Panel 4 Enabling the support services of the future: what role for policy makers?

Swarm intelligence and self-organising systems and networks

Recommendations for policymakers and other stakeholders

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The importance of swarm intelligence

- What can we learn from other social species in reaching our goals?

Swarm intelligence

- Swarm intelligence is the discipline that deals with natural and artificial systems composed of many individuals that coordinate using decentralized control and self-organization without the presence of a coordinator or of an external controller.

- Results are obtained from the interactions of the individuals with each other and with their environment.

Principles of swarm intelligence

- Awareness of others and environment

- Autonomy and self-coordination

- Solidarity

- Expandability

- Resilience

- *Source: http://www.swarmtechnology.us/*

- Swarm intelligence is a bottom-up driving factor of innovation at all levels:

- -technological development level

- -human development level

- -organisational level

What has swarm intelligence to do with this conference?

- Some tentative answers

- We are many, and independent one from another, although we can coordinate and learn from each other
- We have a common goal: inclusive person-centred services that are enhanced by barrier-free technology
- We have different roles, but we can move as a collective

General recommendations for all stakeholders

Be aware of the contribution and the difference that you can make.

Value the role of all other stakeholders.

Learn from each other.

Collaborate and coordinate actions.

Make resources available.

Core recommendations regarding AT

- Providing appropriate AT is responding to a human right and opening pathways to fulfilled lives, to give people control over their lives.

- Consider AT as an investment. Long term savings in AT are significant.

- Move away from public procurement regulation that aims at reducing costs by standardising and reducing options. This is the contrary of what is needed. AT is «by default» person-centred technology.

- Invest in services able to support the individual in make choices around technology and able to measure outcomes to support further policy development.

- Fund AT and AT services not only through the public health sector. Increase budgets for PCT through the social care and the support services sector, as well as the educational sector. Consider pro's and con's of personal budgets and under which conditions.

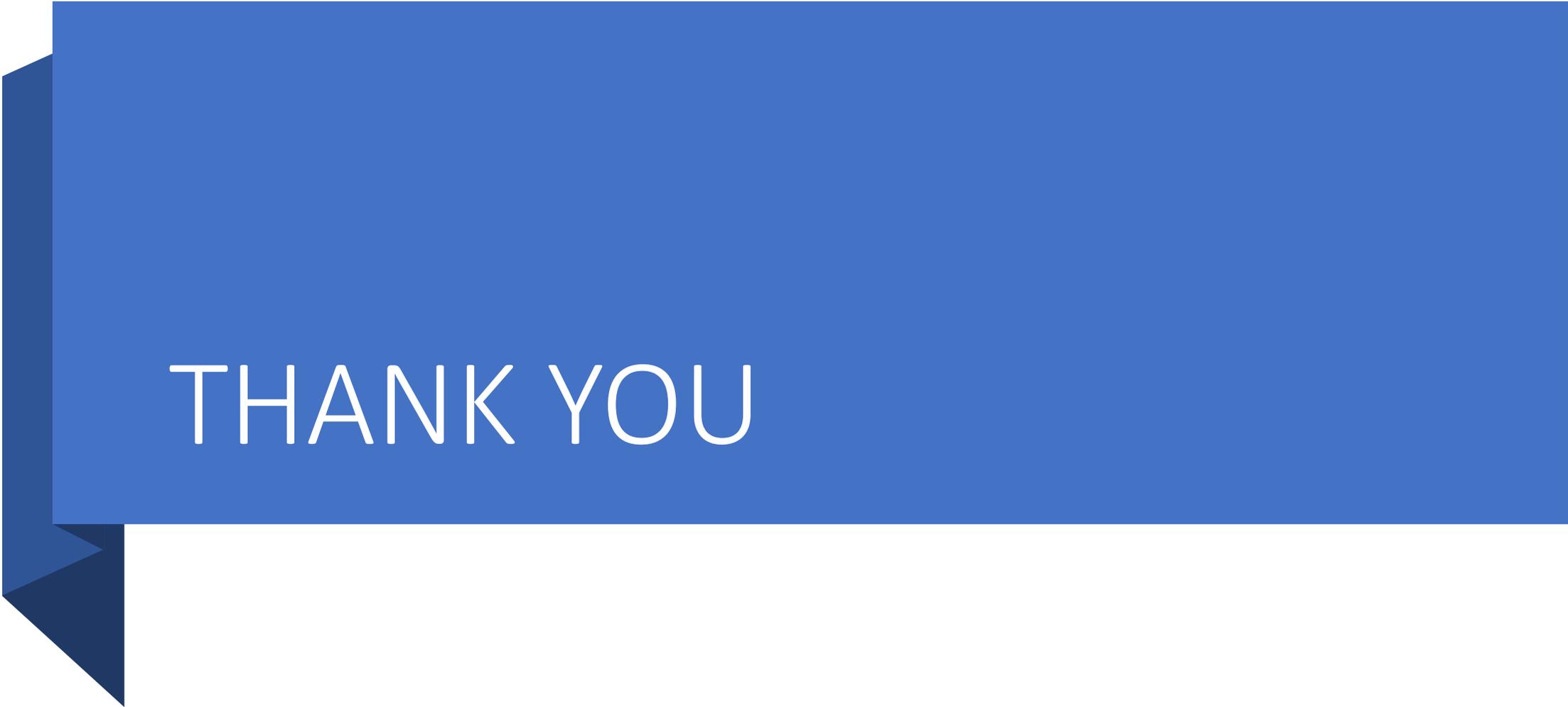## Core recommendations digitalisation in care

Service providers

- Use the technological revolution as an opportunity to definitely bury the medical model of disability.

- Choose solutions that empower both individuals and organisations

- Involve all stakeholders in the technology adoption process

Policymakers

Break through silo's. Foster integrated care and support approaches.

Support the digital transition with appropriate policies, funding, incentives, knowledge centres.

Make sure the Accessibility directives are implemented.

THANK YOU