LIVING LAB PROJECT AWARD 2018

– Project descriptions –

European Network of Living Labs

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About the Living Lab Project Award

In December 2018 we opened the second round of the Living Lab Project Award – following the successful publication of the first two publications. We have received 14 project applications. In the following pages you can find more information about the projects submitted by ENoLL members to help you choose your favorite project.

1. Eyedius

Living Lab: Başakşehir Living Lab

Country: Turkey

Website: http://basaksehir-livinglab.com/BLL/anasayfa

Short Description

Eyedius Pass is a cloud based & artificial intelligence supported access control and task management system requiring no custom hardware, device or cabling, only your existing smartphones and/or tablets (and automation software on your access control servers if you want to use this technology for physical access of your teams). Either you have registered, guest, or service members in your facility. Eyedius mobile solutions are the only service you need to be able to manage their access controls, intercom management, and even field tasks, tour controls & services inside or outside your work zones. The aim of this project is to eliminate the old technology devices such as RFID cards, readers, all the reader cabling, and similar contact based devices (Bluetooth devices, chips etc.) to make the use of our existing smartphones and tablets more efficient; as well as to protect the environment from getting more plastics and electronic waste. Eyedius Pass is currently in pilot use at 5 different locations in Istanbul, Turkey. One of them is Başakşehir Living Lab. The project is at the final stage of pilot tests and getting ready to launch this product globally this spring. The solution simply makes the access control process of any facility more secure and undeceivable (with our mobile facial recognition technology), more efficient & environment friendly (by not requiring any custom device, cards or readers).

Tangible Outcomes

The facilities that we installed Eyedius Pass are very happy about managing all their access control & field task managements in one secure and effective system. Instead of purchasing 5-6 different tools and services for access and task needs, they take advantage of the mobile technologies' flexibility as well as artificial intelligence's efficiency together.

2. MiFriendly Cities

Living Lab: Coventry Living Lab

Country: United Kingdom

Website: https://enoll.org/network/living-labs/?livinglab=city-lab-coventry

Short Description

MiFriendly Cities project is a 3-year initiative that will look to develop innovative, community-led and sustainable approaches to enhancing the contribution of refugees and migrants across the region. MiFriendly Cities, have brought together a diverse and innovative partnership of three local authorities (Coventry, Birmingham and Wolverhampton), a local university and its social enterprise partner, four local and national NGOs which deliver services and activities as well as advocate for migrants, a leading multinational company, and a not-for-profit consultancy set up to help communities, practitioners and policymakers to respond to migration. Working together will allow them to capitalise on each organisation's strengths and knowledge. The project will deliver an exciting programme of activities designed to create opportunities and to push the boundaries – including our own – of what has been previously attempted in the EU.

Tangible Outcomes

In a MiFriendly City everyone is encouraged to become an active citizen, training and employment opportunities are created, and the contribution of refugees and migrants is supported, enhanced and recognised.

3. CrossCare

Living Lab: Eindhoven Living Lab

Country: The Netherdlands

Website: https://www.slimmerleven2020.org/

Short Description

The CrossCare project stimulates, supports and accelerates innovations in healthcare. CrossCare contributes to the development and implementation of healthcare innovations (product, service, concept) by offering a care testing ground and has a fund with which innovation projects can be supported. SME companies join the programme for testing product-market fit, for enhancing user acceptance and user experience, for a better understanding of the cross-border market, for a better understanding of the home market and for the identification of ambassadors and lead users in the home market. 50% of the participating companies would not have included living lab support in their innovation process otherwise. The project is running from 2016 until 2020. Six livinglabs are involved with the project. Therefore, the project based in six regions and two countries. Three in Belgium: Hasselt (Happy Aging), Leuven (InnovAge) and Turnhout (LiCalab). Three in the Netherlands: Zuidoost-Brabant (Lifelabs), Care Innovation Center (West-Brabant) and Heerlen (Expertisecentrum voor Innovatieve Zorg & Technologie). Both patients (or other relevant groups like informal carers) and healthcare professionals are involved in ideation and testing phase. The CrossCare project is relevant for Slimmer Leven because it enables members and the regional healthcare ecosystem to test and learn from innovative products, services and concepts.

Tangible Outcomes

"The collaboration with the living labs is a real success for us. Thanks to the co-creation sessions, we received very valuable input that makes the development of a new generation of Colli-Pee possible. As soon as the new product is available, we will work with the living labs for real life testing. This success story has already started with two new initiatives. I can only welcome a collaboration with the living labs." This quote is done by a CEO & co-founder of a CrossCare SME and just one example of positive feedback. In total 178 projects applied and 19 were selected and suported with € 5.483.254 budget and living lab support.

4. A Better Visit

Living Lab: Future Self and Design Living Lab

Country: Australia

Website: https://www.cdiengage.com.au/living-lab

Short description

The 'A-Better-Visit' games are focusing on improving communication avenues for people living with advanced dementia. The project, in collaboration with Dementia Australia and Lifeview Residential Care (Melbourne, Australia), developed in a two year co-design process a number of playful activities to enhance a person's ability to share experiences and social interactions with visiting partners and family members for "a better visit". There is a strong emphasis on content creation, that the person living with dementia has a feeling of impact and proactive interaction – not just passive consumption. Hence the app uses a range of sensory stimulants, such as sound, music and familiar imagery to facilitate engagement and conversation, creating a shared experience of the resident and visitor dyad. Some activities provide a competitive aspect, allowing users to challenge each other in a comfortable environment. This project demonstrated the Labs capabilities to create a product with an user driven research approach.

Tangible Outcomes

An application available on the App Store (A Better Visit).

5. Collaboratorium for climate adaptation

Living Lab: ENERGY & WATER - Greater Copenhagen Living Lab

Country: Denmark

Website: http://energiogvand.dk/en/frontpage/

Short Description

The Collaboratorium for Climate Adaptation empowers communities to collaborate and engage with city and utility authorities in the participatory planning of local climate adaptation projects.

This is achieved by creating an online platform, where technical data are made available on user-friendly interactive maps and 3D-models. This tangible interactive bridge the gap between citizens and other stakeholders such as city planners, utility engineers and architects.

Project period: 01/2018-06/2019 Project is running in Copenhagen and currently being tested in two suburbian neighborhoods. The concept is developed by ENERGY & WATER (E&W), that facilitates and test the Collaboratorium in coorporation with CALL Copenhagen and the Greater Copenhagen Utility. Testing involves 500 citizens in the two neighborhoods.

The Collaboratorium is a natural extension of E&W activities, since E&W already partners with relevant stakeholders and specializes in sustainability and participatory planning. Several tech-companies have contributed to facilitate the processes.

Tangible Outcomes

1. The drone and data collection workshop proved excellent in creating/maintaining attention and awareness from the citizens.

2. StoryMaps qualifies discussions amongst citizens, especially regarding technical prerequisites.

3. In the 3D-model, citizens can see constructions, perform shadow analysis and thus have qualified dialogue about placement.

6. Smart Retail City Lab

Living Lab: Hub.Brussels

Country: Belgium

Website: http://smart-retail-city-lab.com/en/

Short Description

This project aims to define the concept of smart city apply to the retail sector. After 3 years of experimentation, our platform show the results of our research and our experimentation. A tool for all actors of the territorial development who want to create a smart specialisation strategy on their territory. This platform presents the manifesto for smart retail cities, some methodologies and some stories. We have been working together with politicians, businesses, citizens, universities, a real 4 helix approach on the Brussels region.

Tangible Outcomes

One manifesto - A lot of open methodologies - Several pilot projects.

7. City of People – HERE-OS, an operating system for local heroes to fight loneliness

Living Lab: IMEC

Country: Belgium

Website: https://www.imec-int.com/en/livinglab

Short Description

City of People is a multidisciplinary, process-driven collaboration between the City of Ghent, Ghent University and imec, the R&D and innovation hub in digital technology, aiming to co-create innovative solutions for complex socially relevant challenges. Following a living lab methodology, citizens and civil organizations of the city of Ghent had a central role in this project. Not (only) as a 'Guinee pig' test audience, but mostly as a co-creator and important source of complex, delicate and nuanced knowledge concerning problems and solutions. Together, it was decided to tackle a poignant challenge in civil healthcare. In a series of focus group discussions, the challenge was narrowed down to focus on the immobile senior citizens confronted with feelings of loneliness and isolation, tucked away behind the grim facades of Ghent's social high-rise buildings. With the central case of social isolation among seniors in mind, a thorough desk research and points-of-pain analysis was performed to further shape the innovation process and accumulate existing knowledge and solutions in this domain. This pointed to a two-sided problem of communicating existing solutions (information barriers) and actually asking for help (psychological barriers) on the side of the elderly, and detecting care needs on the side of the caretaker. As such, 3 sub-challenges were put forward:

1. Building an intuitive and senior-proof interface to lower the barrier for care requests, as elderly expressed many physical and psychological barriers to ask for help.

2. Developing an implicit, objective system to measure, detect and signal loneliness, as current initiatives (e.g. home visits) are not need-based, but rather organized in an ad-hoc fashion.

3. Creating a collaborative and stimulating ecosystem of caretakers, volunteers and senior citizens, since current initiatives often lack such joint efforts. In response to these challenges, HERE-OS –an operating system for local heroes to fight loneliness– was developed from scratch, integrating input from all stakeholders in the process. HERE-OS comprised 3 interlocking systems: in the seniors' homes, a simple wooden box with voice interface allowed

seniors to reach out for social interaction when they felt the urge, while sensors placed at the door detecting the number of visits could trigger the question if the senior would like someone to drop by when a loneliness threshold was reached (contextualized care offer). This system communicated with a volunteer ecosystem, connecting students to respond to these visit requests.

Tangible Outcomes

The project was positively evaluated by all stakeholders involved. Seniors enjoyed the attention and occasional visits of the students and reported a sense of purpose in sharing their stories and knowledge with the younger generation. Students reported a stimulating learning experience, both in terms of co-creating technology and getting to know and appreciate the care group of the elderly. Both students and caretakers' attitude towards the role of technology in care took a positive shift. New funding was gathered to take the technology to the next level, expand the ecosystem and explore potential new target groups. Moreover, this open ended project acted as a catalyser to attract existing initiatives and knowledge in this domain. This way, new ties between different city actors (government, university, market) were established, strengthening the innovation-ecosystem in this domain.

8. Resonanzen: Die langen Wellen der Utopie

Living Lab: K8

Country: Germany

Website: https://www.hbksaar.de/hochschule/institut-k8

Short Description

Co-creating an exhibition design with members of a civil society organization, exhibition ran from 09/18-12/18 in Saarbruecken, Germany, co-creators were members of the Deutsche Werkbund Saarland e.V., a civil society network dedicated to the exploration of architectural cultural heritage strategies, co-creation processes helped test and adjust co-creation approaches and gather feedback (especially on cross-generational use of VR and multi-touch interface design strategies).

Tangible Outcomes

Actual exhibition design, VR installation showing interior of churches featured in the exhibition, multi-touch archive station including all research outcomes.

9. Citizens Co-Creating the City's Digital Cultural Heritage

Living Lab: Library Living Lab

Country: Spain

Website: librarylivinglab.com

Short Description

The project aims to create a 3D digital version of the 144 Capitals of the Cloister of the Monestry of Sant Cugat del Vallès, the Jewel of the crown of Romanesque heritage in the Region. The project runs from July 2018 to July 2019 in the City of Sant Cugat, organised by the Library Living Lab. The users of Sant Cugat Public Libraries, and the city Neighbours in general are invited to 3D scan the capitals and create the new 3D catalogue. The training is received from UAB university and the cultural context from the Sant Cugat Municipality. The digital objects created will allow to develop new services and products around them, redefining both the role of the public space and the role of the citizens as creators of (digital) cultural heritage . It is an example of how technology transforms the cultural experience of people, the Library Living Lab's main motto.

Tangible Outcomes

1. The first ever 3D digital catalogue of the 144 Capitals (12 already finished) in open source in the Library Living Lab website (www.librarylivinglab.com).

2. A protocol for the City and the Barcelona Provincial Council for large scale pilots for Citizen digitalization.

3. A community with competences in innovation processes.

10. NICE2035 Living Line

Living Lab: Living Lab Shanghai

Country: China

Website: http://tjdi.tongji.edu.cn

TONGJI UNIVERSITY
COLLEGE OF DESIGN AND
INNOVATION

Short Description

NICE2035 Living Line is a social innovation initiative that Tongji University College of Design and Innovation (D&I) launched in 2015, in collaboration with the local community (Siping Community, Shanghai, China). “NICE 2035” stands for “Neighbourhood of Innovation, Creativity, and Entrepreneurship toward 2035”. The project adopts a design-driven Living Lab approach to create and enable an ecosystem of innovation and entrepreneurship on a small street within an old residential community near the College. It houses a series of research labs and start-ups, each explores future living with distinct focuses ranging from food and dining, entertainment, mobility, and co-working, to AI, robotics, and advanced manufacturing. These labs are, at the same time, operating prototypes of future living scenarios opened to the public. the community not only accommodates these initiatives, but also enable the interaction among multiple participants, including students and professors, young start-ups, residents, local government, industrials, VC and PEs etc.

Tangible Outcomes

The products of the Living Line are a variety of prototypes for future living scenarios. They are directly connected to venture capital, private equity, and industries. Cultivated within this ecosystem, innovations will have a greater chance of adoption and transformation into the real businesses that feed new industries and new new economies.

11. Forum Albaicín and Sacromonte in Granada about Sustainable Tourism

Living Lab: Medialab UGR. Research Laboratory in Culture and Digital Society.

Country: Spain

Website: https://medialab.ugr.es/

Short Description

The aim of the project is to detect challenges and to innovate solutions to improve Sustainable Tourism in the historical neighbourhoods of Albaicín and Sacromonte in Granada. The activities (6 open forums and 2 final events) were carried out during 2018, although related actions were also done in 2017. The project has been executed locally in the city of Granada, as an initiative of the Granada City Council and the University of Granada. It was open to participation of residents in the neighbourhoods and to all type of stakeholders interested in tourism and its impact on the city (business, public institutions, associations, etc.). The project was effective in addressing the challenges of tourism in Granada, improving public policies with the participation of a wide diversity of stakeholders. It has helped to positively project the image of our Living Lab in society.

Tangible Outcomes

Proposals generated have been included in the Tourism Plan of the city. Neighbourhoods have been intervened to solve problems of accessibility, mobility... Research projects have been generated, connecting social needs with the university. Good practice guides for tourists and tourist guides in Granada have been generated.

12. Cognitive Village

Living Lab: Praxlabs

Country: Germany

Website: http://praxlabs.de

Short Description

The smart village living lab project is concerned with older people's living conditions in rural areas. We describe the co-design project with citizens exploring themes around how ageing is like in rural areas. The project was running from 2015-2018 in a North Rhine-Westphalian group of seven villages. One of the emerging themes was community interactions in the context of the local protestant parish and how in this communal context social participation can be fostered between older adults living in some seven different little villages. From the co-design work with local community groups, the idea of a church camera was developed and pursued in a participative way with citizens and small associations as well as with the parish. In a participatory approach, the possibility of promoting social participation through the development of a worship app and the installation of a church camera has been investigated and prototypically implemented.

Tangible Outcomes

An app for tablet and smartphone was developed to watch the Sunday church mass from home, that persons with mobility impairments can especially benefit from this community-based system. For the transmission a mobile system was provided, which includes a camera, a radio microphone and a LTE Internet stick.

13. CAPTAIN (Coach Assistant via Projected and Tangible Interface)

Living Lab: Thessaloniki Active & Healthy Ageing Living Lab (Thess-AHALL)

Country: Greece

Website: http://aha-livinglabs.com/

Short Description

CAPTAIN aims to develop a smart, personalized digital home assistant that will support older adults in their everyday life activities. CAPTAIN uses projected tangible interface and state-of-the-art technologies for monitoring aiming to provide friendly user interface for older adults while collecting valuable data that will drive coaching activities. The project runs from December 2017-December 2020. CAPTAIN involves end-users throughout the whole project to co-design and co-create the final system. Older adults, informal and formal caregivers are actively involved in the CAPTAIN project, playing an active role in the system design. To do this, CAPTAIN pilot partners (IBIS Living Lab by INTRAS, DCU, APSS, AMEN), coordinated by Thess-AHALL, are using user-centered approaches in every step of the system development: ideation, design and create. The first steps of this journey took part from mid November to end of December in five European countries where the CAPTAIN end-users community got involved in two design thinking sessions.

Tangible Outcomes

The basic outcome of these two sessions were user stories that can be directly used by the technological partners as system requirements.

14. Bibliolab

Living Lab: Urban Hub

Country: Canada

Website: http://sat.qc.ca/fr/recherche/bibliolab

Short Description

Bibliolab aims at connecting public libraries to one another to enhance encounters and interactions between the users. it was developed in two years, in 2016 and 2018 in Montreal (Quebec, Canada) in collaboration with two libraries of the city of Montreal and other partners (libraries, animators, design & technology). For the organization, this project is a great opportunity to bring telepresence technology to a social use to share cultural, educational and collaborative experiences.

Tangible Outcomes

There are 2 working prototypes of Bibliolabs, than can be installed in a white corner of a room. They come with all the audio-visual equipment to allow users to see and hear each other as if they where in the same room. When two Bibliolabs are connected together, it is possible to organize formal or participative activities for 20 people in each location. An application allows any library staff (without technical background) to set-up Bibliolab and connect with the distant partner in 3 steps and less than 10 minutes.