+RESILIENT- Mediterranean Open REsouRcEs for Social
Innovation of SociaLly ResponsIve ENTerprises

D 3.5.1 BASELINE SVRC AND THE POTENTIAL OF OPEN DATA

Project partners

DELIVERABLE SUMMARY	
PROJECT INFORMATION	
Project acronym:	+Resilient
Project title:	Mediterranean Open REsouRcEs for Social Innovation of SociaLly ResponsIve ENTerprises
Contract number:	4MED17_1.1_M123_062
Starting date:	01.02.2018.
Ending date:	31.01.2022.
Project website address:	https://plus-resilient.interreg-med.eu/
Lead partner organisation:	Veneto Region – Operational Unit for EU and State Relations
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DELIVERABLE INFORMATION	
Title of the deliverable:	BASELINE SVRC AND THE POTENTIAL OF OPEN DATA
Short description of the deliverable	This document is a synthesis of the results of previous activities and critically assesses and compares the data collected at country/regional level, incorporating also the benchlearning and the policy inputs, cross-referring, connecting and finding commonalities and differences.
WP no. / activity related to the deliverable:	WP 3 – ACTIVITY 3.5.1
Type (internal/restricted/public):	Internal
WP leader:	Veneto Region
Activity leader:	RCDI – Development and Innovation Network
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DELIVERY DEADLINE	
Date of the delivery:	27.11.2019

1. INTRODUCTION – OBJECTIVES AND CONTENTS OF THE REPORT

The SVRC BASELINE STUDY consolidates the results of previous activities. It incorporates:

- 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 SVRC BASELINE STUDY will provide:

- Guidance for the development of the scenarios (D.3.6.2).
- Information for the modeling of +RESILIENT strategic and operational scheme (D.3.6.3, D.3.6.4).

The following reports, documenting the major results of previous activities have been analysed and were synthetized, to provide a summary of main findings referring to:

Critical assessment of data collected at regional level….	The benchlearning outcomes and good practices…	The policy inputs…
•D.3.3.1. OPEN AND PSI DATA ANALYSIS •D.3.3.2. MED SVRC STATE OF PLAY	•D.3.4.1 BENCHLEARNING REPORT (incorporates results from D.3.2.4. Local Benchlearning meetings/Meeting reports of benchlearning activities, per country/region) •D.3.4.3. STUDY VISITS REPORTS	•D.3.4.2. POLICY ASSESSMENT REPORT (incorporates results from D.3.2.3. Policy Assessment Meetings/Meeting Reports, per country/region, containing policy inputs).

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2. MED SVRC STATE OF PLAY

2.1 Analysis of Clusters

The project follows the definition of Social Vocation and Responsiveness Cluster (SVRC) given by the Interreg Mediterranean programme:

"Groupings of independent undertakings —innovative start-ups, small, medium and large undertakings as well as research organizations, public administration or social and solidarity economy organizations— operating in a particular sector and region and designed to stimulate innovative activity by promoting intensive interactions, sharing of facilities and exchange of knowledge and expertise and by contributing effectively to a large type of innovations, technology, organizational or social transfer, 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."

Project partners were asked to identify SVRC in their project regions. **At least one cluster was identified in every region** and, in some cases more than one cluster was identified in the same region. 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 Albanian partner took a different approach. Six individual companies or organisations pursuing social goals or social responsibility actions were identified although there is not much evidence of intensive interaction between them. For this reason, the Albanian experience was not included in the analysis of clusters.

The following table presents all clusters analysed.
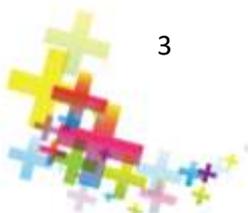
| Region	Cluster Designation	Mission
Alentejo (Portugal)	PTS Alentejo Central	Development, implementation, monitoring and evaluation of the regional Social Network (RS).
Catalonia (Spain)	Xarxa de Economía Solidaria	Defending an economic system respectful with people, environment and territories based 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.
Aragon (Spain)	*Unnamed;informal*	Initiatives and projects with social impact.
South France (France)	La Friche Belle de Mai	A cultural and artistic project for an urban development project.
	Pole Services à la Personne (PSP)	Gathers different organizations 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
Veneto (Italy)	INN VENETO Networks (informal)	Social innovation platform (informal)
	QUA, Quartiere Bene Comune	A project to allow citizens to present their own projecst to improve the city in terms of services and spaces.
Eastern Macedonia and Thrace (Greece)	Social Cooperative Network	Networking and cooperation between the SSE organizations within the Region of E. Macedonia and Thrace; information and awareness of the citizens for the SE sector.
Ístria (Croatia)	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.
Podravje (Slovenia)	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	To join regional wine producers; to enable them to enter the market under one organization; to reduce costs.
	Sociolab	Social economy development project.

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.**
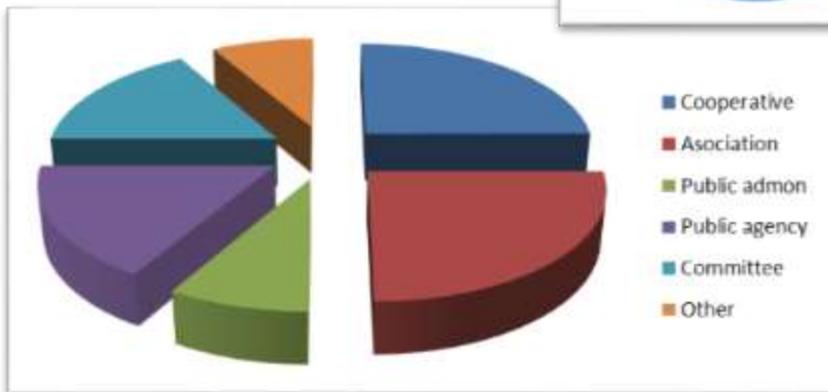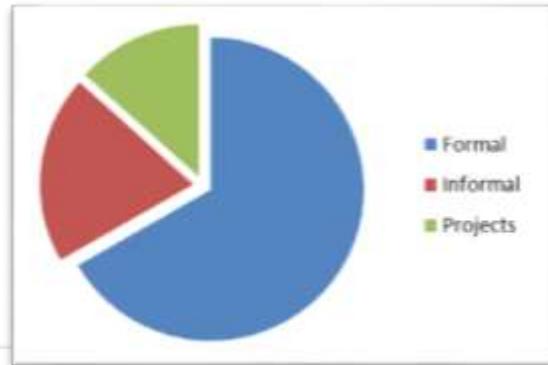
Most of the clusters have a well-defined governance structure, particularly if they are formally established. On the other hand, not all the identified clusters follow the 4-helix model. An interesting point however, is that there are usually clear connections with the type of members that are missing in the cluster governance structure (for instance, researchers or academia). This stresses **the importance of the 4-helix model in SVRC**.

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

- ✓ Urban development
- ✓ Social Care
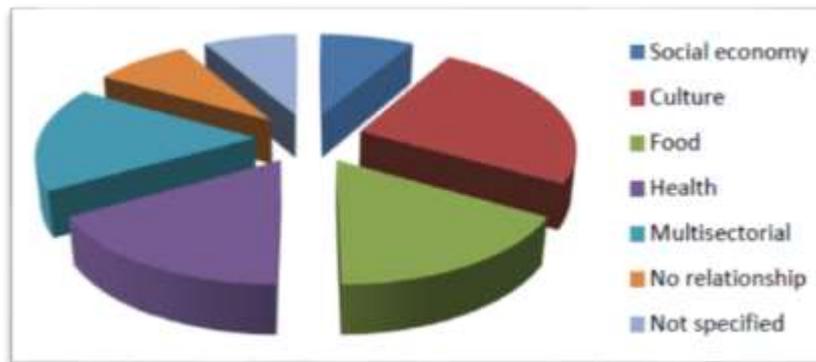- ✓ Health
- ✓ Entrepreneurship

✓ Human Resources

✓ Culture / Urban Art

✓ Agriculture

The majority are **oriented to strategic areas of the Research and Innovation Strategies for Smart Specialisation (RIS3)** in their regions, with a particular focus on the sectors shown in the next figure.
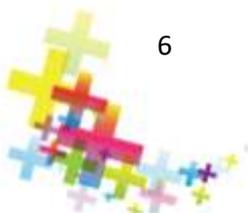

Most identified clusters equal their social objectives to their mission and role, strengthening their identification as cluster with social responsibility. On the other hand, few of them name a common social challenge and, in some cases, they make reference to the cluster mission. There are also some in which social challenges are addressed throughout public-funded projects, with a very well-defined goal and planning.

Social impact is easier to assess in the last two situations. However, **assessing social impact is not a regular practice** in any of the identified clusters, although there is general awareness on the importance of the issue. The exception is the Alentejo Central PTS in which measuring social impact is a central concern associated to the mission of the network.

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**.
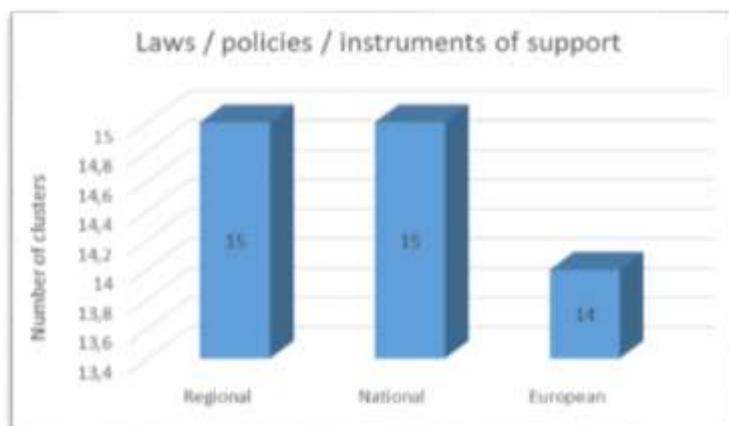
2.2 Relationship with social and digital innovation

Social innovation is defined and developed from different approaches always with an emphasis on new ideas to meet social needs (OECD, 2010 or European Commission, 2019). However, a more global approach should point to the development of society, given that social innovations are aimed at people and society in general as individuals and citizens and not only as employees, consumers or producers.

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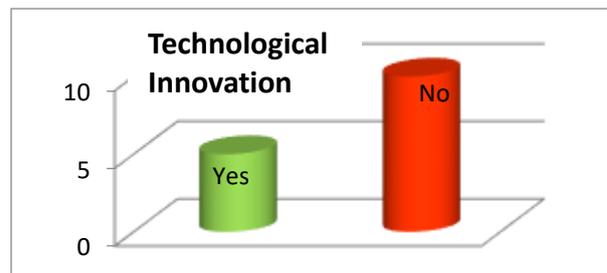
In the same way, the relationship with Open Data is almost non-existent. In general, **Open Data technology is almost unknown**, including its potential benefits, or return on investment.
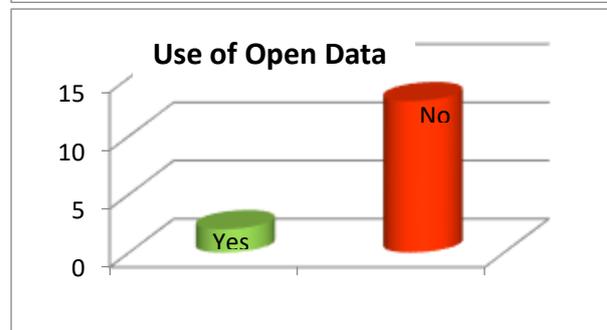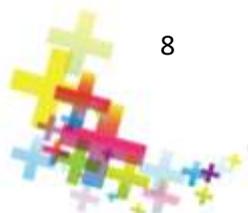
2.3 Skills and capabilities assessment of SVRC

Project partners conducted an assessment of SVCR skills and capabilities in 10 Mediterranean Regions: Alentejo (Portugal), Aragon (Spain), Catalonia (Spain), Provence-Alpes-Côte d'Azur (France), Veneto (Italy), Lazio (Italy), Anatoliki Makedonia, (Greece) Jadranska Hrvatska (Croatia), Vzhodna Slovenja (Slovenia) and Albania (Albania). The assessment was based on 17 focus groups, 32 semi-structured interviews and questionnaires (3 regions), 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.

The fieldwork adopted a reference framework for the identification of skills, as follows:

At individual level	At organisational level
Skills for social innovation: skills needed to foster social innovation in their professional field.	*Organisational settings for social innovation:* elements at organisational level that are needed to foster social innovation in their professional field.
Skills for digital social innovation: skills considered necessary for the production of social innovation by including digital innovation.	*Inclusion of digital social innovation*: identification of how the enterprise can promote social innovation by including digital innovation at the organisational level.
Skills for inclusion a gender perspective with an intersectional approach: skills necessary to assure that innovations take into account gender equality and an intersectional approach (that tackle the different axis of inequalities: age, disability, LGTBIQ, ethnic minorities…).	*Inclusion of gender perspective with an intersectional approach*: actions and/or elements at organisational level that will be necessary to assure that innovations take into account gender implications and an intersectional approach (that tackle the different axis of inequalities: age, disability, LGTBIQ, ethnic minorities…).
Skills relevant in social economy: skills that are particularly relevant in social economy organisations.	*Special requirements for social economy organisations*: requirements at organisational level that are particularly relevant in social economy organisations / social responsible enterprises.
Skills gap (organisation): skills that are missing in their organisation.	
Skill gap (sector): skills that are missing in their sector.	*Organisational gaps*: elements at organisational level that are less developed in their organisation.
Training to mind skill gap: training or qualification that they consider that could help to mind the skills gaps.	*Support for minding the gaps*: Identification of what kind of support would be necessary to develop more these issues.
Professional profiles: Identification of defined professional profiles in their country that fit more with the identified required skills and proposals of new professional profiles.	
For each dimension, both soft and hard skills are identified according to definitions in UNESCO, 2013.	

The following skills and capabilities were identified.

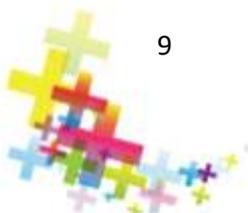## Soft skills necessary for social digital innovation

- 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 necessary for social digital innovation

- 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 organization.
- 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.

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 assure the participation of all individuals regardless 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.

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**.

SOFT Skills at individual level

HARD Skills at individual level
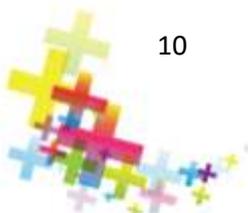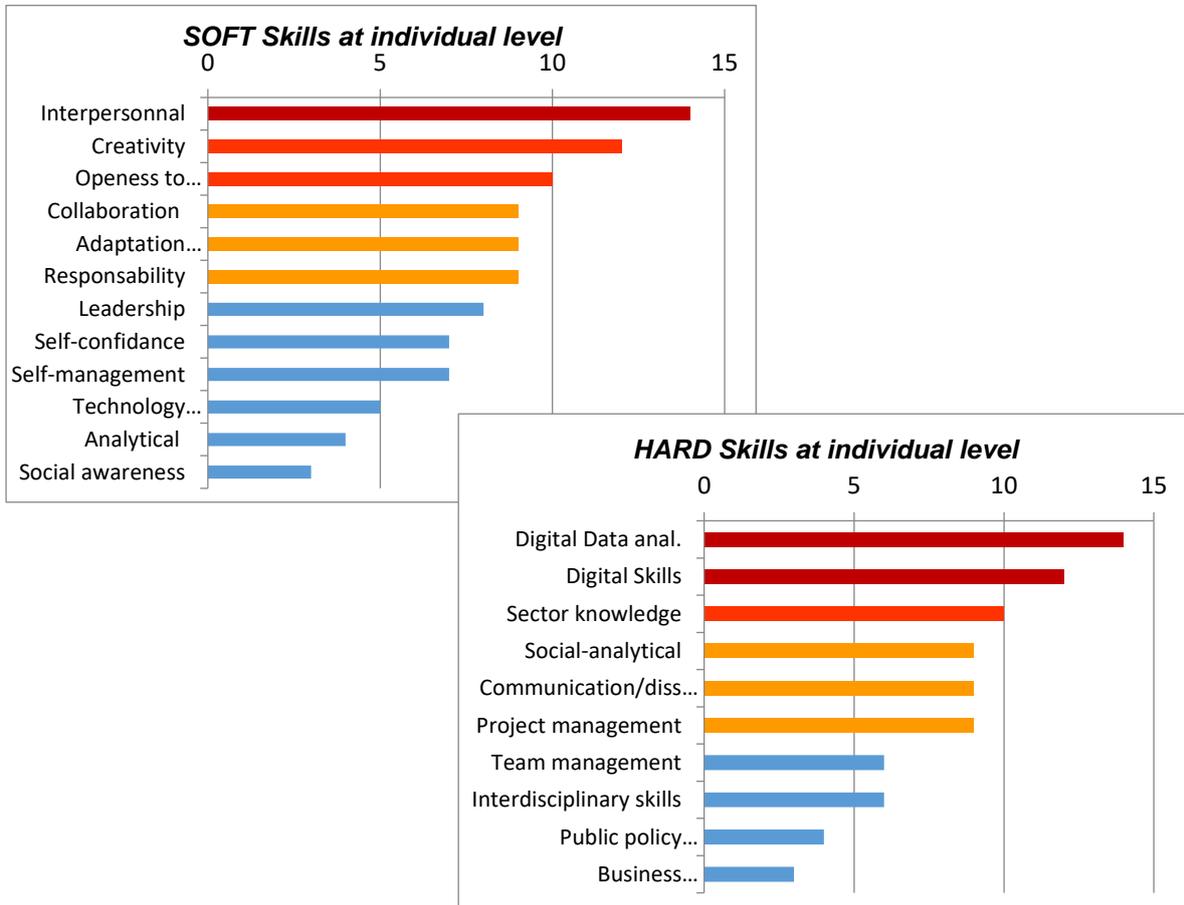
3. OPEN AND PSI DATA ANALYSIS

3.1 Open Data Resources

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.

- ✓ Open Data available 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..

3.2 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 utilized to create services and new products that can answer to these social needs, as well as the expected benefits from this process.

To achieve common and comparable results the same five specific questions were addressed to the participants in all the project regions. The main findings resulting from the answers obtained are summarised hereafter.

Question 1. **Who are the key target groups** (i.e. SMEs, researchers, individuals…) that can be beneficiaries of Open Data driven +Resilient services, based on open data that are available in your region/area…?

All the organisations along the value chain of the Social Economy (SE), as well as end users, can potentially benefit from Open Data driven services, as shown in the table below.

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

Regions	Local & Regional Public Bodies	SMEs in SE & RIS3 Sectors, Social Investors	SE Non-profit Organisations, Citizens Organisations, Clusters	Academic & Research Bodies	End Users (Individuals, Families…)
Alentejo (Portugal)	x	x	x	x	x
Aragon (Spain)	x	x	x	x	
Catalonia (Spain)	NA	NA	NA	NA	NA
South France (France)		x	x		x
Veneto (Italy)	x	x	x	x	
REMTH (Greece)	x	x	x	x	
Istria (Croatia)	NA	NA	NA	NA	NA
Podravje (Slovenia)		x		x	x

NA – Not Available

Question 2. Which are, to your knowledge and perception, the **most critical needs/pains** these key target groups face?

This question was considered under two different perspectives, depending on the regions/partners: i) difficulties/problems referring to the use of Open Data; ii) difficulties/problems that the use of Open Data can help to solve.

The two perspectives addressing the most critical needs and pains were analysed, taking into consideration two different groups: **organisations** and **end users** (individuals and families).

Difficulties/problems referring to the use of Open Data

For **organisations**, major problems and needs can be categorised as follows:
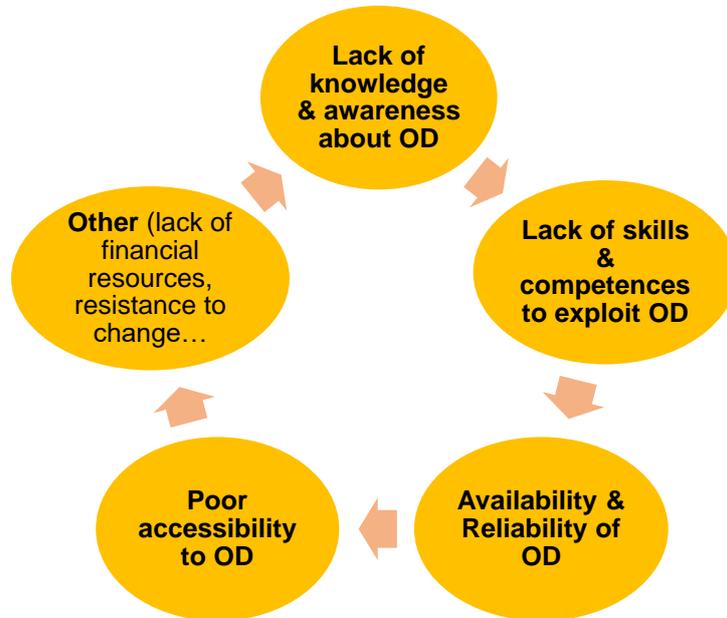
Lack of knowledge and awareness about Open Data

There is a lack of knowledge on what specifically Open Data resources are and how they can be used within the organisations, to produce social innovation. This is a recurrent problem in most regions: "A lot of stakeholders do not even know that Open Data exist" (Slovenia), "many project leaders have no idea of the existing/available data, of the scope and scale of the data…" (South of France), or "difficulty in understanding Open Data terms in general (REMTH).

Due to lack of knowledge, most organisations do not recognise "the importance of the strategic and systematic use of data to innovate the traditional offer of products/ services" (Veneto), or "do not (…) identify the usefulness of Open Data and are not always able to explicit their potential benefits" (South of France).

In addition, in some regions "public administration bodies related to social economy are not much motivated for the potential advantages of Open Data, in two-fold perspectives: as open data producers and open data users" (Alentejo, Portugal).

In short: social economy organisations have not incorporated Open Data resources within their daily activity. Some organisations consider that using Open Data could be

an added value for their activity and to produce social innovation, while others are suspicious about the effective advantages of using OD.

Only in Catalonia (Barcelona) were identified a few ICT oriented organisations that work intensively with Open Data resources and pinpoint many benefices of using OD.

Lack of skills/competences to exploit Open Data

The main obstacle identified to use Open Data is the complexity and the high level of technical knowledge that users have to acquire for converting OD into useful information, knowledge and services.

The organisations do not have technical and IT knowledge and skills to firstly retrieve data, read and analyse them, then to rework and reuse data and, finally, to produce new services from available data.

Last, but not least, the lack of professional management in social economy organisations was also identified as a constraint, affecting effectiveness and counteracting the opportunity for recognising the use of Open Data as an opportunity for social innovation.

Availability and Reliability/Quality of Open Data

Weaknesses under this topic concern:

- ✓ The availability of Open Data – there is a need for additional Open Data about the social economy, at least in some regions (e.g. Barcelona, Catalonia; Alentejo, Portugal).

- ✓ The type and quality of data available – often accessible data on institutional platforms are not presented in a disaggregated manner, or are not sufficiently complete and updated.

In fact, experts on Open Data consider that the main difficulty to use them is the quality of datasets.

Poor accessibility to Open Data

A critical issue that also emerged is the poor accessibility to available data: often the interfaces of open-source institutional portals/websites are not intuitive and it is therefore difficult for the user (other than specialised IT experts) to use OD.

Veneto Region also emphasises that "there is also a gap between the enormous amount of data produced, even unknowingly, within companies and universities and the possibility of making them accessible to the community".

Other difficulties

Other problems identified refer to **insufficient financial resources** of the social economic organisations to develop Open Data driven services, combined with some **resistance to change**. On the other hand, IT enterprises and research bodies having the required technical competences, face a social economy market showing some reluctance towards digital change and social innovation, based on OD.

For **End-users (individuals/families)**, major problems identified refer to:

- ✓ Low level of digital literacy of most of the population in need of social services, constraining the access to Open Data based services.

- ✓ Citizens with special needs, in general, suffer from lack of information about the available services and available technologies that could help them to enjoy a better quality of life;

- ✓ Lack of support (e.g. information, capacity building) and low level of digital literacy of most informal caregivers.

It was also stressed that to successfully introduce digitally based services in the communities, those services should be attractive, easy to access and easy to operate. The potential end beneficiaries (e.g. individuals, families) should be previously surveyed, to identify their basic digital competencies, to support the definition of simple suitable interfaces, to facilitate interaction.

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

Based on the perception that the use of OD will require the support of specialised IT consultants, in some regions, answers to this question address the problems that the use of Open Data can help to solve (rather than focusing on the difficulties to use OD).

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 very 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 of re-use and promoting overall efficiency.

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Question 3. What kind of **Open Data driven services** do you believe are the most important to be offered by +Resilient? What are the beneficiaries "gains" through this process (benefits)?

As expected, the suggestions collected from stakeholders for Open Data driven services address the solution or reduction of the constraints identified, focusing mostly in two aspects: Contents and reliability/quality of Open Data; Accessibility to Open Data.

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).

- ✓ To create more Open Data based services, to tackle the problems detected.

To exemplify: the first Open Data driven service identified by the stakeholders in Alentejo (Portugal) was the **Mapping of Social Offer,** referring to social and solidarity care**.** This tool is expected to map all social responses that exist in the region, to address the several types of needs related to care for disadvantage people and care services of general interest, providing also detailed information about the service providers. This will allow: i) the citizens to search responses to any particular problem, compare the offers available and contact any social organisation in the region; ii) the social service providers to identify complementarities, synergies and offer gaps and act accordingly, through increased collaboration to solve the problems and to improve innovation processes.

Some Open Data are available to support this tool, but they are insufficient. To implement this service it will be necessary that:

- ✓ The public administration related bodies create additional public datasets, based on the administrative information they collect regularly from social service providers,

and/or

✓ The social economy organisations provide directly this information to a public database.

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.

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 was suggested by Veneto Region.

This should be achieved through two main components: i) Design of friendly interfaces and more intuitive search methods (this can be done through bottom-up design laboratories that involve both decision makers and end users); ii) Possibility for users to contribute to the integration of the database by uploading data collected, resulting from their activities.

The governance of urban regeneration activities (as part of social innovation initiatives) was also deemed as benefiting from collaborative platforms, supporting the complex co-design and co-decision processes. Based on the available OD, digital tools, such as APPs, could be tailored according to the specific needs of each territory.

Question 4. What kind of **training** do you think that the potential beneficiaries need regarding Open Data and data driven services?
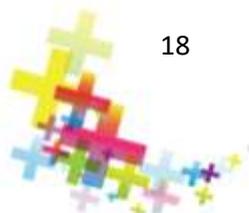
Opinions collected in the project regions indicate that awareness raising and training activities should be addressed both to public and private organisations, related to social economy (SE).

Different types of training were suggested to cover the several gaps identified, namely to increase knowledge about Open Data and to improve technical ICT skills to use Open Data.

Topics to be considered and corresponding target groups are summarised in the following table:

Project partners

TOPICS	TARGET GROUPS
AWARENESS TO 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

Question 5. What kind of Open Data do you have available, or what kind of data are you willing to open for +Resilient and in which sectors/areas?

As mentioned before, OD are available through local, regional and national Open Data portals or platforms, providing a large range of datasets, which cover different topics. It was however noticed lack of interactivity among those portals that are operated by different public organisations.

The stakeholders surveyed mentioned different types of data they would like to access, which they do not know how to find, or are not available, such as…

- ✓ Data concerning the evaluation of public policies in relation to SE;

- ✓ Data concerning the provision of social services;

- ✓ Name of the community agents, their position and department/organisation in order to find new partners and create synergies;

- ✓ Data about type of SE projects developed in the region and the profile of the entrepreneurs…

… but on the other hand they did not provide information on the specific data the SE organisations could consider to open, for public use.

4. BENCHLEARNING OUTCOMES AND GOOD PRACTICES

4.1 The benchlearning process

The EU defines benchlearning as "a process for creating a systematic and integrated link between benchmarking and mutual learning activities" (CAF, 2006). 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 conducted a benchlearning process with the stakeholders in their regions aiming to identify needs and experiences and to seek inspiration for new solutions. All the partners organised benchlearning workshops during May, June or July 2019. These workshops 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, Slovenia, France and Italy.

In the first part of the workshops these results were presented to the participants, with an emphasis on what could be learned from the large amount of information collected. A first selection of best practices has been done in many regions to facilitate the discussion. Then, the benchlearning method was presented and started. Two main phases were followed: a first step of identification and a second step of analysis and learning.

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?

4.2 +Resilient study visits

The five +Resilient study visits that took place between November 2018 and March 2019 were selected according to identified relevant use-case scenarios and were carried out as peer-reviews. An overview of the study visits is presented in the following table.

Location	Hosting Partner	Main Theme	Issues Adressed
Barcelona (Spain)	BA - Barcelona Activa	Sharing economies and tech-led social innovation	Relevance of public policies and tools together with social economy networks to streghten the social ecosystem.
Zaragoza (Spain)	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 Region (Slovenia)	PRIZMA	Rural development	Local development strategy: promotion of sustainable tourism, revitalization of cultural heritage, overgrown areas and viticulture, and intergenerational cooperation (with the inclusion of vulnerable groups).
Reggio Emilia (Italy)	ANCI - Associazione Nazionale Comuni Italiani	Urban regeneration	Urban regeneration processes can led 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 (France)	UAM - 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 major findings of the study visits can be summarized 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 strenghten 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 comand 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

4.3 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 prioritized in the different regions:

- ▪ Albania: development of the agro-food and tourism sectors.

- ▪ Croatia: development of social innovation actions and creation of a regional centre to foster social innovation; six priority areas for social innovation were identified: (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.

- ▪ France: food emerged as a potential direction to continue the process 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
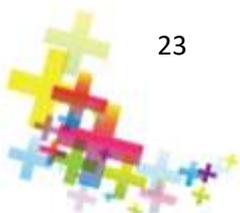
way of producing, selling and consuming food would need to rely on a diversity of open data and digital innovative tools.

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

- Italy: organising 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.

- Portugal: 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.

- Slovenia: 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.

- Spain, Barcelona: development of the care economy for dependent people and for the elderly.

- Spain, Aragon: Citizen participation in urban planning, or potential usage of public empty buildings, creating a sort of associations' buildings.

The experiences presented in the workshops were also assessed in terms of good practices. The most inspiring for the participants were those related to:

- Urban regeneration with the involvement of citizens (Quartiere Bene Commune, La Polveriera - Reggio Emiglia and La Friche Belle de Mai - Marseille);
- The combination of citizen initiative and public support, in particular the combination of crowdfunding and public support (e.g. the "Conjuntament" project - Barcelona Activa or the grant "we boost what you do" of the Barcelona City Council);
- An innovative solution that develops care economy for the elderly (Pôle Service à la Personne - South Region, France).

The second part of the workshops was dedicated to analyse and learn. The following elements were highlighted by most participants:

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

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

3) The importance of citizens' involvement (involving citizens in the projects that affect them, making citizens' opinions count, working closely with people/ organisations/associations in charge of projects and developing civic awareness).

4) The need to develop training in most regions to support social innovation (lack of skills is a major barrier).

5) The need to identify and to experiment (learning, transferring and adapting).

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

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

5. POLICY INPUTS

This section summarises the results of the Policy Assessment Meetings (D.3.2.3), conducted by the partners in the regions/countries participating in +Resilient, which were compiled in the Policy Assessment Report (D.3.4.2).

The overall appraisal of inputs available 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.

Main findings referring to policy inputs, collected by the project partners in each region, are summarised hereafter:

Partner	Main Findings
Veneto Region (Italy)	+ Resilient is in line with the Veneto Digital Agenda 2020 and the ERDF funds dedicated to "open Innovation", on which currently there are several points in common and possible synergies, as summarised hereafter.
	The Veneto Region is currently promoting Innovation Labs on the whole territory, through the consolidation and dissemination of "P3 @ - Digital Gyms" (intended as public access centres, for acculturation and assistance to digital services) and the use and analysis of Open Data to increase the quantity and improve the quality of information and services for citizens.
	Two regional strategies (mostly funded by Structural Funds) concern social innovation and work on all the three macro scenarios identified by the + Resilient project. 1) ESF approach to social innovation, mostly referring to the reinforcement of social economy networks or clusters, aiming at finding new solutions for social issues, including employment and new forms of business. 2) ERDF approach to smart specialization, referring to the creation of innovative clusters. The ERDF operational plan also includes the priority of sustainable urban development, which is linked to the digital agenda and social innovation.
	The most promising synergies are to be made with the ESF strategy on social innovation.

Foundation for Partnership and Civil Society Development + Region of Istria (Croatia)	The Regional Strategy for Persons with Disabilities is considered unsatisfactory by the Associations/NGOs working with these persons: non developed and not adjusted health and social care centres for adult persons and children with disabilities, lack of Info Point for population with disabilities, unadjusted spaces, not enough campaigns raising consciousness for population with disabilities, specific and adjusted cultural contents, etc..
RCDI - Development and Innovation Network (Portugal)	The PCG members reviewed the policy recommendations for Alentejo Region, outlining the following aspects: i) The regional smart specialisation strategy for Alentejo (RIS3 Alentejo) considers that the development of technologies and services for the Social Economy is a strategic priority; ii) The RIS3 envisages to "steer scientific and entrepreneurial competencies to create new technological solutions and ways of working that can respond to societal challenges"; iii) The social economy is considered as an opportunity for the development of innovative activities and technologies; iv)Social innovation can lead to the development of products and services to satisfy social needs, allowing the renewal of traditional markets and contributing to develop new emerging markets.

Considering the above highlights, the +Resilient approach is totally consistent with the strategic priorities defined for Alentejo Region. Furthermore, the results of the Benchlearning Workshop, envisaging the implementation of a digital tool ("Mapping of all social responses that exist in Alentejo Central region") was considered to be very useful, combining digital and social innovation.

Possible financing sources, in addition to those directly referring to the Social Economy, were also identified: in the ROP Alentejo 2020: the "Axis 9 – Institutional capacity building and modernising the public administration" supports the digital improvement of public services, including the creation of Open Data from existing administrative public information. |
| REMTH - Region of Eastern Macedonia and Thrace (Greece) | Only a few Social Economy enterprises that where established in REMTH are active, because there was a delay in voting the Law 4430/2016 by the Greek Parliament and that caused problems in their operation. The Social Economy enterprises that where established in REMTH operate in health, tourism, education, agriculture, consulting, research and care for the elderly, migrants, people in need etc..

It was suggested by the PCG members that in the scope of the project REMTH should focus on tourism and agriculture. There are also shortcomings in services for the elderly and people in need. |

Barcelona Activa + UOC – Open University of Catalonia (Spain)	The care economy was identified as a strategic field. In the care sector, there is a lack of formal accreditation of the skills that are required, due to the lack of social recognition of care work and to the lack of formal educational training linked to the sector. The selection and recruitment processes could be done using a skills-based model and not only by certifying formal qualification. Data analysis using open data is considered very useful to make decisions in terms of designing and planning services and also to improve the quality of the services.
ANCI – National Association of Italian Municipalities (Italy)	City governments are more and more interested in involving citizens and their organizations in producing public services, regenerating urban spaces, promoting new economic activities. To do that, there is the need for innovative solutions and for better regulation in what regards public tenders, public-private partnerships and citizen participation. The topic of the re-use of abandoned buildings (such as former industries, former barracks etc.) to create new community spaces, start up incubators, cultural centres was considered as having a strong potential for creating new economic activities. In a word, these new spaces can be defined as "Community hubs" and are being implemented in several cities to create social innovation processes (e.g. Manifattura 4.0 in Milan, QUA project in Reggio Emilia…)
AMU (Aix-Marseille University) – South Region	The +Resilient project is considered as totally in line with the innovation strategy of the South Region. There is a need to better connect or create bridges between stakeholders from the social and solidarity economy and the open data providers. The + Resilient project opened some doors and collaboration should be concretised. The PCG members agreed with the focus on food identified during the benchlearning workshop as a potential direction for the next step of the + Resilient project in the South Region. Food includes environmental issues, social and equality issues, educational and public health issues… It needs to adopt a 4-helix approach, involving public authorities, producers (from local farms to agro-food industries), consumers, the civil society and the social economy and, education, research and development institutions and organisations.
PRIZMA (Slovenia)	The participants expressed a general interest in the project.

ITAINOVA (Aragon, Spain)	The regional government is a major actor for the development of social economy and social innovation in Aragon. There was a great interest for the project and for the next steps. Regional representatives are willing to work closely with ITAINOVA to address societal needs and foster the regional public strategy regarding open data.
	As included in a report written by GECES, the stakeholders stressed the need to collect and analyse systematic statistics on the dimension and dynamics of the Social Economy sector and its socio-economic importance, with the ultimate objective of improving the social and institutional visibility of the organizations of the Social Economy, to generate greater awareness about their impact on European societies and be able to formulate better public policies aimed at the promotion and expansion of the sector. This question responds to the important role played by Social Economy plays in Europe regarding generation of value for society.

6. OVERALL ASSESSMENT. FINDINGS AND CONCLUSIONS

In all project regions, partners identified SVRC, 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 the clusters analysed 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).

It was however considered by the stakeholders that all the organisations along the value chain of the Social Economy (SE), as well as end users, can potentially benefit from Open Data driven services.

Nevertheless several constrains to the use of Open Data were identified, in particular:

- ✓ 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 SE);
- ✓ Poor accessibility to Open Data (interfaces of open-source institutional portals/websites not user-friendly);
- ✓ 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 was suggested, as a possible solution, to overcome the problems identified.

Awareness raising and training activities to support the use of Open Data will also be required and should be addressed both to public and private organisations, related to social economy (SE).

The project 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 are very dependent 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, in particular:

✓ The importance of public involvement as well as citizens' involvement, both in co-production and in funding.

✓ The potential and, at the same time, the challenge the use of Open Data represents.

✓ The need for training and for institutional support in the promotion of social innovation.

Finally the policy assessment conducted by the partners allows to globally conclude that all participants expressed their interest in the project and considered that +Resilient is totally consistent with and would contribute to implement regional priorities and strategies as far as social economy, innovation and open data are concerned.
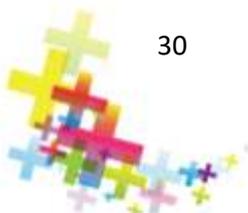
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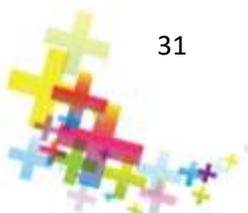
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