

COSIE

Co-creation of Service Innovation in Europe



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Commission

Horizon 2020
European Union funding
for Research & Innovation



“Bridging the
gaps between
the public
services and
people’s lives.”



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Project facts

1.12.2017-30.11.2020

Budget 4,8M€

24 partners from 10 EU countries
including Universities, NGO's, Private
Sector and Public Institutions

Objectives

Public sector innovations can best be achieved by **creating collaborative partnerships between service providers** (i.e. public sector agencies, third sector organizations, private companies) **and service beneficiaries.**

With nine real-life co-creation pilots CoSIE project aims

1. to advance the active shaping of service priorities by end users and their informal support networks, and
2. to engage citizens, especially groups often called 'hard to reach', in the collaborative design of public services.

CoSIE pilots

- Co-housing of Seniors / Poland - Disabled People in Remote Areas / Estonia
 - Skills for Long-term Unemployed / Spain
 - Household Economy in Rural Areas / Hungary
 - Redesigning Social Services / The Netherlands
 - Reducing Childhood Obesity / Italy
 - Services for Low and Medium Risk Offenders / The United Kingdom
 - Social Services for Disabled People / Sweden
 - Youth Co-empowerment / Finland
- Result of pilots plus additional research a “**Roadmap for Impact**” will be produced

Tools for Co-Creation - Pilots



Community Reporting allows people to tell authentic stories about Lived experience offering insight their lives. Through creating spaces where people can describe their own realities and challenge perceptions



The Living Lab at UNEW generates diagrammatic representations/maps and other material and then uses it to create using conversation and discussions



CoSIE collects stories and analyses ICT – based and open data from the project pilots and from wider society and then curates and moderates this data into relevant channels and useable forms

Community Reporting is Rooted in

- Citizen Science - incorporates not only community-based, participatory data collection but also a complex method of gathering and analysing stories from communities.
- Digital storytelling and growth of user generated content
- Growth of “Technology in the Pocket Devices”



Community Reporting

- A storytelling movement founded in 2007 that spans across the UK and Europe.
- Support people to tell and share stories about their own lived experiences using mobile phone and tablets to challenge perceptions and describe their reality
- Curates the story to capture the insight
- Mobilizes the data to inform research

To: **Disrupt the status quo** whether it be decision makers learning how to listen or Overcoming cultural norms to help people have a voice or to prompt dialogue or researchers questioning their findings



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How pilots are using Community Reporting

- **Italy:** Train dieticians as storytellers to gather their own and families/children's stories on obesity. Stories will then be used as stimuli to produce a set of insights and learning to inform the development of an obesity app.
- **UK:** Used with ex-offenders to support personalisation in the probation service. CR Activities will include using storytelling to support on-going dialogue with service users and staff and develop new ideas around personalisation.
- **Sweden:** Develop social service actions in the area of disability. Community Reporting is being used to collect the stories of the user group to help identify the problem by capturing their experiences of their daily life.

Story Telling Course- Estonia



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CoSIE wants to inspire the beginning of a new era in the co-creation of public services.

Sustainable, strategic change can be achieved by

- improving the innovation potential and co-creation competences of the service providers,
- developing evidence-based, bottom-up approach
- combining user insight and open data,
- adopting new applied co-creation methods and ICT solutions,
- utilizing diverse channels for the involvement of the citizens,
- enhancing collaboration and new roles between citizens and the public, private and third sector actors.



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Thank You!

Web Site: peoplesvoicemedia.co.uk

Email:

Twitter: [@peoplesvoice](https://twitter.com/peoplesvoice)

For reporter content see
communityreporter.net



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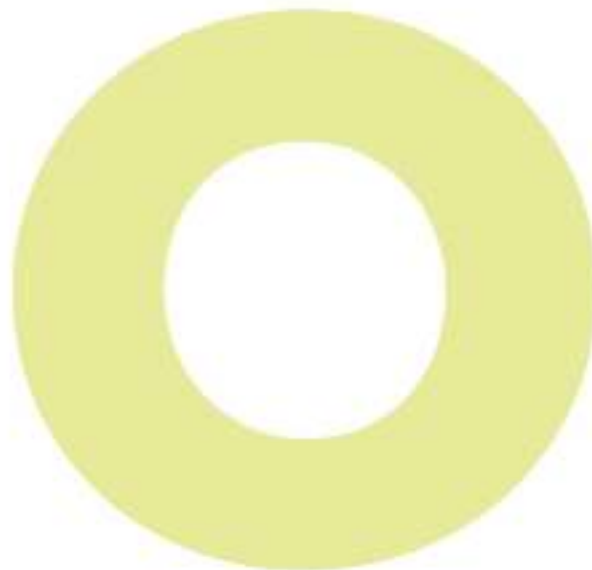


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Read more: www.cosie-project.eu



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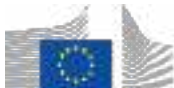
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Impact of COSIE

The impact and results of the CoSIE pilots

- New knowledge and experiences of co-creation methods from diverse service settings and customer groups
- Better understanding of the possibilities to use blended data sources in the public service development
- Increased capacity of service beneficiaries
- Upskilling and new competences of the service providers



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COSIE Vision

In CoSIE we want to inspire the beginning of a new era in the co-creation of public services.

- Sustainable, strategic change can be achieved by improving the innovation potential and co-creation competences of the service providers
- developing evidence-based, bottom-up approach combining user insight and open data
- adopting new applied co-creation methods and ICT solutions
- utilizing diverse channels for the involvement of the citizens
- enhancing collaboration and new roles between citizens and the public, private and third sector actors.
- With innovative and new approaches and practices, the CoSIE project aims to improve the inclusion of all citizens and to promote their possibilities to act as active members of the society.

CoSIE project extends the reach of citizens, who represent groups which have traditionally viewed ‘hard to reach’, with ICT, open data and social media.

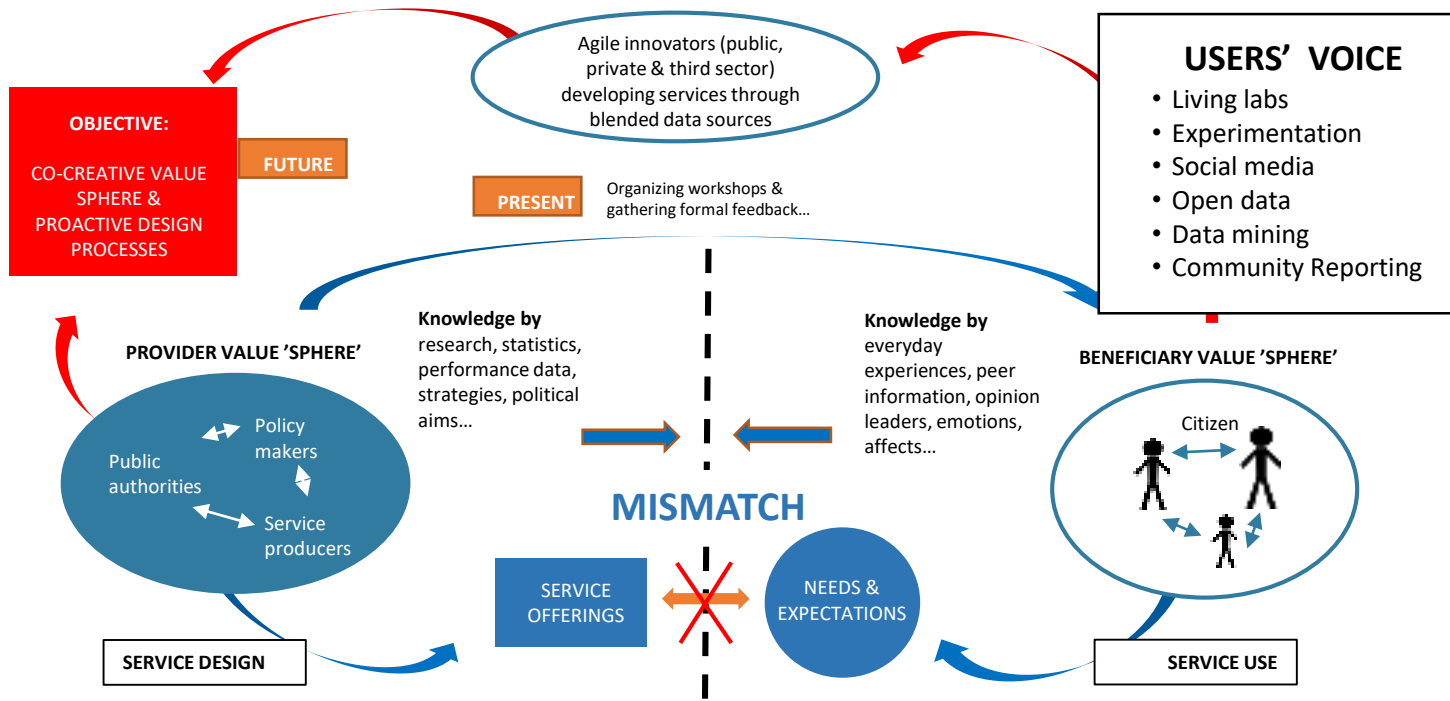
- The new methods with ICT elements open up ways to include and motivate people who normally don't participate.
- Data-driven approach refers to the process of collecting and storing data from various sources, and analyzing data in order to extract value from it.
- Through social media analysis, service providers can i.e. map experiential knowledge and identify emerging issues.



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Added value



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Vision for the future



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