

European Social Services Conference 2017
Transforming lives through innovation and technology
26-28 June, Valletta, Malta

Agenda

SUNDAY 25 JUNE

1400-1700	<p>FRINGE EVENT – NORDIC DAY Successful integration and local substance care – how we meet new challenges in the Nordic Region <i>Event organised by the Nordic Welfare Centre and FREE to all conference delegates.</i></p>
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MONDAY 26 JUNE

1030-1300 <i>Grand Ballroom foyer</i>	Registration
1115-1200 <i>Bellavanti</i>	<p>EUROPEAN SOCIAL NETWORK MEMBERS MEETING <i>Meet and connect with ESN's work, members and team. (Open to all ESN Member Organisations by invitation)</i></p>
1200-1300 <i>Grand Ballroom foyer & Exhibition Hall</i>	Sandwich lunch & Opening of the Exhibition Space
1315-1345 <i>Grand Ballroom</i>	<p>WELCOME PLENARY Marie-Louise Coleiro Preca President of Malta (by video message)</p> <p>Christian Fillet Chair, European Social Network</p> <p>Michael Farrugia Minister for Family and Social Solidarity, Malta</p>
1345-1500 <i>Grand Ballroom</i>	<p>PLENARY SESSION 1 Setting the scene</p> <p><i>'Innovation' has become a buzzword often meaning different things. The European Union, national governments, local authorities, civil society, citizens...everyone is for innovating! But what does this actually mean in practice? How can new innovative approaches,</i></p>



	<p><i>policies and practices help public services to better fight social exclusion? And how can technology be used as an enabler in creating a more inclusive society?</i></p>
	<p>Moderator: John Halloran Chief Executive, European Social Network</p> <p>Keynote address: Social and public sector innovation in Europe – state of play Geoff Mulgan, CEO, NESTA (National Endowment for Science, Technology and the Arts), United Kingdom</p> <p>Panellists:</p> <ul style="list-style-type: none"> • Dolors Bassa, Minister of Employment, Social Affairs and Families, Regional Government of Catalonia, Spain • Maarjo Mändmaa, Head of the Public Sector Innovation Task Force, Office of the Estonian Government • Markus A. Werling, Global Vice President, SAP Industries, Public Sector <p>Panel discussion followed by an interactive Q&A with the audience</p>
1500-1600 <i>Exhibition Hall</i>	Networking break
1615-1715 <i>Various</i>	WORKSHOP SESSION 1 <i>7 simultaneous workshops selected from open call</i>
Workshop 1	<p>Building integrated, personalised services: an evidence-based community support model for people with dementia Genio, Ireland <i>[Theme: Social Innovation]</i> <i>Areas of interest: Older people</i> <i>Languages: English, Français, Deutsch</i></p>
Workshop 2	<p>Tackling youth homelessness in Denmark: a Collective-Impact approach Municipality of Esbjerg / National Board of Social Services, Denmark <i>[Theme: Social innovation]</i> <i>Areas of interest: Homelessness</i> <i>Languages: English, Italiano</i></p>
Workshop 3	<p>Caring for vulnerable children: stimulating an international community of practice Centre for Excellence for Looked After Children in Scotland (CELCIS), United Kingdom</p>

	<p><i>[Theme: Social innovation]</i> <i>Areas of interest: Children & Families</i> <i>Languages: English, Français, Español</i></p>
Workshop 4	<p>Harnessing IT to improve service delivery in Malta – Case management system and seamless integration with other service providers Foundation for Social Welfare Services (FSWS) / Malta Information Technology Agency (MITA) <i>[Theme: Technology]</i> <i>Areas of interest: Service design</i> <i>Languages: English, Italiano</i></p>
Workshop 5	<p>Work and employment in the digital age – the inclusion of those furthest from the labour market European Foundation for the Improvement of Living and Working Conditions (Eurofound) <i>[Theme: Technology]</i> <i>Areas of interest: Employment / Social innovation</i> <i>Languages: English, Deutsch</i></p>
Workshop 6	<p>The future of digital management in social services Agency of Social Services and Inclusion of Andalusia, Spain <i>[Theme: Technology]</i> <i>Areas of interest: Service design</i> <i>Languages: English, Español, Français</i></p>
Workshop 7	<p>Driving behavioural change in social protection service design SAP Global Public Sector – Social Protection <i>[Theme: Technology]</i> <i>Areas of interest: Service design / Social Innovation</i> <i>Language: English</i></p>
1930-2200 Lower Barrakka Gardens	Official reception hosted by the Government of Malta

TUESDAY 27 JUNE

0900-1030 Grand Ballroom	<p>PLENARY SESSION 2 Social innovation and technology in practice</p> <p><i>In a fast-changing world where we are facing economic and social challenges, there is an increasing need for governments and other providers to deliver more and better. This is driving the need to create new innovative approaches, which in turn requires a shift in culture of some existing practices. New initiatives involving the use of new technologies, coproduction involving citizens and new sources of funding are therefore gradually becoming more commonplace. Here</i></p>
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	<p><i>are three powerful and contrasting examples of social innovation from the Nordic Region and France.</i></p>
	<p>Moderator: Jane Dudman, Editor of the Guardian's Public Leaders, Housing and Voluntary Sector Networks</p> <p>Speakers: Technology for welfare in the Nordic countries: a new practical toolkit Dennis C. Søndergård, Senior Advisor, Nordic Welfare Centre</p> <p>Enabling social innovation: success stories from Paris Jean-Paul Raymond, Director of Social Services, Children and Health, Mairie de Paris, France</p> <p>Social Impact Bonds: innovation through impact investment Sari Rautio, Leading Expert on Impact Investing, Sitra – the Finnish Innovation Fund</p>
1030-1130 <i>Exhibition Hall</i>	Networking break & Project Forum
1145-1245 <i>Various</i>	WORKSHOP SESSION 2 <i>7 simultaneous workshops selected from open call</i>
Workshop 8	<p>Co-designing public services to improve the integration process of minimum income beneficiaries Seine-Maritime County Council, France <i>[Theme: Social innovation]</i> <i>Areas of interest: Service design</i> <i>Languages: Français, English</i></p>
Workshop 9	<p>KADANS – An integrated care chain for homeless people Public Centre for Social Welfare / City of Antwerp, Belgium <i>[Theme: Social innovation]</i> <i>Areas of interest: Homelessness</i> <i>Languages: English, Español</i></p>
Workshop 10	<p>Understanding and applying the health and human services value curve American Public Human Services Association, USA <i>[Theme: Social innovation]</i> <i>Areas of interest: Service design</i> <i>Languages: English</i></p>
Workshop 11	<p>Social Impact Bonds in Finland – a new and innovative funding strategy Ministry of Social Affairs and Health / Association of Local and Regional Authorities / Sitra Innovation Foundation / Huoltaja Foundation, Finland</p>



	<p><i>[Theme: Social innovation]</i> <i>Areas of interest: Social investment</i> <i>Languages: English, Italiano, Deutsch</i></p>
Workshop 12	<p>Safe and secure at home – Digital solutions supporting independent living Municipality of Östersund, Sweden <i>[Theme: Technology]</i> <i>Areas of interest: Older people / disability</i> <i>Languages: English, Deutsch, Español</i></p>
Workshop 13	<p>Technology supporting social policies: an introduction to innovative practices to ease management of services and allowances Edenred <i>[Theme: Technology]</i> <i>Areas of interest: Technology</i> <i>Languages: English, Italiano, Français</i></p>
Workshop 14	<p>Child and youth safety in the digital age Malta Communications Authority (MCA) / The Foundation for Social Welfare Services (FSWS) <i>[Theme: Technology]</i> <i>Areas of interest: Children & Families / Youth</i> <i>Languages: English, Italiano</i></p>
1245-1345 Grand Ballroom foyer	<p>Buffet lunch</p>
1400-1530 Grand Ballroom	<p>PLENARY SESSION 3 Thinking outside the box: learning from other sectors and continents</p> <p><i>The increasingly active role of service users, citizens and other sectors led by grassroots initiatives, social enterprises and businesses is creating a new 'social innovation' space. This in turn is changing the relationship between governments, their citizens and other sectors, creating opportunities for new kinds of partnerships. What can we learn from the Buurtzorg community healthcare model which is going global? What role for social enterprise in tackling social exclusion? And what can we learn from other approaches adopted in countries such as India and China? Here are three thought-provoking examples of innovation which everyone is talking about.</i></p>
	<p><u>Moderator:</u> Jane Dudman, Editor of the Guardian's Public Leaders, Housing and Voluntary Sector networks</p> <p><u>Speakers:</u> Social innovation transforming community healthcare Jos De Blok, Founder, Buurtzorg, The Netherlands</p>



	<p>Tackling barriers from the bottom up through social enterprise Charlotte de Vilморin, Founder and Director of Weelhiz, France, and Winner of the European Social Innovation Competition 2015</p> <p>How to do better with less: introducing Jugaad innovation Jaideep Prabhu, Professor of Indian Business, Judge Business School, University of Cambridge</p>
1530-1615 <i>Exhibition Hall</i>	Networking break & Project Forum
1630-1730 <i>Various</i>	WORKSHOP SESSION 3 <i>7 simultaneous workshops selected from open call</i>
Workshop 15	<p>Ageing better: inclusion through co-production Care Connect, University of Sheffield, United Kingdom <i>[Theme: Social innovation]</i> <i>Areas of interest: Older people</i> <i>Languages: English, Italiano, Français</i></p>
Workshop 16	<p>Developing innovative services with users through 'design thinking' Vienna Social Fund / Wonderwerk Consultancy, Austria <i>[Theme: Social innovation]</i> <i>Areas of interest: Service design</i> <i>Languages: Deutsch, English</i></p>
Workshop 17	<p>Time-related policies and smart cities: Best practice example from Lombardy Lombardy Region, Italy <i>[Theme: Social innovation]</i> <i>Areas of interest: Service planning</i> <i>Languages: Italiano, English</i></p>
Workshop 18	<p>Combatting poverty and social exclusion while keeping families together – the Maltese experience Ministry for the Family and Social Solidarity / the Foundation for Social Welfare Services (FSWS), Malta <i>[Theme: Social innovation]</i> <i>Areas of interest: Children & Families</i> <i>Language: English</i></p>
Workshop 19	<p>Simulation modelling of ICT-enabled social innovation Joint Research Centre, Directorate Growth & Innovation (European Commission) / State University of Milan, Italy / Open University of Catalonia, Spain <i>[Theme: Technology]</i> <i>Areas of interest: Social innovation</i> <i>Languages: English, Español</i></p>
Workshop 20	<p>In Your Shoes: supporting teenagers through a user-friendly digital app City of Aarhus, Denmark</p>



	<p><i>[Theme: Technology]</i> <i>Areas of interest: Youth</i> <i>Languages: English, Français, Español</i></p>
Workshop 21	<p>Using digital learning to develop a flexible workforce Scottish Social Services Council (Skills for Care and Development) / Northern Ireland Social Care Council, UK <i>[Theme: Technology]</i> <i>Areas of interest: Workforce</i> <i>Languages: English, Italiano, Deutsch</i></p>
1900-1930 Exhibition Hall	<p>A toast to 25 years! <i>Drinks reception hosted by ESN to celebrate the 25th anniversary of the European Social Services Conference</i></p>
1930-2200 Yacht Club, Grand Excelsior Hotel	<p>Gala Dinner sponsored by Edenred, lead conference partner</p>

WEDNESDAY 28 JUNE

0915-1030 Various	<p>WORKSHOP SESSION 4 <i>3 panel discussions running in parallel</i></p>
Panel Discussion 1	<p>Co-production: making the case for user-centred service design <i>[Theme: Social innovation]</i> <i>Languages: English, Español, Deutsch, Français, Italiano</i></p> <p>Moderator: Dr Fiona Keogh, Senior Research Fellow, Centre for Economic and Social Research in Dementia, National University of Ireland Galway</p> <p>Panellists: The ‘Participatory modelling of social intervention’: assessing needs, involving users, improving services Łukasz Wodowski, Acting Head of Unit for the implementation of social programmes, Masovian Social Policy Centre, Poland</p> <p>Involving older people in innovation processes Ann-Christine Larsson, Ph.D & Project Manager, City of Norrköping, Sweden / Marianne Carlberg, Service user, City of Norrköping, Sweden</p> <p>Co-designing public social services – opportunities and challenges Luc Delaporte, Directeur of Social Services in Rouen, Seine-Maritime</p>

County Council, France

Commentators:

Dilyana Deneva, Service user & representative of the European Network on Independent Living (ENIL)

Elaine Howard, Dementia Programme Manager, Genio, Ireland

Panel
Discussion 2

Innovative approaches for the integration of refugees

[Theme: Social innovation]

Languages: English, Deutsch, Español

Moderator:

Neil Falzon, Director, Aditus Foundation, Malta

Panellists:

Person-centred integration through individual action plans

Julien Van Geertsom, President, PPS Social Integration, Belgium

New networking approaches for the vocational integration of refugees

Petra Walter, Chief Executive, Association for Youth Career Assistance, County of Ostalbkreis, Germany

Integration of refugees through civil society

Karin Olsson, Integration Coordinator / Sven-Erik Lindestam, Mayor, Municipality of Söderhamn, Sweden

The ping-pong sanctuary for young refugees

Tim Holtham, Founder and Director of the Brighton Table Tennis Club (BTCC) - 1st sports club in the UK to be awarded the 'Club of Sanctuary' status for its work with unaccompanied refugee minors, United Kingdom / Hoang Nguyen, UK-based refugee and coach at the BTCC

Commentator:

Gulwali Passarlay, Young Ambassador for Refugees and Asylum Seekers, former refugee from Afghanistan, United Kingdom

Kim Japing, Policy Officer, European Social Network

Panel
Discussion 3

Digital tools for social inclusion

[Theme: Social innovation]

Languages: English, Français, Italiano

Moderator:



Clare Horton, Editor of the Guardian Social Care Network

Panellists:

A new online platform to empower older people in homecare
Bert Desmet, Coordinator ONLINE buurten, City of Brugge, Belgium

Welfare technology as a way to meet the needs of elderly and disabled people

Johanna Viberg, Development Manager Municipality of Orebro, Sweden

New online support services for young people
James Buhagiar, Service Coordinator, SOS Malta

Commentator:

Marianne Brix Hvillum, Project Manager, City of Aarhus, Denmark

1030-1115
Exhibition Hall

Networking break

1130-1245
Grand Ballroom

PLENARY SESSION 4
European Round Table

Wrap-up discussion focusing on the key messages from the conference and the game changers for the future of social services

Moderator:

Hugh Frazer, Adjunct Professor of Applied Social Studies, Maynooth University, Ireland and Coordinator, European Social Policy Network

Panellists:

Evarist Bartolo, Minister for Education and Employment, Malta

Ana Lima, President, General Council for Social Work, Spain

Georg Fischer, Director for Social Affairs and DG Employment, Social Affairs and Inclusion, European Commission

Nathalie Renaudin, Public Affairs Director, Edenred

1245-1300

Close of conference and invitation to the European Social Services Conference 2018

John Halloran, Chief Executive, European Social Network

Manuel Martínez Domene, Deputy Minister of Equality and Social Policies, Regional Government of Andalusia, Spain



