

**GUIDE
TO
SOCIAL
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INNAŁOPOLSKA

project:

**MAŁOPOLSKA
INCUBATOR FOR SOCIAL
INNOVATION**

**Regional Centre
for Social Policy
in Krakow**

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PART I. EXPERIENCE IN THE PROJECT: MALOPOLSKA INCUBATOR FOR SOCIAL INNOVATION

CHAPTER 1

HOW TO BUILD INCUBATOR FOR SOCIAL INNOVATIONS?

INNOVATIVELY, NAMELY HOW?

The word 'innovation' evokes various emotions. For ones – it is a phrase that is often overused. For others – an intriguing process, an impulse for searching and changing the way you think. For us, at the stage of incubating social innovations, innovation was a kind of a step forward – the new quality in thinking, planning and acting. It is a change that was supposed to serve a useful purpose of people's needs, for whom we worked – the environment of dependents: elderly and disabled people, their families and close ones.

A great demographical change and social transformation are taking place before our very eyes. The on-going processes bring new, complex social problems, to which we often have no simple answers. How to support elderly and disabled people? How to respond to new problems when we have no tools and conduct paths? Finally, how shall we benefit from citizens' resources – people who are often the closest to the problem, hence the closest to the solution?

In 2016 we asked ourselves innumerable number of similar questions, and today after 3 years, we would like to invite you to a journey through the experiences of the project: Malopolska Incubator for Social Innovation, in which we supported and incubated social innovations, which change the daily life of dependents and their environment.

76% of participants of the incubator research confirmed that taking part in the project has changed their life. To name just a few remarks of our grantees:

- ‘I developed self-confidence in what I do, I learned how to become a creative person.’
- ‘I got to know people, with whom I will carry out other projects.’
- ‘Taking part in trainings for Innovators strengthened my competencies, opened the possibilities of carrying out programmes in new areas, and the innovation itself brought priceless experiences when working with disabled people.’

FROM INTUITION TO INNOVATION

- **Are you ready for activities that you have never done before? Do you feel like acting in the field that you have not known before? And do you feel like learning continuously?**
- **Listen, ask and learn by acting, search and think ‘outside the box’, be curious and be persistent – this is the recipe for the incubator.**

According to the Regional Centre for Social Policy in Krakow, the recipe for innovation is largely based on intuition, experience in the field of social policy gained beforehand, as well as openness and creativity. The most important ingredients in our recipe are: kilograms of determination, engagement and the ability to listen actively, a pinch of sense of humour and the ability to look ‘outside the box’, as well as perseverance, resistance and the power of persuasion. What is also crucial is a group of well-organised people who like themselves and their jobs, and their managers, who reserve the right for making mistakes, taking independent decisions, who are inspiring and give support.

Sometimes the process in which we participated was an inspiring adventure, from which we benefited a lot when it comes to gaining a large dose of knowledge and experience. Sometimes it was a tedious and monotonous work. What counted, though, was the effect, thanks to which we worked out a cohesive mechanism of incubation, which is proved by the research results on the performance of the project.

THE AWARENESS OF THE NEEDS

- **Do you know the needs of the group for which you develop innovations? Do you know people’s expectations and possibilities?**
- **Gather all the necessary knowledge and analyse the data. Connect the knowledge about the target group with the information on the forthcoming demographical and social changes.**

The diagnosis of needs shall be based on reliable data. A well-defined need opens the space for creating solutions. In our case, this space was outlined by demographical changes that we observe. A constantly growing number of seniors, a growing voice of dependents, including disabled people and their care givers made us look at their needs. Diagnoses and research forecasts warning against the ageing of the society served as an impulse for us to undertake activities and search solutions.

Europe is getting older and older and urgently needs solutions, which will increase the efficiency of the care services sector.

Analysing the Eurostat data over the coming decades, the proportion of people at the age of 65+ **will increase from 18% in 2013 to 30% in 2060.** It means that in a few decades from now, nearly 1/3 of the EU population will be above 65 years of age. In Poland it will be an increase from 14% to 33%. In the group of disabled people, as much as 70% are people 50+.

Are we really prepared for this?

Verify your theory and confront it with practice.

The social experiences of many countries showed that experts and scientists are not sufficient to solve the multi-faceted problems of nowadays. In order to efficiently solve the problems of today, we need to reach to the experiences of people who are experts by experience – they have been struggling with these problems for years and we know them best personally. That is why before even talking about solutions and innovations, we directly asked seniors, disabled people and their care givers about their main needs, we asked them how their day looked like and what problems they needed to face every day. The answers that we received made us sure that social innovations are an appropriate direction of acting. We determined the priority problem areas, in which we were to search solutions.

From among the most urgent needs, dependent people often quoted restrictions related to social exclusion, the stigma of disability, the lack of appropriate and interesting offer adapted to age and possibilities. They also started to loudly talk about the need of increasing autonomy when it comes to the freedom to take individual choice, the need of supporting families in giving care and the need of relieving care givers.

CO-CREATING THE INNOVATION

- **Are you ready to strengthen the potential of the group you are working with? Do you know how to open people and extract creativity from them?**
- **You cannot create innovation on your own. Find allies, be open to cooperation and initiate partnership. Build the co-operation network, which will power innovations.**

Strengthen the local leaders and local communities. After diagnosing research areas, we were still left with a question how to stimulate creativity and encourage local communities? How to start building the social network, which would support the process of incubation and power the future solutions by own ideas, inspirations or people wanting to test new products and services.

The process of maturing to the creative work and building the Incubator was also our part. Our way of thinking and acting was changing. The Incubator needed the courage of supervisors, but also the space for talks and time for own incubation. We had to learn to talk about innovations in such a way that others wanted to listen to it and later on participate in the project.

Malopolska Incubator for Social Innovation carried out by the Regional Centre for Social Policy in Krakow was established with a view of using innovative, and what is more important, bottom-up solutions that are supposed to improve and increase the efficiency of care giving services for dependent people – especially those provided at the level of local communities. The project was implemented within IV Priority Axis of the Operational Programme Knowledge Education Development (Activity 4.1: Social innovations), at the request of the Mini-istry of Development.

The project was carried out from 1st August 2016 to 31st July 2019, in the territory of the Malopolska Voivodship.

The total value of the project amounted to PLN 3 253 700,00, (financed by the European Social Fund: PLN 3 067 913,73).

COURAGE

- **Are you ready to take the risk?**
- **Each innovation may end up with a failure. Do not give up. Learning from mistakes is also a valuable source of knowledge.**

Innovations require courage. Simply. Modern social policy is questions about the needs and determination to search new solutions. This difficult challenge required space, which was created by the Regional Centre for Social Policy in Krakow. Straight from the beginning, the project assumption was to reach people, organisations and institutions, which in their DNA have inscribed the need for social change and which are courageous and creative. Such set of features was needed so that innovators could undertake attempts, test, learn from mistakes, verify their ideas in practice and give themselves and others the right to be wrong.

Our story of innovations is also a story on taming doubts and showing that despite the journey into the unknown, everyone can feel safe. As Incubator employees, we also had to accept the fact that not every single solution will be successful, and despite that it fact - is worth to secure the resources for micro grants, which develop innovative initiatives in micro scale.

We financed not only ideas which led to success. We willingly supported first-time innovators. Each innovation test, which ended up with a failure, was precious knowledge and valuable experience, which constituted the creation of the rational policy based on evidence.

STRENGTHENING THE INNOVATION POTENTIAL

- **Do you know what the Innovator needs most?**
- **When incubating innovations, you often need to see and know more. Cooperate with the future innovator, accompany him, listen to his observations and needs, including those expressed ones, as well as these hidden ones.**

Modify the support process in the course of the incubation. In Malopolska Incubator for Social Innovation, the idea of incubation was based on the mechanism of regranting. The role that we assumed, from the very beginning, exceeded the role of the mere funds payer. The value of the grants that we awarded could be up to PLN 100 000. Yet as it turned out from opinion polls of our innovators, what was key for them was the content support, organisational and emotional support. We also made it possible that anyone who discerned the need and knew how to innovatively respond to it - could take part in the project.

There are the following entities among our grantees:

2 INFORMAL GROUPS

2 BUSINESS REPRESENTATIVES

4 UNIVERSITIES

5 PUBLIC BODIES

13 NATURAL PERSONS

16 REPRESENTATIVES OF THE THIRD SECTOR

WAS IT WORTH IT?

Only three years ago we were not certain whether we would test over 40 solutions, whether we would launch the energy of people socially sensitive and whether we would jointly create the appropriate ecosystem for the development of innovative ideas. Today we know that the investment in social innovations, although risky and not guaranteeing success paid off, mainly from the perspective of social benefits. It was a great success, which was the culmination of the risk undertaken and the abundance of work of many people, as well as the courage to accept the defeat and recognising that the lesson learned from it constitutes a sort of success.

In the course of three-year-experience of cooperating with innovators, we learned how to function in informal partnerships. We experienced the importance of mutual openness, understanding, clear statements, flexibility and ability to listen. Together with innovators we shared successes and failures.

Currently, we want the Malopolska innovations to have the chance to be present not only in the region, but also in Poland and worldwide. The potential of the worked out solutions opens many doors, giving them the possibility of implementation and having the real impact on the life of elderly and disabled people. And it is only the first step. It can turn out that the initiatives of today, which are seemingly little, may turn out a huge success in a few years' time.

This short publication constitutes sort of a summary of the performance of Malopolska Incubator for Social Innovation. We wanted to link in it our own thoughts with useful recommendations for those who are thinking about carrying out similar social incubators. Based on our own experience, we hereby present the mechanism of incubation, which worked out perfectly for us.

THE PROCESS OF INCUBATION, NAMELY HOW INNOVATIONS WERE CREATED?

INNOVATIONS SEEKERS

Once we knew how to build the Incubator of innovations, we can look at how we can incubate the very social innovations in it. Our aim was to select the best ideas and their later recommendation to be popularised. In order to do that, at first we needed to organise work on the innovative idea and cooperation with the future innovator. It all needed to be linked with the possibility to realise ideas which varied from one another, which related to various fields and which encompassed both new technological solutions, new forms of services, methods of work, as well as products.

Before we could present innovations in their current shape – they went through the counselling process, which from today's perspective can be divided into four variants of work with the innovation and the innovator:

1. Work on the **readiness**
2. Work on the **potential**
3. Work on the **material**
4. Work on the **idea**

Working on the readiness concerned the group of innovators, who came to the Incubator with engagement and most often a powerful 'story of social commitment. Apart from their enthusiasm, they also researched the needs of dependent people. It was a challenge for us to select and clarify the need and to find and develop the idea – an innovative solution that would respond to the need and which would simultaneously be accommodated within the possibilities of the declarant. Most often we were successful.

The added value of working on readiness was definitely the fact that the innovativeness created in that way resulted from the joint workshop work and the innovator. It gave better opportunities to get to know each other and it enabled to build good relations for further work.

The second area of our work with the innovator was **working on the potential**. It was on the potential that we based the counselling carried out with innovators, who had a 'mere' idea, but at the same time fixed paths of realising it.

Then, we worked on transferring the activity of the innovator to innovative elements, which did not constitute the original concept. Attachment to the own idea was sometimes a challenge in terms of a slight modification, but at the same time it was 'a test of readiness' to the future work with the innovation. Those who walked through this way and stayed with us – were open to new solutions and had potential for change and creating innovative solutions.

The third area of our activities was **counselling based on the material**, and it encompassed innovators who came to the Incubator with an almost ready solution, awareness of the needs and strong support of resources (personal and expert ones).

All advisory activities at this stage focused on 'grinding' the innovation, not only from the

technical-organisational side, but also from the side of communication. In this case, the greatest challenges were often dilemmas how to appropriately present the innovation so that its idea, potential and future use were clearly indicated.

The added value of such work with the innovator was certainly a greater swing and promising ideas. We know from our experience that innovators from this very group had large networking possibilities and the potential of the project team and access to resources in the following stages when innovations were being developed.

The final area of work with the innovation was **work with the idea** – these are really concepts which were created in the Incubator thanks to own research, building the base of knowledge about innovations carried out in the world, listening to dependents, experts, social workers, animators and all others, with whom we had contact with during meetings with the Regional Cooperation Platform, seminars or meetings 'Innovations over coffee'.

It happened that one sentence uttered in such regional, field meetings became an inspiration for the innovation, which finally found recognition presented in the later part of the publication.

A huge challenge for this path was to find the appropriate innovator, who would in his knowledge and potential, undertake the development and realisation of the idea. Fortunately, the added value here was the personality and attitude of those who we tried to inspire to take up the gauntlet and join the group of Incubator innovators.

Looking back from the perspective of 3 years at the process of incubation of innovation we can say that both innovators and Incubator employees had three features in common that facilitated the demanding process: openness, engagement and creativity.

Summing up our work, we counted that within the counselling process presented above, we:

- organised 333 consultation meetings,
- met almost 1200 people that were interested in social innovations,
- drank 7500 coffees together, which helped us in the whole process.

HOW TO SELECT INNOVATIONS?

After completing the works on strengthening the innovativeness of ideas, we appointed the Council of Social Innovations in the project – a team of experts, including representatives of institutions, local governments, non-governmental organisations and groups of stakeholders and deciders from the Malopolska region who evaluated the competition applications and selected the best from among them to be tested and popularised.

One of the greatest challenges for the Council of Social Innovations was to evaluate what precisely innovation is and what decides about the innovation?

The innovativeness of ideas was the main and crucial criterion to select the innovation and that is why innovation had to be clearly defined. Initially, understanding the idea of innovativeness in the project was problematic both to innovators and to people responsible for evaluating the solutions. The broad definition adapted in the project had two sides: it made it possible to classify many solutions as innovative, yet simultaneously it made it difficult to unambiguously evaluate the innovativeness. The following elements were considered as key for the innovation: optimisation in accordance with the rule 'more for less', bottom-up initiatives, response to the problem, innovativeness, transfer of old solutions to new groups.

Social innovations are new solutions or improvement of the current solutions, with the simultaneous concern for their optimisation, according to the rule 'more for less'. Innovativeness can relate both to the manufactured products, way of work, as well as creating new phenomena and social added value.

When defining the notion of the innovation for the need of the project, 5 basic evaluation criteria of assessing the solution were extracted. We attributed questions to each solution, the answers to which would help to objectify the evaluation when selecting the best innovations.

INNOVATIVENESS

The evaluation of the idea for the innovation, its creativity, uniqueness and originality. It was important that the solution included minimum one element distinguishing it from other solutions, available in Poland. It could be a new group of recipients, a new function of the existing solution or any other distinguishing element.

ADEQUACY

The evaluation whether the innovation responds to the real need of the group of dependent people. We tried to select ideas, which were most firmly embedded in the needs of dependents. A large part of work was devoted to achieve that – we organised seminars in subregions, where in the form of workshops with the participation of the interested groups (disabled people, seniors), under the eye of Design Thinking experts we searched the best solutions for the most difficult issues.

THE LEVEL OF ENGAGING THE ENVIRONMENT

The cooperation of dependent people and their care givers both in creating and in testing new solutions was obvious straight from the very beginning of building the idea of the Incubator. In accordance with the saying 'nothing about us without us' we could not imagine activities, which would in the future result in a systemic support for socially sensitive groups, without their voice, opinions and decisions. For the purpose of listening to the needs, we organised a series of meetings, in which we presented our work, we confronted specific solutions and consulted changes introduced to them. No stage of working on innovations was carried out without social consultations and listening to the opinions of potential users. We met intimately, in cafés, talking about 'innovations over coffee' or broadly, professionally during discussions of the Group on Social Innovations operating within the Regional Cooperation Platform.

EFFICIENCY

The assessment of efficiency and efficacy of a given solution. It was crucial that the solution involved minimum one element distinguishing it from others in terms of cost-efficiency or efficiency of activity. The process of implementing the social innovations should increase the capability and possibilities of a better use of resources and means.

IDEA FEASIBILITY

The evaluation of the simplicity, the possibility of launching the product into the common use and the predicted durability of effects. The members of The Council of Social Innovations, as people experienced in the implementation of various types of solutions, particularly attentively looked at the scalability of ideas, so that they could be easily and efficiently transferred to environments outside the Malopolska region in the future. It also entailed the precise verification of budgets and means necessary to implement the innovation. Many hours were devoted to difficult discussions and hearing out the opinions of each of the parties. Insights into the market were carried out and budgets were modified. It was a very difficult part of work of all people involved in the project – Incubator employees, members of the Council of Social Innovations and innovators. Thanks to a huge effort and the compromises reached, we managed to develop solutions that were cost-effective and that are possible to be implemented by entities with varied financial possibilities.

Altogether, 103 applications with ideas for innovations were submitted to the Regional Center of Social Policy in Krakow. The Council of Social Innovations gathered in 7 sessions, in the course of which the members worked jointly 54 hours assessing the innovativeness and selecting applications to the following stages. We finally selected 42 innovations to be tested.

103

APPLICATIONS



7

SESSIONS



54

HOURS



42

INNOVATIONS



HOW WE SUPPORTED INNOVATIONS?

When starting our adventure with the Incubator, we wanted to create the space, in which engaged and creative people will be able to come and try out their ideas in practice – irrespective of being the representative of non-governmental organizations, companies, state offices, other entities, or whether they do not have such background.

The work model in the Incubator needs to be general to such extent that it can accommodate ideas from different fields and of various scope. You must remember about the target that you want to achieve, though: to carry out a certain number of innovations that you can compare and assess their efficiency. Let the wind in the wings of the innovator, yet do not let be carried away by it.

THE CURRENT REALISATION

When preparing the tools and procedures enabling the functioning of the Incubator, we knew that they had to be simple and user-friendly. We knew that working on innovations requires frameworks, which in general will be common for all the ideas realised. The specific features of the innovation were such a framework – the document, which linked in itself the description of the following activities with the work plan and cost analysis. It also determines what partial results will occur at every stage of the innovation development. We also related to the specific features of the innovation in other key documents, such as the Application for grant settlement or Receipt of results report. Thus, there was no need of learning how to handle new documents or generator of applications.

Simple, cohesive and logical documents:

- Specific features of the innovation
- Application for grant settlement
- Receipt of results report.

Another important aspect that all innovators paid attention to was a simplified grant settlement. It was realised without the transfer of financial documentation to the Incubator (e.g. invoices or contracts executed with employed experts). What we needed from our partners was an appropriate realisation of planned activities, which were the basis of the results of a given innovation: workshops materials, specific features of products, reports on organised meetings or diagnoses carried out. Such a simplified system of financial settlements turned out a very efficient solution, also because it made it possible for e.g. natural persons, who do not keep the accounts, to use the Incubator. Innovators could focus on what they want to do and not on 'the administrative support' of the innovation.

Settlement on the basis of results

– simplified, with no accounting documentation.

Phone consultations and personal consultations were another important element planned by the Incubator. At every single stage, we encouraged innovators to stay in touch with us. Instead of struggling with difficulties or doubts on your own, it is better to talk to someone who knows the idea and is keen on its successful realisation. The consultation mainly concerned the difficulties which the originator needed to face, but sometimes it was about sharing a success, a reflection, it relied on making somebody sure that the innovation is heading in the good direction. Part of the consultation concerned the changes that it was worth introducing into the tested solution. We annexed contracts, we modelled the shape of the innovation, we introduced new components and we ensured that new unexpected circumstances and the spontaneous development of the innovation did not get out of control.

Direct contact and cooperation – the innovator needs to know that at every single stage of the cooperation, he can meet you or talk over the phone. You are also here to dispel his (justified or less justifiable) doubts.

It also happened that the best form of support that we could offer to the innovator was to stop the process of realisation and terminate the contract on grant assignment. It also happened that even serious problems reported in time helped to 'save' the innovation. Such level of cooperation based on trust, building relations and exchange of information gave the best results since it built the real partnership. It can be considered as a huge success of the Regional Centre of Social Policy in Krakow that as many as 39 out of 42 tested innovations were finalised, and many of them gave a positive result.

The recruitment of test participants turned out to be the most problematic aspect for innovators. It especially related to IT solutions or innovations developed at universities. Those originators often did not have 'access' to dependent people, with whom they wanted to co-create an innovative solution. Sometimes it was enough that the Incubator indicated organisations or institutions worth cooperating with, yet sometimes the engagement of the Incubator in this respect was significantly bigger. Thanks to it, we, as employees of the Regional Centre of Social Policy, established much wider and closer cooperation with the community of dependent people in the whole voivodship, than it would have been possible without the project 'Malopolska Incubator for Social Innovation'.

Recruitment – sometimes finding 5 people who wanted to test a given solution is a significant barrier. Unfortunately, the problem usually arises at the stage when the innovator should begin the testing. It is worth strengthening innovators in this respect and building the network.

PREPARATION OF THE TOOLS AND DEVELOPMENTS OF THE EFFECTS

Interim aid in the development of the innovation was the support element that we initially did not take into account. We need to bear in mind that the potential of innovators, especially the one related to technical background and prior design experience, was very varied. It translated into the necessity of support in developing the tools necessary to carry out the activities planned. In the case of questionnaires or consultation cards, which were needed for working with the group, it was not only about designing the layout

and description of such a tool, but mainly establishing what information will be acquired with its help and how it will be used later on. Sometimes, in the heat of work, innovators could lose the wider perspective.

Substantive support – offer support and help at every step. It is highly probable that you will not predict all the forms of support that the Innovator will need. Be flexible.

The experience of the Incubator showed that many innovators, with whom we cooperated, is used to carrying out the entrusted tasks diligently and precisely. The concentrated without any problem on preparing prototypes or organising meetings with the elderly and disabled people, especially if these were the groups of recipients that they cooperate with on a daily basis. Yet, the development of materials, which are to transfer the knowledge about the solution, its assumptions and test results often proved to be a big challenge. The aim was not only to describe the activities that were carried out but to share with the reader of the model the purpose of his work, his reflexions and remarks, and most of all – what can the recipient achieve when reaching the results of the innovation test. Based on the conversations with innovators, it stems that this stage in the whole cycle of innovation development was the most difficult for them and required a large engagement, also from the part of the Incubator.

A wider perspective – sometimes the innovator needs to look at his innovation from a bird's eye view. Ask him sometimes a question about the wider context, let him go away from the detailed performance of tasks and look at the entirety of the innovation from the perspective of e.g. the future recipients or users.

MONITORING

Another support element, which we really paid attention to was monitoring in the place of carrying out the innovation. Irrespective of the fact how often and how honestly we talked with our partners, taking a close look at what they do, talking with their co-workers, finding yourself even for a moment in the place where 'the innovation takes place' gave us irreplaceable portion of emotions, impressions and strength for the future work. We could also see what the innovator could not perceive himself: the engagement of the tested group, the interest of the widely understood environment, positive results that the innovation entails. Sometimes though we noticed obstacles that the innovator needed to face, and which he did not share with us. Thanks to the experience of working with various people and entities we had the chance to diagnose dangers, which were imperceptible for the innovator. In the case of certain innovations, we went beyond the fixed scheme of two obligatory monitoring visits and if there was such need, we had more often visits. In the case of such visits, linking the elements of support, counselling and control was proved to be efficient. It certainly gave us a better and a more complete overview of what happens at every next stage of the innovation.

Monitoring – meetings during which the Incubator verifies the progress of the development of the innovative project, achieving the assumed effects, consults with the innovator the development of the innovation, can also take decisions on the correction of activities planned.

GOING BEYOND THE ASSUMED SCHEME

Carrying out the project of Malopolska Incubator for Social Innovation has been an extraordinary experience for the Regional Centre of Social Policy. We managed to strengthen the relational cooperation with many various partners, starting from private people through commercial companies, universities. We also started to build partnerships with non-governmental organisations and local government units, with which we have been cooperating for the last 20 years, and we did it in a way that was different from how we had done it previously. We built our relations feeling that we are heading towards the common goal in an open way and respecting the distinctness of the needs and attitudes of each and every member of this partnership. We reckon that thanks to such attitude we have become a real Incubator – the meeting place, the place of cooperation and networking – even if at times it was not easy.

Finally, a few conclusions drawn from this adventure:

- 1. THE INNOVATOR IS THE EXPERT** – the Incubator suggests how to avoid certain difficulties, it counsels in fields where it has the knowledge and experience, it facilitates the activity if it is possible, yet it does not take decisions for the originator when it comes to the final shape of the innovation. In the field of the innovation itself, it is the innovator who is an expert and it is him who has the deciding voice whether at all and in which direction he will develop his idea.

2. TRUST – Building the relation based on trust is essential for the further cooperation in the Incubator. Each party needs to be aware what principles apply in this cooperation, what tasks we need to face and what we can count on within this cooperation. We set out on quite a long and original journey with the ones who accept those principles and will become the innovators, giving them not only the money but devoting them our time and attention. It is an important benefit of the mutual trust that if innovators are in trouble, they will openly say that, which gives us the possibility to provide a real support by the Incubator. Trust also means that the Incubator believes in the competencies of its partners (see point 1.).

3. ANIMATION AND NETWORKING – Working with innovators is often the work with the whole environment, which is or potentially can be interested in using and developing a given solution. This task resembles the work of the animator of the local community – in this case quite widely understood, who seeks new connections, supports the building of the network of contacts and creates the space for cooperation of people and institutions, now and in the future.

4. SUPPORTING THE INNOVATION MEANS SUPPORTING THE INNOVATOR – The task of the Incubator is to support the innovator who created the innovation rather than to support the innovation itself. Such attitude opens the space for interpersonal relations, and these result in the development of social innovations. Elements of mentoring may be helpful here, yet mentoring which is understood in a specific way. It is the task of the Incubator to help use the resources that the innovator brings with him.

5. FLEXIBILITY – It is worth remembering that the innovator needs to hold together many roles at the same time. There are no full-time innovators. Apart from cooperating with the Incubator, the innovator needs to combine professional and private life, and often other social activity. Moreover, the source of difficulties in carrying out innovations are often situations from other life areas – it is worth staying vigilant in order to appropriately diagnose the problem. Innovators are creative people and active in many fields. The Incubator has to keep up the pace with them.

6. ENGAGEMENT – There is no efficient Incubator without engagement. When running the Incubator, we plunged into solutions that our partners brought us, we got to know new fields, technologies, but also the world of problems and difficulties, in which innovators and their environment function on a daily basis. Sometimes our task was to seek allies for the innovation – people and entities who may contribute to its success. Even an extraordinary innovation will not get popularised on its own. It is already at the stage of realisation that it is worth checking who can become the ambassador of such solution in the future.

Innovators learned how to cooperate, broadened their horizons, acquired competencies and faith in their own possibilities. Sometimes they stimulated their expectations and sometimes they made their expectations more real. They were active in fields that were new to them and regardless of the fact if their ideas became success or not, whether they would continue working on the innovations or have found new fields of exploitation for them and developed their competencies. And we, together with them.

EVALUATION OF THE INNOVATION AND RESEARCHING THE IMPACT STUDY

RESEARCH PLAN

When preparing the structure and action plan of the Incubator, we knew that when the innovation has been developed and has entered in the test stage on the target group, we will have to face an attempt of comparing various innovations and assessing whether a given solution works and what is the opinion about it of the people testing it. In other words, we needed the concept and plan for researching innovations.

Initially, it was relatively easy to plan it: describe the criteria and select research tools. The practice of working with innovations showed that innovativeness concerns both manufactured products, and way of work, as well as creating new phenomena. Innovations developed in our Incubator constituted a very varied response to numerous and diagnosed needs of the target group and required an appropriately nuanced research tool.

NAME OF THE CRITERIUM	DESCRIPTION OF THE CRITERIUM
Adequacy	It assesses the adequacy of the planned innovation objectives and methods of its implementation to problems and social-economic challenges, which were identified in the diagnosis.
Cohesion	It helps to assess whether given elements of the planned innovation (objectives, activities, results) are linked in the cohesive way? How does the product/service serve the objective indicated in the application/strategy?
Efficacy	It assesses the relation between the investment, costs, resources and the achieved results of the innovation. At the ex-post stage, it is the knowledge whether it was possible to achieve better or the same results at lower cost?
Efficiency	The assessment of the degree of realisation of assumed objectives (whether they managed to achieve what was planned), The efficiency of methods used, institutions and the impact of external factors on final results.
Usefulness	The criterion assesses the entirety of real activities induced by the intervention (both those planned, and those unplanned, the-so-called by-products).

At that stage of our activities we asked ourselves many questions that were to lead us to certain frameworks and assumptions of the evaluation of social innovations: what is the purpose of researching social innovations? What can we find out from such research? How should it look like? What stages should it consist of? Finally: how to verify whether the innovation works, and what is key - whether as a result of the innovation there is a change that takes place?

A certain clue and tip to this task was the adoption of criteria that will allow us to assess whether given social activities can be considered as social innovations. The criteria that we selected are **adequacy, cohesion, efficiency, efficacy and usefulness**.

3 MEETINGS

We also knew that evaluation research should be an integral part of the whole project of Malopolska Incubator of Social Policy, thanks to which the current assessment and conclusions drawn will enable to eliminate mistakes during the realisation of activities and increasing their quality. Thus was the research process designed. We met the innovator and people testing the idea 3 times, although there happened some innovations which required more meetings. Our objective was not only to get closer to the innovation, but also to build relation with it, to meet in order to re-search it, but also to repeat the process several times in order to be able to finally state whether a given solution leads to the change or not.

The first meeting took place at the beginning of the test or just before the test started. It was an **ex-ante** meeting and its goal was to analyse the needs and expected outcomes. The following people took part in this meeting: the representatives of the originator, design team members (if such team was appointed), the inventors of a given idea themselves. At this stage, we did not meet test participants yet, since it was too early, and at the same time the attention of the meeting was to be directed at the innovator who was preparing to start the test or was just about to start it.

The second meeting – the-so-called **on-going** meeting, usually took place in the second part of the test. Such a meeting took place with the representatives of the group that tested the solution. Depending on the possibilities and availability of people testing the innovation and the nature of the innovation – those meetings were group and individual ones. Apart from the meeting and interview, this stage of the research also included observation.

The moment when we finally met the people who tested a given idea has always been particular time for us. The time when we could be 'live' with the working innovation. We could also almost touch the results of our previous work, when the innovation was being created, developed and incubated. It needs to be pointed out that difficult meetings also took place,, when innovators or the testing groups shared information with us that something did not turn out or has not fulfilled their expectations. For us though, each such piece of news from the test period, was equally valuable. Both types of news, the information saying that some idea works and the information showing that a given solution did not satisfy the needs of the testing group, were valuable. The recipients who tested the solution could share the feedback with the innovator; without which he would not have been able to develop the idea further. It turns out that irrespectively of the result, we all won.



The third meeting within the research of innovation – the **ex-post** meeting, was a summary of what has happened in the calendar of a given innovation. It was the analysis of the results achieved and an attempt to move away with the originator from the innovation and looking at the whole project ‘from a bird’s eye view’. At this stage, we met with the innovator and / or the design team.

RESEARCHING INNOVATION MAY BE THE SUPPORT

The primary objective of the evaluation of carried out innovations was to obtain the profound knowledge on the functioning and efficiency of the designed solutions. At the same time we also had to remember that our activities were directed to the wide range of recipients: organisations, institutions, companies, as well as natural people who did not need to know evaluation. Due to that fact, the whole evaluation research rested on our shoulders. We did not require any activities from our innovators in this respect. Some innovators introduced their tools and methods of verification which elements of innovation work in order to answer the question whether the prototype of the solution works and / or whether any modification is needed in the final model. For part of the people we prepared questionnaires and simple tools to sum up the substantive activities. We ourselves conducted the research of whether and how a given solution works. Such a formulation was also helpful when comparing innovations and when carrying out the selection process, i.e. when deciding which innovations to select to the following stage to be popularised.

Since we were the owner of the research process, we also had access to the tools used, to partial results and all the data gathered. In the course of the whole project we collected 6 thick notepads with notes from meetings, which were altogether 160. Altogether, in order to reach all the research meetings, we covered 6 036 km.

6
THICK
NOTEPADS



160

MEETINGS



6 036 km



‘nice contact with the staff, we did not feel any pressure; just the opposite: total interest in the innovation’

‘the support was of a helpful and consultancy character and it explained what innovativeness is – even at the stage of realising the grant’.

88%

OF RESPONDENTS

claimed that evaluation meetings gave them the possibility to look at the innovation from a certain distance / from a bird’s eye view’.

It was surprising for us that initially innovators worried so much about those meetings. At each stage we tried to underline that the evaluation research is not the control and we care for the partnership relation and the joint look at the innovation and considering its development. What makes us even more pleased is the fact that in the final research of the Incubator 88% people stated that evaluation meetings gave them the possibility to look at the innovation from a certain distance / ‘from a bird’s eye view’, and for 94% of people the evaluation process was helpful and very helpful when summing up the carried out activities.

94%

OF RESPONDENTS

claimed that the evaluation process was helpful and very helpful when summing up the realised activities.

The following stage of our activities, after organising evaluation meetings, was the necessity to process the gathered information and to write the research report. The report was based on the analysis of evaluation criteria, described above. It was the synthesis of all stages of the activity of the innovator and the worked out effects and results. We paid particular attention to the emphatic presentation of the perspective of the people who tested the solutions so that we could see a given solution from the perspective of people testing it.

PUBLICISING

Apart from the summing up role, research reports had another important task – they were to facilitate to members of the Council of Social Innovations the task of selecting the innovation to the stage of publication.

The evaluation stage and the stage of innovation popularisation are the final clamp of the activity of the Incubator – the final stage, in which we can formally participate and accompany the life of a given innovation. Before we could reach this stage in the cycle of innovation development, we needed to select the innovations that would be shown to the world. The following are the criteria that were taken into account at this stage of work of the Incubator:

- The degree of suitability of innovation for recipients
- Advantages and the degree of satisfying the recipients' needs
- The ratio of costs to results
- The degree of achieving the results assumed.

The selected criteria were to help us answer the questions whether the tested solution was useful for users and whether it was comfortable in use, whether it satisfied their needs and what advantages it brought; whether it is an economic alternative for the existing solutions; and finally – whether the innovation achieved the intended results?

The Theory of Change was a very useful tool that we used at this stage. This tool helps to determine what type of activity or intervention will lead to preliminary results, which will then lead to change and achieving the long-term objective. In other words, we researched the impact that given innovations had on the target group and their environment.

INSTEAD OF THE ENDING

When describing the process of incubation that we carried out in the Regional Centre for Social Policy in Krakow, it is difficult to finish off the description. We have had 3 years of experiences, hundreds of meetings, thousands of working hours on innovations and innumerable stories and adventures with our innovators. It is difficult to gather all this, and it is even more difficult to say 'the end'.

Nevertheless, we know that it is not the end, but only the beginning. Our experience shows us that where one door closes, another opens. Thanks to the possibility of carrying out the project: 'Malopolska Incubator for Social Innovation' we could have first-hand experience in Malopolska on how important and necessary it is to build the space for cooperation for new solutions to problems in the area of social policy. We can state boldly that the developed model of incubation that was created in the local government unit can be an element of building the model of quadruple helix in the region.

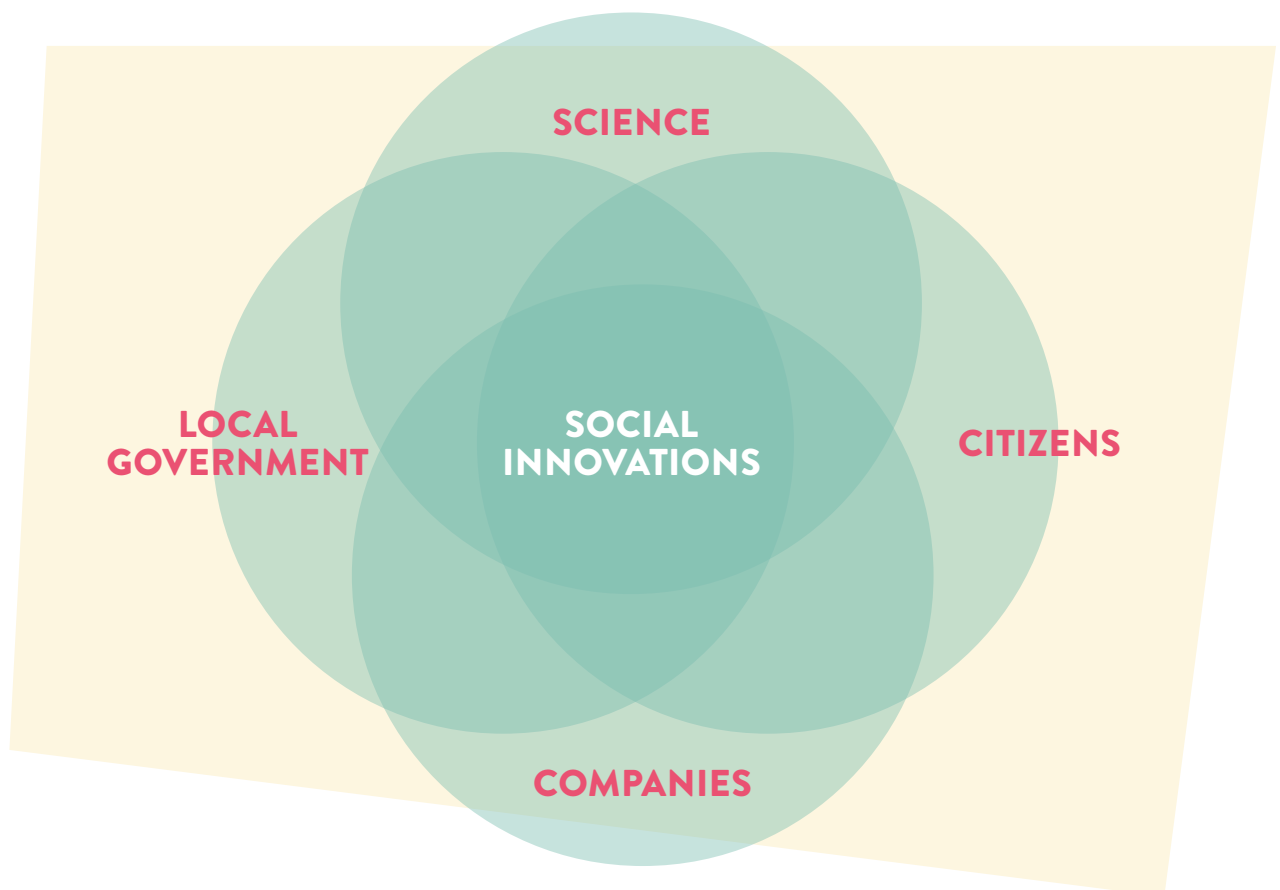
WHAT IS THE HELIX MODEL?

The model of quadruple helix is a model building the culture of innovation that includes mutual, complex relations taking place in the process of creating knowledge between four types of entities: research centres (universities, scientific research centres, support institutions), industry (enterprises) and the government (including local government institutions), civil society and media (users). The relations between these four entities decide about the potential of cooperation of these areas, and the lack of these connections significantly impedes the flow of knowledge.

Establishing creative connections between helixes strengthens the creation of such solutions that satisfy the needs of the society. Many authors and researchers underline the significant role of the society and the users in systems of innovations.

And so it happened in our case - ideas and inspirations came from innovators who responded to the needs of the elderly and disabled people, and the incubator supported the grass-root innovative ideas with all its vast knowledge.

Thank you for being with us!



PART II. THE MALOPOLSKA SOCIAL INNOVATIONS – SEE YOURSELF!

THE GOLDEN NINE – INNOVATIONS SELECTED TO BE PUBLICISED

The following pages of this publication are dedicated to social innovations developed and tested by a group of creative, ambitious and courageous people. Acquaint yourself with them and make use of them in your daily life and work. You can find more about them in innovation models, and are available on www.rops.krakow.pl in the tab 'Malopolska Incubator for Social Innovation'.

Before we invite you to familiarise yourself with innovations that were selected to be publicised – we would like to express our thanks to people, without whom the process of incubating innovations would not have been so successful.

It is impossible to list here all the friends that accompanied us for the past three years. If you were with us and you supported our innovations, thank you for being with us.

We would particularly like to express our thanks the members of the Council of Social Innovations, who supported us with their knowledge, experience and important questions by initiating discussions on innovativeness of suggested ideas.

Additionally, we would like to pass our thanks to the participants of an expert group on innovations, with whom we regularly met and with whom we consulted the submitted ideas and ideas that were being

developed. It was this expert group that served as the seed for the later network, whose support was very valuable to innovators.

Finally, a word to our innovators – thank you for the trust. Thank you for the fact that you wanted to be with us. Thank you for taking an attempt for changing the world of dependents. Thank you that despite having other jobs and family matters, you not only wanted to think about innovations, but you also created and tested them. We are still greatly impressed by what innovators managed to achieve.

If you are interested in these ideas, feel invited to look at the following cards. Among the golden 9, you will find products, service models, IT communication solutions.

What they all have in common is that they are the chance for the new quality of life of dependents: elderly and disabled people.

INNOTEXTIL

TESTING THE SYSTEM OF INTELLIGENT CLOTHING DEDICATED TO THE ELDERLY WITH PHYSICAL DISABILITIES

Intelligent clothing is equipped with sensors, which associated with the application, enable and support the user's rehabilitation and prevention of correct movement during the activity at and outside home.

The clothing has the form of comfortable tracksuit bottoms – leggings made of light breathing material, pleasant for skin. The trousers have built-in sensors monitoring movement, which send information to the phone application, whether the patient is moving correctly or not.

The clothing serves for systematic micro rehabilitation and the correction of the incorrectly performed gait movement and does not require the constant presence of a physiotherapist or another correcting person.

WHO IS THIS SOLUTION FOR?

Adults, subjected to motor rehabilitation who:

- move independently but their walk is not fully correct and do not want to retain the mistakes made,
- are at the stage of 'home rehabilitation' and apart from exercising with a physiotherapist they do recommended exercise and activities on their own but also try to function in a normal way on a daily basis,
- willingly make use of technological novelties and are smartphone users.

INNOVATOR

Academy of Fine Arts in
Krakow of Jan Matejko –
Faculty of Industrial Design

- prof. Stanisław Tabisz
- Bożena Groborz

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PHYSIOTHERAPIST

'The leggings with built-in sensor for measuring movement used for research may certainly be helpful to monitor the progress of rehabilitation. They will be especially handy for people who have problems with the total mobility of knee joints, which occurs e.g. after the reconstruction of anterior cruciate ligament, endoprosthesis of knee joint, with disorder of muscular balance within the lower limbs.

Thanks to built-in sensor there is a possibility of functional testing of mobility of knee joints both while doing simple physical exercise, walking on flat surfaces, as well as in more demanding conditions (e.g. stairs, trekking in the mountains).'



UNIODZIEŻ

TESTING THE FUNCTIONAL CLOTHING IN THE LIGHT OF THE NEEDS OF PEOPLE MOVING IN WHEELCHAIRS

Raincoats dedicated to people moving in wheelchairs.

A coat has been designed and made in such a way that it ensures wear comfort, including thermal comfort, high functionality and value in use (easy maintenance and road safety), and strengthens the autonomy of people with movement disabilities.

The project embraces:

- a free of charge catalogue with a cut-out template (the design project allowing to make a coat on your own or to delegate making it to the chosen tailor's shop),
- instruction and specification of components available on the market (clues concerning the possibilities of modifying the design project in the range of adjusting it to the individual user's needs e.g. length of the sleeve, size).

INNOVATOR

**Fundacja Rozwoju Wydziału
Form Przemysłowych ASP
w Krakowie**

- **Bożena Groborz**
- **Czesława Freilich**
- **Joanna Krokosz**
- designer

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WHO IS THIS SOLUTION FOR?

Adults moving in wheelchairs.



THE INNOVATOR

'In the course of the project we realised that the necessity of going to the tailor is stigmatizing and that is why the project shall develop towards 'the share economy' – shared orders for coats in the community of disabled people who would like to purchase them, and hence the much lower price.'

'In the course of testing, there was an idea of adjusting coats to children's sizes, introducing summer collection with flimsier materials, adjusting coats to people without legs and to people riding bikes.'

'I was taken aback by the fact that there are no such clothes available and everybody I was talking to was willing to buy them immediately.'

PARTICIPANT OF THE INNOVATION TEST

'Having legs covered was of great importance to me – the result was great.'

PARTICIPANT OF THE INNOVATION TEST

'I used it both from above and from below, it is good and easy to put on. It is of great importance that legs are not soaked, I do not catch a cold, my legs are the coldest as they are disabled. There could be other colours as well.'

SHOPPING WITHOUT BARRIERS

THE SYSTEM INFORMING ABOUT THE NEED OF EMERGENCY ASSISTANCE WHEN DOING THE SHOPPING



INNOVATOR

Kęty Community / The Social Welfare Centre in Kęty

- **Monika Kaczmarczyk**
- **Joanna Stachura**
- **Maciej Stachura**

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The solution assumes the installation of a button in self-service multi-area shops, allowing the disabled person to declare the willingness of doing the shopping with the individual low-key assistance of a shop assistant.

Pressing the button is the information for the trained staff of the shop that somebody who has appeared needs emergency assistance, e.g. finding a product, checking its composition, basis weight, expiry date or reaching the product from the top shelf.

The assistance has the form of individual help, resulting from and adjusted to the customer's needs, as well as to the form of disability.

Shops that implement this solution shall be certified 'The disabled people-friendly shop'.

WHO IS THIS SOLUTION FOR?

- **People with disabilities:**
 - blind people, visually impaired,
 - people in wheelchairs, people with physical limitations,
 - people with intellectual disability,
 - the elderly with the need of assistance when doing the shopping,
- **Multi-area shops.**



PARTICIPANT OF THE INNOVATION TEST

'There is a bell and somebody comes and asks me how one can help. That change that somebody comes to me, not that I come to somebody is extremely important to me.'

PARTICIPANT OF THE INNOVATION TEST

'Without such assistance in a large store, you may sometimes waste the whole day and not buy the things you need'.

MOTO-SENSOR PATH

The project has the form of a moto-sensor path (pocket park) situated nearby the place of residence – e.g. in a housing estate, in the square next to the block of flats, in the garden of the Nursing Home.

It includes stands using the natural lay of the land for exercising and also designed space, which ensures appropriate training increasing physical fitness of dependent people carried out 'by the way' the walk, shopping or medical check-up.

INNOVATOR

**Cracow University of
Technology**

- **Prof. dr hab. inż.
Tadeusz Tatara**
- **dr hab. inż. arch.
Patrycja Haupt**

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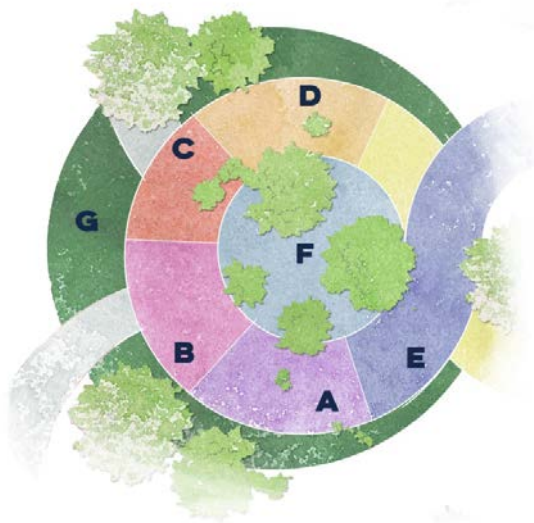
The developed architectural projects come in three options with a different level of complexity and require various financial contributions.

Within the project of a path some sets of exercises were created assigned to specific stands, instruction boards in the form of pictograms and briefing films on the proper performance of activities.

The task of the moto-sensor path is to accustom people, who suffer from fear and who quitted using public areas of the city because of the lowered physical fitness, to urban space.

WHO IS THIS SOLUTION FOR?

- elderly people willing to reinforce their physical fitness and balance,
- people who need constant physical improvement resulting from e.g. undergone strokes, conditions, injuries,
- people with lowered physical fitness.



ĆWICZENIE NR 2

Spacer po zmieniającym się podłożu

„Czerwone jagody wpadają do wody...”



PARTICIPANT OF THE INNOVATION TEST

‘I can see the effects of these meetings, I am more confident, I move more reliably. At this age, one must move in order not to get rusty. I can see that the distance I can cover without any problem has increased.’

PARTICIPANT OF THE INNOVATION TEST

‘Such movement is very necessary, after the stroke you must choose something: either nursing services or places to do exercise to become more fit.’

ORGANISER OF THE COMPLEX CARE AT THE PLACE OF RESIDENCE

A NEW METHOD OF WORK WITH THE ELDERLY WHO LEAVE HOSPITAL AS DEPENDENT PEOPLE AS A RESULT OF THE UNDERGONE ILLNESS/ ACCIDENT AND REQUIRE CARE AT THE PLACE OF RESIDENCE

INNOVATOR

Centrum Opieki Domowej S.C.

- **Zuzanna Mysłowska**
- **Beata Mróz**

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codnoz@interia.pl

The innovation offers immediate and interim support for the dependent person and his family, including the organization of basic help and the path of 3 domestic visits of a nurse.

The first visit initiating the whole support takes place within 24 hours after leaving the hospital by the patient. The trained personnel, individually analysing each situation, diagnose immediate needs of patients and their families when it comes to nursing and passing the knowledge which is indispensable for the appropriate care over the dependent person:

- informing about possible forms of help,
- if needed, establishing contact with the aid institutions,
- deciding on essential changes in the nearest environment of a patient connected with the new needs resulting from the illness,
- booklets concerning care, nursing and basic guidance concerning specific diseases.

PARTICIPANT OF THE INNOVATION TEST

'You are a godsend. At the very beginning we were all very annoyed and terrified by what to do and how to do it. It was the first time situation when we needed to take care of a lying person: how to feed and how to wash him. Especially, the first visit helped us a lot, and we felt psychological support – that was the most important for us. That was such peace of mind.'

THE INNOVATOR

'Our aim is to sustain ,the chain' of help given to a patient which starts at hospital and to make family feel supported from the very beginning when caring about the relative.'

WHO IS THIS SOLUTION FOR?

There are three groups of recipients of this innovation:

- patients;
- people whose state of well-being is good enough to leave hospital but who need intensive home care resulting from their advanced age, which hinders the recovery or whose condition and level of autonomy have changed remarkably during hospitalisation;
- relatives / care givers - people who live with the patient and become their natural care givers;
- entities which will implement the service – entities organising nursing services (especially long-term ones), but also organisational units of the local government, which would like to introduce ,the Organiser' e.g. as a specialist care service.



SENIOR-CUDER

A BOARD GAME
,SENIOR-CUDER'
COMPRISES PLAYING
CARDS INCLUDING
TASKS TO DO, DICES
AND BLOCKS, WHICH
PARTICIPANTS USE
TO BUILD THEIR SO-
CALLED CUDER

The game is dedicated to the elderly and seniors; both these active ones and those with physical limitations.

Its aim is to guarantee good time in the circle of other people playing the game and to strengthen the motivation and skills of being able to take care of their own health as well as to enhance relationships with other people (e.g. neighbours, family).

The clue of the game is to develop one's figure – CUDER, which consists of multi-colour parts / spheres of life: body (yellow colour), psyche (navy blue colour), spirit (blue colour), emotions (red colour), relationships (green colour).

WHO IS THIS SOLUTION FOR?

The game is dedicated to a **wide range of seniors**. It has the option of playing with a moderator and without him, in the circle of sole seniors. After eliminating the yellow cards, which include motor tasks, it is suitable for the lying people.

INNOVATOR

,Archezja', Foundation
Supporting Education

- Tomasz Gubała
- Karolina Gubała

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admin@archezja.com



MODERATOR OF THE TESTS

‘During the tests we noticed that seniors feel very well when playing this board game. They open when in contact with other people, often even with the ones they have not known before. The game is interrupted by the laughter and anecdotes every now and then – this game initiates the need of reaching to seniors’ experiences, to stories from their own lives and moreover requires e.g. saying something positive about themselves. That was usually the most difficult since this generation cannot speak about their strengths.’

PARTICIPANT OF THE INNOVATION TEST

‘The game is very interesting, sociable, has beautiful cards – not with a senior with a walking stick, but with a sombrero. It is very joyful and cheerful. I like it a lot.’

PARTICIPANT OF THE INNOVATION TEST

‘We cannot talk about our strengths, the game motivates for thinking about themselves in more intensive way and deeper, nobody has never talked to us about emotions, the younger generation is learning this – we cannot.’

TELEASSISTANT

THE APPLICATION 'TELEASSISTANT' LINKING THE BLIND PEOPLE WITH AN ASSISTANT REMOTELY

INNOVATOR

**The Christian Association
of The Disabled, Their Families
and Friends 'Ognisko'**

- Andrzej Wolski
- Marcin Szczypczyk
- Konrad Rachwalik

**Contact to innovators::
biuro@ognisko.org.pl**

The support is the link of a few elements at the same time:

- video conversations
- navigation with localisation of a blind person
- support of an assistant in real time.

The support relates to three areas:

CityTime – support in moving in public space; support in contacts with institutions.

HomeTime – support in activities around home – among others the support in solving problems in particular places: e.g. the kitchen, the bathroom.

SpecialTime – support characteristic for a given person defined by the prior needs' diagnosis. These may be activities connected with the person's interests or the accidental support concerning e.g. looking after a child, the support in sickness.

The application enables more socializing and autonomy of disabled people in the public space, e.g. independent journeys abroad which have been tested with the use of the application.

WHO IS THIS SOLUTION FOR?

- **Blind people**
- **People who would like to be assistants supporting the blind along with the application** (e.g. volunteers, family members, care givers, friends).



THE INNOVATOR

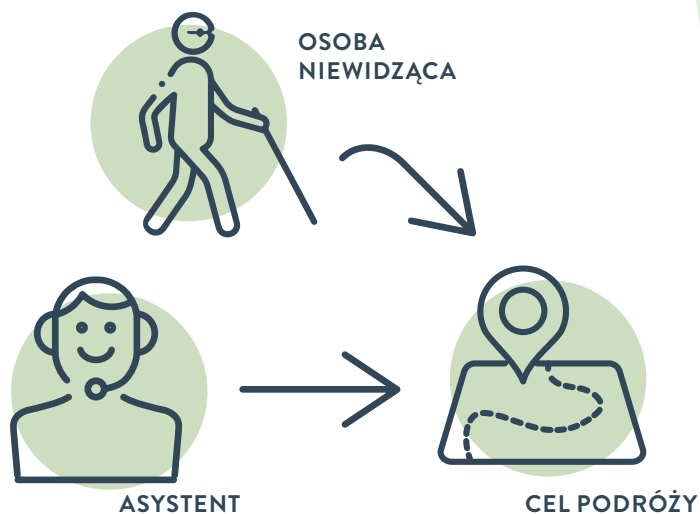
'The application was tested in really harsh conditions: thanks to it two adult blind people and a child (the infant) were able to move out from Wroclaw to Krakow and have independent life looking after the child without the excessive overloading the assistant.'

PARTICIPANT OF THE INNOVATION TEST

'The application gives me a sense of freedom. I call the assistant and it is my eye, and suddenly it occurs that it is not only important to get from point A to B, but also there are e.g. chemist's or bakery passing on the way, and the assistant tells me about it. The quality of life incredibly increases when we have access to such information.'

PARTICIPANT OF THE INNOVATION TEST

'Thanks to this application I can function almost as a seeing person'
 'It gives us the possibility of enjoying life'
 'Sometimes it happens that you go somewhere and there is nobody in the street. Then you have no choice but to choose one direction and follow it hoping that you would meet someone.'



VOICE NAVIGATION FOR DEPENDENT PEOPLE

THE APPLICATION MAKES IT POSSIBLE TO THE BLIND TO MOVE MORE EASILY IN PUBLIC UTILITY BUILDINGS.

The solution offers the combination of voice navigation with the net of iBeacons designed for an exact building, jointly create the readable 'map' of the space including practical information (e.g. information about the location of separate rooms, stairs, double doors, lowering of the ceiling).

The aim of the application is to support people with eyesight dysfunctions in self-reliant, easy and safe use of public utility buildings, such as offices, museums, community centres, etc.

The solution also influences the increase of availability of public utility buildings to the blind.

INNOVATOR

- **Adam Goch**
 - **Agata Pasioneck-Sacha**
-

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adamgoch@intonavi.com

WHO IS THIS SOLUTION FOR?

- **People with eyesight dysfunction:** the blind and visually impaired.
- **Public institutions,** including offices, community centres, museums.

PARTICIPANT OF THE INNOVATION TEST

'We feel lost in public utility buildings. Thanks to this application we can be more self-reliant, we do not have to ask for help and rely on others. We strive for autonomy and independence. We do not want special shows for us, we want to be and we are the part of the community and we feel like this.'

PARTICIPANT OF THE INNOVATION TEST

'I dream about an application which would be able to navigate us in hospitals and in multi-area shops. Plenty of us are ill, we lie at hospitals, but they are designed in such a way that we have difficulties in making our way in them. It is difficult to visit the family or friends as we may easily get lost.'



THE INNOVATOR

'A simple navigation which we all have in phones is useful also for the blind. Thanks to it they may find a given address easily, but only before the front doors of an institution. Further on, the common navigation will not work. A considerable number of institutions are big complicated architecturally buildings with car parks, paths, large spaces, where the blind do not have any support. Getting to the exact building, to the right room or to the specific entrance is incredibly difficult. We thought that there may be a way to change it.'



IT IS TIME FOR ACTIVITY!

ONLINE PLATFORM FOR PEOPLE WITH INTELLECTUAL DISABILITY



INNOVATOR

Association of Parents and Friends of Children with the Down Syndrome 'Tęcza' in Krakow

- **Agata Krzyżek**
- **Joanna Kociołek**
- **Grażyna Banach-Kociołek**
- **Agnieszka Jankiewicz**

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Online platform 'Time for activity' adjusted in terms of the form and content to the needs of adult people with the Down Syndrome.

The aim of the platform is to increase the activity and autonomy in social life and in interpersonal relationships of people with the Down Syndrome. It is the response to the big real risk of technological and social exclusion.

In response to the recipients' needs, the platform includes simplified interface, built from graphic and sound elements. In a clear and legible way it sends information concerning ways of spending spare time as well as offers of meetings and places to go out. After logging in, a participant can e.g. search for cultural, artistic and sports offer of the city and decide which events to take part in.

WHO IS THIS SOLUTION FOR?

- **Young adults** – people with intellectual disabilities, with the Down Syndrome
- **Institutional users:** institutions providing services to the intellectually disabled people, including people with the Down Syndrome, e.g.:
 - Community Self-help Centres
 - Occupational Therapy Workshops
 - Schools



INNOVATOR

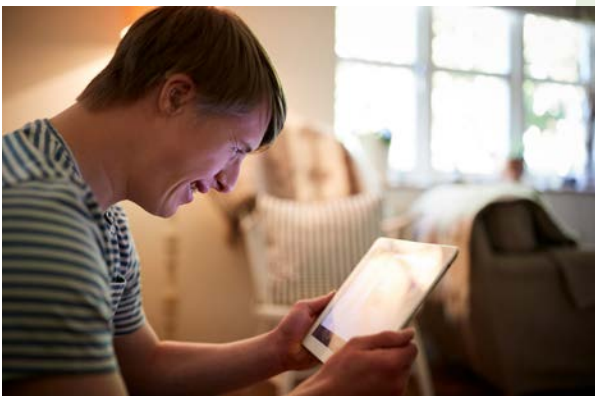
'Although our patients are adult, they have never been to the beer garden in the summer, they do not go to the café, they do not meet in the same way their able-bodied peers do. We can see how much they need a warm-hearted friend. Their activity boils down to participating in classes, occupational therapy workshops and after 3p.m., when they leave classes, they do not have any other offer, the world dies out for them. Their able siblings get ready for going out with friends in the evening but they stay in their rooms in front of TV sets. We wanted to change this.'

PARTICIPANT OF THE INOVATION TEST

'We have already been to the convention centre, the café, cosmetic workshops, we made a pizza together, we were at the swimming pool, and even on a date'

PARTICIPANT OF THE INOVATION TEST

'What a pity there is no good coffee yet, but we may meet at the coffee as well.'



PART III. REMAINING SOLUTIONS – INNOVATIONS OF THE PROJECT ‘MALOPOLSKA INCUBATOR FOR SOCIAL INNOVATIONS’

In this part, feel invited to get to know the other existing solutions – innovations increasing the quality of life of the elderly and disabled people.

You will find the extension of each of them in the models of innovations, which are available on www.rops.krakow.pl in the tab ‘The Malopolska Incubator for Social Innovation’.

SOCIAL INNOVATIONS DEDICATED TO THE ELDERLY AND THEIR CARE GIVERS:

SERVICES:

- **Innovative occupational therapy in the place of residence of an elderly person.**
Author: Association ‘Być’
- **Agrotrainings – methods of work with the elderly in rural areas.**
Author: Agnieszka Król
- **Therapist of space – adjusting home space to individual needs of elderly people.**
Author: Urszula Żmudzińska
- **Mobile Centre of Help for the Elderly.**
Author: Association for Balanced Social - Economic Development – ‘Klucz’, Pałacznica Branch
- **District Assistance Centre – Certified as Trusted Care Givers in Local Network of Mutual Aid.**
Author: Social Cooperative Merchant
- **Assistant of an elderly person – a new form of nursing services.**
Author: Miechów Community

- **Model of Mobile Spa for seniors.**
Author: Academy of Physical Education in Krakow
- **Rural Cross-generational University.**
Author: Agnieszka Król
- **Anti-depressant Centre – comprehensive help for the elderly in depressions and with suicidal behaviours.**
Author: Miechów Community

PRODUCT:

- **Therapy Set – a set of therapeutic aids responding to the needs of seniors**
Author: Joanna Krokosz

SOCIAL INNOVATIONS DEDICATED TO THE DISABLED PEOPLE AND TO THEIR CARE GIVERS:

IT SOLUTIONS:

- **poMOST – application supporting independent life of the elderly.**
Author: Łukasz Krzyżowski
- **MED - box - Intelligent support system.**
Author: Institute of Innovative Medicine Limited
- **DEM-GAME – games for home diagnosis of cognitive functions of an elderly person.**
Authors: Łukasz Malicki and Karolina Piotrowicz
- **Vipande – application facilitating initial home diagnostics of the most common illnesses of the advanced age.**
Authors: Łukasz Malicki and Karolina Piotrowicz
- **ACS – application measuring the level of pain.**
Author: Joanna Rzeszut

SERVICES:

- **Stop to obesity – innovative method of work with intellectually disabled people.**
Author: County Wielicki
- **Post-revalidation – the form of support for people with deep manifold disability and for their families.**
Author: Polish Association for Intellectually Disabled People – Koło in Nowy Targ
- **OII! – About the Intimacy of Intellectuals in Innovative Way.**
Author: Magdalena Pikulska

- **Realisation of home intravenous antibiotic therapy for people with Cystic Fibrosis.**
Author: Polish Association for defeating Cystic Fibrosis
- **Butterflies at a clinic – the programme of supporting oncological female patients and their care givers at hospital and at home.**
Author: Association for defeating ovary cancer 'Niebieski Motyl'
- **Based at home – the model of home work with children with profound disabilities.**
Author: The Polish Association of Disabled People – Koło in Szczawnica
- **Touch the culture – active participation of the blind and visually impaired in an interpretation of legacy.**
Author: Villa Decius Association
- **Through fun to autonomy – the model enabling the acquisition of skills and autonomy by disabled children with an Autism Spectrum Disorder.**
Author: Charity Association 'Res Sacra Miser'
- **Four senses of the theatre.**
Author: the Folk Theatre in Cracow
- **Space of Communication.**
Author: Cracow University of Technology
- **The independent in a journey.**
Author: Association of Parents and Friends of Children with the Down Syndrome 'Tęcza'

PRODUCT:

- **Apparatus supporting the function of an upper limb after an undergone stroke with its fixed disfunction.**
Author: Marek Mielak
- **Assistant of a blind person – a band for hygienic products.**
Author: Małgorzata Kuś
- **FiNIO – fitness for the intellectually disabled people.**
Author: Monika Boba
- **Usługobela.**
Author: Association of Parents and Care Givers of the Disabled Children 'Dać Szansę' in Wadowice

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