ICTPSP
ICT POLICY SUPPORT PROGRAMME

DISCOVER
SKILLS FOR CARERS

DELIVERABLE

Project Acronym: DISCOVER
Grant Agreement Number: 297268
Project Title: Digital Inclusion Skills for Carers bringing
Opportunities Value and Excellence

D1.2 Progress Report M1-6 Revision: 1.0

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Dissemination Level		
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C	**Confidential, only for members of the consortium and the Commission Services**	

Revision History and Statement of Originality

Revision History

Revision	Date	Author	Organisation	Description
0.1	20/09/2012	Heike Schuster-James	BIRM	Request to partners for 6-monthly progress report
0.2	14/11/2012	Nikki Spencer	BIRM	Collation of contributions and compilation of 6-monthly progress report
1.0	26/11/2012	Heike Schuster-James	BIRM	Final review

Statement of originality:

This deliverable contains original unpublished work except where clearly indicated otherwise. Acknowledgement of previously published material and of the work of others has been made through appropriate citation, quotation or both.

Table of Content

Executive Summary

The DISCOVER project commenced 1st April 2012 and is scheduled to finish 31st March 2015 (36 months). The main aim of the project is to reach informal and formal carers of older people, provide them with learning materials and support and encourage them to mentor others.

The first six month of DISCOVER focussed on setting up the project, putting in place partner communications, establishing ways of working and undertaking a lot of preparatory tasks. This period includes the creation of 14 Deliverables, which in many cases constitute the first version of living documents. The high number of Deliverables was deliberately chosen to encourage decision making and the approach of complex issues early on.

As a result work undertaken in WP2 User Engagement regarding ethics and impact evaluation has considerably progressed the understanding of the testbed partners, who have started to prepare for the engagement with carers.

To date much 'invisible' work has been undertaken by WP3 Service Adaptation to set up the technical components required for the learning platform resulting in the provision of a test environment for the partners. Good progress has been made in agreeing learning pathways and preparing the integration of local components.

The preparation of WP4 Service Pilots is well underway starting with developing the evaluation methodology for the platform and the service. This in combination with the work in WP2 has prepared the testbed sites and local contacts have been established.

Developing an initial IPR strategy has been the main task for WP5 Mainstreaming and Exploitation. This work package is slowly gearing up for work starting after this reporting period, with its main contribution starting after Month 12.

To ensure DISCOVER has a recognisable brand and engaging communication materials a lot of work has been done by WP6 Communication and Dissemination. This included the UK launch of the project and website landing page during 'Carers Week' and creation of the stakeholder database and communications plan. Partners have already started to raise awareness of DISCOVER at local, national and European level. A first taste of the project website can be found at: http://www.discover4carers.eu

In conclusion, the first six months have been filled with activity and good progress has been made.

Introduction (purpose of deliverable)

This document charts progress for the DISCOVER project for the period 01st April 2012 to 30th September 2012 (M1-M6).

The project consortium is formed of the following partners:

No	Organisation	Short Name
1	Birmingham City Council	BIRM
2	Birmingham City University	BCU
3	Coventry University Enterprises Ltd	HDTI
4	Aristotelio Panepistimio Thessalonikis	AUTH
5	The Open University	OU
6	Fundacion Privada CETEMMSA	CETEMMSA
7	Fundacion INTRAS	INTRAS
8	Astra-Com	ASTRA
9	Dundalk Institute of Technology	CASALA

Project Objectives for the Period

DISCOVER aims to tackle 3 main issues:

- increased digital competences and engagement of social inclusion actors (carers);

- strengthening the use of ICT solutions for delivering social support and care; and

- raising the profile of social inclusion work

The project will create a new service to deliver digital skills training for carers. This will focus in particular on opportunities for informal carers of older people as a socially excluded group but also addresses formal carers. DISCOVER is based on existing eLearning systems in Birmingham (Birmingham City University) and Thessaloniki (Aristotle University Thessaloniki). The DISCOVER platform will integrate the existing systems and provide access to rich digital skills learning experiences. Participants will use a variety of channels including computer, mobile phones and digital television. The project will also maximise value through repurposing and improving existing content. The DISCOVER platform will become the single point of entry for carers.

DISCOVER will be piloted in 4 testbeds in Thessaloniki, several locations across the Netherlands, Zamora and Valladolid and Birmingham. 400 informal and formal carers will be given digital skills training and DISCOVER will enable carers to start on a learning pathway into wider education.

Expected benefits are improved digital skills, better communication and support for carers i.e. less isolation through virtual and real social networks, increased confidence and thus a better quality of life. Indirectly a changed attitude towards using ICT for care delivery is anticipated which long-term supports more efficient care services. The 'learn to learn' approach will support personal development ultimately supporting employability.

Of the 400 Carers participating in the DISCOVER project, the focus will be on Carers of Older People, whom will learn to become mentors for their peers and for the older people they care for, thus increasing the initial reach of the project. The benefits for the older people will lie in an improved quality of care, greater skills and self-reliance all supporting a better quality of life.

Work Package 1 – Coordination & Project Management

Work Package Objective

This work package is led by BIRM and its objective is to co-ordinate the overall delivery of the project across all partners to ensure all tasks and deliverables are delivered to time, cost and quality. This includes managing the Consortium Agreement and the project finances. The activities of WP1 are:

- To co-ordinate the project acting as the single point of contact for the EC Project Office
- To establish effective project management procedures detailed in a project handbook and project plan
- To facilitate communication both within the DISCOVER consortium and between the EC Project Office and the consortium
- To monitor and oversee all project activities, ensuring full contributions are provided by all consortium partners
- To ensure legal, administrative and protocol barriers to the smooth running of the project are tackled
- To organise consortium and EC review meetings

Progress made against individual tasks

1.1   Plan the project and monitor progress

- Monthly project meetings for all partners have been established to review progress, discuss and clarify activities and share knowledge and expertise. The meetings are held as online meetings and the notes and actions are shared with all partners via email and on the project online file sharing depository 'Dropbox'.
  Additionally there have been specific workshops and briefing meetings for all or a subset of partners to progress detailed activities e.g. focus group briefing for WP2.

- A Project Steering Group has been set up to meet quarterly with the purpose of monitoring progress, risks and making decisions on the structure of the work. Its members are the work package leaders. A deputy member has been identified for each. The group created and agreed the Terms of Reference at its first meeting 04/07/2012. Minutes of the meetings are shared with all partners and can be found on Dropbox.

1.2   Quality Assurance

- All Deliverables are being produced in iterations with partners given the time to comment on draft versions by email. Deliverables with complex content have also been discussed by partners to ensure linkages between different work packages are being made. BIRM ensures that each Deliverable is proof-read by internally before release.

- All marketing materials are being proofed by CASALA before publication; national language content is being proofed by the respective partner.

1.3   Risk Management

- A first detailed review of risks took place during the kick-off meeting and a formal Risks and Issues register has been set up. This has been reviewed and updated by the Project Steering Group. An extract of the Risk and Issues register is shown below.

Ref	WP	Risk Category	Status	Description	Date raised	Likelihood	Impact	Severity	Owner	Action and how to monitor	Action Owner	Due date
				RISK IDENTIFICATION			RISK ANALYSIS			RISK MANAGEMENT STRATEGY		
19	WP6	Customer / Citizen	Open	Carers lose interest because communication is too early.	27/05/2012	low	medium	Tolerable	CASALA	Start communication when there is a 'story to tell'. Invite to events when the project has things to show - not before. Develop comms material that is suitable for carers (carer plain language)	Test-beds	01/06/2013
21	WP1	Managerial / Professional	Open	Communications with Coordinator get lost or BIRM duplicates e.g. follow up actions because several team members work on the same action.	19/09/2012	Medium	low	Tolerable	BIRM	Agreed internally to copy 'discover@birmingham.gov.uk' into all comms with partners to have a central record. Asked all partners to copy in 'birmingham@discover4carers.eu' which links to the same inbox.	BIRM	31/03/2012
23	WP3	Managerial / Professional	Open	The WP3 Lead has been called to jury service Nov 2012. It is unclear how long he will be absent from the project.	19/09/2012	Medium	medium	Material	BCU	The second academic lead is being prepared to pick up his role in his absence. BCU can manage the hours on the project between the 2 staff. Review nearer the time, what work BCU is due to deliver over that period, BCU and CETEMMSA teams already are working closely together. CETEMMSA can pick up more during that period.	BCU	15/11/2012

1.4   Consortium Management

- All partners have acceded to the Grant Agreement and documentation was sent to the Project Officer. The project pre-payment was received by BIRM and has been distributed to partners within the 30 day deadline.

- The Consortium Agreement has been developed. In particular the IPR section received careful consideration from the partners contributing their own IPR. The final version was agreed at the end of September and will be signed by all partners over the coming months.

- Consortium meetings:
  BIRM hosted the kick-off meeting, which took place 26th-27th April at Birmingham Science Park Aston. The meeting was attended by all partners, including AUTH joining by video conference and presenting on WP4. All partners introduced their teams, expertise and role in the project. The meeting was used to discuss and agree ways of working, confirm the project priorities and objectives, undertake a first risk review and introduce partners to the required project administration for finances. All work packages gave an overview of their activity. Drafts for the project logo and branding were discussed and the public launch date was agreed.

  AUTH and BIRM prepared the first partner meeting in this period, which took place successfully 10-11th October in Thessaloniki. All partners attended and excellent progress has been made regarding user engagement, testbed preparation and ideas for content development.

- Internal communication:
  It has been agreed to use Dropbox as the online cooperation platform for the project. This is a free and easy to use tool that most partners were familiar with. BIRM published the guidelines for Dropbox use as part of D1.1 Project Handbook.

  Project meetings are usually held as online meetings to minimise travel requirements for partners. BIRM initially purchased a subscription to WebEx meetings http://www.webex.com/ , which caused technical problems (either sound missing for the listener or participant was unable to speak) for a number of partners. Despite various attempts to solve these issues with the help of technicians, connecting to these meetings remained difficult for some partners. BIRM has now cancelled the WebEx subscription and changed to a subscription of GoTo Meetings http://www.gotomeeting.com/fec . This has resolved the previous issues.

Next steps for M7-M12

- BIRM will be planning the next partner meeting together with hosting partner CETEMMSA for 25/26th February 2013. The meeting will focus on reviewing technical progress and content production.

- BIRM will prepare partners for the first financial claim and arrange the first Commission review due in M13.

- Deliverables D5.1 Market Assessment Report and D6.4 Dissemination Report will be submitted.

Deliverables and Milestones

Deliverable No (i)	Deliverable name	WP No.	Natur e (ii)	Disseminati on level (iii)	Delivery date (proj. month) (iv)	Date of Submission
D1.1	Project Handbook	1	R	PU	30/04/2012 (M1)	10/07/12
D1.2	6-monthly Progress Reports	1	R	PU	31/10/2012 (M7)	30/11/12
D2.1	User Engagement Methodology	2	R	PU	31/05/2012 (M2)	10/07/12
D2.2	PIA model and Ethics Checklist	2	Other	PU	30/06/2012 (M3)	10/07/12
D2.3	Local stakeholder matrix for each testbed (each participating country)	2	Other	PP	31/05/2012 (M2)	10/07/12
D2.4	Advisory Board Terms of Reference and structure	2	Other	PU	31/05/2012 (M2)	10/07/12
D3.1	First content specification based on user requirements	3	SP	PU	31/08/2012 (M5)	28/09/12
D3.2	Technical specification for DISCOVER platform	3	SP	PP	30/09/2012 (M6)	28/09/12
D3.3	Technical specification of local systems	3	SP	PP	30/09/2012 (M6)	31/10/12
D4.3	Methodology for evaluation of DISCOVER platform and users	4	R	PU	30/09/2012 (M6)	28/09/12
D6.1.1	Prepare & publish a brief project presentation	6	Other	PU	30/04/2012 (M1)	10/07/12
D6.1.2	Communications and dissemination plan - includes PR plan and branding	6	Other	PU	30/06/2012 (M3)	24/08/12
D6.2	Stakeholder Database and template	6	Other	PP	30/06/2012 (M3)	24/08/12
D6.3	Project Website	6	Other	PU	30/06/2012 (M3)	10/07/12

Milestone	Milestone Description	WP	Delivery date	Date Delivered	Reason for delay
M1	Project Kick-Off meeting	1	30/04/2012 (M1)	26th-27th April (M1)	
M2	Project Steering Group set up	1	31/05/2012 (M2)	First meeting 4th July 2012 (M4)	It was decided that initially quarterly meetings will be sufficient thus the first meeting was held 3 months after the kick-off meeting.
M13	Soft-launch project website	6	30/06/2012 (M3)	21th June 2012(M3)	
M16	Launch event for stakeholders	6	30/06/2012 (M3)	21th June 2012(M3)	
M3	Project Advisory Board (PAB) set up	1	31/07/2012 (M4)	Terms of Reference and representation of stakeholder groups agreed May 2012 (M2)	Invitations to suggested members have been sent in October (M7). It was agreed to wait until the project has settled and more content is available for communication to this stakeholder group.
M15	Brand identity developed	6	31/07/2012 (M4)	30th August 2012 (M5)	The logo had been developed in M1 and the brand identity was further reviewed and established during the launch event in M3. The actual guidelines were then included and first published as part of D6.1.2 in M5.
M14	Public launch project website	6	30/09/2012 (M6)	An improved version of the initial landing page has gone live in September (M6) but the main content is still outstanding.	Creating the main project website is directly related to setting up the actual learning platform (Milestone 10), which had to take precedence and much technical work (WP3) has taken place in the background. Partners need to agree the website content and provide relevant local content. The project hasn't yet produced enough content to make the website attractive; therefore a public launch has been delayed.

Work Package 2 – Stakeholder Engagement & User Involvement

Work Package Objective

DISCOVER will pursue a strongly user and stakeholder-driven approach and a commitment to iterative design. This will increase take-up of the service, ensure usability and accessibility and increase its long term viability. Working with potentially vulnerable adults (care givers and older people) means that particular attention will be given to protecting individuals' privacy, security and dignity.

WP2 will mobilise the local, national and European stakeholders involved in care provision, care training and qualification/certification. It will engage with existing training and qualification providers to raise awareness of DISCOVER, market its solutions and implement new digital skills training content into existing training programmes. This activity will link closely to WP6 Dissemination and feed into WP5 Exploitation.

The activities of WP2 are:
- To provide the testbeds with a user engagement methodology, taking into account local engagement routes
- To enable data and experience capture for the on-going impact review and evaluation and to shape wider deployment and business model
- To establish user focus groups, expert groups, advisory groups as required
- To engage local and national stakeholders increasing buy-in for DISCOVER
- To set up a project advisory board
- To review and respond to certification needs of users

Progress made against individual tasks

2.1   User Engagement (OU, BIRM with input from all partners)

- The user engagement methodology handbook (D2.1) was developed by the OU and links made to the PIA framework and ethical checklist (D2.2) provided by HDTI. The OU contributed to shaping the ethical checklist to ensure it met the OU ethical committee's requirements for handling data collected by testbed sites in partner countries. The methodology gives guidance for working with carers and the older people they care for and includes informed consent, guaranteeing anonymity of data and safe transfer of data from the testbed sites to the OU.

- Inclusion and exclusion criteria for participants in the test bed pilots and the iterative design processes were collated from the DoW and refined. This has created transparency of the two different groups of carers involved in the project i.e. those who are involved in pre-pilot activities (such as identifying carer needs, trialling and translating materials and questionnaires etc.) and those who make up the 100 participants per testbed site who pilot DISCOVER when it has been populated with a reasonable level of content. A pre-pilot timeline has been incorporated into D4.3 to aid clarification of these different types of activities.

- At the Thessaloniki meeting it was agreed to extend the upper age limit to 75 for the pilot participants in all test bed countries but they must be caring for at least one individual over 65 who would benefit from them engaging in DISCOVER. It is important that each test bed site recruits pilot participants across the whole age range [from 18 – 75].

- The handbook stipulates a number of data collection methods that must be employed by all testbed sites and also gives optional methods that partners can use in their pilots if they wish. This approach has informed D4.1.

- In line with decisions made during the negotiation meeting, consideration of DISCOVER as a product/service is out of the remit of the initial data collection from carer focus groups and the desk-based research. Stakeholders' and carers' views of DISCOVER will be sought when the DISCOVER platform is available to showcase.

- In preparation for pre-testing DISCOVER products before they are used in the test bed pilots, a number of carers in Birmingham have been approached who have agreed to participate in this iterative design process as materials are developed. CarersMK has also agreed to encourage their members to trial materials at the OU. This is anticipated to begin in January 2013.

- A number of carers in the Netherlands have agreed to participate in the iterative design process as materials are developed, including translating the materials into their native language.

- During the Thessaloniki meeting it was agreed that the pre-pilot phase will lead into pilot phase 1. Therefore, carers recruited during the pre-pilot phase will be encouraged to continue their participation during phase 1.

2.2   Security, Privacy and Ethics (HDTI)

- A privacy framework and templates have been developed by HDTI to assist partners with conducting Privacy Impact Assessments (PIAs) in line with the information commissioner's guidelines. It was decided that each testbed partner should complete a PIA and return this to HDTI for collation into one document.

- HDTI have also developed an ethical checklist which partners have been alerted to and agreed to comply with. Each testbed partner is completing a checklist, following guidance in the user Engagement Methodology Handbook. On completion a signed and dated copy will be held by the DISCOVER Co-ordinator.

- HDTI have sent email communication to partners and presented information at the project meeting in Thessaloniki about when and how the PIA and ethical checklist templates should be completed. PIAs and checklists must be completed before focus groups meetings are undertaken.
To date completed PIAs from BIRM and AUTH have been received.

2.3   Impact Evaluation (OU with input from AUTH, ASTRA, BIRM, INTRAS)

- The initial questionnaires have been developed and will be put into the online format used by the OU. They incorporate questions from the Eurlife and European Quality of life survey indicators, to provide robust comparisons with national data held for each country, and are informed by previous research re digital engagement of learners and carers.

- The initial and final impact evaluation questionnaires will be available online and as hard copy and will generate both quantitative and qualitative data.

- The sections for evaluating learning from DISCOVER re health conditions will not be completed until the relevant DISCOVER materials have been developed.

- Responsibilities between partners for development and administration of the impact and usability questionnaires and the pre-pilot timeline have been clarified and incorporated in D4.3.

- To help ensure comparability of data collected and to encourage participants to provide in-depth answers to open questions, a short qualitative questionnaire will also be administered via a video capture system. The initial video capture system (Voxur) proposed for the project has been discontinued so an alternative system was sought. Miituu, a video capture system available on iPads has been evaluated and will function well for the project. Miituu is less expensive, more versatile then the initial solution and reasonably intuitive to use.

- A number of carers in Birmingham have been approached who have agreed to trial the questionnaires. CarersMK has also agreed to encourage some of their members to trial the questionnaires. A number of carers in the Netherlands have agreed to trial the questionnaires and to assist with translating the questionnaires into their native language. Testbed partners in Greece and Spain are responsible for translating questionnaires.

2.4   Stakeholder Engagement (CASALA with OU and all partners)

- In line with decisions made during the negotiation meeting, stakeholder engagement in DISCOVER will be sought when the DISCOVER platform is available to showcase, therefore this task has not commenced yet.

- A set of Terms of Reference (ToR) for the Project Advisory Board was devised and a template and process for engaging potential advisory board members was established. The Consortium partners then identified representatives from each local partner country, who fit the profile agreed as part of the ToR and a shortlist of candidates was drawn up. Each partner has issued an invitation pack to their local shortlisted candidates and is following up the responses.

WP2 Challenges addressed:

The handbook is a comprehensive document and partners needed assistance to fully engage with the detailed guidance such as setting up focus groups with carers to determine their needs regarding potential content for the DISCOVER platform, which feeds into T3.1. This was addressed through an online briefing and was accompanied by a specific focus briefing document that included: the aims and objectives, guidance and timetable for running focus group meetings and handling the data, a schedule of questions/topic to be covered, and an information sheet for participants and the consent form. This document will be translated into the testbed languages by the relevant consortium partners.

The focus groups were scheduled for September but were delayed as not all partners had engaged with the PIAs and ethical checklists but HDTI have resolved this through email communication and the presentation at the Thessaloniki meeting.

Responsibilities between partners for development and administration of the impact and usability questionnaires have been clarified. The OU is responsible for impact evaluation and HDTI for usability

evaluation. The OU will develop and trial the impact evaluation questionnaires and the Miituu video questionnaires. Data will be collected by the OU in the UK and partners in Greece, Spain and the Netherlands. Impact data will be analysed by the OU. HDTI will develop the usability questionnaires and collect data in the UK and partners in Greece, Spain and the Netherlands. Usability data will be analysed by HDTI.

Significant results achieved in WP2:

The handbook and focus group briefing documents are being used by partners. Two focus groups have been held with carers in the UK and the findings fed into the initial carer needs report (annex 1 in D3.1). Desk based research into carer needs, both from literature and carer websites was undertaken and fed into the report to inform content production and mode of delivery including acquisition of basic skills to get started with DISCOVER . The focus groups in Greece, Spain and The Netherlands are on schedule to be completed during October and November.

The initial questionnaires, information sheets and consent have been constructed. Miituu has been evaluated by partners and will be used in all testbed pilots.

Next steps for M7-M12:

The next steps are to

- Update the handbook following the Thessaloniki meeting.

- Collate and analyse the data from the pilot testbed focus groups to update the carer's needs report.

- Carers to participate in the iterative design process need to be identified by INTRAS and AUTH.

- To collate the returned PIAs into one document, remind partners of PIA review dates, and continue to assist with the completion of PIAs and ethical checklists.

- Update questionnaires following review by partners and develop Miituu video questionnaires and translate the questionnaires into the test bed languages and trial questionnaires with groups of carers

- Carers to trial questionnaires need to be identified in Greece and Spain

Work Package 3 – Service Adaptation & Customisation

Work Package Objective

WP3 will develop an approach to digital skills and care skills learning that will accommodate skills and knowledge development across a broad spectrum of digital literacy and care competencies. A curriculum framework will be developed that provides opportunities for learners to step onto learning pathways that support a variety of learning experiences and processes. This includes video resources and guides, discrete interactive SCORM compliant multimedia resources and online simulations designed to promote more engaging learning experiences to social networking and e-portfolio creation designed to leverage the power of learning communities and enhance employability. WP3 will develop the DISCOVER platform and provide integration of the local test bed approaches to learning and learning content already in use.

The activities of WP3 are:

- To analyse stakeholder needs and specify requirements that will inform the design, content and technology base of the learning and skills development opportunities provided by DISCOVER
- To specify the requirements and design of the DISCOVER dissemination website (in cooperation with WP2) and learning portal
- To conduct a review of publicly available learning materials, materials provided by existing agencies and those in use by DISCOVER partner organisation
- To determine the reusability of these resources, the extent to which they can be internationalised, and the extent to which they can be embedded within or signposted from the DISCOVER portal
- To explore the creation of a flexible curriculum model providing learning opportunities that cater for learning with a range of digital skills, literacies and access to technologies
- To ensure the curriculum framework reflects national / international competencies
- To ensure elements of this curriculum framework support publicly accessible, just in time learning opportunities towards accredited and structured learning
- To create web-based digital learning resources that will range from discrete learning packages deliverable via mobile and computer systems to more content rich and interactive learning resources that include, for example online simulations
- To provide training resources and additional support that explores and encourages personalised and collaborative learning and evidences learning using the platforms MAHARA and MOODLE
- To support, via the development of a curriculum designed to support flexibility of use, the integration of DISCOVER learning within existing care training programmes to promote changes to care delivery
- To signpost learning opportunities using IPTV
- To include the use of new and emerging digital technology where appropriate into existing care training with the aim to encourage changes to care delivery
- To provide learning opportunities and resources that are available in the project languages Greek, Spanish, Dutch and English
- To build the DISCOVER platform
- To link to WP4 regarding localisation of the content and integration into existing services in the four testbeds
- To get content accredited nationally in each of the partner sites.

Progress made against individual tasks

3.1   User Requirements (BCU with OU)

• Analysis of user needs generated by initial focus group in BIRM and desk based research activities conducted by the OU has been completed. This analysis has informed initial ideas for resources, and learning pathways described in D3.1. Further discussions during and following the 6 month partner meeting in Greece in October 2012 have further informed our planned design of resources and pathways.

• Systems testing in libraries and across various home PC's used by students at BCU, in addition to findings from research activities described above have led to a framework of design principles being developed that sets out performance markers for the various resources DISCOVER will produce. These markers refer to issues such as available bandwidth, computer and software specifications and the nature and specification of media used to create DISCOVER resources. These considerations are documented in D3.1.

• Testing of various components has been conducted exploring the technical performance of such components for example when they are served from the DISCOVER servers based in Spain and accessed from PC's based in the UK (e.g. Lectora resource performance), and when different media configurations are used within those components e.g. different video and panorama specifications used within VCC simulations; all with a view to promoting optimal usability by DISCOVER learners.

• Further evaluations of the range of e-learning solutions available to create DISCOVER resources have been on-going during this first 6 months. This has led to additional solutions being adopted such as Scoop.it, an impressive web resource aggregator, while other options have been disregarded such as Xerte, which will be replaced by Lectora as a content creation tool.

3.2   Content Creation (BCU with OU, AUTH, BIRM, CETEMMSA and validation from testbed partners ASTRA and INTRAS)

• This initial period has focussed largely on design and user needs specifications. Content creation activities are scheduled to begin in earnest from October 2012 onwards. Early content creation activities already in progress involve the development of curations of carer-relevant resources reflecting a number of key themes using a service provided by Scoop.it. For example pre-existing, information about health conditions, digital and carer skills are being "scooped" from the web to create curations of resources that can be easily accessed by carers. We have moved towards consensus on the meta-design of DISCOVER's learning provision and now have concrete ideas that will inform specific resource creation. This design and related content specification will be mapped out and described in D3.1 v2.0 during November 12.

• An upgrade to and extensive testing of has been undertaken with BCU's Mediasite session capture system. This system will provide a core foundation of content that can be delivered via multi-channels within our DISCOVER learning provision.

• There has been on-going evaluation of the MOODLE and MAHARA components of the DISCOVER learning platform which have led to recommendations for future upgrades and have informed the nature of help and support that may be required to enable optimal engagement with these components.

- Early testing of basic integration of sample DISCOVER learning technologies have been conducted within the initial MOODLE deployment. E.g. Lectora content, VCC content.

3.3   DISCOVER Platform (CETEMMSA with CASALA)

CETEMMSA work during the first 6 months of the project has focussed on task 3.3, which will deliver the functionality required for the various test beds to promote optimal access to learning content by participants. Activities performed within the scope of this task include:

- Set up of the environment for the development of the DISCOVER platform, including development server deployment and configuration.

- Specification of the DISCOVER platform. A decision has been made on the base component of the DISCOVER platform following analysis of available options. A first deployment of Moodle + MAHARA as the base of the DISCOVER platform has been released to support partner testing of these course management and e-portfolio systems.

- Delivery of D3.2: Technical specification of the DISCOVER platform has been written and delivered.

- An analysis of the local systems and components that are going to be integrated within the DISCOVER platform has been performed to inform the most appropriate integration approaches.   Support has been provided to test bed partners to promote decisions about local integration and to achieve consensus on the extent to which some components will be common to all pilot partners. Preparation of D3.3: A technical specification of the local systems is being prepared. This document will cover how the integration of components and local systems will be performed within the DISCOVER platform. This document is planned to be delivered at the end of October 2012.

3.4   Content Integration in Local Systems (CETEMMSA with ASTRA, AUTH, INTRAS & BIRM)

- Significant groundwork has been carried out in preparation of local system integration for D3.3 above. This task is due to commence after the platform is available in M14.

WP3 Decisions Made

The DISCOVER learning pathway design has been defined, initial resource specification and choice of content creation tools has been achieved. The framework informing carer learning contexts and the technical and accessibility issues relevant to carer learning has been agreed.

Decisions made are related to defining all the technical specifications (see deliverables 3.1, 3.2 and 3.3). It has been decided which components are going to be used as the base of the DISCOVER platform according to user requirements and expected functionalities, as well as which components are going to be integrated as part of the DISCOVER platform and which local systems will be used in each test bed. The method of integration i.e. the development of APIs, Moodle plug-ins and other communications mechanisms have been defined for each component accordingly.

Challenges addressed in WP3

From a content creation perspective identifying and achieving consensus on the nature and specification of content across pilot partners has been challenging and we anticipate will continue to be so as local needs and support systems vary. In addition, although initial user requirements have been specified and agreed we understand that these requirements will be refined and supplemented as stakeholder engagement and piloting continues. This necessitates WP3 to adopt flexible and agile approaches to content creation and rapid prototyping solutions have been developed to support this.

The challenges of creating internationalised content available to all pilot sites have been explored and solutions have been identified to promote localised content. For example the extent to which some pilots sites can commit to bespoke authoring efforts have been explored and agreed in principle.

Most significant challenges addressed are related to the understanding of the local systems and definition on how the DISCOVER platform concept should be developed. Some of the local systems and components are owned by different partners, meaning work on the technical understanding of how these components work has been done.

Significant results achieved in WP3

The more detailed understanding of carer learning contexts and development of a framework to inform optimal learning experience design has led to an agreement on DISCOVER learning pathways and initial content specifications.

The most significant result is the complete technical specification of the DISCOVER platform, regarding the platform itself as well as the components to be integrated within it and how this integration will be done.

The first test instance of Moodle has been deployed to let the partners experience and test the learning environment, which is the basis of the DISCOVER platform. This means some content can be shared with the partners to demonstrate how some of the local systems (e.g. Virtual Case Creator) look and perform.

Next steps for M7-M12

- Content creation and pathway resource design activities will now begin with a view to early release of initial content by M14/15.

- The integration of the contents and local systems within the DISCOVER platform will be performed over the coming months until M13.

- During this period, the customization of DISCOVER platform will be also performed. Style, look and feel of the platform according to the users' expectations will be developed.

- The purpose of the technical work development until the end of the integration period (M13) is to finish the integration of components and contents to be ready for the starting of the pilot trials.

Work Package 4 - Service Pilots

Work Package Objective

To define the appropriate methodology for the validation and evaluation of the DISCOVER platform and service by its users and pilot personnel, in order to highlight the significant impact potential of DISCOVER in four (4) different countries.

The activities of WP4 are:

- To implement the DISCOVER service in each testbed site
- To run and support the service for a 12-month operational period
- To ensure that user training occurs
- To demonstrate the significant impact potential of DISCOVER service in four different countries
- To validate and evaluate the DISCOVER Service
- To verify that the business procedures involving the new service are updated to support it.

Progress made against individual tasks

4.1   Deployment Planning
- Delivery Date: D4.1 Pilot Plan is due in M15 so this task has not commenced yet

4.2   Pilot Site Installation, Support and Training

- Delivery Date: D4.2 Training Material and Quality of Service Assurance Report is due in M16, therefore this task has not commenced yet

4.3   Piloting Phase (AUTH, ASTRA, BIRM, INTRAS with support from BCU, OU and CETEMMSA)

D4.3 Methodology for the Evaluation of the DISCOVER platform and its users

- Efforts were spent this period for defining the appropriate validation methodology for the evaluation of the DISCOVER platform and service, through its users and pilot personnel, in order to highlight the significant impact potential of DISCOVER in four (4) different countries.

- During this task we have managed to define the overall evaluation plan, as a process that will be followed, with specific methods to be used and a detailed timeline and activity plan that can be used as a guide by the local pilot partners.

- The evaluation tools that will be utilised and the evaluation criteria and metrics that will be applied to measure the overall performance and impact of DISCOVER platform and service, were described in detail.

- Draft survey questionnaires and templates for monitoring and evaluating the overall pilot performance are designed.

- All of the above activities will also help inform the development of D4.4 Pilot and Service Methodology and D4.5 Service Evaluation and Adaptation Report.

4.4 Pilot Evaluation and Service Adaptation (HDTI with input from AUTH and all other partners)

- Started to prepare how we will implement the testbed pilots and have devised a ten-point plan for recruitment and engagement of the DISCOVER participants.

- Delivery Date: D4.4 Pilot and Service Methodology Report is due in M27 and D4.5 Service Evaluation and Adaptation Report is due in M25, therefore these tasks have not been completed yet

4.5 Post Implementation Review (HDTI, AUTH with inputs from all partners)

- Delivery Date: D4.6 Post Implementation Review is due in M30 therefore this task has not commenced yet

WP4 Decisions Made

The development of a ten-point plan for the recruitment and engagement of the DISCOVER participants.

Challenges addressed in WP4

The definition of the appropriate metrics for evaluation of the DISCOVER platform and its users.

Significant results achieved in WP4

The development of questionnaires that have been designed specifically for the usability of the DISCOVER service and the overall metrics and evaluation criteria that have been applied.

Next steps for M7-M12

- Improve and update the questionnaires and work on the pilot deployment planning.

Work Package 5 – Mainstreaming and Exploitation

Work Package Objective:

WP5 will support the development of DISCOVER as a service that can be mainstreamed in the testbed sites and explore the commercial marketability of project outputs. The aim is to develop a sustainable service that will last beyond the project lifetime.

The activities of WP5 are:

- To develop an in-depth knowledge of the needs of the users and existing/competitive solutions for those proposed by the DISCOVER service. As part of this research (linked to WP2 User Engagement) to understand potential barriers (financial/social) that might prevent uptake of subscription services as part of wider deployment and business models, particularly for low paid domiciliary workers.

- To develop a business plan for the exploitation of the DISCOVER solution beyond the life of the project, including a view for a phased deployment of the solution in European markets based upon user acceptance during the pilot phase and including linkages with existing certification.

- To develop an operational and organisational model for a post-project entity or entities that will serve to advance and support the technological solution and educational content development and to ensure its sustainability beyond the project term.

- To identify multiple sources of funding for the exploitation of the DISCOVER solution, with a particular focus upon public authorities and the development of Public-Private Partnerships, but extending as well to private investors, industrial actors and others within the value chain.

Progress made against individual tasks

5.1   Market Assessment (HDTI with input from all other partners)

This task is focussed upon the development of a complete view of the value chain related to developing digital skills for carers, including both informal and formal carers.

Early research has indicated that there are in effect 5 different markets. They are influenced very differently by the following factors:

1. Demographics
2. Geographic spread (urban vs. rural)
3. Technological infrastructure (internet/ broadband access etc.)
4. Culture (e.g. nuclear/ extended and fragmented family structure)

For a viable entry into a new market, the following requirements are necessary:

1. Customer segments
2. Channel
3. Customer relationship management
4. Revenue streams
5. Unique selling proposition
6. A competitive advantage
7. Key resources
8. Key activities
9. Managed cost base
10. Key partners

It has not been possible to satisfactorily identify the level of existing competition to date, but this will be further informed by the data expected from WP3. Information provided from the pre-project research has helped, however in order to take this further we are looking to undertake a number of telephone surveys (10% of local government provision) in order to gain a structured random sample. In addition, a 'naive customer' simulation will be conducted.

The level of demand for the DISCOVER product has also been difficult to gauge and again will be further informed by secondary data and input from WP2. HDTI are also looking to undertake a small number of 3rd sector interviews with the following organisations:

- Age UK
- Grandparents plus
- Independent-age
- Years Ahead

This should enable HDTI to identify the level of need for DISCOVER products. Responses from testbed surveys (post market analysis results) will also assist with this.

Inputs from BIRM with regard to focus and analysis of existing suppliers assisted with this task, and it will take some time to act upon and integrate this data for use in the next stage of the market analysis.

5.2   Business Strategy & Development (HDTI with input from all other partners)

This task will result in the overall strategy for the launch of the DISCOVER solution in the marketplace. Early indications are that the continuation strategy will need to be cognizant of the following needs:

1. A self -sustaining (break-even) business with controlled costs and stable/ predictable revenue streams

2. A product / service that would be desirable for another organization to acquire/ merge with (see point 1. Above)

3. Independent technology/ platform/ hardware that can be easily disengaged, acquired or merged with another organization

4. Skill-sets to manage 3. Above (having employees with the skills to run independent technology etc.)

5.3   Preliminary Deployment Strategy (AUTH with inputs from all partners)

- Delivery Date: D5.3 Deployment Plan is due in M32, therefore this task has not commenced yet

5.4   IPR strategy and management (BCU with inputs from BIRM, HDTI, OU, AUTH, CETEMMSA and INTRAS)

- The Consortium Agreement has been developed including an extensive section on IPR, which has been provided by HDTI. All partners have considered their project contributions and identified any background. This section will be used as a basis for the IPR emerging strategy, which will be reviewed and adapted in stages during the project (M12 and M24 are the planned review dates).

WP5 Challenges addressed

Progress on the deliverable (D5.1 Market Assessment Report) slowed to some extent due to the summer holiday period, which was anticipated. In addition to this, the detailed development requirements of WP2 and WP3 took longer than originally anticipated which had an impact on the delivery of this task and contributed somewhat to the initial delay in the market analysis. However we now have a plan in place to obtain some substitute data as mentioned above.

There may possibly be an overrun of the scheduled deliverable by up to 15 working days, but we are still hopeful that this will not materialise.

Significant results achieved inWP5

The Consortium Agreement has been developed.

The research that has been undertaken to present has mainly been desk research and the macro analysis is progressing well.

Next steps for M7-M12

- A telephone survey is planned of existing users to gain evidence base for further research.

- A small number of interviews will be conducted with 'experts' from the Third Sector to gain a better understanding of carer needs.

Work Package 6 – Communication & Dissemination

Work Package Objective

This work package is dedicated to managing all project Communication and Dissemination activities including production of website, marketing materials and stakeholder engagement.

The activities of WP6 are:

- To communicate, share and disseminate project activities, learning, outcomes and prototypes from DISCOVER with local, national and European stakeholders and key target audiences, raising awareness and ensuring a high visibility across the whole value chain.

- To seek critical feedback from peer network and provide opportunities for stakeholders to make suggestions against any aspect of the project

- To focus on exploiting deployment of the project outcomes to enhance the level of market acceptance and impact on end users

- To establish links with other networks to stimulate an exchange of information and knowledge

- To highlight and create interest in the more innovative elements of the project such as the dynamic training platform and engagement technologies.

Progress made against individual tasks

6.1   Communications & Dissemination Plan (CASALA, BIRM)

- A DISCOVER Communications & Dissemination Plan D6.1.2 was developed by CASALA in conjunction with BIRM in August 2012 and describes the strategies and activities for successfully and effectively promoting knowledge and relevant project achievements. This will be adopted by all partners to facilitate the exploitation and deployment of project outcomes.

6.2   Community of Interest (All Partners)

- DISCOVER is still at the early stages and the main focus is raising awareness about DISCOVER and its vision, goals and activities; securing involvement of all key stakeholders to exploit future opportunities and advantages and identifying "project champions" to extend reach of DISCOVER into wider networks of engagement as well as a peer network of critical friends for product development.

- The new Contact Management System (Highrise) allows the creation of a Master File/Database of Stakeholders at local, national and international level. The stakeholder database of contacts will contain the stakeholders and interested partners segmented according to potential information needs and interests. The database will be continuously added and updated during the lifetime of the project by the individual dissemination leads for each partner so as to provide a platform for regular involvement of stakeholders in the areas of their interest.

- All Partners have contributed an initial set of national and local contacts for the Stakeholder Database as described in D6.2.

6.3 Develop the DISCOVER project website (CASALA, CETEMMSA)

- The initial landing page was launched in June 2012. A broader DISCOVER public website is currently in-progress, which will feature additional menus such as the Project Consortium, Events, Committees, Share An Idea, Links etc. This will encourage interactions and engagement with our visitors / members of the public.

6.4 User led dissemination

- Andrew Macfarlane will meet with the Minister Kathleen Lynch on the 16th of October 2012 to discuss the DISCOVER Project in detail with the view to putting DISCOVER at the heart of national policy for older people in Ireland.

- Partners agreed to use Miituu as an easy way to capture user opinions.

6.5 Branding and Identity (CASALA, BIRM)

- Over the past 6 months we have developed and completed the DISCOVER brand identity, including the design of the DISCOVER Logo, Pull-Up Banners (including translations), Presentation, and an Information Sheet (flyer).

6.6 Dissemination (All partners)

- CASALA has facilitated the launch of the Discover website and the various Soft and Public launches. ASTRA, AUTH, BIRM, CETEMMSA and INTRAS have started to engage local, national and European stakeholders through presentations, publications, newsletters etc. A dissemination log has been established to collect evidence of publications. Over 20 dissemination engagements across the partners have taken place in this period.

Significant results achieved in WP6

- CASALA have secured a meeting with Kathleen Lynch TD Minister of State, Department of Health and Department of Justice, Equality and Defence with responsibility for Disability, Older People, Equality and Mental Health.

Next steps for M7-M12

- CASALA's first press release will follow shortly after the meeting with Minister Kathleen Lynch. We envisage that the press release will raise awareness and attract traffic/audience whether it be carers, carer association, support group or service provider.

- Following attendance at the 6-month Project Review Meeting in Thessaloniki, CASALA has an opportunity to strategically review future developments and our approaches.

- CASALA plan to have the first DISCOVER newsletter for the end of October 2012, with a promotional video of the project following thereafter.

- On-going communication with our project partners allows CASALA to keep abreast of current and future developments as we all strive to create and maintain a strong and reputable platform (DISCOVER) that will ultimately become the single point of entry for carers.