



	Criteria – Key words
<p><b>Organizational level</b></p>	<ul style="list-style-type: none"> <li>- New social services designed to face new needs or unmet needs</li> <li>- Search for new solutions to old needs, new mechanisms or practices introduced in preexisting social services:               <ul style="list-style-type: none"> <li>▪ to improve access to social services (i.e. more information, increased professionalism in social work sector);</li> <li>▪ to guarantee entitlements (rights) for specific groups or minorities;</li> <li>▪ to satisfy the demand for social services in a more complete and broad way (holistic approach);</li> <li>▪ to guarantee more participation and inclusion of citizens;</li> </ul> </li> <li>- New and increased Cross-Sectoral social services</li> <li>- Cross-Sectoral social services (i.e. teaching art to children while helping their mothers for job seeking and offering jobs for young artists)</li> <li>- Integrated care practices</li> <li>- Tearing down walls between sectors and the role of informal care</li> <li>- Sharing of knowledge</li> <li>- Better integration of Health and Social sector services</li> <li>- Territory based social services that contribute to the creation of training and job opportunities for disadvantaged people</li> <li>- Solidarity-based social services</li> <li>- Social mediation for impaired and weakened people</li> <li>- Easy access to housing for poor families</li> <li>- New interfaces with clients</li> <li>- Logic(s) of service: Self help or mutual aid logic; Social care logic; Multi-stakeholders logic;</li> <li>- Social movements logic</li> <li>- The development of the self-help sector</li> <li>- Actors: New organizations (Cooperative society for social service provision –SCOP; Cooperative society as social enterprise with user’s involvement –SCIC)</li> <li>- New legal forms within structured public frameworks (Italy social cooperatives)</li> <li>- New provider organizations and existing organisations refashioned by new dynamics</li> <li>- New roles and relations among actors</li> <li>- New private organizations for profit and non-profit</li> <li>- Management style in the organization</li> </ul>
<p><b>Regulamentary and legislative level</b></p>	<ul style="list-style-type: none"> <li>- New architecture of the provision system</li> <li>- Socially responsible public contracts and social clauses (outsourcing)</li> <li>- Adherence to EU standards in transitional economies</li> <li>- Impact on institutional framework that shape innovation in social services</li> </ul>



	<b>Criteria – Key words</b>
	<ul style="list-style-type: none"> <li>- New arrangement between one or more government agencies and/or external organization.</li> </ul>
<b>Interactional level (governance and partnership)</b>	<ul style="list-style-type: none"> <li>- New networks and social movements established in order to design, deliver and finance</li> <li>- social services</li> <li>- Cooperation between sectors, actors and different forms of provision</li> <li>- Cooperation between local actors</li> <li>- Increasing communication responsiveness</li> <li>- Utilizing connectivity and interdependencies</li> <li>- Modification of organizational systems (models of governance, work organisation, number of involved stakeholders in governance)</li> <li>- Public sector and local authorities as promoters of innovation and promoters of cross sectoral policy strategies</li> <li>- Third sector and user as promoters of innovation</li> <li>- Volunteer workers and initiatives launched by a group of citizens</li> <li>- Third sector and user's engagement design (co-design and re-design services)</li> <li>- Joint decision process</li> <li>- Decision-making power not based on capital ownership</li> <li>- Employee and user driven innovation</li> <li>- Partnerships with users, family carers and user organizations</li> <li>- Partnership between service users, practitioners and academics</li> <li>- Community-based and participative health network in a local territory</li> <li>- Collaboration between public and volunteer organisations (NGOs) or between civil and local</li> <li>- Networks in collaboration with public organisations and social enterprises</li> <li>- New techniques for partnership building and functioning</li> <li>- Impact on social and power relations</li> </ul>
<b>Professional level (practitioners)</b>	<ul style="list-style-type: none"> <li>- New practices in social work</li> <li>- Innovative tools (i.e Theatre of the Oppressed) and the use of participated methods in social work (i.e. self-help group)</li> <li>- Networking</li> <li>- Individualised supports</li> <li>- New professional skills in social work</li> <li>- The use of informatics and new technologies in social work</li> </ul>
<b>Users</b>	<ul style="list-style-type: none"> <li>- Participation and involvement of final users of services in designing, delivering and evaluating social services</li> <li>- Empowerment</li> </ul>



	<b>Criteria – Key words</b>
	<ul style="list-style-type: none"> <li>- Involvement of final users in promoting equality, effectiveness and control, and adherence to the needs of users</li> </ul>
<b>Conceptual Level (and value)</b>	<ul style="list-style-type: none"> <li>- New models of society - Social goals: participation, user involvement, community benefit</li> <li>- New paradigms underlying a new social service concept or service delivery model (i.e. new inclusion paradigm; active ageing)</li> <li>- Relationships and trust</li> <li>- Pursuing diversity</li> <li>- Better adjustment to users' needs, more person centred support</li> <li>- More social services provision in less developed regions</li> <li>- New concept of accessibility of the service (i.e. for Roma families)</li> <li>- The concept of 'progressive universalism'</li> <li>- The Social Care Model</li> <li>- De-institutionalization and community care; Improved home-based and community services</li> <li>- Independent living</li> <li>- Gender and diversity perspectives</li> <li>- Anti-discrimination and equality process</li> <li>- Increase of the level of recognition of social values, objectives, paradigms and goals</li> <li>- New models of interaction leading to social innovation processes</li> </ul>
<b>Public policy level (policy framework, programs and social policies)</b>	<ul style="list-style-type: none"> <li>- The new role of the system governance played by central (or local depending on national arrangements) government</li> <li>- Impact on public policies: new public policy, programme, measure or intervention</li> <li>- Joint construction of a space for public action and redefinition of public governance bodies and methods</li> <li>- Innovative logics for public policies</li> <li>- Innovating the public sector</li> <li>- The new wide attention on anti stigma policies</li> <li>- E-government</li> </ul>
<b>Financial and economic sustainability level (and scaling-diffusion-transferability of innovation)</b>	<ul style="list-style-type: none"> <li>- New ways to overcome budgetary constraints</li> <li>- New approaches to acquire funding: the involvement of private investors; the introduction of special funds; the purchase of innovative practices by final users</li> <li>- Hybridization of resources (market, redistribution, and reciprocity resources)</li> <li>- New investment sources</li> <li>- Mobilising community resources, taking full advantage of all endogenous resources</li> <li>- Improvement in efficiency and effectiveness</li> <li>- Financial and systemic sustainability, Impact on the economy</li> </ul>



	<b>Criteria – Key words</b>
	<ul style="list-style-type: none"> <li>- Economic, Environmental and Social Sustainability of Territory based social services</li> <li>- Financial tools necessary to territorial social initiatives and the way to unlock them</li> <li>- Capacity of spreading and diffusion</li> </ul>
<b>Evaluative level and attention for quality</b>	<ul style="list-style-type: none"> <li>- Affordability, availability and accessibility</li> <li>- New standards expected</li> <li>- New feedback loops from users and specialists</li> <li>- Social services of excellence as for quality, efficiency and efficacy</li> <li>- New methods and creative tool-kits to strengthen and renew the quality of social care services</li> <li>- Low-cost (for user) and high level quality of social services</li> <li>- Quality assurance, moderation and accreditation mechanisms</li> <li>- New tools for monitoring social services - hearing all voices (users, organizations, practitioners, staff, family and friends):               <ul style="list-style-type: none"> <li>▪ Action research</li> <li>▪ Alternative economic and social indicators</li> <li>▪ Social impact and contribution of innovation in social services to social innovation and social change – Assessment of innovation</li> <li>▪ Learning approach to evaluation – ‘to learn from failures’</li> <li>▪ Developmental evaluation</li> </ul> </li> </ul>
<b>Specifics for the Health sector</b>	<ul style="list-style-type: none"> <li>- Disability: from rehabilitation to integration and then to inclusion</li> <li>- Mental Health: from segregation to inclusion and community care</li> <li>- HIV: from segregation/stigmatization to awareness campaigns for promoting self protection</li> <li>- Innovation in the area of prevention, of treatment and in the introduction of new technologies Emphasis on an inter-sectoral, controlled and steered care in managed care models, replacement of the traditional insurance model</li> <li>- Integrated services</li> <li>- Technological progress</li> </ul>
<b>Specifics for the Education sector</b>	<ul style="list-style-type: none"> <li>- Inclusive education</li> <li>- Inclusive education and training in collaboration with the civil society</li> <li>- Multicultural education</li> <li>- Integration of disciplines</li> <li>- Alternative schools, non-regular schools and informal education</li> <li>- Link between formal and informal education</li> <li>- Community development based approaches</li> <li>- Connection between regular school and the system of social services</li> <li>- Experiential learning</li> </ul>



	Criteria – Key words
	<ul style="list-style-type: none"><li>- Human rights education</li><li>- Working ‘through relationships’ with children and young people</li><li>- Problem based learning methodology</li><li>- The ‘media education’, The use of comics</li><li>- ICT in schools</li><li>- E-inclusion</li><li>- Networks of schools</li><li>- Improve, supplement, reinvent and transform learning</li><li>- Sustained educational improvement</li><li>- Learning Beyond the Classroom</li><li>- Spreading a culture that values learning</li><li>- More personalized approaches to learning</li><li>- Using the web</li><li>- Learning with and by</li></ul>