



E-IRFPP project, for a training program and an European e-platform about Ageing policies in the social housing sector.

E-IRFPP :

Members :

Sweden (Stockholm)

FAMILJE BOSTADER

SABO

Czech Republic (Moravia)

MRA

ASN

City of HAVIROV

Italy (Torino)

G-ETICA

DASEIN

SRF

France (Paris)

DELPHIS

USH

LNA

Coordinator :

DELPHIS

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**the e-platform /
scheduled to open in January 2008**



Constituted of an European part and of 4 national parts, the e-platform is a privileged space of information and e-learning on the issue of ageing and stay at home policies.

The European part is the dedicated space to share informations and good practices enumerated by the partnership in the 4 countries involved in the project.

The national spaces give at each national level a detailed library about technical adaptations in the housing stock and services to the elderly, explained from the experience on the pilot sites of the project. Each national level proposes also an e-learning space for the Housing Companies' personnel which completes training sessions in classroom, with multimedia tools.

If national libraries and e-learning parts of the e-platform are private spaces, the European part of the platform is a public and free space.

Date of its opening : January 2008.

Localisation of the pilot sites: Italy, Sweden, Czech Republic, France.

Web address: www.e-irfpp.org

For more informations: delphis@delphis-asso.org



the e-platform / 3 levels of information

<i>and in each national space:</i>		
<p>European library presenting several good examples of stay at home policies in Europe</p>	<p>National library detailed presentation of the stay at home policy implemented in the pilot site of the project.</p>	<p>e-learning space interactive exercices, quiz, and other multimedia tools about ageing issue.</p>



Education and Culture

Leonardo da Vinci

E-IRFPP project has been funded with support from the European commission.

Page 2 :

In each pilot site of the project, the personnel of Social/Public Housing Companies is trained to ageing issue and stay at home policy.

Pages 3 to 5:

Description of the different experimentations in the pilot sites.

e-IRFPP / steps from the survey on the pilot sites to the e-platform

1. **Definition and analysis of one pilot site per country** : through surveys and questionnaires: existing supply, demand of tenants (for example public services...), analysis of the new potential services and their economic feasibility.
2. **Engineering of the new services** : specification of the strategic choices, of the new services and their operational organization ; the various types of personnel concerned, of the necessary competences in term of psychology, knowledge and know-how and definition of the priority requirements in terms of vocational training.
3. **Inventory and analysis of the existing in terms of training modules** and use of the blended learning techniques in the branches of public housing and care for the elderly.
4. **Definition of the services** and functions of the multimedia platform
5. **Development of the e-platform**

Training sessions / program and public

program Two sessions of two days each :

- **A first session of two days is about ageing issue** :
A specialist explains to the trainees generalities about ageing, causes of ageing, normal and pathological consequences of ageing. The objective of this training session is to understand more the process of ageing, to detect the risks due to ageing order to report them to the relevant person.
- **A second session of two days about stay at home policy** :
The trainer explains the reasons and the modalities of the implementation of the stay at home policy in the Social Housing Organism. This training session aims at a better understanding of the policy and of its results in terms of missions of the personnel.

public The public of the training sessions is large: it concerns all the personnel in direct or indirect link with the elderly: personnel of proximity, the administrative personnel, the technicians and the middle management.

The reason of this choice comes essentially from the idea that an efficient policy is a global one. A stay at home policy has consequences in all the services and at each level. By this way, all the personnel and all the pyramid have to be trained to the double issue of the ageing and of the implementation of the stay at home policy■

▶▶ The partnership

Sweden

SABO is the Swedish association for municipal housing companies. www.sabo.se/ Ylva.Sandstrom@sabo.se

AB Familjebostäder is a member company owned by the City of Stockholm. The stock consists of 22 500 dwellings, mainly built during the period 1940 - 1960. www.familjebostader.goteborg.se/ annika.johansson@familjebostader.com

Sweden / pilot site of Blackeberg - Stockholm



Pilot site of Blackeberg

Familjebostäder owns some 1100 dwellings in Blackeberg, of which approximately 335 are inhabited by older tenants. The pilot study focused on accessibility and the possibilities to adapt the immediate environment and the entrances. The demand of new services was investigated. The pilot study also looked closer on how to improve the accessibility of the dwellings. The project has developed a model of inventory and analysis of the existing stock that is applicable at all sorts of stock and neighbourhoods. SABO was responsible of the development of the training program. We cooperated with Lårgården AB, that educate in the field of caring for older people and use an e-platform in their training. The program that we developed consists of three parts; the aging process, the impact on the housing companies presented by aging tenants and what help that is given by the municipality to older people. The first part of the training was carried out in the pilot site during October - December of 2006 with 15 participants. The groups involved were the local care takers at the pilot site, area managers, disturbance officers and representatives of the executive group of the company. This part of the training lasted for two days, conducted during one day plus two half days. Another part of the training took place late in August this year for all the staff of the technical department in the company, some 20 employees. This training lasted for one day.

All together the project has developed a strategy that Swedish municipal housing companies can use in their work to improve the housing situation for older tenants. Familjebostäder is now implementing this strategy in their stock and their organization■

[Ylva Sandstrom](#)

Italy / pilot site of via Ghedini - Torino

The activities of the E-irfpp are going on also in Italy. The pilot training course was completed in April – May., in ATC Torino, with a classroom of 15 pupils: local administrators, technician, front-line and call-centre operators. The training course was successful, as we can see from the outputs of the final tests. In the same moment, the local partnership has decided to enlarge the area of activity for the E-IRFPP in Torino, waiting for the start up of the works in the pilot site of via Ghedini (see photos). >>



▶▶ The partnership

Italy

DASEIN is an Italian organization specialised in professional training. www.dasein.it/ terzuolo@dasein.it

ATC Turin is a Public Housing company of 29 500 dwellings around Turin. www.atc.torino.it/ f.dogliano@atc.torino.it

SRF is specialised in the organisation of work, professional training and local development. www.srf.it/ ibrahim.osmani@retericerca.it

The municipality of Torino, in fact, has in aim to build up a new general Social Planning of the town. So, in agreement with the "Circoscrizione" (on the territorial decentralized authority of the town), Atc Torino is studying some common actions as :

- common databases about the elderly people living in the area, with the aim to cross the housing services and the social services
- common testing of the tools of e-irfpp (common areas, special adaptations, etc.)

A meeting will take place on Nov 27th in Torino, having as a title "Forward the new social plane". During the meeting, the Italian partnership will be able to present the E-IRFPP outputs and perspectives, as well as the strategies of ATC about the elderly people's needs.

A similar meeting will take place in Torino, on the beginning of December; during the meeting, the e-platform and its contents will be shown to the other Social Housing companies in Piemonte, with the aim to develop with them the prosecution of the project■



Pilot site of via Gadhini

Ferruccio Doglione

Czech Republic / pilot site of Havirov



Study visit of community care service home during e-IRFPP meeting in MRA Havirov in April 2007.

In the Czech republic we aimed at development of services provided by housing company to the elderly tenants in the frame of the e-IRFPP project. Our local caretakers were trained on the elderly people issues because these employees are nearest the elderly tenants, they know them and can be very useful in certain situations. For example trained local caretaker will notice that the elderly person does not go out so often, has health problems but nobody who would help him. Local caretaker in this situation can tell lunches could be delivered in your flat and field social worker will help you. The training of 21 local caretakers was realised in co-operation with the company providing social services at home (SSmH Havirov) and included lectures on communication with the elderly, ageing and warning signals and typology of social services and others. Everything was finished by final examination and trainees received certificate. ▶▶



▶▶ The partnership

Czech republic

MRA - Ltd. Havirov Mestska realitni agentura is the municipal housing company founded for management and maintenance of the housing stock of the city Havirov www.mra.cz/project@mra.cz. **ASN -Asociace spravcu nemovitosti Olomouc-** is an association of Czech municipal housing companiesv.zychla@sno.cz **Havirov City -** www.havirov-city.cz/hospnam@havirov-city.cz



Training session in Havirov.

▶▶ Now they apply received knowledge in practice. The e-platform of e-IRFPP will enable to inform, educate on the elderly people issues all employees of housing company who can be in contact with the elderly tenants.

Monika Kwapulinska

France / pilot sites of DELPHIS net (16 Social Housing Cies)

In France, the e-IRFPP project accompanies strongly the implementation of the policy of labelling of dwellings for elderly in the DELPHIS' net. The *label Habitat Seniors Services*, which aims at the implementation of technical adaptations and services for elderly in the social housing stock, obliges the organisms to train all the personnel who is in direct or indirect link with the elderly on the issues of ageing and stay at home policy. The program and the content of the training sessions have been elaborated and developed in collaboration with the national association of home services, UNA and the training organism of USH, AFPOOLS. Today, the success of the first labelling and training sessions allows us to train the top management of many social housing organisms out of DELPHIS at the Label and, in a second time, to propose the training sessions for their personnel. The e-platform of e-IRFPP will be an inescapable tool of information and e-learning : on its French part, the library will propose movies explaining the Label Habitat Seniors Services from a political point of view to a technical one, and the e-learning part will propose quiz and exercises about ageing■



Leaflet of the label Habitat seniors Services

▶▶ The partnership

France

DELPHIS is a net of 16 French Social Housing Companies, specialised on R&D projects [www.delphis-asso.org / delphis@delphis-asso.org](http://www.delphis-asso.org/delphis@delphis-asso.org). **USH - Union Sociale pour l'Habitat -** is the French national Union for social housing [www.union-hlm.org / juliette.furet@union-habitat.org](http://www.union-hlm.org/juliette.furet@union-habitat.org). **UNA - Union Nationale de l'Aide et des Soins à Domicile -** is a French national union for care and social at home services [www.una.fr / c.adjadja@una.fr](http://www.una.fr/c.adjadja@una.fr)