Innovation in Social Services

European Social Services Awards

2022

About the European Social Network (ESN)

The European Social Network (ESN) is the independent network for local public social services in Europe. It brings together the organisations that plan, deliver, finance, manage, research, and regulate local public social services, including health, social welfare, employment, education and housing. We support the development of effective social policy and social care practice by exchanging knowledge and expertise

Acknowledgements

Published: December 2022

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About the Awards

The European Social Services Awards

The annual European Social Services Awards (ESSA) recognises outstanding achievements in social services, shining a spotlight on successful new approaches and the extraordinary ongoing work done by public social services managers, funders, planners, providers, and deliverers of social services.

The ESSA are a pioneer in bringing people from across Europe to celebrate social services' achievements and the passion and dedication of those who work in social services to make a difference for the most vulnerable in our societies. Its aims are to:

- **Identify** and promote best practices in social services
- **Recognise** excellent work done in the field across Europe
- **Facilitate** peers to work with and support each other in improving their practice.

This year was the fourth edition of ESSA. Over the years, more than 330 applications have been made from over 30 countries. The annual Awards Ceremonies have been attended by over 360 participants. In previous years, the ESSA has awarded projects in quality care, community care and resilience in social services.

Applications are submitted in five categories, which highlight different aspects of social services work:

Service Delivery

One of the main purposes of social innovation is to improve the lives of people in vulnerable situations using social means. This Award honours innovative approaches in the delivery of social services to provide better quality services that meet the needs of people who require care and support.

Workforce Support

Without a well-performing workforce, we cannot have well-performing social services. This category recognises innovations that profoundly impact the social services and care workforce in a positive manner.

Collaborative Practice

ESN strongly believes in the importance and value of collaboration between organisations, services and sectors, which are key to driving successful social innovation. This Award honours cooperative relationships between different levels of government, public agencies, services, third and private sector organisations through which they have led innovation in social services.

Technology Tool

A key driver of social innovation is digitalisation and the development of new technology tools. On the one hand, this Award recognises technological and digital improvements that enable social services to improve their accessibility, usability by professionals and person using services, and their availability for those in need. On the other, it recognises projects that promote choice, personal autonomy and enable people to remain in their own homes.

Research Project

Without a proper understanding of how a social problem arises, it can be difficult to come up with the right social innovation to address it. Backed with data, research provides this link to social services. This Award honours research that provides knowledge that led to the development of evidence-based innovative initiatives in social services.

Award winners are determined in a two-step process that combines an expert judging panel's selection with an online social services community vote.

Excellence Award: Cities innovation for Social Change

The Excellence Award recognises a stand-out project or team working in the area of the annual theme and focused on a specific territorial approach. This year's edition the Excellence Award is devoted to Cities.

Cities play a central role in enabling innovation due to the proximity of multiple and diverse stakeholders. Many of the social, environmental and economic challenges facing us today are exacerbated within urban areas, a pressure that often leads to greater innovation. With this headline award, ESN seeks to highlight the city that has risen to these challenges in the most innovative manner. This prize was awarded to a project from all the applications that cities submitted in the categories above.

Introduction

It is a rare opportunity to come together from so many countries across Europe to celebrate the successes in social services The European Social Services Awards are all about recognising this success and are essential to building strong social services. The wide range of participants at the Awards Ceremony offers the possibility to make new connections as well as to link up with familiar faces.

Considering the many challenges social services are facing today, this year's 'Innovation for Social Change' theme is as important as ever. Innovation instils confidence and above all ensures that all the interventions that we use as professionals are suited to the ever-changing world that we live in and work for the people we support.

A massive congratulations to the six winners this year and all the shortlisted projects that equally deserve to be recognised. As a member of the ESN board, I am delighted to see the Awards continue to grow and I am looking forward very much to next year's edition.

Giorgia Chimbani
Director of Adult and Community Services for Suffolk County Council, UK & Member of the ESN Board

ESSA 2022 Judges

Christian Fillet
ESN Chair and Director in Bruges

Delphine Chilese - Lemarinier
Head of EU Affairs, Edenred

Bent Greve
Professor in Social Science at the University of Roskilde, Denmark

Carmen Arjona
Director of Malaga Convention Bureau

Enrique Delamónica
Senior Adviser Statistics and Monitoring, UNICEF

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Director of Adult and Community Services for Suffolk County Council, UK & Member of the ESN Board

Jenny Billings
Professor of Applied Health Research Centre for Health

Andrzej Klimczuk
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Lucía Solbes Castro
Social Protection Specialist, World Bank Group

Nicole Valentine
Social Determinants of Health and Equity Technical Officer, World Health Organization (WHO)

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Rose Habchi Daher
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Lucia Dal Negro
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Ruth Paserman
Director for Funds Programming and Implementation in DG Employment, Social Affairs and inclusion

Sarah Kups
Economist, Directorate for Employment, Labour and Social Affairs, OECD

Steven Dhondt
Senior researcher at TNO and professor at the University of Leuve

Tono Codina
Co-founder and CEO of the iSocial Foundation

Viktoria Stein
Co-founder and co-CEO of VM Partners Integrating Health and Care and joint editor-in-chief of the International Journal of Integrated Care

Innovation for Social Change

Each year, the European Social Services Awards are held under a particular theme. In 2022 the theme was Innovation for Social Change.

From the ageing of populations to the increase in social inequalities, to the impact that climate change has on local communities, social services face many global challenges. Most recently, the Covid-19 pandemic and the invasion of Ukraine have intensified pressure for social services to modernise and adapt in order to meet newly emerging social needs. The response of public social services to these challenges has shown that innovation is at their heart and that they are indeed capable of transforming to ensure adequate and sustainable services that enable people to live independent and better-quality lives.

In this way, the 2022 ESSA seeks to recognise the social services that have developed and implemented a new and innovative process, product, approach, model or programme that improves the services themselves or the lives of the populations they work with. This year's Awards will give visibility to social services at the forefront of social innovation developing new, creative and inspiring solutions to a structural challenge, a deep-rooted problem or an emerging need.

> *These awards are the tool to bring social services together with new tools, technology and very innovative ideas.*

Christian Fillet,
European Social Network Chair

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ESSA 2022 Winners:
Their stories

Service Delivery

The Access Hub

Simon Community Scotland, United Kingdom

Workforce Support

Programme for Educational Innovation

Department of Education of the Regional Government of Catalonia, Spain

Collaborative Practice

Multidisciplinary Group for the Prevention of Domestic Violence

Pomurje Social Work Centre and Association of Centres for Social Work, Slovenia

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DocRoom: Bringing Health Services Closer to Homeless People

Hungarian Charity Service of the Order of Malta, Hungary

Excellence Award: Cities innovation for Social Change

Gaming Club

Gothenburg City Council, Sweden

Service Delivery

Winner

The Access Hub
Simon Community Scotland,
United Kingdom

Why did you choose to apply for the 2022 European Social Services Awards?

Simon Community Scotland supports people who have experienced current and past trauma and have led challenging lives. We are continually looking to improve our response and look to other organisations we can learn from, collaborate with, and create new ideas together.

The opportunity to submit our application to ESSA gave us the chance to share our work with others, but more importantly to make connections and new partnerships with social care organisations across Europe.

We recognise the value of partnerships with organisations working with the people we support, and we are delighted to be involved and connect with organisations doing incredible work across Europe.

How do you feel about this recognition and experience?

The recognition has been wonderful, particularly for the staff and our partners who work to deliver

services within the Access HUB. For them to see their work being recognised internationally has been inspiring and motivating. It has shown that there is real value in not only what they do, but how they do it.

At times, the work we do can be challenging and we can lose sight of why we do this. But, having an opportunity to showcase our work and for it to be received so positively has highlighted its importance and the need to continue to push forward, explore opportunities, be creative, and most importantly, be brave!

The experience of attending the events in Malaga, getting to see the groundbreaking work happening across Europe and further afield, and having the opportunity to network with these organisations has been incredible.

What is the added value of being part of a European Network for your organisation? Why is it important to share practice and projects with other actors across Europe?

Having the opportunity to attend the events in Málaga reinforced the value of linking with

colleagues and organisations in other parts of the world. We can work together, learn from each other, and create opportunities for people to have better health, opportunities, housing, and to enjoy life, not just survive it.

How is your project innovative?

Our project is third-sector led. It is delivered in a psychologically informed space and uses trauma-informed approaches. This space allows staff and volunteers to really engage with people, treating everyone as an individual and work with care and compassion. Invovlving over 40 partners means we can draw on incredible expertise when finding solutions to the challenges people bring. One of the great successes has been building alliances and relationships between frontline workers.

What were the key reasons why your project was a success?

There is a strong emphasis on our organisational values,demonstrated in the way we work. Our values, along with our commitment to ensuring the needs of those we support are met in a way that is accessible, are of high quality and informed by those receiving our support.

We draw on the skills and expertise of volunteers,

including those with lived experience, and provide opportunities for them to become active citizens within their communities.

We are outcomes-focused and do everything we can to respond to people in need. Sometimes that support can have a small positive impact, other times, it can be life-transforming.

Ashley Young, Head of Service, Simon Community Scotland

Workforce Support
Winner

Programme for Educational Innovation

Department of Education of the Regional Government of Catalonia, Spain

How do you feel about this recognition and experience?

The European Social Services Award (ESSA) represents European-wide recognition of our teacher-in-training programme as a tool for innovation and improving our society, as well as recognition of the professionalism of our teachers and the contribution they make.

The prize also brings international impact to our task of prioritising the improvement of the quality of education in our country. Thanks to the award (ho has de dir lletra per lletra), we have renewed motivation to keep working towards our objectives.

Why did you choose to apply for the 2022 European Social Services Awards?

ESSA is a unique opportunity to showcase and share significant social services actions and programmes with other European countries that aim to improve our society. The best innovative practices from different countries and cultural heritages are shared with our European peers. In this way, we work together in facing global problems and finding solutions for them. The transfer incorporates knowledge into a value chain, creating shared knowledge spaces. The pedagogical culture of collaborative work must lead to shared growth through network learning while sharing training procedures and strategies.

What is the added value of being part of a European Network for your organisation? Why is it important to share practice and projects with other actors across Europe?

It provides an organisational resource to respond to knowledge management needs and learning processes aimed at promoting new ways of working. It represents a collective intent to manage a domain of knowledge and provide opportunities for mentoring, sharing findings based on practical experiences cooperation, personal initiatives, and deep debate.

How is your project innovative?

This project incorporates improvements in the selection mentoring and recognition of the training schools, and methodological changes for the cross-curricular initial teacher training in collaborative and global working contexts.

The concept of a training school for new teachers creates a learning space where student teachers can experiment with a range of dimensions involved in the educational activity. The key elements to nurturing a competent and committed teacher are peer pedagogical reflection, teamwork, student-focused and competency-based learning, with practical effects within the local environment.

The programme also supports the professionalisation of the teachers' mentoring tasks in close collaboration with the University. Furthermore, it emphasises the training role of the educational team led by the mentor. Finally, the training of the student teacher highlights the importance of collaborative learning at school and locally.

What were the key reasons why your project was a success?

This innovative programme increases the quality of teaching training, ultimately benefiting the training of our society at all educational levels.

The quality of an educational system depends largely on the quality of its teachers. In relation to initial training, the results of the international study on teaching and learning (TALIS 2018) indicate that quality training positively impacts the students' learning outcomes and the personal and professional development of future teachers. This evidence has a social effect by improving the quality of education provided - one of the key sustainable development goals (SDG, 2015-2030).

Teams of teachers who become mentors are trained in reflective practice and constructive support skills. These skills are first developed in the internship and then shared with other teachers to build their pedagogical methodology. The new model places the trainee as an active agent who collaborates in the development of the school's educational project. This contributes to constructing a strong teaching identity and promotes personalised and relevant professional learning opportunities.

To achieve the development of this professionalising internship, the schools in the project must have good models of pedagogical. These schools will need to to become future training centres of reference. This training model promotes research and educational transformation, generating spaces for reflection and pedagogical debate in the school and encouraging the exchange of best practices with other schools, improving the quality of future teachers and the education system.

Maica Gil, Head of Training and Professional Development Service

Maria José Espí, Technical Educational Specialist Regional Government for Catalonia, Spain

Collaborative Practice
Winner

Multidisciplinary Group for the Prevention of Domestic Violence
Pomurje Social Work Centre and Association of Centres for Social Work, Slovenia

Why did you choose to apply for the 2022 European Social Services Awards?

The European Social Services Awards are an excellent opportunity to show the general public good practices in the prevention of domestic violence. We wanted to share our best practice and thereby showcase it as an application that can be implemented across Europe with other institutions to becoming familiar with our practice and inspired to combat domestic violence in a similar way. .

How do you feel about this recognition and experience?

The Center for Social Work Pomurje constantly strives to provide help and support to the most vulnerable groups of people in our community such as victims of domestic violence. For our organisation, this award is recognition that we work well and professionally. We are proud that we were chosen from among all of the excellent projects that participated. The experience of the

event itself is unforgettable in every way. However, not even in our dreams could we have imagined our project would win, because of the other outstanding projects also selected.

What is the added value of being part of a European Network for your organisation? Why is it important to share practice and projects with other actors across Europe?

Participating in a European Network means that we can connect with each other by sharing experiences and examples of good practices, which we can introduce and implement in our organisation.

Only with collaboration, we can improve the quality of social services across Europe. At the same time, other organisations can learn about projects and best practices abroad. If they recognise them worthwhile, they can implement them in their home organisation.

How is your project innovative?

The innovation of our collaboration is seen in our processes carried out by inter-institutional and multidisciplinary groups involved. We connect all the participants that should take action against domestic violence, as well as educate each other on how to best support and help the victims. Therefore, it is an integrated cooperation of different institutions with a common goal – spreading awareness of domestic violence.

This innovative collaboration provides the opportunity to create connections between our target groups and institutions. This inclusion allows them to become co-creators of the group's future goals. With their cooperation, the quality and scope of information on domestic violence has drastically increased. This cooperation positively increases the responsibility of our target audience and ensures that our programmes become more sensitive to the prevention of domestic violence in practice.

What were the key reasons why your project was a success?

The main goal of the Preventive Group is to raise awareness among professionals and the broader public regarding the issue of domestic violence. A special feature is the inter-institutional approach, which adjusts the activities and members towards target groups' response to crucial domestic violence issues. Finally, the group constantly improves mutual cooperation between

all institutions that could address the issue of domestic violence, such as social work centres, police departments, schools, kindergartens, health organisations, the prosecutor's office, the judiciary, and non-governmental organisations. This was a key factor for success.

Additionally, we are not aware of a domestic violence group including all first responders in its work established anywhere else in Slovenia or in the EU.

Sandra Babič, Director of Pomurje Centre for Social Work, Slovenia

Technology Tool
Winner

Effective Preventative Care Supported by Artificial Intelligence
City of Helsingborg, Sweden

Why did you choose to apply for the 2022 European Social Services Awards?

The city of Helsingborg has high ambitions to be one of Europe's most innovative cities, including the digitalisation of welfare. The announcement of the award came when we were working most intensely on creating a modern municipality.

How do you feel about this recognition and experience?

It is incredibly exciting and stimulating for the employees who work on the project. It also strengthens our company brand when looking for young, enterprising employees.

After two years of hard work during the pandemic, we were able to simultaneously deliver a new way of creating dialogue with companies, and the academy is now being recognised internationally, which makes us incredibly proud of our organisation.

What is the added value of being part of a European Network for your organisation? Why is it important to share practice and projects with other actors across Europe?

Our high ambitions have mainly concerned the environment, climate, transport and supporting the labour market, and now social services

There is always a risk that you become too short-sighted and focus only on the challenges directly in front of you. Therefore, participating in the Awards broadens our knowledge of common social service challenges but also shows that we also have reason to be proud of our work.

How is your project innovative?

We have a lot of data in our business systems. Extracting data and analysing it is often a complicated process. However, through AI and automated handling of large amounts of data, we have developed an interface that helps nurses and physiotherapists to prioritise work at individual

and group levels, identifying cases where there is the greatest potential for rehabilitation. It also allows us to forecast the need for care in the various city districts.

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What were the key reasons why your project was a success?

We have collaborated with a leading company in cost analysis within social services, and a local university with excellence in AI, and we have had a management team in the city that actively requests innovative work. This has enabled us to gain recognition in the organisation because employees have put time and resources into working with this initiative.

The city is actively working to create a supportive, innovative work culture. As a result, no longer have a "fear of failure". We dare to test and sometimes even fail.

Eric Semb, Head of Department for Elderly Care, City of Helsingborg, Sweden

Research Project
Winner

DocRoom: Bringing Health Services Closer to Homeless People
Hungarian Charity Service of the Order of Malta, Hungary

Why did you choose to apply for the 2022 European Social Services Awards?

The DocRoom Health Research programme was founded by the Hungarian Charity Service of the Order of Malta to support health equity for underserved populations, such as people experiencing homelessness, with innovative tools. We use digital health solutions to provide continuous access to health care and demonstrate a more feasible and sustainable way to integrate health and social services. This unique solution is supported by medical research and open-access scientific publications. Applying for ESSA 2022 helped us to gain visibility and share our findings internationally.

How do you feel about this recognition and experience?

We are very proud that the DocRoom programme won the Research Project category this year. We believe that this award is a great opportunity to stimulate fruitful discussions around medical

innovations in the social sector. In the times of permacrisis, as stated by the World Health Organisation, any action that can raise the quality of health and social care for disadvantaged groups in our communities are crucial. We also wanted to gain recognition for our dedicated colleagues and research partners who are pioneers in a field where no-one had previous experience. Their commitment led to the important findings summarised in the DocRoom application.

What is the added value of being part of a European Network for your organisation? Why is it important to share practice and projects with other actors across Europe?

From a public health perspective, there is a consensus that homeless people have significant health issues. However, medical research projects aiming to improve the management of existing chronic conditions for homeless people are rare. Social institutions and organisations are usually left alone ito develop their own innovative solutions. Therefore, establishing an evidence base for such

initiatives might encourage care providers across Europe. Creating synergies and collaboration on a European level could speed up rethinking new models of care. Sharing best practices in an open-access manner allows us to learn from different approaches and disciplines.

How is your project innovative?

For the overall population, the use of digital health tools was a huge success during the COVID-19 pandemic, but it can also widen the digital divide as people lacking devices and skills to use them. We had very limited knowledge and experience of how to use such tools amongst vulnerable populations, but DocRoom made an outstanding impact by sharing the results of a successful telemedicine pilot project implemented in homeless shelters across Budapest, Hungary. Our initiative serves as an example of an easily implementable integration of health and social services- that's why we added the subtitle "Bringing Health Services Closer to Homeless People" to our application. According to our experiences, this kind of cross-sector collaboration is the best solution to offer holistic, person-centered services.

What were the key reasons why your project was a success?

Our health research programme consists of open-minded health and social care professionals. From the very first moment, we put emphasis on co-creation with people experiencing homelessness. Their feedback and experience helped us to fine-tune the health service portfolio of the

Health Centre at the Hungarian Charity Service of the Order of Malta. This resulted in high client satisfaction and compliance, promising a more effective use of health services on offer. We also had the opportunity to work with the Digital Health Research Group of Semmelweis University (Budapest, Hungary) as an academic partner, and we are very grateful for their insight and help in planning and evaluating the telemedicine pilot.

Dr. Sándor Békási, Director and Chief Physician, Health Centre, Hungarian Charity Service of the Order of Malta, Hungary

Excellence Award
Winner

Gaming Club
Gothenburg City Council,
Sweden

Why did you choose to apply for the 2022 European Social Services Awards?

We chose to apply to the European Social Service Awards because we knew that the way we carry out our work is an example of a successful approach to combat the social isolation of young people with different mental and physical diagnoses.

How do you feel about this recognition and experience?

First of all, we were very surprised. There were many exciting and innovative projects that were also nominated in this category. When we first heard that our project was nominated, we were felt ecstatic, as if we were already winners. When our project was announced as the winner, it was a pleasant surprise! We didn't believe it at first, but we knew that our project was worthy, and now we have received this external validation from the awards.

What is the added value of being part of a European Network for your organisation? Why is it important to share practice and projects with other actors across Europe?

It gives us the ability to meet other people across Europe that struggle with the same issues as we do, which gives us a wider network to connect with. We know that we make a great difference for many young people with our work which we would like to share with other organisations in Europe. We also know that there many good projects and would like the chance to also participate in them.

How is your project innovative?

First, we know that it is very important for the whole organisation to be involved. Every layer of the organisation must "play together". If if they do collaborate, it is much simpler going forward. We meet young people in their own environment. The game manager and support assistants who work in the Computer Gaming Club are all talented

gamers themselves, talk the same "language" as the members. They also have adequate knowledge of how to positively interact with the young people we work with. Basically, it's quite a simple idea. We utilise what our target group loves the most to break their social isolation. The key to success is the gaming, but we also have a lot of other factors to work with. When the staff get to know the members more deeply, they build mutual trust, and over time, the members dare to step outside of their comfort zones. Regardless of where you live in Gothenburg, we believe that everyone should have the same possibilities, so we have made very good equipment accessible to all our members.

Lena Lindbom, Operations Manager; Per Arne Öbom, Unit Manager; Tina Sjöström, Game Manager/Support Assistant; Gothenberg City Council, Sweden

ESSA 2022
Shortlisted Projects

> *Innovation instils confidence and above all ensures that all the interventions that we use as professionals are suited to the ever-changing world that we live in and work for the people we support.*

Giorgia Chimbani
Director of Adult and Community Services for Suffolk County Council, UK & Member of the European Social Network Board
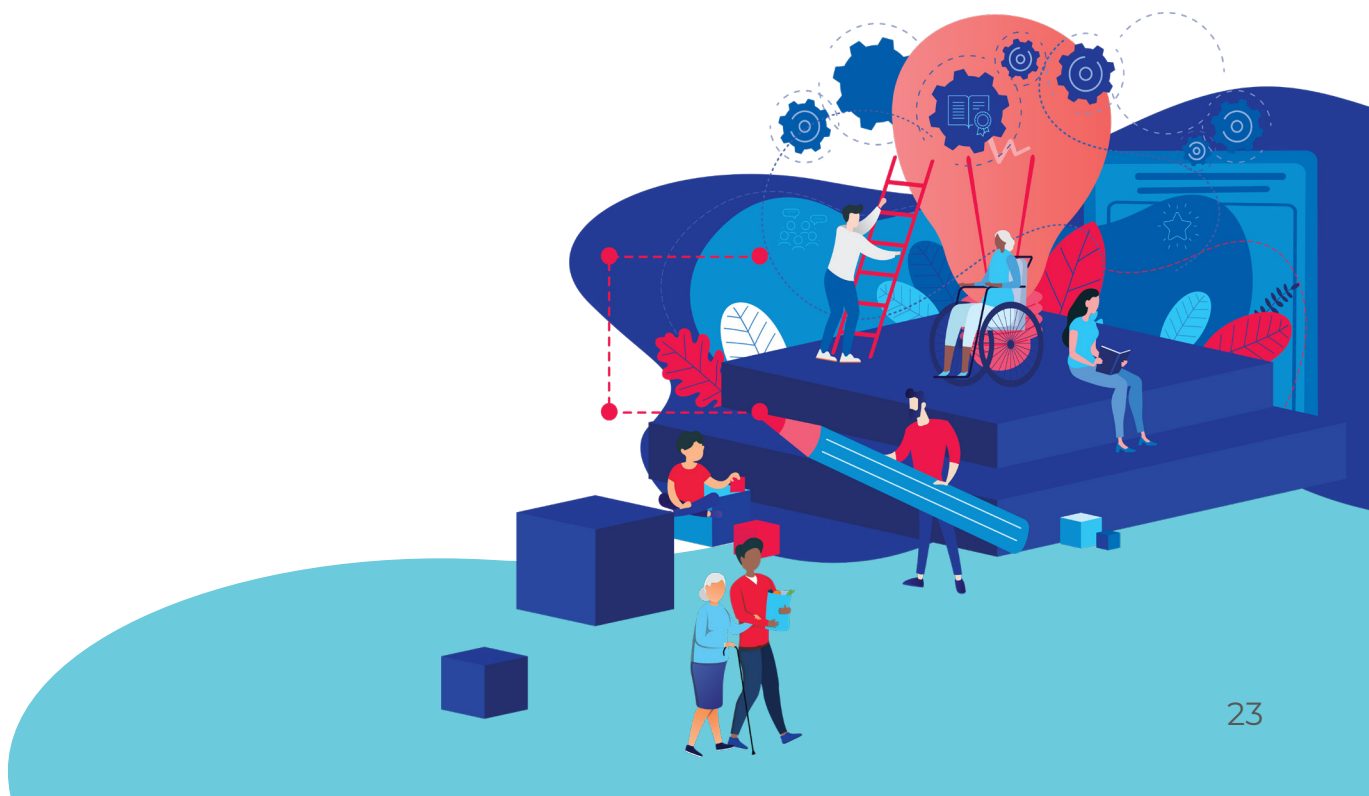
The Access Hub
Simon Community Scotland, United Kingdom

A new multiagency hub developed in Glasgow bringing together a wide range of services under one roof supporting people experiencing homelessness, radically changing the experience and outcomes for people often excluded from services. From the outset prospective users of the facility were involved in its design and delivery, ensuring that a real sense of care, compassion, personal value was present in every aspect of the service's outcomes. Several agencies were brought together to work collaboratively with the team to become part of the culture, approach and delivery of personalised services. Simon Community worked for over two years with people in need of their services and partners to design the services and space. The Access Hub plays a key part in reducing rough sleeping in Glasgow, accessing safe and rapid access accommodation for people vulnerable to rough sleeping.

How to Effectively Recruit, Assess and Train Foster Carers in a Virtual Environment
Fostering First Ireland

As a result of Covid-19 restrictions, Fostering First Ireland (FFI) had to review and change its in-person practices to recruit foster carers, to ensure ongoing availability of fostering families for vulnerable children throughout the pandemic. Within one month, FFI completely revamped its service delivery to operate all stages of the process fully online. Innovative training means were introduced with fostering applicants including online group training, the use of virtual reality training -in partnership with Antser, an agency dedicated to creating human centred connections- and incorporating 'virtual children' into assessment learning. Support and supervision were offered to social workers adapting to changes in practice. These innovations were evaluated, feedback was sought from service users and staff at all stages of the process, and the changes integrated into FFI's recruitment and assessment team practices. The changes resulted in FFI increasing the number of carers by 15%.

Family Card: Innovation to Dignify
Madrid City Council, Spain

The Family Card was developed to support social services beneficiaries to use it at any shop to buy food and hygiene products. Managed by local social services, the family receives monthly a card which allows them to purchase the goods they need based on their own choices. This innovative project was developed as a response to the social crisis generated by Covid-19 and had the political agreement of the entire city council. It takes a human rights approach and aims to eliminate stigmatisation linked to people queuing for food at food banks and provide autonomy and dignity. The initiative is integrated within the wider city's strategic social services actions and involves various government departments to simplify procedures and enable continuous monitoring.

Flagship Project 'Training of Low-Skilled Individuals and Public Employees'

Ministry of Interior; Deputy State Secretary For Public Employment Of Hungary

The ratio of adults aged 25–64 who participate in lifelong learning is very low in Hungary. Having identified this problem, this project was developed to encourage adults, lacking competences or professional qualifications, to participate in education and training so they could acquire qualifications, knowledge, skills and competences relevant to the labour market. Due to the severe social, mental or physical health-related problems experienced by the target audience and in order to make the training more efficient, p¬ersonalised mentoring services are available for participants in all 18 counties of Hungary. By 31st December 2021, 108,363 individuals had been involved in the project of whom 96,357 completed the training successfully. The lessons learnt have provided the basis for a new project, the development of which is underway to provide further human services support.

Local Government Network for Rapid Response and Fast Track Inclusion Services in Disadvantaged Urban Areas (LGNetEA)

ASSB - Social Services Bolzano, Italy

LGNetEA was put in place to support legally resident migrants and their families in Bolzano (Italy), housed in temporary or night shelters or leaving structured reception paths. This is a multi-disciplinary project team, involving both public and private social workers, aiming to find inclusive housing quickly to prevent the social marginalisation and prevent individual precariousness of the beneficiaries. To promote access to the private property market and move away from informal accommodation, the project foresaw the need for tailored education, providing support paths and personal tutoring and mentoring; and implementing measures to support rental and housing autonomy. The project includes a thematic awareness-raising campaign and the realization of brochures and video interviews about housing integration to build mutual understanding and cohesion between the local community and the beneficiaries of the project.

Family Card: Innovation to Dignify

Madrid City Council, Spain

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Programme for Educational Innovation

Department of Education of the Regional Government of Catalonia, Spain

The quality of an educational system depends largely on the quality of its teachers. In this sense, and in relation to initial training, the results of the international study on teaching and learning (TALIS 2018) indicate that a quality training has a positive impact on the students' learning results and in the personal and professional development of future teachers. This evidence has a social impact that allows progress in the quality of education, one of the SDG and reinforces equal opportunities for all students. This project transforms the internship period for future teachers, turning it into a process in which the entire educational centre is involved. Teams of teachers who become mentors are trained in reflective practice and constructive support skills that are first developed in the internship and then shared with other teachers to build their own pedagogical methodology. This contributes to the construction of a strong teaching identity and promotes personalized and relevant professional learning opportunities.

Professional in Practice (PiP) Framework

Northern Ireland Social Care Council

Recent years have shown the importance of social work in supporting people through extreme uncertainty, trauma, poverty and societal inequality. The Social Care Council developed the PiP Framework to ensure social workers feel confident and competent to practice effectively by stimulating and facilitating their continuous professional development. PiP enables social workers to utilise practice experience, academic knowledge and self-directed learning to gain recognition for their development through both Master's level academic achievement and professional recognition in the form of PiP Awards throughout their social work career. It is designed to be flexible and responsive to the changing landscape of social work practice. The partnership model of CPD on which the PiP Framework is built is completely unique within social work. It has influenced the aspirations of other regulators across the UK as it is delivered on the basis of partnership between employers, education providers, service users and carers, and SCC as the regulator.

Time to Talk

International Leadership and Development Centre, Ukraine

The war in Ukraine has changed the lives of over 42 million Ukrainians, including 7.5 million children. According to reports from the International Organisation for Migration, 7.13 million people are internally displaced, and 5.25 million Ukrainians have fled as refugees. Many people feel isolated or helpless, due to new social and emotional challenges in society and the loss of their social contacts. This project has developed a unique method of supporting all Ukrainians by giving power and control back to them. It trains teachers, social workers, psychologists and other leaders on arranging regular groups to provide social – emotional support. From April to July 2022 95 leaders completed the training and organised groups for 1,425 people in their communities to connect, help and support each other, making the most out of each other's strengths.

EVIKOMP
Social Services and Care Department of Linköping Municipality, Sweden

This project aims to develop a workplace learning system to support the development of future skills, training and improvement of activities in care and social services. The model is the result of a collaboration between 15 municipalities, the healthcare and education systems, and has been tested in elderly care and social services for people with disabilities. The project brings learning to the workplace through a digital interactive platform with 60 learning tracks and 300 modules of learning material which contains facts, locally produced films, and reflection questions. The material is co-created in the workplace and in direct collaboration with experts, employees and people supported by social services to ensure tailored training to the specific tasks that need to be carried out in the workplace. All developed learning materials are also shared with other professionals through the platform. The model has been used by 10,000 employees at 500 workplaces and due to the success of the project, it will be implemented in the wider province, Östergötland, in 2023.

Online Learning Courses to support Health and Social Care Staff to implement National Standards
Health Information and Quality Authority, Ireland

This project aims to solve the identified lack of understanding among frontline health and social care staff on how to practically implement health and social care standards in their day-to-day work. Online learning courses on Infection Prevention and Control, Adult Safeguarding, and A Human Rights-based Approach were developed to build health and social care staff's capacity to understand and implement national health and social care standards. To this end, we worked collaboratively with people using health and social care services, advocates, staff providing care and support, and inspectors of health and social care services to develop the structure and content of the courses. While the courses were developed just prior to the pandemic, the pandemic accelerated the uptake of the courses among a wide range of frontline staff. The courses have been accessed over 135,000 times to date and 97% of course participants indicated that it improved their understanding of the practical application of national standards.

'Breaking the News' Training for Frontliners and Professionals
Madrid Ministry for Social Policy and Children's Rights, Malta

It has long been recognised that the delivery of sensitive news to parents, children, and families is a life-changing experience, which impacts them and the progress they make differently over time. Consulting partners recognised that despite its importance, news breakups were not being given the due attention in terms of both training and best practice. The project aims to train professionals who break sensitive news to parents and family members, in particular in cases of paediatric health in relation to child loss and disability. Those taking part in the training, were better equipped to deal with grief and parents and carers' day-to-day issues. Over 600 frontliners and professionals were trained to help sustain family resilience in the context of challenges with paediatric ill-health in relation to loss and disability.

Collaborative Practice
Nominees

Self-directed Support Project
Social Work Scotland, United Kingdom

Self-directed Support (SDS) legislation in Scotland enables social work to transfer choice and control to supported people over their social care arrangements. The Social Work Scotland Self-directed Support team bridges the significant implementation gap between SDS national policy and legislation and local delivery by providing support to overcome the challenges encountered by social workers in their practice of SDS. The SDS project provides focused implementation support to three local social service partnerships; brings together a national collaboration of third and independent sector providers, national SDS organisations, regulatory bodies and local authorities' representatives; and supports a Scotland-wide community of practice. These three delivery arms support learning and implementation of evidence-based practice to ensure that SDS delivery is improved and strengthened.

Multidisciplinary Group for the Prevention of Domestic Violence
Pomurje Social Work Centre and Association
of Centres for Social Work, Slovenia

This multi-disciplinary Group promotes a multi-agency approach to the prevention, response and reporting of cases of domestic violence in Slovenia. The Group connects frontline responders in cases of domestic violence from social, legal, educational, medical and other public agencies to educate them on how to act together to support and help victims of violence and raise awareness about domestic violence. The educational activities are tailored to the needs of the participants to learn about the responses and needs of other departments/agencies in cases of reported domestic violence. For example, if the Group is invited to work with educators, a member of the police could join to explain what the police does is in cases of reports of violence from a school. This mutual cooperation and interweaving of different profiles and professions in the response to domestic violence are unique in Slovenia.

COLIVING: collaborating, sharing, living
Autonomous Province of Trento, Italy

The COLIVING project brings young people, families and essential services back to mountain places affected by low birth rates and severe depopulation. Bringing together the right professionals from public and private entities, the COLIVING project brings young families to mountain places by strengthening community ties through volunteer projects, providing free housing, technological infrastructure such as high-speed internet, and essential health services in the affected places. Families are selected based on their social background and their willingness to contribute to the local community (coliving) rather than their economic status. Participants have been involved in local associations and all have found employment. This project has had a strong impact by engaging a population of 1,825. In the first two editions, 80 applications were submitted for 5 apartments, and 90 international applications for 4 apartments.

Neighbourhood Network Scheme
Birmingham City Council, United Kingdom

In 2017, Adult Social Care faced a £53million deficit, the consequences of a broken social care system with spiralling demand, focusing only on expensive crisis-based statutory interventions with poor outcomes for citizens. By shifting investment into prevention activity in communities, Birmingham City Council's Neighbourhood Network Schemes is a powerful example of community power, a collaboration between the voluntary, community and statutory agencies working together to deliver change. The objective is to take a prevention-first approach, support the building of connected resilient communities, creating relational life opportunities so vulnerable older and younger adults are supported through local community assets and as near to home as possible. Neighbourhood Networks Schemes support 10,000 people each year, to live healthy, happy independent lives within communities. This has led to better outcomes, improved relational life, reducing demand for social care packages and contributing to a balanced budget in 2022.

Employment Café
Santa Casa da Misericórdia de Lisboa, Portugal

The Employment café is an inter-agency collaboration that creates a link between social services and business, providing access to alternative employment paths and personalised support for people without employment, involving companies with recruitment difficulties. Every month an Employment Café takes place in the form of a job match-making event focusing on one company over a coffee morning. Social case managers and front office teams work together to identify possible job candidates in neighbourhoods with high levels of unemployment and training needs. Once identified by their case managers according to professional profiles and interests, the clients are monitored by the Employment Cafés team and are trained in job-related skills. Candidates are accompanied during the whole process of preparation, selection and labour integration, even when they are not selected, or integrated after their probation period.

Alimenta Project
Barcelona City Council, Spain

The Alimenta project aims to empower citizens of Barcelona who request support from services and social entities to buy food in the most dignified possible way supporting the individual to take charge as they are supported. In three districts of the city, Barcelona's City Council has set up 'dining rooms' that act as a community space where, in addition to being provided with food, people can participate in community and social life, together with neighbours and local groups. The food served is fresh, sourced from local suppliers and the menus promote a varied and healthy diet. Beyond food provision, participants are interviewed to create tailor-made programmes that put the person seeking support in contact with existing local services or other activities that the project creates to support the person's labour and social inclusion.

Technology Tool
Nominees

Effective Preventative Care Supported by Artificial Intelligence
City of Helsingborg, Sweden

Local social services do not have the resources or sufficient personnel to work proactively with all inhabitants. Therefore, the Health and Care Department in Helsingborg developed a tool consisting of an innovative AI model that proactively identifies users at high risk of extensive future needs and individuals with the highest potential for rehabilitation. By forecasting the needs, targeted interventions can be implemented to reduce the needs of individuals, which makes more efficient use of the resources available. The tool also allows for the interventions to be evaluated consistently providing valuable data to be able to make strategic decisions about continuing funding for programmes.

OLLI.CHAT
Richmond Foundation, Malta

People are often hesitant to seek mental health assistance over the phone. The service was also designed keeping in mind that youth would rather chat via text than call, thereby creating accessible mental health support. OLLI.chat is a free, live, online chat service, available in English & Maltese, 24 hours a day, through any web browser, available in any country.. It provides people who reach out with professional psychological, emotional, practical support and guidance in relation to their mental health with anonymity and confidentiality. OLLI.chat is a primary point of contact that can allow people to access more support locally or to be guided to services that may be beneficial. It also supports people who need acute care on how to access the services they may need. In the first calendar year, OLLI.chat served 3,412 unique chats and served people from different continents which is a great service launch for a country with a population of around 500,000.

BINTI
BINTI INC., USA

Binti builds modern, mobile-friendly software to promote quality practice in child welfare and ensure that every child has a fair chance at life. Binti's CEO Felicia Curcuru founded the company after seeing her sister struggle through the adoption process. She knew technology could empower agencies to close the gap between the lack of foster parents and the need for loving homes. Binti's team of child welfare professionals and leading Silicon Valley engineers created a Software as a Service (SaaS) solution for families and agencies so that every child can have a safe home. With Binti's practical tools, social workers save 20-40% of their time, focusing less on administrative paperwork and more on children and families. Binti averages 80% more families approved in 16% less time, increasing the availability of loving homes for youth in foster care.

A-Vici Pilot: Video Call Tool for Citizens
Barcelona City Council, Spain

In the context of the Covid-19 pandemic, Barcelona City Council piloted a remote service to reach out to citizens without the use of digital certificates through a video call service and provide them with the means to exchange documents with the City Council. During the second half of 2021, due to existing limitations in face-to-face care, the pilot project was launched in social services centres and the dependency care service of two Barcelona's districts of the Municipal Institute of Social Services. 9 months after, the degree of use of this service has been analysed and has been positively evaluated by citizens.

Mobile Application 'JUS-App' for Youth Welfare Offices
Social Authority of Hamburg City Council, (Sozialbehoerde Hamburg), Germany

Social workers in Hamburg requested portable technology solutions that would automatically carry out administrative tasks, provide all case details while at a client's home, support all their legal governance requirements, including forms and checklists, and allow them to connect to Hamburg's JUS-IT system in real-time. JUS-IT is the main software solution used in the youth welfare offices of Hamburg. The project aims to increase the efficiency and productivity of Hamburg's social workers by providing technology solutions that remove daily administrative tasks and make social work more attractive by providing modern, easy-to-use solutions to help social workers do their job. A new app (JUS-App) on a mobile device (e.e. iPad) now enables all social workers in the youth welfare offices in Hamburg to access data, capture meeting details automatically, pre-populate forms, and enable audio/video recording while they are in direct contact with clients at their homes or with service providers in their facilities.

OneView: How can Data Stop Homelessness Before it Starts?
Maidstone Borough Council with EY and Xantura, United Kingdom

After experiencing a 58% rise in homelessness over five years, Maidstone sought to shift from crisis response to early intervention. Maidstone Borough Council together with EY and its technology partner Xantura created a data and analytics tool, OneView, which captures data from multiple agencies to identify residents at risk of homelessness. Using the tool, Maidstone proactively identified over 650 households at risk of homelessness and enabled interventions that kept people in their homes. This pioneering, replicable approach reduced homelessness by 40%, generated about £2.5m in overall societal savings and produced a 192% return on investment for Maidstone. It also reduced administrative task time by 61 days, freeing frontline workers to focus on direct services to people in need.

Research Project
Nominees

DocRoom: Bringing Health Services Closer to Homeless People
Hungarian Charity Service of the Order of Malta, Hungary

Homeless people often have difficulty accessing essential health services. This might be even more difficult with the growth in digital health as they may lack the means and knowledge to use these services. However, the increased application of digital health also provides an additional opportunity to reach out to previously excluded groups. DocRoom, Europe's first evidence-based research project measuring the effects of digital health tools in the medical care of homeless people, was established to investigate the feasibility of telemedicine and digital health in the care of chronic diseases. Online visits were made available in community shelters in Budapest, Hungary, and the programme significantly improved care continuity and the use of relevant medical advances, while detecting high patient satisfaction. The project also represents a much-needed first-hand experience in this field and the best practices are shared through open-access scientific publications to maximise their impact across Europe.

Emotional Support and Mutual Help Groups Programme: Evaluation of Impact and Implementation
Barcelona Provincial Council, Spain

Non-professional caregivers frequently feel as if they are 'acting alone' and are overburdened with little professional support, leading to increased levels of anxiety and depression. They are the focus of the Emotional Support and Mutual Help Groups (ESMHG) Programme, established in 2010. Each group, led by professionals (preferably psychologists) consists of between 10 and 15 caregivers, with ten face-to-face sessions where they can express their emotions and concerns about caregiving. In 2022, the programme's impact and implementation were evaluated, assessing the changes in anxiety and depression levels in participants between the beginning and end of the programme. Most participants experienced a reduction in their level of anxiety (68% of participants), and their level of depression (54% of participants). On average, the level of anxiety in caregivers decreased by 29%, and their level of depression decreased by 25%. The evaluation identified opportunities to improve the programme, which are now being implemented.

DOST Index: Tailor-Made Business Intelligence for Government-To-Citizen Services
Agency for Sustainable and Operative Social Provision, Azerbaijan

DOST Index is a comprehensive tool for assessing and benchmarking social service provision performance across various factors by incorporating data from multiple sources and drawing insights using established analytical methods to ensure high-quality social services continue to be delivered to the population. The DOST Index is also a model for analysing back-office activities at macro-level and DOST centres at micro level with the aim of improving cooperation between them. Therefore, the Index comprises two components: the External DOST Index (for evaluating back-office performance) and the Internal DOST Index (for assessing front-office performance). The DOST Index is a tool for maintaining achieved service quality and customer satisfaction, identifying factors influencing the process, and managing interventions if problems are identified.

Accessing Social Benefits: The Impact of Administrative Procedures

Third Social Sector Platform of Catalonia, Spain

Social benefits are most effective when they reach the people they are intended to help as soon as possible. However, their design and implementation may prevent this goal from being achieved. Social innovation is required to overcome these obstacles, which may be caused by a normative flaw, digital impediments, or administrative bottlenecks. An expert study, involving administrators, non-profit organisations, and potential beneficiaries was carried out related to four essential Catalan social benefits: Minimum Vital Income; Guaranteed Citizenship Income; Rent Arrears Benefit; and Emergency Social Assistance for Families with Children 16 years and under. The analysis identified the main obstacles or problems a person requesting help might encounter when finding information about, requesting, or receiving social benefits.

Department of Health Reflections Series: Social Work and Co-Production

Department of Health, Northern Ireland

This is a guide designed to promote co-production in the commissioning, design, delivery, and evaluation of social work. A work of co-production itself, the guide was co-produced during the pandemic (starting in January 2020) by a writing group of social workers and people with lived experience of services, almost entirely via video conference and digital communication. It provides an increased and applied understanding of what co-production is, why it is essential in social work, and evidence of case studies from across Northern Ireland that will equip the reader to put co-production into practice where they are. With endorsement from Health Minister Robin Swann, 100 people attended the virtual launch in November 2021. The writing group have committed to continue disseminating the guide and recently delivered an online workshop for Northern Ireland Social Care Council.

Assessment test of the Physical Condition of People with Intellectual Disabilities

Samu Foundation, Spain

Three per-cent of the world's population has an intellectual disability. Their physical fitness is significantly lower during all stages of their lives compared to those without an intellectual disability. Studies carried out with adults with intellectual disabilities show that there is a relationship between their physical condition and the ability to perform daily tasks, including work functionality, which shows the relevance of physical activity for broader well-being. This project developed an instrument to diagnose the physical condition of the person so that a personalised plan can be designed for them satisfying fundamental psychometric criteria such as validity, reliability, and feasibility to better understand and improve the level of physical activity in this population group. This support would result in improved quality of life for people with mild to moderate intellectual disabilities.

Excellence Award
Nominees

Gaming Club
Gothenburg City Council, Sweden

In Gothenburg, parents with children with neuropsychiatric disabilities have been reporting to social services that their children do not go to school, do not participate in social activities, and instead, they stay at home playing computer games. Therefore, the city of Gothenburg implemented an innovative project to address this issue which was increasingly impacting young kids with disabilities. Gaming Club offers a space to these young people to come out of their homes and play games together with their peers. Establishing this first contact outside of the home, step by step, young people are reintegrated back into school and society. A questionnaire evaluation carried out by the University of Skövde with the target group shows that young people feel empowered and supported through the Gaming Club to re-integrate in society by being viewed as part of the solution rather than the problem.

Day Centre 'Šviesa': Self-Advocacy for People with Intellectual Disabilities
City of Vilnius, Lithuania

Day Centre 'Šviesa' offers an innovative set of tools and services that promote inclusion through self–advocacy. The Day Centre 'Šviesa' changes the lives of people with disabilities by ensuring their rights, inclusion and self-empowerment while tackling society's negative attitudes towards them. One of these tools is self-advocacy training, where attendees learn to listen, speak, feel confident, and understand their feelings. The attendees themselves present what they have learnt at social conferences and share good practice in the community. Attendees of the Day Centre also participate in the Centre's Council, where they can make suggestions on service delivery and by doing so they are part of the decision-making process. Evaluation through client feedback and inspection shows that the Day Centre has boosted social participation and decision-making, independence and self–management of regular clients..

The 6th District of Bucharest, for Ukraine
6th District City Council - General Directorate of Social Assistance and Child Protection, Bucharest, Romania

Since March 2022, the General Directorate of Social Assistance and Child Protection has been contributing to the Romanian authorities' efforts to support Ukrainian refugees, mostly mothers with children. The General Directorate partnered with public and private specialists to gather dozens of social workers, psychologists, educators, animators, medical staff, lawyers, and volunteers in various activities to respond as effectively as possible to the needs of people whose normal lives had been shattered by the war in their home country. This partnership enabled children to continue their education, socialise and take part in leisure activities. It also facilitated the integration of adults into the local labour market, supporting in turn their integration into the community.

'Antenne' hub
City of Ostend, Belgium

Every day, tons of perfectly edible food products are thrown away. At the same time, food aid and social organisations need to be able to respond to the ever-increasing demand from people in poverty. Antenne is an innovative solution from the City of Ostend that jointly addresses food waste and social inequalities. It serves as a logistic hub where food surpluses from local retailers are collected daily and brought to neighbouring local food distribution organisations in the region. This food is then turned into meals for homeless people at canteens and social centres. To run these activities, people who have difficulty accessing the labour market are hired and trained. Therefore, the project allows people in poverty to strengthen their social networks, rediscover talents, and improve their cooking or language skills, hence improving the chances of integrating back into the community.

Office to Support Ukrainian People (OMAPU)
A Coruña City Council, Spain

OMAPU is a specific A Coruña city office for people displaced due to the war in Ukraine. To date, 133 families have been supported, totalling 317 people. OMAPU has been conceived as a one-stop shop to not only provide basic needs of shelter, food and clothing but also more specific ones such as children's education, psychological care, Spanish language lessons, or sports and leisure activities. The Office also supports refugees with claiming help from other Spanish public administration offices, accessing health services, transport to other cities in Spain and any other needs that might arise. To achieve these objectives, OMAPU has been working closely with other public administrations, and simultaneously developing partnerships with local NGOs, private companies, volunteers and citizens, taking advantage of the solidarity network that had been created in the city during the Covid-19 pandemic crisis management.

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Local Government Network for Rapid Response and Fast Track Inclusion Services in Disadvantaged Urban Areas (LGNetEA)

ASSB - Social Services Bolzano, Italy

LGNetEA was put in place to support legally resident migrants and their families in Bolzano (Italy), housed in temporary or night shelters or leaving structured reception paths. This is a multi-disciplinary project team, involving both public and private social workers, aiming to find inclusive housing quickly to prevent the social marginalisation and prevent individual precariousness of the beneficiaries. To promote access to the private property market and move away from informal accommodation, the project foresaw the need for tailored education, providing support paths and personal tutoring and mentoring; and implementing measures to support rental and housing autonomy. The project includes a thematic awareness-raising campaign and the realization of brochures and video interviews about housing integration to build mutual understanding and cohesion between the local community and the beneficiaries of the project.

Family Card: Innovation to Dignify

Madrid City Council, Spain

The Family Card was developed to support social services beneficiaries to use it at any shop to buy food and hygiene products. Managed by local social services, the family receives monthly a card which allows them to purchase the goods they need based on their own choices. This innovative project was developed as a response to the social crisis generated by Covid-19 and had the political agreement of the entire city council. It takes a human rights approach and aims to eliminate stigmatisation linked to people queuing for food at food banks and provide autonomy and dignity. The initiative is integrated within the wider city's strategic social services actions and involves various government departments to simplify procedures and enable continuous monitoring.

Konekta2: Artificial Intelligence in Older and Dependent People's Homes

Fuenlabrada City Council, Spain

When dealing with accidents suffered by older people or people with dependency needs, the most common question that relatives and social workers ask themselves is: what if we had arrived earlier? Fuenlabrada's social services developed a programme to help them assess the routines of people in their homes thanks to the use of sensors and artificial intelligence. Once the routines have been analysed, anomalies can be detected in real time and the reasons behind them assessed. Every time an anomaly is detected, a message is sent to the individual's relative so that they can analyse the situation and take early action accordingly, anticipate possible risk situations, and thus preventing the further deterioration and dependence of older people or people with disabilities. This initiative is implemented in the framework of actions to support people who wish to live at home.

Concluding Thoughts

From crisis to crisis, whether during Covid-19 or supporting Ukrainian refugees, social services have heroically jumped into action making sure they provided the necessary continuity of care for those in need. They do it because of their commitment to supporting the most vulnerable in our communities despite the many challenges they face.

It is not very often that social services professionals from so many countries across Europe come together to celebrate their successes. The European Social Services Awards are all about the recognition of these successes and are essential to building strong social services.

Considering the many challenges social services are facing today, this year's theme, 'Innovation for Social Change' is more relevant than ever. Innovation ensures that social services are suitable to the ever-changing world that we live in and provide the most effective support for the people social services work for.
On 17 November, the 2022 European Social Services Awards Ceremony recognised the central role of public social services in supporting those who need them the most in the most effective way through this common thread of innovation.

During a very special evening, we showcased projects, teams and organisations which put people using services, residents, or clients at their heart. An audience of more than 160 guests from 20 countries, including applicants, shortlisted candidates, judges, and partners joined our ceremony in Málaga (Spain) to celebrate innovation for change in social services. Málaga's mayor Francisco de la Torre spoke of the importance of bringing this event to cities so that their social services can both feature their programmes and learn from peers from across Europe.

Opening the event, guest speaker Lucia Dal Negro, who herself has been a winner of international innovation awards and was a judge in this year's Awards edition, spoke of how the applicant projects represented multiple forms of innovation through novel partnerships, innovative ways of supporting the workforce, the use of innovative technology such as AI, or innovation led by cities improving the quality of people's lives. Following the ceremony, for the first time, we organised a networking event to allow participants to exchange with each other, develop connections and link up for future partnerships. In this publication, we have highlighted the winners and the finalists' innovative and fresh ways of promoting innovation to deliver change in the local communities where they work.

In my role at ESN, I have met with many ESN members who work tirelessly to improve the quality of life of the most vulnerable people in our communities. I admire their work supporting children and young people at risk, helping adults to maintain or recover their independence, and caring for older people in need of long-term care.

My most sincere congratulations to the six winners this year, all the shortlisted projects and applicant organisations that equally deserve to be recognised. I am very inspired to see the Awards continue to grow. At the European Social Network, we are proud to continue to pay tribute to the social care and social services workforce who support people in extremely difficult and often heart-breaking situations in local communities across Europe. These Awards demonstrate how public social services are making a real difference to people's lives.

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