ETORKIZUNA
ERAIKIZ
think tank

NEW FUTURES OF THE WELFARE STATE
REPORT OF THE 9th MEETING

29/04/2021

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1. Programme

Theme	Presenter/Driver
Introduction and presentation of the workshop	Maite Peña
Digital Platforms and Digital Transition	Eduardo Carrasco and Julián Florez
Group dynamics and debate	Eduardo Carrasco and Julián Florez
Evaluation of the Think Tank	Javier Castro-Spila
Assessment and end of session	Maite Peña

2. Participants

1.- Maite Peña
2.- Carlos Alfonso
3.- Javier Castro
4.- Lucía Martínez
5.- Andoni Zulaika
6.- Xanti Moriones
7.- Patxi Leturia
8.- Garikoitz Agote
9.- Josu Gago
10.- Gerardo Amunarriz
11.- María Muñoz
12.- Felix Arrieta
13.- Iñigo Kortabitarte
14.- Rakel San Sebastián
15.- Julián Florez
16.- Eduardo Carrasco

3. Introduction and presentation of the workshop

The Deputy (Provincial Minister) for Social Policies opened the session, welcoming all the participants in the discussion group. She set out the main themes of the meeting: firstly, she explained that they would be discussing the preparation of the White Paper, which would include the lessons learned from the Think Tank, and the Analytical Index they had prepared. Following that, ECO9 and the representative from Vicomtech would begin the presentation on Digital Platforms and Digital Transition. The Deputy reminded them that the Vicomtech representative and ECO9 would propose a question for reflection, to be used as the basis for a group dynamic, after which the reflections would be shared among all the participants in the session. She said that at the end of the session, there would be a brief assessment of the Think Tank's record over its first year in operation.

4. Preparation of the White Paper: Analytical Index

After the opening of the session, the Deputy for Social Policy began by explaining what content would be included in the White Paper. She showed a slide from the Power Point, showing that their intention is to divide the book into seven chapters.

5. Digital Platforms and Digital Transition

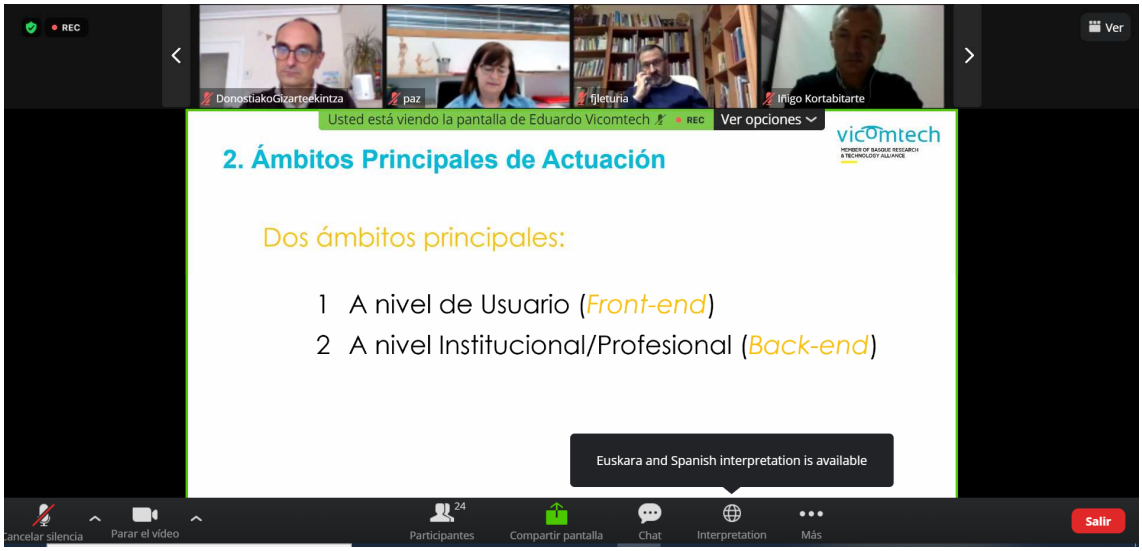
After giving some details of the drafting of the White Paper, the Deputy introduced ECO9 and the representative from Vicomtech, who will be in charge of fostering the group reflection for this session.

The Vicomtech representative began the presentation on Digital Platforms and the Digital Transition by welcoming all participants and setting out the question which they would be asked to discuss: *"The question we have drawn up for the working group is as follows: What actions drive the digital transition in the third sector?".*

He then handed over to ECO9 to explain the context that the participants should bear in mind before reflecting on the question. ECO9 began by thanking the Deputy for Social Policies and all the participants. She said they have planned a condensed agenda with many items to be addressed. She went on to describe what Vicomtech is and how they work: *"There are about 180 of us at Vicomtech working in the field of artificial*

intelligence. Our field of work is closely related to the issue of the digital transition, but it does not stop there: it also has a lot to do with the whole of society. Artificial intelligence is a cross-cutting issue. We have a strong presence in the industrial sector, as well as in the sector of assisted technologies and in the configuration of medical equipment".

The representative from Vicomtech then took over from ECO9 to continue the presentation and discuss Vicomtech's work in greater detail, as well as the topics to be discussed in the deliberation group. He explained that they divide the different projects they have at Vicomtech into *Front End* and *Back End projects*, al aimed at improving the user's experience. He again greeted the participants and went on to describe the importance of technology in the field of care: *"From a Front-End perspective, especially in terms of the user, we try to get closer to users and accompany them in their day-to-day lives. And so, we present several technologies: including voice interaction and cognitive vision. Using these systems, it is possible to detect gestures, postures and different situations"*.



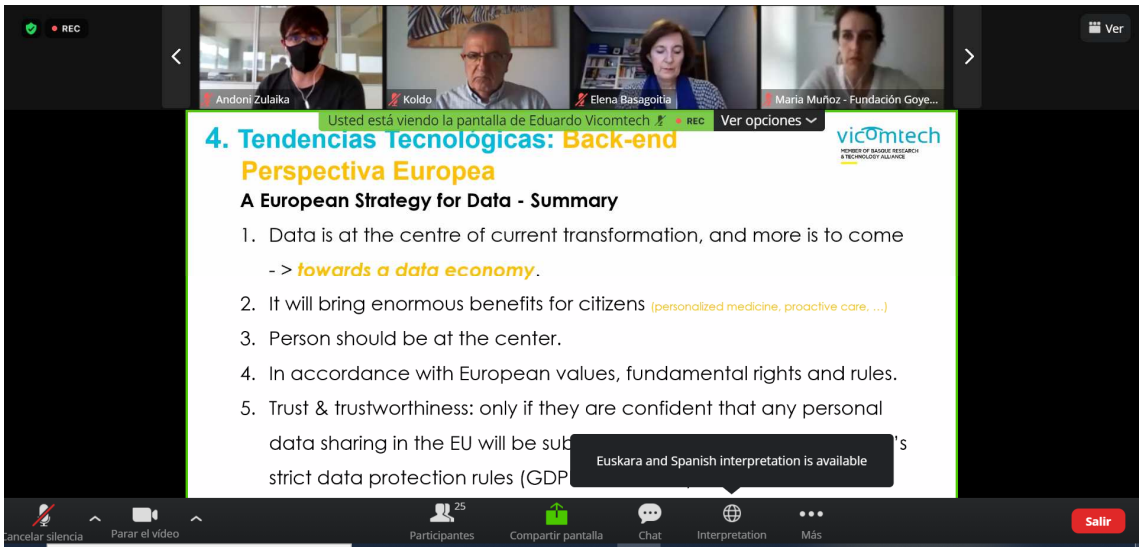
After talking about the interaction between technology and the user, the guest from Vicomtech addressed the issue of the usefulness of technology in other areas: *"From an institutional perspective, other technologies are used, in particular, information systems that work on data"*.

He said that Vicomtech is trying to facilitate the interaction between user and technology, to try to make it easier and more natural: *"We are working to turn the home into a smart environment, helping enhance people's autonomy"*.

He said they are obtaining more and more information to better help users. There are an increasing number of different measuring devices: *"for example, robotics, sensor technology, IOT... Overall, there is an increase in the disparity of equipment. Electronic devices are developed for different sectors, and often in an uncoordinated fashion"*.

There is a need to develop common standards to improve the quality of service: *"We can take advantage of the large amount of equipment available to empower users and better support them. We are working to improve the use of technology in society. There are many areas for improvement: integration and connectivity, for example"*.

He then gave a short presentation of a European project on which Vicomtech is working: *"We are working on a mass service deployment platform for performing day-to-day services. We want to generate business opportunities for different companies as they develop over time. There are 36 organisations from across Europe working on this project"*.



As for the *Back End*, he said that they have a support ecosystem composed of different spaces. All of these spaces focus on providing solutions to each user's different problems.

On the other hand, the Vicomtech representative said that there is a problem at an institutional level: *"There are many processes that have not been digitalized. There are many threads, but there is also a lack of communication and coordination. We have to work in this direction: the information needs to be aligned in order to gain new opportunities, and to address the loss in efficiency"*. Nonetheless, he repeated that technology offers many opportunities to address this lack of digitalisation: *"There a rich ecosystem out there with great experience in the sector. Digital technologies have developed many tools, common digital structures with which they can be deployed. We need to continue investing in technology"*.

He went on to say that in order to improve, our society has to look for references in the field of technology: *"We have to look up and see what the European Commission is telling us. Europe says that right now data is at the heart of digital transformation"*.

The Vicomtech representative also stressed the importance of user-centricity: *"We think it is very important to stress that the person must be at the centre at all times. Everything we build must be with the agreement of the person"*. He went on to address the issue of data protection: *"Data needs to be available for large and small businesses, for the public and private sector. To ensure data availability, trust is essential. We have to take into account all the data protection legislation. We need information if we want to build public and private ecosystems that encourage future competitiveness. There are tools on the market with which we can make our vision a reality"*.

He said that he understood the complexity of legal data regulation and drew a distinction between the two parties that may be involved in this issue: the user and the company. To build trust between the two, he said it was necessary to focus on empowering users: *"The main focus of action has to be user empowerment. We need to work on literacy and personalization of care"*.

For legal regulation of data transmission, public-private collaboration is essential: *"We need to continue working on the orchestration of different ecosystems, and the connection between agents. This will enable us to move towards prevention, creating sustainability and efficiency"*.

He concluded his presentation by explaining that our society stands at a singular moment in time, when the needs and opportunities are very palpable: *"Needs overcome barriers. We believe that we need digital tools and infrastructures to join and achieve an information and knowledge-based economy. We believe digital literacy is one of the keys to this whole process"*.

6. Group dynamics and debate

The Vicomtech representative gave a brief summary of the current situation, to provide participants with a context to work on: *"In building a 4.0 society, digitalisation is very important. We need to build a roadmap to reach that society where the welfare state is guaranteed. Everything we decide will have an impact on our future"*.

ECO9 then took the floor: *"This is a very brief summary of the evolution of this environment. Information silos are very widespread in Europe. Many processes have been digitized. But what is the connection between the different information silos?"* ECO9 defined the challenge he had introduced at the beginning of his presentation and set out an idea: *"We want you to define the three keys to the digital transition. Levers and obstacles; the digital skills of the users, the problems generated by these skills... We open the floor to debate and any questions or doubts you may have"*.

7. Results of the dynamic

The deliberation dynamic lasted 25 minutes.

Results of the dynamic:

Group 1:

The spokesperson of Group 1, ECO12 set out their answer to the question raised by the Vicomtech representative. He said they had a very interesting conversation about user empowerment and professionals in the care sector. He also said that they believe it is very important to strengthen European data sovereignty in order to strengthen the data sovereignty of Gipuzkoa. ECO12 identified two significant gaps: one age-related gap and one organisation-related.

"Different accompaniments and approaches are needed. In relation to empowerment, it is necessary to define well how to structure the training. This process requires clear public leadership. Data management must be the responsibility of the public sector and must extend beyond the legislature if it is to endure over time".

Another member of Group 1, ECO14, added that it is important to establish an agreement between different institutions to allow for data-sharing. He said that data exchange is necessary: *"When we submit our tax returns, we send in the 10T (tax withholdings certificate). We should extrapolate that same exchange of information to the area of social and socio-health policies"*.

Group 2:

The Vicomtech representative said that his group had worked on a roadmap to advance on the framework of the issue raised. He explained that they had defined three main keys: *"The first is the issue of literacy, which is linked to many aspects: empowerment, outreach, usability, accessibility, and motivation. We need to pass on the benefits of all these elements to the public. There are many benefits to be gained from data sharing"*.

"The second key is trust and transparency. Legislation carries a great deal of weight. But beyond legislation, for everything to work properly, the key foundation is trust. The third point is linked to infrastructure: how all the threads can be joined smoothly. It's all about standards and architecture".

Group 3:

ECO10, the spokesperson of Group 3, said that in their working group they drew a distinction between two points that they consider to be the most relevant: *"On the one hand, the public sector has to set the standards. In the field of care, we work with people's data. In this regard, there are two approaches: one tends to build unique platforms. It's a difficult approach to implement. But it seems to us that this evolution can be based on established standards, allowing different platforms to coexist and interact. However, there is a paradox: the public sector has difficulty achieving interoperability. If it is to serve as an example, there are many issues that need to be resolved*".

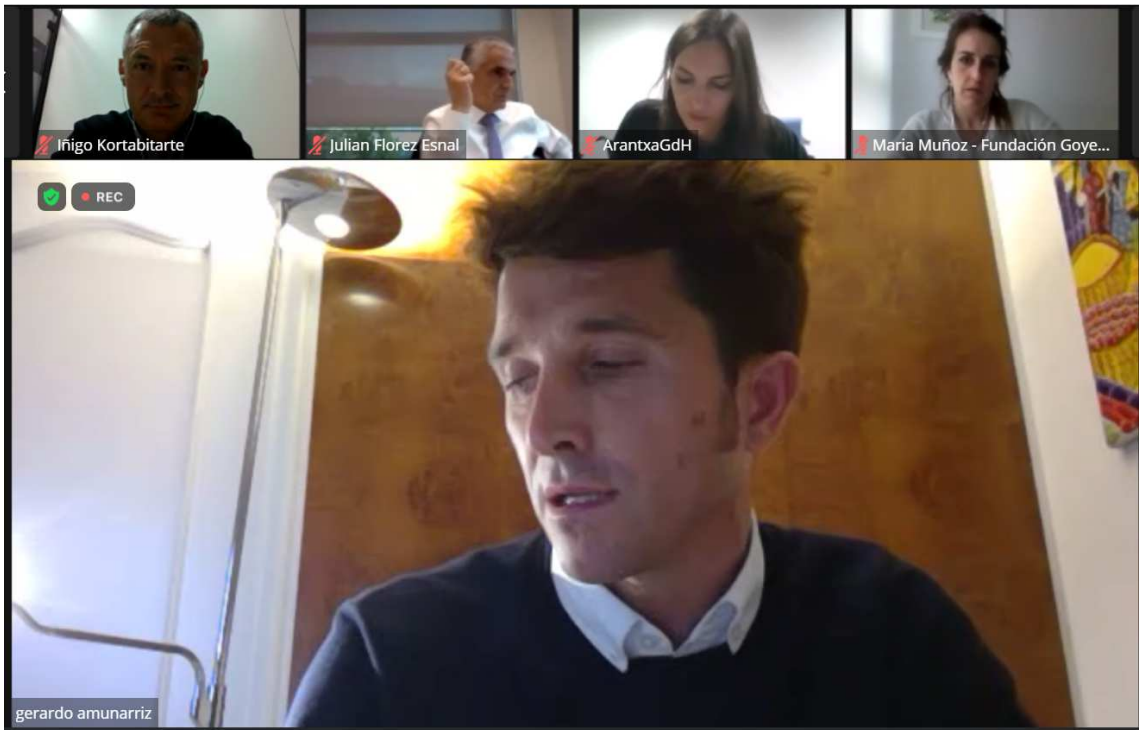
"On the second point, we talked about digital culture. In digital transformation we tend to talk about digital culture and digital skills. But what is the point of training users in digital skills if there is no digital culture? We think it is important to achieve a framework of digital standards at an international level. Technology should be useful for users and should maintain the human essence".

Group 4

The spokesperson for group 4, ECO16, said that in their group dynamics they made some complementary reflections: *"On the one hand, we identified the results we want to achieve. We want technology and digitalisation to improve people's quality of life and well-being".*

"Secondly, we talked about who should take the lead: in our opinion, leadership should be public. We should be able to share and move forward. We will have to set some standard so that we can gradually attain interoperability".

"Finally, we think it is important to distinguish between data and information. Depending on the level of interaction at which you work in the system, there are goals related to quality of life and wellbeing. You have to know what to focus on, what level. With the information we receive, we will be able to promote more preventive rather than reactive policies. We need to agree on policies to act in good time before the problems are on top of us".



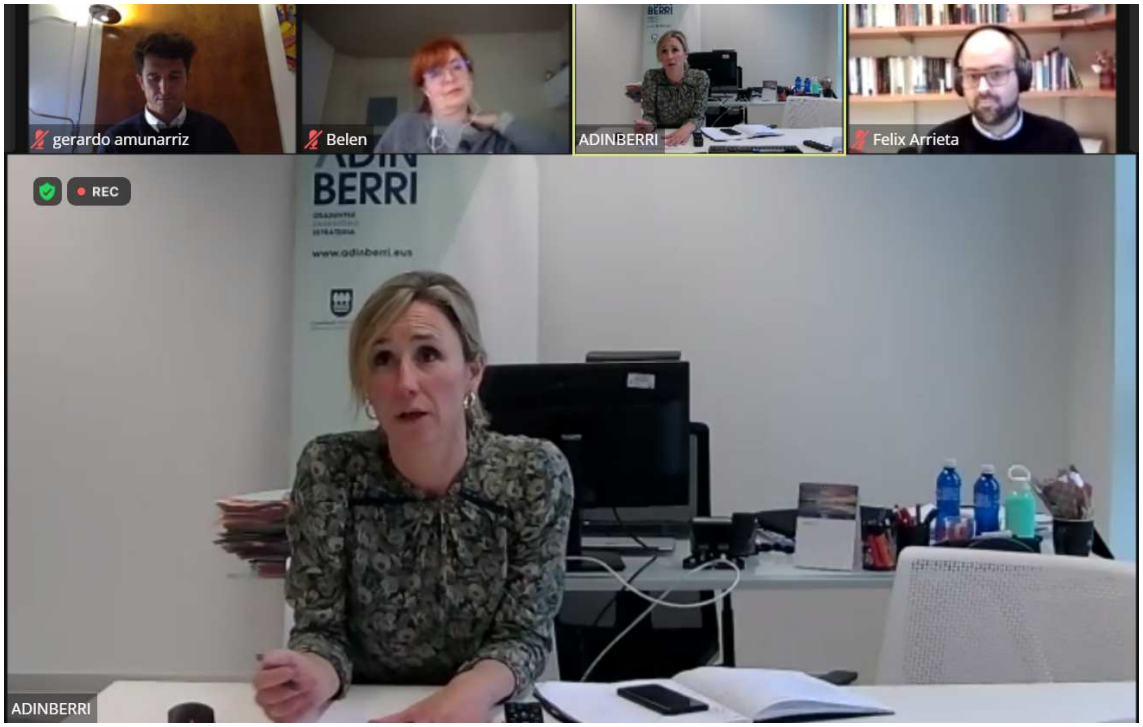
8. Feedback on group dynamics

The Deputy for Social Policies thanked all the participants and responded to some of the issues raised: *"It is very difficult to share data with Osakidetza (the Basque health service) and other entities. Data transmission affects the speed of development of different initiatives. We have also had a lot of difficulties with vaccination: sometimes, we do not excel in efficiency. In one of our projects, Pasaia Lab, there has been a debate and a specific approach to this issue"*. The Deputy of Social Policies handed over to DFG1 and suggested that she should comment on what they envisage: whether there are any interesting results that can be shared. The Deputy of Social Policies said that any advances, however small, need to be shared.

DFG1 said they have developed a technical committee for data management, on which different entities participate. *"This morning we had a meeting where we shared some very interesting ideas. We understand that in order to make progress, it is essential to share data. We have created a data lake to share the data from all the systems. In the area of socio-health coordination they have a long track record of*

managing these data lakes. They have many difficulties: data and data ownership need to be monitored".

DFG4 said that in the morning meeting they discussed an alternative way of dealing with the data needed to set up a pilot experience with people with different types of illnesses within Pasaia Herri Lab: *"We decided that in this way we could identify what specific cases we have, and what data they require to connect primary*



care with secondary care. This pilot experience could shed light on where we can move forward in the use of data in health and social care. It is not about appropriating each other's data, but about using the data to provide specific solutions".

DFG6 said they have had some difficulty in achieving this data lake: *"To build certain care pathways you need data. The most feasible way of doing this may be through data interoperability. It is difficult to reach certain users with a certain archetype"*.

The Vicomtech representative said that it is possible to develop and use the data in different databases: *"We can use federated approaches that allow us to advance in the use of data. That does not mean appropriating the data but using it to advance the development of user care"*.

ECO9 said that infrastructures, even if they are sovereign, must be connected and open to sharing: *"Wherever the people are, we have the challenge of reaching agreement. We have to decide how we connect and what language we are going to connect in, how we are going to securitise the new data, and how we are going to save it. As hard as it is, the healthcare crisis has helped us make more progress in the securitization process. In order to understand each other, we have to speak common languages, above all, in terms of the data. It's not just a question of digitization, it's also a question of communication"*. On the other hand, he said that there are different levels of data: *"One thing is a person's data. Another is the organization's data. The institutions also have to provide services. Therefore, there are different levels of data"*.

ECO7 said that the user's sovereignty must be clearly marked: *"If people are at the centre, it stands to reason that the data belongs to the individual. We work with people in very complex situations of vulnerability. They may agree to give their data without understanding what they are doing. That makes them more vulnerable. There must be training on users' rights in terms of their data"*.

Referring to ECO7's remarks, DFG3 said that citizens are losing rights in terms of digitization: *"SMSs are being used to notify people of their vaccine appointments. Certain people are being excluded from banking. In short, certain people are being excluded from society. The goal must always be to improve care for people"*.

ECO9 said that it is a process under construction, and this is why mistakes are still being made. ECO9 says that you have to decide how you are going to integrate data within an organization.

DFG3 said that the formula for improving care cannot be a formula for improving costs: *"Attention cannot be exclusive. When the user wants to be attended personally, he/she must be attended in that way. We nee to advance in digitization, but it has to allow us to move forward in care"*.

ECO7 concluded the discussion following the group dynamics by saying that in her work she always tries to empower the user: *"When I do a housing report, it takes me three days. Not because it is not easy, but because I want the user to understand it. I want that person to be the one to click on it themselves"*.

The Deputy for Social Policies began by summarizing the issues raised in the group discussions: *"There is work to be done, and there are some risks. However, on balance, there are many benefits. Trust should not only be developed with the user who is the repository of the data, but also with the rest of the fellow travellers"*.

9. Evaluation of the Think Tank

DFG4 took the floor and said that they were next going to evaluate the Think Tank itself, giving the context to the evaluation process.

The Deputy of Social Policies explained that a series of objectives have been set and have gradually evolved: *"There is an agenda of problems, an agenda that we have been modifying as we go along"*. According to the Deputy of Social Policies, they have taken stock of the impact of the coronavirus crisis. She explained that in different

working groups, the process has been evaluated and adapted to the needs of the moment:

- They have co-generated knowledge, with experts, to respond to different problems.
- The methodology has been modified based on the recommendations of the participants.
- A number of recommendations on the White Paper have been received and taken into account, and they have developed an analytical index. The Deputy of Social Policies has also proposed that participants complete a questionnaire to allow them to make any remarks together with the index.

10. Assessment and end of session

The Deputy for Social Policies said that the meeting could be adjourned. She said that at the next meeting, they would discuss the issue of future designs, with an emphasis on how future scenarios could be designed. To this end, she said that they will take into account elements such as the 2030 Agenda or transition policies. She also said that at the next meeting they will talk about the issues submitted in the evaluation: *"On May 26th we will discuss your opinion on the direction being taken by the Think Tank, in order to make some changes for the future"*.

DFG4 took the floor and encouraged participants to fill in the Think Tank evaluation sheet: *"We will send you the results of this session along with the results of the workshop. We will leave you alone now to answer the questionnaire"*.

To conclude the meeting, the Deputy for Social Policies thanked all the participants.

11. Appendices

a. Working Document No. 8

THINK TANK

Deliberation process on the work of the future: Working Document No. 8

(24 March 2021)

SPENDING, FINANCING AND SUSTAINABILITY OF SOCIAL SERVICES

1. Context for reflection

The forecast increase in the demand for social services over coming years will, in the medium and long term, bring with it a need to allocate a greater volume of economic resources to this sector of social protection. Over the last few decades, spending on social services has grown more than other items of public spending and above GDP or tax revenue, due both to the growth in the supply and demand for services and to the growth in unit costs. In this context, it seems necessary to reflect on the sustainability of spending in this area of public services and particularly spending related to aging.

In all events, this debate should be contextualized taking into account other elements, such as the growth in public spending as a whole, the increase in demand or the levels of spending in other countries. It is also necessary to reflect on the factors that determine public spending (coverage, intensities, unit costs and remuneration levels, co-payment levels of users, etc.) and on the strategies that have been applied in other countries to finance social services and/or to address the forecasts for increased spending: public and private insurance, increase in tax burden, regulation of economic participation of users, improvement in efficiency and productivity, reinforcement of informal attention and individual responsibility for care, improvement in prevention of dependency... It is also necessary to reflect on the very concept of sustainability and its application in the field of Social Services: what do we mean when we talk about the non-sustainability of spending? What levers need to be pulled to ensure this sustainability?

2. The reasons for the increase in spending on social services over the last 20 years

2.1. Improvement in care quality

The increase in services (diversification of the range of services on offer) and the improvement in the quality of services has led to an increase in social spending and in social services in particular. This improvement not only involves the development

of new services but also the progressive incorporation of highly qualified personnel, which in turn increases the costs and expenditure of the social services.

2.2. Improvement in development of social rights

Over the last 20 years, important social legislation has been developed which, while improving the social rights of the population in general and of specific groups in particular, has increased spending on social services to cater to these new rights. One example is the Dependency Act.

2.3. Change in the welfare state model

Over the last 20 years, the Social Welfare model has been modified, not only by developing social rights and improving quality of care, but also by institutionalising attention and care, taking on functions (with their associated costs) that were previously performed by the third sector (in an inequitable and unequal manner) and by families.

2.4. Increase in population with the highest levels of dependency

The increase in the percentage of the total population with different levels of dependency has changed the parameters of spending on social services. This change involves not only an increase in spending on dependency (ageing and chronification) but also a relative decrease in spending on other social groups that are also vulnerable (social exclusion).

2.5. Increase of population in conditions of social vulnerability

The increase in the population in conditions of social vulnerability as a result of successive economic crises (2008 and also the COVID-19 pandemic) and the migration crisis, has increased spending on guaranteeing an acceptable level of social cohesion and integration of people made vulnerable by crises and migrations.

2.6. Increased social spending due to inefficiency

The increase in social spending over the last 20 years can also be associated with the general inefficiency of the system, which has not been developed in an orderly and consistent fashion, since the social services meet expenses that do not correspond to them and should be financed from guaranteed income or other sources of public and private spending. In addition, there is a tendency to spend more on the same types of services (quantitative development) without addressing issues of efficiency and effectiveness (qualitative development). Along the same lines, the system has

lacked an adequate prevention/anticipation model, and this has transferred the inefficiencies of the past to the future (i.e. now).

2.7. Changes in family structure

Changes in family structure affect the care system (both formal and informal), and have an important impact on the system's resources, both from the perspective of payment (co-payment) and expenditure. Trends in family structure are as important as trends in population ageing.

2.8. The Impact of the Covid-19 crises

The Covid-19 crisis, although a one-off situation in terms of expenditure, may in the future represent a source of additional expenditure in terms of overcoming the impacts of the crisis, especially in residential care and among older people with higher levels of dependency.

3. The strengths and weaknesses of the social services model from the point of view of expenditure

3.1. Strengths

Provincial Framework. The institutional structure (provincial framework) is one of the strengths of the system, with important margins of power for designing social policies and services, even though the full potential of the powers has not been fully exploited.

Political Priority. Social policies are one of the central axes of the Provincial Government's policy. Social cohesion is a political priority in the province. This represents a strength when it comes to developing and evaluating the social services model from the perspective of expenditure. In addition, there is a high degree of political consensus on allocating resources to ageing and disability (although not the same consensus when it comes to increasing spending on social exclusion, for example).

Balance between benefits and services. The political priority means that the Provincial Government of Gipuzkoa allocates significant resources to cohesion and social services as a total percentage of available resources, and this expenditure has been made with a relative balance between benefits and social services.

Orientation of spending to the social sector. From the perspective of social cohesion, targeting spending on the most vulnerable groups is one of the strengths of the system, focusing spending on those who need it most, thereby increasing social cohesion.

The informal network. One of the strengths of the social services system in Gipuzkoa is that it has an important informal care network, which must also be strengthened.

Qualified personnel. One strength for the management of social services resources is the existence of personnel who are qualified to manage social system resources.

Solid experience in disability management. There is a solid experience in the area of disability management, both in home and centre-based social resources.

Consolidated public-private management model. Gipuzkoa's social services have a consolidated resource management model, where the public sector relies on the private and social sector for performing expenditure. Although this model requires improvement, it is a strength of the Gipuzkoa system that can facilitate the development of efficient models of expenditure.

High-quality third sector. Another strength that some third-sector service-providers have developed in line with demand and the needs of social services, offering high-quality and well targeted services.

3.2. Weaknesses

Weak technological system. The technological development of the third sector, the residential sector and social policies in general is a weakness that affects the social services model and has consequences for spending, either because technologies might make spending more efficient and produce savings, or because investment in technologies would increase spending. This is an important balance for the future.

Low visibility of spending and its impact. There is a weak system of social communication regarding social services expenditure and its cost structure (including the contribution of government, families and the private sector).

Non-uniform financing structure. Compared to other provinces in the Basque Country, Gipuzkoa could improve its spending on social services as a proportion of provincial GDP. At the same time, the central government and the municipalities contribute relatively little to total expenditure on social services. It would be

advisable to move towards a more balanced model (even if it means modifying competency frameworks).

Less consolidated areas of social services. Social services are not uniform, either in their capacity for intervention or in their capacity for execution and expenditure. In particular, in order to develop a care policy that extends to all social services, weaknesses can be seen in certain areas such as childhood (minors), youth and social inclusion.

Coordination of the socio-health system. Weaknesses in the socio-sanitary coordination system affect the allocation and execution of resources linked to social services. Inefficiencies in coordination strongly affect the execution of spending, in terms of efficiency, but also in terms of impact.

Financial imbalance - indebtedness. One of the weaknesses of the system is a certain financial imbalance of the Provincial Government of Gipuzkoa, emerging from the crisis of 2008, with an average indebtedness that may affect social services in the long term.

Lack of awareness of the "common" aspect. Social services are based on a culture of commonality, solidarity and a shared economy. At present, the drive towards individualism is affecting this awareness of the 'common' and resulting in a vision of social services that lacks solidarity. This tension has an impact on the conception of investments and expenditures in social services.

Prioritisation of investment in infrastructures over community level. Social services have favoured investment in infrastructure (buildings, etc.) rather than in the community and social sphere, favouring intangible dimensions of care over tangible ones. This change in orientation implies a new model of investment and expenditure in social services.

Absence of economic evaluation policies. To date, there is no transparent public system for economic assessment of the social services system, which would make it possible to report on the allocation of resources and expenditures made in order to monitor benefits and evaluate the impact of spending in terms of improving quality of life. These tools would in turn make it possible to anticipate/prevent critical situations in the future in order to correct them in the present.

Complexity of social services. The complexity of social services, with a host of intermediate figures with large-scale participation of users in the management and economic coverage of services, instead of having simplified systems that facilitate the self-management of users through direct payments.

4. Priority areas to be funded to drive a new care model (transitions)

4.1. Strengthening home-based care

Define a new framework for financing home care, updated to cater to new demands and anticipating that demand will be greater and more diverse in the future. Within this framework, promote and encourage resources (economic and institutional) for home care in general, and the model of independent living for people with disabilities, in particular, based on the guarantee of the right to accessible housing, the provision of support products for personal autonomy, and the necessary personal support, with special emphasis on promoting personal assistance. In addition, accompany this development of home-based care with a strong and transparent assessment system that allows spending and impacts to be made public.

4.2. Improving technologies at the service of older people

Technology has proven to be an important ally in making the management of social services more efficient, as well as driving new forms of personalization of social services - for example, using artificial intelligence and other related technologies. Promote new forms of strategic financing in this process such as digitalization of the third sector and the social services themselves, aimed at improving prevention and community intervention, and the use of data intelligence as a support for efficient management and design of social policies.

4.3. Improve dependency prevention

Proper prevention of dependency (active and healthy ageing, for example) is a suitable strategy for reducing expenditure on social services and facilitating improved allocation of resources for the most vulnerable groups in society. The aim is to promote a holistic approach to ageing (redesign of primary care, prescriptions for physical activity, healthy eating, clinical therapies and other dimensions).

4.4. Redefining the residential model

Promote a new residential model with the aim of guaranteeing users' basic rights, freedom of choice over different aspects of their lives, participation in the community, participation in management of the resource, as well as the possibility of moving to home care.

4.5. Strengthening the community and social cohesion model

Faced with an increasingly individualistic culture, it is necessary to reinforce community and solidarity-based models of care, both horizontally (among peers) and vertically (intergenerational). The development of the community model not only makes it possible to attenuate individualistic tendencies, but also to improve social cohesion, through the participation of society itself (not solely at the incentive of the public authorities).

4.6. Strengthening informal care

Promoting and formalizing informal care can be a strategy that can benefit and alleviate social service spending in the future. This strategy for strengthening informal care must take into account the issues of feminization of care without denying the relevant role of the public authorities in the care of the most delicate individuals.

4.7. Redefining the "structure" of social services funding

Promote an open debate on the structure of the financing of social services (addressing the fiscal dimensions), including redefining the participation of the different levels of public administration (state, autonomous, provincial and municipal), families and the private sector in order to ensure the long-term balance of the social services system. Also restructure the instruments of allocation and evaluation of resources taking into account the models of direct payments and user self-management for the services they need.

4.8. Improving the way funding is targeted

In a context of growing pressure on social services, especially as a result of demographic trends and an increase in the immigrant population, it is necessary to better focus the target populations to which social services are directed.

4.9. Promoting co-responsibility for care

Promote management instruments that facilitate flexibility in working hours (face-to-face - teleworking) for informal caregivers, with new models of benefits for caregivers, redefining a new model of investment and expenditure management.

4.10. Promoting citizenship training

Develop training programmes on products and assistive technologies for adapting homes to strengthen home care. In addition, include strategies in these programmes for learning about self-care and healthy aging.

4.11. Prioritising care ecosystems

Promote local care ecosystems, which foster social, cultural and connective dimensions of care rather than physical (buildings) and technological infrastructures. Make a commitment to the local dimension by reconsidering the role of local councils in this process (even modifying their competency framework and providing resources to facilitate the creation of such ecosystems).

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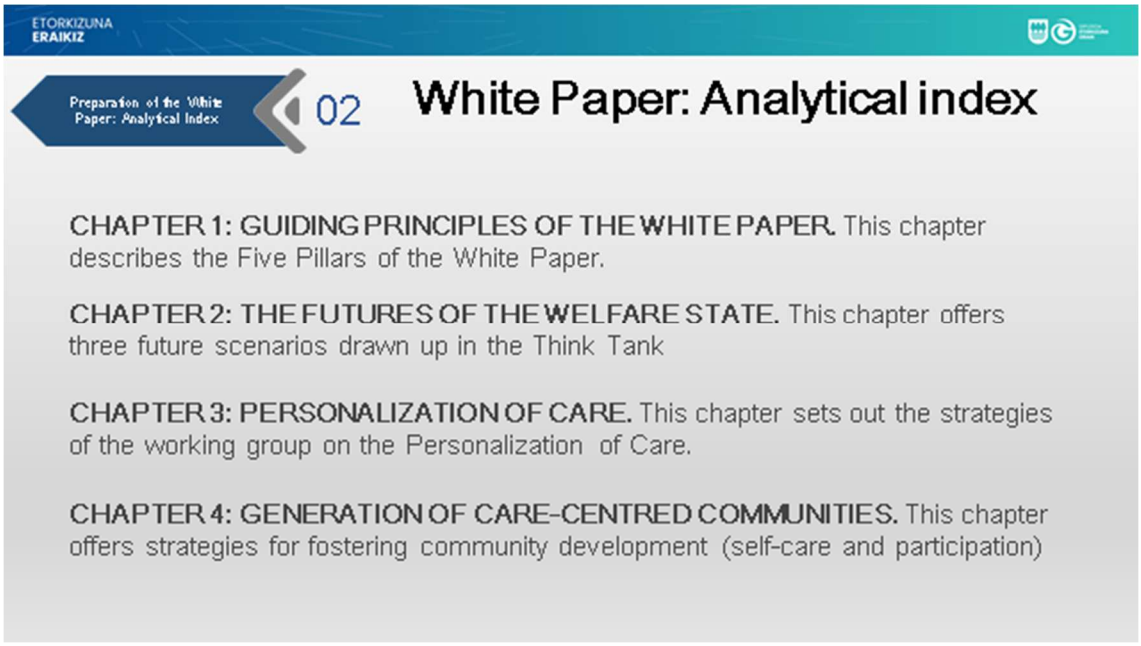
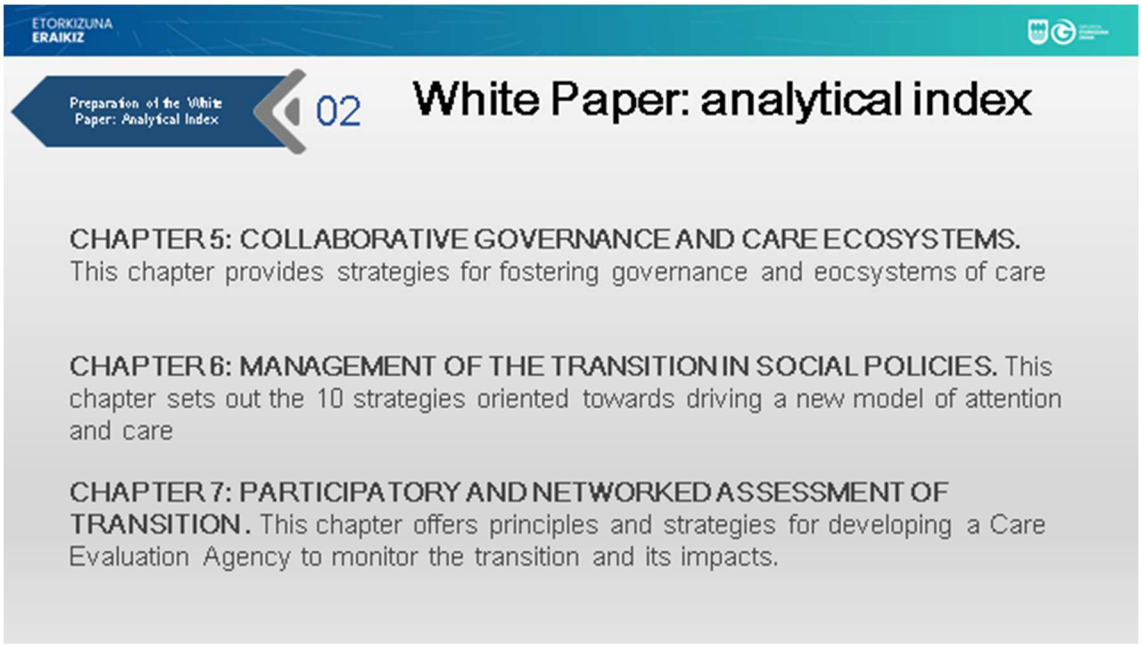
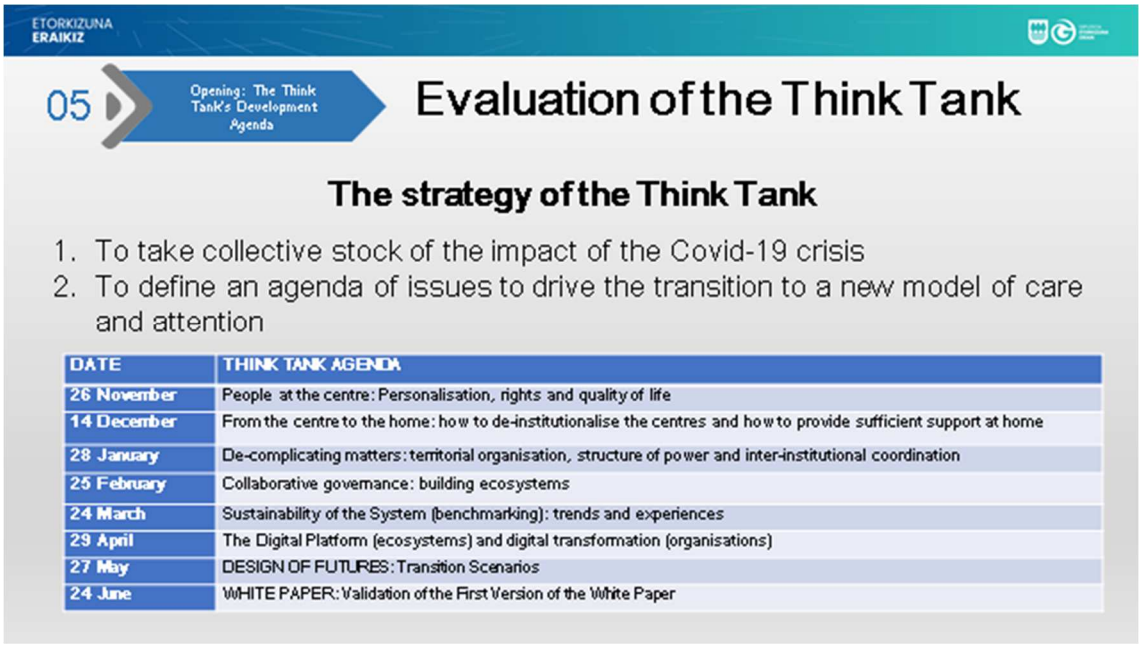
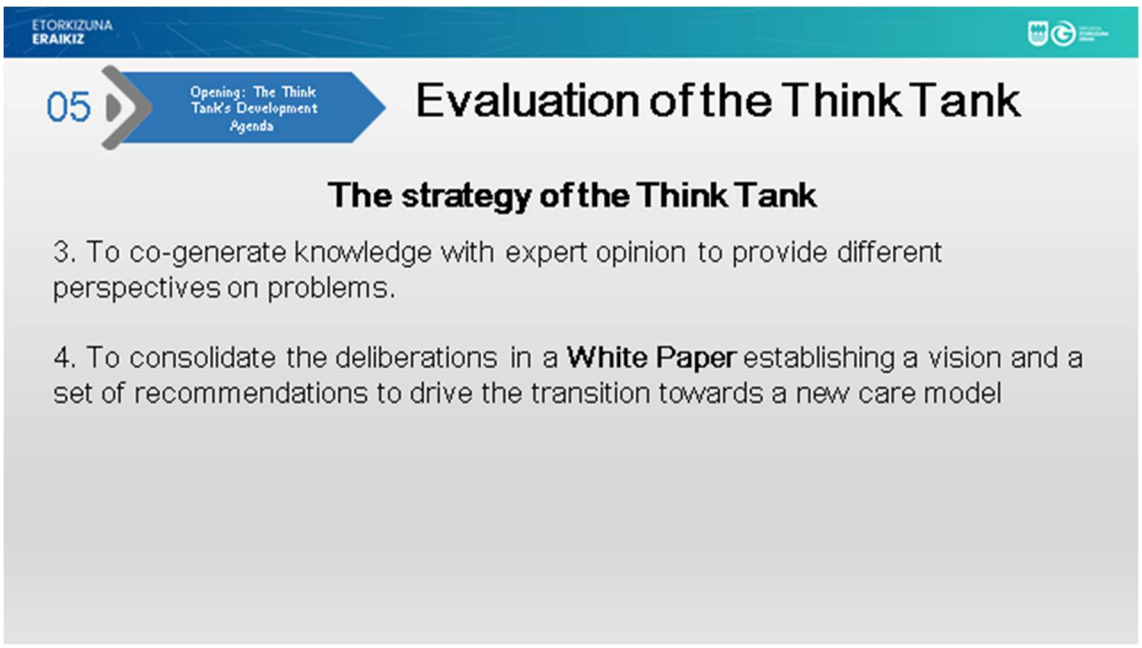
b. Presentation used by the Deputy for Social Policy

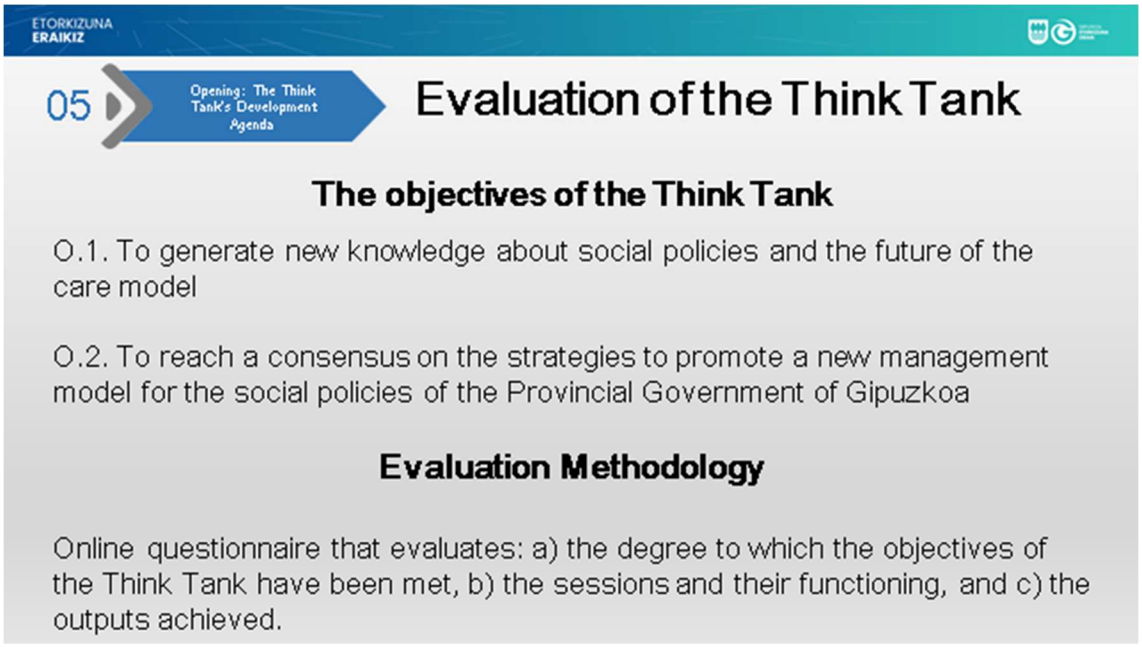

ETORKIZUNA
ERAIKIZ
Preparation of the White Paper: Analytical Index
02
White Paper: Analytical index
CHAPTER 1: GUIDING PRINCIPLES OF THE WHITE PAPER. This chapter describes the Five Pillars of the White Paper.
CHAPTER 2: THE FUTURES OF THE WELFARE STATE. This chapter offers three future scenarios drawn up in the Think Tank
CHAPTER 3: PERSONALIZATION OF CARE. This chapter sets out the strategies of the working group on the Personalization of Care.
CHAPTER 4: GENERATION OF CARE-CENTRED COMMUNITIES. This chapter offers strategies for fostering community development (self-care and participation)

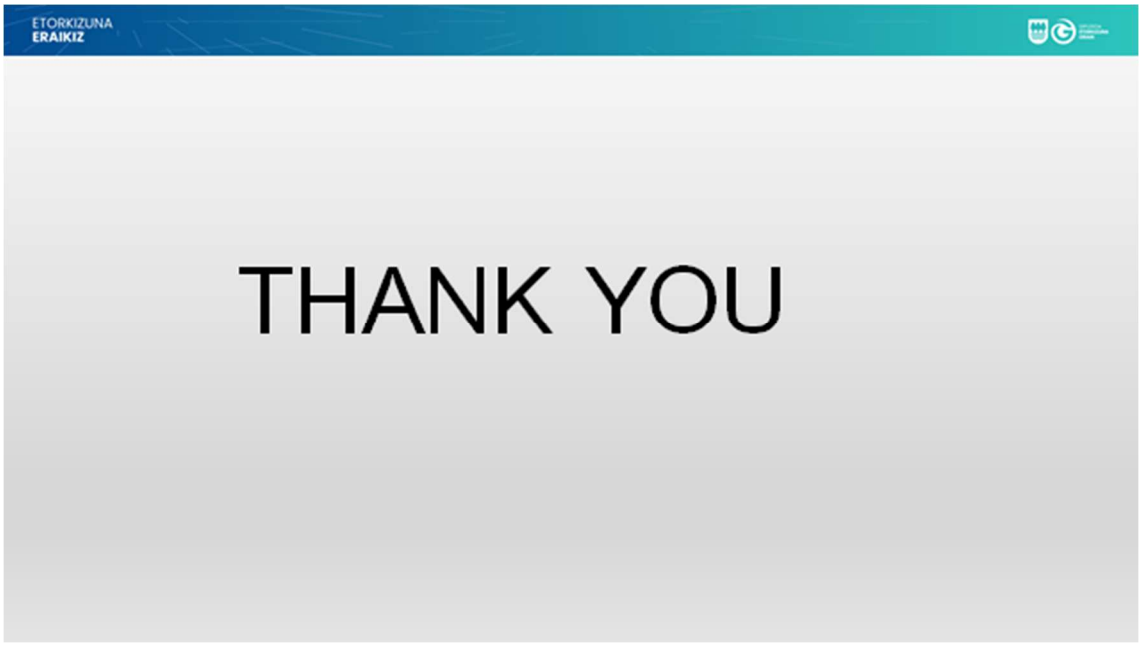

ETORKIZUNA
ERAIKIZ
Preparation of the White Paper: Analytical Index
02
White Paper: analytical index
CHAPTER 5: COLLABORATIVE GOVERNANCE AND CARE ECOSYSTEMS. This chapter provides strategies for fostering governance and eocsystems of care
CHAPTER 6: MANAGEMENT OF THE TRANSITION IN SOCIAL POLICIES. This chapter sets out the 10 strategies oriented towards driving a new model of attention and care
CHAPTER 7: PARTICIPATORY AND NETWORKED ASSESSMENT OF TRANSITION. This chapter offers principles and strategies for developing a Care Evaluation Agency to monitor the transition and its impacts.

ETORKIZUNA ERAIKIZ
03
Digital Platforms and Digital Transition: VICOMTECH
Digitalisation from an expert perspective
Digital Platforms and Digital Transition of the Third Sector
Julian Flores and Eduardo Carrasco
Question for group work:
What are the three key actions
to drive the digital transition in the third sector?
Group assignments: Key actions for digitalisation
04


ETORKIZUNA ERAIKIZ
05
Opening: The Think Tank's Development Agenda
Evaluation of the Think Tank
The strategy of the Think Tank
1. To take collective stock of the impact of the Covid-19 crisis
2. To define an agenda of issues to drive the transition to a new model of care and attention
DATE
THINK TANK AGENDA
26 November
People at the centre: Personalisation, rights and quality of life
14 December
From the centre to the home: how to de-institutionalise the centres and how to provide sufficient support at home
28 January
De-complicating matters: territorial organisation, structure of power and inter-institutional coordination
25 February
Collaborative governance: building ecosystems
24 March
Sustainability of the System (benchmarking): trends and experiences
29 April
The Digital Platform (ecosystems) and digital transformation (organisations)
27 May
DESIGN OF FUTURES: Transition Scenarios
24 June
WHITE PAPER: Validation of the First Version of the White Paper


ETORKIZUNA ERAIKIZ
05
Opening: The Think Tank's Development Agenda
Evaluation of the Think Tank
The strategy of the Think Tank
3. To co-generate knowledge with expert opinion to provide different perspectives on problems.
4. To consolidate the deliberations in a White Paper establishing a vision and a set of recommendations to drive the transition towards a new care model


ETORKIZUNA ERAIKIZ
05
Opening: The Think Tank's Development Agenda
Evaluation of the Think Tank
The objectives of the Think Tank
O.1. To generate new knowledge about social policies and the future of the care model
O.2. To reach a consensus on the strategies to promote a new management model for the social policies of the Provincial Government of Gipuzkoa
Evaluation Methodology
Online questionnaire that evaluates: a) the degree to which the objectives of the Think Tank have been met, b) the sessions and their functioning, and c) the outputs achieved.


ETORKIZUNA
ERAIKIZ
THANK YOU

c. Presentation used by the Vicomtech representative and ECO9

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MEMBER OF BASQUE RESEARCH
& TECHNOLOGY ALLIANCE

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3. Technological trends: Front-end
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5. Final considerations

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1. Presentation

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specialising in Artificial Intelligence, Visual Computation and Advanced Interaction

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AREAS OF APPLICATION

MANUFACTURING AND INDUSTRIAL PROCESSES

SMART MOBILITY

DIGITAL HEALTH & AGING

DIGITAL SECURITY

ICT & MEDIA

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2. Main Areas of Action

Two main areas of interaction:

1 At user level (Front-end)
2 At Institutional/Professional level (Back-end)

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2. Main Areas of Action

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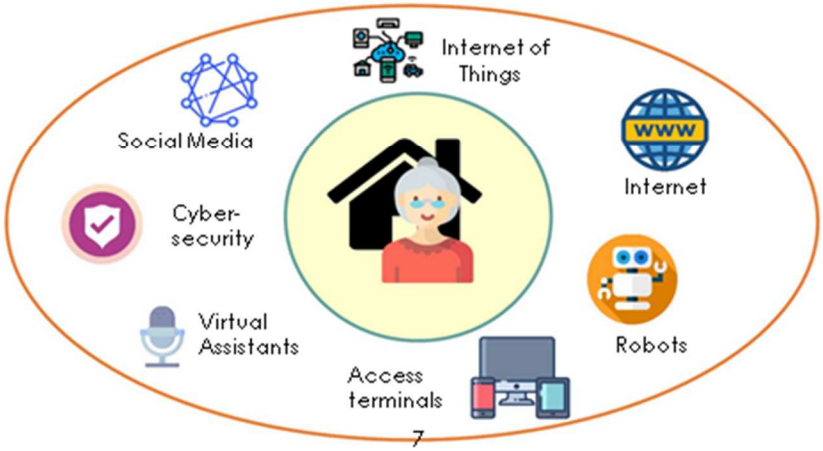
a)User-level (front-end)



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2. Main Areas of Action

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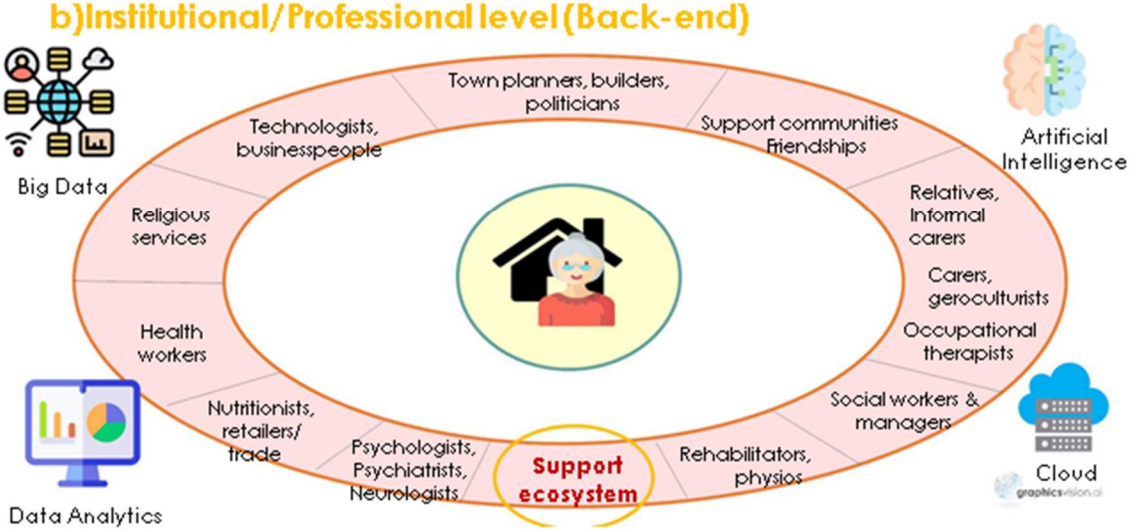
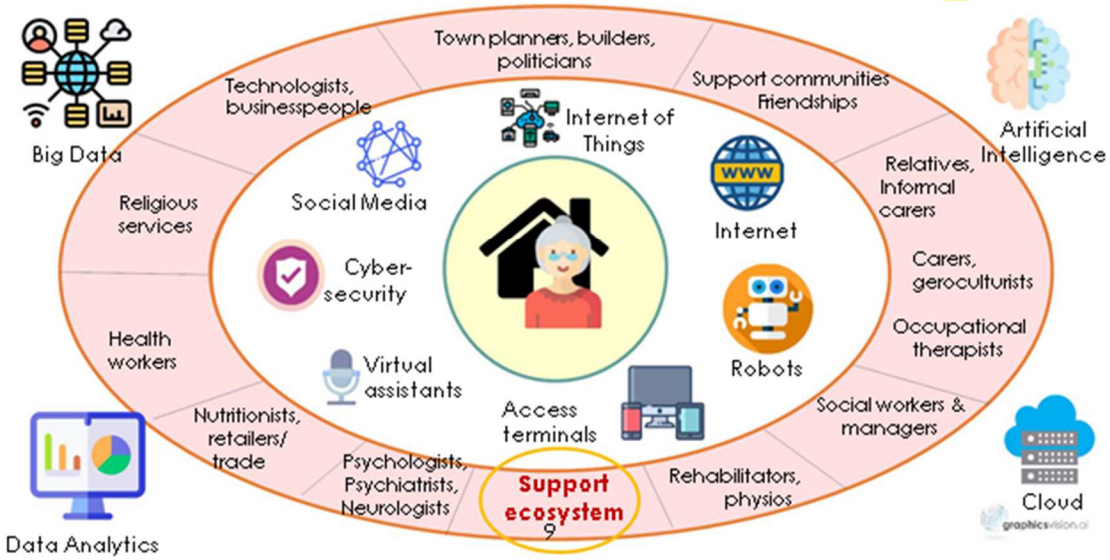
b)Institutional/Professional level (Back-end)



2. Main Areas of Action



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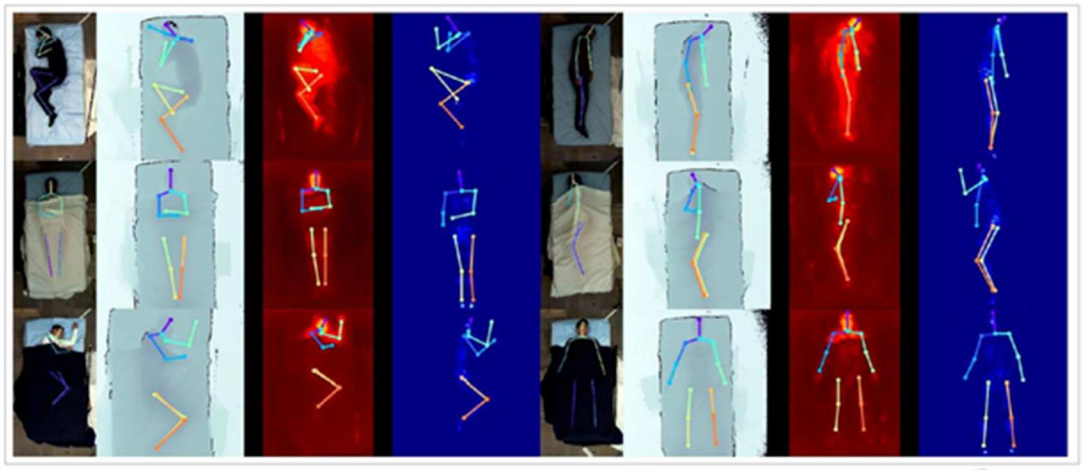
3. Technological Trends: Front-end User

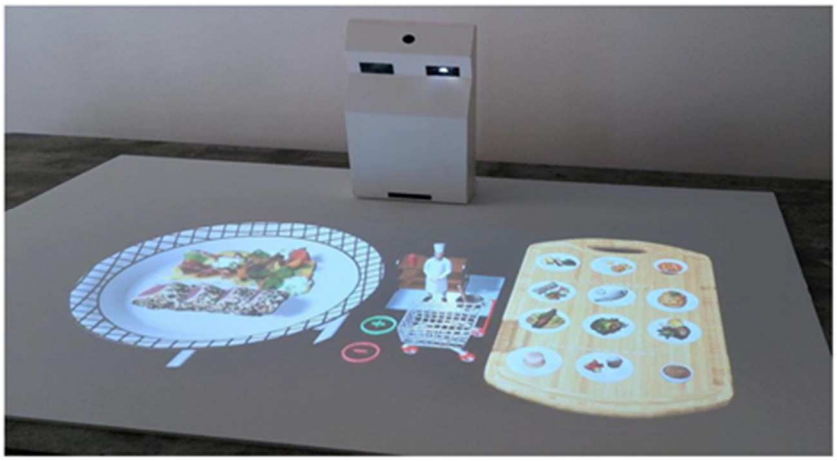
Voice Interaction and Personal Assistants

3. Technological Trends: Front-end User



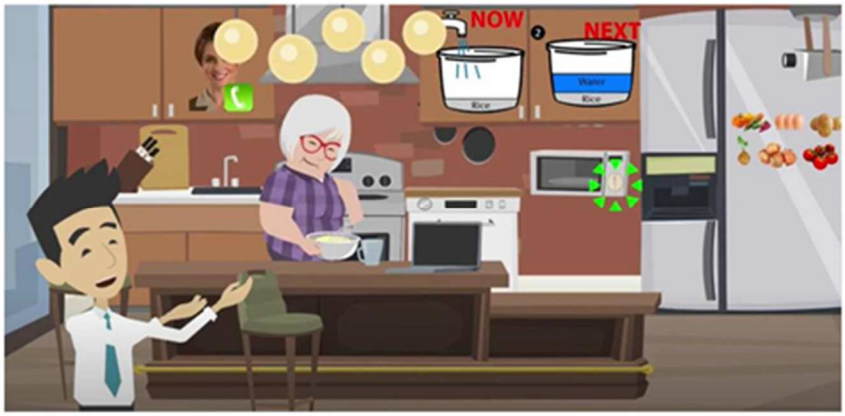
Secure, Non-Invasive Cognitive Vision.

3. Technological Trends: Front-end User



Natural interaction: Tangible 3D video projection 13

3. Technological Trends: Front-end User

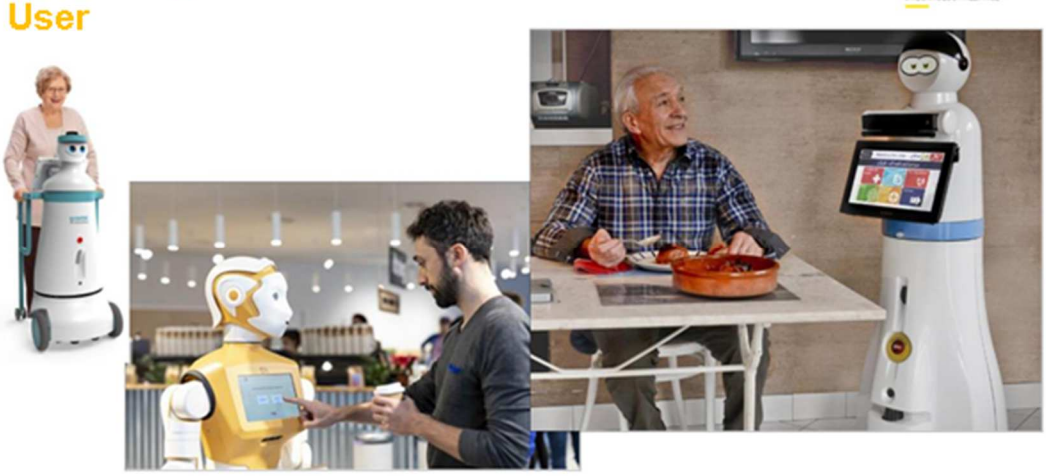


Smart Support Environments- Virtual Coach (Captain)

3. Technological Trends: Front-end User

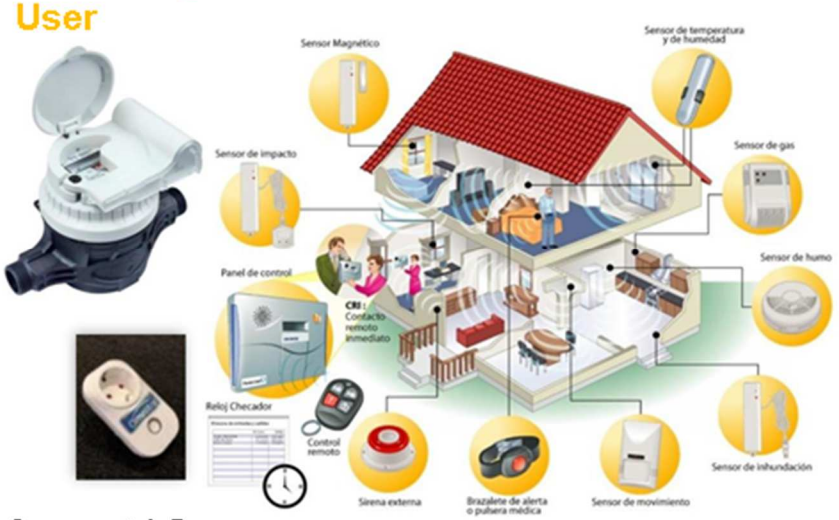
Wearables and Medical Devices

3. Technological Trends: Front-end User



Robots

3. Technological Trends: Front-end User



Sensors & IoT

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3. Technological Trends: Front-end User

Bad News:

1 There is a great disparity in equipment and electronic devices being developed for different population sectors, with no connection between them.

2 There is a lack of standards and therefore not enough critical mass.

3 Difficulty in generating specialised dedicated companies and products to improve quality of service.

Good news:

1 Consumer electronics linked to leisure, entertainment, games... can help us empower users.

2 Digital and communication technologies are extending the use of technology in our Society.

We need to work on strategies of integration (connectivity) and standardization between equioment interfaces in terms of software and hardware

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3. Technological Trends: Front-end Example

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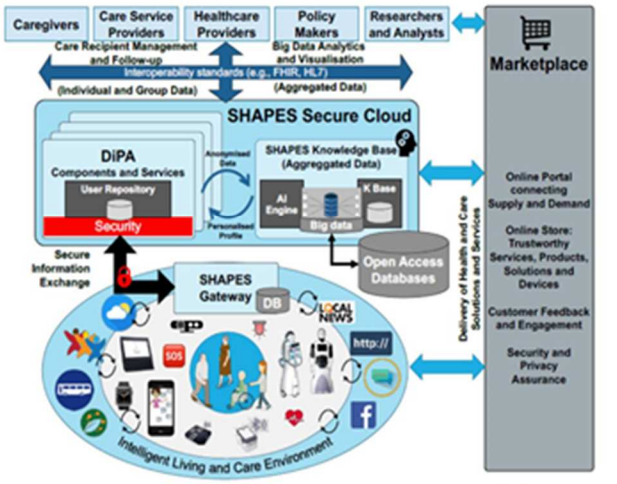
SHAPES (2019-2023)
Development of a Pan-European ecosystem of support services in aging.

https://shapes2020.eu/

SHAPES
Smart & Healthy Ageing through People Engaging in Supportive Systems



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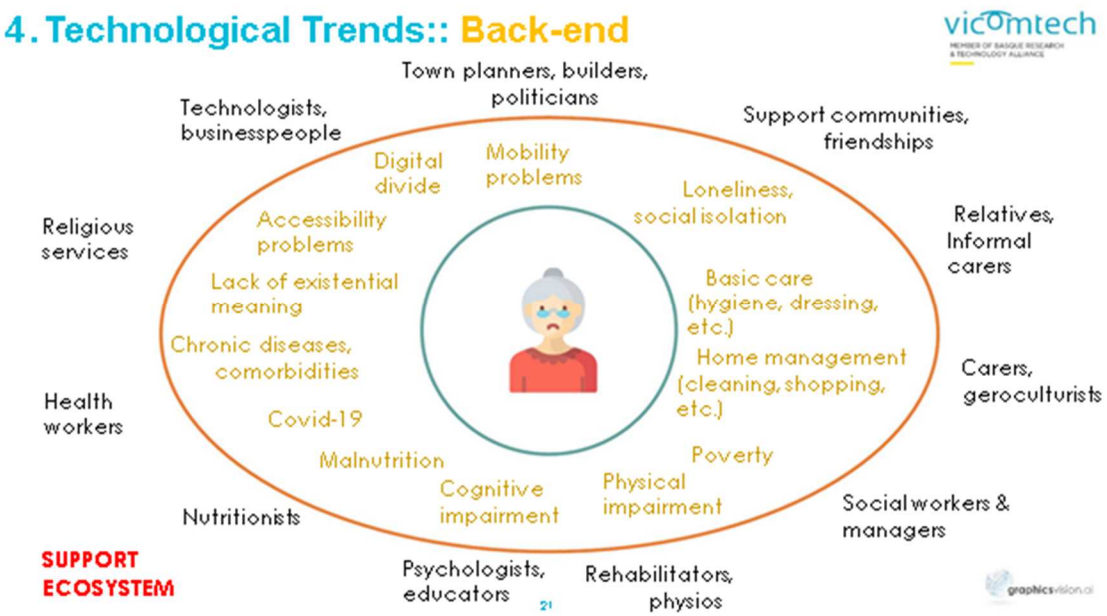
4. Technological Trends:: Back-end
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Town planners, builders, politicians
Technologists, businesspeople
Support communities, friendships
Digital divide
Mobility problems
Loneliness, social isolation
Religious services
Accessibility problems
Relatives, Informal carers
Lack of existential meaning
Basic care (hygiene, dressing, etc.)
Chronic diseases, comorbidities
Home management (cleaning, shopping, etc.)
Carers, geroculturists
Health workers
Covid-19
Malnutrition
Poverty
Cognitive impairment
Physical impairment
Nutritionists
Social workers & managers
SUPPORT ECOSYSTEM
Psychologists, educators
Rehabilitators, physios
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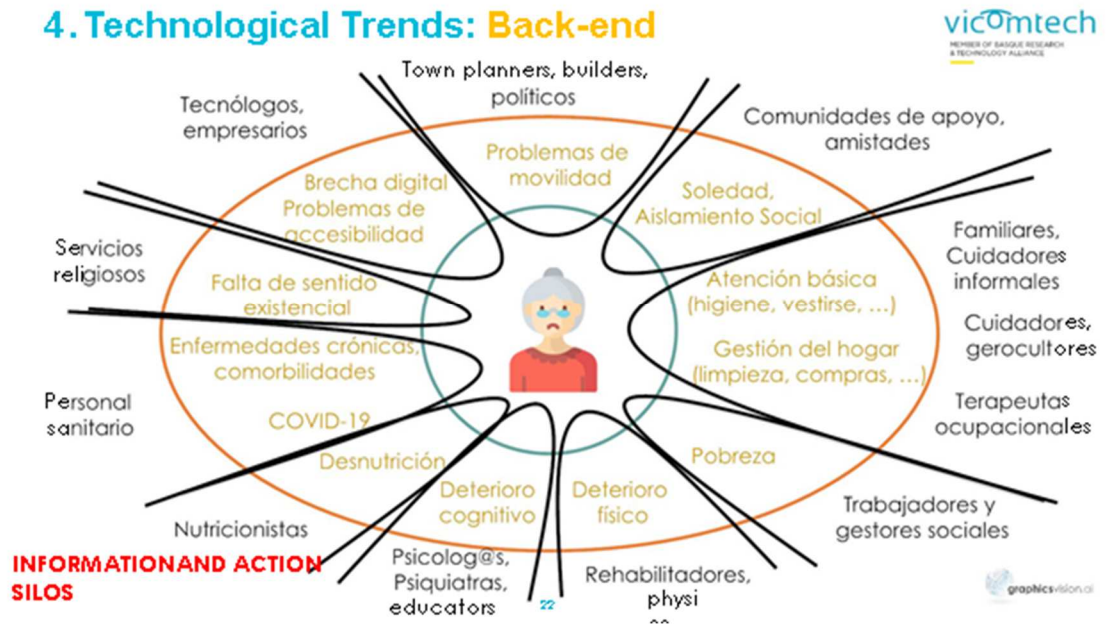
4. Technological Trends: Back-end
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Town planners, builders, políticos
Tecnólogos, empresarios
Comunidades de apoyo, amistades
Problemas de movilidad
Brecha digital
Problemas de accesibilidad
Soledad, Aislamiento Social
Familiares, Cuidadores informales
Servicios religiosos
Falta de sentido existencial
Atención básica (higiene, vestirse, ...)
Cuidadores, gerocultores
Enfermedades crónicas, comorbilidades
Gestión del hogar (limpieza, compras, ...)
Personal sanitario
COVID-19
Terapeutas ocupacionales
Desnutrición
Pobreza
Deterioro cognitivo
Deterioro físico
Trabajadores y gestores sociales
Nutricionistas
INFORMATIONAND ACTION SILOS
Psicolog@s, Psiquiatras, educators
Rehabilitadores, physi
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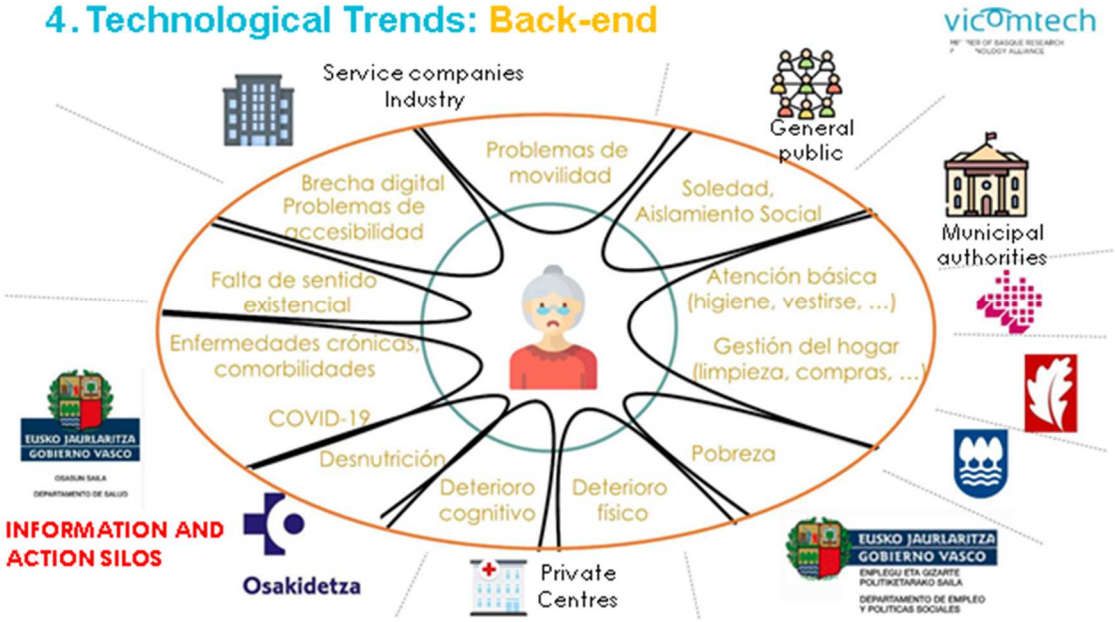
4. Technological Trends: Back-end



4. Technological Trends: Back-end

Bad News:

1 Information andAction Silos.

2 Lack of communication and difficulty of coordination between different institutions/companies.

3 Many processes have not been digitized. Attention disjointed and reactive.

4 Loss of efficiency and sustainability of the services provided

Goodnews:

1 We form part of an Advanced Society with long accumulated experience.

2 The degree of maturity reached through Digital and Communication Technologies makes it possible to address these issues rigorously, efficiently and sustainably.

Technology *per se* is not the solution.
We have to invest for collaboration,dialogue and **construction of common digital infrastructure**that allows us to deploy the full potential of serviceoffered by today's digital and communication technologies.

4. Technological Trends: Back-end European Perspective

Brussels, 19.2.2020
COM(2020) 66 final

COMMUNICATION FROM THE COMMISSION TO THE EUROPEAN PARLIAMENT, THE COUNCIL, THE EUROPEAN ECONOMIC AND SOCIAL COMMITTEE AND THE COMMITTEE OF THE REGIONS

A European strategy for data

https://ec.europa.eu/info/sites/info/files/communication-european-strategy-data-19feb2020_en.pdf

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4. Technological Trends: Back-end European Perspective

A European Strategy for Data - Summary

1. Data is at the centre of current transformation, and more is to come - > *towards a data economy*.
2. It will bring enormous benefits for citizens (personalized medicine, proactive care, ...)
3. Person should be at the center.
4. In accordance with European values, fundamental rights and rules.
5. Trust & trustworthiness: only if they are confident that any personal data sharing in the EU will be subject to full compliance with the EU's strict data protection rules (GDPR and others).

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4. Technological Trends: European Perspective

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A European Strategy for Data - Summary

6. Data should be available to all – whether public or private, big or small, start-up or giant.
7. The EU can become a leading role in this new model.
8. It must act now.
9. The sources of competitiveness for the next decades in the data economy are determined now.
10. The ultimate goal is to lead to a single European Data Space and promote public-private ecosystems by creating new products and services.

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4. Technological Trends: Back-end European Perspective

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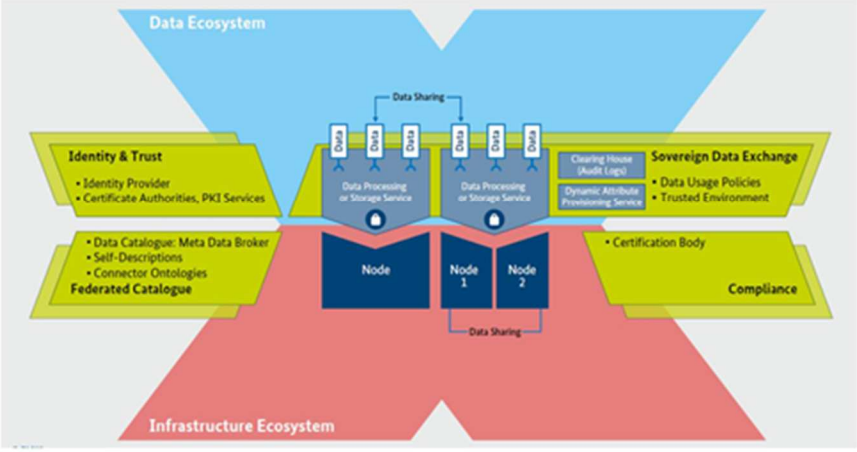

European Strategy: GAIA-X Architecture Overview

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5. Final Considerations: Front-end

We need:

A. To empowerthe individual as the main axisof action.
B. Digital literacy and empowermentof both users and their close circle.
C. Personalisation of care.
D. To combine face-to-face, remote and virtual attention.
E. To accompany public-private initiative in order to establish standards of access, measurement and efficiency that will make it possibleto create a competitive market with sufficient critical mass.

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5. Final Considerations: Back-end

We need to:

A. Create/orchestrateinterdisciplinary and coordinated support ecosystems

B. Digitize and connect existing agents, services and information silos.

C. Create a common **user-centred** data space, add information and generate evidence

D. Promote prevention / anticipatory care

E. Create economic growth / sustainability / resilience

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5. Final Considerations: Reflections

- We stand at a **unique moment** for reflection, decision-making, commitment and setting a new course.
- The needs and opportunities are very palpable. And so are the barriers and challenges. We think that the needs and opportunities vastly outweigh the barriers. **It is time to be proactive, take risks, invest and co-create.**
- We need to invest in collaboration, dialogue and the construction of **digital infrastructures**, that address the underlying needs and allow **the full potential of service** offered by current technologies to be deployed.
- These digital infrastructures are necessary for creating, sustaining and accelerating a new **economy based on information and knowledge**.

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5. Final Considerations: Reflections

- We should seek consensus both at international and institutional level.

  Accompany the Public-Private Initiative to establish standards of access, measurement and efficiency that will enable the creation of a competitive market with enough critical mass.

- In this regard we should join the **European Strategy for Data and access to federated information.**

- These infrastructures must be built on the principles of transparency, equality, inclusivity, free access, sustainability, accessibility, privacy and respect for fundamental rights

- We must commit ourselves to training elder citizens/individuals in **digital literacy and digital empowerment**.

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5. Final Considerations: Summary

- **Digital Platforms and the Digital Transition have a fundamental role to play in the construction of Society 4.0.**
- **Society 4.0:** we live in a society which is evolving at a tremendous speed and we are facing the **challenge of establishing a road map** that guarantees a sustainable, resilient, and thriving society that guarantees the welfare state.

  We stand at a unique moment in time. The decisions taken today Will have an immense impacton our individual and collective future.

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Debate

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Eskerrik asko zuen arretagatik

Thank you for your attention

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