

# silverskills



Project presentation

V3.0 – October 2018

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

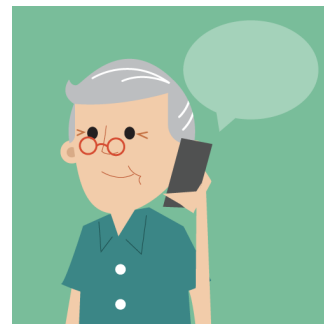
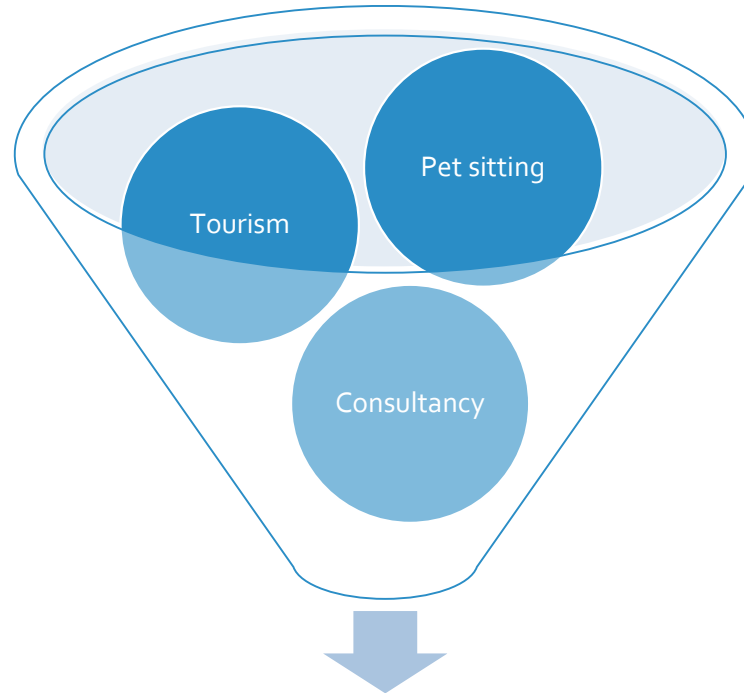
*Silverskills enhance the social benefits of active senior's volunteering and to bring generations and cultures closer.*

# 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

# The platform

The screenshot shows the registration page of the silverskills platform. The header includes the silverskills logo and navigation links: Chi siamo, Vantaggi, Servizi, and Contatto. On the right, there are flags for Italy and another country, and buttons for Registrati and Accesso. The main heading is "Registrazione" with the subtext "Scegli il tuo tipo di profilo". Two options are presented: "Cerca un servizio" (Find a service) with a button "Registrati come utente" (Register as user), and "Offri un servizio" (Offer a service) with a button "Registrati come volontario" (Register as volunteer). The page also features a small upward arrow icon in the bottom right corner.

# 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.



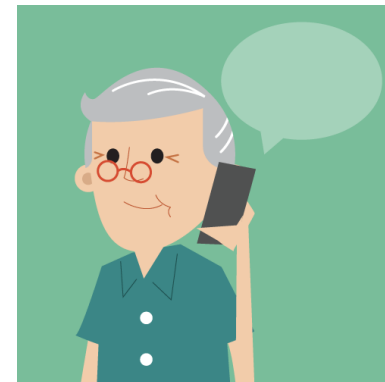
Once the support is done both parties are requested to vote/comment on each other, creating a “trust rating” that enables future help requesters to make a better selection.

# 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
- Pet sitting
- Consultancy



# 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

## Laura Rusconi

☆☆☆☆☆  
Active User




 2       0       0

### Descrizione

Buongiorno, sono Laura e vivo nella splendida valle Onsernone. Conosco molto bene la storia e il patrimonio culturale della mia Valle. Sono disponibile ad accompagnare gli interessati ad una visita del mio territorio, del museo o del mulino.


#### Dati personali

Nome	Laura Rusconi
Età	67
Lingue	Italian
Skills	

#### Contatto

Indirizzo	6661 Loco
Città	Locarno
Nazione	Switzerland
Telefono	091 123 45 67
Email	<a href="mailto:l_aura07@hotmail.it">l_aura07@hotmail.it</a>

[Modifica il tuo profilo](#)   [Notifications](#)

 Services waiting for response

# 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;

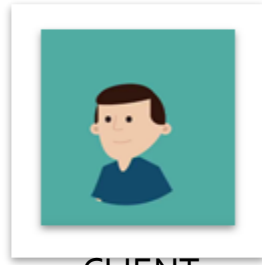


- Every user, be them volunteer workers or work-seekers, has a “trust rating” that is updated by the other party after a work request is fulfilled, allowing other users to determine the level of trust they can place on a platform user;



- The platform offers an internal messaging system to allow for two parties to negotiate for a service without using email or phone.

# New Service request



CLIENT



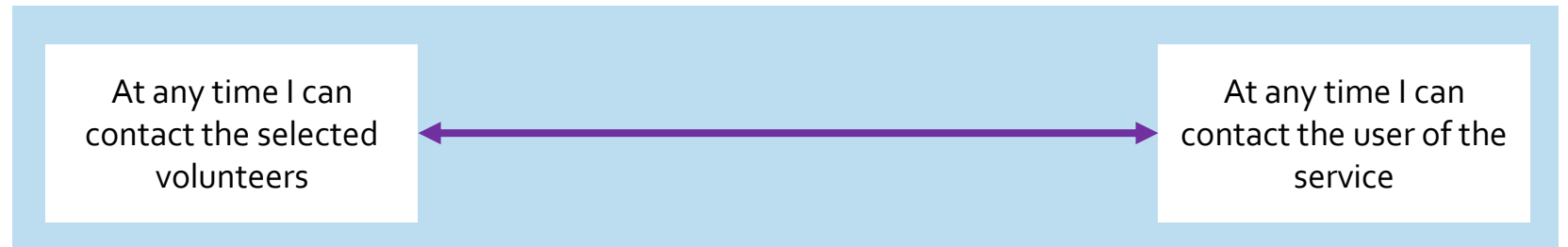
VOLUNTEER

I am available for Pet Sitting and Tousirm activities

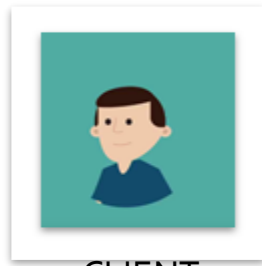
## Service request



## Chat



# Request status

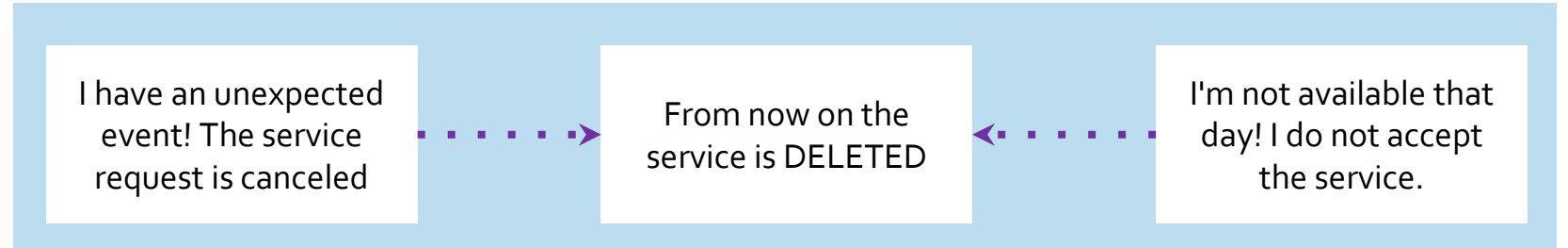


CLIENT

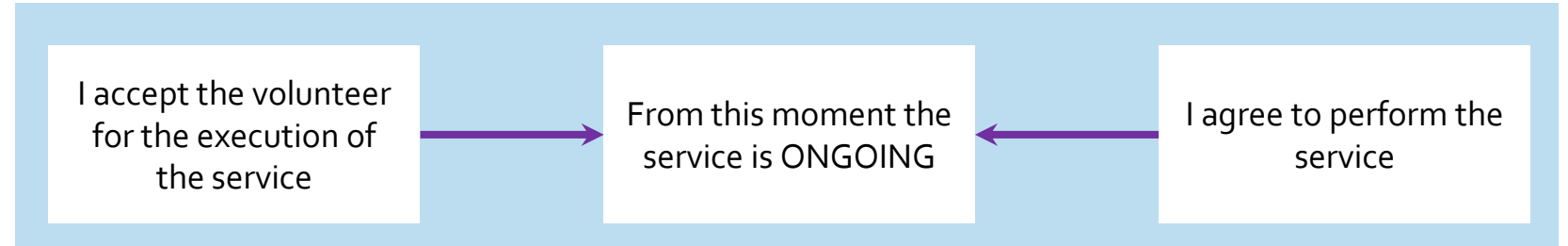


VOLUNTEER

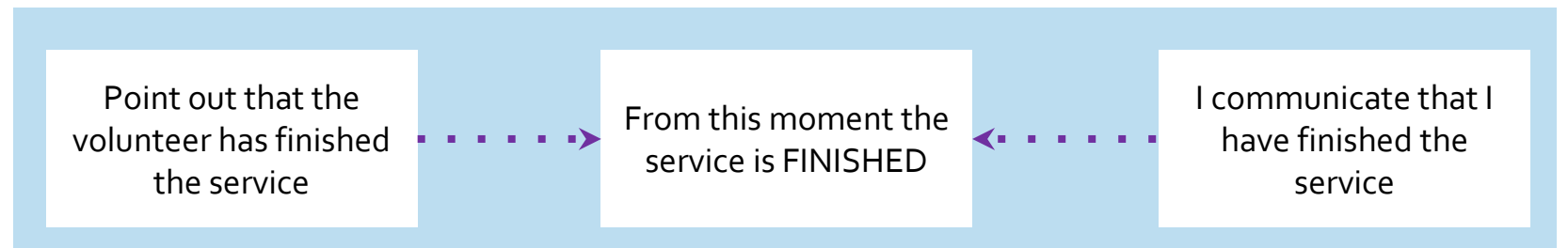
## Service deleted



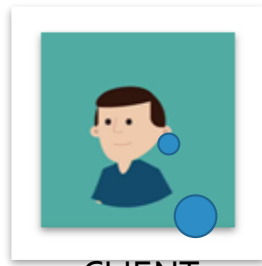
## Service ongoing



## Service finished



# Trust rating



CLIENT

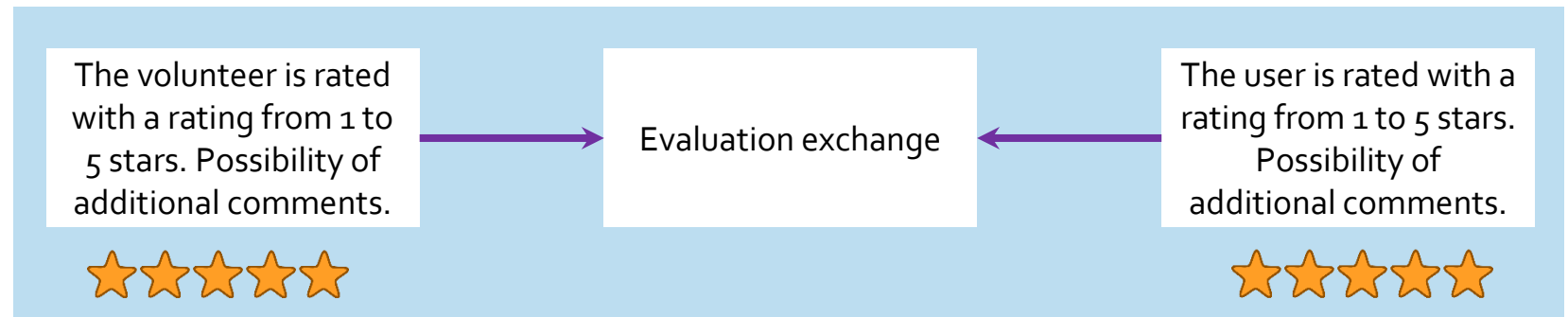


VOLUNTEER

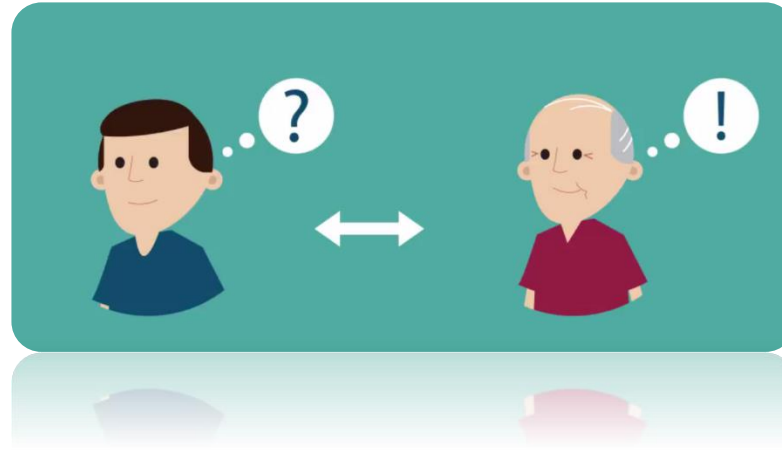
*«Marco was punctual and precise. He deserves 5 stars! »*

*"Luigi has been kind and his dog is docile. I want to let others know. "*

## Valutazione



# Pilot activity



- The platform is tested by elderly volunteers and other users through the simulation of an exchange of services.
- Through their feed-back data is collected to improve the platform and make it functional to users.

# Pilot activity Switzerland

October/January  
2017/18  
First Pilot  
15 volunteers  
5 clients

February 2018  
New version of  
silverskills

March/July  
2018  
Second pilot  
30 volunteers  
10 clients

# Pilot activity Romania

October/January  
2017/18  
First Pilot  
20 volunteers  
16 clients

February 2018  
New version of  
silverskills

March/July  
2018  
Second pilot  
19 (new) volunteers  
31 clients



# Pilot results

## TESTS AND MEASURING INSTRUMENTS

Questionnaire on acceptability: purpose of assessing the relevance and usefulness of the product.

Product quality evaluation questionnaires: Passing in two distinct moments to have a longitudinality of data and a possibility of comparison.

Final product evaluation questionnaire.

# Pricing



## Free

- Access for 1 month free trial;
- Rating system with limited information.
- With advertisements;



## Basic

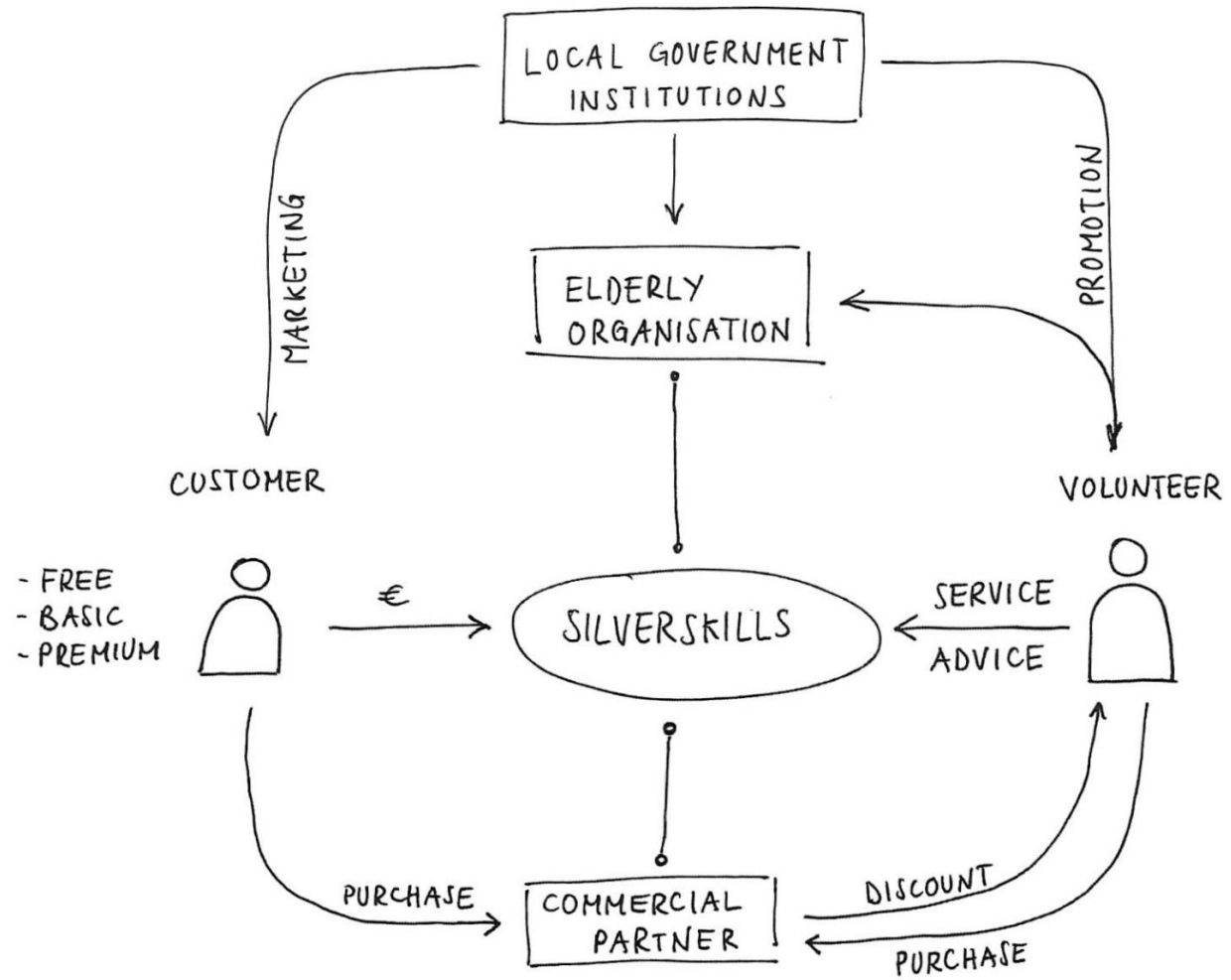
- Access for 1 year or package of 10 services;
- Cost: 20€/year;
- 3€ for each additional service;
- No advertisements.



## Premium

- Access for 1 year or package of 30 services;
- Cost: 50€/year;
- 2 € each additional service. No advertisements;
- No advertisements.

# Revenue Stream



# 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  
Confederazione Svizzera  
Confederaziun svizra

Swiss Confederation

Federal Department of Economic Affairs,  
Education and Research EAER  
**State Secretariat for Education,  
Research and Innovation SERI**

The logo for FCT, 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

- **Coordinator:** Increase Time, S.A.
- **Name:** Gil Gonçalves  
Email: gil.goncalves@itime.pt  
Phone: +351 229 396 355  
Address: Rua Dr. Afonso Cordeiro, 877 Sala 201  
4450-007 Matosinhos, Portugal
- **Website:** <http://www.tsbank.eu>