

# silverskills



Project presentation

V1.2 – January 2017

The TSBank project is funded by the European commission and the Active and Assisted Living Programme



# Mission and Vision

- MISSION

*Silverskills promotes and facilitates the exchange of knowledge and services across generations by putting into connection elderly volunteers and a wide array of younger users.*

- VISION

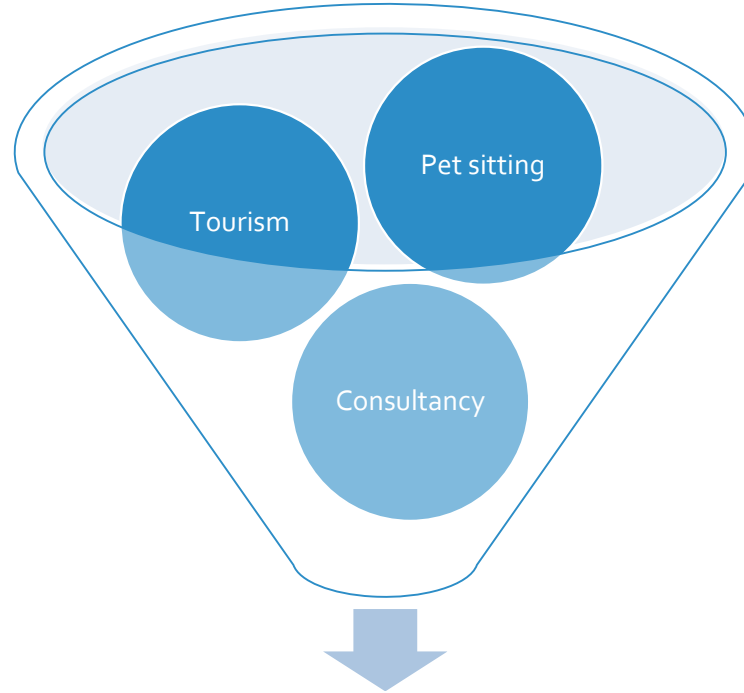
*Silverskills enhance the social benefits of active senior's volunteering and to bring generations and cultures closer.*

# Social impact

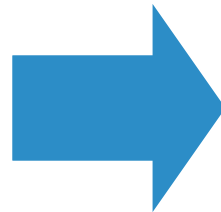
- Improve the **quality of life** of the participant elderly by giving them a way to help others and use their time productively, which will increase their **happiness** and self-esteem
- Promote **intercultural and intergenerational exchanges** between people of different cultures
- Increase **inclusion**, agency and a sense of belonging;
- Enable **knowledge transfer**;
- **Empowering** elderly individuals to promote them to **co-lead** the process of improving social and community benefits and reducing the negative effect of the **age gap**;
- Design technology tailored for **elderly citizens'** use and well-being.

# Product Overview

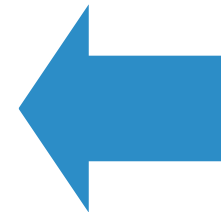
- Silverskills is a web-based platform that will match volunteer elderly work with specific work needs.



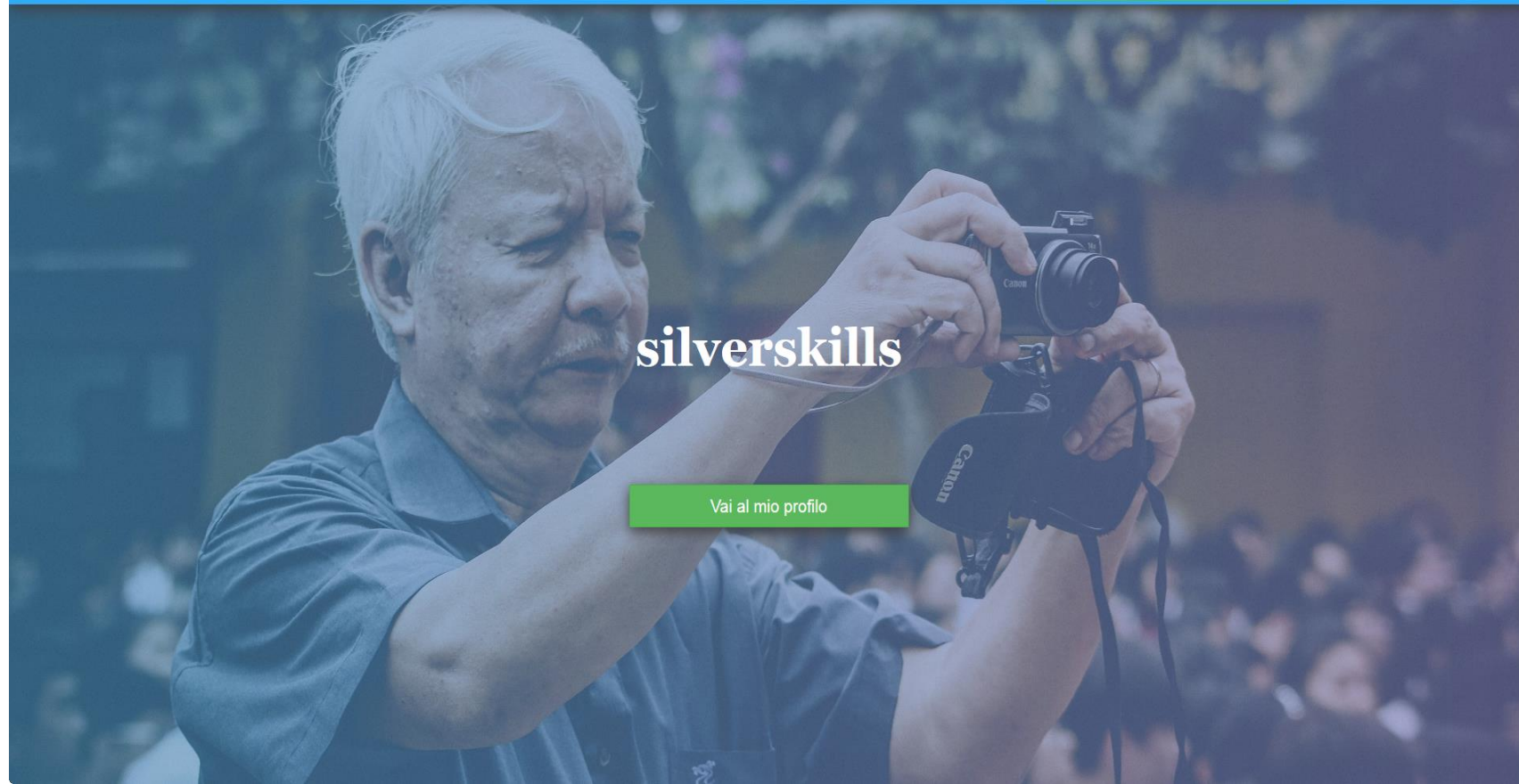
Elderly volunteer work



**silverskills**



People looking for help



silverskills

Vai al mio profilo

# Product Features

People looking for support can then consult the platform for volunteer elderly that match the sought needs, and the platform puts both parties in contact.

Step by Step:

1.



Registration with the online tool via a simple interface and insert the tasks they are willing to help on, thus ensuring they are adapted to their capabilities.

2.



People looking for a specific service looks in the platform, and the system matches their request with the available elderly support work, putting both in contact.

3.



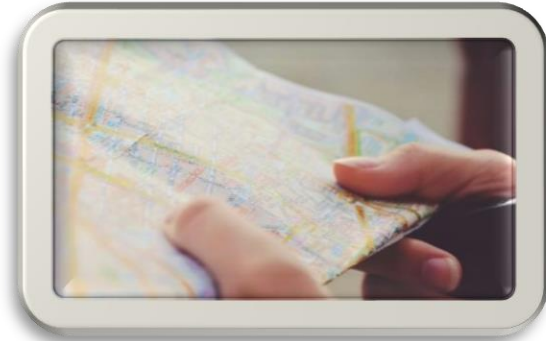
Once the support is done both parties are requested to vote/comment on each other, creating a “trust rating” that enables future help requesters to make a better selection.

# Service Modules

The system is modular. There's a single base core of features on top of which there are a series of modules dedicated to specific volunteer work areas.

The starting point areas are:

- **Tourism:** Adventure, ecotourism, bicycle,...
- **Pet sitting:** Feed, walk, training,...
- **Consultancy:** Social media, technology, legal,...



# User profile



## Volunteer

- Elderly from 62 to 75 years old;
- Active volunteers or people that benefit from the activity of the association and is an active volunteer in another place;
- Basic digital literacy

Silverskills is designed for elderly users use. The unique requirement to use it will be a computer and an internet connection.



## Beneficiary


- People looking for a specific service or consultancy



# User profile

## Simone

☆☆☆☆☆



### Descrizione

[Servizi aperti](#) [Turismo](#) [Consulenza](#) [Cure degli animali](#)

#### Dati personali

Nome: Simone  
Età: 40  
Città: Mendrisio  
Lingue: [English](#) [French](#) [Italian](#)

#### Contatto

Indirizzo:   
Nazione: Switzerland  
Telefono:   
Email: [simone.pellegrini@supsi.ch](mailto:simone.pellegrini@supsi.ch)

[Modifica il tuo profilo](#)  
[Cambia password](#)

# Trust and Community Building

The platform will guaranteeing that its users are protected from **abuse** and that their **privacy**. Security mechanisms:



- Every user can select an option that hides his/her profile. The full profile can be made visible for specific third parties selected by the user;
- Every user, be them volunteer workers or work-seekers, has a “trust rating” that is updated by the other party after a work request is fulfilled, allowing other users to determine the level of trust they can place on a platform user;
- The platform offers an internal messaging system to allow for two parties to negotiate for a service without using email or phone.

# Pricing



## Free

- or Limited time/use; has advertisements; Information about the users' opinion is limited (only sharable for TS Bank members); A free version/trial allows the platform to be used easily by a larger number of citizens and other revenues should be focused as advertisements.



## Basic

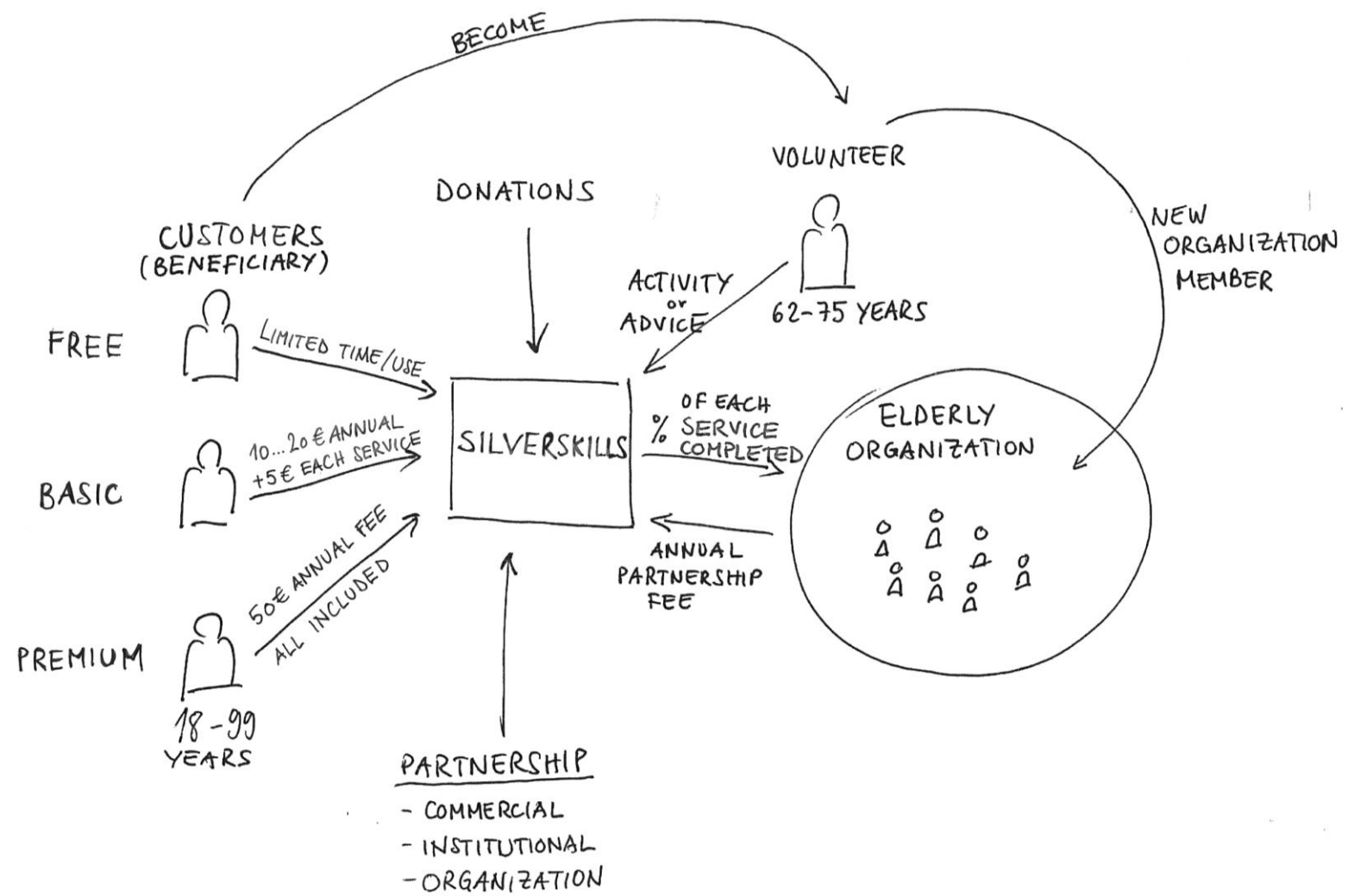
- 10€ of annual fee + 5€ for each service completed.
- Idea: Package of 10 or 25 credits or other options to be evaluated (1 credit = 1 service).



## Premium

- 50€ annual fee. All included, no more fee for service completed.
- Other forms of membership to be evaluated: options to buy credits; separately buy 1 credit; packs of 10 or 25 as example

- Strategies for customers (with benefits for TS Bank): decrease of monthly fee for family members of registered users and for recruiting friends and co-workers (by using a code at the registration - TBC);
- Membership disable the advertisements on the App; Shows details of User's information.
- Advertisement for companies related with our services like pets food, travel agency, public tourist office, etc.



# Consortium

**iTime** will be the leader / coordinator of the project, as well as the main technological partner, responsible for the technical development of the platform.



**ANA** will provide the end user information, scientific accuracy, and will organise the Romanian pilot.



**SUPSI** will provide research in active aging, scientific accuracy, dissemination/exploitation of the results, and will organise the Swiss pilot.

University of Applied Sciences and Arts  
of Southern Switzerland

# SUPSI

# Project funding

- **Duration:** 24 months
- **Starting Date:** June 1, 2016
- **Total budget:** 723,000.00 €
- **Public contribution:** 621,900.00 €
- TSBank project is co-funded by the European AAL Joint Programme and the National Funding Agencies



Schweizerische Eidgenossenschaft  
Confédération suisse  
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Swiss Confederation

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**State Secretariat for Education,  
Research and Innovation SERI**

The logo for FCT (Fundação para a Ciência e a Tecnologia), consisting of the letters 'FCT' in a large, bold, green, sans-serif font.

Fundação para a Ciência e a Tecnologia  
MINISTÉRIO DA CIÊNCIA, TECNOLOGIA E ENSINO SUPERIOR

# Contacts

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