

ICT PSP – Accessibility, Ageing and Social Integration Programme



eDeRly-friEndly Alarm handling and MonitorING
(Grant Agreement No 225023)

Document D2.4
DREAMING Midterm Workshop
Version 1.0

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Abstract

This documents the DREAMING Project Midterm Workshop, where 80-90 sector players attended a presentation of the project results at the midterm of trials.



Executive Summary

The deliverable collects the information concerning the DREAMING Project Midterm Workshop, held in Odense (Denmark) Congress Centre, on 15th September 2010.

The DREAMING Project Midterm Workshop was held as a preview to the AAL (Ambient Assisted Living) Forum 2010, which was held in Odense on 15th -17th September 2010. All events took place at the same location (Odense Congress Centre).

The DREAMING Project Midterm Workshop was jointly organised by Danish and Spanish partners of DREAMING Project. The workshop brought together 80-90 sector players. It was attended by the project team and senior representatives from the project partners, as well as by a qualified group of health authorities and other significant players on the eHealth arena.

The workshop presented the project results to-date, to promote adoption by social and health care providers; the objective was to show that the project results are applicable to a variety of situations and cultures that exist throughout the European Union. The participation of international experts and opinion leaders from outside the Consortium was also achieved, a significantly enhancing the workshop.

With all above, the DREAMING Project Midterm Workshop was a great opportunity for the project team to share with a competent audience the initial results of the validation, and to gather the opinion of leading experts on the lessons drawn so far.



Change History

Version History:

| | | |
|-----|------------|-----------------------------|
| 0.1 | 08/10/2010 | Initial draft |
| 0.2 | 19/10/2010 | Brief administrative update |
| 1.0 | 31/10/2010 | Final version |

Version Changes

| | |
|-----|---|
| 01 | Initial version |
| 0.2 | Chart including Authors / Reviewers and Approvers |
| 1.0 | Final version |

Outstanding Issues

None



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1. Introduction

1.1 Purpose of this document

This document collects together the information concerning the Midterm Workshop of the DREAMING Project, held in Odense on 15th September 2010, which comprises the deliverable D2.4.

The Workshop was held as a preview to the AAL Forum 2010, which was held in Odense on 15th -17th September 2010. All events took place at the same location (Odense Congress Centre).

1.2 Structure of document

The document is organised as follows:

- Section 2: This provides the administrative information (agenda and attendees list) of the DREAMING Project Midterm Workshop, as well as the website address of the presentations given during the Workshop.
- Section 3: presents additional dissemination activities (photographs, videos, posters and leaflets) associated with the Midterm Workshop.
- Section 4: This summarises the main points raised in the panel discussion which was conducted as a question & answer session.
- Appendix A provides brief CVs (Curriculum Vitae) of the external speakers who presented at the Workshop.

1.3 Glossary

| | |
|-------------|--|
| AAL | Ambient Assisted Living |
| CV | Curriculum Vitae |
| eTEN | European Community Programme designed to help the deployment of telecommunication networks based services (e-services) with a trans-European dimension |



2. Workshop details

This section provides the administrative information (agenda and attendees list) of the DREAMING Project Midterm Workshop, as well as the website address of the presentations given during the Workshop.

2.1 Agenda

The Midterm Workshop was held on 15th September 2010 at Congress Centre, Odense, Denmark. The agenda is shown in Table 1 below.

Table 1 – Midterm Workshop agenda

| Time | Title | Speaker |
|-------|--|---|
| 08:00 | Registration and coffee | |
| 08:15 | Welcome | Barbara Dodi Marco d'Angelantonio |
| 08:20 | Keynote speech – From IT to independent living How to make telehealth & telecare catalyse improved care | Charles Lowe |
| 08:50 | Introduction to DREAMING and current status | Marco d'Angelantonio |
| 09:05 | Housing with care programme in West Lothian | Alan Bell |
| 09:20 | The Senior.comfort@home initiative in Antwerp | Dimitri De Rooze |
| 09:35 | DREAMING Trials in Trieste (I) | Barbara Dodi Paolo Da Col |
| 09:50 | DREAMING Trials in Tallinn (EE) | Marko Parve |
| 10:05 | DREAMING Trials in Aragon (E) | Rocío Pinilla |
| 10:20 | DREAMING Trials in Berlin (D) | Andrea Croci |
| 10:35 | Coffee Break | |
| 10:45 | DREAMING Trials in Heby (S) | Benny Eklund Jessica Eriksson |
| 11:00 | DREAMING Trials in Langeland (DK) | Casper Dahl Marcussen |
| 11:15 | Market evaluation for DREAMING-like services | Marco d'Angelantonio |
| 11:30 | Panel discussion - How to move from successful pilots to widespread deployment | <u>Moderator:</u> Charles Lowe <u>Panel members:</u> Liz Mestheneos (AGE) Angela Cluzel (AGE) Alan Bell (CHCP) Jens-Otto Jeppesen (DK) |
| 12:30 | Final remarks and wrap-up | Marco d'Angelantonio |
| 12:45 | Workshop ends | |



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2.2 Attendees

The following people attended the DREAMING Project Midterm Workshop:

Table 2 – Midterm Workshop attendees

| | Surname | Forename | Company / Organisation | Country |
|----|-----------------|-----------------|---|----------------|
| 01 | Abadia | David | Instituto Tecnologico de Aragon | Spain |
| 02 | Alexandersson | Jan | DFKI GmbH | Germany |
| 03 | Bell | Alan | West Lothian Community Health and Care Partnership | UK |
| 04 | Benito | Carolina | Instituto Tecnologico de Aragon | Spain |
| 05 | Bermejo Perez | Antonio | TB-Solutions | Spain |
| 06 | Bond | Rodd | Netwell Centre | Ireland |
| 07 | Brandel | Marie-José | Surplus Brabant Connect | Netherlands |
| 08 | Brandstorp | Jørn | Borg Innovasjon AS | Norway |
| 09 | Bujnowski | Adam | Gdansk University of Technology | Poland |
| 10 | Clemensen | Jane | MedCom International | Denmark |
| 11 | Cluzel | Angela | AGE Platform Europe | Belgium |
| 12 | Coll | Juan | SALUD - Hospital de Barbastro | Spain |
| 13 | Coradeschi | Silvia | Örebro University | Sweden |
| 14 | Craggs | Mette Atipei | MedCom International | Denmark |
| 15 | Croci | Andrea | Pflegewerk Berlin | Germany |
| 16 | Dahlim | Meirit | Heby | Denmark |
| 17 | Dalsgaard | Trine | Odense Kommune | Denmark |
| 18 | d'Angelantonio | Marco | HIM | Belgium |
| 19 | Dario | Silvia | HIM | Belgium |
| 20 | Davõdova | Katrin | East Tallinn Central Hospital | Estonia |
| 21 | De Rooze | Dimitri | Digipolis | Belgium |
| 22 | DIOP | Mamadou | Group ISEG/UNIDAF | Senegal |
| 23 | Dodi | Barbara | Tesan-Televita srl | Italy |
| 24 | Dózsa | Csaba | Med-Econ LTD | Hungary |
| 25 | Eika | Halfdan | Central Region Denmark | Denmark |
| 26 | Eklund | Benny | County Council of Uppsala | Sweden |
| 27 | Ericksson | Jessica | Heby | Denmark |
| 28 | Gaedt | Lone | Danish Technological Institute/ Centre for Robot Technology | Denmark |
| 29 | Ganzarain | Javier | Tioman & Partners, S.L. | Spain |
| 30 | Garcia Gordillo | Carlos | Independent Consultant | Spain |
| 31 | Georgantzi | Nena | AGE Platform Europe | Belgium |



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| | Surname | Forename | Company / Organisation | Country |
|----|----------------|-------------------|---|----------------|
| 32 | Gheno | Ilenia | AGE Platform Europe | Belgium |
| 33 | Gianniou | Aikaterini | Rtel | Greece |
| 34 | Granot | Reuven | Perlis Ltd | Israel |
| 35 | Gu | Tao | Univ. Southern Denmark | Denmark |
| 36 | Gullbrandsson | Charlotta | Landstinget i Uppsala län | Sweden |
| 37 | Hanke | Sten | AIT (Austria) | Austria |
| 38 | Healy | Pat | National Pensioners (UK) | UK |
| 39 | Hedegaard | Anne-Marie | Langeland | Denmark |
| 40 | Hermannsson | Páll Hran- nar | Odense Kommune | Denmark |
| 41 | Holdgaard | Kurt | YesGroup (Denmark) | Denmark |
| 42 | Holm | Helle | Municipality of Langeland | Denmark |
| 43 | Horten | Bjorn | Borg Innovasjon AS | Norway |
| 44 | Hurtado | Mayte | TB.Solutions | Spain |
| 45 | Jeppesen | Jens-Otto | Region Syddanmark | Denmark |
| 46 | Kanthisamy | Govindaraju | Independent Consultant | India |
| 47 | Kralj Zatler | Simona | Ministry of Higher Education, Science and Technology | Slovenia |
| 48 | López | Maricela | SALUD - Hospital de Barbastro | Spain |
| 49 | Lowe | Charles | Independent Consultant | UK |
| 50 | Maderna | Riccardo | Telemedicina Rizzoli.Srl | Italy |
| 51 | Majcen | Kurt | Joanneum Research | Austria |
| 52 | Marcussen | Casper | MedCom International | Denmark |
| 53 | Mestheneos | Liz | AGE Platform Europe | Belgium |
| 54 | Meunier | Bente | Servicestyrelsen | Denmark |
| 55 | Miranda Dias | Jorge | IPN - Instituto Pedro Nunes | Portugal |
| 56 | Mlijevska | Olga | Welfare Tech Region | Denmark |
| 57 | Munk Jepsen | Mads | Municipality of Aarhus | Denmark |
| 58 | Nordli | Hanne | Borg Innovasjon AS | Norway |
| 59 | Oates | John | HIM | Belgium |
| 60 | O'Mullane | Brian | CASALA | Ireland |
| 61 | Ongaro | Roberto | TMR - Telemedicina Rizzoli S.r.l. | Italy |
| 62 | Parve | Marko | East Tallinn Central Hospital | Estonia |
| 63 | Pastor | Carmen | Robotiker - Tecnalia | Spain |
| 64 | Petersen | Jan | MedCom International | Denmark |
| 65 | Pijl | Marja | AGE Platform Europe | Netherlands |
| 66 | Pinilla | Rocio | SALUD - Hospital de Barbastro | Spain |



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| | Surname | Forename | Company / Organisation | Country |
|----|----------------|-----------------|--|----------------|
| 67 | Pöder | Aire | East Tallinn Central Hospital | Estonia |
| 68 | Prior | Reinhard | HIM | Italy |
| 69 | Rasmussen | Janne | OUH Odense University Hospital | Denmark |
| 70 | Riou | Coralie | Alps Bio Cluster | France |
| 71 | Romeo | Emilie | Alps Bio Cluster | France |
| 72 | Romero | Diego | Instituto Tecnológico de Aragon | Spain |
| 73 | Romero | Dionisia | SALUD - Hospital de Barbastro | Spain |
| 74 | Ross | Peeter | East Tallinn Central Hospital | Estonia |
| 75 | Sirch | Ulrike | Institut für Sozialforschung und Sozialwirtschaft e.V. (iso) | Germany |
| 76 | Smit | Robbert | Presence displays | Netherlands |
| 77 | Squillace | Paolo | Darco Servizie | Italy |
| 78 | Stehler | Martin | SportKreativ | Germany |
| 79 | Synaeve | Dave | HIM | Belgium |
| 80 | Tutt | Krista | East Tallinn Central Hospital | Estonia |
| 81 | Vastennen | Ritta | Kustaankartnon | Finland |
| 82 | Von Rump | Stephen | Giraff Technologies AB | Sweden |
| 83 | Wilson | Petra | Cisco | Belgium |
| 84 | Wuensche | Maja | HIM | Belgium |
| 85 | Yin | Guo Qing | Institute of Computer Technology, TU Vienna | Austria |

2.3 Presentations

All the presentations that were given at the DREAMING Project Midterm Workshop can be found on the public area of the DREAMING Project Website. They can be downloaded from the following website address:

- <http://www.dreaming-project.org/inthemedial.html>

The presentations on the website, and speakers, are as follows:

- Keynote speech – From IT to independent living – How to make Tele-health and Tele-care catalyse improved care (Charles Lowe).
- Introduction to DREAMING and current status (Marco d'Angelantonio).
- The Housing with care programme in West Lothian (Alan Bell).
- The Senior.comfort@home initiative in Antwerp (Dimitri De Rooze).
- DREAMING Trials in Trieste (Barbara Dodi and Paolo Da Col).
- DREAMING Trials in Tallinn (Marko Parve).
- DREAMING Trials in Aragon (Rocío Pinilla).



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- DREAMING Trials in Berlin (Andrea Croci).
- DREAMING Trials in Heby (Benny Eklund and Jessica Eriksson).
- DREAMING Trials in Langeland (Casper Dahl Marcussen).
- Market Evaluation for DREAMING-like services (Marco d'Angelantonio).

Some of the presentations above from the following partners include demonstration films:

- SALUD Aragon (Spain).
- Region Syddanmark (Denmark).
- Pflegewerk Managementgesellschaft (Germany).

These videos are summarised on the section 3.2 below.

3. Dissemination activities

The dissemination activities carried out for the DREAMING Project Midterm Workshop have mainly focused on the publication of photographs of the workshop, and videos of three of the pilot sites which were shown at the Workshop; in addition, posters and leaflets of the DREAMING Project were used to support the Midterm Workshop. These activities are outlined in the following sections.

3.1 Photographs

A brief description, as well as some photographs taken on the DREAMING Midterm Workshop can be found at the public area of the DREAMING Project Website.

The photographs can be seen going to the following website address:

- http://www.dreaming-project.org/dreaming_news.html

The following picture offers a view of the link above:

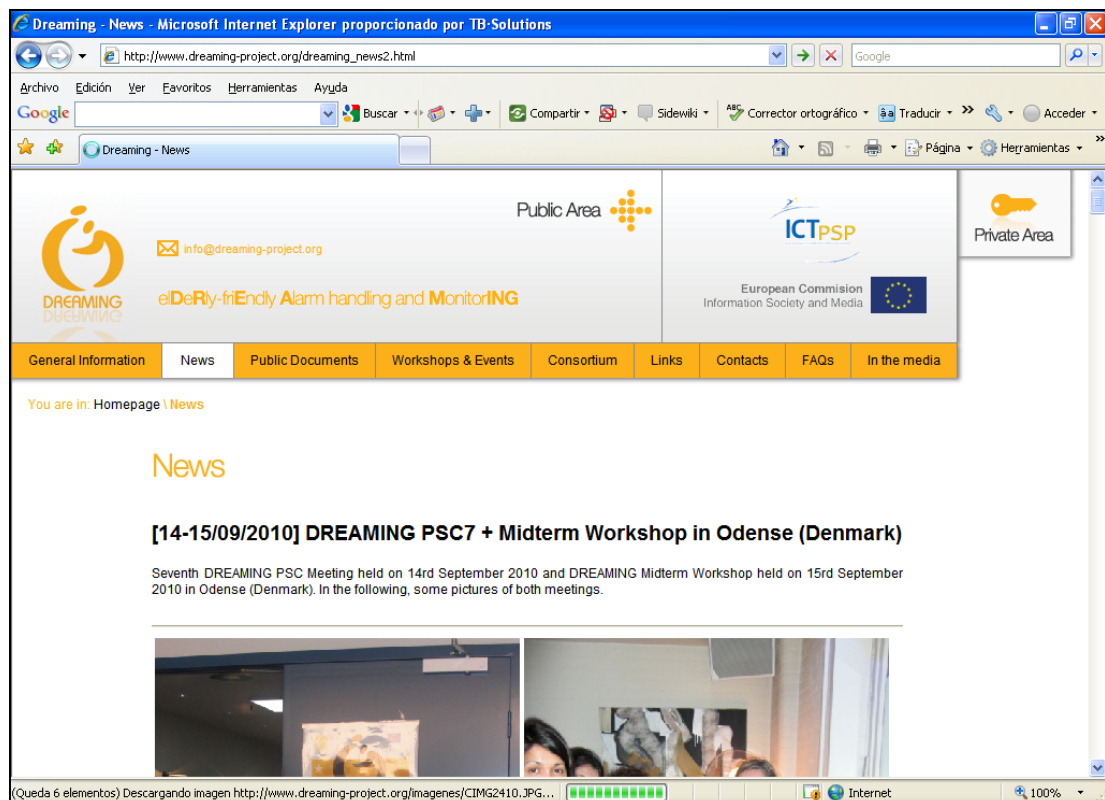


Figure 1 – Midterm Workshop photographs

3.2 Videos

Some presentations given at the DREAMING Project Midterm Workshop included associated films of the respective trial sites.



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These supporting videos have been uploaded to the public area of the DREAMING Project Website and can be seen at the following website address:

- <http://www.dreaming-project.org/inthedia.html>

The figures below show screen shots of the website page and associated videos.

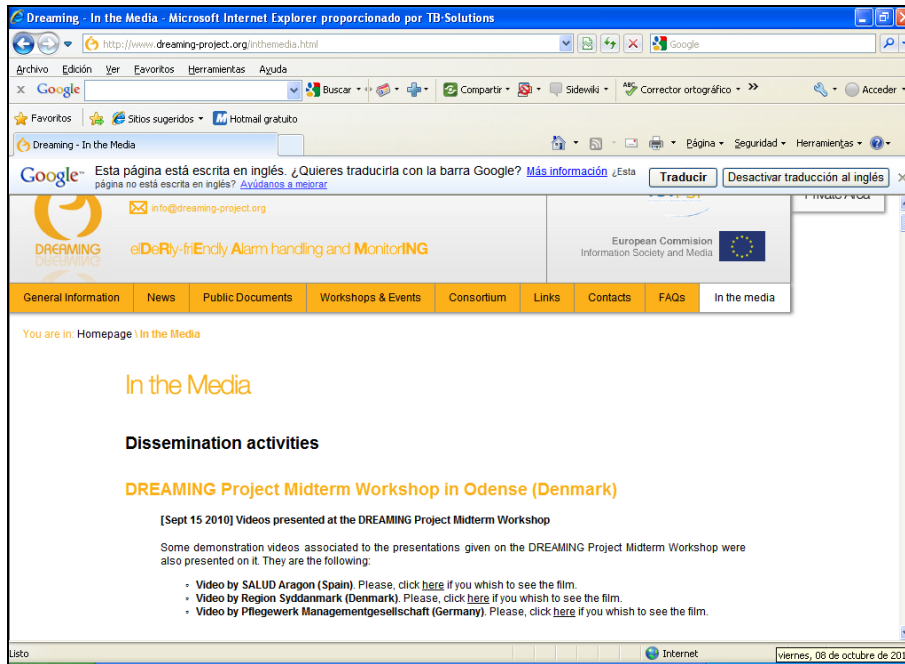


Figure 2 – Midterm Workshop videos

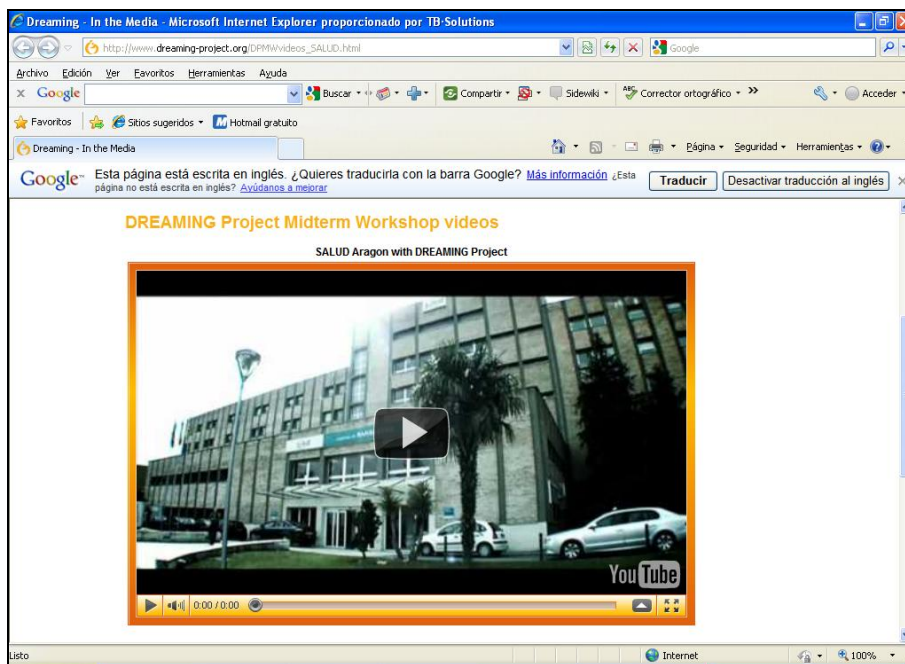


Figure 3 – SALUD Aragon video



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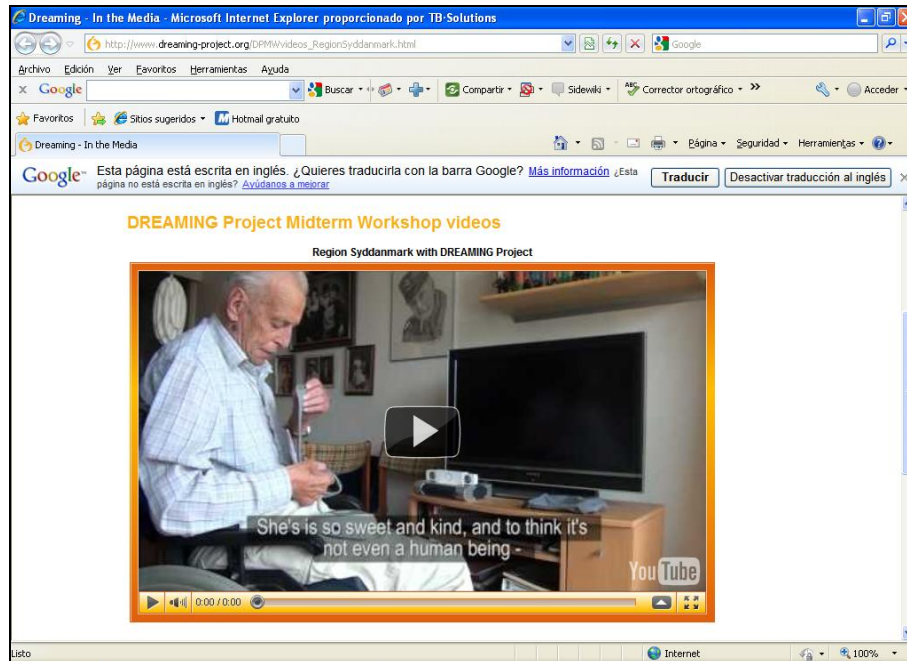


Figure 4 – Region Syddanmark video

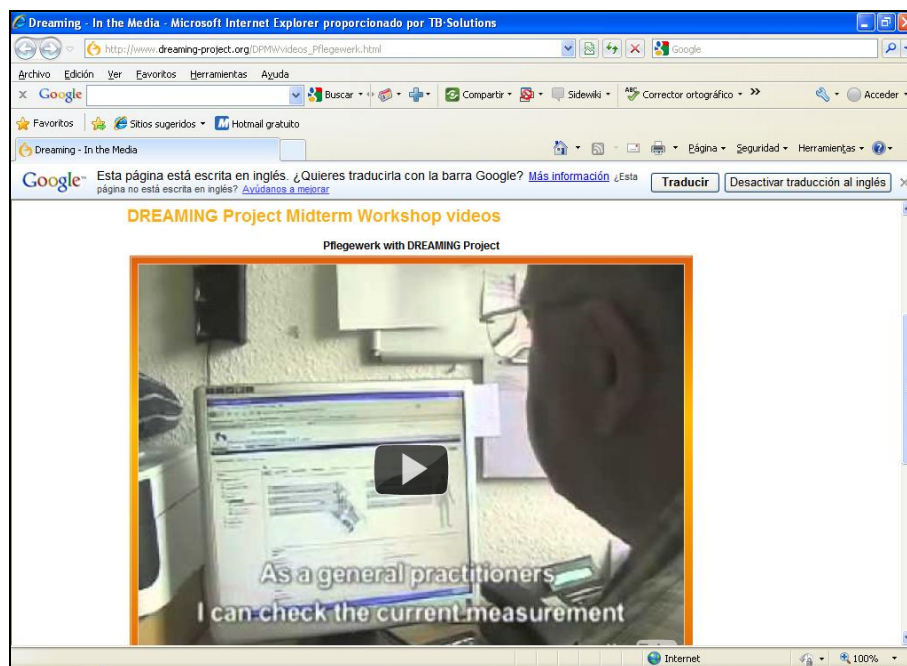


Figure 5 – Pflegerwerk Managementgesellschaft video



3.3 Posters and leaflets

Both the project poster and leaflet shown below were used as essential supporting dissemination material for the DREAMING Project throughout the Midterm Workshop.



Figure 6 – DREAMING poster



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European Consortium:

eDeRly-friEndly Alarm handling and MonitorING

For further information:
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Year: 2008-2011
 EU Funding Programme: CIP-PSF
 Project Site:
www.dreaming-project.org

DREAMING - Supporting the Elderly to Live at Home

Europe's aging population

The aging of the population in Europe, as a common trend in most industrialised countries, is expected to further accelerate in the next decades as a result of both the slow down in birth rate and the increase in life expectancy. This trend is due to medical progress, improved welfare, more widespread wealth and better general living conditions. This will lead to severe resourcing problems in caring for the elderly unless new ways can be found to help them.

The DREAMING project

The DREAMING project is funded by the European Commission under the new Competitiveness and Innovation Programme (CIP-PSF). In six European countries there will be trials of an integrated system that provides monitoring of vital health status and environmental parameters, together with a videoconferencing service.

The system is based on a platform which has been specifically designed taking into consideration the special requirements of elderly users who, during their active lives, may never have been exposed to ICT (Information and Communication Technologies).

The project started on May 1, 2008, and will last 36 months, 30 of which will be devoted to the trials. The Consortium comprises 13 private and public organisations from 7 different countries of the European Union.

Project core objectives

DREAMING intends to pilot new, economically sustainable home assistance and inclusion services able to both extend the independent living of elderly citizens in their homes and reduce their social exclusion. To do this, it guarantees health and safety monitoring and assistance to elders in their homes through privacy respecting and user-friendly technologies: self-operated medical monitors, environmental sensors and TV based videoconferencing.

With the purpose of giving scientific validity to the results achieved, the project will measure the impact of monitoring of elderly people and their socialisation through videoconferencing on a number of very important aspects, such as the following:

- Quality of life of the elderly people themselves and of their formal and informal caregivers.
- Elders' health conditions.
- The costs elders generate to the health system.

Thanks to the DREAMING project, it will be possible to extend the independent living span of elders while reducing the overall cost of assisting them. Savings so obtained will allow in turn to extend the DREAMING coverage and benefits to an increasing number of elders and to address the issue of the aging population in a socially acceptable and financially sustainable manner.

The technological platform

The DREAMING platform comprises:

- A Mobile Unit which follows the elderly person wherever he/she goes indoor or outdoor and which allows him/her to ask for help through a panic button in addition to detecting falls. The Mobile Unit contains a cellular phone able to send alarms to a Contact/Surveillance Centre. Moreover, it enables locating the elderly person if he/she is in need of help or has lost his/her way. Thus, alarm and alerts are received and handled by the Contact Centre, supported by a powerful Decision Support System which selects the most suitable action and possibly dispatch the appropriate resources (fire brigade, ambulance, general practitioner on duty, nurse, social worker, etc.).
- A Fixed Unit which is installed in the elderly person's home and which is connected through wireless protocols to a series of medical devices and environmental sensors. These can monitor all the vital parameters of the individual and the environment in which he/she lives. The selection of medical devices and sensors depends on the pathologies the elderly person suffers from and on the main risks to which he/she is exposed when at home.
- An extremely easy-to-use videoconferencing system which uses a normal TV set and a purposely configured remote control. This system enables the elderly person to get in touch visually with operators at the Surveillance Centre and with a group of people (the "elder's community") that the elderly person has authorised in advance through the Surveillance Centre to interact with him/her.

The technological platform described above is able to provide to the elderly person a high level of safety both indoors and outdoors, while keeping the house monitored all the times, even when the elderly person is away, thanks to the split between Fixed and Mobile Unit.

The DREAMING inclusion System Architecture

Figure 7 – DREAMING brochure



4. Panel discussion

The DREAMING Project Midterm Workshop included a panel discussion on “How to Move from Successful Pilots to Widespread Deployment”.

4.1 Participants

The participants in the panel discussions are shown below.

Moderator:

- Charles Lowe (CLo), as Independent Consultant.

Panel members:

- Liz Mestheneos (LMe) from AGE Europe.
- Angela Cluzel (ACI) from AGE Europe.
- Alan Bell (ABe) from CHCP.
- Jens-Otto Jeppesen (JJe) from Region Syddanmark.

Apologies:

- Dietmar Jessulat from the German Health Insurance company

4.2 Questions and answers

The panel discussion was structured around a series of questions & answers. The panels answers are outlined below:

- CLo invited the panel members to give their credentials and everybody introduced her/himself.
- Question 1: “Why do we keep on doing pilots and why does telemedicine not become mainstream? Are telemedicine products not mature enough yet?”
 - LMe: “It is necessary to go through all these pilots. It is important to underline that family carers are the biggest group of potential clients. Potentially, there is a huge market out there, but as a user or a relative it is not possible to buy any equipment.”
 - ACI: “There are not only pilots with regards to telemedicine. In France, there is a tele-assistance system, using a bracelet, running for 9 years now, with 4800 users! Staff are trained and elderly people do not feel that they lack human contact. At the moment, this system costs 18€ per month, but they can be supported financially. This depends on their dependency level. There is one pilot running where safety devices are tested. They want to find out how much patients/carers are willing to pay for it using specific questionnaires. There is a new pilot with 100 people, using four extra devices.”
 - JJe: “We have a focus problem. You should be oriented to the user/client/patient. It should not just be a new idea in the doctor’s mind.



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Stakeholders have different views. The perspective of the daily practice is missing. At the moment, there is not enough evidence based benefit, whether for the elderly, the hospital, or the municipality.”

- ABe: “We have mainstream in Scotland, which is a big issue. Within an organisation, an incremental change is easier to carry out. This is the boiling frog syndrome; the frog will not jump out when water is heated up slowly. Remember that while EC (or other) funding is a freebie, it does not drive change.”
- CLo: “Often benefits do not go to the people who have invested.”
- **Question 2:** “Is the global crises good or bad for tele-health? In other words, is there not enough money for investing into tele-health or is tele-health a good argument for saving money?”
 - ABe: “It is bad for us! Scotland needs to make large cuts and there is the risk that preventative services are cut.”
 - JJe: “Not sure! A new strategy is needed.”
 - ACI: “It could be good if cutbacks lead to private provision. When money is there, the government will find solutions. In Romania only people with dementia can go into care homes. Technology is only half of the answer. Ambulance transfers are cut down too!”
 - LMe: “Tele-health will have a big impact. The problem is that these technologies are not available. You cannot buy them off the shelf. Thus, families need to help.”
 - CLo asked JJe: “In Denmark you have invested 4.000.000 Euro for Telehealth. Why do we not have this money available?”
 - JJe: “Our country depends on innovation. IT and ICT is very important for us in Denmark. We might be ahead in Denmark, since we have a different attitude towards ICT in health.”
 - CLo asked ACI: “You as a residential care holder/home, could you offer the service yourself?”
 - ACI: “Technology in care homes can overburden carers. Tele-assistance from nursing homes to elderly homes does not exist yet.”
 - ABe: “One of big issues is that telecare and telehealth are provided by two different organisations. The question is about how they should collaborate.”
- **Question 3:** “What can we do now? Move forward from pilot to mainstream? Use the global crisis to our advantage? Be like Denmark?”
 - LMe: “In Greece, we are going through a big crisis, but times of shock are also times for renewal! When I look at change it does not come from only one place. Elderly want change as well. What can we, in this room, do too? Participating in such meetings is already something very positive.”
 - ACI: “People, who are inventing and making technology, need always to be clear about the purpose of the use of it. It is important to be careful what you put in the market. Protection of data is important.”
 - JJe: “Local institutions should help with the right match between supplier and hospitals / care givers.”
 - ABe: “Change will come since it has to come!”



Appendix A: Curriculum Vitae of external speakers

The following sections summarise the CVs of the external speakers who attended the DREAMING Project Midterm Workshop.

A.1 Charles Lowe - Independent Consultant

Charles Lowe was educated at Cambridge and the London Business School. Following an early financial career, he led the creation of the BT Intranet as one of the first, largest and most successful corporate Intranets, realising an audited saving of over £1 billion in its initial two years. He followed this by establishing first BT's eBusiness consultancy, then BT's eGovernment unit, Stepchange.gov, where he was at the centre of BT's collaboration with the UK Government to deliver UK online. Since leaving BT he has further enhanced his standing as an eGovernment expert, working around the world in roles as diverse as delivering an IT strategy & implementation plan for a large Middle Eastern county and managing a series of voter engagement projects for the 2003 UK local elections.

For three years to early 2006 he ran a large ICT/modernisation programme for the London Borough of Newham's Adult Services & Children's & Young People's Services Departments where he inaugurated a major tele-care project: NeAT. This project has now become a very substantial programme, managed by Charles, to deliver an Independent Living service for vulnerable people in Newham.

In addition he is a co-founder and Board Member of e-Forum, the EC-sponsored EU-wide association for encouraging eGovernment excellence in Europe (www.eu-forum.org) and a Trustee of Citizens Online, the charity dedicated to eliminating the digital divide (www.citizenonline.org.uk).

A.2 Alan Bell - West Lothian Community Health & Care Partnership (CHCP)

Alan Bell is currently Senior Manager for Communities & Information within CHCP. He has lead responsibility for the development of 'Housing with Care', which offers a real alternative to institutional care, combining tele-care and onsite support within an innovative model of community provision. Alan has also led on West Lothian's developments in information sharing resulting in more effective assessments of care needs. West Lothian is at the forefront in the UK in both these developments.

A.3 Dimitri De Rooze - Digipolis

Dimitri de Rooze is ICT Manager for the Social Services Sector Antwerp.

After being active in the commercial ICT sector, Dimitri joined Telepolis (the predecessor organisation of Digipolis) as the overall person responsible for ICT service delivery for the Antwerp public hospitals.

In 2004, the group of Antwerp public hospitals became an independent private organisation, separated from the social welfare department of Antwerp. As a result,



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Digipolis was not allowed any more to serve the hospital group. Since then, Dimitri has been responsible for the overall ICT service delivery of Digipolis towards the social welfare department of Antwerp and the social department of Antwerp.

He has played a leading role in the conception and implementation of Senior.comfort@home, the AAL initiative launched by the City of Antwerp to improve the service offered to elderly people living in the senior service flats owned by the City. He is Project Co-ordinator of HOME SWEET HOME, an AAL project funded by the EU under the ICT PSP.