INNOSERV
Work Package 4

European compared Selection of Innovative Social Services

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Table of Content

1. A European compared selection of innovative practices

The objective of this work package is to select 20 European innovative practice examples out of the national lists from WP 3. The selection will consider the wide coverage of the three fields (health/education/welfare services) and the widest geographical coverage of illustrations.
The examples will be evaluated according to the previously set of theoretical knowledge from WP 1-3 that led the frameset of innovative criteria. The aim of the selection is to collect detailed information about the selected illustrative practice examples including various means of media.

In order to come to a common understanding of the innovative criteria and to discuss a first selection, a consortium meeting has been held in Frankfurt on June 25th and 26th, 2012. Involving the InnoServ Consortium and the Advisory Board (also invited to the meeting in Frankfurt) assures the representation of a European-level stakeholder project. The following chapters shall give an overview of the selection process that happened prior, during and after the meeting. The process brings together national views with cross-national, European-wide considerations.

2. Description of the selection process

After a first choice of the pilot project, the Consortium was addressing the selection of 19 other innovative social services in the fields of education, health and welfare. The following chapters explain the procedure of the selection process regarding the list of 168 examples and referring to preliminary criteria (given from WP1-3) as a starting point.

2.1 Selecting a pilot project

In order to test the procedure of visualizing the social service examples, the Consortium decided to select a pilot project. Therefore, from the 168 sampled examples of WP3, a first project was meant to be selected. This pilot movie should be a chance to estimate further efforts within the filming procedure and to check the quality and work of the selected video agency.

Through a conference of the Executive Group on June 1st, 2012, the Norwegian project 'Ammerudjhemmet' (a nursing home that works as a hub for local community interaction) was considered to be eligible as the pilot project for the following reasons:
- Cross generational and community aspects
- Integrated approach (local community, volunteers, civil society, public sector working together)
- Language criteria (testing the video agency)

- Addressing different kinds of societal challenges (unemployment, elderly, nursing services)
- In line with the EC intention to support social innovation to improve the quality of care services for the elderly

2.2 Clustering the service examples – The expert groups

The collection of the European service examples (WP3) was clustered into 6 service fields. In addition to the categories 'education',' health' and 'welfare', the cross sectoral fields of 'education & health', 'education & welfare' as well as 'health & welfare' were added.

In a next step, the project Coordinator identified expert groups for each of the six service fields. The assignment referred to the specific areas of expertise of the Consortium partners. As the 'welfare' sector included more projects than the other fields, the responsible expert group got enlarged in personnel resources. The following two tables show the distribution of the projects for the general social service sectors and for the projects that cross two kinds of sectors. Below each service field you can find the responsible Consortium partners.

Social service sectors:

Education: 22 projects	**Health:** 23 projects	**Welfare:** 72 projects
UHEI, BI	USH, IAE	ENIL, EASPD, SOLIDAR

Cross sectoral services:

Education & Health: 4 projects	**Education & Welfare:** 30 projects	**Health & Welfare:** 16 projects
UHEI	HAW, RU	Diakonjhemmet, IRS

The work done by the expert groups was then completed through a 'scenario planning' (initiated by WP2). The groups were asked to identify the main drivers of innovation (out of a sample of drivers provided by the team of WP2) within their service field. Along the PESTLE factors (political, economic, social, technological, legal, environmental) the various drivers should be explored and ranked. The aim of this group exercise was to identify and then to 'score' the importance of key drivers and the changes related to them for social services.

2.3 Making a pre-selection

Prior to the Consortium meeting, the expert groups were asked to make a pre-selection of the projects within their social service fields. The evaluation and selection of the projects was led by the identified drivers of the scenario planning. It was the task for all groups, to identify 2-4 innovative ideas (2 or more projects could be summarized under one idea) out of their list of examples. Except for the 'welfare' group which was allowed to suggest up to 8 projects for the final selection.
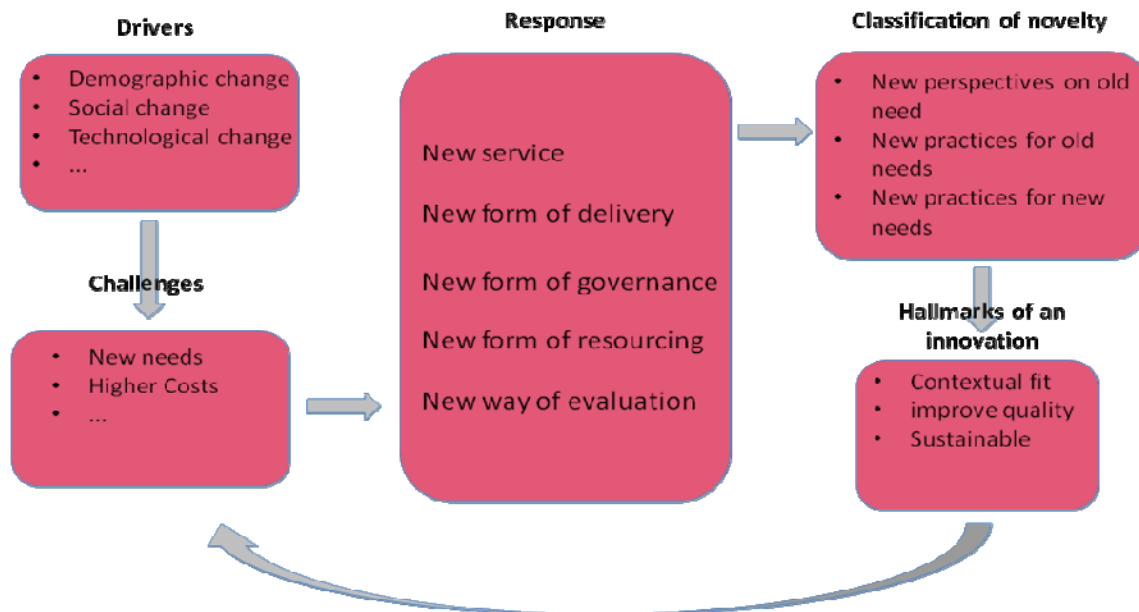
The groups were presenting their results during the Consortium meeting and a pre-final list of 24 projects was recorded. For the reason of regional over representativeness and through a content wise comparison between various projects, the list got limited down to 19. The comparison was made by checking the number and variety of criteria of innovation that the single projects are able to cover. Subsequently, the consortium analyzed and compared the projects by the specific target or user groups, the national context and the field of service. Duplications were removed and other areas got strengthened. The result of these negotiations was then the basement for further discussions.

Right after the meeting, all partners were asked again to suggest projects (from the list of 168 examples) for the pending identified gaps in the areas of homelessness and technological development.

The final selection was then made by the InnoServ Executive Group through discussing the suggestions from the partners. These intense discussions were including the question about innovativeness along the new set of criteria which was one of the results of the consortium meeting. The following chapter shall explain how this set of criteria is structured and how it can be used.

2.4 Using the InnoServ criteria model

In order to answer the key question of: 'What is innovative?' the consortium went through the results from WP 1 to 3. Therefore, the set of criteria used for the selection of innovative social service examples is mainly a result of the discussions within the workshop in Frankfurt. Based on the information and discoveries from the sampled examples and criteria identified in WP3, the reports from the language based literature review (WP1) as well as the identification of drivers for innovation (WP2) the InnoServ Consortium came to the following criteria model:

Therefore, the evaluation of the service examples was guided by the following questions:
- Does the reason for starting the innovative social service match with one of the drivers identified in the relevant service field?
- In which way does the service respond to the drivers? (in at least one of the 5 categories called 'Response')
- How can we classify 'novelty' in this service?
- What are the other hallmarks of the service?

Note: As WP2 (report on literature based criteria for innovation in social services) is finishing in parallel to WP4, the criteria shown in this report can slightly differ from documents that will be published at a later time.

The results of the discussions of the Executive Group will be presented in the following chapter 3. (the final list of 20 innovative social services).

3.   The final list of 20 innovative social service examples

No	Project Name	SERVICE FIELD	ACTIVITY OF SERVICE	PROJECT DESCRIPTION	PARTNER	COUNTRY
1	ABITARE SOLIDALE	WELFARE	SUPPORT FOR OLDER PEOPLE	*Cohabitation service for elderly people*	SOLIDAR	ITALY
2	AMMERUDHJEMMET	HEALTH AND WELFARE	SOCIAL COHESION	*Open nursing home for people across generations and cultures*	DIAKONHJ EMMET	NORWAY
3	BLUE ASSIST	WELFARE	INCLUSION FOR DISABLED PEOPLE	*Icon to help people having difficulties in asking help*	EASPD	BELGIUM
4	CIL	EDUCATION AND WELFARE	INCLUSION FOR DISABLED PEOPLE	*Accreditation of personal assistance provider training*	ENIL	SERBIA
5	DANISH CENTER AGAINST HUMAN TRAFFICKING	EDUCATION AND HEALTH	SUPPORT OF DISADVANTAGED PEOPLE	*Mobile health offer for foreign women in prostitution*	RUC	DENMARK
6	EARLY SUPPORTED DISCHARGE AFTER STROKE	HEALTH	TREATMENT OF SICK PEOPLE	*Rehabilitation and support at home of stroke patients*	USH	UK
7	ELTERN AG	EDUCATION	SUPPORT OF FAMILIES	*Preparing parents from disadvantaged backgrounds for child caring*	UHEI	GERMANY
8	EUR. CARE CERTIFICATE	HEALTH AND WELFARE	OTHER	*European Care Certificate*	EASPD	EUROPE
9	GPE SOCIETY MAINZ	EDUCATION AND WELFARE	INTEGRATION OF UNEMPLOYED PEOPLE	*Framework for use of personal skills in dependent life*	HAW	GERMANY
10	HUMANITAS	EDUCATION AND WELFARE	SUPPORT OF DISADVANTAGED PEOPLE	*Support with financial administration for people in a difficult financial situation*	SOLIDAR	THE NETHERLANDS
11	IRRE MENSCHLICH	EDUCATION AND HEALTH	AWARENESS RAISING	*Trialog seminars for the removal of stigma to psychic/mental diseases + integration*	HAW	GERMANY
12	KATYMAR	EDUCATION AND WELFARE	SUPPORT OF DISADVANTAGED (ROMA) PEOPLE	*Social support of disadvantage/Roma, supported employment*	BI	HUNGARY
13	MOM'ARTRE	EDUCATION AND WELFARE	CHILDCARE	*Network for after school childcare for disadvantaged families*	IAE	FRANCE
14	NUEVA	WELFARE	OTHER	*Users evaluate the outcome quality of social services*	EASPD/ UHEI	AUSTRIA
15	PLACE DE BLEU	EDUCATION AND WELFARE	INTEGRATION OF IMMIGRANTS	*Sewing room employing marginalized immigrant women*	RUC	DENMARK
16	REALPEARL	EDUCATION	EDUCATIONAL SUPPORT OF YOUNGSTERS	*Art-education of underprivileged/Roma children + online web shop*	BI	HUNGARY
17	RESIDENTIAL (Fondazione Aiutiamoli Onlus)	WELFARE	INCLUSION FOR DISABLED PEOPLE	*Supported living after rehabilitation programme for people with mental health problems*	IRS	ITALY
18	SANTE COMMUNAUTAIRES SECLIN	EDUCATION AND HEALTH	SUPPORT OF DISADVANTAGED PEOPLE	*Community well-being initiative through acting*	IAE	FRANCE
19	TELEMONITORING AND TELECONSULTATION	HEALTH	TREATMENT OF SICK PEOPLE	*Support of pilot projects in tele healthcare*	USH	UK
20	CHANGING FOCUS FOR A HEALTHIER OLD AGE	EDUCATION AND WELFARE	SUPPORT FOR OLDER PEOPLE	*Training of street level employees to take assignments to citizens*	RUC	DENMARK

4.   Next steps

After sharing the final list of innovative social services, the national partners have been asked to contact the people who are responsible for the single projects. It is the start of the filming process and preparations need to be made carefully and in close cooperation with the film team and the leading partner of work package 6 (producing "visual discussion material" on innovative practice examples). At the same time, the national teams are starting to prepare for the theoretically informed case studies that accompany the visual material (WP7). All gathered material will then be presented in the dissemination phase of the project trough workshops, road shows and the project website.

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