in relevant societal areas connected to Smart Healthy Age-Friendly Environments - SHAFE. However, their impact usually runs shorter than desirable in the mid- and long-term due to the difficulty to identify, map and connect stakeholders in the different European and world countries that may be willing to work for the practical implementation of social innovation around SHAFE.

This mapping and connection can contribute to increase awareness of innovation actors on social innovation concepts and, if well disseminated, may also leverage the creation of alliances and synergies between different stakeholders within ecosystems and between ecosystems.

Understanding what relevant practices exist, how they are funded and how they involve citizens and organisations is also key to ensure that business actors have access to social innovation and entrepreneurial knowledge, which is key for future sustainable societal change.

This Virtual Mobility Grant aims to:

- develop and implement a survey for the identification of social innovation ecosystems;
- circulate it among NET4Age-Friendly members and related local, regional and national ecosystems;
- analyse results;
- develop a publication that provides the SHAFE mapping on social innovation ecosystems.

The activities gathered relevant inputs regarding different cultural and societal perceptions, including end-user organisations in different countries and will thus facilitate multistakeholder engagement, public awareness and the overall upscale of social innovation on SHAFE.

2. Introduction

2.1. About Social Innovation

“Social innovation relates to new responses to pressing social demands by means which affect the process of social interactions. It is primarily aimed at improving wellbeing. It covers wide fields which range from new models of childcare to web-based social networks, from the provision of domestic healthcare to new ways of encouraging people to exchange cars for bicycles in cities and the development of global fair-trade chains. In its recent usage, the social innovation approach is understood to mean not only a new governance mode working across traditional fields of responsibilities with an active involvement of citizens, which is effective in addressing the challenges of climate mitigation, social justice, ageing, etc., but also the culture of trust and risk-taking which is needed to promote scientific and technological innovations¹.”

The concept of Social innovation is drawn on multiple layers and encompasses multiple elements, such as the transformation of governance arrangements, tools and participation forms; new relationships within society and its different actors; systemic adaptation at the social level. One key aspect is grounded on the role of citizens and their participatory role, as they are the ones in the position to evolve *“initiatives from a localised level to a macro-level”*².

In a domain such as SHAFE, social innovation is useful to provide practical insights into how implementation of new technologies and services can be enhanced in societal systems pathways and practice.

Social Innovation processes can be rather useful to understand the role of citizens (or specific target groups) in societal transformation. Empowered citizens will be able to be part of the implementation pathways not as service recipients but as *“the leaders and ultimately the owners of (for example) health interventions and programmes.”*³

In summary, social innovation can best be understood as innovation in social relations, in power dynamics and in governance transformations, and may include institutional and systems transformations. It has been applied in health research, within multiple topics, mainly from an instrumental and technocratic point of view, to foster greater patient and beneficiary participation in health programmes.

However, to achieve this degree of participation, a critical view on the structures of power needs to be undertaken and public authorities are essential to be on board of such initiatives. If the quadruple helix⁴ of stakeholders in one community is aligned and willing to open their minds and hearts to new experiments and participatory initiatives, there is room for *“shifting the power dynamics”* thus creating *“new avenues for involvement and participation”*.

Social Innovation provides a framework for understanding systems innovation, but goes well beyond the existing premises of functional efficiency or incremental improvement. It launched the basis for the creation of communities that are thought from the person’s perspective, their needs and reality – which is also the

¹ [EC BEPA Social Innovation Report](#)

² <https://idpjournal.biomedcentral.com/articles/10.1186/s40249-021-00794-8>

³ <https://journals.plos.org/plosone/article?id=10.1371/journal.pone.0141091>

⁴ xxx

basic approach of SHAFE - actively voicing their ideas and solutions, especially those emerging at the grassroots level, thus enhancing equity and empowerment.

Social innovation is inherently interdisciplinary and intersectoral, bringing added value for policy making as it emphasises the context in the implementation. It usually discards any solutions of 'one-size fits all', accounting for uniqueness and the specific conditions of each implementation site. This is why a mapping of existing initiatives is helpful to understand current practices and potentially benchmark them, adding value to new communities wishing to embrace such challenge.

From the gathering of initiatives in different countries and networks it will hopefully be possible to create synergies and promote a group of early adopters that are able to progress on SHAFE implementation and upscale.

2.2. Social Innovation networks in NET4Age-Friendly

a. SHAFE and NET4Age-Friendly

The COST Action 19136, NET4Age-Friendly - *International Interdisciplinary Network on health and wellbeing in an age-friendly digital world*⁵ - aims to promote the creation and implementation of smart, healthy environments, for different ages and throughout the life course, with a special focus on overcoming fragmentation and critical gaps at both conceptual and pragmatic innovation to address European research and policy challenges.

It is an international network, with nearly 500 members of 51 countries (numbers in October 2022), proposing a holistic approach to optimize social and physical environments, supported by digital tools and services, promoting healthy and active living, equity in access to service and active participation in society - SHAFE. SHAFE⁶, acronym for Smart Healthy Age-Friendly Environments follows the United Nations Sustainable Development Goals (in particular Objectives 3 and 11), stating that sustainable environments for all ages represent the basis for ensuring a better future for the entire population and addressing most of the growing issues of the ageing population.

The challenges of different sectors, such as building environments and urban planning, the digital revolution and the need for more efficient and sustainable health and social care are closely interlinked and essential for increasing the quality of life and wellbeing of citizens and their communities. SHAFE responds to these challenges by promoting the creation and implementation of smart, healthy and inclusive environments for all generations that enable them to learn, grow, work, socialise and enjoy a healthier life, benefiting from the use of digital innovations, accessibility solutions and adaptable support models in the European context.

The main approach of NET4Age-Friendly is the establishment of new local or regional ecosystems or by expanding existing ones in each European COST country involved, to work on health and wellbeing in an age-friendly digital world. The ecosystems consist of citizens, public authorities, businesses/NGOs and research and is supported by five thematic Working Groups: User-centred inclusive design in age-friendly environments and communities; Integrated health and well-being pathways; Digital solutions and large-scale sustainable implementation; Policy development, funding forecast and cost-benefit evaluations; Reference Framework.

⁵ <https://www.net4age.eu/>

⁶ <https://shafe.eu/>

b. ECHAlliance ecosystems

ECHAlliance Ecosystems bring together a permanent community of stakeholders to develop a joint health agenda, aiming to address and find common solutions to regional health challenges. Through ecosystems, needs and solutions match and stakeholders break down silos, transform healthcare delivery and create economic growth. The key benefit of working together in an Ecosystem is the multiplier effect of collaborating in an International Network of Ecosystems, as an intelligence network connecting the dots in digital health. The ECHAlliance have built a network so far of 70 Health Ecosystems across the globe.

c. Faber

The Housing & Health Thematic Innovation Ecosystem connects and works on specific areas: Smart Buildings; Green Approach to Building and Design; Innovative Social Models; Finance, Economic and Sustainability Governance. It is led by ISRAA, reaching out to more than 2000 experts, public bodies and care providers EU wide, adding the ISRAA's European Department, that is Faber Fabbrica Europa⁷, with 1000 connections working on ageing and the longevity economy. Founded in 2012, Aging2.0 strives to accelerate innovation to address the biggest challenges and opportunities in aging, with a community of 40k+ innovators across 31 countries. Their chapter network spans over 130 cities and has hosted more than 1000 events around the world. Oscar Zanutto (ISRAA) is the Treviso's Aging2.0⁸ Chapter Ambassador

d. Knowledge Platform Age-friendly City The Hague

The Municipality of The Hague, interest groups, knowledge institutes and social partners from the Hague region participate in the Knowledge Platform⁹. This initiative advises on the design of the integral monitor senior-friendliness and supports the recruitment of respondents. In addition, partners contribute relevant research and other information to the Knowledge Platform, so that knowledge in the field of The Hague's age-friendly city is further shared and enriched.

⁷ www.fabbricaeuropa.eu

⁸ <https://www.aging2.com/treviso/>

⁹ <https://extranet.who.int/agefriendlyworld/network/the-hague/>

3. Methods

In order to achieve the aims of this work, namely to unleash the potential of social innovation ecosystems on SHAFE, the VM built on the following activities:

1 – Development of the survey questions. The initial survey was developed by SHINE and further commented and enriched by the collaborators on this Virtual Mobility. After several iterations, the questionnaire developed was semi-structured, with a number of closed questions mainly aimed at characterising the social innovation ecosystem and the respondent organisation, added by a few open questions that intended to collect the description of the social innovation initiatives and relevant links to be further showcased and disseminated in the future.

In terms of data privacy policy, the survey was developed to allow for fully anonymised replies, encompassing however the possibility that the respondent wishes to be acknowledged and further contacted in relation to the initiative and in that case the name, organisation and email were collected.

2 – Implementation of the survey online and short user testing (cfr Annex 1 - Survey Template). The questions were then transpose to an online tool to collect the replies. The selected was EUsurvey, the survey tool of the European Commission.

3 – Dissemination of the survey among the Action Members and communication for the further dissemination through their networks. Once the survey was ready, it was disseminated through the COST Action CA19136 NET4Age-Friendly, as well as through the members of the ECHalliance, FABER and ISRAA, and SHAFE. An initial deadline was foreseen, with an extension period foreseen of one week, to power-up adherence. 61 valid replies were collected.

4 – Analysis of the results. The survey replies were exported to Excel and further analysed in quantitative and qualitative terms. The quantitative results were mainly summarised in graphics and the qualitative inputs were gathered in tables, clustered under thematic groups and further analysed in small explanatory texts.

5 – Development of a summary of the results, article for publication in the Action webpage and news for dissemination. Based on the analysis, a lay publication was developed and also a scientific article is foreseen to increase the outreach of the results.

4. Results

4.1. Summary of the results analysis

The survey collected 61 replies, mostly from NET4Age-Friendly members.

From these, 14 wish to remain anonymous, while the other 47 agreed to be acknowledged and have their contributions made public. In one of the latter cases, the name and organisation data was not provided, and one contribution was provided by a co-author, thus only 45 acknowledgements are formally considered.

a. Respondents

In total the survey received 61 responses from 28 different countries. The majority of respondents is involved in the scientific and research world: 69% of the respondents (42) work at a university or in other type of organisations dedicated to education and/or research. Hospital and care providers represent 10% of the respondents; public organisations and ecosystems/think tank each 8%.

Romania and Turkey are best represented among the respondents, respectively 16 and 10%. The vast majority of respondents is located in Europe, although the survey also received answers from Japan and Australia.

b. Ecosystems

It is relevant to highlight that 89% (N=54) of the respondents think that their ecosystem is socially innovative. To contextualise the answer to this question it is worth to mention that the respondents were provided in the survey with the following quote and concepts to frame the subsequent replies:

According to the OECD "Social innovation refers to the design and implementation of new solutions that imply conceptual, process, product, or organisational change, which ultimately aim to improve the welfare and wellbeing of individuals and communities¹⁰". Many initiatives undertaken by the social economy and by the civil society have proven to be innovative in dealing with socio-economic and environmental problems, while contributing to economic development. To fully tap the potential of social innovation, an enabling policy framework is needed to support public, non-profit and private actors to co-construct and implement socially innovative solutions and thereby contribute to address socio-economic issues, build stronger territorial resilience and better respond to future shocks.

On the question referring to which aspects of social innovation are developed, the most given answers are "Creation of new cooperation networks" (N=39) and the "Creation of new practices (N=37), followed by the "Creation of new products and services" (N=29), "Open innovation" (N=26) and "Creation of encouragement of new policies, rules and law" (N=25).

Slightly more than half of the ecosystems has a legal form (N=35, 57%). Almost the same number of ecosystems has a brand (N=34, 56%), which allows us to infer these actions are interconnected.

Ecosystems mainly consist of professionals/experts (N=48), students (N=44), citizens in general (N=43) and business and industry (N=33). It is very interesting to see a high number of citizens in general, as well as

¹⁰ <https://www.oecd.org/regional/leed/social-innovation.htm>

specific groups such as older people, women, children - however it is not clear yet if their role is proactive or rather they are in the ecosystems as recipients of innovation. Looking at the replies to question 9 of the survey, it is most probable that citizens still have a quite reactive/passive participation and this is one aspect that will surely be relevant to explore in future works.

Most ecosystem are consisting of 0-9 organisations (67%, N=41). Ten ecosystems consist of 10-19 organisations (16%, N=10). Universities form the biggest group of stakeholders of ecosystems (N=54). Companies and businesses together are the second group (N=41). Non-profit organisations and public administration follow as third and fourth (N=26 and 25).

The area of research, science and knowledge contributes most to social innovation (N=53), followed by the areas of education and training (N=50) and health and social care (N=43). Development and access to new technologies (N=26) and Social inclusion, integration and gender equality (N=24) are also important parts of the work of ecosystems.

Ecosystems are mainly publicly funded (51%, N=52). Own and private funds almost complete the picture of finances and ecosystems, with almost no innovative forms of funding reported.

59% (N=36) of the ecosystems reach out to less than 1,000 citizens. A reach out of 1,001-50,000 is achieved by 18 ecosystems (30%). The other 17 ecosystems have an adherence of over 50,000. Five of them even reach more than 1 million citizens.

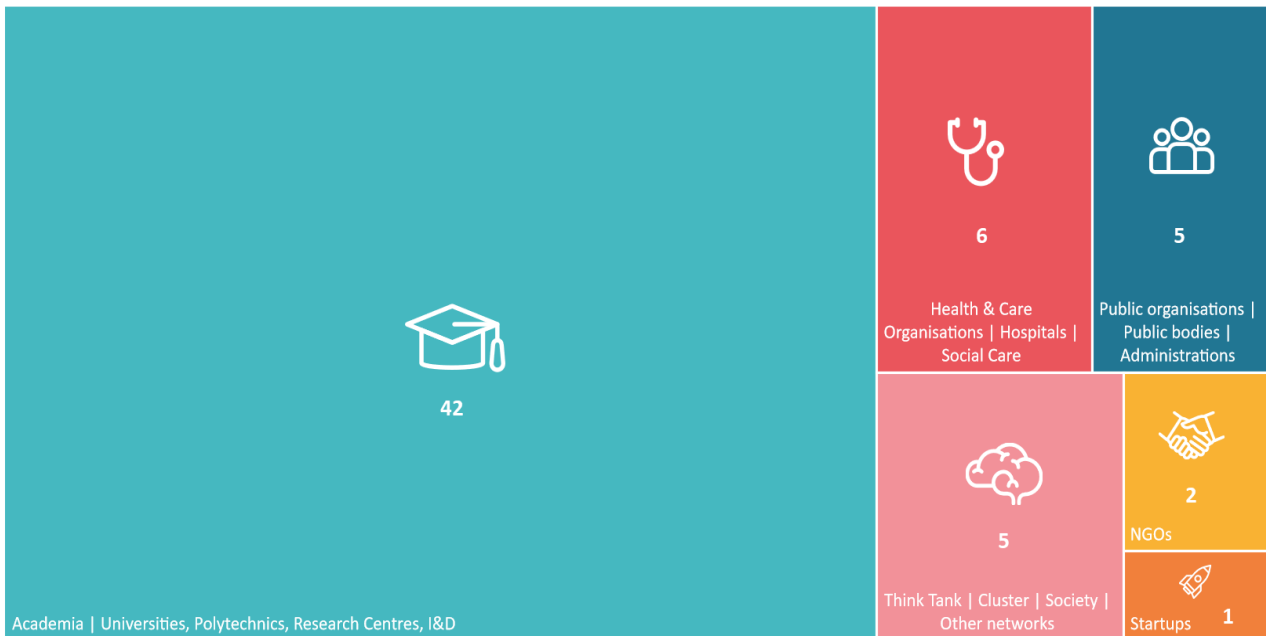
Citizen participation in ecosystems is mainly realized by consultation with users/beneficiaries (N=40), through forums, meetings without decision-making power (N=36) and informative participation using standardized procedures (N=32).

Transferability of ideas, processes or models developed by the ecosystems is thus far only successful in 28 of the ecosystems (46%). Two ecosystems managed to transfer more than 100 new initiatives and seven ecosystems were successful in transferring 10-50 new initiatives. The other ecosystems indicated less transfers or did not provide an answer. Emerged from the ecosystems mainly are new associations or communities (N=16), new companies or spin-offs (N=14), new research organisations (N=14) and new educational organisations (N=13).

4.2. Graphic representation of the main results

N. Respondents: 61

Type of organisation:



Original replies to the survey:

Academic	1	Public administration	2
Association (network)	1	Public body	2
Clinical Hospital	1	Public sector care provider	2
Cluster	2	Public service provider	1
COST Action	1	Research Centre/Institute	4
Education & Research	8	Social	1
Entrepreneurship & Innovation Centre	1	Society	1
Healthcare Organisation	1	Startup	1
I&D	1	Think Tank	1
NGO	2	University	25
Polytechnic Institute	1	University Hospital	1

Country:

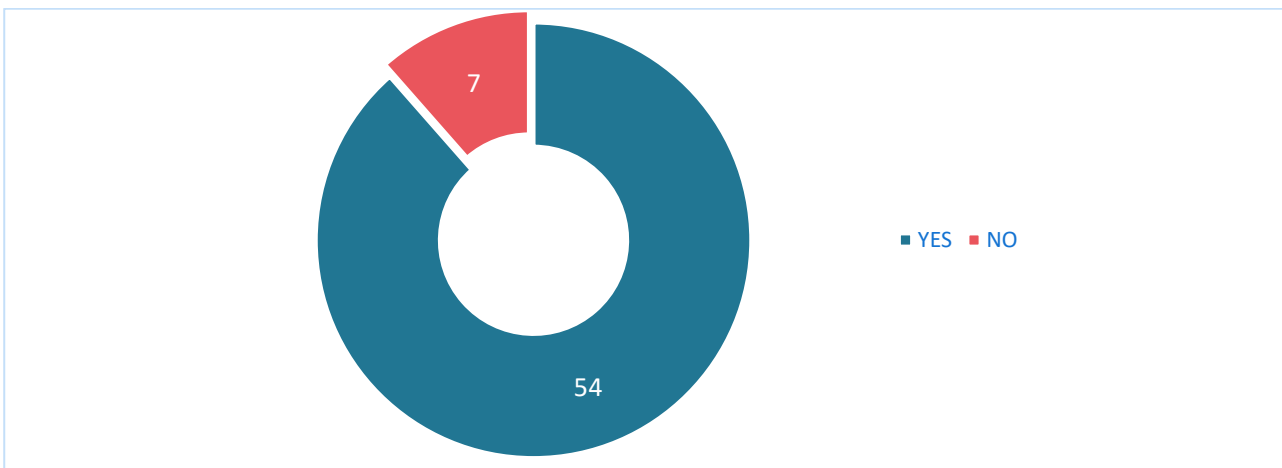


Albania	1	Moldova	1
Australia	1	Netherlands	1
Austria	1	North Macedonia	1
Belarus	2	Norway	4
Belgium	1	Portugal	4
Bulgaria	2	Romania	10
Croatia	2	Serbia	3
Germany	3	Slovenia	1
Greece	2	Spain	3
Israel	1	Sweden	1
Italy	4	Tunisia	1
Japan	1	Turkey	6
Kosovo	1	United Kingdom	1
Latvia	1	Wales	1

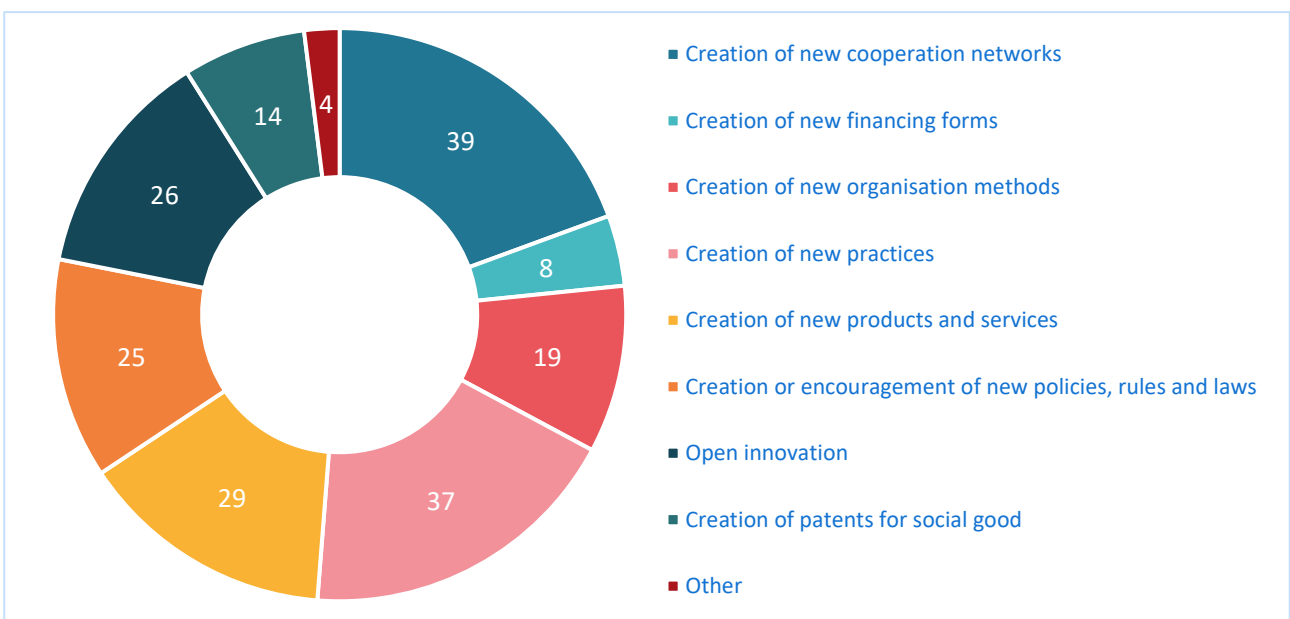
5. Social innovation Ecosystem

According to the OECD "Social innovation refers to the design and implementation of new solutions that imply conceptual, process, product, or organisational change, which ultimately aim to improve the welfare and wellbeing of individuals and communities¹¹". Many initiatives undertaken by the social economy and by the civil society have proven to be innovative in dealing with socio-economic and environmental problems, while contributing to economic development. To fully tap the potential of social innovation, an enabling policy framework is needed to support public, non-profit and private actors to co-construct and implement socially innovative solutions and thereby contribute to address socio-economic issues, build stronger territorial resilience and better respond to future shocks.

1. Considering the above definition of Social Innovation, do you think that your ecosystem, organisation, network or process is socially innovative?

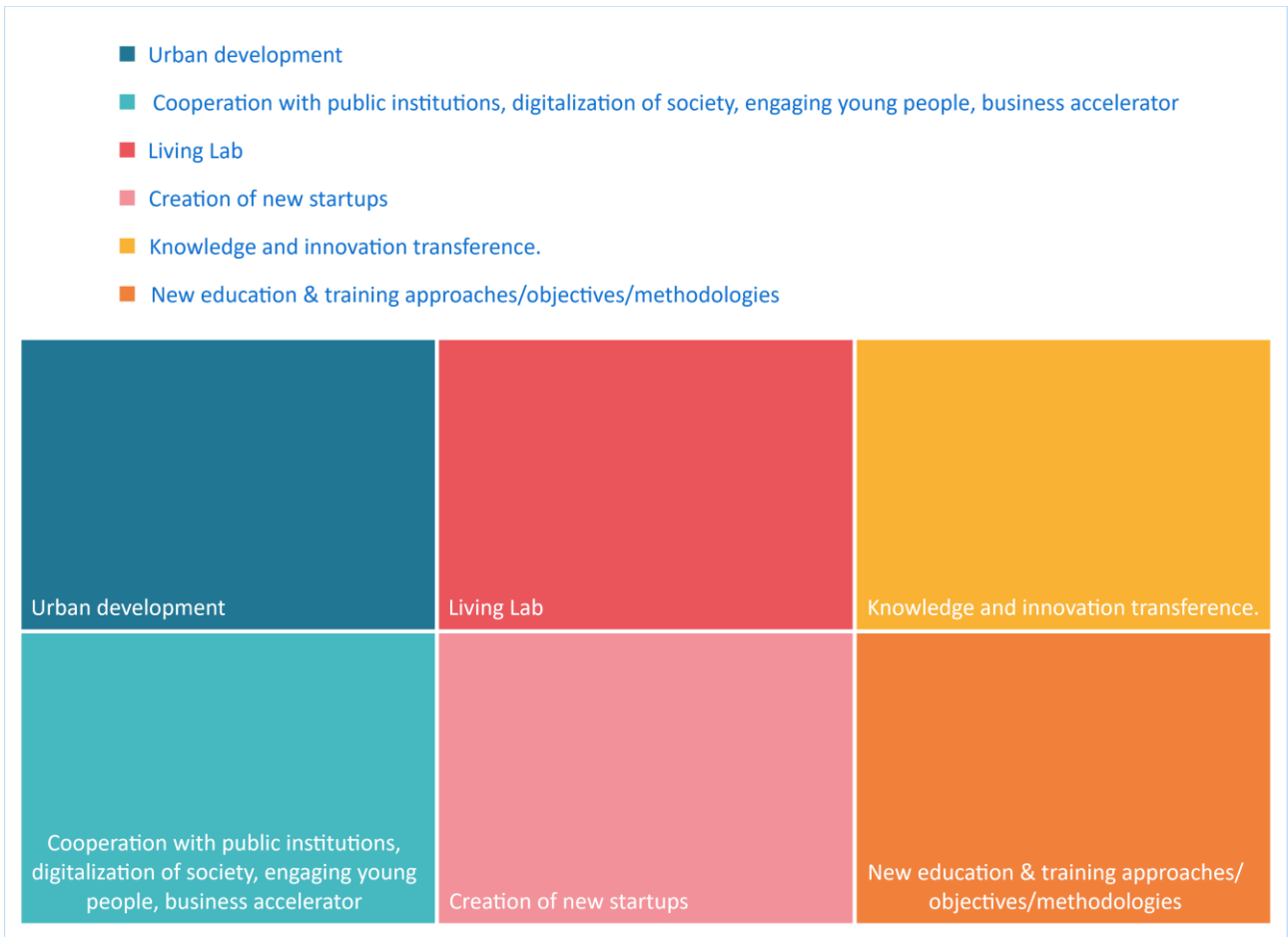


- 1.1 If YES, please identify which type of social innovation your ecosystem develops:

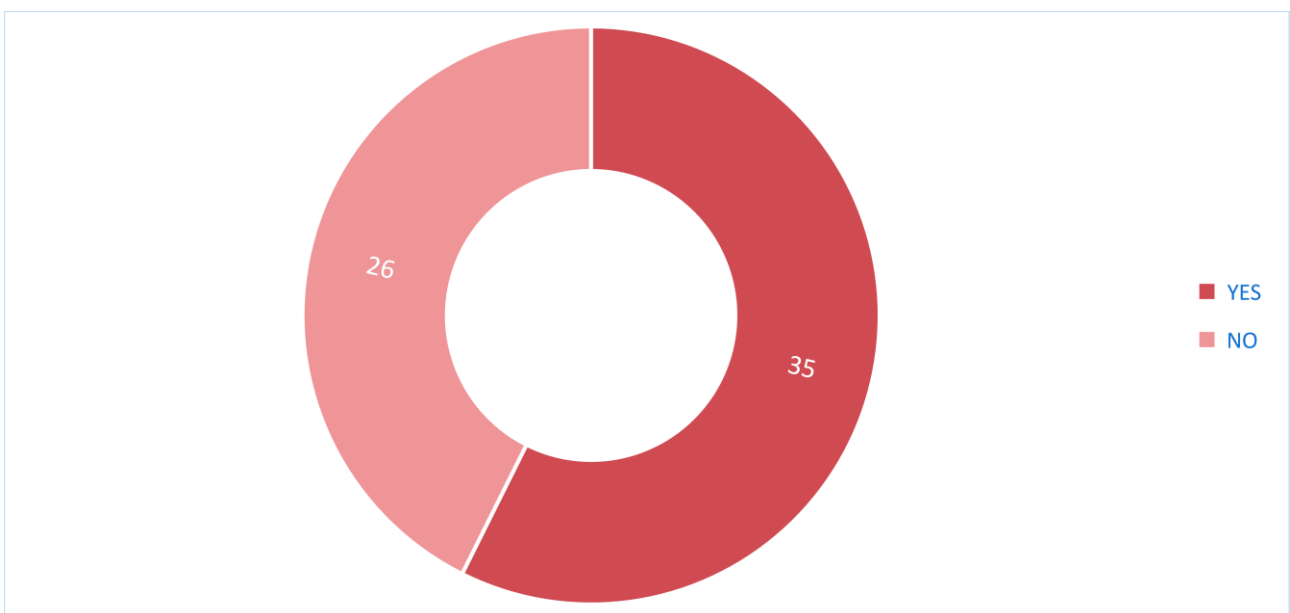


¹¹ <https://www.oecd.org/regional/leed/social-innovation.htm>

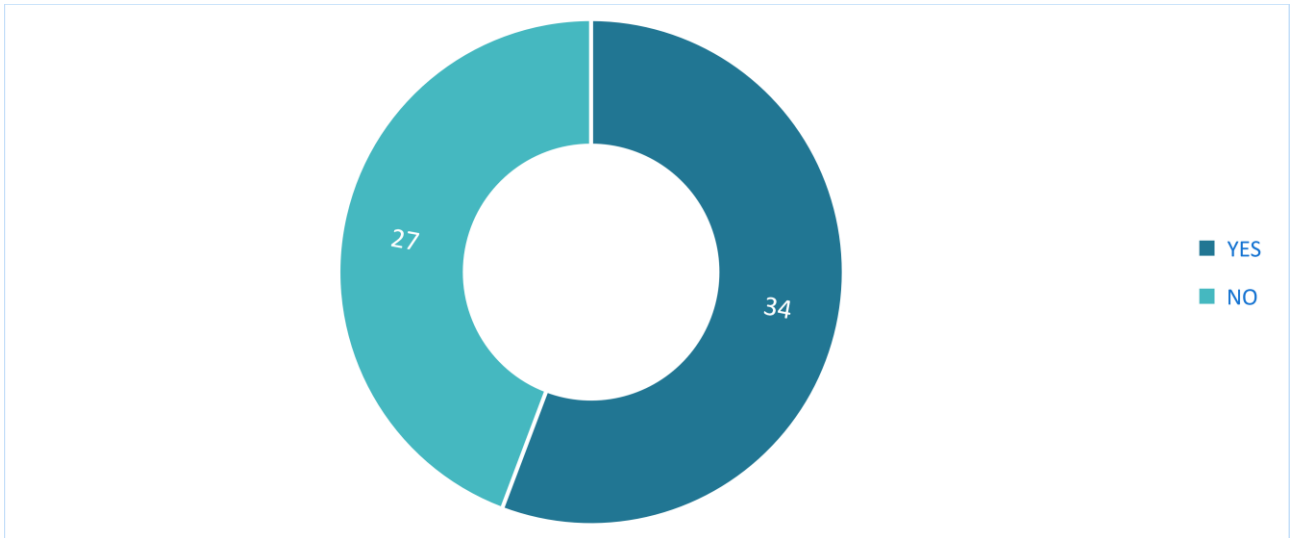
1.1.1 If "Other", please specify:



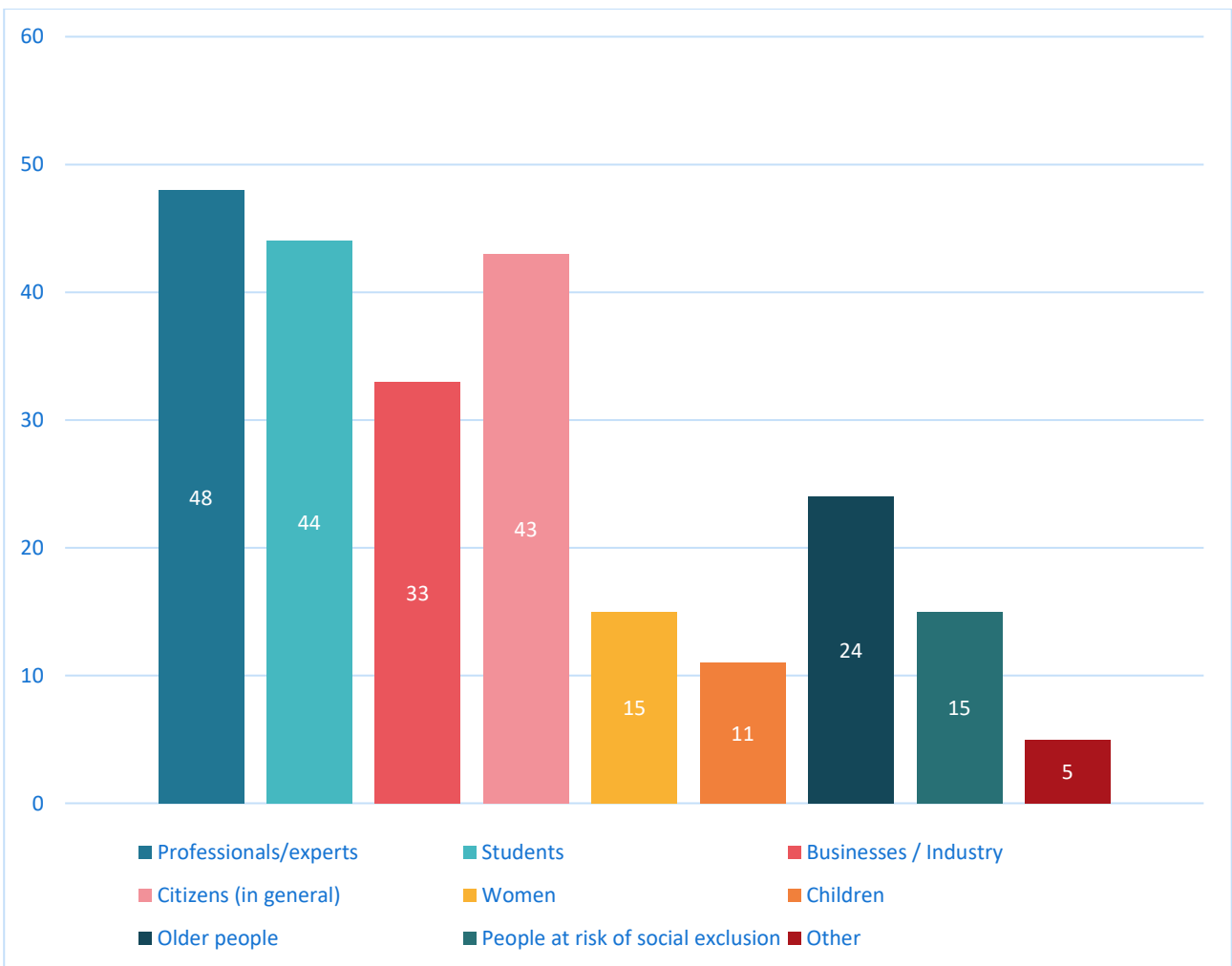
2. Does your ecosystem have a legal form?



3. Does your ecosystem have a name or brand?



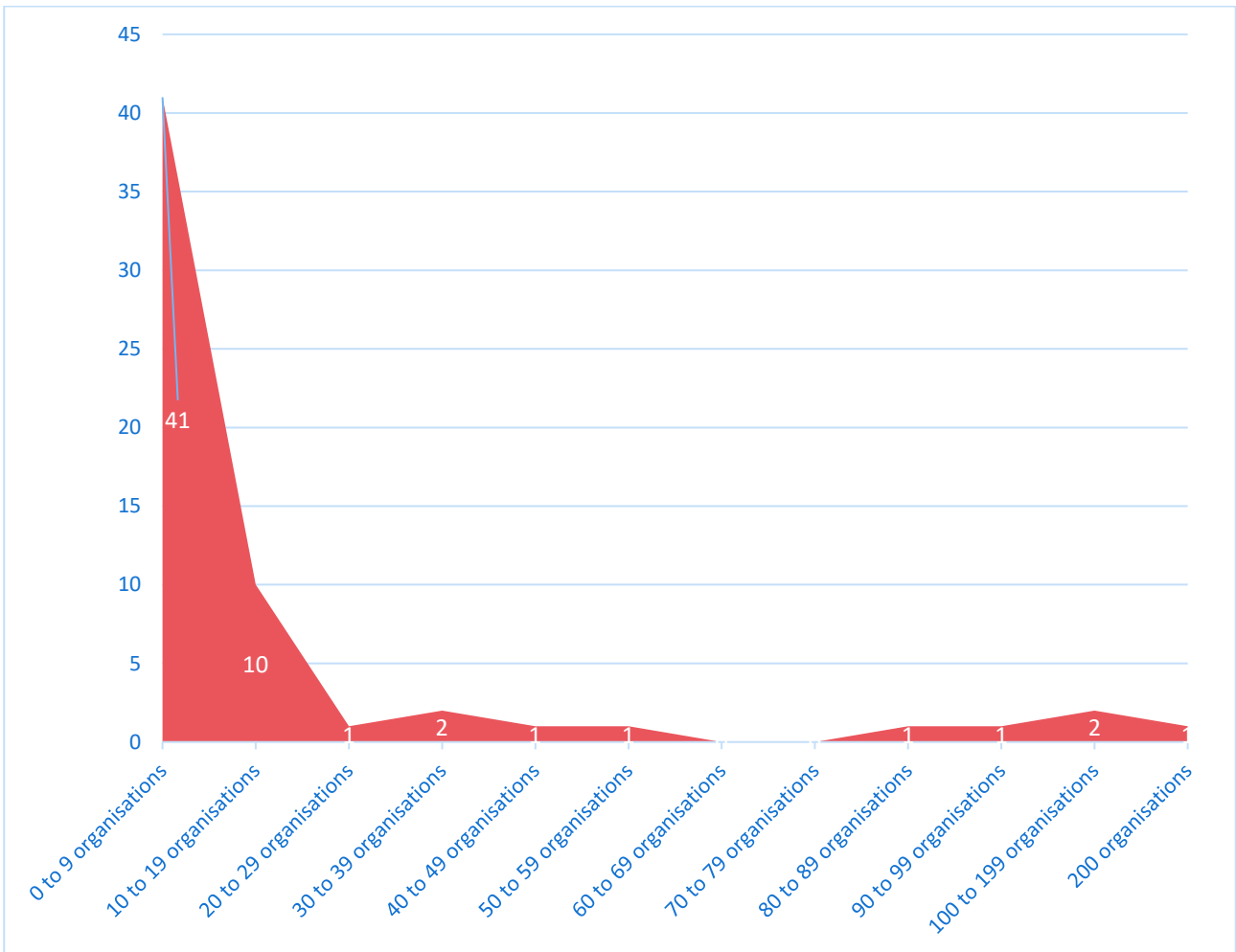
4. What type(s) of stakeholders, target groups or public does your ecosystem aim at? Choose one or tick all that apply



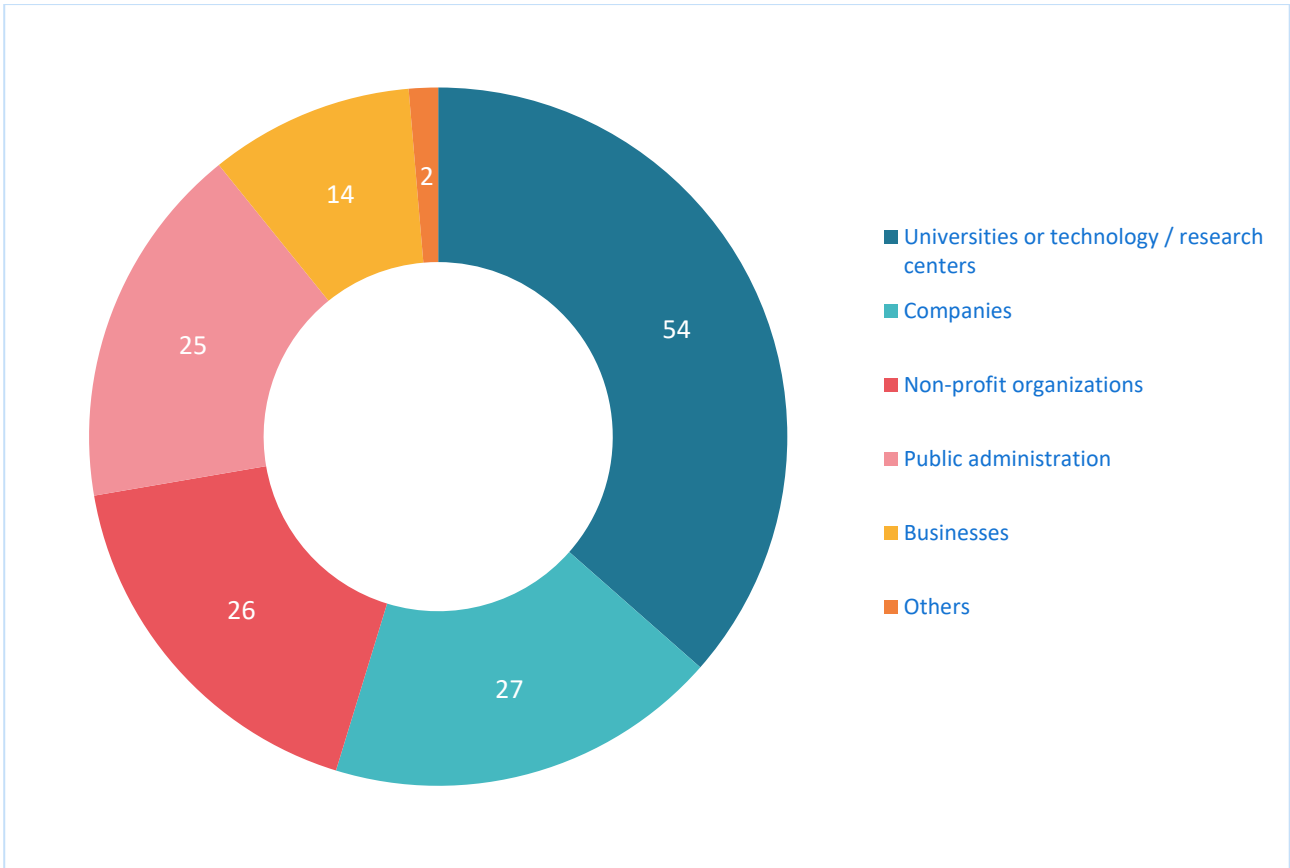
4.1 If "Other", please specify:



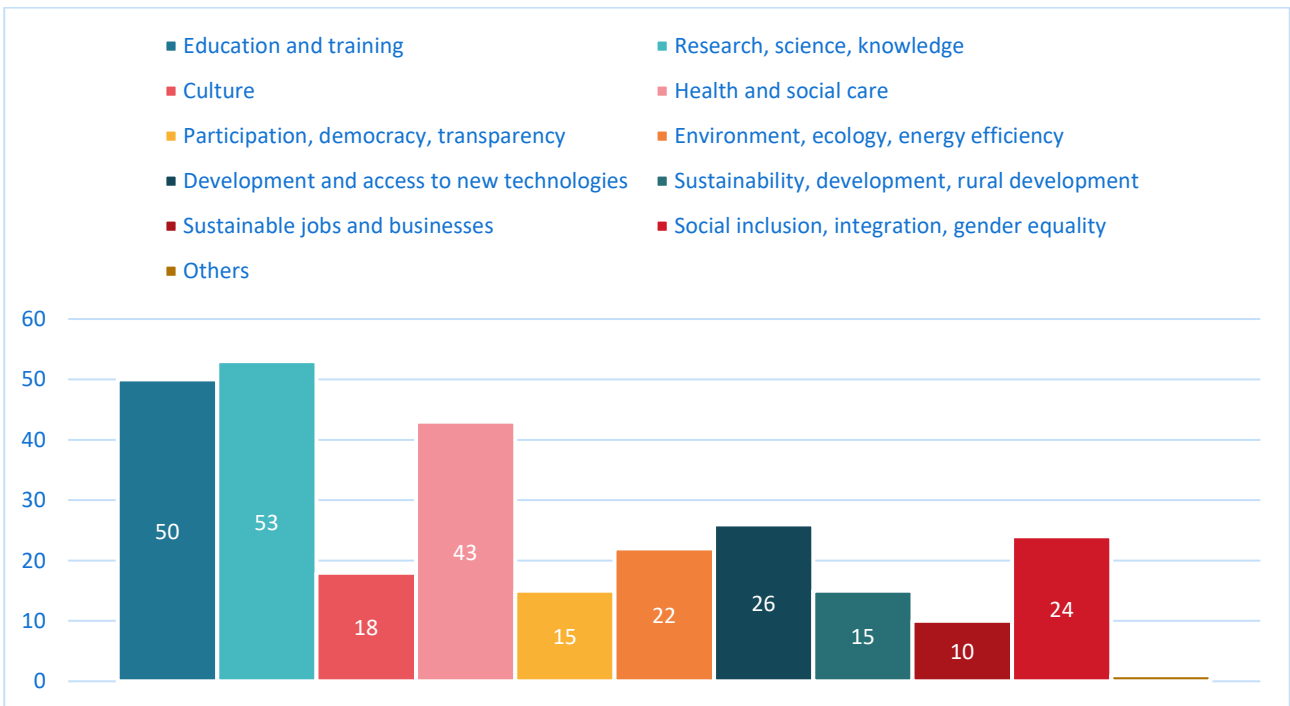
5. How many organisations form your ecosystem?



5.1 Of which type?

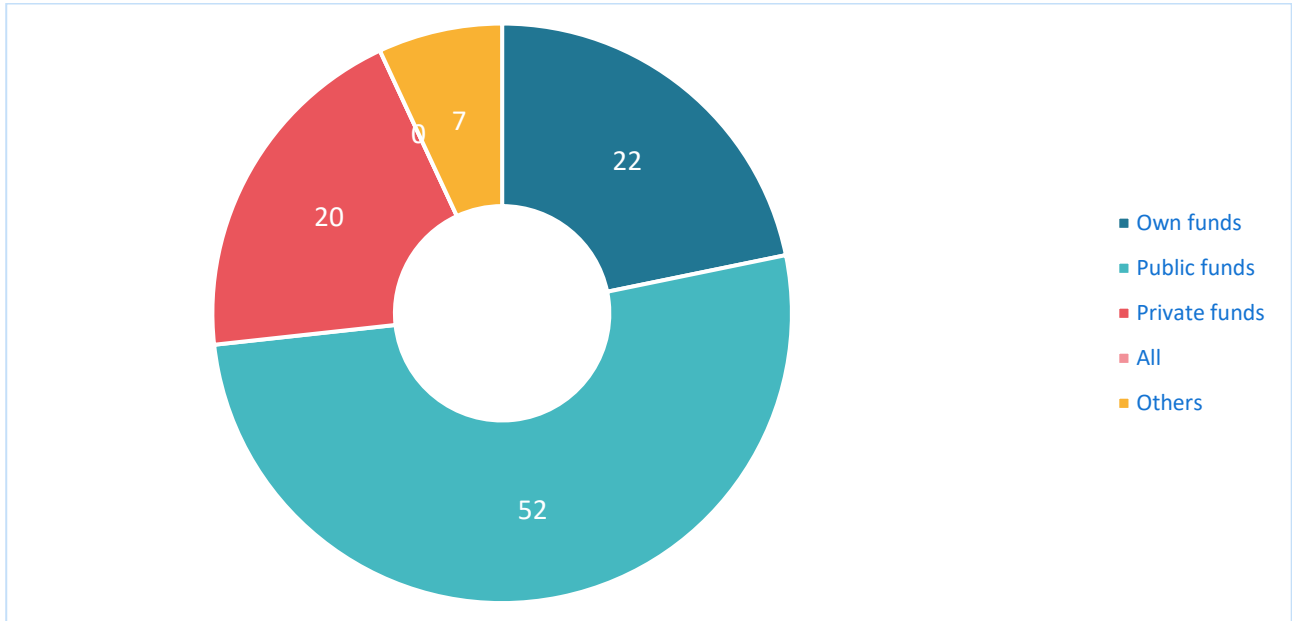


6. In which of these areas does your ecosystem contribute to social innovation?

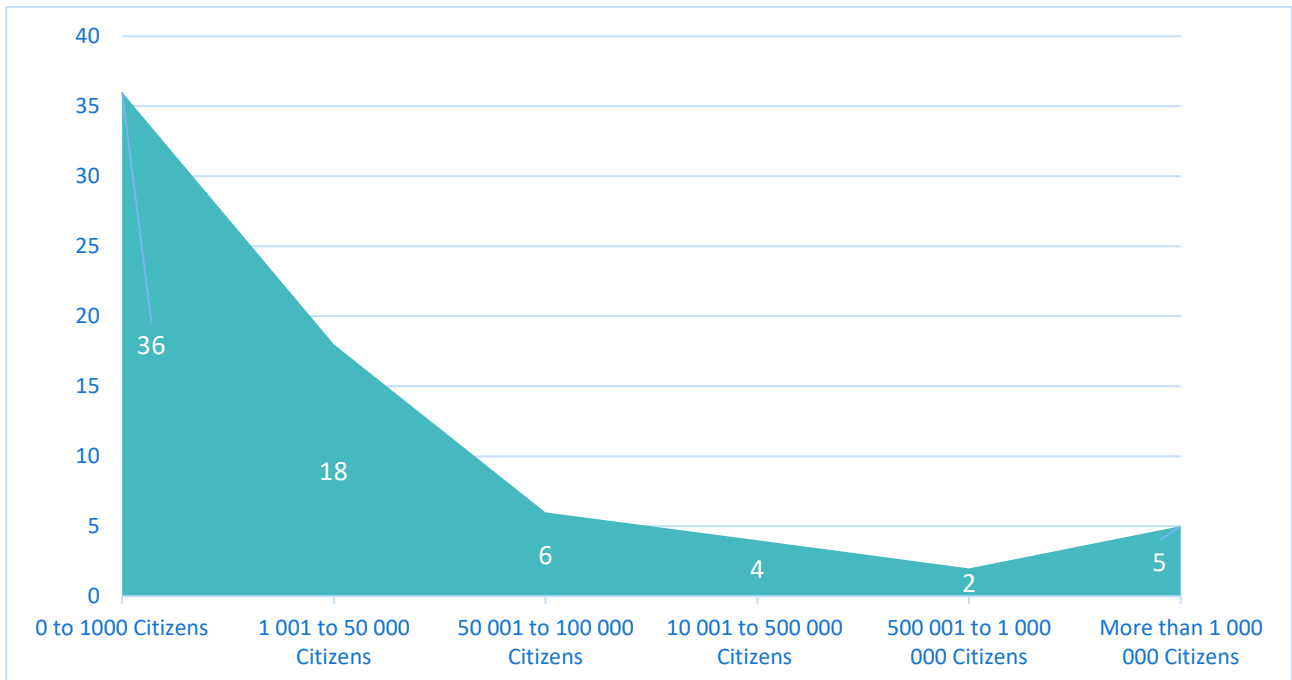


Education and training	50	Development and access to new technologies	26
Research, science, knowledge	53	Sustainability, development, rural development	15
Culture	18	Sustainable jobs and businesses	10
Health and social care	43	Social inclusion, integration, gender equality	24
Participation, democracy, transparency	15	Others	1
Environment, ecology, energy efficiency	22		

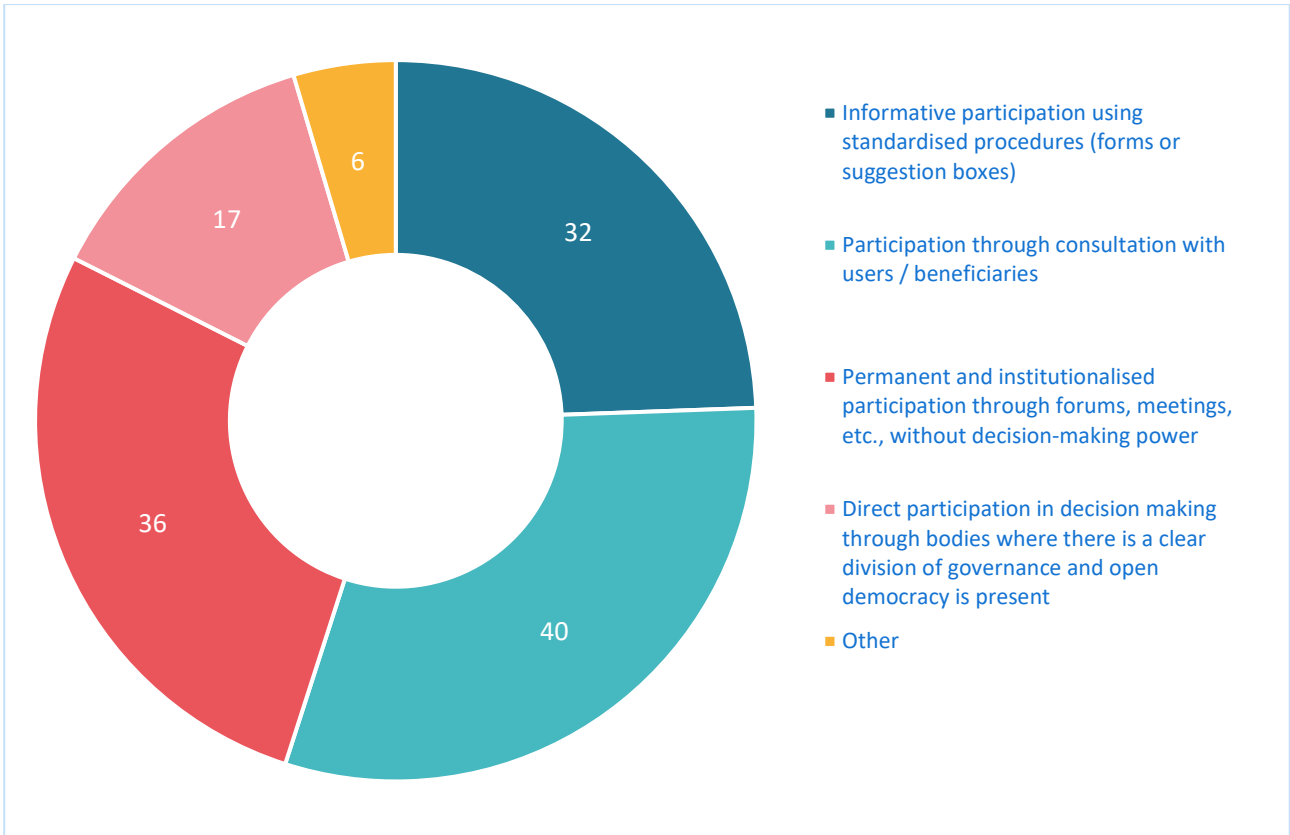
7. What is the main source of funding of your ecosystem activities?



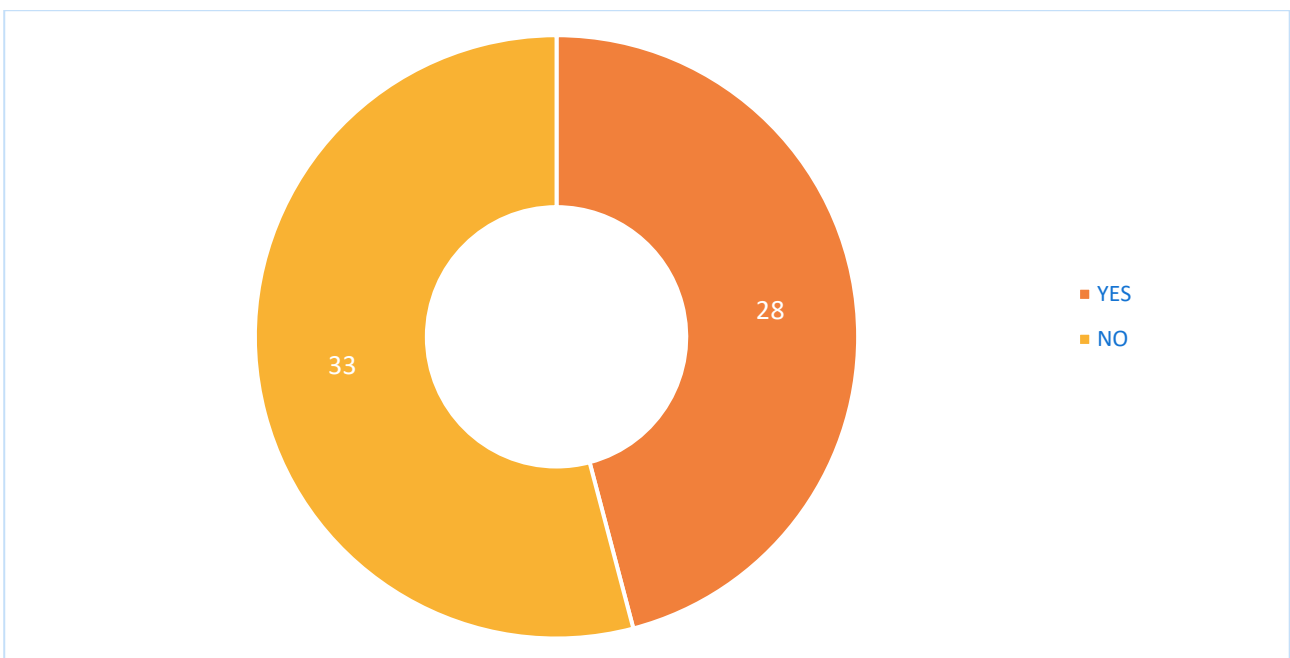
8. What number of citizens does your ecosystem reach out to?



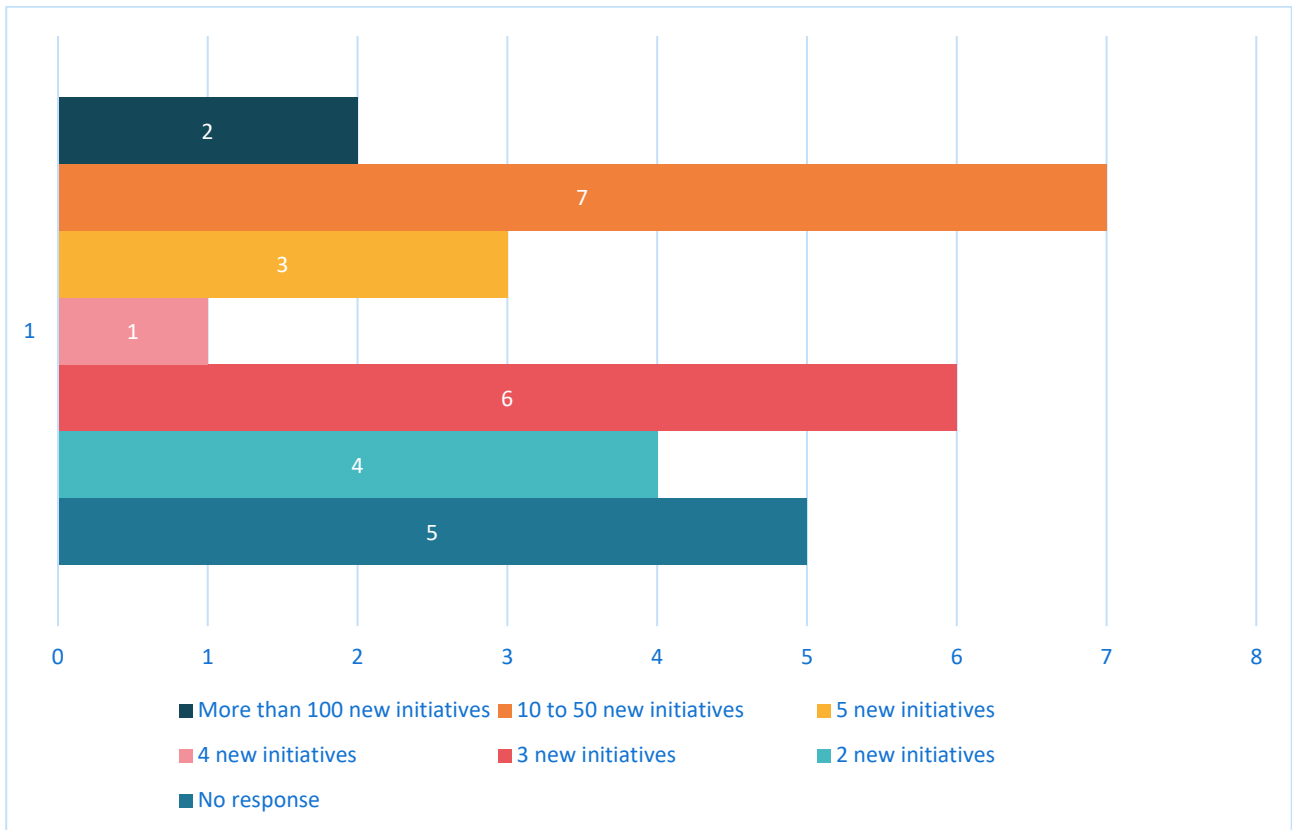
9. What ways for citizen participation exist within your ecosystem? Choose one or tick all that apply



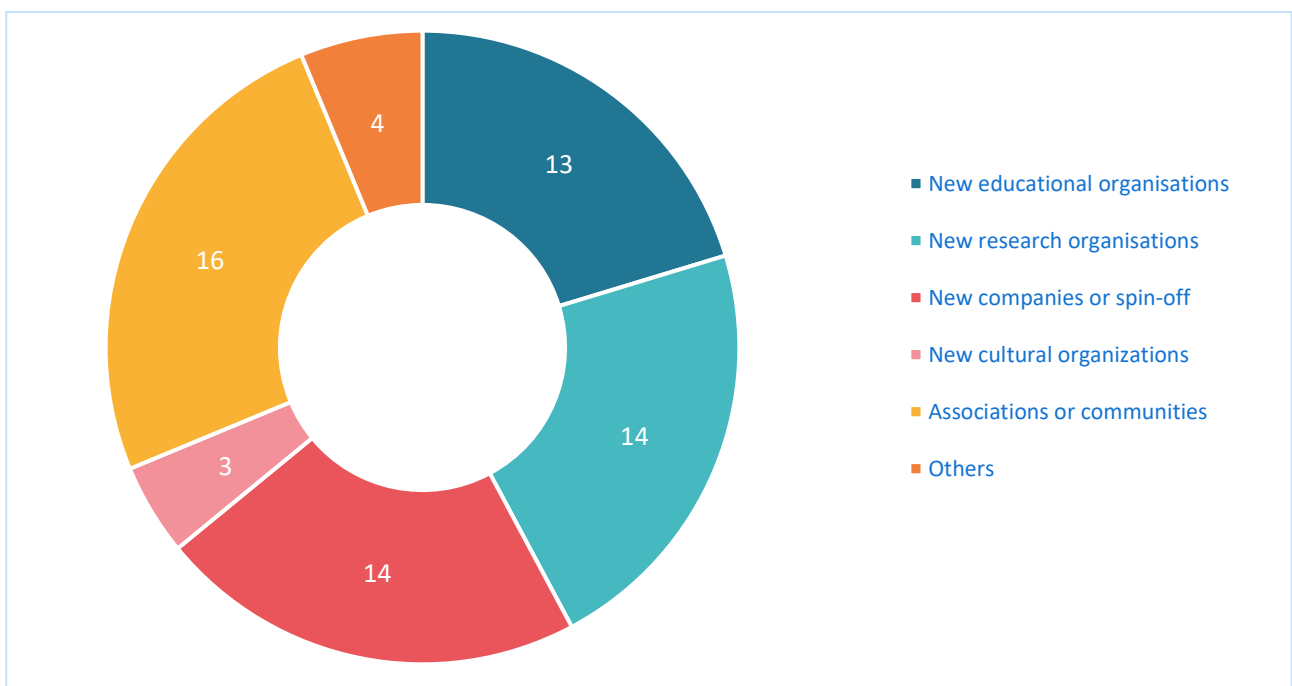
10. Has there been any reproduction or transfer of the ideas, processes or models developed in your ecosystem to others?



10.1 If "YES", indicate the number of new initiatives, services, organizations or activities that have emerged from your ecosystem



10.2 If "YES", indicate the number of new initiatives, services, organizations or activities that have emerged from your ecosystem



11. Would you like to mention some of these new initiatives?

The interviewees pointed to some interesting initiatives that promote social innovation. Although most of the initiatives are cross-sectoral or involve various scientific areas, they were grouped into different clusters to have a clearer overview of the areas that are more promoted or where it is possible to see more scientific and societal interest.

It is worth noting that half of the respondents reported that there has not been reproduction or transfer of the ideas, processes or models developed in your ecosystem to others. This means that despite various efforts on bringing the ecosystems together through the cross-border initiatives, networks and international projects, many actors are still not connected to the wider global ecosystem.

Health and technology are areas where many initiatives are being developed and, in many cases, these areas are interconnected: social innovative initiatives that, for example, aim at developing technology to improve people's health. The financial and business categories have the fewer initiatives pointed by our interviewees, demonstrating a clear gap where more investment and work are surely needed.

It is also worth to mention that many of the initiatives pointed out are funded projects that will come to an end. Probably it will be important to measure if the networks created during these projects persists after their end and what investment is taken for future sustainability of their outcomes.

TECHNOLOGY

Organization for Co-Creation Research and Social	Japan	Different business programs, new business models and research born in the incubation facilities of Nagoya Institute of Technology.
ActivAge project	Europe	Multi Centric Large-Scale Pilot on Smart Living Environments that will build the first European IoT ecosystem.
Prorobot	Spain	Engineering company specialising in industrial automation that integrates advanced and customised systems.
ACTIVAS project	Portugal	Promotes a disruptive response to the challenges addressed by the ageing population, creating new opportunities for economic agents from various sectors.
ANTARES project	Serbia	ANTARES aims to deliver disruptive digital solutions to the farming sector, stimulate entrepreneurship and employment at regional level, and secure enough safe food for the growing global population.
PRECISE , Centre for Lifelong Health	Sweden	Involves a larger multidisciplinary network of researchers, working in the area of precision health and technology and strategic investment for ground-breaking research.

FINANCIAL and ECONOMIC

Investment Bank Hamburg (IFB)	Germany	Founders of start-up companies focused on digital innovations and sustainable business models can get assistance and financial support to develop their business model and can get financial support
Health Innovation Port (HIP)		The HIP is a collaboration space, incubator, accelerator and knowledge-platform all in one. Several startup companies are based in a building of Philips Germany. The goal of the HIP is the cooperation between settled actors in the health market and new ones to create innovative ideas and business models in the digital health market.
TEN Protocol - Treviso Europa Network	Italy	Technical and institutional territorial coordination on community policies between the main local territorial administrations to favour the achievement of common objectives for the relaunch and economic enhancement.

HEALTH AND AGE-FRIENDLY ENVIRONMENTS

Health Innovation Port (HIP)	Germany	A collaboration space, incubator, accelerator and knowledge-platform all in one. The goal is the cooperation between settled actors in the health market and new ones to create innovative ideas and business models in the digital health market.
Health Campus The Hague	The Netherlands	The central mission is to contribute to a healthy life expectancy for everyone from various scientific and clinical perspectives, in collaboration with regional partners. The connection with the medical, social and social domain is sought.
4NoPressure project	Portugal	Project that aims to develop a new type of smart clothing for bedridden patients or patients with severe motor disability in hospital and home
Building AHA	Italy	Project that aims to create a user-friendly environment designed around the older person, implementing proactive interventions to improve their quality of life with a multilevel and multi-organization approach, co-created with stakeholders.
ROHealth	Romania	Intend to support the “clustering process” of different types of health-related entities in order to increase the competitiveness in the health sector.
Towards Alpine Age-Friendly Environment project	Europe	Tested a model of social participation involving older citizens, key stakeholders, and administration in co-creating new services/initiatives addressing older adults' needs and wants in order to enhance the age-friendliness of local communities.

EDUCATIONAL

Women's Problems Application and Research Center	Turkey	Investigates the source of gender inequality in Turkey, contributes to the proliferation of women's studies and to the implementation of research, education, policy development and projects for preventing women's human rights violations.
Social Responsibility Application and Research Center	Turkey	Aims to improve the living conditions of disadvantaged social groups such as children, older adults or people with disabilities by directing the academic staff, students and administrative staff of the university to various social responsibility projects.
Social Innovation Precinct	Australia	The Melbourn district will have a particular focus on social innovation in the disciplines and training hosted by the university as well as in the community engagement initiatives.
Age is not an Obstacle II project	Latvia	Development of a wide-ranging training program for seniors, aiming to improve the quality of life of senior citizens in the Baltics. Learners have the chance to learn new skills and improve existing skills.
Science Comic on Social Robotics	Germany	Embedded in an exciting crime story the science comic provides insight into the field of social robots and fuels a much-needed public debate.
National Association of Hospital Pharmacies	Romania	New forms of specialization, professional training courses, guides and work procedures
Creating the Society of Consciousness	Moldova	The project joins scientists and young specialists from many universities and scientific centers in Bacau, Bochum, Boston, Bucharest, Chicago, Chisinau, Iasi, Kraków, The Netherlands, Timisoara, Warsaw.

13. Do you know other socially innovative projects in Smart Healthy Age-Friendly Environments (SHAFE) areas that you would like to mention?

Several projects, programs and technologies were provided by the survey participants. These are mainly projects in the areas of health and technology, and most of the projects develop their work on both fields. Four of the projects are focused specifically on dementia, which we can interpret as a sign of greater awareness of this issue, which forces to join forces and build new answers, not only in homes, but in communities in general.

ARCHITECTURE

[HOPE project](#)

HOPE (Responding to Heatwaves in the Older People Ecosystem) aims to put the severe health threats of heatwaves on the agenda of the older adult service and healthcare sectors with an inclusive approach to the whole ecosystem.

Biophilic design

Biophilic design is an approach to architecture that seeks to connect building occupants more closely to nature, creating a more productive and healthy built environment for people.

HEALTH AND AGE-FRIENDLY ENVIRONMENTS

[Dementia Supporter Ambassador](#)

Japan

Aims to create dementia-friendly communities and train dementia supporters, promoting international development and collaboration between Japan and the United Kingdom.

[Dementia Friends UK](#)

United Kingdom

Aims to transform the way people think, act and talk about dementia.

[Dementia Supporters Caravan](#)

Japan

Establish an integrated community care system which allows people to continue to live on their home and train the caregivers and the community to deal with the disease.

[Aptus](#)

Portugal

Research focused on Advancing person-centred communication and support through eHealth in outpatient breast cancer care.

[Age-friendly Ireland](#)

Ireland

The organisation responsible for the national Age Friendly Programme, affiliated to the WHO Global Network of Age Friendly Cities and Communities.

[Treviso Protocol – People with dementia](#)

A protocol signed between various public and private organisations that will allow to adapt the city and the community in order to become dementia friendly.

SOCIAL PARTICIPATION

[Kuchen tratsch](#)

Germany

A social bakery where older adults bake cakes and socialise, encouraging them to stay active in their community.

[Novi Sad – European Capital of Culture in 2022](#)

Serbia

Novi Sad is among the first cities outside the European Union to be declared the European Capital of Culture and thus became one of the 60 cities that took this title, fostering the richness of diversity and interculturalism.

[The Village Chicago](#)

USA

A community network for people over 50, where older adults can improve their quality of life through social engagement, non-formal and informal education and intergenerational activities.

RESEARCH

[People, place, health: constructing a health and care ecosystem for Wales](#)

United Kingdom

Report with case study references to SHAFE initiatives in the United Kingdom.

Age-It	Italy	A research program working through a public-private alliance that aims to generate socioeconomic, biomedical and technological solutions for an inclusive ageing society.
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TECHNOLOGY

Pharaon project	Europe	Aims to provide support for the ageing population by integrating digital services, devices, and tools into open platforms that can be readily deployed while maintaining the dignity of older adults.
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AAL program	Europe	AAL is a European programme funding innovation that supports the development of products and services for those facing the challenges of ageing and for those who care for older people if they need help.
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Universal Design of Robots	Norway	Project that aims to find out how one can design and evaluate if social robots are universally designed. Robots are studied from different perspectives: design, engineering, and informatics.
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Ageware	Czech Republic	A technology to age verification, based on world-class biometric technology. It ensures that the webpage is accessed only by the right customer.
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Remind Project	United Kingdom	Aims to create an International and Intersectoral network to facilitate the exchange of staff to progress developments in reminding technologies for persons with dementia which can be deployed in smart environments.
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FINANCIAL and ECONOMIC

Founder Institute	USA	An incubator and accelerator network that helps new entrepreneurs to launch their start-ups and to accelerate its growing.
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Hanse Ventures	Germany	Network that brings together investors, entrepreneurs, new business ideas and funding in various areas.
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6. Participants in the collaborative initiative

SHINE 2Europe led the works and the survey creation and implementation. The contributors supported the survey revision and testing and the dissemination through NET4 members, as well as other ecosystems in their own professional networks. They also participate in the development of the final publication of results and its dissemination.

6.1. SHINE 2Europe

Carina Dantas

Carina is the CEO of [SHINE 2Europe](#) with over 20 years-experience in health and social care. She has a degree in Law, post graduate studies in Psychotherapy and is a certified trainer. She is the Chair of the [COST Action NET4Age-Friendly](#), Coordinator of the Stakeholders Network on [SHAFE - Smart Healthy Age-friendly Environments](#) and Vice-President of the [European Covenant on Demographic Change](#). Carina is evaluator/reviewer for the European Commission, Eureka, AAL, EIT Climate and EIT Digital; Committee Member of [CEN/CENELEC TC 428](#) and member of the Expert Team developing the [EU Ethics framework for the ICT Profession](#); and Team Leader of the group of experts designing the [Reference Guidelines in the Field of Ethics, Data Privacy and Security](#), contracted by the [AAL Programme](#).

Joana Vieira

Researcher, project manager and graphic/web designer with experience in multimedia and print design and a passion for Front-End development. She is currently responsible for the institutional design of SHINE, actively collaborating in several national and international projects, both as a researcher, involved in several of the company's projects, as well as the creative behind the visual identity of different initiatives.

Juliana Louceiro

Juliana has a master's degree in Educational Sciences and is completing the master's degree in Organizational Psychology. She had worked mostly with socially excluded population, in harm reduction teams and as a trainer in the promotion of citizenship. In SHINE she manages projects, develops research and supports dissemination activities.

6.2. AFEdemy

Willeke van Staalduinen

Political scientist and former nurse. As policy officer she worked at the Dutch Parliament (healthcare politics), the Netherlands Board for Healthcare Institutions (policy affairs and long term care) and as senior researcher at TNO (health policies and age-friendly environments). In 2017 she co-founded the SME AFEdemy, Academy on age-friendly environments in Europe BV. AFEdemy has since then been actively been involved in (European) projects. AFEdemy is Grant Holder of COST Action NET4Age-Friendly. Willeke is vice-chair of the Action.

6.3. ISRAA

Oscar Zanutto

Innovation Catalyst for Older Care, Oscar is a psychologist of work and organizations passionate in innovation applied to care services for older people. He has been working in ISRAA since 2000, nowadays coordinating ISRAA's European Projects Department FABER (www.fabbricaeuropa.eu) that is also aimed to foster innovation in the older care domain. He is Senior Project Manager in several European and national projects, he is the Ambassador of Treviso' Aging2.0 Network and Co-coordinator of the SAFE Consortium - www.safe-consortium.eu.

6.4. ECHAlliance

Karolina Mackiewicz

MA Political Sciences and MA Futures Studies, Karolina has over 12 years of professional experience in international projects in the area of health and wellbeing. She worked for the WHO European Healthy Cities network, leading the WHO Collaborating Centre for Healthy Cities and Urban Health in the Baltic Sea Region, and the Development Manager at MyData Global. Karolina has developed and led numerous international projects and cooperated with the EC, OECD, World Bank and other key regional and national stakeholders. She is currently Innovation Lead at the ECHAlliance.

7. Conclusions

Considering the outcomes of the survey, some striking aspects emerge in relation to the introduction of policies aimed at and fostering processes of social innovation development, especially related to the overall profile that emerges from the analysis of the different ecosystems.

Composition: universities together with research centers appear to be the main element characterizing the structuring of ecosystems, together with the public-institutional component, only then followed by the private one. While this turns out to be natural and functional for paths to push innovation, there is also a need for institutions to broaden the base of informal stakeholders involved in moments of social transformation.

Main outcomes: looking at the predominant outcome of ecosystems, it appears that the creation of new practices, new services and the stimulation of new rule-making are among elements with the greatest social impact. New practices seem to arise from the networking of actors and their coordinated action within the framework, legitimized by belonging to the ecosystem. This means that the creation of social value is predominantly given by the liberation of the potential already present in the territory. Moreover, it appears that organisations devise and generate new contextual responses through mutual knowledge of activities, skills and attitudes to social response, according to the type of needs demonstrated by the population.

Sizing: it is clear that most of the ecosystems are composed by up to ten organisations. This is a significant element to consider in order to expand the ecosystem presence and logic all over Europe. The lesson learnt is that a small group of local actors could have a closer interaction, having a direct connection with the needs and wants coming from the population. Furthermore, its size allows it to act in an agile manner, being responsive to the opportunities that come also from the several funding strands, as public grants are reported as the most common vehicle to support social innovation.

Citizenship: citizens that are engaged in permanent ways and take part at local initiatives are, in average fifty. The ecosystems grow locally and in a direct connection with the local area involved.

Transferability: this is still a critical point. Only 28% of the ecosystems' results and findings are exploited. More effort should be done in terms of presenting the solutions, methods and interventions of social innovation towards other policy makers who could be in charge of understanding and adopting the "good practices" that come from other experiences.

8. Annex – Survey questions

NET4Age-Friendly | Social Innovation Questionnaire

Fields marked with * are mandatory.



Several initiatives aim to promote innovation and support stakeholders to increase investments in relevant societal areas connected to SHAFE - Smart Healthy Age-Friendly Environments. However, their impact usually runs shorter than desired in the mid- and long-term due to the difficulty to identify, map and connect stakeholders in the different countries that are working for the practical implementation of such topics.

This Social Innovation Questionnaire aims to identify social innovation ecosystems, among NET4Age-Friendly members and other local, regional and national stakeholders, towards the development of a publication that provides the **SHAFE mapping on social innovation ecosystems**.

The data collected will be aggregated, analysed and disseminated as a lay publication in COST Action 19136 | NET4Age-Friendly, as the result of a Virtual Mobility Grant, to expand knowledge, connect stakeholders, and strengthen the community of social innovators in the field.

The estimated time to complete the questionnaire is approximately 5-8 minutes.

Thank you for your collaboration.

* CONFIDENTIALITY AND DATA PROTECTION

Before starting the survey, we would like to provide you with relevant information on the way your personal data and answers will be handled.

All entries in the survey will be treated in the strictest confidence and in line with EU legislation on data protection. The overall information gathered will be reported as collected directly from the replies but all personal data will not be presented in connection to the answers provided.

We ask for your name, affiliation and email address. This will allow us to contact you in case we need to clarify doubts or gather additional information and to share the results with you. We will never use your email address for any other purpose than completing this study in line with EU data protection regulation. After the study ends (and maximum by December 2022), all emails and personal data will be destroyed. In what concerns your name and affiliation, you may chose to be acknowledged or prefer to keep anonymous.

To this purpose, we ask you please to select ONLY ONE of the following options:

I agree that my name and affiliation are explicitly acknowledged in the publication of results.

YES

NO

GENERAL INFORMATION

Contact Person

Position

Email

Organisation's name

Organisation's Website

* Type of Organisation

* Country

SOCIAL INNOVATION ECOSYSTEM

According to the OECD "Social innovation refers to the design and implementation of new solutions that imply conceptual, process, product, or organisational change, which ultimately aim to improve the welfare and wellbeing of individuals and communities". Many initiatives undertaken by the social economy and by the civil society have proven to be innovative in dealing with socio-economic and environmental problems, while contributing to economic development. To fully tap the potential of social innovation, an enabling policy framework is needed to support public, non-profit and private actors to co-construct and implement socially innovative solutions and thereby contribute to address socio-economic issues, build stronger territorial resilience and better respond to future shocks.

<https://www.oecd.org/regional/leed/social-innovation.htm>

- * 1. Considering the above definition of Social Innovation, do you think that your ecosystem, organisation, network or process is socially innovative?

NOTE: An ecosystem consists of actors from different societal sectors and their environments with legal and cultural norms, supportive infrastructures and other relevant elements.

- YES
 NO

1.1 If YES, please identify which type of social innovation your ecosystem develops:

- Creation of new cooperation networks
 Creation of new financing forms
 Creation of new organisation methods
 Creation of new practices
 Creation of new products and services
 Creation or encouragement of new policies, rules and laws
 Open innovation
 Creation of patents for social good
 Other

1.1.1 If "Other", please specify:

- * 2. Does your ecosystem have a legal form?

- YES
 NO

2.1 If "YES", please specify:

- * 3. Does your ecosystem have a name or brand?

- YES
 NO

3.1 If "YES", please specify:

* 4. What type(s) of stakeholders, target groups or public does your ecosystem aim at? Choose one or tick all that apply

- Professionals/experts
- Students
- Businesses / Industry
- Citizens (in general)
- Women
- Children
- Older people
- People at risk of social exclusion
- Others

4.1 If "Others", please specify:

* 5. How many organisations form your ecosystem?

5.1 Type Choose one or tick all that apply

- Universities or technology / research centers
- Companies
- Non-profit organizations
- Public administration
- Businesses
- Others

5.1.1 If "Others", please specify:

* 6. In which of these areas does your ecosystem contribute to social innovation? Choose one or tick all that apply

- Education and training
- Research, science, knowledge
- Culture
- Health and social care
- Participation, democracy, transparency
- Environment, ecology, energy efficiency
- Development and access to new technologies
- Sustainability, development, rural development
- Sustainable jobs and businesses

- Social inclusion, integration, gender equality
- Others

6.1 If "Others", please specify:

* 7. What is the main source of funding of your ecosystem activities? Choose one or tick all that apply

- Own funds
- Public funds
- Private funds
- Others
- Others

7.1 If "Others", please specify:

* 8. What number of citizens does your ecosystem reach out to?

* 9. What ways for citizen participation exist within your ecosystem? Choose one or tick all that apply

- Informative participation using standardised procedures (forms or suggestion boxes)
- Participation through consultation with users / beneficiaries
- Permanent and institutionalised participation through forums, meetings, etc., without decision-making power
- Direct participation in decision making through bodies where there is a clear division of governance and open democracy is present
- Others

9.1 If "Others", please specify:

* 10. Has there been any reproduction or transfer of the ideas, processes or models developed in your ecosystem to others?

- YES
- NO

10.1 If "YES", indicate the number of new initiatives, services, organizations or activities that have emerged from your ecosystem

10.2 Of what type? Choose one or tick all that apply

- New educational organisations
-

New research organisations

- New companies or spin-off
- New cultural organizations
- Associations or communities
- Others

10.2.1 If "Others", please specify

RELEVANT EXAMPLES OF INITIATIVES AND PROJECTS

11. Would you like to mention some of these new initiatives? (Name, Webpage, Contact)

12. Description (Max. 500 characters)

13. Do you know other socially innovative projects in Smart Healthy Age-Friendly Environments (SHAFE) areas that you would like to mention? (Name, Webpage, Contact)

Thank you so much for your collaboration!

If you agreed to share your email with us we will be communicating the results of the study soon!