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## **Public sector innovation in social services: the potential of ICT-enabled social innovation.**

### **The IESI research project**

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SONNETS Workshop: 'Emerging ICTs and Innovation Potential for the Public Sector'  
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## JRC/EMPL 'Policy-Research'- ICT-Enabled Social Innovation in Support to the implementation of the EU Social Investment Package (IESI)

<https://ec.europa.eu/jrc/en/iesi>

- **Overall objective:** To understand better how ICT-enabled social innovation could contribute to the realisation of the SIP-objectives, and to the modernisation of the social protection systems.
- **Specific objectives:**
  - To provide a deeper understanding of how EU Member States can make better use of ICT-enabled social innovation to implement the actions suggested by the SIP.
  - Mapping and analysis of existing ICT-enabled social innovation initiatives for the support of policymaking.
  - Development of an impact assessment framework to support the planning, implementation and evaluation of ICT-enabled social innovation promoting social investment.

# Conceptual FW (AHA&LTC)



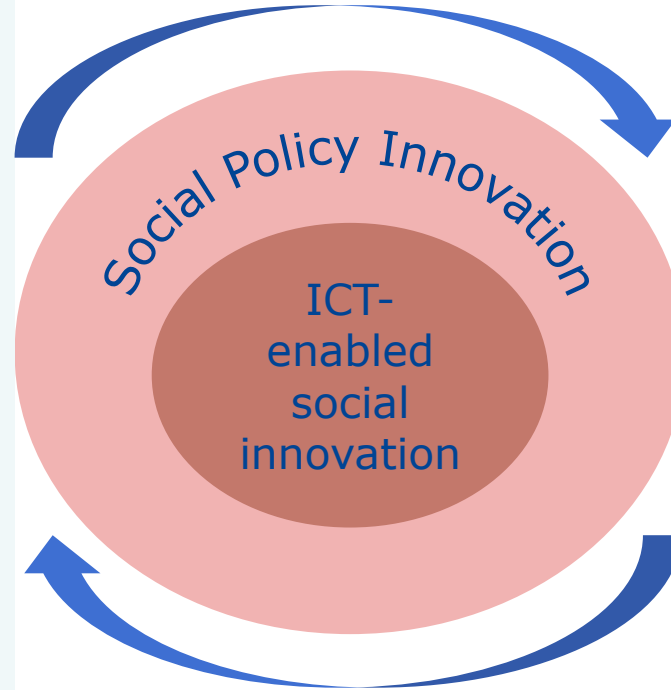
## Social Investment goals

- Increase the sustainability and adequacy of social systems through simplification and better targeting
- Pursue activating and enabling policies through targeted, conditional and more effective support
  - Social Investment throughout the individual's life



### Social services providers' perspective

- Raise the productivity of formal and informal care
- Improve and assure the quality of the care delivery
- Support an integrated care, including informal care in the delivery chain
- Improve access and take up of services



### Beneficiaries perspective

- Increase the capacity of older people to manage self-care and independent living
- Reduce the incidence and prevalence of frailty and disability, through prevention, health and rehabilitation
- Support formal and informal carers

Socio-economic contextual factors /  
welfare systems and governance models characteristics

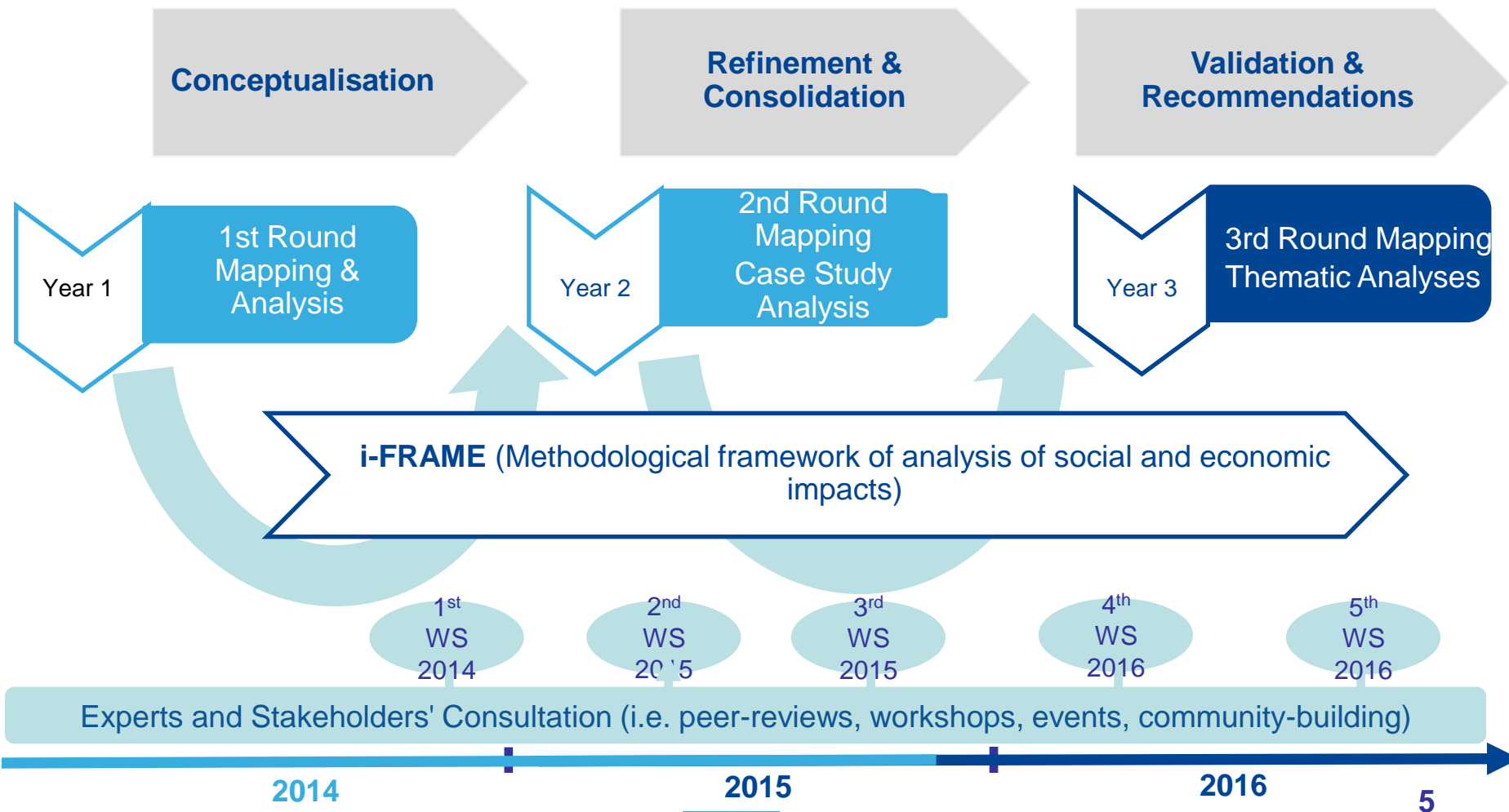
## **ICT-Enabled Social Innovation** (*IESI def.*)

*'A new configuration or combination of social practices providing new or better answers to social protection system challenges and needs of individuals throughout their lives, which emerges from the innovative use of Information and Communication Technologies (ICTs) to establish new relationships or strengthen collaborations among stakeholders and foster open processes of co-creation and/or re-allocation of public value'.  
(Misuraca et al., 2014)*

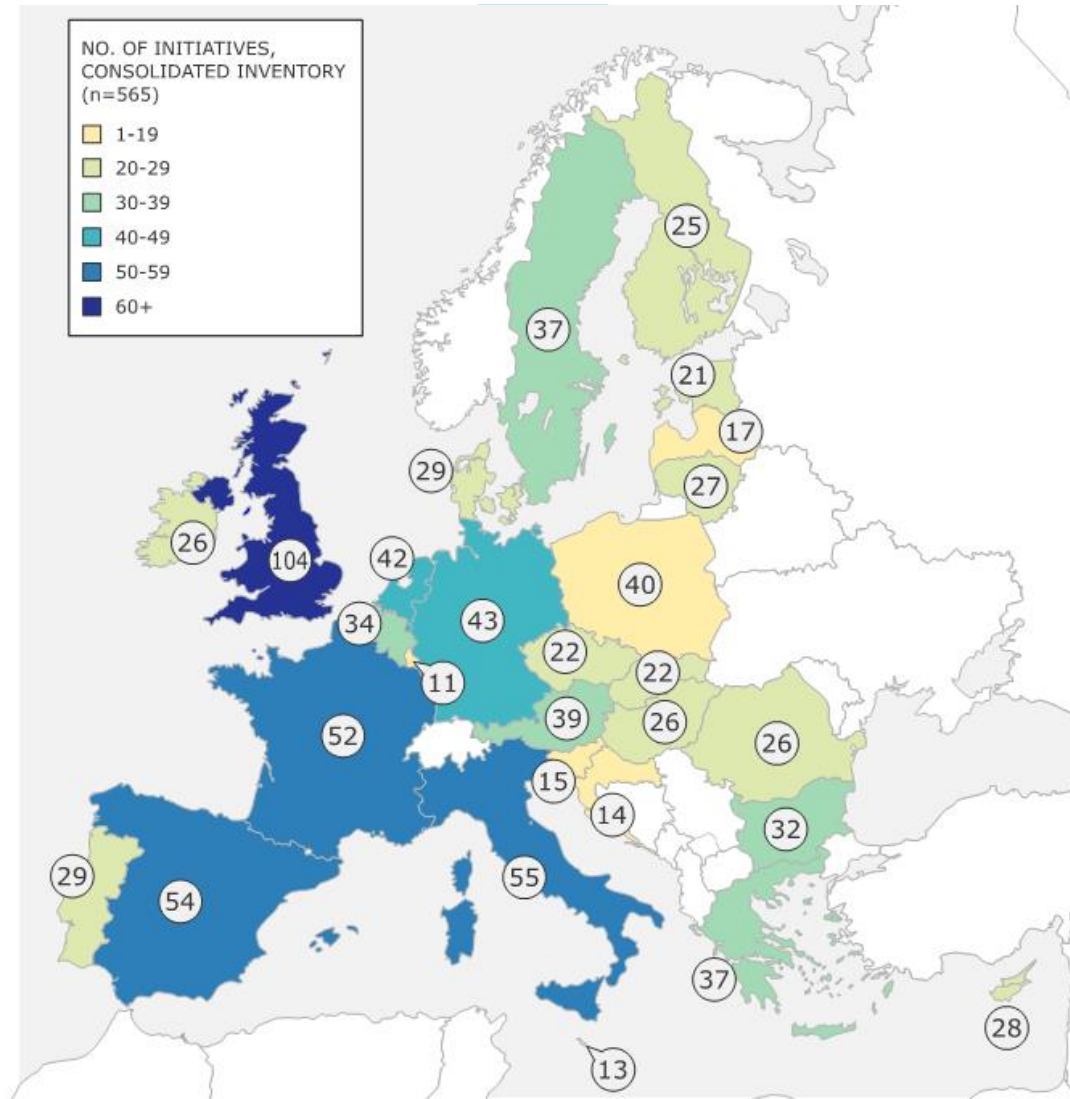
## **Unit of analysis**

*Policy relevant experiences and initiatives, involving ICT-enabled innovations, in designing and implementing services, systems or social policies more efficiently and effectively, addressing final beneficiaries, intermediary actors or public administrations.*

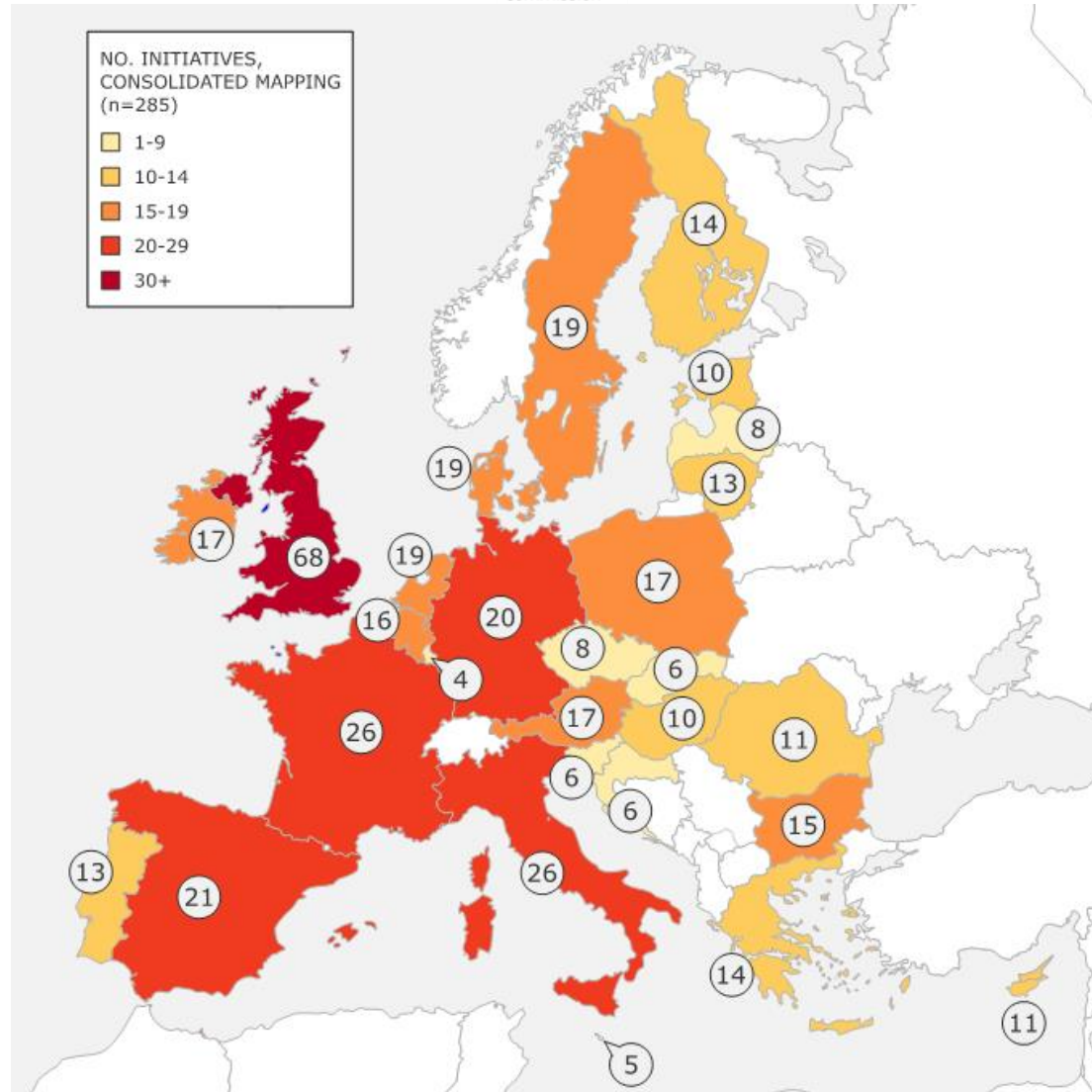
# IESI Research Design



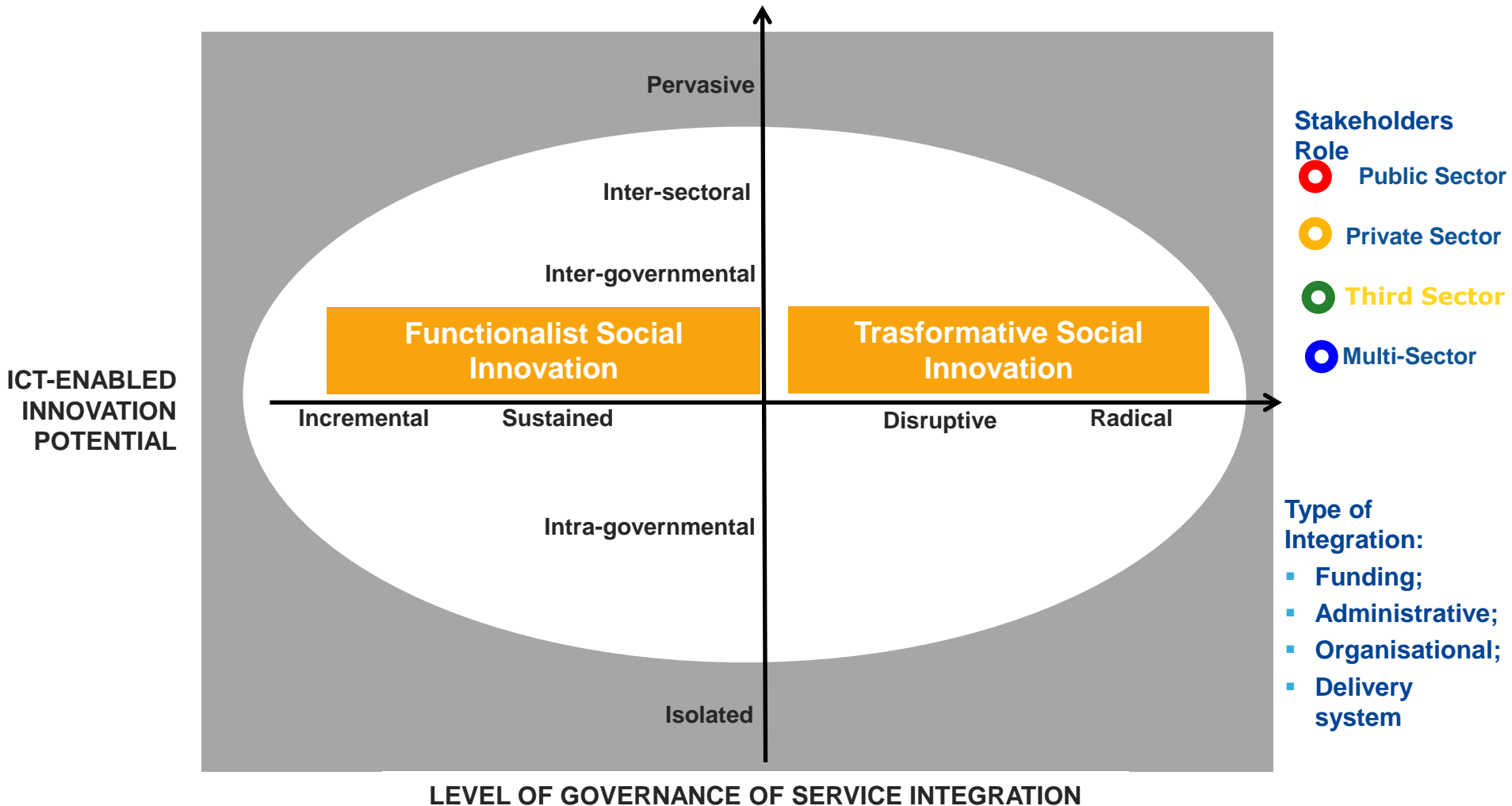
# Database: Inventory



# Database: Mapping

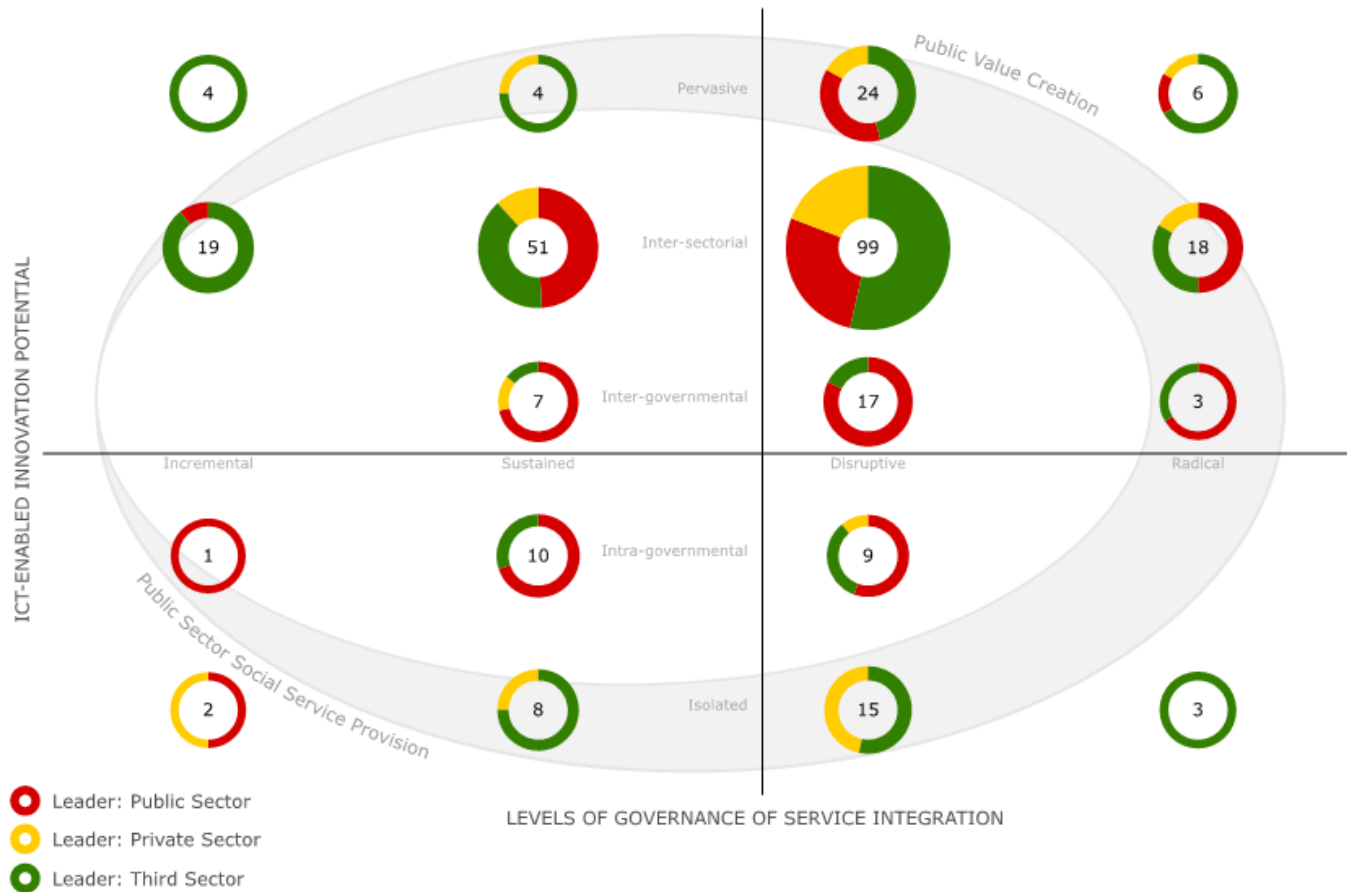


## Mapping initiatives against their ICT-enabled social innovation potential and governance level/type of service integration





# IESI Knowledge Map (n=300)





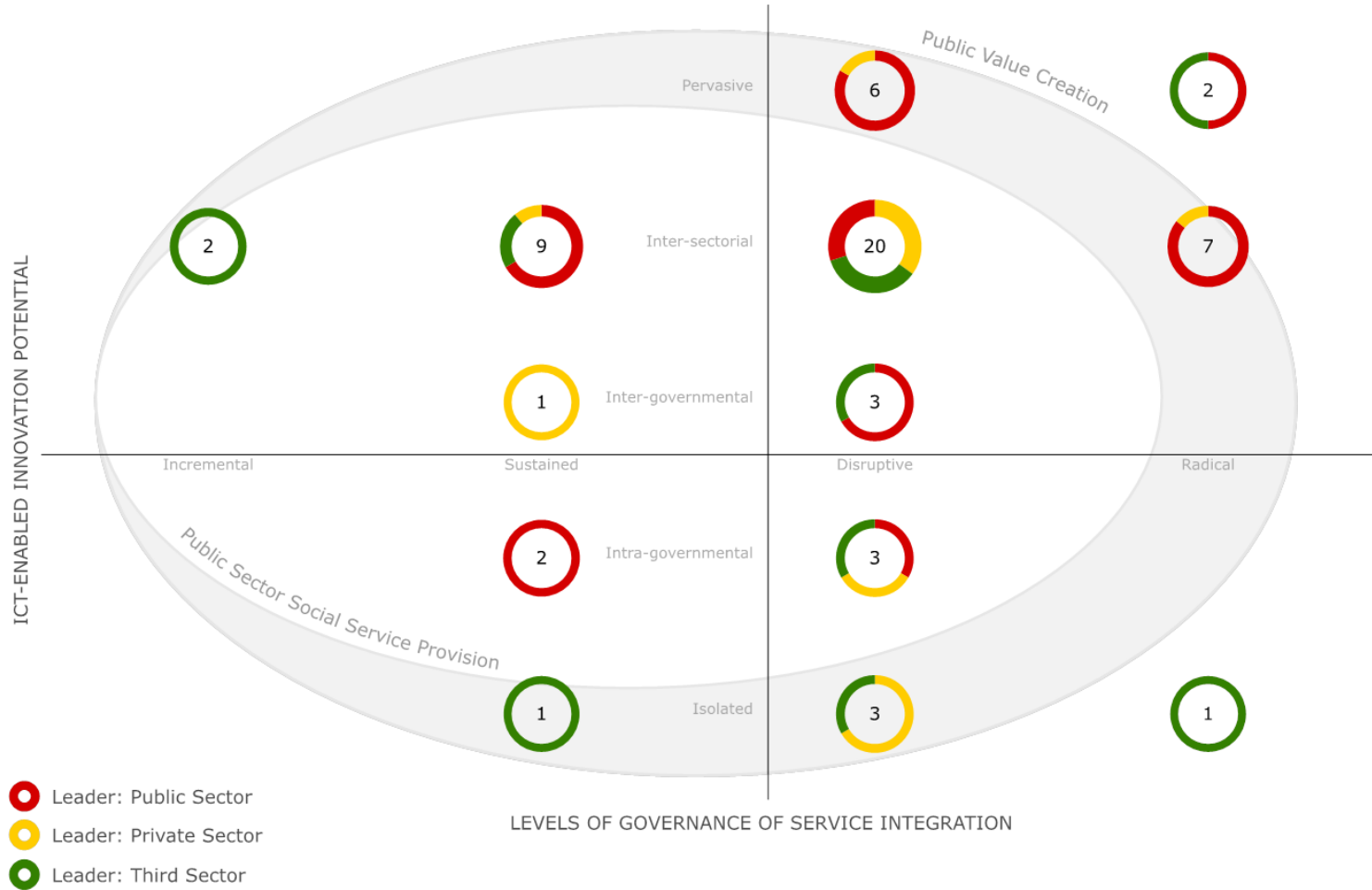
## **Policy area of Active and Healthy Ageing and Long-term Care**

- **Integrated health- and social care**
- **Independent living in the home environment**
- **Prevention, health promotion and rehabilitation**

## **Integrated approaches to the provision of social services (PSSGI)**

- Childcare
- Civic engagement
- Education and training
- Employability and Employment
- Social assistance
- Social housing
- Social inclusion
- Social services

# IESI AHA & LTC Knowledge Map



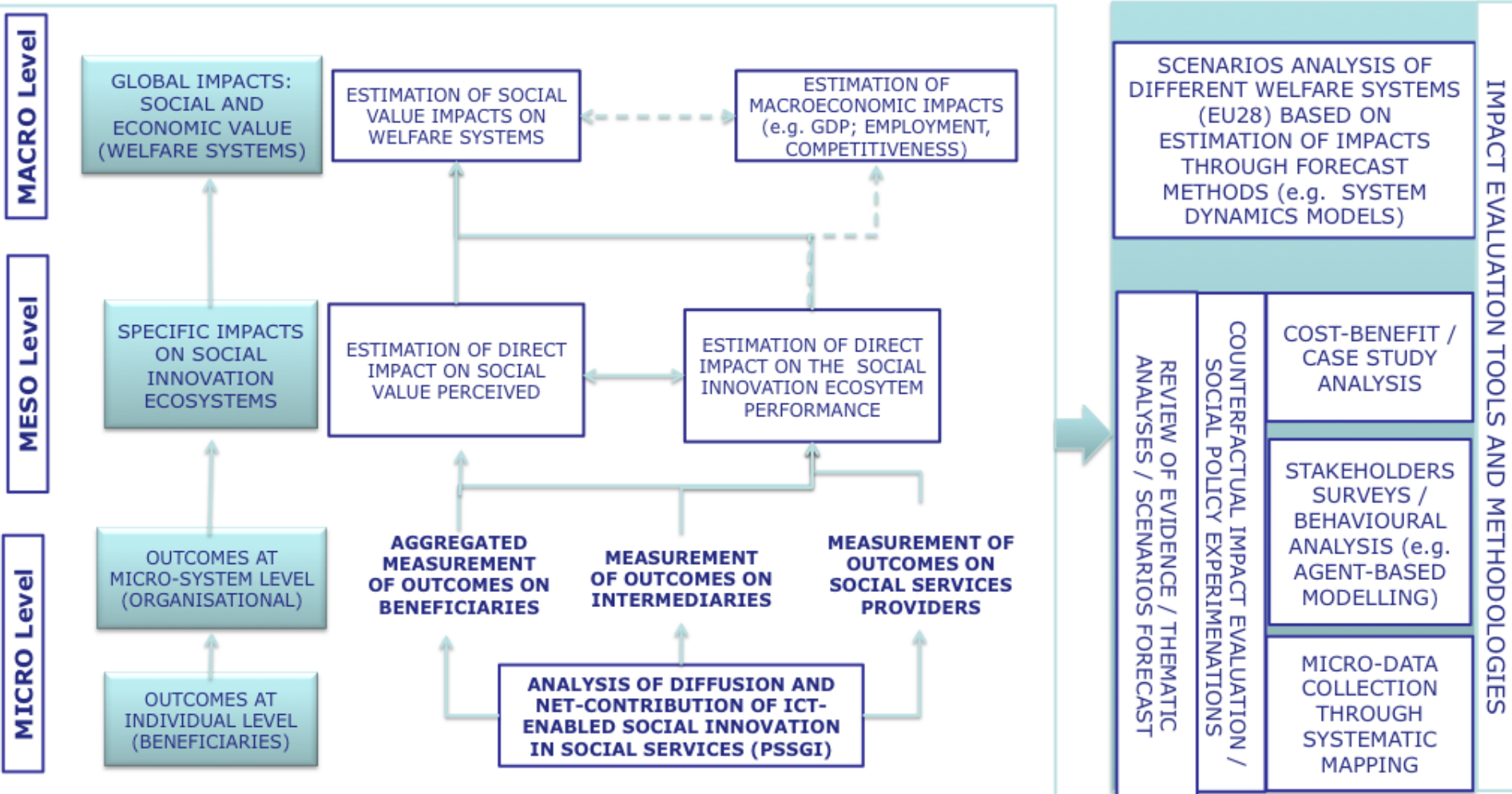
- **Potential of ICTs:** mostly instrumental use of ICTs to support integration (sustained/functionalist):
  - To improve the management of services
  - More efficient transfer of users in the care flow
  - To foster case-based collaboration across institutions
  - Person-centered approach and tailored services by multi-disciplinary teams
- **Outcomes captured related to:**
  - To address long-term conditions
  - Support independent living
  - Support informal carers
  - Productivity gain
  - Simplified administration
  - Improved care delivery
  - Improved cost-efficiency
  - Better targeting of services
  - Improved access and take-up of services



## However... the recurring problem of impact assessments

- Lack of critical mass of evidence: to support the planning, implementation, tracking and evaluation of initiatives
- **Findings from review of the state of the art**
  - Recognition that social impact assessment is still under-researched and evaluation approaches undertaken are methodologically weak
  - Social impact assessment is still largely perceived as a 'nice to have' but it is generally not included in the design of interventions.
  - There is a lack of accepted and tested methods, tools and indicators to assess the social and economic impact of ICT-enabled social innovation initiatives in general and of those promoting integrated approaches to social services in particular
  - However, although Social Impact Assessment is less developed than the assessment of economic and financial impacts, it is gaining momentum both from a research and a policy perspective

# i-FRAME – outline



## **IESI contact details**

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**Thank you for your attention!**

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