

Social Services –

New governance for serving the most vulnerable

Setting/ What & Where?

- Alternative ways of financing (IT); Use of volunteers (SE); New forms of delivery (ES and UK)
- Cross-sector collaboration
- (Objectives of) citizen engagement
- Desired outcome: mobilisation of resources and capabilities to bridge the gap between demand and supply
- Countries: Italy, Spain, Sweden, UK
- Time horizon: 2006 – 2016

Actors / Who is involved?



- State, regional and local levels. Funders, commissioners, regulators (**Public Sector**)
- Service providers, advocacy, volunteer centres, recipients of impact investing (**Third Sector**)
- Service providers, service developers, technology suppliers, financial investors (**Business Sector**)
- Direct beneficiaries of social services, families, carers, opinion-shapers (**Informal Actors**)
- Technology development, research on (cost)effectiveness (**Researchers**)

Process / How did SI stream evolve?

1960 /70s	• (UK) First use of alarm technologies (local authorities' sheltered housing).
1990s	• (SPAIN) First use of home telecare by the Spanish Red Cross.
2000-2005	• (UK) New telecare projects/strategy for people with dementia.
2006	• (SPAIN) Law promoting independent living.
2007	• (UK) Assisted Living Innovation Platform by the <i>Technology Strategy Board</i> (UK).
2008-2009	• (UK) Whole System Demonstrator study on effectiveness of telecare.
2012	• (UK) National Dementia Challenge.
2013	• (SPAIN) Quality certification for mobile telecare.
2014	• (UK) Dementia-friendly technology charter.
2015	• (SPAIN) Beginning of the full implementation of the Dependency Law

Organisation & field traits / What's needed?

Organizational traits

- High diversity of organisational traits
- Social needs orientation, pro-social values, cross-sector partnerships, external openness

Context conditions

- Exogenous shocks as catalyst for social services innovation:
 - Economic crisis
 - Demographic changes
 - Policy/ Institutional changes



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