MORE RESILIENCE FOR SOCIAL INNOVATION

Clusters with Social Vocation and Responsiveness in the Med Area:
State of Play and the Way Ahead

Credits

This publication is a reviewed summary of the full versions of +RESILIENT deliverables 3.5.1 "Baseline SVRC and the Potential of Open Data and 3.6.1 "+RESILIENT action plan and strategy" drafted by RCDI – Development and Innovation Network (PT), Veneto Region (IT) and based on the contributions of all project's partners.

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Disclaimer

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introduction

This document summarises the main activities and results of the study phase of the **+ RESILIENT** project.

It is drawn from the Baseline study and the **+ RESILIENT** action plan and strategy delivered in late 2019 as a result of the activities of study and analyses of the partners.

It critically assesses and compares the data collected at country/regional level on *Clusters with Social Vocation and Responsiveness* (**SVRC** thereinafter), incorporating also the *benchlearning* and the policy inputs, the scoping workshops and scenarios identified and cross-referring, connecting and finding commonalities and differences.

For in depth information, read the full reports mentioned in this document, which can be viewed in the **+RESILIENT** webpage in the "what we achieve" result section.

https://plus-resilient.interreg-med.eu/

executive summary

In the first 18 months of the **+ RESILIENT** project, partners have been engaged in **studying and assessing** how the Clusters with Social Vocation and Responsiveness (**SVRC**) operate in the eight countries involved in the project.

During this period, the baseline situation has been investigated from **different perspectives**: existing clusters, skills to operate and create innovation, the relation with and the use of Open Data to plan, conduct or evaluate the operations.

After the initial findings, partners have used a *benchlearning* approach to assess the diversity and the relevance of identified clusters for their local context, and have defined future avenues of action for the testing of innovative tools, methods and strategies to reinforce the local **SVRC**.

This comprehensive process has led to the following results and conclusions for the way ahead: in all project regions, partners identified **SVRC**s, although there is a **large diversity** in terms of structure, activity area and mission of the clusters.

Informal clusters that result from the implementation of projects can be as relevant for social innovation as the formal clusters.

The **4-helix model** is essential for social innovation, as the internal and external interactions of the clusters show.

All clusters are embedded into one of these **three macro scenarios**:

    1. Delivery of public innovative services for new societal needs
    2. Support to Social Vocation & Responsive SMEs
    3. Capacity building of social enterprises

All the analysed clusters have some **relationship with social innovation,** but with a large **variety of action** areas and forms. Measuring the **social impact** of the cluster is not a regular practice, with exceptions, but the importance of doing so is widely recognised.

The **technological level** of the clusters analysed is generally low, and the use of **Open Data is mostly unknown.**

Social digital innovation requires the development of general **skills** such as interpersonal skills, creativity, and openness to change, as well as some specific skills (e.g. digital data analysis, sector specific competences).

Stakeholders point out that **all the organisations along the value chain** of the **SVRC**s, as well as end users, can potentially benefit from Open Data-driven services.

Nevertheless, several **constrains** to the use of Open Data are identified:
- *Lack of knowledge and awareness about Open Data*
- *Lack of skills/competences to exploit Open Data*

- *Availability and Reliability/Quality of Open Data (need for additional and better quality Open Data addressing the SVRCs)*
- *Poor accessibility to Open Data (user-unfriendly interfaces of open-source institutional portals/websites)*
- *Other difficulties (e.g. lack of financial resources, resistance to change)*

To enhance accessibility and the quality of data currently usable, the creation of a **more intuitive open-source database/platform** that integrates and interacts with the institutional tools already available to overcome the problems identified is suggested as a possible solution.

Awareness raising and training activities to support the use of **Open Data** is also required and should be addressed both to public and private organisations, involved in **SVRC**s.
The project's study visits were a great input for the *benchlearning* process. Several stakeholders and project partners showed interest in the cases visited, particularly those that associate **urban regeneration with community involvement.**

However, it was widely recognised that needs, priorities, and solutions widely **depend on the specific circumstances** that occur in each region and transferring requires careful adaptation.

Despite these differences, some **common factors** for social innovation were identified also during the *benchlearning* workshops, in particular:

- *The importance of public involvement as well as citizens' involvement, both in co-production and in funding*
- *The need for training and for institutional support in the promotion of social innovation.*
- *The potential and, at the same time, the challenge that the use of Open Data represent.*

The **policy assessment** conducted by the partners allows to globally conclude that policy and decision makers express interest in the project and consider that **+RESILIENT** is consistent with the implementation of **regional priorities and strategies** as far as social economy, innovation and open data are concerned, as well as RIS3 strategies in some regions.

The **scoping workshops** and the elaboration of the Use-case scenarios represented the logical conclusion of the *benchlearning* process and create a bridge for the **design of pilot actions** that are to be implemented in the next part of **+ RESILIENT**.

The final part of the study phase highlights some **common features** that indicate the focus of actions in the next activities:
- ***Innovation of public services*** *is connected to the main demographic trends, notably ageing in the case of care services, but also to other social global challenges*
- ***Training and upskilling*** *of human resources to meet emerging social needs is considered pivotal*
- *Managing the* ***complexity of multi-stakeholder*** *relationships is difficult but essential*
- *Co-creation tools and* ***involvement of beneficiaries*** *in the design but also in the evaluation of innovative services is paramount.*

Overall, the **diversity of the identified clusters** and the scope of interest largely depend on the regional/national economic but also **cultural and social** approach to innovation.
Nevertheless, some **common challenges** have been identified within the framework of actions that partners have shared during the study phase.
This will lead to the **next stage** of the project with the common purpose of supporting emerging **SVRC**s, even in the diversity of contexts that characterise the participating MED regions.

what you will find in this document

...a consolidation of the results of previous activities, which incorporates:

- The overall methodological approach of the study phase

- Cross-referring, connecting and critical assessment of the data collected at regional / country level – identification and comparison of commonalities and differences

- The *benchlearning* outcomes and good practices

- The policy inputs

- The scoping exercise and scenarios identified for the pilot actions

- The main tenets of the +RESILIENT strategic and operational scheme for further activities of piloting, transferring and capitalising the methods and results

understanding +RESILIENT

MODULE 1 STUDY
Analyse and assess how the SVRCs operate in the eight countries involved in the project

MODULE 2 TESTING TRANSFERRING
Design, test and evaluate innovative actions to support SVRC and transfer results

MODULE 3 CAPITALISATION
Influence policy to mainstream tested results, promote take-up at regional level
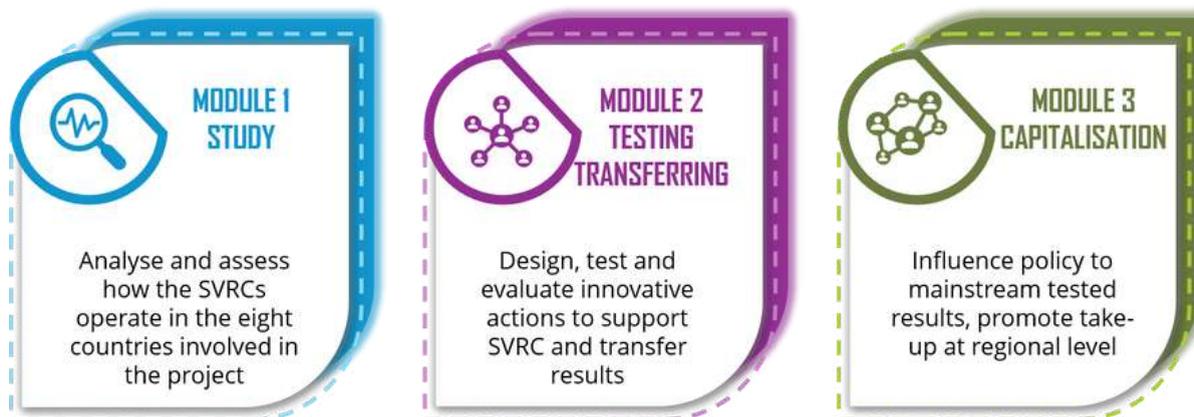
The **+RESILIENT** project integrates different phases of development of social innovation related to:

- emerging and unmet social needs, new forms of poverty, marginalisation, exclusion
- the sustainable economic and environmental territorial development, paying attention on the role of SMEs in the different sectors of the economy.

The **study Module** is a preliminary step for the testing, transferring and capitalising modules for which the partners have planned a Roadmap, to move on to the next phases:

1 METHODOLOGICAL FRAMEWORK DEVELOPMENT
Working groups methods and roadmap

COLLECTION OF INFORMATION
Collection tasks and collation of information

3 BENCHLEARNING: ASSESSING AND LEARNING
Study visits, *benchlearning* meetings, platform's functionality

CONSOLIDATION AND MODELLING
Use-case scenarios and + RESILIENT strategy
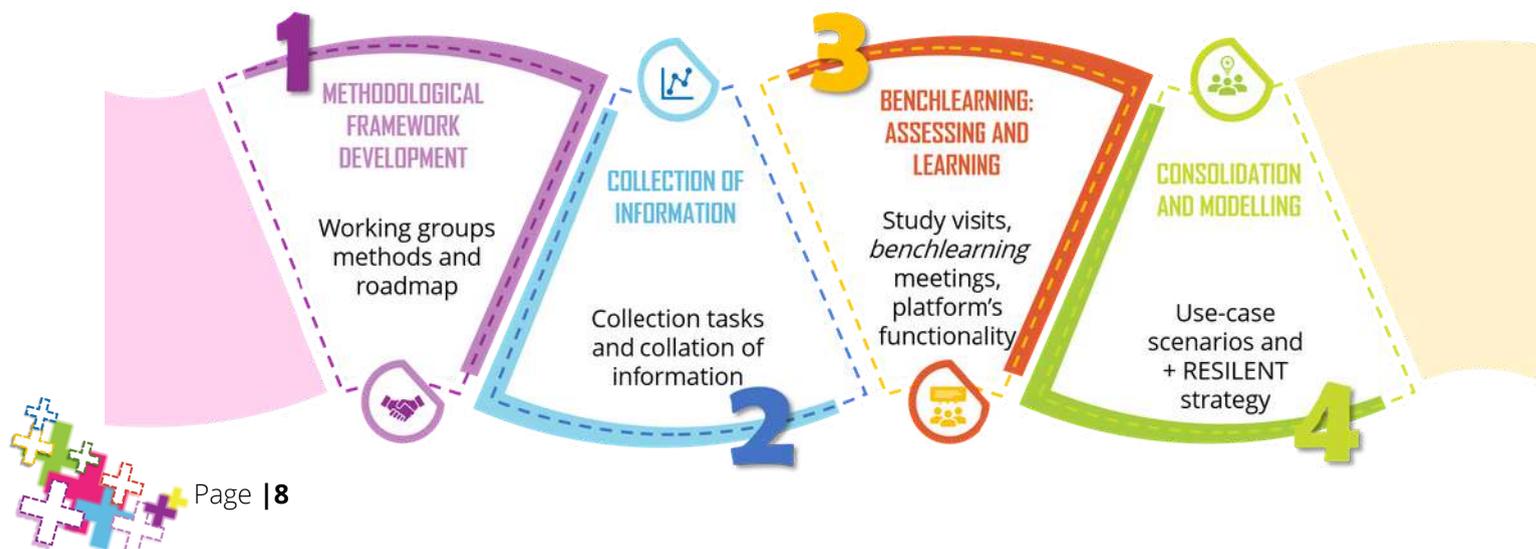
The **study Module** therefore aimed to **collect relevant information and analyse** knowledge and tools that can be applied, improved, and used in the following Modules.
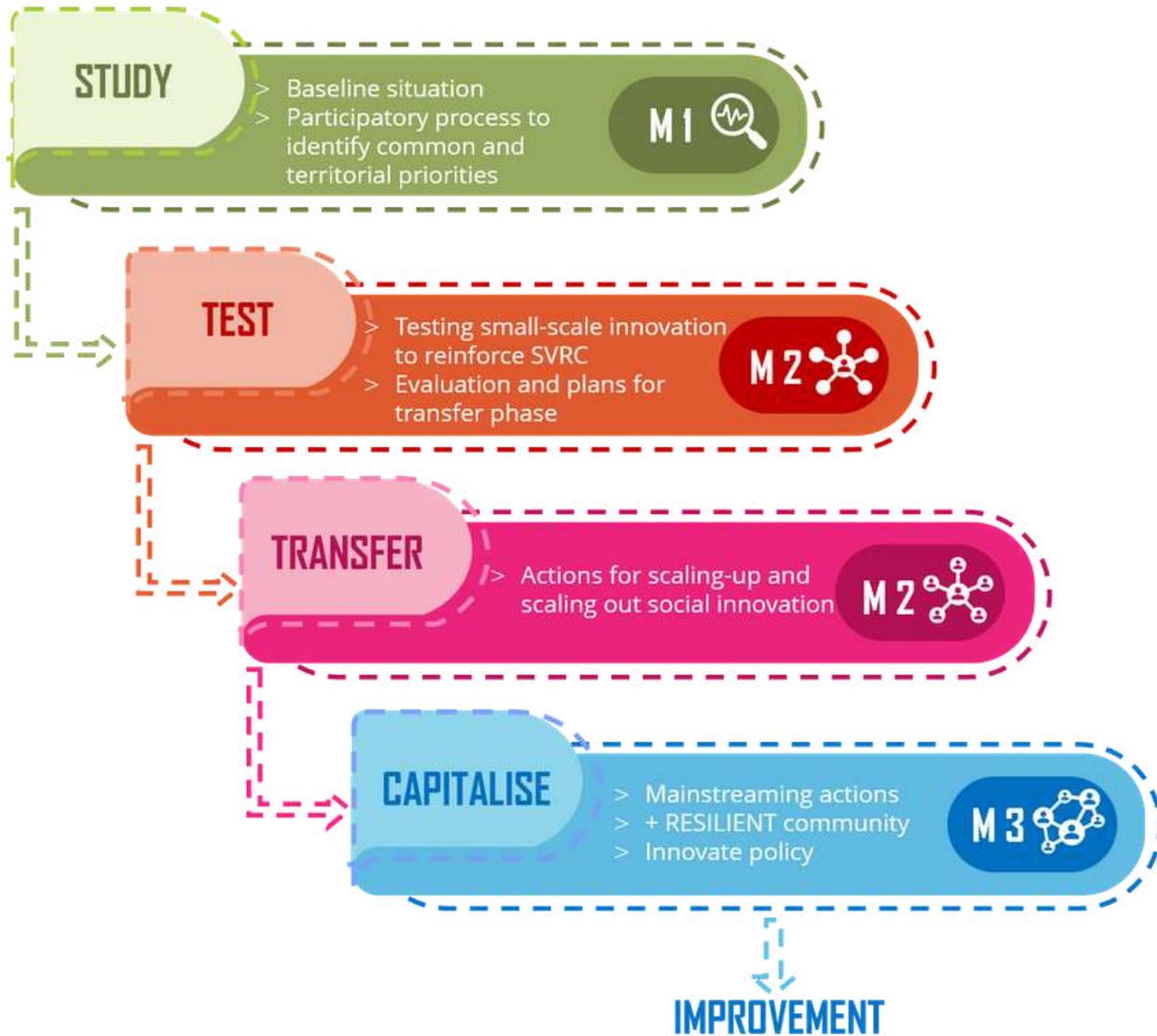
definitions

The project follows the definition of **Clusters** given by the **Interreg Mediterranean** (MED) programme. For the purpose of the project, **Social Vocation and Responsiveness Clusters**' definition is further detailed.

CLUSTERS DEFINITION

Groupings of independent undertakings [...] operating in a particular sector and region and designed to stimulate innovative activity by promoting intensive interactions [...] networking and information dissemination among the undertakings in the cluster. These groups may be recognized in a formal way or operate as informal networks as long as they constitute a stable ecosystem.

SVRC DEFINITION

Loosely connected and diverse companies, private/public, profit/no-profit working for a positive social impact- e.g. social enterprises dealing with social cohesion, ageing, migrations and sustainability, they include the social-related aspects and impacts of regions' RIS3 addressing synergies to be valorised in the effort to consolidate SVRC to achieve a critical mass and become a fully-fledged "clusters" with a social vocation, streamlined into cohesion policy and funds.

+ RESILIENT macro-scenarios

2 BUSINESSES

Support to SMEs with social vocation and responsiveness: (businesses linked to smart specialisation, ex: social farming, sustainable tourism, education etc).

1 PUBLIC SERVICES

Delivery of innovative public services (social entrepreneurship development, e-health, vulnerable groups, long-term unemployed, migrants and refugees etc).

3 SOCIAL ECONOMY

Capacity building of social enterprises, sharing economy, third sector, citizens' organisations, crowdfunding initiatives etc).
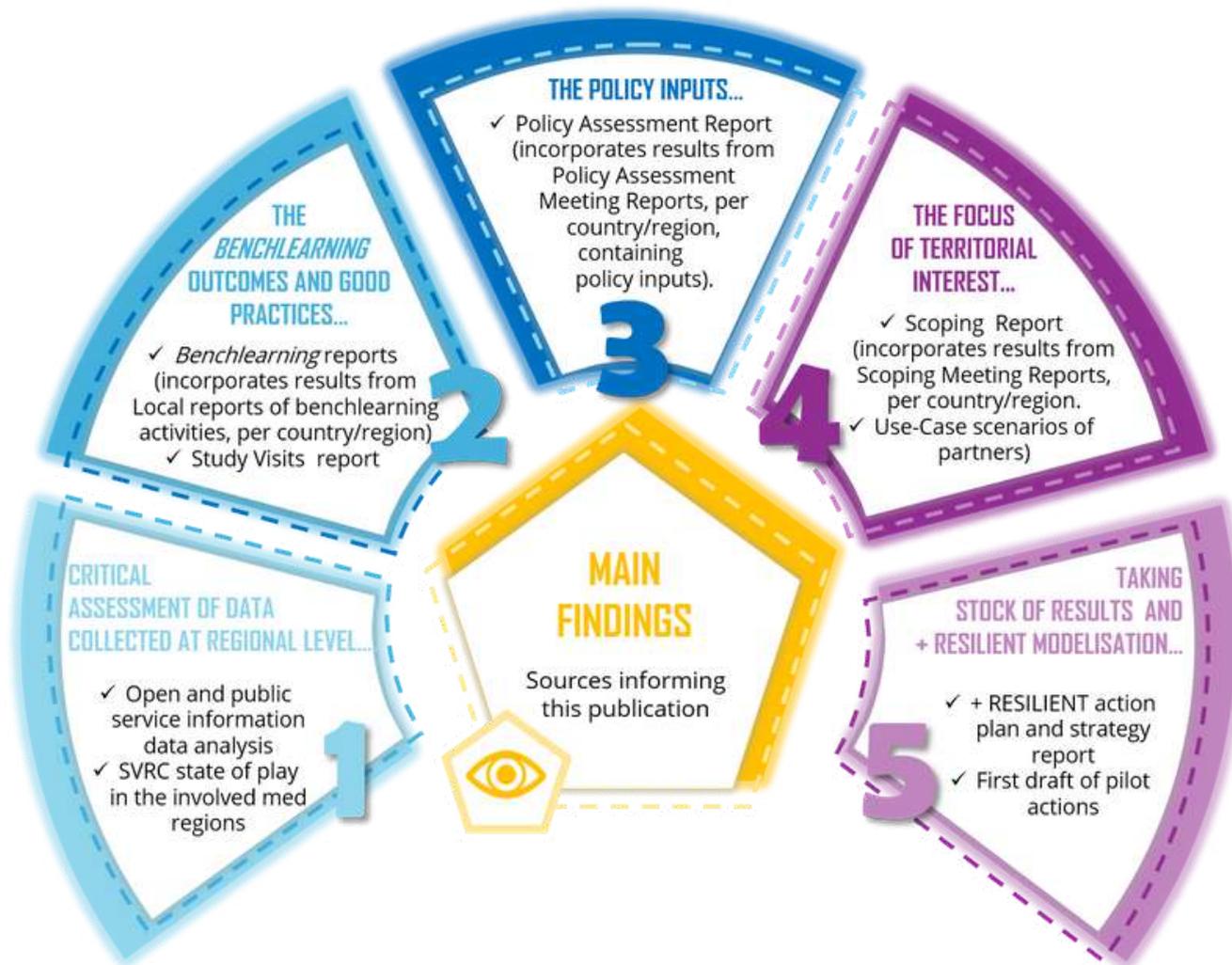
In the initial phase of the project, we have identified **three macro-scenarios,** general enough to be adapted to territorial diversity, but codified enough to make sure that the lines of action and testing can be compared and refer to a shared and composite scope of **SVRC**s.

BASELINE SITUATION AND POTENTIAL OF OPEN DATA FOR SVRC AND SOCIAL INNOVATION

THE POLICY INPUTS...
✓ Policy Assessment Report (incorporates results from Policy Assessment Meeting Reports, per country/region, containing policy inputs).

3

THE BENCHLEARNING OUTCOMES AND GOOD PRACTICES...
✓ *Benchlearning* reports (incorporates results from Local reports of benchlearning activities, per country/region)
✓ Study Visits report

2

THE FOCUS OF TERRITORIAL INTEREST...
✓ Scoping Report (incorporates results from Scoping Meeting Reports, per country/region.
✓ Use-Case scenarios of partners)

4

CRITICAL ASSESSMENT OF DATA COLLECTED AT REGIONAL LEVEL...
✓ Open and public service information data analysis
✓ SVRC state of play in the involved med regions

1

MAIN FINDINGS

Sources informing this publication

TAKING STOCK OF RESULTS AND + RESILIENT MODELISATION...
✓ + RESILIENT action plan and strategy report
✓ First draft of pilot actions

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This section is informed by the reports produced by the partners documenting the major results of the activities described in the **Study roadmap** to provide a summary of main findings collated over the past 18 months.

analysis of clusters

Project partners were asked to identify **SVRC**s in their regions. At least **one cluster was identified in every region** and, in some cases, more than one cluster was identified. In the case of Albania, UCCIAL identified single companies or organisations pursuing social goals or social responsibility actions. Not all identified clusters have been included in the analysis; limiting the number of clusters in the analysis to 3 per country allowed the study to be more homogeneous.

The **analysis criteria** were previously defined: degree of formality, type of leading organisation, activity area, governing structure, relationship to technology and open data, relationship with social innovation and social impact.

The clusters vary significantly in nature, mission, and size. Not all are formally established with a common objective, but they all group several organisations, show some **degree of internal interaction** and they all operate in the social sector.

There are different **levels of "formality"** and in some cases the cluster was materialised because it is led by a cooperative that requires a formal structure. Informal clusters such as those resulting from the implementation of specific projects may be as relevant in the region as the formal ones.

INFORMAL GROUPINGS 20%

PROJECTS 13%
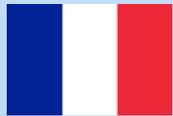
FORMAL GROUPINGS 67%
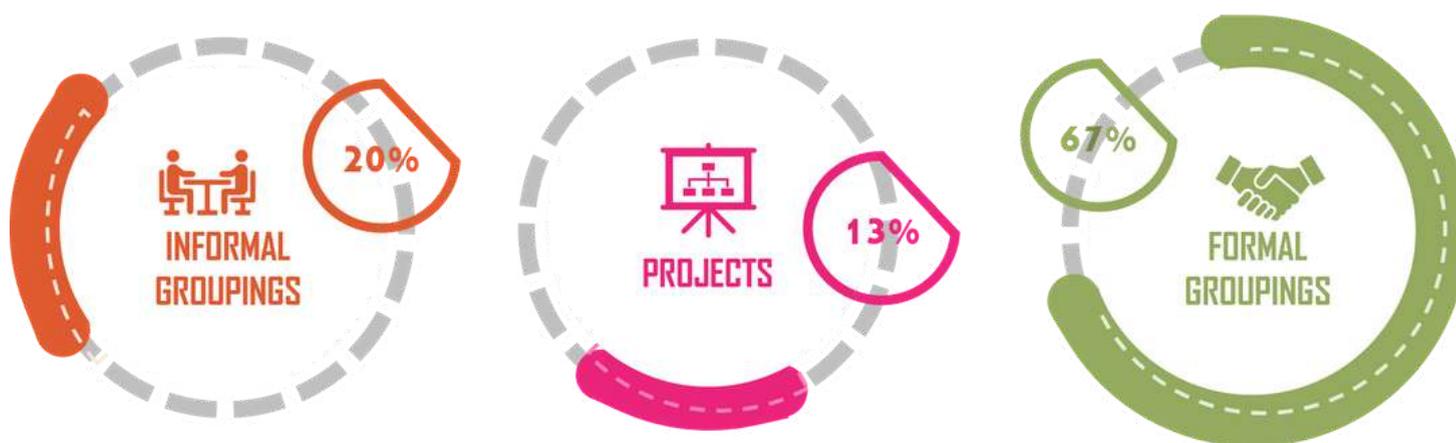
Most of the clusters have a **well-defined governance structure**, particularly if they are formally established. On the other hand, not all the identified clusters follow the 4-helix model.

COOPERATIVE 25%

ASSOCIATION 25%

COMMITTEE 17%

PUBLIC AGENCY 17%
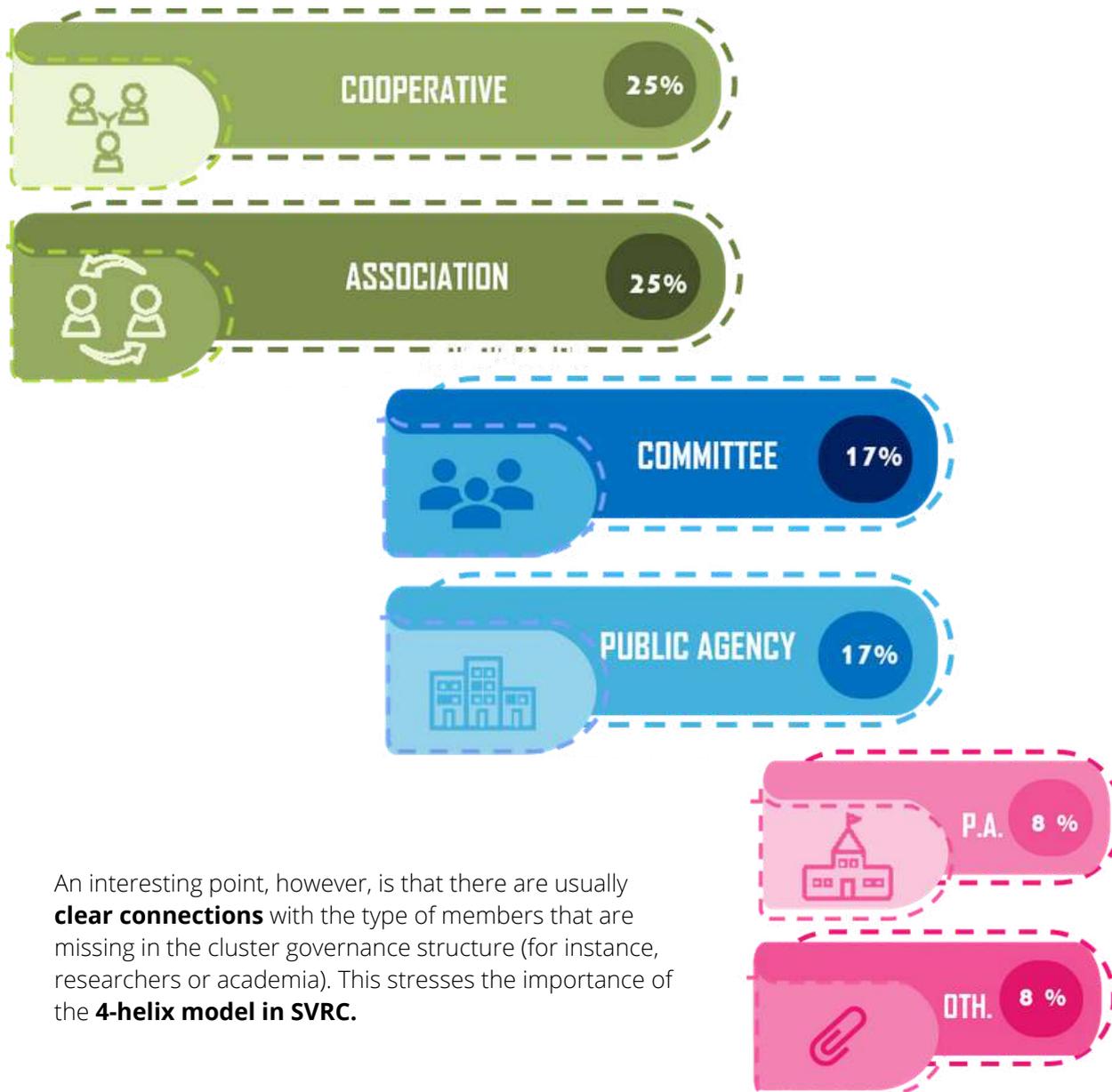
An interesting point, however, is that there are usually **clear connections** with the type of members that are missing in the cluster governance structure (for instance, researchers or academia). This stresses the importance of the **4-helix model in SVRC.**

P.A. 8 %

OTH. 8 %

| COUNTRY	CLUSTER DESIGNATION	MISSION
🇵🇹 Portugal	PTS Alentejo Central	*Development, implementation, monitoring and evaluation of the regional Social Network (RS).*
🇪🇸 Spain	Xarxa de Economía Solidaria	*Catalan network of social economy enterprises, third Sector entities and projects that promote economic system based on democratic, horizontal, transparent, and participatory criteria.*
	Federación de Cooperativas de Trabajo de Cataluña	*Representing cooperative work in Catalonia, provide advice and networking opportunities; entirely dedicated to the creation, growth, and promotion of worker cooperatives.*
	Informal cluster - Aragon	*Giving support to SMEs belonging to the social economy sector.*
🇫🇷 France	La Friche Belle de Mai	*A cultural and artistic project for an urban development project.*
	Pole Services à la Personne (PSP)	*Gathers different organisations and services providers within the social and health sector in order to work on a coordinated health and care circuit for people living at home.*
	Urban Prod	*Promotes digital practices as tools for mediation, expression, and access to culture in the context of the digital humanities*
🇮🇹 Italy	INN VENETO Network	*Social innovation platform (informal)*

COUNTRY	CLUSTER DESIGNATION	MISSION
🇮🇹	QUA, Quartiere Bene Comune	*A project to allow citizens to present their own ideas to improve the city in terms of services and spaces.*
🇬🇷	Social Cooperative Network	*Networking and cooperation between the SSE organisations within the Region of East Macedonia and Thrace; information and awareness of the citizens for the SE sector.*
🇭🇷	Labour Market Committee -LMC	*To strengthen capacities of the Labour Market. Committee of stakeholders in the Region of Istria to create an influential advisory body in employment policy and labour market.*
🇸🇮	Cooperative Dobrina	*To develop and support small family farms; to promote organic farming and principles of sustainable local supply and fair trade; to connect rural areas to urban centres.*
	Cooperative of wine producers Haloze	*Grouping regional wine producers to enable them to enter the market under one organisation and to reduce costs.*
	Sociolab	*Social economy development project.*
🇦🇱	No cluster	*Single companies and organisations pursuing social goals or social responsibility actions were identified.*

The identified **clusters** operate in many different activity areas:

- *Urban development*
- *Social Care*
- *Health*
- *Entrepreneurship*
- *Human Resources*
- *Culture / Urban Art*
- *Agriculture*

The majority are oriented to strategic areas of the Research and I**nnovation Strategies for Smart Specialisation (RIS3)** in their regions.
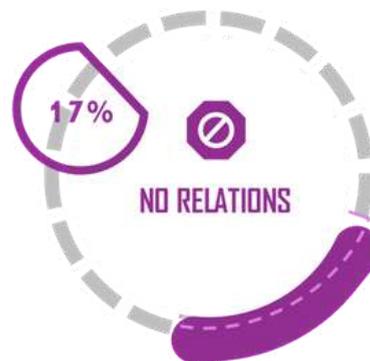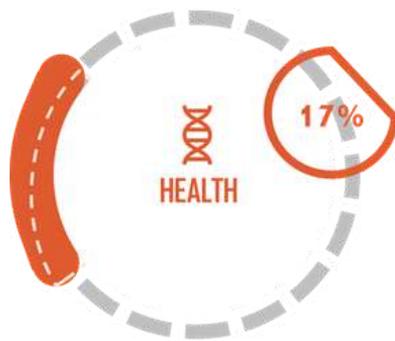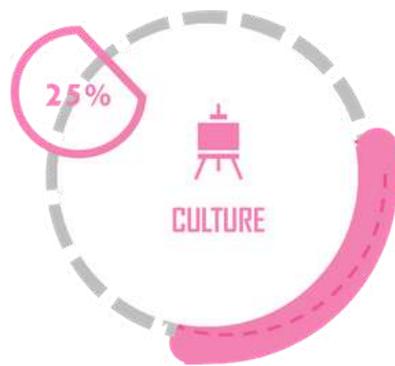
Most identified clusters align their **social objectives to their mission** and role, strengthening their identification as cluster with social responsibility. Few of them name a **common social challenge.** In other clusters, social challenges are addressed by means of **public-funded projects**, with a very well-defined goal and planning.

Social impact is easier to assess in the last two situations. However, in general, assessing social impact is not a regular practice.

All identified clusters were created and operate in a specific political and legal context. **Public policies**, mainly at regional level are the drivers of SVRC.

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relationship with social and digital innovation

In this project, social innovation is considered in its larger dimension as a means to **promote welfare** and social, economic, environmental, and cultural development from an approach based on solidarity, social cohesion and social justice.

In this sense, all identified clusters have some type of **relationship with Social Innovation**, although focused on different areas:

- *Use of digital technologies*
- *Relationships between public administration and citizens*
- *Social entrepreneurship*
- *Stable and quality employment*

- *Agriculture and rural areas*
- *Demography*
- *Information exchange and networking*
- *SME support*

Technological level is fairly low in all the clusters analysed. Digital tools are used for communication (internal and external) and also for dissemination activities but there is low technological innovation.

In the same way, the **relationship with Open Data** is almost non-existent. In general, Open Data technology is almost unknown, including its potential benefits, or return on investment.
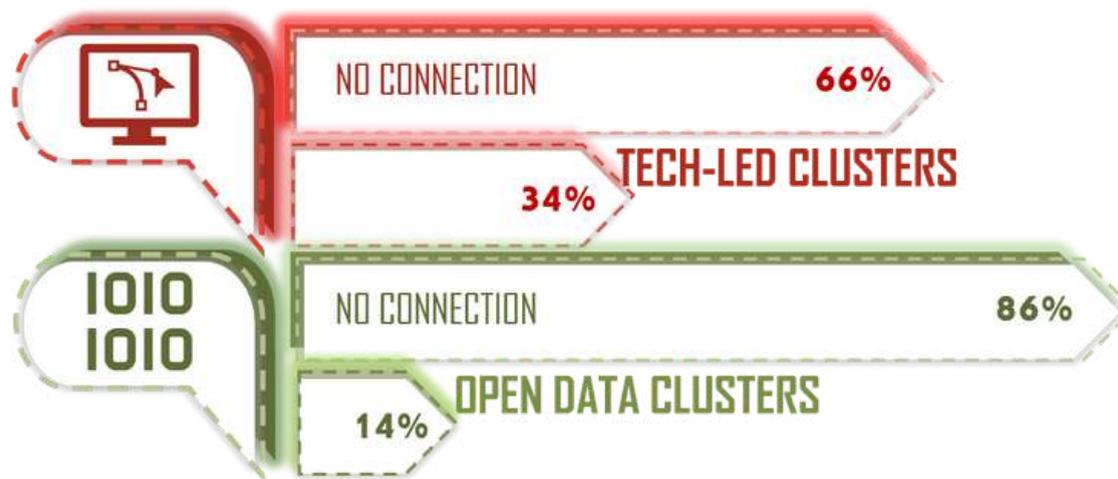
skills and capabilities assessment of SVRC

Project partners assessed SVCR skills and capabilities in 10 Mediterranean Regions. The assessment was based on 17 focus groups, 32 semi-structured interviews and questionnaires, covering 366 persons from organisations on a 4-helix approach: social economy organisations, enterprises from the private sector, public administrations, research institutions and civil society.

SOFT SKILLS

- Interpersonal skills: empathy, management of social relations and conflicts, team work and communications skills.
- Collaboration capacity: internal, external (networking, cooperation).
- Adaptability/flexibility: capacity to step back, self-criticism, work with people with other views and approaches.
- Creativity and the capacity to design new solutions.
- Social awareness and commitment: awareness of social context and diversity of human needs.
- Responsibility and ethic consciousness.
- Analytical capabilities: identify and understand social needs.
- Self-management skills: autonomy, time management, resilience and motivation.
- Openness to change: curiosity and novelty acceptance.
- Leadership skills: decision-making and team motivation.
- Self-confidence.
- Technology friendly.

HARD SKILLS

- Digital skills and digital data analysis.
- Socio-analytical skills: capability to collect, manage/analyse information and understand the social context and identify social needs.
- Communication/dissemination skills.
- Project Management: management of change, management of internal resources and in-depth knowledge of the organisation.
- Team Management: team building, promotion of cooperation, group facilitating.
- Sector-specific knowledge.
- Interdisciplinary skills: combining skills from different sectors (socio-humanistic and technological).
- Knowledge of Legal and Public Policies.
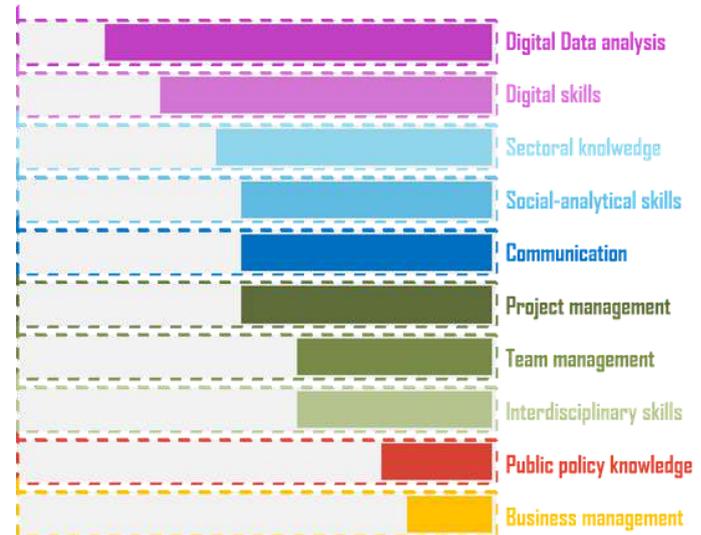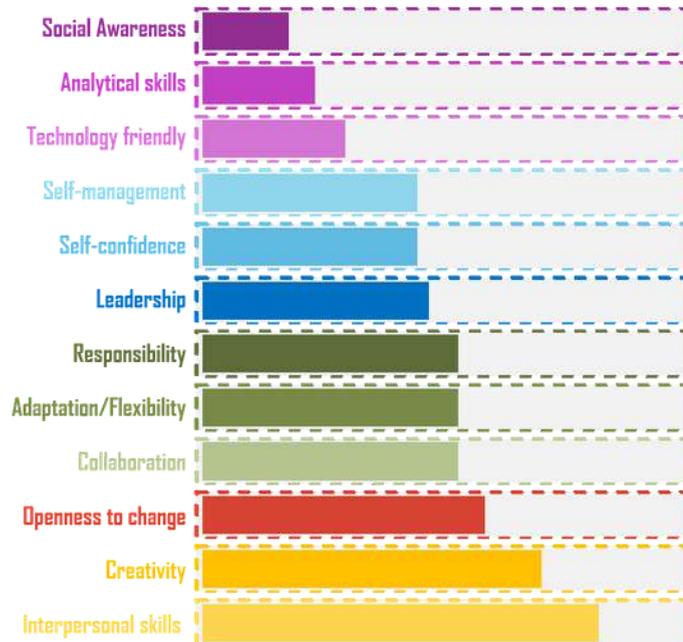- Business Management: financial skills, enterprise management.

OTHER SKILLS

Skills to integrate a gender equality perspective and an intersectoral approch into innovation

- Gender & Intersectional knowledge: specific training or knowledge on gender equality (analysis and measures) and know-how to avoid prejudices and any type of discrimination.
- Inclusive methodologies: how to ensure the participation of all individuals regardless of their social condition.
- Design inclusive innovative solutions: solutions that take into account the different needs and social realities.
- Experience in implementing gender and intersectional measures: know how to design and implement effective measures.

Social Awareness
Analytical skills
Technology friendly
Self-management
Self-confidence
Leadership
Responsibility
Adaptation/Flexibility
Collaboration
Openness to change
Creativity
Interpersonal skills

Digital Data analysis
Digital skills
Sectoral knowledge
Social-analytical skills
Communication
Project management
Team management
Interdisciplinary skills
Public policy knowledge
Business management

The transnational analysis of the results revealed the **most relevant skills** at individual level to promote social/digital innovation as being **interpersonal** skills, **digital** skills, **creativity**, and **openness** to change, and **sector-specific** knowledge.

open data and public service information (psi) analysis

The desk research conducted by +RESILIENT partners on the availability of Open Data allows to conclude that:

- *There are several initiatives both at local, regional, and national levels around Open Data, in all regions/countries involved in the project.*

- *Available Open Data cover a large set of categories, including, for example, demography, employment, science and technology, education, environment, health and social services, citizenship and citizen's participation, transports, agriculture, housing, business, etc.*

Stakeholders' Needs referring to Open Data Resources

A **qualitative research** was conducted in the project regions, based on focus groups or semi-structured face-to-face interviews, targeting project stakeholders, and following a 4-helix approach, to provide a broad perspective. The aim of the research was:

- *Gather feedback and views on the needs of potential **+RESILIENT** beneficiaries referring to Open Data (OD) & Public Sector Information (PSI).*
- *Collect opinions and suggestions on how OD & PSI can be utilised to create services and new products that can answer to these social needs, as well as the expected benefits from this process.*

The main findings are summarised in the chart below.

Key target groups that can benefit from Open Data driven +RESILIENT services

The organisations along the value chain of the SVRCs, as well as end users, that can potentially benefit from Open Data driven services include:

- *Local & Regional Public Bodies,*
- *SMEs in social economy and & RIS3 Sectors,*
- *Social Investors,*
- *Social Economy Non-profit Organisations,*
- *Citizens Organisations,*
- *Clusters, Academic & Research Bodies and End Users (Individuals, Families).*

Organisations tend to be considered as the main **beneficiaries**, rather than the end users to whom those organisations provide their services.

Difficulties/problems that the use of Open Data can help to solve

The most interesting findings resulting from this approach refer to:

- *Low level of interaction among SE organisations operating in the same territory.*
- *Lack of communication between citizens and the public administration*.

Open Data could be a particularly useful tool for both problems, promoting a **better communication** and supporting the sharing of reliable information about the public and private resources and assets, therefore enhancing the possibilities for their re-use and promoting overall efficiency.

Contents and reliability/quality of Open Data

To overcome the need for additional Open Data and to have more complete and regularly updated datasets, increased **collaboration between the public administration and the social economy** organisations is required, to achieve high quality data about the sector.

It was also stressed that if more complete datasets about the social economy are available, it would be possible to:

- *better understand specific sub-sectors and problems faced in the social economy (and consequently improve the social innovation processes).*
- *create more Open Data based services, to tackle the problems detected.*

Improve accessibility to Open Data

Suggestions to improve accessibility to Open Data and to improve **autonomy and efficiency** of users refer mostly to:

- *Solutions to help using and exploiting Open Data and to facilitate customisation and the creation of new OD driven services, with collective usefulness.*

- *Services to support Open Data scrutiny/examination, to increase reliability and transparency.*

- *Networking Platform/Forum providing toolkits to help users dealing with Open Data.*

TRAINING NEEDS REGARDING OPEN DATA AND DATA DRIVEN SERVICES

TOPICS   **TARGET GROUPS**

AWARENESS OF OPEN DATA:

- *Benefits of OD to improve business strategies/processes.*
- *Usefulness of OD driven services to support social innovation.*
- *Importance of providing user-friendly digital services.*
- *Benefits resulting from sharing data (common information, knowledge...).*
- *Safety and data protection.*

Managers and technical staff of SE public and private (profit and non-profit) organisations

ICT TRAINING. Introduction to Open Data

- *How to search, download and analyse open datasets.*
- *How to share data produced by the SE organisations*

Technical staff (IT area) of SE private (profit and non-profit) organisations

SOCIO-TECHNICAL TRAINING

- *Analysis of the different types of Open Data and their possible use for social economy purposes (and for the development of digital services).*

Technical staff (social area) of SE private (profit and non-profit) organisations

ICT TRAINING. Operations

- *Operation/use of the specific OD driven products services developed by the SE organisations.*
- *Development of skills to transfer information to end-users (e.g. individuals, families), helping them to deal with the new digital services.*

Technical and operational staff (social area) of SE private (profit and non-profit) organisations

benchlearning outcomes and good practices

the *benchlearning* process

The goal of *benchlearning* is to learn from the strengths of other organisations, **to learn the things they do well, to search for inspiration in one's own work** and to learn from and avoid the mistakes that others have made.

Project partners ran a *benchlearning* process with the stakeholders in their regions to identify needs and experiences and to seek inspiration for new solutions.

All partners organised ***benchlearning workshops,*** which lasted 3 to 6 hours and gathered 11 to 25 participants. A large diversity of stakeholders took part in these meetings, from social economy organisations, private enterprises, public authorities, or administrative bodies.

The main **inputs** for the workshops were the SVRC state of play and the Open Data analysis presented in the previous sections, together with the results of the study visits that took place in Spain, France, Slovenia, and Italy.

During the workshops, discussions were centred on three main questions:

1. *Which are the needs and priorities in our region?*
2. *How can digital innovation and the use of Open Data help to improve social responses and services?*
3. *What can we learn from the experiences in other regions?*

+RESILIENT study visits

The five **+RESILIENT** study visits that took place between November 2018 and March 2019 were selected according to identified relevant scenarios and were carried out as peer-reviews.

The major **findings** of the study visits are as follows:

- *A wide diversity of realities and cases of SVRC (both metropolitan and rural) is present in the different regions of the +RESILIENT project.*
- *Many different visions and strategies to strengthen social ecosystems are found in every region, related to the specific characteristics of the local economies.*
- *There are different intervention models for the different actors, but public institutions still command the processes in most cases (especially through funding)*
- *Transferability is possible but requires careful adaptation and the creation of institutional frameworks.*

The major **challenges** are building bridges between:

- *Open Data & Social Innovation*
- *Rural Development & Social Economy*
- *Social Needs & Digital Solutions*
- *Public Policies & Sharing Economies*

LOCATION	HOSTING PARTNER	MAIN THEME	ISSUES ADDRESSED
Barcelona *BA - Barcelona Activa*		**Sharing economies and tech-led social innovation**	Relevance of public policies and tools together with social economy networks to strengthen the social ecosystem.
Zaragoza *ITAINNOVA*		**Open Data (OD)**	OD as a driver for innovation both for public administration and for the social economy; benefits of new technologies based on OD; data interoperability.
Maribor/Podravje *PRIZMA*		**Rural development**	Local development strategy: promotion of sustainable tourism, revitalisation of cultural heritage, overgrown areas and viticulture, and intergenerational cooperation (with the inclusion of vulnerable groups).
Reggio Emilia *ANCI - Associazione Nazionale Comuni Italiani*		**Urban regeneration**	Urban regeneration processes can lead to the activation of economic opportunities related with digital innovation (Coviolo Wireless), start-up incubation (Chiostri di San Pietro), social inclusion (La Polveriera) and socio-educational services (Loris Malaguzzi International Centre).
Marseille *AMU - Université Aix-Marseille*		**Sharing economies and tech-led social innovation**	Urban regeneration involving the local community in cultural and artistic projects organised in a Hub and an Incubator to promote social innovation (La Friche Belle de Mai); technologically-led innovation to address three major societal challenges for the future of the planet: energy, food and mobility (The Camp); use of open data services to promote citizenship and social inclusion.

the *benchlearning* results

The first part of every workshop was focused on the **identification of needs**, priorities and solutions having the experiences of the other regions as background. **Needs and priorities differ** from one region to another due to important differences among regions at the socio-economic, institutional, cultural, and territorial level.

In some regions, the **social economy** sector benefits from a large supportive ecosystem (such as in France, Spain, Portugal, or Italy), which is less the case in Albania, Greece, or Slovenia. This explains the diversity of the activity areas and interests prioritised in the different regions.

Development of the agro-food and tourism sectors.

Development of social innovation actions and creation of a regional centre to foster social innovation with six priority areas: (1) isolation of elderly people, (2) informing about the social services, (3) useful application of the spare time, (4) building confidence of disadvantaged persons, (5) discrimination among children, and (6) education of the elderly people.

Food as a potential direction for the creation of the transversal living lab; it includes environmental issues, social and equality issues (how to give access to food to all the human beings and reduce poverty), education and public health issues. To think about another way of producing, selling, and consuming food would need to rely on a diversity of open data and digital innovative tools.

Development of Social Enterprises, reinforcing its role to combat unemployment and development of a supporting mechanism for social enterprises operated at municipal level.

Community hubs for enhancement of unused places, identification of areas accessible to the community for social, professional, recreational and cultural purposes; also, smart support services to citizenship to exploit the potential offered by new technologies throughout life in a multidimensional perspective.

Provision of social care and healthcare for disadvantage people and delivering of social assistance and care services of general interest; development of a digital tool providing information on the regional supply of social care services, allowing the public to search for responses to specific social problems and allowing social organisations to cooperate and coordinate actions.

Development of social entrepreneurship and support to the creation of new (social) enterprises through financial support schemes, financial instruments, and development of cultural and social norms.

Barcelona: Development of the care economy for dependent people and for the elderly; Aragon: Citizen participation in urban planning, or potential usage of public empty buildings, creating a sort of associations' buildings.

transnational analysis

The second part of the *benchlearning* workshops was dedicated to analysis and learning...these are the main issues:

01
The need for public support to social innovation (direct involvement of public bodies in bottom up approaches, funding, enabling policies, ...)

02
The lack of access to funding is a major barrier to develop social innovation initiatives (mobilisation of private funds and co-funding with citizen's financial contribution are interesting processes to explore further)

03
The importance of citizens' involvement (involving citizens in the projects, making citizens' opinions count, working closely with people/ organisations in charge of projects and developing civic awareness)

04
The need to develop training in most regions to support social innovation (lack of skills is a major barrier),to identify and experiment (learning, transferring, and adapting)

05
The growing concern of evaluating or measuring the social impact of the initiatives (concrete evaluation is not a rule in most regions)

06
The use of open data for social innovation (digital tools and open data are clearly levering for the development of social innovation initiatives, but their access and use are still challenging)

Policy inputs

+ RESILIENT addresses the goal
of policy change, therefore partners
 have also consulted with regional and
 local policy makers on the main issues
and priorities emerged in the project's
activities from different stakeholders.
The overall appraisal of inputs available from
the Policy Assessment reports indicates that:

- *The +RESILIENT approach is totally consistent with the regional strategies referring to social innovation and is also in line with initiatives promoted by regional governments and municipalities to benefit more vulnerable groups or to create social innovation processes based on urban regeneration.*

- *The +RESILIENT project is seen as an opportunity to improve regional policies or to raise attention to shortcomings in the regional strategies.*

selection of local and territorial cases

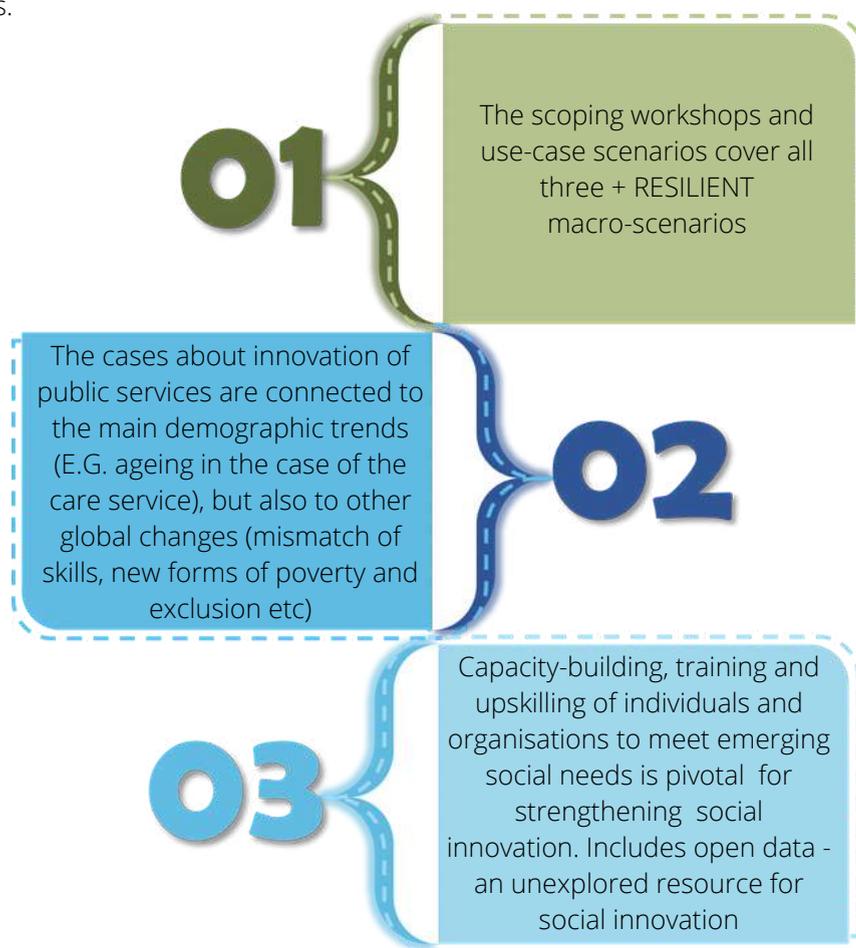# the creation of the platform and the pilot actions

The **selection** phase to move forward to the next phase of Testing included a two-step activity:

a) the scoping workshops and
b) the elaboration of the Use-case scenarios

These two activities represent the **follow-up** of the analysis and the priorities already highlighted in the *benchlearning* process.

Nine **scoping workshops** reports produced by the partners inform the selection process.

The main results of this process, which also reinforces the issues highlighted in the *benchlearning* process, are summarised here:

01 The scoping workshops and use-case scenarios cover all three + RESILIENT macro-scenarios

02 The cases about innovation of public services are connected to the main demographic trends (E.G. ageing in the case of the care service), but also to other global changes (mismatch of skills, new forms of poverty and exclusion etc)

03 Capacity-building, training and upskilling of individuals and organisations to meet emerging social needs is pivotal for strengthening social innovation. Includes open data - an unexplored resource for social innovation

04

The multi-stakeholder approach (in some cases 3- helix, but in most cases 4- helix) is deemed central to all the scenarios and use-cases. However, the relationships are always complex to manage

05

Open knowledge resources (creation of platforms, physical and virtual) to foster social innovation at territorial level represent one of the main strategies of the identified scenarios

06

There are clear relations between social innovation and sectors, especially the smart specialisation sectors linked to sustainable development such as smart agro-food, cultural and creative sectors also related to sustainable and accessible tourism, health

07

Co-creation tools and involvement of beneficiaries in the design but also in the evaluation of innovative services is deemed paramount in most cases
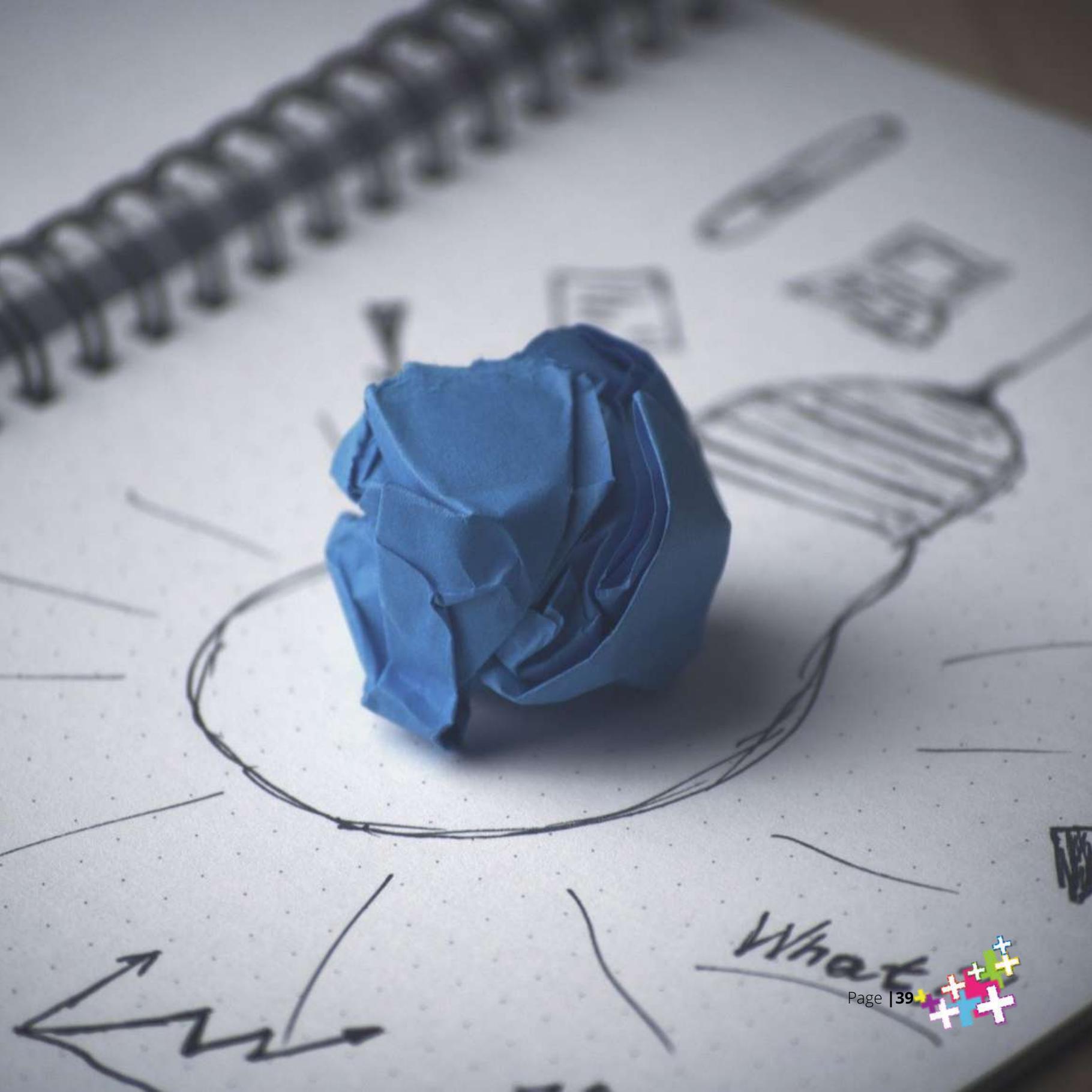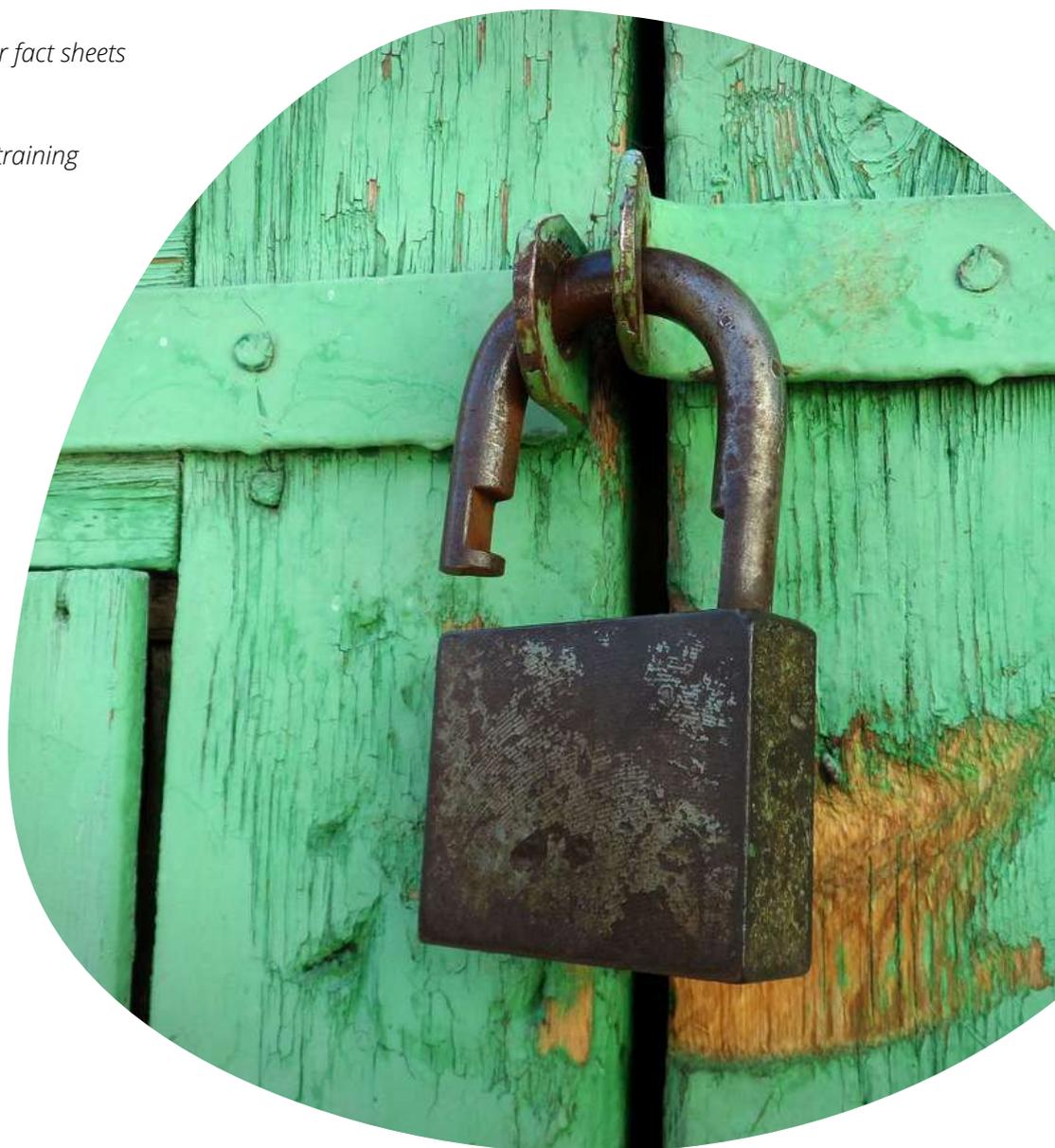
the open data platform functionalities

The analysis sheds light on the main potential and criticalities concerning the value of open data.

The analysis of the use-case scenarios reinforces the main results of the qualitative phase of investigation and it gives indications for the creation of a **+ RESILIENT** platform that will contain tools/functions as follows:

- U*nderstanding and contributing to the quality of data*

- *Links to existing open data resources (as per fact sheets provided)*

- *Awareness raising on open data, including training formats*

- *Examples of use of open data in the design, implementation, and evaluation of social innovation*

Functionalities

- *Non expert information for SVRC who have little time to go in-depth*

- *Tutorials for use of open data*

- *Training platform*

- *Possibility to crowd-source and contribute to open data*

- *Mapping*

- *Links to the regional platform foreseen in pilot actions (PT, HR, Aragon, SLO)*

scope and the main focus of the Use-Case scenarios

PARTNER	1 Delivery of public innovative services	2 Support to SVR SME's	3 Capacity building of social enterprises
REGIONE DEL VENETO	Community of practice for innovative services against labour mismatch	Support for social innovation of SMEs in mountainous areas	
CAMERA DI COMMERCIO TREVISO - BELLUNO | DOLOMITI bellezza e impresa			
anci	Civic monitoring of public services		
ITA INNOVA ITA INSTITUTO TECNOLOGICO DE ARAGON	Creation of open resources and data for 4 helix SVRC		
rCDI REDE DE COMPETÊNCIAS PARA O DESENVOLVIMENTO E A INOVAÇÃO	Regional portal for social care		
Ajuntament de Barcelona / Barcelona Activa			Care sector upskilling and training
Region of East Macedonia & Thrace			Social enterprises training
PRIZMA Foundation for Improvement of Employment Possibilities			Social innovation info points
AURORA REGIONALNI KOORDINATOR ISTRE COORDINATORE REGIONALE DELL' ISTRIA	Portal for social innovation		Regional centre for social innovation
U.C.C.I.AL		Support for social innovation of SMEs	

the overall +RESILIENT strategy

The strategy, based on the main outcomes of the study phase, intends to guide and provide common principles, an operational framework and indications for the next phases of the project, namely the pilot actions, the actions to scale-up and scale-out the pilot actions, and the capitalisation and streamlining of the innovations. The strategy finds middle ground with two objectives that are consistent with European Territorial Cooperation: the regional priorities and the added value of transnational cooperation.

the common goals of the +RESILIENT strategy

A common **action plan** that provides a general vision and framework to define the local action plans has been designed. While flexibility for the implementation of the local pilot actions is left to partners, a **general framework for action** is provided.

1

To provide territorial 4-helix stakeholders of SVRCs with tools and platforms to increase their capacity of policymaking, socially-responsive economic activities and support services to respond to emerging social needs, and contribute to sustainable development, jobs and social rights

2

To foster a transnational SVRC network that shares capacity building, knowledge transfer and co-creation of innovative solutions for the benefit of common solutions capable to promote scalability, transfer, mobility and policy improvement in the different territories of the MED area

In coherence with the strategic territorial and transnational goals, **links** with the 3 scenarios, the expected outcomes and general type of activities have been delineated.

TERRITORIAL GOAL

provide territorial 4-helix stakeholders of SVRCs with tools and platforms to increase their capacity

INNOVATIVE SERVICES

1 SPECIFIC RESULT

Stakeholders are involved in co-creation and implementation of new/renewed services with positive and sustainable social impact

SME'S

2 SPECIFIC RESULT

The number of SMEs operating with social responsiveness increase in the territory, increasing jobs and positive social cohesion and impact

SOCIAL ENTERPRISES

3 SPECIFIC RESULT

The number of social enterprises catering to vulnerable clients increase on a sustainable manner also thanks to improved skills

1 ACTIVITIES

- Tools for improving or creating innovative services
- Methods for improving or creating innovative services
- Awareness-raising, network building or communication

2 ACTIVITIES

- Tools for increasing social responsiveness in SMEs
- Methods for increasing social responsiveness in SMEs
- Awareness-raising, network building or communication

3 ACTIVITIES

- Tools for improving or creating new social enterprises
- Methods/tools for improving skills or capabilities
- Awareness-raising, network building or communication

TRANSNATIONAL GOAL

foster a transnational SVRC network that shares capacity building, knowledge transfer and co-creation of innovative solutions

INNOVATIVE SERVICES

1 SPECIFIC RESULT

Stakeholders are able to share and transfer new approaches/services to other areas

SME'S

2 SPECIFIC RESULT

Transnational activities of SMEs that become part of SVRC increase

SOCIAL ENTERPRISES

3 SPECIFIC RESULT

Transnational activities and cooperation among social enterprises increase

ACTIVITIES

Contribution to transnational pilot action (living lab in Marseille) and transfer activities (workshops and webinars)

CONCLUSIONS

The study roadmap of **+RESILENT** has helped the partnership to find common ground for the exploration of innovative ways to support the consolidation of still emerging and oftentimes informal, recently-established, or less structured **SVRC**s.

SVRCs are cross-sectoral and multi-stakeholder in nature. In many cases they have a strong or potential link to Smart Specialisation Strategies (RIS 3) of the involved regions.

The exploitation of **Open Data and Public Service Information** remains widely underrated and appreciated.

The importance of **improving and transferring** skills and capabilities for individuals and organisations operating in the **SVRC**s is high and should be addressed as part of the education and training provision, but also as work-based learning strategies of involved organisations.
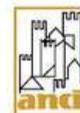
Partners have learned and have been inspired by the **knowledge generated.** They are moving on with the testing phase with identified scope and focus of action which are coherent with the **+ RESILIENT** three macro-scenarios.

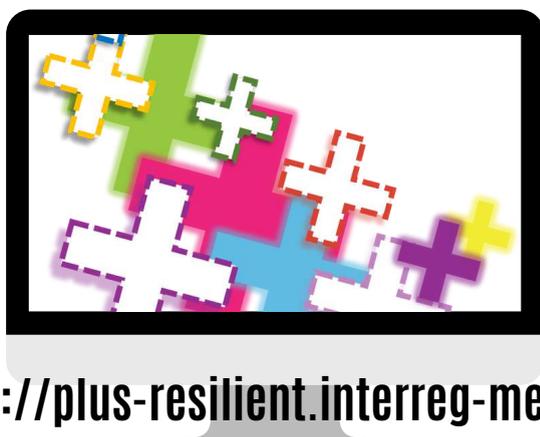**Time to move on with testing, transferring and capitalising.**

Interreg Mediterranean + RESILIENT

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Lead Partner

REGIONE DEL VENETO

AURORA
REGIONALNI KOORDINATOR ISTRE
COORDINATORE REGIONALE DELL' ISTRIA

Aix·Marseille université
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REDE DE COMPETÊNCIAS
PARA O DESENVOLVIMENTO
E A INOVAÇÃO

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GFOSS
Open Technologies Alliance

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