

# COOPERATIVES AND INNOVATION

**BUILDING THE FUTURE OF CARE IN EUROPE**

**REINVENTING CARE IN BELGIUM**

## COOPERATIVES AND INNOVATION: BUILDING THE FUTURE OF CARE IN EUROPE

28 & 29 November 2017  
BRUSSELS

The European continent is confronted with an inevitable demographic change: over the next 40 years the proportion of the population over the age of 65 in the European Union will double, rising from 17% in 2005 to 30% in 2050 (European Foundation for the Improvement of Living and Working, 2009). As European healthcare systems are facing challenges of sustainability and increasing resource scarcity, dignified ageing and caregiving is becoming a pressing concern to a huge number of Europeans in the long-term future. In this context, cooperatives have experimented a patchwork of innovative models and services to transform a societal challenge into multiple opportunities for citizens. The two-day event will start from an overview of local initiatives mobilizing the cooperative model to invent the future of care (day 1); participants will then discover iCareCoops, a transnational pilot project aimed at upscaling these initiatives through digital solutions; eventually, they will take part in a high-level discussion on the future of care in Europe (day 2).

### November 28th

Reinventing care in Belgium: a panorama of cooperative innovation.

### November 29th

Experience-sharing. iCareCoops: innovating for the future of care  
Roundtable. Shaping a community-based and empowering future of care in Europe



November 28<sup>th</sup>, 2017

## Reinventing care in Belgium: a panorama of cooperative innovation

The first day will focus on the Belgian experience, through practical experience-sharing and interactive discussions. It will involve Belgian cooperative actors who may benefit from stimulating and hands-on sessions to generate new synergies around their respective projects, and European care actors who will improve their knowledge about the potentials of care cooperative models and challenges to upscale them.

*Language: English*

### Programme

Time	Content
13.30 – 14.00	Welcoming and coffee
14.00 – 15.00	Tour of Maison Biloba Huis, a care cooperative in Brussels
15.00 – 15.30	Experience-sharing. Stimulating cooperative entrepreneurship in the care sector: highlights of Coopcity by Febecoop.
15.30 – 15.45	Coffee break
15.45 – 16.25	Experience-sharing. Developing a care cooperative ecosystem in Belgium: a presentation of Cera's activities.
16.25 – 17.25	Hands-on workshop. Testing iCareCoops solution.
17.25 – 17.30	Conclusion of the day

### Venue

Maison Biloba Huis  
Rue des Plantes 118-120  
1030 Brussels



## **Tour of Maison Biloba Huis, a care cooperative in Belgium**

Maison Biloba Huis project was initiated by three non-profit organizations willing to improve existing care services in offering accommodation to older people from marginalized communities (especially migrants). To be able to fund this expensive real-estate project, a multi-stakeholder cooperative E.MM.A was set up, allowing to mobilize investments from stakeholders and individuals from the local community. The premises include housing and day center for older people. Participants will discover this ambitious project, by visiting the premises, meeting its staff and volunteers as well as beneficiaries. Participants will be welcomed and guided by Isabelle Van Regemortel, President, and Agathe Moreau, Director of Maison Biloba Huis.

## **Experience-sharing. Stimulating cooperative entrepreneurship in the care sector: highlights of Coopcity by Febecoop.**

Febecoop supports cooperative entrepreneurship in Belgium. It co-animates the co-working space Coopcity incubating social, collaborative and cooperative entrepreneurship in Brussels. Coopcity's Pollinize Programme is entirely dedicated to developing initiatives in the care field, such as a community care and wellbeing centre and various assisted living projects for elderly people. Audrey Renier, Project facilitator at CoopCity, will introduce Pollinize participants in the care sector, including social and cooperative entrepreneurs Charlotte Hanssen (Pens(i)onsQuartier) and Chantal Dehon (Cosy Care).

## **Experience-sharing. Developing a care cooperative ecosystem in Belgium: a presentation of Cera's activities.**

Cera is a Belgian cooperative of 400.000 members existing 125 years, taking up a role in informing, advising and inspiring people, organizations and policy on co-operative businesses. Cera has especially been active in supporting the development of an active cooperative ecosystem in Belgium. Cera often explores new application possibilities for co-operative business proceeding from present-day social challenges and in that way Cera dedicated special attention to the opportunities for improving care through cooperative entrepreneurship. Trees Vandenbulcke, cooperative advisor, will showcase Belgian best practices and existing actions supporting the development of care cooperatives.



## Hands-on workshop. Testing iCareCoops solution.

Practitioners will be invited to test the developed mobile and web app as an outcome of iCareCoops project. Both solutions aim at supporting the organisation of a new care cooperative, as well as providing aid in organising care within existing care cooperatives. The mobile app aims to improve the capacity of cooperatives to put in relation care providers (professional and volunteers) with beneficiaries. The web app is mainly directed at care cooperative managers, supporting especially member management and task distribution. Developed in a process of user experience (UX) and user-centred design, this workshop allows all three targeted groups, i.e. cooperative managers, care providers and care receivers, to test the app and provide additional feedback.



November 29<sup>th</sup>, 2017

## A cooperative vision of care in Europe

This day will aim at shaping a cooperative vision for the future of care in Europe: after a panorama of existing initiatives and best practices from across the continent, participants will be introduced to the results of iCareCoops project, leading to a high-level discussion among European organizations active in the care sector.

*Language: English. Interpretation in French will be available.*

### Programme

Time	Content
9.00 – 9.30	Registrations and coffee
9.30 – 9.50	Welcoming and introduction: a cooperative vision of care in Europe
9.50 – 11.10	Experience-sharing: iCareCoops, innovating for the future of care
11.10 – 11.30	Coffee break
11.30 – 11.50	European Commission: Supporting cooperative entrepreneurship for a sustainable and inclusive development
11.50 – 12.50	Roundtable: Shaping a community-based and empowering future of care in Europe
12.50 – 13.00	Conclusion
13.00 – 14.00	Light lunch and networking

### Venue

Amazone  
Middaglijstraat 10 rue du Méridien  
1210 Bruxelles



## Introduction

### Speakers:

- Agnès Mathis, Director of Cooperatives Europe
- Jacques Debry, Administrateur délégué at Febecoop

## Experience-sharing. iCareCoops: innovating for the future of care

Co-financed by the Active and Assisted Living programme, iCareCoops project has proposed an ambitious vision for the future of care in Europe: enabling the development of collaborative economy services for older people, based on cooperatives. This project had two main outcomes: (i) a better understanding of the growth of care cooperatives and their needs in Europe, and (ii) the development of a prototype mobile and web app aimed at improving efficiency of cooperative care services through a better coordination between (professional and volunteer) care providers, care receivers, and the cooperative organization. During this session, project partners will present the main outcomes of iCareCoops, including a demonstration of the technical solution developed.

### Speakers:

- Louis Cousin, Cooperatives Europe
- Diotima Bertel, SYNYO GmbH (Austria)
- Monica Florea, SIVECO Romania SA (Romania)
- Anja Kollmar, ZHAW – University of Applied Sciences Winterthur (Switzerland)
- Bodil Sørensen, VIA University College (Denmark)
- Torsten Andersen, iDeal Development (Denmark)
- Alenka Ogrin, ZDUS (Slovenia)

## European Commission. Supporting cooperative entrepreneurship for a sustainable and inclusive development

Mr. Karel Vanderpoorten, Seconded Official at Unit *Clusters, Social Economy and Entrepreneurship* (Directorate-General for Internal Market, Industry, Entrepreneurship and SMEs), will present the European Commission's strategy and priorities aimed at stimulating cooperative entrepreneurship. In particular, he will highlight the potential of digitalization for social and solidarity economy based enterprises, both to gain economic efficiency and enhance their capacity improve services to their communities.

## Roundtable. Shaping a community-based and empowering future of care in Europe

Technological innovation represents an unprecedented opportunity to make care services more efficient, diverse and personalized. Its development affects both for-profit and not-for-profit care providers: together with these new possibilities come a need to adapt internal strategies, management processes and investments. However, technological innovation cannot ignore one fundamental aspect of this sector: its social dimension. This session will explore the opportunities and challenges met by care providers of the social and solidarity economy to translate technological innovation into social experimentation.

### Speakers:

- Borja Arrue, Policy Officer at AGE Platform
- Nathalie Swan, Policy Officer at UNI Global Union
- Corinne Bebin, Vice-Mayor of Versailles (France)
- Yoann Le Tiec, Director at Groupe Up (Dôme)
- Veerle De Gryze, Z Plus

## Conclusion. Active and Assisted Living Programme: what's next?

Active and Assisted Living (AAL) Programme funds projects in public-private partnership in the field of information and communication technology for active and healthy ageing since 2008. The programme is co-financed by the European Commission – under the Horizon 2020 umbrella – and 19 countries until 2020 for an estimated budget of € 700 million. Marco Carulli, Programme Operations Manager, will present the AAL strategy towards active ageing in Europe, markets targeted by the 2018 call for projects, as well as the recently released AAL Challenge Prize.

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To find out more about iCareCoops project visit:

[www.icarecoops.eu](http://www.icarecoops.eu)

To find out more about care cooperatives in Europe visit:

[www.carecooperatives.eu](http://www.carecooperatives.eu)

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