

Meeting with Equal Care Coop August 29, 2019

- Dana: Background of project - learning commons, hub, Co-design with other partners, where we are at with each of them
- Emma: Hub focused on worker needs is interesting - e.g. worker can make a reasoned judgement for themselves to look at income and decide if they should be better off being self-employed
- Emma:
 - we are a multi-stakeholder coop, not just workers (care-givers) but care receivers and family too
 - But prioritizing these two sets of interests above all other interests
 - We are in Alpha stage - flat prototype - formal version of MVP - loads of emails, google calendar starting off with a booking tool off the shelf, combining with other off the shelf tools and making it all work in the (physical) "back end" (office/admin)
 - Overall plan over next 6 months or so
 - Tech expertise - working with local agency - doing lots of co-design with them
 - Have raised up to \$ 600,000
 - Creating a governance structure within the coop to deal with co-design of the tech
 - Mindful of how tech products tend to be developed - users as active participants in dev of it, proper voice and veto power, ongoing maintenance too
 - Because we are multi-stakeholder: Design experience and lived experience together
- 2-3 months it will take
- Next 18 months big focus on the user-experience - needs of worker and person getting support and their families
- The "how" will form part of those considerations - big picture...bring in some really important values that are not that common to how services are delivered in UK
- People getting support are encouraged to give it too - everyone is on the platform! They all have profiles on the platform
- We've got enough money to prioritise:
 - Good and ongoing governance on the co-design
 - Recruiting into the core team
- **Not so much/need support on: Infrastructure and architecture that's behind that - using Sharetribe flex until we can build onto it - something that the platform can sit on - shared with other labour-based platforms(?)**
- One of the larger coops - members of coop group in UK
- Our main interest - talking through potential governance structures to keep coop accountable to members, keep participation high
- We're not intending to employ a backend developer
- What are the core things that platform coops will need around the world - really good scheduling , etc - core things that everyone is going to need - want to focus on these
- What is it that all that sits on top of
- Bringing in CTO support

Dana:

- Interested in your co-design process and also the idea of ability for receivers to become givers and vice versa in the platform
- I think where we can best support you will be in the co-design process
- And Michelle can say more about the tech side of platform

Michele:

- We're building a hub - build this infrastructure
- Finding existing tools
- E.g. scheduling is super important but every space is different in terms of what is needed
- Best to look at an ecosystem of tools and how they can work together
- In next couple months - build the hub and try out some integrations
- Emma: What kind of existing tools ?
 - Scheduling
 - Loomio
 - Expense tracking
 - What else - (we need to keep a list)
- Emma: We're trialing Vcita, but have trouble finding open source tools
- Michelle - it will be a combo of proprietary and open source
- Emma:
 - Moving on to caregivers etc
 - So far only made a few detailed guesses
 - Haven't done co-design on use of data form worker perspectives
 - It's basically medical history and very personal - this is massive for us
 - The data ethics need to be prioritized
 - HappyDev - Frech dev coop - sounds a bit like what they are doing - a dashboard of using separate tools discretely <https://happy-dev.fr/>
 - User testing - people receiving support mostly until now
 - Sounds like we can slot into quite readily for hub/dashboard
 - Co-design for dev and maintenance going forward
 - Keep the focus on worker needs for the dashbaord/hub

Jutta

- we have been grappling with this on other projects too
- A diversity of perspectives and intent - how do we preserve ethics
- Ethical risks, governance issues, privacy, ethical data use
- It aligns well not just with this particular project but with others too

Emma

- structures of mutual consent
- E.g. Working with profile layers - interested in having someone support you - you can see a level of their profile info, if you book with them then you can see more, if you've worked with them for longer time, more data is released etc
- It cuts both ways- workers and customers too families, etc
- Knowing who can see what and why - instead of this very real thing that typically happens where huge swathes of the "back office" can see a huge amount of stuff
- Jutta: Transparency, agency,
- Emma: Nominated individuals to show your data to

Jutta

- We're working on an ISO standard that serves to negotiate who can use what
- Has similar goals and aims - this meshes well with the work we're doing

Moving forward:

- How many and who in the room for co-design?
- Jutta - we want to focus on people who have difficulty using tech - gnarly edge issues
- Emma - we've got loads of that!
- Kate: The mistrust goes very deep - this is key - **a deep mistrust** - rather than "I'm unable"
 - It should be easy to get people in the room who will be critical and engaged
 - September is impossible - October - middle October - Tuesdays and Thursdays good for co-design
 - Fewer people but digging deeper (8?)
- Jutta: if we have more than a certain number - break into smaller groups
- Kate:
 - Top out around 8 people - this is what we've been getting
 - Usability testing - we had 6 people throughout the day - super engaged and tons of feedback - almost not enough time for 6 - we have a lot of people who are committed
 - What about remote facilitation? How does this work?

Dana: we have been encouraging facilitation to come from the members/community but we can talk more about what this could look like

- Let's schedule next meeting for beginning of October (Monday, Oct 7, 8am PDT / 11am EDT)
- Then we can probably do co-design towards end of October
- Jutta: In the meantime we can send info about the hub and the questions that we have, the uncertainties, as well as ways we can support your work
- Emma: anything you need from us that would help
- We will see Emma in November at the conference!