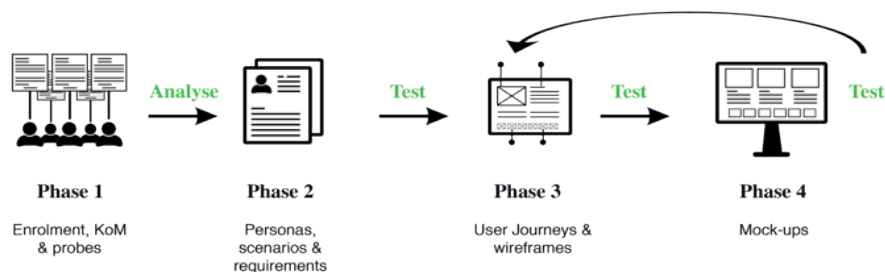WellCO is currently under development of WP2: Co-desing. The goal of WP2 is to develop WellCo concept by means of a co-design methodology with the users, in order to design scenarios as well as the functional and non-functional requirements, that will be used as reference model for the specification development and validation of the WellCo Platform and the overall system.

The co-design is going to be developed of 4 phases:

- **Phase 1** aims to understand the user needs through cultural probes and interviews.

- **Phase 2** aims to define and validate personas, scenarios and requirements.

- **Phase 3** aims to define and validate user journeys and wireframes.

- **Phase 4** aims to define and validate mock-ups.

| **Phase 1** | **Phase 2** | **Phase 3** | **Phase 4** |
| Enrolment, KoM & probes | Personas, scenarios & requirements | User Journeys & wireframes | Mock-ups |

Co-Design process makes users an integral part and central actors in the design process, ensuring that elicited requirements match with the real needs of the elderly. Thus, in WellCo, a systematic user co-design methodology, where users are central actors in all the research and innovation processes performed in the project, is followed.

Current tasks performance

On January 2018 the WellCO project has launched the co-design phase, in which the participants, both **seniors** (end users) as well as **informal caregivers** (family members) and **formal caregivers** (professionals) have contributed with interesting contributions.

In January 2018, the development of this phase was designed, being carried during February and March.

During these months we have developed Task 2.2 (WellCO requirements gathering) and T2.3 (WellCO co-desing and concept development), which are key constituents of the WellCO co-design process.

Thus, the leading entities for these tasks (**FBK** and **CON**) have merge all necessary actions in a single protocol. It describes the proposed plan-of-approach for both tasks, describing the activities, planning and user involvement.

In the phase of <u>requirements gathering</u>, user centred design and living lab approaches has been followed with representative groups of target users in order to have accurate user requirements that answer to realistic user needs.

However, groups with users' relatives and experts belonging to the multi-disciplinary team have been also created. In particular, experts from the multidisciplinary team provide a solid theoretical understanding of the psychosocial and socio-economic factors that underpin effective behaviour changes and that are the basis over which user requirements are set.

For each trial site (DK, ES, IT), 10 participants have been recruited for the co-design process, including end-users, formal and informal caregivers.

A kick-off meeting with the participants was organized in each country - a meeting with researchers involved in WellCo, social workers of enrolled organization and the participants.

Co-desing participants in a pilot site, during WellCO presentation at the beginning of T.2.2.

Use of "cultural probes" as a co-design methodology

The consortium has used the so-called "cultural probe" methodology to gather information from participants. Cultural Probes was developed by Gaver, Dunne and Pacenti in 1999 and can be used for idea generation and inspiration in a design process. We have chosen this technique because it helps to make the requirements in a more attractive way for the participants.

The use of cultural probes within WellCO is based on a Diary/Logbook designed specifically and structured in 7 days, including one activity or set of questions to be answered every day.

Also during these 7 days, the participants will send us WhatsApp messages, in a desirable ratio of 5 times a day. Through WhatsApp end-users will be able to send to a dedicated phone number provided by each partner: notes, photos, videos, audios, to provide input on a particular topic/thought. The aim was to collect data on their routines and needs for a period of 7 days. A mobile phone in every pilot site has been devoted to receive these messages. In order to get the mobile phone number of every kind of participants (users, formal and informal caregivers, 3 specific files were designed.

The findings from Diaries and WhatsApp are still pending on analysis at this moment.