Innovations and best practices in Italy

HELPS WP3 Working Group Meeting
Berlin, 4-5 June 2012

best practices | 1 | Community building

Elderly people leading on neighbourhood change
[Verona]

the project

Experimental action aimed at consolidating the home care area and the participation of elderly population to the active life of the neighbourhood, by activating Meeting and Aggregation Centres in each neighbourhood.

The project is based on the idea that the elderly is not only a service user but a person with his experience, practical and theoretic skills, his history and wisdoma, a crucial resource for the neighbourhood and the all community.

The pursued method is to enhance self-management and forms of social participation of older people, encouraging elderly social integration and psychological well-being, avoiding states of marginalization and isolation.

best practices | 1 | Community building

the objective
Consolidating the home care area and promoting the participation of elderly population to the active life of the neighbourhood.

project leader
Municipality of Verona (Veneto Region)

partners
Public bodies: educational Institutions, ULSS 20, AGEC, Elderly Care Institute, Hospital, Centre for Voluntary Service, etc...
Private entities: associations and voluntary organizations, individuals able to deliver hot meals at the Centres, touring University of 3rd Age, etc...;
and any other subject that provides useful services to the project objectives.

funding
Funds are defined year after year, according to disposable resources directly identified in the ordinary Municipality's budget.

best practices | 2 | Housing accessibility
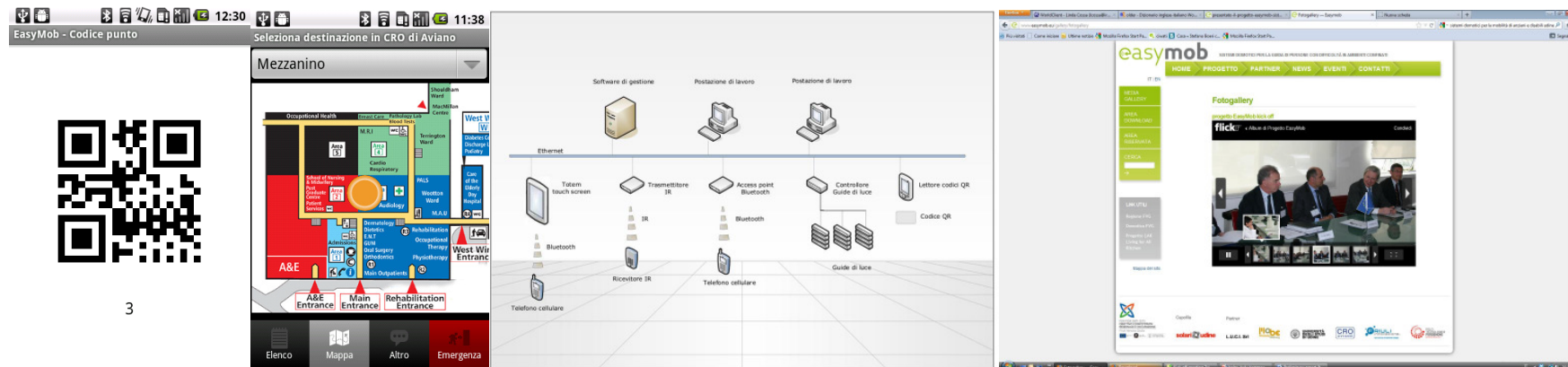
Progetto EasyMob
[Udine]

the project

EasyMob is a project based on the idea of applying automation technology to assist people in complexes space characterised by paths and obstacles that people with difficulties are not able to cope, without any help.

EasyMob develops a system based on infrared (IR) transmitters and receivers, able to lead people providing information on logistics, on the presence of any obstructions and on disposable services of the environment in which they are. Interactive displays and solutions for interfacing with mobile phones and mobile media allow the accessibility to information by all, in a personalized way.

Beneficiaries are people with various kind of problems (perceptive or mobility disabilities, orientation and location in space); so the project identifies specific solutions.

best practices | 2 | Housing accessibility

easymob

the objective
Helping disables, elderly and people with limited mobility, to move more easily inside indoor environments such as hospitals, offices, public and private structures and to facilitate their access to services.

project leader
SOLAR Udine Spa

partners
Three firms: SOLAR Udine SpA; L.U.C.I. Srl; MoBe Srl;
Research bodies: University of Udine; National Cancer Institute - Aviano IRCCS; Friuli Innovazione, Center for Research and Technology Transfer; Technological Centre of Pordenone.

funding
EasyMob is an initiative funded by Friuli Venezia Giulia Region, through the OP FESR 2007-2013, Activity 1.1 b.
The total value of the project is 2 million euros, which 1.6 million provided by Regional contributions.

best practices | 3 | Housing affordability

> only **ordinary measures** provided at national level
> defined locally in **very different ways from region to region**
> addressed not only to elderly people but to the more general category of **vulnerable people**

Some significant interventions which are also relevant for elderly people (but generally to "weak people":

1. FSA (Social Fund for Rental housing), Law 431/1998
_ additional contributions for the payment of rents
_the funds are quantified annually by the National Finance Act (Regions and Municipalities may provide for available additional resources)
_contributions are defined on the basis of a specific municipal ranking

2. Funds for architectural barriers removal, Law 13/1989
_request of contributions for the removal of architectural barriers
_tax deduction (currently 36%) to the costs incurred for the interventions
_National Funds distributed among Regions, that distribute them to Municipalities

best practices | 3 | Housing affordability

3. Voucher for domiciliary care

_**economic contribution** in support of free choice of citizens, through which it is possible to buy social services given by professional caregivers
_this kind of facility is aimed at **supporting elderly and weak people permanency at home**
_the social voucher capital was introduced at the National level by **Law 328/2000** which provides, in addition to more traditional social services network, for monetary interventions.
_**The access rules to vouchers are defined locally** through the definition of basic criteria (age, income and weakness).
_to remember the experience of **Lombardia Region**, which introduces the social voucher and largerly promotes its use in D.c.r. 12902/2003.

As regards this last measure, it is interesting to understand the **local different application of the National Law**.

best practices | 4 | Social and health care

"Social Guardian"
[Milan]

the project
'Social Guardians' is a initiative of Milan Municipality.
It has been activated in every neighbourhood of the municipality characterised by considerable presence of social housing.
There are some professional caregivers that work in the neighbourhoods, and play the role of antennas to intercept the need of the community. Proximity is the most relevant condition in this kind of action.
They operate in two ways: in a 'front desk', to receive requests of intervention by the citizens; organizing visits in the house in order to find out the non expressed needs.
The initiative is not addressed only to elderly people, but the vast majority of the recipients are elderly.

best practices | 4 | Social and health care

the objective
To know the needs of the vulnerable communities and to transmit them to the municipality, in order to be effectively treated

project leader
Milan Municipality (Social Services Sector)

partners
Aler (Regional Housing Agency)
Social Cooperatives

funding
Ordinary Municipal Budget
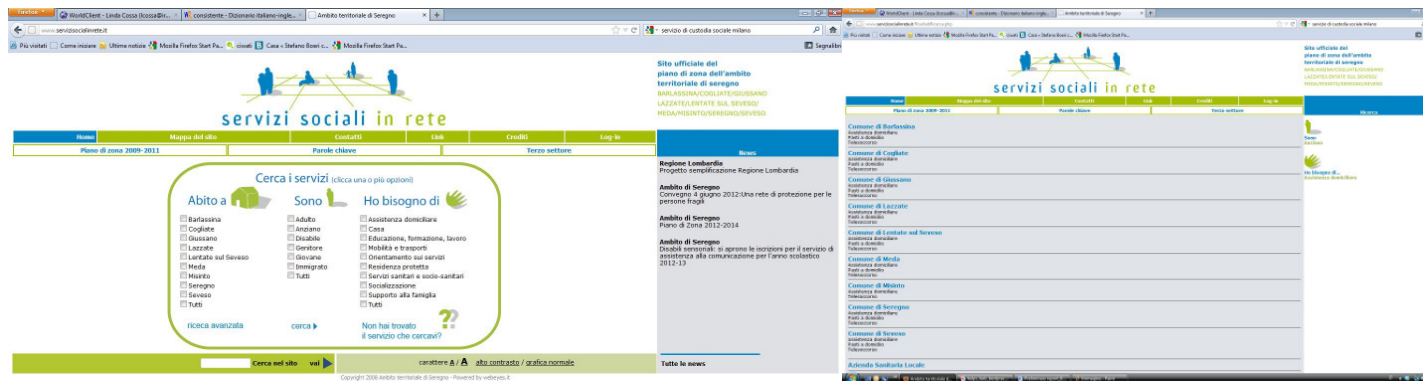
best practices | 5 | **Access to information**

The website "www.servizisocialinrete"
[Seregno, Lombardia Region]

the project

In recent years it is more and more frequent (even if not enough diffused) that elderly people can use information system, computers and internet, also thanks to the provided digital training courses for elderly. So, the most diffused and complete ways to inform elderly people and to be informed are actually the specific websites directed to services for elderly.

One significant example is the web site www.servizisocialinrete.it which is referred to the "Piano di Zona" of Seregno district (MB).

It is directed to all the citizens but selecting the category of belonging (in this case, elderly people) and, if necessary, the kind of need, it is possible to have a complete description of all the disposable (public and private) services.

best practices | 5 | Access to information

the objective
To provide for information about elderly services and promote digital interaction.

project leader
Public bodies: Social and Healthy District of Seregno
"Third Sector" which works with local municipalities

partners
The 9 municipalities which belong to the Social and Healthy District of Seregno: Barlassina, Cogliate, Giussano, Lazzate, Lentate sul Seveso, Meda, Misinto, Seregno, Seveso.
Social Cooperatives and local associations

funding
Funds coming from Social Services Area Plan.